

RECORDS INVENTORY AND RETENTION SCHEDULE COVER SHEET

Schedule Number <small>(To be completed by DGS/Records Management Division)</small>	2934
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Agency Information

Department / Agency	Maryland Department of Transportation (MDOT) The Secretary's Office (TSO)
Division / Unit	Office of Strategic Customer Service (OSCS)
Mission Statement/Link to division/unit website	The MDOT OSCS is responsible for implementing the Secretary's vision, the department's mission and identity as well as creating customer-focused programs positioning MDOT as a transportation leader that delivers exceptional transportation products and services to the citizens of Maryland.


Schedule Information

Supersedes Schedule(s)	N/A
Amends Schedule(s)	N/A

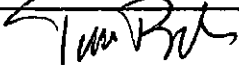
Preparer Information

Name of Preparer	Christian Skipper
Title of Preparer	Regulations and Records Manager
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Date	June 28, 2019

Agency Approval

Name of Agency Records Officer	Sheilah F. Brous
Agency Records Officer Signature	
Date	July 4, 2019

State Archivist Approval

State Archivist Signature	
Date	7-31-19

DEPARTMENT OF GENERAL SERVICES RECORDS MANAGEMENT DIVISION RECORDS INVENTORY AND RETENTION SCHEDULE	Schedule No. 2934 (To be completed by DGS/Records Management Division)
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Records Series Title: Excellerator Program	Page 1 of 16
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Record Series Content	This series consists of the quarterly Excellerator report and supporting documentation, including data charts and narratives.
Record Series Function	Based on 10 tangible results and 140 performance measures, the Excellerator provides the means for MDOT to focus on improvements and those things most important to our customers. Through constant measurement, analysis, and action, MDOT will achieve the exceptional service it has promised all Maryland citizens.
Organization/ Arrangement	Chronological
Indexing System	None
Restrictions (Law or Regulation Citation)	None
Formats (bound book, microfilm, pdf, tif, etc.)	Digital: Microsoft PowerPoint, Microsoft Word, Microsoft Excel
Volume (file drawers, gigabytes, etc.)	25.7 GB
Annual Accumulation (file drawers, gigabytes, etc.)	Approximately 8.5 GB
Current Location	MDOT Intranet - OSCS SharePoint Site
Audit Requirements	Subject to internal audits
Date Span	5/31/2016 - Current
Completeness/Gaps	No known gaps

Schedule Item Number	1
Retention	Retain for 7 years, then transfer to the Maryland State Archives.
Justification for Permanent Retention	The quarterly Excellerator report and its supporting documentation provide a succinct snapshot of the MDOT's goals and performance since its inception in 2016.

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Records Series Title: **Excellerator Photos**

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Record Series Content	This series consists of digital photographs taken at Excellerator meetings. Quarterly Excellerator meetings offer an opportunity for MDOT offices to offer presentations and answer questions on their sections of the published Excellerator report.
Record Series Function	Photos taken at Excellerator meetings document presentations and interaction with the audience.
Organization/Arrangement	Chronological
Indexing System	None
Restrictions (Law or Regulation Citation)	None
Formats (bound book, microfilm, pdf, tif, etc.)	Digital: JPEG
Volume (file drawers, gigabytes, etc.)	2 GB
Annual Accumulation (file drawers, gigabytes, etc.)	Approximately 2 GB, though this varies by event
Current Location	MDOT Computer Network - Shared Drive
Audit Requirements	None
Date Span	4/25/2017 - 4/26/2017
Completeness/Gaps	No known gaps
Schedule Item Number	2
Retention	Retain for 7 years, then destroy.
Justification for Permanent Retention	N/A

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Schedule No. **2934**
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Records Series Title: **Excellerator Video**

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Record Series Content	This series consists of digital video produced prior to and then shown at Excellerator meetings. Quarterly Excellerator meetings offer an opportunity for MDOT offices to offer presentations and answer questions on their sections of the published Excellerator report.
Record Series Function	Videos are shown at Excellerator meetings to engage or motivate the audience.
Organization/Arrangement	Chronological
Indexing System	None
Restrictions (Law or Regulation Citation)	None
Formats (bound book, microfilm, pdf, tif, etc.)	Digital: MP4
Volume (file drawers, gigabytes, etc.)	44 GB
Annual Accumulation (file drawers, gigabytes, etc.)	Approximately 18 GB on average
Current Location	MDOT Computer Network - Shared Drive
Audit Requirements	None
Date Span	6/1/2016 - 11/15/2018
Completeness/Gaps	No known gaps

Schedule Item Number	3
Retention	Retain for 7 years, then destroy.
Justification for Permanent Retention	N/A

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Schedule No. **2934**
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Records Series Title: **Excellerator Planning Files**

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Record Series Content	This series contains supporting documentation for quarterly Excellerator meetings, including but not limited to agendas, talking points, and workgroups.
Record Series Function	These records are used to plan the Excellerator meetings.
Organization/Arrangement	Chronological
Indexing System	None
Restrictions (Law or Regulation Citation)	None
Formats (bound book, microfilm, pdf, tif, etc.)	Digital: JPEG, Microsoft Word, Microsoft Excel, Microsoft PowerPoint
Volume (file drawers, gigabytes, etc.)	15.4 GB 2,291 files
Annual Accumulation (file drawers, gigabytes, etc.)	Approximately 10 GB on average
Current Location	MDOT Computer Network - Shared Drive
Audit Requirements	Subject to internal audits
Date Span	10/26/2017 - Current
Completeness/Gaps	No known gaps

Schedule Item Number	4
Retention	Retain for 7 years, then destroy.
Justification for Permanent Retention	N/A

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Records Series Title: Award File

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Record Series Content	This series consists of files associated with Extra Mile, the MDOT employee recognition program. These files contain information on the program and award winners.
Record Series Function	The Extra Mile program improves employee morale and serves as a reward for exceptional service. These records support that program.
Organization/Arrangement	Chronological
Indexing System	None
Restrictions (Law or Regulation Citation)	None
Formats (bound book, microfilm, pdf, tif, etc.)	Digital: Microsoft PowerPoint, Microsoft Excel, JDF (Job Definition Format), SG (ABC Snap Graphics)
Volume (file drawers, gigabytes, etc.)	8.78 MB 21 files
Annual Accumulation (file drawers, gigabytes, etc.)	Approximately 5 MB
Current Location	MDOT Computer Network - Shared Drive
Audit Requirements	Subject to internal audits
Date Span	4/20/2017 - Current
Completeness/Gaps	No known gaps

Schedule Item Number	5
Retention	Retain for 7 years, then destroy.
Justification for Permanent Retention	N/A

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Records Series Title: Contracts	Page 6 of 16
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Record Series Content	This series consists of contract files, including task orders, documentation on consulting services, documentation on strategic advance meetings, and task order requests for proposals (TORFPs). These are copies of original records maintained by the MDOT TSO Office of Procurement.
Record Series Function	These records track and support the fulfilment of contracts by external vendors.
Organization/ Arrangement	Chronological
Indexing System	None
Restrictions (Law or Regulation Citation)	None
Formats (bound book, microfilm, pdf, tif, etc.)	Digital: Microsoft Word
Volume (file drawers, gigabytes, etc.)	8.16 MB 25 files
Annual Accumulation (file drawers, gigabytes, etc.)	Approximately 32 MB
Current Location	MDOT Computer Network - Shared Drive
Audit Requirements	Subject to internal audits
Date Span	12/7/2018 - Current
Completeness/Gaps	No known gaps

Schedule Item Number	6
Retention	Retain for 7 years after contract expiration, then destroy.
Justification for Permanent Retention	N/A

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Records Series Title: Creative Files	Page 7 of 16
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Record Series Content	This series contains graphic design content and identity resources created by OSCS.
Record Series Function	These records serve as resources for internal and outward-facing documents developed by MDOT.
Organization/ Arrangement	Chronological
Indexing System	None
Restrictions (Law or Regulation Citation)	None
Formats (bound book, microfilm, pdf, tif, etc.)	Digital: PDF, JPEG, Microsoft Word, INDD (Adobe InDesign)
Volume (file drawers, gigabytes, etc.)	1.09 GB 173 files
Annual Accumulation (file drawers, gigabytes, etc.)	Approximately 726 MB
Current Location	MDOT Computer Network - Shared Drive
Audit Requirements	Subject to internal audits
Date Span	5/26/2017 - Current
Completeness/Gaps	No known gaps

Schedule Item Number	7
Retention	Retain for 7 years or until graphic design content is no longer in use, whichever is later, then destroy.
Justification for Permanent Retention	N/A

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Schedule No. **2936**
 (To be completed by DGS/Records Management Division)

Records Series Title: **Customer Service Files**

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Record Series Content	This series consists of files documenting MDOT customer service initiatives and training.
Record Series Function	These records support MDOT's efforts to deliver excellent customer service.
Organization/Arrangement	Chronological
Indexing System	None
Restrictions (Law or Regulation Citation)	None
Formats (bound book, microfilm, pdf, tif, etc.)	Digital: Microsoft Word, Microsoft Excel, Microsoft PowerPoint, Small Web Format (SWF), locally stored Microsoft Outlook files (MSG), Adobe Photoshop (PSD), Cascading Style Sheet (CSS), JavaScript (JS), Web Open Font Format (WOFF), PDF, JPEG, MP4, PNG, HTML
Volume (file drawers, gigabytes, etc.)	302 MB 164 files
Annual Accumulation (file drawers, gigabytes, etc.)	Approximately 150 MB
Current Location	MDOT Computer Network - Shared Drive
Audit Requirements	Subject to internal audits
Date Span	6/28/2017 - Current
Completeness/Gaps	No known gaps

Schedule Item Number	8
Retention	Retain for 7 years, then destroy.
Justification for Permanent Retention	N/A

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Schedule No. **2934**
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Records Series Title: Event Files

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Record Series Content	This series consists of creative items created by MDOT TSO OSCS for internal MDOT events and external events in which MDOT participated, including programs, videos, and presentations.
Record Series Function	These records document MDOT TSO OSCS's contributions and work product related to events.
Organization/Arrangement	Chronological
Indexing System	None
Restrictions (Law or Regulation Citation)	None
Formats (bound book, microfilm, pdf, tif, etc.)	Digital: Microsoft Word, Microsoft PowerPoint, MP4, PDF
Volume (file drawers, gigabytes, etc.)	6.52 GB 16 files
Annual Accumulation (file drawers, gigabytes, etc.)	Approximately 6.5 GB
Current Location	MDOT Computer Network - Shared Drive
Audit Requirements	Subject to internal audit
Date Span	6/20/2018 - Current
Completeness/Gaps	No known gaps

Schedule Item Number	9
Retention	Retain for 7 years, then destroy.
Justification for Permanent Retention	N/A

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Schedule No. **2934**
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Records Series Title: Governor Customer Service
 (CS) Program Files

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Record Series Content	This series consists of survey reports documenting MDOT's participation in the Governor's CS Initiative.
Record Series Function	These records track compliance with the Governor's CS Initiative, a statewide program begun by Governor Hogan in 2016.
Organization/Arrangement	Chronological
Indexing System	None
Restrictions (Law or Regulation Citation)	None
Formats (bound book, microfilm, pdf, tif, etc.)	Digital: Microsoft Word, Microsoft Excel, JPEG
Volume (file drawers, gigabytes, etc.)	8.16 MB 18 files
Annual Accumulation (file drawers, gigabytes, etc.)	Approximately 16 MB
Current Location	MDOT Computer Network - Shared Drive
Audit Requirements	Subject to internal audits
Date Span	11/19/2018 - Current
Completeness/Gaps	No known gaps

Schedule Item Number	10
Retention	Retain for 7 years, then destroy.
Justification for Permanent Retention	N/A

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Records Series Title: Human Resources Files	Page 11 of 16
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Record Series Content	Marketing files developed by MDOT TSO OSCS for the Agile HR program.
Record Series Function	Agile HR is a program which seeks to streamline Human Resources processes by improving the responsiveness and adaptiveness of activities and structures. These records support the marketing and explanation of that program.
Organization/Arrangement	Chronological
Indexing System	None
Restrictions (Law or Regulation Citation)	None
Formats (bound book, microfilm, pdf, tif, etc.)	Digital: Microsoft Word, JPEG
Volume (file drawers, gigabytes, etc.)	40 KB 3 files
Annual Accumulation (file drawers, gigabytes, etc.)	Approximately 60 KB
Current Location	MDOT Computer Network - Shared Drive
Audit Requirements	Subject to internal audits
Date Span	9/7/2018 - Current
Completeness/Gaps	No known gaps

Schedule Item Number	11
Retention	Retain for 7 years, then destroy.
Justification for Permanent Retention	N/A

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Schedule No. **2930**
 (To be completed by DGS/Records Management Division)

Records Series Title: Internet Projects

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Record Series Content	This series consists of creative files which support MDOT Internet Projects.
Record Series Function	MDOT TSO OSCS is responsible for creating internet content for the MDOT TSO homepage and creating content, multimedia, and graphics for other MDOT offices' websites.
Organization/Arrangement	Chronological
Indexing System	None
Restrictions (Law or Regulation Citation)	None
Formats (bound book, microfilm, pdf, tif, etc.)	Digital: Microsoft Word, Microsoft PowerPoint, Adobe Illustrator Artwork (AI), Scalable Vector Graphics (SVG), JPEG, MP4, PDF, PNG, PSD
Volume (file drawers, gigabytes, etc.)	1.20 GB 93 files
Annual Accumulation (file drawers, gigabytes, etc.)	Approximately 1.80 GB
Current Location	MDOT Computer Network - Shared Drive
Audit Requirements	Subject to internal audits
Date Span	9/7/2018 - Current
Completeness/Gaps	No known gaps

Schedule Item Number	12
Retention	Retain for 7 years, then destroy.
Justification for Permanent Retention	N/A

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Schedule No. **2934**
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Records Series Title: Intranet Projects

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Record Series Content	This series consists of creative files and graphics for MDOT's intranet.
Record Series Function	MDOT TSO OSCS uses these records to manage its office intranet page and offer support for the wider MDOT intranet through collaboration with MDOT TSO Office of Transportation Technology Services (OTTS). These records also support MDOT TSO OSCS' assistance to OTTS regarding intranet multimedia or graphics.
Organization/Arrangement	Chronological
Indexing System	None
Restrictions (Law or Regulation Citation)	None
Formats (bound book, microfilm, pdf, tif, etc.)	Digital: Microsoft Excel, Microsoft PowerPoint, Microsoft Word, Adobe After Effects (AEP), JPEG, MP4, PDF, TXT
Volume (file drawers, gigabytes, etc.)	609 MB 34 files
Annual Accumulation (file drawers, gigabytes, etc.)	Approximately 400 MB
Current Location	MDOT Computer Network - Shared Drive
Audit Requirements	Subject to internal audits
Date Span	11/3/2017 - Current
Completeness/Gaps	No known gaps
Schedule Item Number	13
Retention	Retain for 7 years, then destroy.
Justification for Permanent Retention	N/A

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Records Series Title: Logos	Page 14 of 16
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Record Series Content	This series consists of official logos created by OSCS for the Extra Mile award, MDOT, and the Transportation Business Units (TBUs): Maryland Aviation Administration (MDOT MAA), Maryland Transit Administration (MDOT MTA), Maryland Port Administration (MDOT MPA), Motor Vehicle Administration (MDOT MVA), State Highway Administration (MDOT SHA), and Maryland Transportation Authority (MDTA).
Record Series Function	These records serve to standardize graphic design on official MDOT work products.
Organization/Arrangement	Chronological
Indexing System	None
Restrictions (Law or Regulation Citation)	None
Formats (bound book, microfilm, pdf, tif, etc.)	Digital: Encapsulated PostScript (EPS), JPEG, PNG, HTML
Volume (file drawers, gigabytes, etc.)	10.9 MB 7 files
Annual Accumulation (file drawers, gigabytes, etc.)	None
Current Location	MDOT Computer Network - Shared Drive
Audit Requirements	Subject to internal audits
Date Span	4/20/2017 - 7/28/2017
Completeness/Gaps	No known gaps

Schedule Item Number	14
Retention	Retain until logo is superseded or discontinued, then destroy.
Justification for Permanent Retention	N/A

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Schedule No. **2934**
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Records Series Title: Photographs

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Record Series Content	This series consists of photographs from MDOT TSO and the TBUs. Images include leadership figures, Maryland landscapes, and public and private events.
Record Series Function	These records are a visual aid used to illustrate the agency's activities.
Organization/Arrangement	Chronological
Indexing System	None
Restrictions (Law or Regulation Citation)	None
Formats (bound book, microfilm, pdf, tif, etc.)	Digital: JPEG
Volume (file drawers, gigabytes, etc.)	4.77 GB 690 files
Annual Accumulation (file drawers, gigabytes, etc.)	Approximately 2 GB
Current Location	MDOT Computer Network - Shared Drive
Audit Requirements	Subject to internal audits
Date Span	11/28/2016 - Current
Completeness/Gaps	No known gaps

Schedule Item Number	15
Retention	Retain for 7 years, then screen and destroy with the following exception: any items that illustrate the evolution of MDTA's processes over time will be offered to the Maryland State Archives for permanent retention prior to destruction.
Justification for Permanent Retention	While most photographs lack permanent value, a small sample serve as unique visual documentation of noteworthy historical events and projects.

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Schedule No. 2936
 (To be completed by DGS/Records Management Division)

Records Series Title: Video Recordings

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Record Series Content	This series consists of video recordings and supporting documentation created by OSCS.
Record Series Function	These recordings and accompanying production materials are created to support MDOT projects and initiatives.
Organization/Arrangement	Chronological
Indexing System	None
Restrictions (Law or Regulation Citation)	None
Formats (bound book, microfilm, pdf, tif, etc.)	Digital: Microsoft Word, MP4, PDF
Volume (file drawers, gigabytes, etc.)	13.12 GB 102 files
Annual Accumulation (file drawers, gigabytes, etc.)	Approximately 7 GB
Current Location	MDOT Computer Network - Shared Drive
Audit Requirements	Subject to internal audits
Date Span	6/5/2017 - Current
Completeness/Gaps	No known gaps

Schedule Item Number	16
Retention	Retain for 7 years, then screen and destroy with the following exception: any items that illustrate the evolution of MDTA's processes over time will be offered to the Maryland State Archives for permanent retention prior to destruction.
Justification for Permanent Retention	While most video recordings lack permanent value, a small sample serve as unique visual documentation of noteworthy agency initiatives and projects.