Organization Name: Service Alberta
** All GoA **

Program/Service Name: Action Requests

** All GoA **

Org Code: SA

Schedule Number/Status: 1992/129-A001
Approved

SCHEDULE ADMINISTRATION

Type: Continuing Schedule

Organization Chart:

External Documents:

Comments: N

Related Schedule(s):

Cancels/Replaces Schedule(s):

Amendment History

<table>
<thead>
<tr>
<th>Number</th>
<th>Amendment to</th>
<th>Date Approved</th>
<th>Item(s)</th>
</tr>
</thead>
<tbody>
<tr>
<td>A001(Minor)</td>
<td>1992/129</td>
<td>Jun 10, 2019</td>
<td>1</td>
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</table>

Reason for Amendment: Changed to all media, added missing closure criteria, and revised item descriptor.

Schedule Transfer History

-------- None --------

Schedule Cancellation History

-------- None --------

SCHEDULE APPROvals

Senior Program Manager: Original Signed by, Senior Program Manag

Date:  

Senior Records Officer: Clarke, Garth

Date: Jun 10, 2019

ARMC Chair: Secretary, ARMC

Date: Jun 10, 2019

APPROVED IN ACCORDANCE WITH RECORDS MANAGEMENT REGULATION (A.R. 224/2001) AND GOVERNMENT ORGANIZATION ACT (R.S.A. 2000, Chapter G-10, Schedule 11)

PROGRAM/SERVICE INFORMATION

Purpose/Function

An Action Request (AR) is a request for action to be taken in response to a query that needs to be addressed. An AR can be initiated as a result of requests from private citizens, organizations, constituents, ministers, legislative offices, etc.

Using a web-based application designed to track the workflow of ARs, each department has its own organizational structure in the application, where users only have access to their department's folder. When an AR is created in the system, each department's AR is assigned a unique numerical identifier, which is referred to as AR number.

AR often contain supporting documentation, or control processing copies of records, required to support the AR tracking and approval process.

Brief History
**Mandate/Legal Authority**

**OPINIONS**

No Opinions Requested.

**SCHEDULE ITEMS**

1 * Ministerial Action Requests - Control Processing Copies

This item refers to the copies of ARs contained in the tracking system, and records filed by AR number in the departments. It includes records of contact information of individuals associated with the AR, where personal information is entered into the system when the AR is created; and audit trails that the system automatically creates when a user accesses an AR. The AR package may include cover sheet, response documents, attachments, comments, reference information, correspondent's contact information, etc.

The complete AR package must be managed as an official record in accordance with government data and information management policies, standards and practices, and stored in the designated information management application by subject, case or business activity.

Date Range: 1992 - date

<table>
<thead>
<tr>
<th>Media:</th>
<th>FOIP Ref:</th>
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<tbody>
<tr>
<td>Other: All media</td>
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<tr>
<th>Closure Criteria:</th>
<th>Retention On-site:</th>
<th>Retention Off-site:</th>
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<tbody>
<tr>
<td>Action request is closed or cancelled</td>
<td>3 Year(s)</td>
<td>0 Year(s)</td>
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<th>Concurrence Conditions:</th>
<th>Final Disposition:</th>
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<tbody>
<tr>
<td>Providing no outstanding litigation or litigation that is reasonably anticipated and providing no outstanding FOIP requests</td>
<td>Destroy</td>
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<th>Items to be cancelled:</th>
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<tbody>
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<td>None</td>
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**Reason for Amendment A001:** Changed to all media; changed closure criteria; changed item descriptor

**COMMENTS**