



Ministry
of Justice

Service Now Records Retention and Disposition Schedule (RRDS)

1. This schedule covers the records that are held in the Service Now platform. It tells you how long you should keep these records (retention) and what you should do with the records when the retention period ends (disposition).
2. None of the records listed below are selected for permanent preservation and transfer to The National Archives (TNA).
3. If a Freedom of Information Act 2000 request or a subject access request under the UK GDPR and DPA is received, a hold must be put on the relevant records for at least **three months after the request is resolved**.
4. Any records in this schedule that are subject to an existing (or a future) moratorium imposed by a Public Inquiry should be retained until the moratorium is lifted.
5. As part of its commitment to transparency, this schedule will be published on the MoJ's webpage: <https://www.gov.uk/government/publications/record-retention-and-disposition-schedules>.

The Schedule

No	Record type	Retention and Disposition
1.	Operational services: Problem management	Keep for three years from date of last action and then delete
2.	Operational Services: Incident Management	Keep for three years from date of last action and then delete
3.	Operational Services: Change management	Keep for three years from date of last action and then delete
4.	Records on previous Legacy system Remedy	Keep for three years from date of last action and then delete
5.	User records - active	Continuously updated
6.	User records - inactive	Keep for seven years from date of last action and then delete
7.	Strategic Portfolio Managements	Keep for seven years from project/programme end and then delete
8.	Demand	Keep for seven years from date of last action/process completed and then delete

Approved: Service Operations:

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