Get Your Retention Schedule Under Control — And Keep It That Way: A Case Study in Global Retention Scheduling

Attendee Question	Timestamp	Link
1. How do you know your retention schedule is too complicated, or too simplified?	:42	VIEW
2. What is the sweet spot for the number of record categories?	1:50	VIEW
3. a.) What is your opinion on the big bucket approach in setting a retention period that covers the most jurisdictional requirements?	2:29	VIEW
b.) Can buckets get too big/oversimplified?	3:20	VIEW
4. Any tips for when your IT Department asks for 10-12 retention policies when automating an electronic platform (i.e. SharePoint) for when a user can choose an applicable schedule, but they only want to present 10-12 choices?	4:12	VIEW

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5.	Are archives part of the 'stakeholders' in the interview and research process?	5:50	VIEW
6.	How is 'historical' defined?	6:32	VIEW
7.	Are you seeing any variable structure schedules? e.g., record type 'numbers' are assigned 'on the fly' based on specific characteristics (e.g., as an example, color is first two characters, size is second two characters, location is covered by characters 5-6, etc.) such that the numbers of combinations are very high, but only a small set of categories need to be maintained?	7:35	VIEW
8.	Could you please define the "evergreen approach" and provide an example?	9:09	VIEW
9.	How often should a schedule be reviewed as best practice?	10:31 or 11:18	VIEW VIEW
10.	Can someone give an example, or two, of state laws limiting a retention period for a type of record?	12:50	VIEW
11.	Can we elaborate on what "interview" is referring to (in terms of stakeholders) and what are the important questions to ask?	14:35	VIEW
12.	How many countries and jurisdictions do you cover?	16:10	VIEW
13.	Do the citations (legal research) include GDPR, CCPA, and ISO recordkeeping requirements?	16:55	VIEW
14.	In a comprehensive program, would all schedules have a link to a legal citation, or can you have schedules without a legal requirement?	18:05	VIEW
15.	Once you have a simplified and managed schedule, how to do users apply the schedules to documents and automate the deletion?	19:40	VIEW

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16. Do you have software that interacts with SharePoint in applying Retention Periods?	Answered in previous response	VIEW
17. Is there anything you can do within the schedule to help people to bridge the gap between recognizing the categories in the schedule that relate to the data in their system?	21:55	VIEW
18. Do you recommend setting up a master set of record retention schedules to capture retention periods by function then break those down by program?	23:20	VIEW
19. Is it possible to manage a global RRS on your own?	26:21	VIEW
20. If you must work off of an excel spreadsheet, do you have any tips to help stay on top of the departmental updates when doing an inventory for the enterprise?	28:00	VIEW
21. Does anyone have a record retention schedule for social media or texting? How long do you keep? And how long do you need to keep hard copies & digital?	29:41	VIEW
22. Does anyone know where I could find an example of retention schedules for financial services/credit unions?	31:35	VIEW
23. If you have retention requirements that run counter to compelled destruction requirements, which has precedence?	33:57	VIEW
24. Should a retention program prioritize the deleting of documents after they have expired, or prioritize the retaining documents per their legal requirements? In other words, is there more risk of deleting too soon, or keeping too long?	35:35	VIEW
25. With the collection of sensitive information, such as biometrics, in response to COVID-19 pandemic, have organizations been forced to review their retention schedule to address privacy considerations?	38:05	VIEW

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