



Web Retention

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Stakeholder Process Forum
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- 25 users interviewed in early 2020
- Feedback indicated retention was needed and while challenges arise, they were infrequent
- Requests for specific areas of content were captured

It's not all retention.

- Continue to enhance search engine and organization of website
- All content does not need to be retained
- Some content needs to be retained longer
- Provide staff with information to respond to retention requests
- Address issue tracking process deficiencies

- Legal meeting – **complete**
- Policy changes – **in progress**
 - Data retention policy updated Oct. 14 to accommodate below changes
 - Web retention policy is being updated as follows:
 - Formula rates to 9 years
 - TOA-AC to 10 years
 - 5 coincidental peaks to 5 years
 - SECA Refund Reporter to 4 years
 - Updates still needed to demand response, load forecast and quadrennial review files
- Website updates – **in progress**
- Emails to alert owners of content expiring – **complete**

- Keywords added – **complete**
- Software upgrade – **in progress**
- Second software upgrade – **started**
 - Research of architecture and security needs started
 - Upgrade will not occur in 2021, but targeting 2022

- Knowledge article update – **complete**
- Address deficiency in tagging meeting material, filings and orders – **in progress**
- Non-stakeholder process issues – **in progress**