Australian Capital Territory

Territory Records (Records Disposal Schedule – Information & Communications Technology Records) Approval 2017 (No 1)

Notifiable instrument NI2017—85

made under the

Territory Records Act 2002, s 19 (Approval of schedules for the disposal of records)

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1 Name of instrument

This instrument is the Territory Records (Records Disposal Schedule – Information & Communications Technology Records) Approval 2017 (No 1).

2 Commencement

This instrument commences on 27 February 2017.

3 Approval

I approve the Records Disposal Schedule – Information & Communications Technology Records.

4 Revocation

This instrument revokes:

Territory Records (Records Disposal Schedule - Information and Communications Technologies Records) Approval 2007 (No 1) NI2007-176, and

Territory Records (Records Disposal Schedule - Technology and Telecommunications Records) Approval 2015 (No 1) NI2015-361.

Danielle Wickman
Director of Territory Records
16 February 2017

Records Disposal Schedule

Information & Communications Technology Records

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INTRODUCTION

The *Records Disposal Schedule – Information & Communications Technology Records* is the official authority for the disposal of these ACT Government Records.

It is one of a series of Whole of Government Records Disposal Schedules authorised by the Director of Territory Records in accordance with the provisions of the *Territory Records Act 2002*. It is used in conjunction with other Territory Records Disposal Schedules.

PURPOSE

The purpose of this Records Disposal Schedule is to provide for the authorised disposal of records created or maintained by ACT Government Agencies.

SCOPE

This Records Disposal Schedule applies to records created or maintained by ACT Government Agencies. It applies to records in any format, including electronic records.

AUTHORITY

The Director of Territory Records, in consultation with stakeholders and the Territory Records Advisory Council, has approved this Records Disposal Schedule for use. The schedule does not take effect until it has been incorporated into an agency's Records Management Program that has been signed off by the Principal Officer of the agency.

Even so, officers using this Records Disposal Schedule should apply it with caution. They should be aware that the authorisations for disposal are given in terms of the *Territory Records Act 2002* only. Officers must not dispose of records in contravention of this Records Disposal Schedule or other requirements.

This Records Disposal Schedule will remain in force until a new schedule supersedes it or the Director of Territory Records withdraws it from use.

STRUCTURE AND RELATIONSHIP TO THE WHOLE OF GOVERNMENT THESAURUS

A Records Disposal Schedule generally specifies retention periods. That is, how long records are to be retained by the agency before being destroyed or retained as Territory Archives.

Retention periods set down in this schedule are minimum periods only and an agency may keep records for a longer period if considered necessary for business requirements. Reasons for longer retention could include legal requirements, administrative need or agency directives. **An agency must take all reasonable steps to ensure that no legal action is contemplated in relation to its records and must not dispose of any records where it is aware of possible legal action for which the records may be required as evidence or if there is a current records disposal freeze in effect.**

The *Records Disposal Schedule - Information & Communications Technology Records* has a hierarchical structure that reflects its arrangements according to functions and activities, rather than by subject, and this also reflects a close relationship to the Whole of Government Thesaurus. The Records Disposal Schedule is designed to be applicable to all records relating to the function described in this schedule regardless of titling conventions used, so that records, which have not been classified and titled using the terminology represented by this Records Disposal Schedule, may still be sentenced with relative ease.

Whole of Government Thesaurus

The Whole of Government Thesaurus is a controlled vocabulary of terms designed for use in the classifying, titling and indexing of records on creation.

The Whole of Government Thesaurus has been developed on the basis of the former Territory Version of Keyword AAA (TVKAAA) (2010). In the Whole of Government Thesaurus all functions are considered to be functions performed by the ACT Government and have been included following consultation with stakeholder agencies and after consideration by the Territory Records Office (TRO) via a formal approval process.

The Whole of Government Thesaurus is mandated by the Director of Territory Records for use by all ACT Government agencies as part of classifying and titling of their paper and electronic records. See also *Records Advice No.28 Functional directories on shared drives*.

The disposal actions listed in this Records Disposal Schedule were determined through the process of appraisal in accordance with *Territory Records (Records, Information and Data) Standard 2016.* Appraisal is based upon the same type of analysis of business activity employed in the classification scheme used in the Whole of Government Thesaurus. Essentially, appraisal involves attaching record retention periods and disposal decisions (and even records creation requirements and rules) to the same classification scheme.

GUIDELINES FOR USE

Coverage of authority

The *Records Disposal Schedule - Information & Communications Technology Records*:

- covers all records related to the function;
- is intended to be used in conjunction with other Territory Whole of Government Records Disposal Schedules;
- specifies the minimum period records should be kept (retention periods)
- specifies whether, upon the expiry of the retention periods, the records may be destroyed or are required as Territory Archives; and
- is applicable to records created and maintained in any format, including electronic or formats such as microfiche.

Layout of the schedule

This Records Disposal Schedule begins with an introduction incorporating definitions and the business classification scheme. Then each of the functions and activity disposal sets or 'disposal classes' relating to the functions are described. These are followed by a composite list of classes designated 'Retain as Territory Archives'. The functions and activity disposal sets show the following details:

Function.

This is the broad level business function and is displayed in bold capital letters at the top of each page. It is the highest level in the business classification scheme. It is followed by the scope note, which provides definitions of the function and a collective view of the business activities that make that function unique.

Activity.

Activities are the processes or operations that make up the business function. They are set in bold and italics below the function statement. This is the second level of the business classification scheme. The scope of the activity encompasses all of the transactions that take place in relation to the activity. Activities can relate to many functions with the scope notes covering all of these relationships (e.g., the activity 'Policy' is linked to all of the functions). However, each function and activity set represents a unique unit.

Entry No.

This is the disposal class number allocated based on the function and activity set and the class number of the record. The barcode is the same as the Entry No. and may be used in an automated recordkeeping system.

Description of Records.

This is the description of the records documenting the business function, activity and transactions. The descriptions can relate to one record such as a register or a group of records documenting a particular set of transactions.

Disposal Action.

This is the minimum period a record must be kept for and is the trigger event from which the disposal date can be calculated.

FORMAT OF RECORD

This Records Disposal Schedule is applicable to any record that performs the function prescribed, irrespective of format. Records may include:

- cards;
- registers;
- files;
- microfilm;
- COM (computer output microfiche);
- electronic records, including various electronic media, and
- any other formats.

Electronic records

Refers to records created, communicated and maintained by means of electronic equipment. Information could be maintained/stored in a number of ways - on the database (the main database, or a special archives database); on magnetic media; on optical disks; or on separate hardcopy (paper, COM).

Electronic records must be readily accessible for the length of the specified retention period. Routine treatment (such as wiping, updating, alterations or re-recording) does not constitute disposal.

DESTRUCTION OF RECORDS

When the approved disposal date for the destruction of records has been reached, appropriate arrangements for their destruction should be made. It is the responsibility of each agency to ensure that its records are destroyed in a secure and appropriate manner as indicated in the agency Records Management Program.

UPDATING THE RECORDS DISPOSAL SCHEDULE

Records Disposal Schedules are reviewed and updated from time to time. For suggested amendments or alterations to this schedule please contact the Director of Territory Records.

ASSISTANCE IN USING THE RECORDS DISPOSAL SCHEDULE

Agencies requiring any assistance in the interpretation or implementation of any Records Disposal Schedule are encouraged to contact the Director of Territory Records.

RELATED LEGISLATION

The following legislation is related to the records classes covered by this Records Disposal Schedule:

Criminal Code 2002
Evidence Act 2011
Financial Management Act 1996
Freedom of Information Act 1989
Government Procurement Act 2001
Information Privacy Act 2014
Limitations Act 1985
Privacy Act 1988 (Cwlth)
Public Interest Disclosure Act 2012
Public Sector Management Act 1994
Territory Records Act 2002
Workplace Privacy Act 2011

DEFINITIONS

Agency

The Executive, an ACT Court, the Legislative Assembly Secretariat, an administrative unit, a Board of Inquiry, a Judicial or Royal Commission, any other prescribed authority, or an entity declared under the regulations of the *Territory Records Act 2002* to be an agency.

Appraisal

The process of evaluating business activities to:

- determine which records need to be created and captured;
- determine how long the records need to be kept to meet business needs; and
- meet the requirements of organisational accountability and community expectations.

Business Classification Scheme

A hierarchical scheme for identifying and defining the functions, activities and transactions an agency performs in the conduct of its business, and the relationships between them.

Principal Officer

The Chief Executive of an administrative unit, or its equivalent in other types of agencies.

Records

Information created, received, and maintained as evidence and information by an organisation or person, in pursuance of legal obligations or in the transition of business. This recorded information must be maintained or managed by the agency to provide evidence of their business activities. Records can be in written, electronic or any other form.

Records of an Agency

Records, in writing, electronic or any other form, under the control of an agency or to which it is entitled to control, kept as a record of its activities, whether it was created or received by the agency.

Records Disposal Schedule

A document approved by the Director of Territory Records, which sets out the types of records an agency must make and how long they must be kept.

Records Management Program

A document that complies with Section 16 of the *Territory Records Act 2002* by setting out the means by which an agency will manage its records, and is approved by the agency's Principal Officer.

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Recordkeeping Systems

Information systems that capture, maintain and provide access to records over time. While the term is often associated with computer software, Recordkeeping Systems also encompass policies, procedures, practices and resources that are applied within an agency to ensure that full and accurate records of business activity are made and kept.

Scope Note

An explanation of terms used in describing the records and the context in which they were made and used.

Sentencing

The process of applying appraisal decisions to individual records by determining the part of a Records Disposal Schedule that applies to the record and assigning a retention period consistent with that part.

Territory Archives

Records preserved for the benefit of present and future generations.

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BUSINESS CLASSIFICATION SCHEME

INFORMATION & COMMUNICATIONS TECHNOLOGY

The function of managing the organisation's technology and telecommunications resources and services through the planning, provision, development or acquisition of information and communication technologies. Includes specifying, developing, testing and implementing applications, systems and databases to support the business needs of the agency, to capture, store, retrieve, transfer, communicate and disseminate information through automated systems, the evaluation of software and hardware and the tendering, leasing, enterprise licensing of whole-of-government software and the disposal of systems and end user equipment. Also includes the maintenance of software libraries, the provision of data centres and telecommunications networks such as video conferencing, voice mail and electronic mail and the technical aspects of the Internet, Intranet and Web Sites.

[For receiving and handling complaints, enquiries and helpdesk services, use GOVERNMENT & STAKEHOLDER RELATIONS – Customer Service.

For evaluating, reviewing and reporting on the performance of the function, business area, or specific organisation programs and services, use STRATEGY & GOVERNANCE – Performance Management.

For the development of business and corporate plans which set the strategic agenda and direction for the organisation, use STRATEGY & GOVERNANCE – Planning.

For disaster and business continuity planning, taking out insurance premiums to manage risks and handling associated insurance claims, use STRATEGY & GOVERNANCE – Risk Management & Insurance.]

Acquisition

The activities associated with acquiring goods, services or works from an external source by purchase, lease, rental or exchange. Includes acquisition planning and evaluation, providing or receiving acquisition advice, liaison with vendors and service providers, purchase requests, quotations, purchase orders, bids and offers, tenders, the establishment of contracts and agreements, including service level agreements and memorandums of understanding, and arrangements for the delivery of goods and services.

Advice

The activities associated with offering formal opinions and advice as to an action, judgement or topic. Includes legal advice and formal advices required by legislation, e.g. Records Advice.

Contract Management

The activities associated with managing the performance of work or the provision of services by external consultants and contractors following their initial engagement. Includes instructions to contracted personnel, progress reports, monitoring of expenditure against budgets, and performance reviews. Also includes outsourcing.

Compliance

The activities associated with complying with mandatory or optional accountability, fiscal, legal, regulatory or quality standards or requirements. Includes compliance with legislation and with national and international standards, such as the ISO 9000 series.

Disposal

The activities associated with the disposal of assets no longer required by sale, auction, transfer, destruction, decommissioning or other means. Includes disposal plans, assessments and investigations, approvals, disposal agreements and arrangements and destruction or transfer of semi-active and inactive records and information.

Donations

The activities associated with managing money, equipment, artefacts, property, or other items donated either by or to the organisation, including unsolicited donations and gifts registers.

Leasing

The activities associated with leasing-out land, property, vehicles, equipment or other items to another organisation or individual for a specified period and agreed price. Includes setting out lease conditions, rights and responsibilities, lease negotiations, drawing up and managing lease agreements and arrangements.

Maintenance

The activities associated with ensuring the maintenance and upkeep of land, property, vehicles, plant, equipment, systems, or other items, including through cleaning, repairs, servicing, testing, inspection, conservation, preservation, fit-out, restoration, rehabilitation, upgrade or other means. Includes maintenance plans, audits, schedules, logs and reports.

Operation & Control

The activities associated with the day-to-day use, operation and control of land, property, vehicles, plant, equipment, systems, data and information assets and associated services. Includes the logging of damage, faults or incidents during operation, scheduling, logging and reporting on day-to-day usage and operations, providing operational advice, instructions, helpdesk and support services, controlling security, tracking and controlling data and information assets, monitoring and reviewing the performance of daily operations, and applying for and managing licences, registrations, certifications or other permissions required in order to use or operate vehicles, plant, equipment, systems etc.

Planning

The activities associated with carrying out systematic planning in order to meet strategic, business or operational goals and objectives.

Policies & Procedures

The activities associated with drafting, developing and implementing policies, procedures, and guidelines establishing decisions, directions, precedents and standard methods of operating which act as a reference for future decision making, and maintaining their currency over time. Includes guidelines devised by both internal and external sources of authority, rules and instructions.

Standards

The process of implementing industry or agency specific benchmarks for services and processes to enhance the quality and efficiency of an organisation, business or industry.

Systems Development

The activities associated with designing, developing and implementing applications, databases, networks and other information technology and communications systems to support business operations. Includes the application for and management of intellectual property, such as patents, associated with the design and development of hardware or software.

RECORDS DISPOSAL SCHEDULE

INFORMATION & COMMUNICATIONS TECHNOLOGY

The function of managing the organisation's technology and telecommunications resources and services through the planning, provision, development or acquisition of information and communication technologies. Includes specifying, developing, testing and implementing applications, systems and databases to support the business needs of the agency, to capture, store, retrieve, transfer, communicate and disseminate information through automated systems, the evaluation of software and hardware and the tendering, leasing, enterprise licensing of whole-of-government software and the disposal of systems and end user equipment. Also includes the maintenance of software libraries, the provision of data centres and telecommunications networks such as video conferencing, voice mail and electronic mail and the technical aspects of the Internet, Intranet and Web Sites.

[For receiving and handling complaints, enquiries and helpdesk services, use GOVERNMENT & STAKEHOLDER RELATIONS – Customer Service.

For evaluating, reviewing and reporting on the performance of the function, business area, or specific organisation programs and services, use STRATEGY & GOVERNANCE – Performance Management.

For the development of business and corporate plans which set the strategic agenda and direction for the organisation, use STRATEGY & GOVERNANCE – Planning.

For disaster and business continuity planning, taking out insurance premiums to manage risks and handling associated insurance claims, use STRATEGY & GOVERNANCE – Risk Management & Insurance.]

Acquisition

The activities associated with acquiring goods, services or works from an external source by purchase, lease, rental or exchange. Includes acquisition planning and evaluation, providing or receiving acquisition advice, liaison with vendors and service providers, purchase requests, quotations, purchase orders, bids and offers, tenders, the establishment of contracts and agreements, including service level agreements and memorandums of understanding, and arrangements for the delivery of goods and services.

[For the ongoing management of contracts and agreements with consultants, contractors and service providers once established, use Contract Management.

For acquisition policies, procedures and guidelines, use STRATEGY & GOVERNANCE - Policies & Procedures.

For donations of property, vehicles, equipment, artefacts, money or other items donated to the organisation, use Donations.]

Entry No.	Description of Records	Disposal Action
197.003.001	Records documenting the evaluation of potential programs, services and projects for their suitability for acquisition or lease and the development of significant procurement agreements with implications for major financial liabilities or financial obligations or that are of significance to the Territory and support government priorities, policies and economic reforms in the community. Includes:	Retain as Territory Archives

- budget bids;
- tender documentation and tenders;
- post-offer negotiations and due diligence checks;
- modelling and/or forecasting;
- analysis of business processes;
- systems analysis;
- working papers;
- negotiations;
- establishments;
- reviews;
- final versions;
- records documenting arrangements for carrying out the evaluation process;
- evaluation reports;
- recommendations;
- final reports;
- public notices.

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Acquisition (Continued)

The activities associated with acquiring goods, services or works from an external source by purchase, lease, rental or exchange. Includes acquisition planning and evaluation, providing or receiving acquisition advice, liaison with vendors and service providers, purchase requests, quotations, purchase orders, bids and offers, tenders, the establishment of contracts and agreements, including service level agreements and memorandums of understanding, and arrangements for the delivery of goods and services.

[For the ongoing management of contracts and agreements with consultants, contractors and service providers once established, use Contract Management.

For acquisition policies, procedures and guidelines, use STRATEGY & GOVERNANCE - Policies & Procedures.

For donations of property, vehicles, equipment, artefacts, money or other items donated to the organisation, use Donations.]

Entry No.	Description of Records	Disposal Action
197.003.002	Records documenting the research, evaluation and investigation of potential programs, equipment, goods, services and projects for their suitability for acquisition or lease where there is no tender or contract process, i.e. where the cost of the acquisition is below the threshold for tendering or where a purchase is made against a period contract. Includes: • authorisation to acquire goods, services, equipment, etc.; • requisitions and order forms; • tender documentation and tenders; • agreements that **do not** support government priorities, policies and economic reforms; • negotiations, establishment, maintenance and review of agreements; • simple contracts and agreements and contracts under seal; • post-offer negotiations and due diligence checks; • reports received from leasing companies; • minutes of meetings with main stakeholders, includes meetings with external agencies; • performance and evaluation reports;	Destroy 12 years after last action

Acquisition (Continued)

The activities associated with acquiring goods, services or works from an external source by purchase, lease, rental or exchange. Includes acquisition planning and evaluation, providing or receiving acquisition advice, liaison with vendors and service providers, purchase requests, quotations, purchase orders, bids and offers, tenders, the establishment of contracts and agreements, including service level agreements and memorandums of understanding, and arrangements for the delivery of goods and services.

[For the ongoing management of contracts and agreements with consultants, contractors and service providers once established, use Contract Management.

For acquisition policies, procedures and guidelines, use STRATEGY & GOVERNANCE - Policies & Procedures.

For donations of property, vehicles, equipment, artefacts, money or other items donated to the organisation, use Donations.]

Entry No.	Description of Records	Disposal Action
197.003.002 Cont.	- evaluation of potential programs and services that are considered minor or have **no** major impacts on government priorities, policies or economic reforms; - review of agency government & stakeholder related programs and operations; - tender and contract registers; - unsuccessful tenders or where there is no suitable bidder or tender process discontinued; - formal requests for quotes; - orders; - evaluation of Commercial-off-the-Shelf (COTS) products and services; - shared system suite and endorsed suppliers; - information provided by technology and telecommunications vendors; - handover reports; - formal internal reports and reports made to external agencies; - periodic internal reports; - responses to surveys by other agencies or by the central office of an agency; - analysis of business processes; - systems analysis;	Destroy 12 years after last action

Acquisition (Continued)

The activities associated with acquiring goods, services or works from an external source by purchase, lease, rental or exchange. Includes acquisition planning and evaluation, providing or receiving acquisition advice, liaison with vendors and service providers, purchase requests, quotations, purchase orders, bids and offers, tenders, the establishment of contracts and agreements, including service level agreements and memorandums of understanding, and arrangements for the delivery of goods and services.

[For the ongoing management of contracts and agreements with consultants, contractors and service providers once established, use Contract Management.

For acquisition policies, procedures and guidelines, use STRATEGY & GOVERNANCE - Policies & Procedures.

For donations of property, vehicles, equipment, artefacts, money or other items donated to the organisation, use Donations.]

Entry No.	Description of Records	Disposal Action
197.003.002 Cont.	• feasibility of contracting out technology and telecommunication activities; • whole-of-government outsourcing solutions; • routine forms and correspondence relating to the acquisition; • acquisitions not proceeded with, including whole-of-government solutions; • working papers.	Destroy 12 years after last action

Advice

The activities associated with offering formal opinions and advice as to an action, judgement or topic. Includes legal advice and formal advice required by legislation.

Entry No.	Description of Records	Disposal Action
197.005.001	Records documenting the receipt and provision of internal or external advice on information & communications technology issues. Includes advice provided by consultants.	Destroy 5 years after last action

Authorisation & Delegation

The activities associated with delegating power to authorise an action and the seeking or granting permission to undertake a requested action.

Note: For routine approvals supporting a more specific process, (e.g. Budgeting for budget approvals; or Procurement for approvals to purchase goods or services), use the relevant activity.

Entry No.	*Description of Records*	*Disposal Action*
197.290.001	Information & Communications Technology approvals, connection permits and registers.	Retain as Territory Archives
197.290.002	Records documenting Information & Communications Technology permissions including group, program, function, asset and level permissions.	Destroy 7 years after last action

Compliance

The activities associated with complying with mandatory or optional accountability, fiscal, legal, regulatory or quality standards or requirements. Includes compliance with legislation and with national and international standards, such as the ISO 9000 series.

Entry No.	*Description of Records*	*Disposal Action*
197.021.001	Records documenting agency compliance with mandatory or optional standards or with statutory requirements relating to managing information and communications technology. Includes the Information Technology Infrastructure Library (ITIL) and ISO/IEC standards on IT service management.	Destroy 7 years after last action

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Contract Management

The activities associated with managing the performance of work or the provision of services by external consultants and contractors following their initial engagement. Includes instructions to contracted personnel, progress reports, monitoring of expenditure against budgets, and performance reviews. Also includes outsourcing.

[For the initial selection and appointment of consultants and contractors, including tendering, selection, the establishment of contracts and terms of engagement, use Acquisition.

For material developed by contractors and consultants in accordance with their terms of engagement, use the relevant activity, (e.g. use Marketing & Publication, for marketing plans prepared for the organisation by consultants).]

Entry No.	*Description of Records*	*Disposal Action*
197.276.001 ||||||||||||||||	Records documenting contract management relating to information and communications technology. Includes: • minutes of meetings with main stakeholders; • performance and evaluation reports.	Destroy 7 years after last action

Disposal

The activities associated with the disposal of assets no longer required by sale, auction, transfer, destruction, decommissioning or other means. Includes disposal plans, assessments and investigations, approvals, disposal agreements and arrangements and destruction or transfer of semi-active and inactive records and information.

[For disposal policies, procedures and guidelines, use Policies & Procedures.]

Entry No.	*Description of Records*	*Disposal Action*
197.034.001 ||||||||||||||||	Records documenting the disposal of Territory owned or leased information and communication technology assets. Includes: • meetings held to support the disposal of technology and telecommunications; • independent valuations; • research; • certificates verifying that work undertaken on asset was prior to valuation; • written quotes; • auction records and routine forms; • correspondence relating to the disposal of assets;	Destroy 7 years after last action

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Disposal (Continued)

The activities associated with the disposal of assets no longer required by sale, auction, transfer, destruction, decommissioning or other means. Includes disposal plans, assessments and investigations, approvals, disposal agreements and arrangements and destruction or transfer of semi-active and inactive records and information.

[For disposal policies, procedures and guidelines, use Policies & Procedures.]

Entry No.	Description of Records	Disposal Action
197.034.001 Cont.	- written notices and correspondence to and from leasing companies in relation to return of assets; - final copies of formal internal reports and reports; - periodic internal reports used to monitor and document recurring activities; - responses to surveys by other agencies or by the central office of an agency; - working papers; - handover reports; - notifications that agency, or their nominee, wishes to purchase assets.	Destroy 7 years after last action

Donations

The activities associated with managing money, equipment, artefacts, property, or other items donated either by or to the organisation, including unsolicited donations and gifts registers.

[For policies, procedures and guidelines relating to the receipt and handling of donations, use Policies & Procedures.

For sponsorships, use GOVERNMENT & STAKEHOLDER RELATIONS - Marketing & Publication.]

Entry No.	Description of Records	Disposal Action
197.037.001	Records documenting donations of items, artefacts or property that are of long-term value, had a high level of public interest or are of ongoing benefit to the Territory or the nation.	Retain as Territory Archives
197.037.002	Records documenting all donations of items, artefacts or property that are of short-term value, did not a high level of public interest or are not of ongoing benefit to the Territory or the nation, including donations of items made by the agency to public organisations and groups, including charities.	Destroy 7 years after last action

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Fees and Charges Determination

The activities associated with determining fees and charges.

[For the payment or collection of fees and charges, use FINANCE & TREASURY MANAGEMENT]

Entry No.	Description of Records	Disposal Action
197.201.001 *|III|IIII|III|IIII|III|*	Records documenting the setting and appraisal of fees, charges and prices, including the review of licence, lease, connection and other fees, revenue forecasts, monitoring of outcomes and the statistical analysis of trends.	Destroy 3 years after last action

Leasing Out

The activities associated with leasing-out land, property, vehicles, equipment or other items to another organisation or individual for a specified period and agreed price. Includes setting out lease conditions, rights and responsibilities, lease negotiations, drawing up and managing lease agreements and arrangements.

[For leasing policies, procedures and guidelines, use Policies & Procedures.

For leasing land, property, vehicles, equipment or other items from another organisation or individual, use Acquisition.]

Entry No.	Description of Records	Disposal Action
197.065.001 *|III|IIII|III|IIII|III|*	Records documenting arrangements for the leasing-out of information and communications equipment and facilities to other bodies. *[For activities associated with acquiring leased equipment, use INFORMATION & COMMUNICATION TECHNOLOGY - Acquisition. For the disposal of leased equipment, use INFORMATION & COMMUNICATION TECHNOLOGY - Disposal. For managing financial transactions associated with the leasing, use FINANCE & TREASURY MANAGEMENT - Accounting.]*	Destroy 7 years after last action

Maintenance

The activities associated with ensuring the maintenance and upkeep of land, property, vehicles, plant, equipment, systems, or other items, including through cleaning, repairs, servicing, testing, inspection, conservation, preservation, fit-out, restoration, rehabilitation, upgrade or other means. Includes maintenance plans, audits, schedules, logs and reports.

[For maintenance policies, procedures, manuals and/or guidelines, use Policies & Procedures.

For the rectification of minor faults by agency staff, use Operation & Control.

For using, operating and controlling land, property, vehicles, plant, equipment, systems or other items, including operating plans, reports and logs, performance monitoring, and permissions to operate vehicles, plant, equipment, systems etc., use Operation & Control.

For fit-outs which are part of construction works, use PROPERTY, EQUIPMENT & FLEET - Construction.]

Entry No.	*Description of Records*	*Disposal Action*
197.069.001	Records documenting the maintenance and modification of technology and telecommunications assets and specific applications to meet business needs. Includes: • software; • hardware; • middleware; • system change requests; • internal and external meetings, • feasibility studies; • pilot studies; • research supporting the maintenance and modification of assets; • final versions of all system documentation, user and technical manuals; • application specific data dictionaries; • final versions of business rules; • final versions of user requirements; • final versions of system specifications; • testing plans and strategies; • result forms; • test reports; • formal internal and external reports; • rectification of problems; • requests for system changes; • final sign-offs by all parties; • working papers.	Destroy 7 years after last action

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Operation & Control

The activities associated with the day-to-day use, operation, control and security of land, property, vehicles, plant, equipment, systems, and information technology assets and associated services. Includes the logging of damage, faults or incidents during operation, scheduling, logging and reporting on day-to-day usage and operations, providing operational advice, instructions, helpdesk and support services and monitoring and reviewing the performance of daily operations. Also includes inventory activities, controlling data, information and records to ensure maximum control over records and recordkeeping systems and mechanisms for other information resources and systems by creating, maintaining and evaluating control mechanisms for classification, indexing, registration, forms design, security and tracking, etc.

[For operating policies, procedures, manuals and/or guidelines, use Policies & Procedures.

For records documenting the application of an agency's counter-disaster plan or business continuity plan following an incident, use STRATEGY & GOVERNANCE - Risk Management & Insurance.

For proactive or reactive maintenance works required to keep land, property, vehicles, plant, equipment or systems in good condition and working order, use Maintenance.]

Entry No.	*Description of Records*	*Disposal Action*
197.419.001	Records documenting the implementation of plans, policies, strategies, procedures and instructions and records documenting the archiving or migration of records from electronic systems. Includes monitoring implementation activities (e.g. regular backups), the introduction of new equipment and software to a wide audience and the strategies used for quality assurance checks to confirm accuracy of migration and archiving processes. Includes:	Retain as Territory Archives

- export of archived websites;
- migration of archived websites;
- retrieval processes of archived websites;
- snapshots of websites;
- contextual metadata relating to websites;
- preservation and conservation processes for archived websites;
- maintaining the content management system.

Operation & Control (Continued)

The activities associated with the day-to-day use, operation, control and security of land, property, vehicles, plant, equipment, systems, and information technology assets and associated services. Includes the logging of damage, faults or incidents during operation, scheduling, logging and reporting on day-to-day usage and operations, providing operational advice, instructions, helpdesk and support services and monitoring and reviewing the performance of daily operations. Also includes inventory activities, controlling data, information and records to ensure maximum control over records and recordkeeping systems and mechanisms for other information resources and systems by creating, maintaining and evaluating control mechanisms for classification, indexing, registration, forms design, security and tracking, etc.

[For operating policies, procedures, manuals and/or guidelines, use Policies & Procedures.

For records documenting the application of an agency's counter-disaster plan or business continuity plan following an incident, use STRATEGY & GOVERNANCE - Risk Management & Insurance.

For proactive or reactive maintenance works required to keep land, property, vehicles, plant, equipment or systems in good condition and working order, use Maintenance.]

Entry No.	*Description of Records*	*Disposal Action*
197.419.002	Records documenting individual objects definitions and maintenance and the management of change logs.	Destroy 15 years after last action
197.419.003	Records documenting investigations into alleged breaches of privacy involving the use of information, communications and technology applications or systems. Includes referral of those breaches to law enforcement authorities and/or the Office of the Privacy Commissioner.	Destroy 15 years after last action
197.419.004	Records documenting activities associated with the day-to-day use, operation, control and security of systems, information technology assets and associated services, including the analysis and evaluation of business processes, potential or existing services and systems and Whole-of-Government outsourcing solutions, applying access security conditions and restrictions to systems, implementing plans, policies, strategies, procedures and instructions and development, monitoring and	Destroy 10 years after last action

Operation & Control (Continued)

The activities associated with the day-to-day use, operation, control and security of land, property, vehicles, plant, equipment, systems, and information technology assets and associated services. Includes the logging of damage, faults or incidents during operation, scheduling, logging and reporting on day-to-day usage and operations, providing operational advice, instructions, helpdesk and support services and monitoring and reviewing the performance of daily operations. Also includes inventory activities, controlling data, information and records to ensure maximum control over records and recordkeeping systems and mechanisms for other information resources and systems by creating, maintaining and evaluating control mechanisms for classification, indexing, registration, forms design, security and tracking, etc.

[For operating policies, procedures, manuals and/or guidelines, use Policies & Procedures.

For records documenting the application of an agency's counter-disaster plan or business continuity plan following an incident, use STRATEGY & GOVERNANCE - Risk Management & Insurance.

For proactive or reactive maintenance works required to keep land, property, vehicles, plant, equipment or systems in good condition and working order, use Maintenance.]

Entry No.	*Description of Records*	*Disposal Action*
197.419.004 Cont.	reviewing of quality assurance programs formulated to support the information and communications technology. Includes:	Destroy 10 years after last action

- registers of approvals and connection permits;
- operating system configuration, installation and tuning;
- logging of damage, faults or incidents during operation;
- scheduling;
- distribution of equipment to locations, including consignment notes;
- installation, configuration and relocation of information, communications and technology services equipment and facilities, including cabling from wall socket to a device;
- configuration of network hubs
- configuration of whole-of-government software;
- configuring and installation of agency specific software;
- application of privacy and guidelines to agency information, communications and technology applications and systems;

Operation & Control (Continued)

The activities associated with the day-to-day use, operation, control and security of land, property, vehicles, plant, equipment, systems, and information technology assets and associated services. Includes the logging of damage, faults or incidents during operation, scheduling, logging and reporting on day-to-day usage and operations, providing operational advice, instructions, helpdesk and support services and monitoring and reviewing the performance of daily operations. Also includes inventory activities, controlling data, information and records to ensure maximum control over records and recordkeeping systems and mechanisms for other information resources and systems by creating, maintaining and evaluating control mechanisms for classification, indexing, registration, forms design, security and tracking, etc.

[For operating policies, procedures, manuals and/or guidelines, use Policies & Procedures.

For records documenting the application of an agency's counter-disaster plan or business continuity plan following an incident, use STRATEGY & GOVERNANCE - Risk Management & Insurance.

For proactive or reactive maintenance works required to keep land, property, vehicles, plant, equipment or systems in good condition and working order, use Maintenance.]

Entry No.	*Description of Records*	*Disposal Action*
197.419.004 Cont.	• maintenance of agency-wide data dictionaries; • logging and reporting on day-to-day usage and operations; • providing operational advice, instructions, helpdesk and support services; • monitoring and reviewing the performance of daily operations; • determining the suitability of potential or existing systems or services; • implementation of plans, policies, procedures or instructions; • regular or ad hoc gatherings held to formulate, discuss, update or resolve issues and matters; • meetings with external agencies; • security arrangement measures implemented to protect equipment or information from accidental or intentional damage or from unauthorised access; • migration of records between electronic systems and from one medium to another; • the allocation and administration of numbers through the determination of a number allocation system;	Destroy 10 years after last action

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Operation & Control (Continued)

The activities associated with the day-to-day use, operation, control and security of land, property, vehicles, plant, equipment, systems, and information technology assets and associated services. Includes the logging of damage, faults or incidents during operation, scheduling, logging and reporting on day-to-day usage and operations, providing operational advice, instructions, helpdesk and support services and monitoring and reviewing the performance of daily operations. Also includes inventory activities, controlling data, information and records to ensure maximum control over records and recordkeeping systems and mechanisms for other information resources and systems by creating, maintaining and evaluating control mechanisms for classification, indexing, registration, forms design, security and tracking, etc.

[For operating policies, procedures, manuals and/or guidelines, use Policies & Procedures.

For records documenting the application of an agency's counter-disaster plan or business continuity plan following an incident, use STRATEGY & GOVERNANCE - Risk Management & Insurance.

For proactive or reactive maintenance works required to keep land, property, vehicles, plant, equipment or systems in good condition and working order, use Maintenance.]

Entry No.	*Description of Records*	*Disposal Action*
197.419.004 Cont.	- system logs (e.g. system access logs, internet access logs, activity logs and audit trails, backup logs, etc.); - development of control mechanisms (e.g. authenticity and version control); - allocation and maintenance of metadata in electronic systems; - public enquiries about programs, products and services and ad-hoc requests for information from agency databases; - requests from the public and other agencies for permission to use portions of software developed by the agency and applications made by the agency to use portions of software developed by another agency, organisation or individual; - performance tuning; - monitoring usage and response times of databases; - maintenance of e-mail address lists (internal and external) and/or telephone lists, telephone call pick up groups, etc.	Destroy 10 years after last action

Planning

The activities associated with carrying out systematic planning in order to meet strategic, business or operational goals and objectives.

[For the development of business and corporate plans which set the strategic agenda and direction for the organisation, use STRATEGY & GOVERNANCE – Planning.]

Note: Use the relevant activity where strategies and plans are developed to support a more specific process, (e.g. use Maintenance for maintenance plans, or Risk Management & Insurance for risk management plans and strategies).

Entry No.	*Description of Records*	*Disposal Action*
197.079.001	Records documenting the development of major plans for managing information and communication technology across whole-of-government solutions, including: • system security plans; • information system security plans; • business continuity plans; • forensic plans; • information technology strategic management plans; • access control plans; • counter-disaster plans relating to information and communications technology.	Retain as Territory Archives
197.079.002	Records documenting the development plans relating to the management of information & communications technology systems and assets, including: • agency compliance plans; • agency-wide information & communications technology plans; • section or business unit's information & communications technology plans; • draft plans; • reports analysing issues; • comments received from other areas of the agency;	Destroy 7 years after last action

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Planning (Continued)

The activities associated with carrying out systematic planning in order to meet strategic, business or operational goals and objectives.

[For the development of business and corporate plans which set the strategic agenda and direction for the organisation, use STRATEGY & GOVERNANCE – Planning.]

Note: *Use the relevant activity where strategies and plans are developed to support a more specific process, (e.g. use Maintenance for maintenance plans, or Risk Management & Insurance for risk management plans and strategies).*

Entry No.	*Description of Records*	*Disposal Action*
197.079.002 Cont.	• the implementation of plans formulated to support information & communications technology assets, including monitoring implementation activities (e.g. regular backups) and the introduction of new equipment and software to a wide audience; • project management plans; • research carried out to support the development of plans; • committees and/or subcommittees formed to consider specific matters relating to planning for the management of information & communications technology; • minutes and supporting documents tabled at planning meetings; • formal internal reports and reports made to external agencies relating to information & communications technology plans; • systems and business process analysis supporting information & communications technology planning; • working papers.	Destroy 7 years after last action

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Policies & Procedures

The activities associated with drafting, developing and implementing policies, procedures, guidelines and standards, and maintaining their currency over time.

[For policy proposals and standards and guidelines which form legislative instruments, use STRATEGY & GOVERNANCE – Legislation.

For user and technical manuals for agency developed applications, use INFORMATION & COMMUNICATIONS TECHNOLOGY - Systems Development.]

Entry No.	*Description of Records*	*Disposal Action*
197.273.001	Records documenting the development, establishment and implementation of **government-wide** information and communications technology policies and procedures. Includes: • policy proposals; • research papers; • results of consultations; • supporting reports; • comments; • major drafts; • policy or procedure documents; • working papers.	Retain as Territory Archives
197.273.002	Records documenting the development and establishment of the **agency's** information and communications technology policies and procedures. Includes: • policy proposals; • research papers; • results of consultations; • supporting/dissenting reports; • comments received; • major drafts; • final policy or procedure documents, including manuals, handbooks, directives, etc.; • information system security policy; • IT security policy; • small system security scheme policy; • mobile phone policy; • working papers.	Destroy 5 years after last action

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Standards

The activities associated with developing and/or implementing industry or organisation specific benchmarks for services and processes to enhance the quality and efficiency of an organisation, business or industry.

[For compliance with mandatory or optional accountability, fiscal, legal, regulatory or quality standards or requirements, use Compliance.]

Entry No.	Description of Records	Disposal Action
197.100.001 *IIIIIIIIIIIIIIIIIIIIIIII*	Records documenting the implementation of industry and agency standards to support the management of Information & Communications Technology.	Destroy 7 years after last action

Systems Development

The activities associated with designing, developing and implementing applications, databases, networks and other information technology and communications systems to support business operations. Includes the application for and management of intellectual property, such as patents, associated with the design and development of hardware or software.

[For the day to day operational management of systems, including backups, fault reporting, performance monitoring, helpdesk and support services etc, use INFORMATION & COMMUNICATIONS TECHNOLOGY – Operation & Control.

For the maintenance, repair and servicing of systems, use INFORMATION & COMMUNICATIONS TECHNOLOGY – Maintenance.

For systems development policies and procedures, use INFORMATION & COMMUNICATIONS TECHNOLOGY – Policies & Procedures.]

Entry No.	Description of Records	Disposal Action
197.420.001 *IIIIIIIIIIIIIIIIIIIIIIII*	Records documenting the development, modification and maintenance of specific applications to meet business needs considered to be unique, rare or have technological, scientific or historical significance. Includes: • reference architecture of a high-level system design free of implementation details and records relating to the accepted version of an implemented model;	Retain as Territory Archives

Systems Development (Continued)

The activities associated with designing, developing and implementing applications, databases, networks and other information technology and communications systems to support business operations. Includes the application for and management of intellectual property, such as patents, associated with the design and development of hardware or software.

[For the day to day operational management of systems, including backups, fault reporting, performance monitoring, helpdesk and support services etc, use INFORMATION & COMMUNICATIONS TECHNOLOGY – Operation & Control.

For the maintenance, repair and servicing of systems, use INFORMATION & COMMUNICATIONS TECHNOLOGY – Maintenance.

For systems development policies and procedures, use INFORMATION & COMMUNICATIONS TECHNOLOGY – Policies & Procedures.]

Entry No.	*Description of Records*	*Disposal Action*
197.420.001 Cont.	- feasibility studies; - pilot studies; - final versions of all system documentation, user and technical manuals; - application specific data dictionaries; - final versions of business rules; - final versions of user requirements; - final versions of system specifications; - rectification of problems; - requests for system changes; - final sign-offs by all parties.	Retain as Territory Archives

Systems Development (Continued)

The activities associated with designing, developing and implementing applications, databases, networks and other information technology and communications systems to support business operations. Includes the application for and management of intellectual property, such as patents, associated with the design and development of hardware or software.

[For the day to day operational management of systems, including backups, fault reporting, performance monitoring, helpdesk and support services etc, use INFORMATION & COMMUNICATIONS TECHNOLOGY – Operation & Control.

For the maintenance, repair and servicing of systems, use INFORMATION & COMMUNICATIONS TECHNOLOGY – Maintenance.

For systems development policies and procedures, use INFORMATION & COMMUNICATIONS TECHNOLOGY – Policies & Procedures.]

Entry No.	Description of Records	Disposal Action
197.420.002	Records documenting the development, modification and maintenance of specific applications and systems to meet business needs **not** considered to be unique, rare or do **not** have technological, scientific or historical significance. Includes:	Destroy 7 years after last action

- feasibility studies;
- pilot studies;
- research into new systems and techniques;
- final versions of all system documentation, user and technical manuals;
- application specific data dictionaries;
- final versions of business rules;
- final versions of user requirements;
- final versions of system specifications;
- testing activities and results;
- testing strategy;
- testing plan;
- result forms;
- test reports;
- software/ hardware upgrade project files;
- software/ hardware review and evaluation files;
- project documentation;
- implementation plans;

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Systems Development (Continued)

The activities associated with designing, developing and implementing applications, databases, networks and other information technology and communications systems to support business operations. Includes the application for and management of intellectual property, such as patents, associated with the design and development of hardware or software.

[For the day to day operational management of systems, including backups, fault reporting, performance monitoring, helpdesk and support services etc, use INFORMATION & COMMUNICATIONS TECHNOLOGY – Operation & Control.

For the maintenance, repair and servicing of systems, use INFORMATION & COMMUNICATIONS TECHNOLOGY – Maintenance.

For systems development policies and procedures, use INFORMATION & COMMUNICATIONS TECHNOLOGY – Policies & Procedures.]

Entry No.	*Description of Records*	*Disposal Action*
197.420.002 Cont.	- project communication and change management files; - technical specifications; - functional specifications; - project requests; - rectification plans; - remediation processes; - testing records; - rectification of problems; - user requirements; - system specifications; - formal internal reports; - reports made to external agencies; - periodic internal reports used to monitor and document recurring activities, including: - summary reports; - drafts and comments received; - work progress reports; - production reports; - working papers; - requests for system changes; - final sign-offs by all parties. Also includes specific applications to meet business needs which do not go into production or are otherwise abandoned.	Destroy 7 years after last action

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RETAIN AS TERRITORY ARCHIVES

INFORMATION & COMMUNICATIONS TECHNOLOGY

The function of managing the organisation's technology and telecommunications resources and services through the planning, provision, development or acquisition of information and communication technologies. Includes specifying, developing, testing and implementing applications, systems and databases to support the business needs of the agency, to capture, store, retrieve, transfer, communicate and disseminate information through automated systems, the evaluation of software and hardware and the tendering, leasing, enterprise licensing of whole-of-government software and the disposal of systems and end user equipment. Also includes the maintenance of software libraries, the provision of data centres and telecommunications networks such as video conferencing, voice mail and electronic mail and the technical aspects of the Internet, Intranet and Web Sites.

[For receiving and handling complaints, enquiries and helpdesk services, use GOVERNMENT & STAKEHOLDER RELATIONS – Customer Service.

For evaluating, reviewing and reporting on the performance of the function, business area, or specific organisation programs and services, use STRATEGY & GOVERNANCE – Performance Management.

For the development of business and corporate plans which set the strategic agenda and direction for the organisation, use STRATEGY & GOVERNANCE – Planning.

For disaster and business continuity planning, taking out insurance premiums to manage risks and handling associated insurance claims, use STRATEGY & GOVERNANCE – Risk Management & Insurance.]

Acquisition

The activities associated with acquiring goods, services or works from an external source by purchase, lease, rental or exchange. Includes acquisition planning and evaluation, providing or receiving acquisition advice, liaison with vendors and service providers, purchase requests, quotations, purchase orders, bids and offers, tenders, the establishment of contracts and agreements, including service level agreements and memorandums of understanding, and arrangements for the delivery of goods and services.

[For the ongoing management of contracts and agreements with consultants, contractors and service providers once established, use Contract Management.

For acquisition policies, procedures and guidelines, use STRATEGY & GOVERNANCE - Policies & Procedures.

For donations of property, vehicles, equipment, artefacts, money or other items donated to the organisation, use Donations.]

Entry No.	Description of Records	Disposal Action
197.003.001 *IIIIIIIIIIIIIIIIIIIIIII*	Records documenting the evaluation of potential programs, services and projects for their suitability for acquisition or lease and the development of significant procurement agreements with implications for major financial liabilities or financial obligations or that are of significance to the Territory and support government priorities, policies and economic reforms in the community. Includes: • budget bids; • tender documentation and tenders; • post-offer negotiations and due diligence checks; • modelling and/or forecasting; • analysis of business processes; • systems analysis; • working papers; • negotiations; • establishments; • reviews; • final versions; • records documenting arrangements for carrying out the evaluation process; • evaluation reports; • recommendations; • final reports; • public notices.	Retain as Territory Archives

Authorisation & Delegation

The activities associated with delegating power to authorise an action and the seeking or granting permission to undertake a requested action.

Note: For routine approvals supporting a more specific process, (e.g. Budgeting for budget approvals; or Procurement for approvals to purchase goods or services), use the relevant activity.

Entry No.	Description of Records	Disposal Action
197.290.001 *|IIIIIIIIIIIIIIIIIIIII|*	Information & Communications Technology approvals, connection permits and registers.	Retain as Territory Archives

Donations

The activities associated with managing money, equipment, artefacts, property, or other items donated either by or to the organisation, including unsolicited donations and gifts registers.

[For policies, procedures and guidelines relating to the receipt and handling of donations, use Policies & Procedures.

For sponsorships, use GOVERNMENT & STAKEHOLDER RELATIONS - Marketing & Publication.]

Entry No.	Description of Records	Disposal Action
197.037.001 *|IIIIIIIIIIIIIIIIIIIII|*	Records documenting donations of items, artefacts or property that are of long-term value, had a high level of public interest or are of ongoing benefit to the Territory or the nation.	Retain as Territory Archives

Operation & Control

The activities associated with the day-to-day use, operation, control and security of land, property, vehicles, plant, equipment, systems, and information technology assets and associated services. Includes the logging of damage, faults or incidents during operation, scheduling, logging and reporting on day-to-day usage and operations, providing operational advice, instructions, helpdesk and support services and monitoring and reviewing the performance of daily operations. Also includes inventory activities, controlling data, information and records to ensure maximum control over records and recordkeeping systems and mechanisms for other information resources and systems by creating, maintaining and evaluating control mechanisms for classification, indexing, registration, forms design, security and tracking, etc.

[For operating policies, procedures, manuals and/or guidelines, use Policies & Procedures.

For records documenting the application of an agency's counter-disaster plan or business continuity plan following an incident, use STRATEGY & GOVERNANCE - Risk Management & Insurance.

For proactive or reactive maintenance works required to keep land, property, vehicles, plant, equipment or systems in good condition and working order, use Maintenance.]

Entry No.	*Description of Records*	*Disposal Action*
197.419.001 *|||||||||||||||||||*	Records documenting the implementation of plans, policies, strategies, procedures and instructions and records documenting the archiving or migration of records from electronic systems. Includes monitoring implementation activities (e.g. regular backups), the introduction of new equipment and software to a wide audience and the strategies used for quality assurance checks to confirm accuracy of migration and archiving processes. Includes: • export of archived websites; • migration of archived websites; • retrieval processes of archived websites; • snapshots of websites; • contextual metadata relating to websites; • preservation and conservation processes for archived websites; • maintaining the content management system.	Retain as Territory Archives

Planning

The activities associated with carrying out systematic planning in order to meet strategic, business or operational goals and objectives.

[For the development of business and corporate plans which set the strategic agenda and direction for the organisation, use STRATEGY & GOVERNANCE – Planning.]

Note: *Use the relevant activity where strategies and plans are developed to support a more specific process, (e.g. use Maintenance for maintenance plans, or Risk Management & Insurance for risk management plans and strategies).*

Entry No.	*Description of Records*	*Disposal Action*
197.079.001	Records documenting the development of major plans for managing information and communication technology across whole-of-government solutions, including: • system security plans; • information system security plans; • business continuity plans; • forensic plans; • information technology strategic management plans; • access control plans; • counter-disaster plans relating to information and communications technology.	Retain as Territory Archives

Policies & Procedures

The activities associated with drafting, developing and implementing policies, procedures, guidelines and standards, and maintaining their currency over time.

[For policy proposals and standards and guidelines which form legislative instruments, use STRATEGY & GOVERNANCE – Legislation.]

Entry No.	*Description of Records*	*Disposal Action*
197.273.001 *[barcode]*	Records documenting the development, establishment and implementation of government-wide information and communications technology policies and procedures. Includes: • policy proposals; • research papers; • results of consultations; • supporting reports; • comments; • major drafts; • final policy or procedure documents; • information system security policy; • IT security policy; • small system security scheme policy; • mobile phone policy; • working papers.	Retain as Territory Archives

Systems Development

The activities associated with designing, developing and implementing applications, databases, networks and other information technology and communications systems to support business operations. Includes the application for and management of intellectual property, such as patents, associated with the design and development of hardware or software.

[For the day to day operational management of systems, including backups, fault reporting, performance monitoring, helpdesk and support services etc, use INFORMATION & COMMUNICATIONS TECHNOLOGY – Operation & Control.

For the maintenance, repair and servicing of systems, use INFORMATION & COMMUNICATIONS TECHNOLOGY – Maintenance.

For systems development policies and procedures, use INFORMATION & COMMUNICATIONS TECHNOLOGY – Policies & Procedures.]

Entry No.	*Description of Records*	*Disposal Action*
197.420.001	Records documenting the development, modification and maintenance of specific applications to meet business needs considered to be unique, rare or have technological, scientific or historical significance. Includes:	Retain as Territory Archives

- reference architecture of a high-level system design free of implementation details and records relating to the accepted version of an implemented model;
- feasibility studies;
- pilot studies;
- final versions of all system documentation, user and technical manuals;
- application specific data dictionaries;
- final versions of business rules;
- final versions of user requirements;
- final versions of system specifications;
- rectification of problems;
- requests for system changes;
- final sign-offs by all parties.