State Records
of South Australia

State Records Act 1997

Operational Records Disposal Schedule

Attorney- General's Department - Public Safety Solutions (and predecessor agencies)

RDS 2017/36 Version 1

Effective Date: 24 October 2018 to 31 October 2028

Approved Date: 24 October 2018

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Preamble

Purpose of the Schedule

This Operational Records Disposal Schedule (RDS) authorises arrangements for the retention or destruction of records in accordance with Section 23(2) of the *State Records Act 1997*.

Application of the Schedule

Attorney- General's Department - Public Safety Solutions (and predecessor agencies)

Approved Date: 24 October 2018

Effective Date: 24 October 2018 to 31 October 2028

Authorisation by State Records

This authorisation applies only to the disposal of the records described in the Schedule.

State Records' Contact Information

State Records of South Australia

GPO Box 464   Ph: +61 8 204 8786
ADELAIDE   Fax: +61 8 204 8777
South Australia 5001   DX: 467 Adelaide
Email: StateRecords@sa.gov.au

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Chair, State Records Council   **A/Director, State Records**

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Disposal of Official Records

Legislation

Section 23(1) of the *State Records Act 1997* states that an agency must not dispose of official records except in accordance with a determination made by the Manager [Director] of State Records with the approval of the State Records Council.

Section 23(2) states:

'If an agency requests the Manager to make a determination as to the disposal of official records, the Manager must, as soon as practicable:

(a) with the approval of the [State Records] Council, make a determination requiring or authorising disposal of the records in a specified manner; or

(b) make a determination requiring delivery of the records into the custody of State Records or retention of the records and later delivery into the custody of State Records.'

The contents of an RDS, once the approval process is complete, constitute a determination within the meaning of the *State Records Act 1997*.

Functions of the Schedule

An RDS plans the life of these records from the time of their creation to their disposal. It describes the records created and/or controlled by Public Safety Solutions (PSS), the disposal sentence specifying whether they are to be retained as archives or destroyed, and when this should occur.

This Operational Records Disposal Schedule has been prepared in conjunction with staff from PSS to determine the records which need to be kept because of their long term value and to enable the disposal of records once they are no longer needed for administrative purposes. The assessment of the records takes into account their administrative, legal, evidential, financial, informational and historical values. The appraisal of the records is in accordance with the State Records' policy as documented in *Appraisal of Official Records – Policy and Objectives* - available from State Records' website (www.archives.sa.gov.au).

The Schedule complements the General Disposal Schedules (GDS) that are issued by State Records to cover housekeeping and other administrative records common to most State Government agencies.

Using the Schedule

The Schedule applies only to the records described within it.

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Layout

The Schedule is laid out as follows:

Item Number:	Numbering in the Schedule is multi level:

- Functions have single numbers (*e.g.* 1.)
- Activities and/or processes have two-level numbers (*e.g.* 1.1)
- Disposal classes have three-level numbers (*e.g.* 1.1.1)

Function:	The general functions are shown in 12 point bold Arial upper case at the start of each section. (e.g. **CONTRACT MANAGEMENT**)
Activity/Process:	The activities and processes relating to each function are shown in 12 point bold Arial sentence case (e.g. **Advice**).
Description:	Descriptions are in three levels ranging from broad functions to specific disposal classes:

- definitions of functions are shown at the start of each section in bold (e.g. **The function of executing new contracts and the ongoing management of existing contracts.**)
- definitions of activities are located adjacent to the activity title in italics e.g. *The activities associated with offering opinions by or to the organisation as to an action or judgement.*
- descriptions of each disposal class are arranged in sequence under the activity definitions.

Disposal Action:	Disposal actions relate to the disposal classes arranged under the activity descriptions. The status of the class is either PERMANENT or TEMPORARY with a disposal trigger and retention period given for all temporary records.

Retention Period of the Record

The Schedule is used to sentence records. Sentencing involves applying the record retention periods within the RDS to the records of PSS. Decisions are made using the Schedule about whether records are to be retained and, if so, for how long, or when they are to be destroyed.

Retention periods set down in the Schedule are minimum ones and PSS may extend the retention period of the record if it considers there is an administrative need to do so. Where

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PSS wishes to retain records for substantially longer periods it should request that the Schedule be amended to reflect this requirement.

Custody and Transfer of the Record

Permanent Records

Section 19 of the *State Records Act 1997* includes provisions for the transfer of custody of an official record:

 a) when the agency ceases to require access to the record for current administrative purposes or

 b) during the year occurring 15 years after the record came into existence - whichever first occurs

Official records that have been sentenced as permanent, in accordance with an approved disposal schedule, are required to be transferred to State Records.

Agencies with valid reasons to retain permanent records for longer than 15 years should apply in writing to Director [Manager], State Records requesting either a postponement or an exemption from section 19.

It should be noted that postponement or exemption are only granted in exceptional circumstances.

Temporary Records

The custody of official records that have been sentenced as temporary is the responsibility of agencies. A policy and standards framework for the management and storage of temporary value official records has been established by State Records as documented in *Records of Temporary Value: Management and Storage: Standard and Guidelines (May 2002)*. PSS needs to comply with these policy documents - available from State Records' website (www.archives.sa.gov.au).

The custody of official records on networks or hard drives is also the responsibility of agencies. PSS needs to ensure that records in electronic format remain accessible to authorised users for the duration of the designated retention period. State Records is, however, currently examining options for the transfer of permanent value electronic records in digital form to its custody.

Destruction of Temporary Records

Prior to destruction, the following General Disposal Schedules (GDS) need to be consulted:
- *GDS 16 Impact of Native Title Claims on Disposal of Records* to ensure records which are relevant to native title claims in South Australia are identified and preserved.

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- *GDS 27 for Records Required for Legal Proceedings or Ex Gratia Applications Relating to Alleged Abuse of Former Children Whilst in State Care* to ensure the preservation of official records that may relate to the rights and entitlements of the individuals who present a court claim or apply for an ex gratia payment and of the State Government in defending or processing those claims and applications.

- *GDS 32 for Records of Relevance to the Royal Commission into Institutional Responses to Child Sexual Abuse* to ensure that records of relevance to the Royal Commission are protected and available for the purposes of the Royal Commission and any subsequent actions involving the South Australian Government as well as for future reference and accountability purposes and to protect the rights and entitlements of stakeholders.

PSS must ensure that all destruction is secure and confidential and that a certificate confirming destruction is provided by private contractors.

Standard methods for destruction of paper are shredding, pulping or other means that are environmentally friendly.

Records in electronic format must only be destroyed by reformatting or rewriting to ensure that the data and any "pointers" in the system are destroyed. "Delete" instructions do not offer adequate security as data may be restored or recovered.

PSS should keep their own record of all records destroyed, noting the relevant disposal authority. Proof of destruction may be required for legal purposes, or in response to FOI applications. When records are destroyed systems that control them should also be updated by inputting destruction dates and relevant disposal authorities.

Review

State Records' disposal schedules apply for a period of ten years. Either PSS or State Records may propose a review of the Schedule at an earlier time, in the event of changes to functions or procedures that affect the value of the records covered by the disposal authority. Reviews are especially necessary if there is vast administrative change that affects the currency and use of the records and/or the records are dispersed to other agencies.

The State Records Council needs to approve all amendments to the Schedule. Officers using the Schedule should advise State Records of any necessary changes.

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Context Statement

Context of the Agency Covered by the Schedule

Public Safety Solutions History and Background

The road to PSS

There had been various initiatives within Government since 1987 to improve systems and service arrangements around the 000 Call Centres, but they had all failed to gain traction within the individual User Agencies. The plan was for Government to find a group outside of the User Agencies that could control and move forward with the Call Centre project. An area within the Department of Justice (DoJ) was seen to be the best fit as DoJ had recently been created under the *Public Sector Act* to coordinate strategic activities of the multiple agencies that made up the Justice portfolio, including those user agencies who operated the call centres (e.g. SA Ambulance Service (SAAS); SA Metropolitan Fire Service (SAMFS); SA Police (SAPOL)). As well as incorporating police, emergency services, correctional and legal agencies, and statutory auhorities, DoJ also had divisions that provided services across the Justice agencies. Their purpose was to assist with the coordination of across-agency initatives and to facilitate efficiencies by reducing duplication of effort. DoJ had only one employee (the Chief Executive, Attorney General's Department) and no operating budget and so the DoJ divisions sat administratively within Attorney General's Department (AGD). One of the DoJ Divisions - Justice Portfolio Services Division (JPSD) - became responsible for the 000 Call Centres projects.

2002-03 saw the beginning of the 000-related projects within JPSD, with Strategic Business and Contract Management (SBCM) Unit implementing the Audio Management System (AMS) Project to enable agencies to transition to the SA Government Radio Network (SAGRN). Without the AMS upgrade Comcen consoles would not have been capable of interfacing to (and communicating over) the SAGRN SmartZone trunked radio system[1]. The SAGRN project was being progressed separately but at the same time by the Department of Administrative and Information Services (DAIS).[2] SBCM also project-managed the second stage of the development of a new contract for State Rescue Helicopter Service (SRHS). SRHS was a shared responsibility at that time, with AGD responsible for the new contract tender process and Department of Premier and Cabinet (DPC) responsible for the ongoing management of the existing contract.

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[1] Acquisition Plan for the Purchase of Communications Centre Radio Switching and Console System, dated 4 June 1999

[2] DoJ Annual Report 02-03 pg 21, based on the Strategic Directions 01-03 and Government Achievements Report

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The Justice Portfolio Leadership Council (JPLC) was formed around the same time, with membership including the Chief Executive, DoJ/AGD, Commissioner for Police, State Courts Administrator, Chief Executive Emergency Services Administrative Unit and Director of Public Prosecutions. The JPLC was responsible for endorsing and overseeing the implementation of cross agency projects and took a leadership role in criminal justice and emergency service programs and as such was the reporting pathway for SRHS, AMS and AGD-related SAGRN projects.

Over the years SBCM (within JPSD) was responsible for developing strategies and managing and implementing projects, such as:

1. ensuring agency operational requirements were met by the State Radio System (AMS) for SAPOL, SAMFS and SAAS Communications Centres, including transitioning them to the SA Government Radio Network;
2. procuring Mobile Data Terminals (MDT's) for use with the SAGRN and SACAD (replacing ageing terminals used by SAPOL and MFS);
3. the tender call for the provision of the State Rescue Helicopter Service (SRHS) beyond the existing contract arrangements;
4. initiating Stage 1 of the Computer Aided Dispatch (CAD) Project to procure and install new CAD systems;
5. providing across-agency business analysis for SA Government Radio Network issues;
6. establishing contracts for the continuing supply and service of SAGRN Pagers for all Government agencies including Emergency Services;
7. establishing Spatial (Geographic Information Systems - GIS) Datamart.

By 2004-05 SBCM was providing the sponsor role for the SACAD Project; had finalised the SACAD acquisition plan; was managing the AMS maintenance contracts, and was acting as Contract Administrator for the SRHS. In parallel, the Government Radio Network was still progressing within DAIS.

In the 2005-06 DoJ restructure JPSD became Justice Business Services Division (JBSD) and SBCM ceased to exist, with it's role moved to Major Projects Branch. Major Projects continued to manage SACAD; began an independent review into the performance and use of the SAGRN and developed and launched the new multi-agency Adelaide Bank Rescue Helicopter Service (ABRHS). Procurement and Contract Management Branch was also created out of the now defunct SBCM (also under JBSD) and this branch took on the responsibility for contract management of the ABRHS.

Another restructure in 2006-07 saw Major Projects become Business Initiatives Unit. Business Initiatives (BI) took on the evaulation of the responses to a Request for Proposal for the computer aided dispatch systems at MFS, CFS, SAAS and SAPOL as part of the SACAD Project.[3] Business Initiatives also finalised it's review into the use and performance of SAGRN with it's Public Safety Communications Optimisation Project (PSCOP).

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[3] Attorney General's Department Annual Report 06-07 pg 68

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Procurement and Contract Management retained responsibility for contract management for the ABRHS. From 1 July 2006 the financial arrangements associated with ABRHS transferred to AGD as an Administered Item, making DoJ (AGD) fully responsible for ABRHS.

In 2007-08, JBSD Units changed, with Business Initiatives becoming Major Initatives; and Procurement and Contract Management becoming Business Operations. The responsibilities of the units remained the same. During 2007-08 the ABRHS was renamed to State Rescue Helicopter Service (SRHS).

2008-09 was the first time Public Safety was used as the name for the business unit that eventually became PSS. At this point it was called Public Safety Communications (PSC) and it was responsible for delivery of projects to meet the core information and communications systems and service needs of police, ambulance and emergency services. Although Major Initiatives Unit continued to exist, responsibility for SACAD and PSCOP transferred to PSC in 2009-10, while Business Operations remained responsible for SRHS.

Work began on the intial stages of the SACAD project in January 2009. A significant investment in finalising the detailed design of the SACAD system was made during 2009-10, with the expectation the system would go live in 2011.[4] At the same time Business Operations successfully secured sponsorship for the SRHS for five years from 1 July 2009 from the Motor Accident Commission (MAC).

Following machinery of government changes, DoJ was abolished effective from 1 January 2010. All justice Administrative Units and Statutory Authorities continued to operate independently and the DoJ Divisions which had been administratively attached to AGD, continued as AGD Divisions.[5]

Effective 8 February 2010 the administrative functions of SAGRN were transferred to AGD (PSC) from the Department for Transport, Energy and Infrastructure (DTEI). From 1 April 2010 SAGRN was transferred to AGD as an Administered Item.

In 2010-11 PSC returned to Cabinet to reshape the SAGRN Upgrade project and delivered the Stage 1 Upgrade during that same year. SACAD finalised the majority of the required infrastructure and training and began preparation for a project to revise the business processes between Services to ensure a coordinated response to emergency situations[6]. Meanwhile, SRHS developed a training DVD for CFS officers who were responsible for establishing safe, secure landing sites during emergency response missions by the helicopters. It should be

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[4] Attorney General's Department Annual Report 09-10 pg 9

[5] Attorney General's Department Annual Report 11-12 pg 8

[6] Attorney General's Department Annual Report 10-11 pg 29

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noted that at this time Justice Business Services Division was part of the larger Organisational Performance Division (OPD).

Between September and December 2011 SACAD had implemented core systems in all relevant agencies. During 2011-12 OPD (and consequently JBSD) had become part of Strategic Policy & Organisational Performance Division (SPOP). SAGRN was progressing Stage 1 of the Upgrade and as the interconnectedness between SACAD and SAGRN became more prominent the administrative divide between them became less distinct under SPOP.

In 2012-13 SPOP was replaced by Policy, Projects & Technology Division and within it PSC became PSS. SACAD and SAGRN were both already part of PSS, with SRHS also moving to PSS as part of this change. PSS also took on responsibility for the Safer Cities CCTV grants project.

During 2013-14 SACAD was approved for a $2.9 million Upgrade and SAGRN's Full Upgrade procurement process was well under way.

By 2014-15 Policy, Projects & Technology Division was renamed to Project Delivery & Technology, but PSS' name and function stayed the same. SACAD had upgraded four out of the five emergency services' SACAD systems and SAGRN executed Upgrade and Ongoing Management Service (OMS) contracts in March 2015. SRHS started an approach to market to replace the existing helicopter service, ensuring effective operation for the next 10 -12 years.

In 2015-16 Projects and Technology replaced Project Delivery & Technology as the Division name but PSS continued unchanged. SACAD upgraded the final emergency service SACAD system and SAGRN progressed design of the Upgrade following a major revision and reset of the project approach and key milestones. SRHS' replacement was put on hold pending clarification of forecast changes to national air safety regulations that would potentially have a significant impact on future operations. SRHS then secured ongoing provision of the contracted Helicopter service, including a number of improvements to existing aircraft and mission capability.

A timeline of the history of PSS and predecessor agencies is attached as Appendix A. With regards to the foreseeable future for PSS, once the major upgrades for SACAD and SAGRN are completed, PSS will be responsible for the ongoing contract administration of the Services as well as other projects, either as part of the ongoing management and maintenance of these critical services or when they next require major upgrades in approximately 7 to 10 years. Once civil aviation aviation changes have been finalised SRHS will proceed to tender for a new helicopter service.

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PSS Role and Function

PSS is responsible for facilitating the ongoing management, including contract management, of the across government services of the Government Radio Network, Computer Aided Dispatch and Rescue Helicopter. This includes overseeing upgrades, developing and managing across government contracts and ensuring service delivery standards are met for the multiple and diverse user agences.

PSS supports police and emergency services (and other) agencies via its core Functions of:
- Project Delivery;
- Service Delivery; and
- Support Services (including Commercial, Financial and Administration).

The following Services are provided as part of those Functions:
- SACAD
- SAGRN
- SRHS

These Services are interconnected by their customers as well as the technologies they use to interact with and complement each other. For example, when a 000 call is made and police or emergency services are dispatched it is via the SACAD system, with the responders being guided by GIS data. The responders then communicate via their SAGRN radios. If the emergency is in a remote location, or requires air assistance, the SRHS is dispatched and ground crews communicate with the aircraft via radio.

SA Computer Aided Dispatch

SACAD History and Background

Prior to the implementation of SACAD and SAGRN, emergency service agencies managed their own private communications networks. SAAS, for example, dispatched their crews by phone. MFS managed a VHF network before migrating to AMS and SAGRN equipment; and SAPOL used standard 64 UHF channels before switching to the SAGRN in 2002.

In 1997 a Registration of Interest (ROI) was let for SACAD. 11 companies responded, with six of those respondents short listed for the Request for Proposal (RFP). Three proposals were received and of those, two were approved to proceed to Best and Final Offer (BAFO).

In 1999 the Computer Aided Dispatch Project was reviewed and as part of the 2001/02 Capital Investment Program it was decided to separate the AMS Project from the CAD Project.

The AMS Project was proposed to provide a platform for automating telephone calls, capture of vital '000' call data and association of call logger records with incident records to speed search and retrieval. The AMS Project had four components: Voice Loggers; Telephone Call

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Handling System (TCHS); Radio Switching and Console System (RSCS); and the provision of dedicated call-taking and dispatch consoles. TCHS and RSCS were both let to tender in 2000.

The CAD Project was needed primarily because the different computer aided dispatch systems used by each of the emergency communication centres had been in place for more than 15 years and those systems:
- were nearing the end of their effective operational lives;
- did not provide the functionality or capacity necessary to meet the expected increase in the level and complexity of future demands; and
- did not provide sufficient back up or recovery mechanisms to ensure the continuity of critical system, information and support services to the communication centres.

This need was recognised by Cabinet when it approved funding for the full scope of the SACAD project in the 2003/04 Budget.

SACAD Role and Function

SACAD provides the main information management systems on which the state's three main emergency (triple zero) communications centres depend. Its purpose is to ensure the quickest and most effective responses to emergencies and calls for help. Given its vital role, SACAD is required to operate without interruption every day of the year.

An initial business case, conducted by Broadleaf Capital International Pty Ltd (circa 2000) examined options for the implementation of an integrated multi-service Computer Aided Dispatch system for the emergency services of SA.

Following years of ground work, including the AMS project and SACAD acquisition planning, work began on the initial stages of the SACAD project in January 2009. The aim of SACAD was to provide the state's police, ambulance and emergency services with advanced communications centre systems and capabilities. This included:
- more reliable, resilient and better supported dispatch systems,
- more information for identifying hazards or risks that may affect the public and/or responding officers, and
- improved information sharing across agencies through a suite of advanced information and response management systems, infrastructure and services.

A $2.9 million upgrade of the South Australia Computer Aided Dispatch (SACAD) system was approved in 2013-14. The upgrade's aim was to ensure SACAD continued to meet the emergency response needs of the police, ambulance and emergency services for at least the next five years. The original expectation was that the SACAD project would hand over assets and systems to the Agencies to manage at the end of the Project.

SACAD systems were successfully upgraded for SAPOL, SAMFS, CFS, SES in 2014-15 with SAAS transitioned to the upgraded application, database and operating systems in 2015-

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16. For various reasons the handover to Agencies did not happen and the SACAD team has been transforming from a project-oriented organisation to an ongoing service provider.

SACAD staff are responsible for:
- Contract Management;
- Level 3 technical support to user agencies;
- Coordinating Level 4 technical support to user agencies (which is provided by vendor(s));
- Project management for upgrades or enhancements; and
- Producing GIS maps.

User agencies are responsible for their own level 1 and 2 technical support and the data captured by the SACAD system is owned by the user agencies.

South Australian Government Radio Network

SAGRN History and Background

In the 1980s the Public Buildings Department was responsible for, amongst other things, construction and lease negotiations on behalf of government departments, such as the Police Department, who built their own communications towers. This function passed to Property Management, South Australian Department of Housing and Construction (SACON) (c1988), Real Estate Management, Services SA (c1997) and then Real Estate Management, Department for Administrative and Information Services (DAIS) (c2000). [7]

In October 1997 the SA Government restructure of Departments and portfolios resulted in the Government Radio Network (SAGRN) being part of the then newly formed Department for Administrative and Information Services (DAIS).

Following a tender process Telstra Corporation Ltd was contracted to design, construct, operate and maintain the Government radio network and they were responsible for the creation and maintenance of relevant records from that point until the cessation of the contract in 2010. [8]

The development of policy and management of preliminary SAGRN matters together with the letting of the contract attracted a degree of community interest and debate. Construction of the Network Operations Control Centre (NOCC) and the first transmission site commenced in August 1999.

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[7] Public Buildings Department/South Australian Department of Housing and Construction/Services SA Radio Site files (files and file numbering format NNNN/YY was used by each departments, as well as DAIS to c2000)

[8] RDS1999/19V1

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In 2006, following the abolition of DAIS responsibility for the SAGRN was transferred to the Department for Transport, Energy and Infrastructure (DTEI). Service management of the SAGRN was the responsibility of the Office of the Chief Information Officer (OCIO), under the oversight of the ICT Board.[9]

The Public Safety Communications Advisory Group (PSCAG) was an advisory group consulted to ensure proposed policy, management and proposals were realistic and business decisions were balanced, without compromising the needs and goals of individual agencies. PSCAG tested the ability to implement, manage and maintain future or current technologies. The creation and membership of the PSCAG was the responsibility of the SAGRN Board. PSCAG was comprised of senior operations managers and other key staff as required.

In January 2009 the Chief Executive of DETI proposed that Justice take lead agency responsibility for the service management functions required to support the ongoing operations of the SAGRN because:

- A 2008/09 review of central ICT service delivery by Shared Services SA determined that the management of the SAGRN was not in DTEI's scope;
- The SAGRN service management function is mainly operational and was therefore unsuited to, and conflicted with, the central policy and procurement role of the OCIO; and
- As the main user of the SAGRN, Justice was better suited to manage the services required to ensure its effective ongoing operation.

On 8 February 2010 Cabinet approved the transfer of SAGRN responsibilities from DTEI to the Justice Portfolio (Attorney General's Department). This cabinet submission also gave approval for the establishment of the SAGRN Board.

On 14 July 2011 His Excellency the Governor in Executive Council proclaimed the transfer of assets, rights and liabilities for the function or other activity of the SAGRN to the Minister for Emergency Services.

SAGRN Role and Function

The SAGRN is part of the State's critical infrastructure. It is essential to meeting the radio communications needs of the State's police, ambulance and emergency (public safety) services and it is important to the business operations of most other Government agencies.

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[9] RDS2007/08V1

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The SAGRN currently incorporates the following elements:
- Voice Network - used by 22 agencies for operational, strategic, emergency dispatch and day to day communications;
- Paging Network - used by agencies such as Country Fire Service, State Emergency Services and SA Ambulance Service as the primary method of Dispatch;
- Intersite Links - Network of microwave links and some fibre connecting all of the 209 transmission sites;
- Mobile Data Network - previously used by three agencies, however now being replaced by commercial 3G solutions;
- Dispatch Consoles - Consoles used for voice dispatching, with customised integrated consoles in the Emergency Communications Centres and standard consoles at other agency locations;
- Service Desk and Network Operations Control Centre; and
- Ongoing Management and Support Services.

The Ongoing Management and support services is comprised of a mix of internal Government and externally contracted services. This includes management of SAGRN assets owned, operated and/or contracted by the State and all documentation, ICT systems and software licences owned by the State for the purposes of the SAGRN (principally for the SAGRN contract, site leasing, property and asset management). In 2010 Motorola won the contract for the day to day operations of the SAGRN under an ongoing service management contract.

A SAGRN Upgrade project was approved by Cabinet in 2009. Funding for the upgrade has been approved "to implement a major upgrade to the existing SAGRN to meet the needs of the State's police and emergency services, and other agencies, well into the next decade". Funding totalling $154.5 million over six years for the SAGRN Upgrade project was approved by Cabinet in June 2009, as part of the 2009/10 State Budget. The approved project scope includes:
- A 'like-for-like' upgrade of all SAGRN sub-networks to provide the same capability as the existing network in terms of coverage, functionality, performance, availability and redundancy.
- Leveraging the investment in the existing SAGRN and upgrading/replacing equipment only as required to ensure its service life for at least 7 years and up to 10.
- The continuing use of core Motorola technology for the Voice sub-network.

The Upgrade has progressed as a staged project. Urgent rectification works were carried out under the Stage 1 Upgrade, while the remaining network refresh was let as an Expression of Interest in 2012. Successful respondents were invited to respond to a Request for Proposal in 2014 and the Upgrade and Ongoing Service Management contracts with Motorola were signed in March 2015, with an expected completion date of late 2019.

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State Rescue Helicopter Service

SRHS History and Background

While Surf Life Saving Association (SLSA) had been conducting beach patrols using a helicopter in the mid 1970s, the first trial by the South Australian Police (SAPOL) and the South Australian Health Services was not undertaken until December 1979. The trial evidenced a need for a helicopter service and the Government proceeded to investigate a more permanent solution.

In May 1980 Cabinet approved the establishment of a full time State Rescue Helicopter Service (SRHS). The helicopter was used by SAPOL, Health, Country Fire Service (CFS), and SLSA and was operated by Lloyd Helicopters. A Management Committee was appointed with nominees from the User Agencies and an Emergency Services Ministerial Officer. The Committee was responsbile for developing strategy for the Service, operational protocols and managing the budget. The initial contract funded the leasing arrangement for a helicopter, which included piloting and maintenance and the User Agencies paid a flying charge per hour used. Government administration was originally vested with the Premier's Department.

Over the next decade the Management Committee lobbied the Government to upgrade and increase the capacity of the helicopters. Various approvals to proceed with tenders were given and then rescinded as the Management Committee and Government struggled to agree on the best operational model and exact requirements needed to adequately service User Agencies. In the meantime the contract with Lloyd's Helicopters was renewed to keep the existing helicopter in service.

In September 1990 a five year contract with Lloyd Helicopters for the lease of two aircraft was announced. This agreement included a single pilot provided by Lloyd on a 24 hours a day basis with a crewman to be provided by SAPOL STAR Division. A few years later a new tender process was undertaken and in October 1996 Lloyds Offshore Helicopters Pty Ltd was announced as the successful tender. This tender was for two aircraft and for two pilots and a crewman to be available 24 hours a day.In November 2000, Lloyds transferred to CHC. [10]

A further tender process was undertaken in December 2001, with the contract extended until December 2005 with CHC.

Prior to August 2005, the governance structure for managing the contract for the SRHS included a Management Committee and two sub-committees (Operations Sub-Committee and Medical Audit Sub-Committee). Due to SAAS becoming part of the Health Portfolio and a new contract with Australian Helicopters commencing in December 2005, the Management Committee recommended to the Minister for Police the establishment of the current

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[10] A History of the South Australian Rescue Helicopter Service 1979-2004, Michael Jelly RFD, MB BS FRACMA FRACGP FCHSE

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Ministerial Advisory Committee, give the Operations Committee a broader role and to abolish the Medical Audit Sub-Committee. The Management Committee also recommended moving SRHS from SAPOL Administered Items to Attorney-General's Department Administered Items and to be managed by Justice Business Services Division.[11]

In 2006 a contract was signed with Australian Helicopters, increasing the fleet to three aircraft. This contract included the South Australian Ambulance Service (SAAS), SAPOL and CFS. This contract was for a period of seven years with the option to extend. The option to extend for a further three years was used, with September 2015 the expiry of the contract. A tender process commenced in 2014 to procure a new SRHS contract, however this process was terminated in early 2015 due to impending changes to the Civil Aviation Services. With the introduction of those changes, the SRHS would be required to move to a much higher performance class of helicopters, with current indicative costs of being up to 3 times more than current costs. A contract extension with Australian Helicopters (name changed to Babcock Mission Critical Services (BMCS) in 2016) was executed for an addtional 3 years to September 2018, with two one year options to extend. Approval from Cabinet to go out to the market for a new SRHS contract will be sought once the impact of civil aviation changes are known.

SRHS Sponsorship

Over time the SRHS has received sponsorship from various entities including 5AA who were financial contributors to the original helicopter trials; Westpac, Channel 10, Adelaide Bank, SGIC, and most recently the Motor Accident Commission (MAC).

The SRHS also receives a set allocated amount of funding each year from the Compulsory Third Party Regulator (current agreement until 2018) as well as from the Emergency Services Levy funding.

SRHS Current Operation

The SRHS is an Administered Item managed within AGD[12] , with the three user agencies, SAAS, SAPOL and CFS cross charged for their flying hours.

Core tasks User Agencies perform using the SRHS include:
- Aeromedical retrievals from rural hosptials and accident scenes
- Search and rescue missions, by land and sea
- Police surveillance and it's response to criminal activities
- Aerial bushfire fighting command and bushfire intelligence gathering

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[11] Minute to Minister for Police dated 27 October 2005, File 01/01240

[12] Attorney General's Department Annual Report 2015-2016

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PSS Public Safety Solutions Structure Description

Managers of the PSS Functions report directly to the Director, PSS. Support staff such as Administrative, Financial and Commercial are shared across the Services.

SACAD Structure Description

The SACAD Team report to the SACAD Executive, which comprises chief or deputy executives from each of the User Agencies; senior executives representing information technology and financial interests of Portfolios and Government; SACAD Project Director; and is chaired by the SACAD Project Sponsor. The board meets monthly and the SACAD Team provide secretariat support for the Executive.

SACAD reporting structure is as follows: [13]

SACAD Project Organisation Structure

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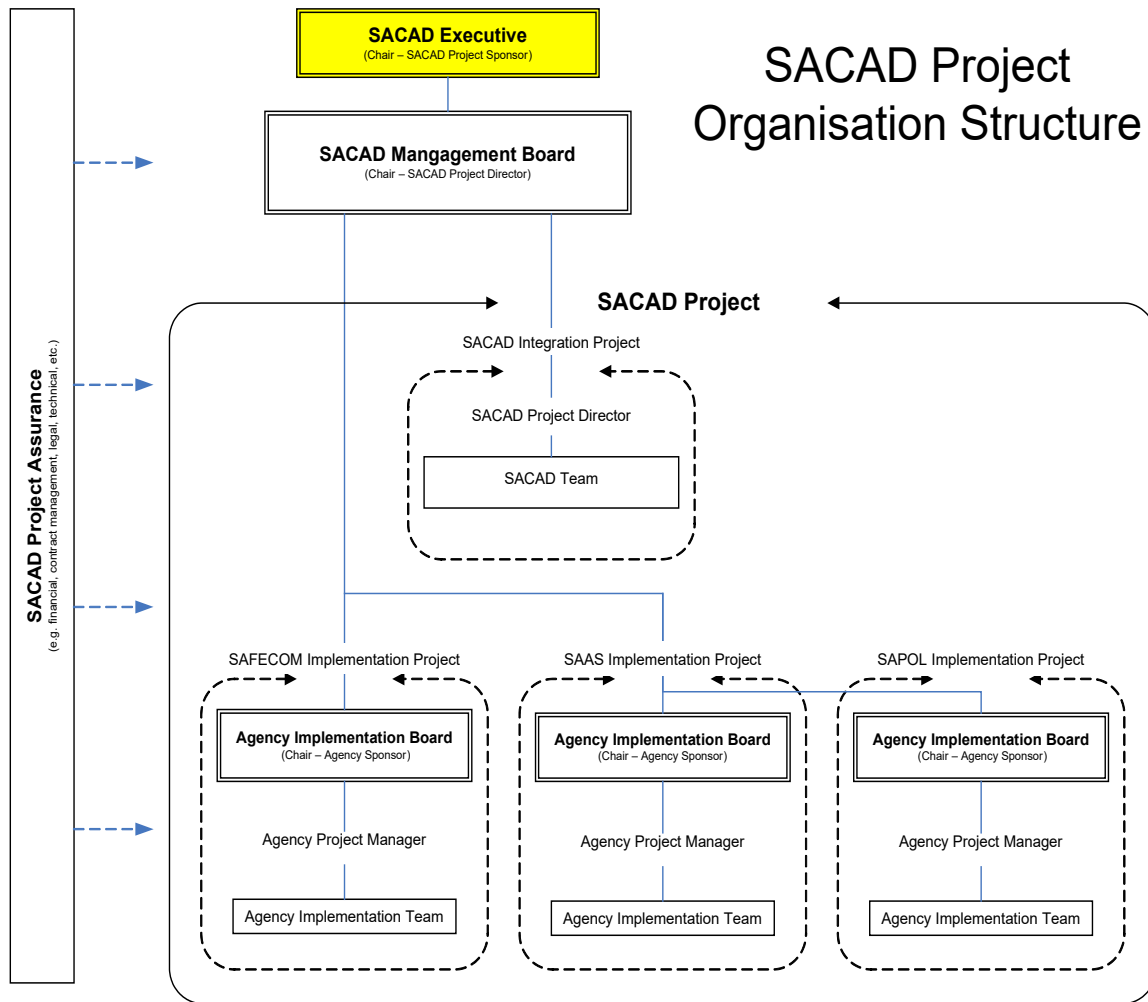
[13] SACAD Executive Terms of Reference 10/8/08 (09/0163)

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SACAD Management Board (SMB) - The SMB is responsible for selecting and implementing the SACAD infrastructure, systems and services that are common to, or shared across, the greater SACAD Project. The SACAD Project Director is the Chair of the SMB and membership includes the Agency Sponsors of participating Agencies; senior executives representing information technology, financial and procurement interests of the Portfolios; and a senior executive representing interests of Government's ICT directions, policies and contract arrangements.[14]

Agency Implementation Boards (AIB) - AIB were established in SAAS, SAFECOM (with the SAFECOM AIB representing all SAFECOM agencies i.e. MFS, CFS, SES and SAFECOM) and SAPOL to oversee the implementation of SACAD systems and services. The AIB is responsible for ensuring SACAD will satisfy the business requirements and service obligations of their respective Agencies.

SAGRN Structure Description

The SAGRN Board, chaired by AGD Chief Executive and with membership from DTEI, Department of Treasury and Finance (DTF) and user agencies, was established as the main decision-making forum for all SAGRN matters, including ongoing management services and the Upgrade Project, and all related procurements. The inaugural meeting of the SAGRN Board was held on 17 February 2010.

SAGRN supports the SAGRN Board by working to develop and obtain relevant approvals for projects and implementation plans. SAGRN is also responsible for all related policy, governance processes, and for reporting, as appropriate, through the SAGRN Board and the Minister for Emergency Services to Cabinet on all strategic matters.

The Agency Working Group (AWG) was established to provide input into Implementation approach (including change management); ensures approach is informed by individual agencies needs and priorities; provides a point contact for each Agency and enables SAGRN Upgrade Project Team to communicate key messages and progress.

The Upgrade Advisory Group (UAG) was established to provide recommendations, advice and guidance to the SAGRN Upgrade project and to the SAGRN Board to assist with the planning, oversight and governance of the SAGRN Upgrade. The UAG has a non-technical focus, comprised of senior operations managers from stakeholder agencies expected to be most affected by the Upgrade's roll-out and its implementation.

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[14] SACAD Management Board ToR 30/6/05 (08/1716)

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The following diagram outlines the structure and inter-relationships of the SAGRN framework.

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                        ┌─────────────┐
                        │   Cabinet   │
                        └──────┬──────┘
                               │
                    ┌──────────┴──────────┐
                    │    Minister for     │
                    │ Emergency Services  │
                    └──────────┬──────────┘
                               │
                        ┌──────┴──────┐
                        │    SAGRN    │
                        │    BOARD    │
                        └──────┬──────┘
                               │
  ┌──────────────┐  ┌──────────┴──────┐              ┌──────────────┐
  │   Program    │  │  SAGRN Upgrade  │  SAGRN       │   Project    │
  │  Oversight   ├──┤    Executive    ├──Upgrade─────┤   Delivery   │
  │   Contact    │  │   Committee     │  Project     │              │
  │ Management   │  └─────────────────┘              └──────────────┘
  └──────────────┘                        │
                                          │
  ┌──────────────┐  ┌─────────────────┐  ┌─────────────────┐  ┌──────────────┐
  │ Operational  │  │  SAGRN Upgrade  │  │ Agency Working  │  │   Outage     │
  │ requirements ├──┤  Advisory Group ├──┤     Group       ├──┤ management   │
  │ and oversight│  │                 │  │                 │  │ and          │
  └──────────────┘  └────────┬────────┘  └────────┬────────┘  │ scheduling   │
                             │                    │           └──────────────┘
                             │  ┌──────────────┐  │
                             └──┤ Internal     ├──┘
                                │ Agency       │
                                │ Governance   │
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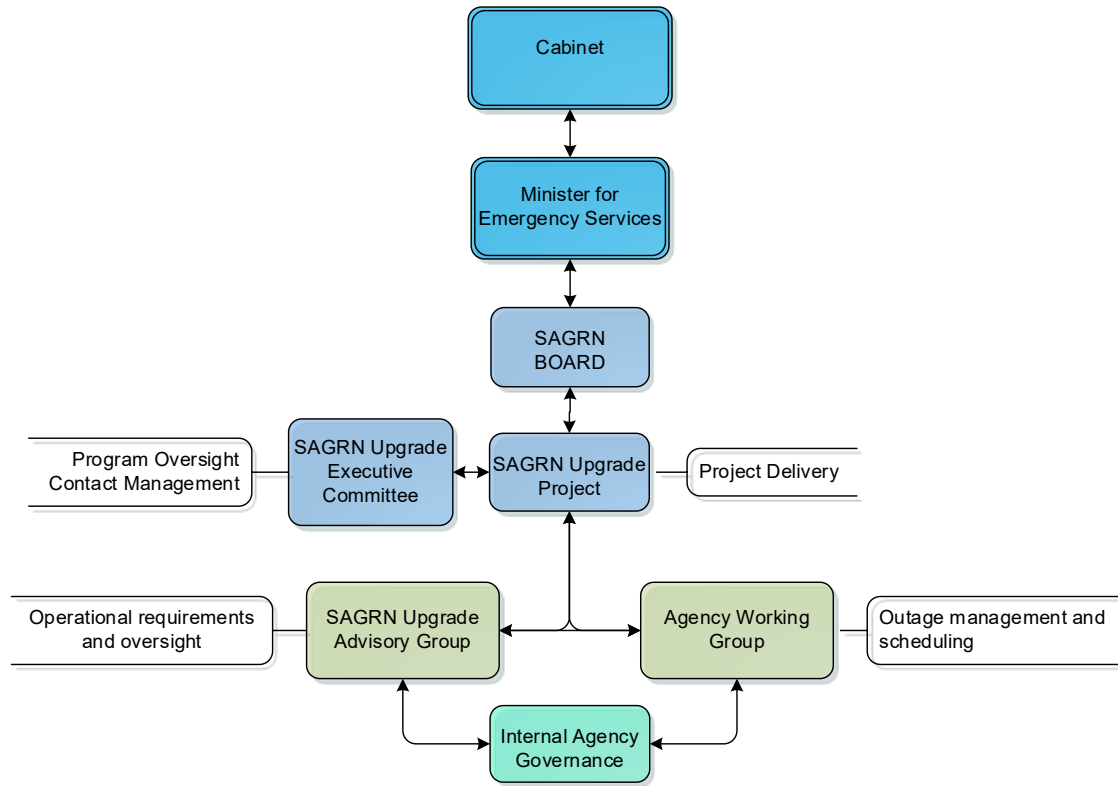
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SRHS Structure Description

SRHS' governance structure is:
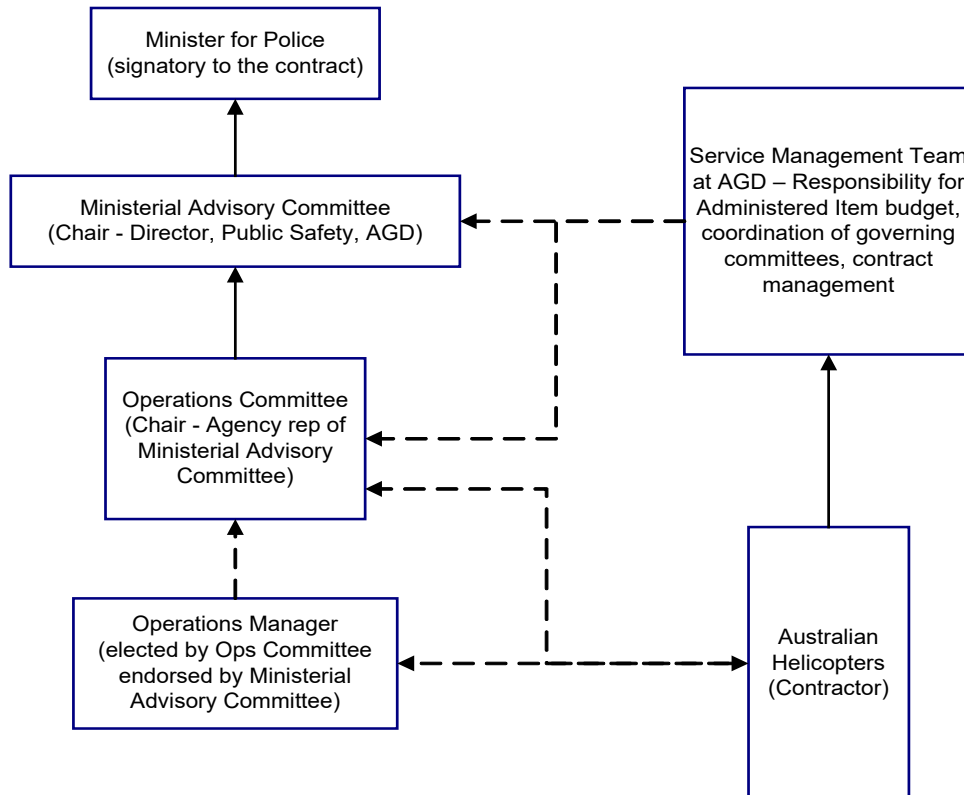
SRHS Service Management Team's main functions include:
- Administrative services for SRHS
- Secretariat function for SRHS Ministerial Advisory Committee
- Secretariat function for SRHS Operations Committee
- Contract Management
- SRHS Budget management
- Reporting, both internal and to user agencies
- User Agency Requirements gathering (reviews)
- Sponsorship agreement
- Procurement
- Facilitate Training course for user agencies

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The SRHS Ministerial Advisory Committee was established as the principal management committee, responsible for providing an overall strategic oversight for the SRHS. The main objectives of this committee are to:

- ensuring effective executive oversight and coordination of the service;

- ensuring meaningful directions and targets are established, monitored, reported and met;

- ensuring effective control of the total budget of the service;

- where considered necessary, approving PSS to seek additional funding and approvals necessary for the service to achieve its outcomes;

- ensuring the service and related initiatives of involved agencies are aligned;

- representing the collective interests of the Government with respect to the service, without unacceptably compromising the needs, obligations and goals of individual agencies;

- ensuring the service is driven by a consistent, considered approach to determining the need, value and relative priority of initiatives;

- where appropriate, delegating responsibilities to the Operations Committee; and

- providing advice as appropriate to the Minister for Police, who is the contract signatory.

The Operations Committee is responsible for the day-to-day management and administration of service delivery and operations. The main objectives of the Operations Committee are to:
- Determine training, safety, risk and operating procedural issues and policy;
- Discuss contract breaches and key performance issues and make recommendations to the Ministerial Advisory Committee;
- Determine future operational requirements of the service;
- Monitor the flying hours of each agency;
- Determine relevant statistical reporting required to be collected by the service and monitor statistics; and
- Recommend any contract changes to the Ministerial Advisory Committee

The Emergency Operating Centre within SAAS provides the dispatch co-ordination function for the helicopters ('*tasking*'), with SA Health responsible for their own Helicopter landing pads. Refer to SAAS RDS 2012/10v1 for disposal coverage of these records.

The Contractor is responsible for maintaining flight records which are used to cross charge agencies for flight time.

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<u>Other Initiatives</u>

PSS undertakes other initiatives from time to time. These initiatives are undertaken by PSS staff and reported through normal PSS management lines.

CCTV

In December 2013, the state government committed $4.9 million to install more closed circuit television (CCTV) cameras, lighting and increased monitoring under its Safe City Policy. The resulting Safe City - CCTV Project is being managed by AGD with the cooperation and input of Adelaide City Council and SAPOL.

Stage 1 of the project included:
- providing additional resourcing to monitor the CCTV network in the city of Adelaide on a 24 x 7 basis
- installing up to 25 CCTV cameras, lighting and signage to create a safe pedestrian corridor linking the Adelaide Oval to the Central Market precinct.

Improved monitoring of the Adelaide City Council CCTV network, by the SAPOL Security Services Branch, has commenced. Installation of the additional CCTV cameras, lighting and related infrastructure along the oval-to-market corridor was completed in 2014. Stage 2 of the project, included the installation of a small number of additional cameras and the introduction of new standards and practices in CCTV use.

In 2014-15 AGD established a CCTV Grants Fund Program, available to councils in metropolitan and regional South Australia for the installation of CCTV systems, security lighting and other technologies to improve safety in crime hotspots.

Predecessor Agencies

There is no predecessor agency for PSS.

SAGRN was previously a function of:
- Government ICT (Information, Communication, Technology) Services GA 1639, 1998 - 2010

SRHS was previously the responsibility of DPC.

Successor Agencies

There is no successor agency for PSS.

Legislation

PSS does not administer any legislation.

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Relevant legislation not administered by the agency but impacting on its business includes:

- *Civil Aviation (Carriers' Liability) Act 1962*
- *Crown Land Management Act 2009*
- *Development Act 1993*
- *Electronic Communications Act 2000*
- *Emergency Management Act 2004*
- *Emergency Services Funding Act 1998*
- *Fire and Emergency Services Act 2005*
- *Freedom of Information Act 1991*
- *Health Care Regulations 2008*
- *Motor Accident Commission Act 1992*
- *Pastoral Land Management and Conservation Act 1989*
- *Public Finance and Audit Act 1987*
- *Public Sector Act 2009*
- *Public Sector (Honesty and Accountability) Act 1995*
- *State Procurement Act 2004*
- *State Records Act 1997*
- *Telecommunications Act 1997 (Cwth)*
- *Telecommunications (Interception) Act 2012*
- *Work Health and Safety Act 2012*

Context of the Records Covered by the Schedule

Coverage of RDS 2017/36

The RDS covers the following series of records that are also partly covered by RDS2007/08v1 (expired) and RDS2013/04v1 (superseded) as well as ongoing operational records and administrative records that were not previously covered by an RDS.

SAGRN:

- GRS 6535 - Government Radio Network (GRN) BAFO - Best and Final Offers, negotiation and contract, 1998

- GRS 6537 - GRNC - Government Radio Network Contract evaluation of bids files, 1997

- GRS 6538 - GRNC Miscellaneous files, 1997

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- GRS 6539 - Recfind files, annual single number series with 'OT' prefix - Office of Information Technology

- GRS 6602 - Executive Director of Government Radio Network Contract (GRNC), 1995-06

- GRS 6603 - Telecommunications Services Manager, 1997

- GRS 6604 - Corporate Recfind files - Government Radio Network, annual single number series with 'GRN' prefix, 1998-1998

- GRS 7601 - Recfind files, annual single number series with 'DITS' or 'ITS' prefix - Office of Information Technology. Only consignments 10, 14, 15, 16, 36 and 37 relate to SAGRN. These consignments have been transferred to State Records' custody. Other records from this series are held by PSS and are at this time unsentenced.

- GRS 16135 - 'Recfind' files, annual single number series with 'OCIO' prefix - Office of the Chief Information Officer

PSS (comprising SACAD, SAGRN, SRHS in various AGD Divisions and iterations):

- GRS 14260 - 'Recfind' Files, annual single number series - Attorney General's Department

This RDS will also apply to records managed and created by the Contracted Management and Support Services providers (contractors) on behalf of the PSS Functions.

Related Series Affected by RDS 2017/36

There are no related series affected by this RDS.

Complementary Schedules to RDS 2017/36

- GDS 33 Across Government Emergency Management includes policies and procedures for managing, responding to and investigating emergencies during which PSS services are utilised. PSS is represented at the State Crisis Centre during emergencies and its policies and procedures and incident investigations need to complement those of other emergency services. GDS33 (pg 11) requires Agency operational records disposal schedules to cover operational records relating to emergencies and incidents outside of the Emergency Management Act.

- RDS2010/03 v1 Attorney General's Department – Organisational Performance Division (and predecessor agencies) was potentially used to appraise PSS records that remained in the custody of OPD as all PSS services and functions were part of OPD at different times circa 2010-2011. This RDS also covers records of complex multi-agency, large scale or high risk projects, like those undertaken by PSS.

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Existing Disposal Schedules Superseded by RDS 2017/36

- RDS 2013/04 v1 for Attorney General's Department - Policy, Projects & Technology - Public Safety Solutions - South Australian Government Radio Network (SAGRN) (and predecessor agencies) approved 16 December 2014

Records Structure within Public Safety Solutions

PSS records comprise of the following record groups:

- annual single number Recfind files forming part of the Corporate AGD (CSO) database with file number format YY/NNNN, e.g. 12/1007, Technology & Telecommunications/Acquisition/PSS Upgrade/Expression of Interest

- annual single number Recfind files forming part of the corporate OCIO database with file numbering ITSYY/NNNN, e.g. ITS98/0673 Projects/Implementation/GRN Network Construction/Sites/(782) Mount Lofty Site (GRS 7601)

- annual single number files (database unknown) with file numbering NNNN/YY (Public Buildings Department/South Australian Department of Housing and Construction (SACON))

- uncontrolled records, including those created or received by the State e.g. technical assessments, vehicle and maintenance records and those received from contracted ongoing management and support services providers, e.g. Programmed Maintenance reports and daily and weekly reports.

Broad Description and Purpose of the Records

PSS records serve two functions:

- Operational Service Delivery -

  o These records document the current 'as built' status of the Function, including configuration database and site plans, drawings, specifications, frequencies, etc. required to operate the individual Service. These records are considered vital to the operation of the Function/Service.

  o Contract management activities, including executing new contracts and managing performance under existing contracts.

  o Day to day management of the Function, which may, to an extent, be managed by the contracted Ongoing Management Service Delivery provider, as is the case of SAGRN and SRHS, or managed in-house as with SACAD. Tasks include helpdesk, change requests, network monitoring, maintenance records, property lease and licensing, radio frequency licensing, financial management, etc.

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- o   Operational Service Delivery records comprise both corporate files and unstructured information and may exist in hard copy or electronic format.

- •   Projects -

  - o   These records include the investigation and documentation of change necessary to complete an upgrade or change to an existing system or implement a new system.

  - o   Records of the contractual arrangements made and demonstration of the work undertaken during a project. Work undertaken ranges from investigating options, performing physical changes, and developing and providing appropriate documentation to evidence changes made and update to the vital 'as built' drawings and specifications.

  - o   Records required for the day to day operations of a Service/Function, such as configuration data and drawings will be transferred to the relevant PSS Function as active records. Remaining Project files will be closed and disposed in accordance with this RDS. PSS will maintain ownership of these records.

  - o   These records comprise of corporate Recfind files. AGD is in the process of decommissioning Recfind and moving to Objective for corporate files.

This RDS also covers certain historical records, which in some cases includes information from the inception of a Service/Function as well as day to day operational records. Much of this information is uncontrolled and has become disjointed as PSS Functions have moved within and across Agencies. Records created while Services have been part of AGD will be referenced within the same corporate AGD Recfind (CSO) database.

Functions and Activities Documented by the Records

PSS Functions are part of the State's critical infrastructure and are critical to the needs of the State's police, ambulance and emergency (public safety) services, with SAGRN also being important to the business operations of most other Government agencies e.g. DPTI, CAA, DCS. The functions used to describe the records covered by this RDS reflect the devolved nature of the PSS Functions and seeks to support the distinction between those activities undertaken by State employees and those routinely managed by Contracted service providers. Due to the fact that the PSS Functions are also usually high value procurements and generate substantial public interest any refresh or Upgrade project result in additional project management requirements, including funding and staffing and as such has been included as a separate function.

Given the above, the following functions have been used in this RDS:

- •   Contract Management

- •   Governance

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- Infrastructure Library Management

- Operations Management

- Projects

- Public Relations and Sponsorship

- Site Management and

- Strategic Infrastructure Management.

The above functions are supported by the following activities:

- Accounting

- Advice

- Authorisation

- Boards and Committees

- Change Management

- Contract Development

- Contract Monitoring

- Contract Variation

- Contractor Management

- Data Administration

- Equipment Management

- Evaluation

- Grant Disbursement

- Incident Management

- Liaison

- Library Maintenance

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- Maintenance

- Meetings

- Planning

- Policy and Procedures

- Procurement

- Project Management

- Promotion

- Reporting

- Risk Management

- Security

- Service Desk

- Site Sharing

- Training

- Transition

- User Management

Arrangement of the Records

Records managed within the AGD Recfind database are arranged numerically in the format YY/NNNN. File titles are created from a combined thesaurus of GDS 15 v5 and AGD functions and activities, with the last two levels available for free text. Records that were managed within the OCIO Recfind database were also arranged similarly, with file number format ITSYY/NNNN and a combined thesaurus.

Records managed by the contracted service providers (past and current) are arranged within their own hard copy filing systems.

Records are managed as hard copy records for the purpose of transfer to State Records. Many records, such as 'As Builts' and map information are managed in digital formats (e.g. .dwg or .map). Hard copy versions are printed to capture the evolution of the record over time.

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SAGRN has implemented SharePoint to manage its critical 'As Built' information in their native formats and to also allow for shared use by the contracted service provider. SACAD has implemented SharePoint and CRM to track and manage operations.

Agency Creating the Records

The majority of the records covered by this RDS have been created by the agency with current administrative control and responsibility for the records. Some of the records were created by predecessor agencies and contracted service providers and may be created by successor agencies.

Records held by contracted service providers are either held in digital format in system databases or as unstructured hard copy records.

Records held by the original contracted service providers for SAGRN were returned to PSS when the 2010 tender process awarded the contract to a different service provider. Since that time, the current SAGRN contracted service provider has held PSS records.

SRHS' contracted service provider maintains records (e.g. flight usage in spreadsheets).

SACAD contracted service providers maintain records in digital format in system databases.

Service providers must refer requests to dispose of records to PSS for approval.

Agency Owning or Controlling the Records

PSS that administers the records covered by this RDS also controls or owns them.

Some GRS' (such as 7601 or 16135) may have shared custody because the series includes records of a PSS function (e.g. SAGRN) as well as records of another agency's business.

Date Range of the Records

Records Date Range: 1985 to **Ongoing**

Volume of the Records

On-site hard copy = 57 linear metres
State Records holdings = 67 linear metres
Contracted Ongoing Management Services Provider holdings = 25 linear metres
Offsite storage provider (hard copy) = 20 linear metres

On-site digital records = approx. 187 GB
It has not been possible to calculate the holdings stored in system databases managed by contracted service providers.

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The majority of PSS records are created during project work. With the implementation of SharePoint for SAGRN (see Appendix B for SAGRN SharePoint architecture) and CRM for SACAD, it is anticipated that annual hard copy record growth will be low, approximating 5 linear metres of temporary value records and up to 2 linear metres of permanent value records.

Special Custody Requirements

There are no special custody requirements.

Special Storage Requirements

There are no special storage requirements.

Issues Not Mentioned Previously

There are no issues that have not already been mentioned.

Comments Regarding Disposal Recommendations

Permanent Records Rationale

Objective 1 – To identify and preserve official records providing evidence of the source of authority, foundation and machinery of the South Australian Government and public sector bodies.

Objective 1 is met by the following records that evidence the responsibilities of PSS that enable emergency services and other agencies to protect and provide services to the people of the State. For example, the contracts entered into with service providers to undertake network management on behalf of the Government that stipulate service delivery standards and across government purchasing agreements; or the policies and plans that establish the boundaries of PSS functions and services and those of its contractors and User Agencies:

- 1.1.1 Contract Management, Contract Development (executed contracts)

- 1.3.1 Contract Management, Contract Variation (signed variations)

- 1.4.1 Contract Management, Meetings (significant contracts)

- 8.7.1 Strategic Infrastructure Management Planning (significant master plans)

- 8.8.1 Strategic Infrastructure Management, Policy (master copy of policy)

Objective 1 is also met by the following records that evidence the authority for PSS to undertake actions. For example, defining what functions will be undertaken by State

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employees and what will be outsourced or privatised, or providing direction and oversight as a high level governance body:

- 2.1.1 Governance, Authorisation (delegation)

- 2.2.1 Governance, Boards and Committees (proceedings, high level leadership)

- 8.7.1 Strategic Infrastructure Management Planning (significant master plans)

- 8.8.1 Strategic Infrastructure Management, Policy (master copy of policy)

- 8.11.1 Strategic Infrastructure Management, Transition (machinery of government)

- 8.11.2 Strategic Infrastructure Management, Transition (privatise, contract out)

Objective 2 – To identify and preserve official records providing evidence of deliberations, decisions and actions of the South Australian Government and public sector bodies relating to key functions and programs and significant issues faced in governing the state of South Australia.

Objective 2 is met by the following records that evidence decisions, deliberations and actions:
1. As made by high level leadership groups, including in response to signification situations, e.g. during an emergency:

   - 2.2.1 Governance, Boards and Committees (proceedings, high level leadership)

   - 2.3.1 Governance, Reporting (significant situation)

   - 4.2.1 Operations Management, Incident Management (significant incident, severity level 1 or 2)

2. As evidence of the formulation, monitoring, analysing or review of policy. For example, when reviewing the performance of the PSS functions and services and identifying opportunities for improvements that can have serious implications for User Agencies.

   - 4.5.1 Operations Management, Reporting (annual report)

   - 8.4.1 Strategic Infrastructure Management, Change Management (major impact change)

   - 8.4.2 Strategic Infrastructure Management, Evaluation (management configuration e.g. decentralise)

   - 8.5.1 Strategic Infrastructure Management, Evaluation (significant change e.g. location or sub-network)

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- 8.6.1 Strategic Infrastructure Management, Meetings (PSS high level)

- 8.7.1 Strategic Infrastructure Management Planning (significant master plans)

- 8.8.1 Strategic Infrastructure Management, Policy and Procedures (master copy of policy)

- 8.8.2 Strategic Infrastructure Management, Policy and Procedures (major drafts)

- 5.4.1 Projects, Project Management (significant project investigation)

3. As evidence of strategic management decisions across government and between the public and private sectors, where functions are co-managed, privatised or out-sourced:

- 1.1.1 Contract Management, Contract Development (executed contracts)

- 1.3.1 Contract Management, Contract Variation (signed variations)

- 1.4.1 Contract Management, Meetings (significant contracts)

- 4.4.1 Operations Management, Policy and Procedures (master policies, procedures)

- 7.3.1 Site Management, Policy and Procedures (master set policies, plans)

- 8.11.1 Strategic Infrastructure Management, Transition (machinery of government)

- 8.11.2 Strategic Infrastructure Management, Transition (privatise, contract out)

- 8.11.3 Strategic Infrastructure Management, Transition (acceptance of handover from major project)

Objective 3 – To identify and preserve official records providing evidence of the legal status and fundamental rights and entitlements of individuals and groups.

Objective 3 is met by the following records that evidence the rights or entitlements of individuals and groups by establishing the existence of rights to ownership or use of land:

- 7.1.3 Site Management, Construction (Cultural Heritage survey/Land Title claim)

Objective 4 – To identify and preserve official records substantially contributing to the knowledge and understanding of the society and communities of South Australia.

Objective 4 is met by the following records that evidence the planning, implementation and management of major infrastructure or development projects, including PSS Upgrade works to replace aging infrastructure or rectify known service limitations:

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- 3.2.1 Infrastructure Library Management, Library Maintenance (master network control docs)

- 3.2.2 Infrastructure Library Management, Library Maintenance (master site control docs)

- 3.2.3 Infrastructure Library Management, Library Maintenance (structural assessments)

- 5.2.1 Projects, Meetings (membership/proceedings high level project meetings)

- 5.3.1 Projects, Procurement (significant tenders)

- 5.4.1 Projects, Project Management (significant project investigation)

- 5.4.3 Projects, Project Management (significant project running)

- 7.1.1 Site Management, Construction (significant location)

- 8.4.2 Strategic Infrastructure Management, Evaluation (significant change e.g. location or sub-network)

Objective 5 – To identify and preserve official records that contribute to the protection and wellbeing of the community or provide substantial evidence of the condition of the State, its people and the environment, and the impact of government activities on them.

Objective 5 is met by the following records that evidence the collection and analyses of data to assist planning and decision making for the wellbeing of the people, such as regular assessment of technologies and infrastructure to keep pace with technological advances; and respond to changes in demographics that impact the provision of associated Government services, such as policing:

- 4.2.1 Operations Management, Incident Management (significant incident, severity 1 or 2)

- 5.1.1 Projects, Grant Disbursement (summary of grant applications)

- 5.4.1 Projects, Project Management (significant project investigation)

- 8.4.2 Strategic Infrastructure Management, Evaluation (significant change e.g. location or sub-network)

Temporary Records Rationale

Records relating to executing and managing ordinary and incidental contracts and procurements (items 1.1.2 – 1.1.4, 1.2.1 - 1.2.3, 1.3.2-1.3.3, 1.4.2-1.4.3, 5.3.2-5.3.3, 7.4.1,

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8.9.1 – 8.9.2) are deemed to be of temporary value because of the low value, low impact of the works.

Records relating to routine decision making (items 2.1.2), consultation or meetings (items 4.3.1, 5.2.2-5.2.4, 8.6.2-8.6.3); changes (items 4.6.1-4.6.2, 8.4.3, 8.7.2-8.7.4); policies and procedures (items 4.4.2 – 4.4.3, 7.3.2, 8.8.3) and liaison with stakeholders (items 8.5.2-8.5.3) have been deemed to be of temporary value because of the transitory nature of the records as well as the relative speed of change within the PSS Services, e.g. software updates, deployment of spares, etc.

Records relating to routine reporting (items 2.3.2, 4.5.2-4.5.6), training (items 4.7.1-4.7.2) reporting on minor incidents (item 4.2.2,) and routine projects (items 5.4.2, 5.4.4 – 5.4.7, 7.1.2, 7.1.4, 8.2.1-8.2.3) are deemed to be temporary records because their value is limited to point in time, after which time they become irrelevant.

Administrative records such as managing assets (items 4.1.1-4.1.2); data administration (items 3.1.1, 3.2.4 – 3.2.13), grant disbursement (item 5.1.2), security (items 3.3.1-3.3.2), promotion (items 6.1.1-6.1.2), charging for services (item 8.1.1), managing contractors undertaking low value works (items 8.3.1-8.3.3) and Service users (items 8.12.1-8.12.2), tracking day to day issues and risks (item 8.10.1) and maintenance (items 7.2.1-7.2.3) have been determined to be temporary records because they become irrelevant after the retention period.

Other Disposal Considerations

There are no other considerations for or against the retention or destruction of records affected by this RDS.

Disposal Recommendation Effect on Related Records

PSS will require current and future contracted network management service providers to provide evidence that the records they create and manage relating to the PSS are disposed of in accordance with this RDS.

Alternative Record Formats

The core PSS records that describe the configuration of the Functions and Services, including the radio sites, aircraft and Comcens, comprise of many record types best managed in their native format. While drawings and coverage maps can be rendered into printable versions for hard copy files, data and information such as map plots and codeplug settings files cannot be meaningfully represented in hard copy format. These records are managed in business systems that give them context, for example SACAD Spatial Datamart, (GIS spatial data repository), Voice Logging Archiving System (long term storage of SAGRN logged audio data) and Genwatch (archives SAGRN voice and data system data for reporting and analysis).

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Impact on Native Title Claims

There is no discernible relevance to Native Title Claims.

Note that when new SAGRN radio sites are proposed a Native Title review is undertaken by Crown Solicitor's Office (CSO) to identify if there is a Native Title claim or right to claim that would impact the building of a radio site at that specific geographical location. SAGRN provides the location of the proposed site to CSO and receives in return a report identifying if there are any Native Title considerations that would prohibit the use of the site. PSS does not hold any information relating to the history or use of the location.

Indigenous Considerations

The determinations within *RDS 2017*/36 are consistent with Recommendation 21 of the *National Inquiry into the Separation of Aboriginal and Torres Strait Islander Children from Their Families*.

The principles outlined in **GDS 16**, relating to Native Title claims, have also been considered in the development of this Schedule.

RDS 2017/36 meets all cultural, historical, legal and administrative requirements.

All documents considered relevant to native title in South Australia must be checked for actual relevance with the Native Title Section of the Crown Solicitor's Office before being disposed of.

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Scope Note

Records Covered by this Schedule

This *RDS 2017*/36 applies to the current and historical records of Public Safety Solutions, including the records of SAGRN, SACAD and SRHS. For further details about Coverage of this RDS refer to pages 10-19.

Records in digital formats must be managed and maintained by migrating and reformatting as required to ensure ongoing accessibility for evidentiary, historical and administrative purposes in accordance with their permanent or temporary disposal status.

How to Apply this Schedule

Use in conjunction with GDS

This Schedule should be used in conjunction with **GDS 30**, as amended**,** or its successor. Cross-references to the **GDS 30** are included in this Schedule where appropriate.

To identify records that may be potentially relevant to native title claims, please refer to guideline *Identifying documents which may be relevant to Native Title* attached to **GDS 16**. Where records sentenced for temporary retention are identified as having potential relevance to a native title claim, they need to be retained until 31 December 2024.

To identify records that may be potentially relevant to *Legal Proceedings or Ex Gratia Applications Relating to Alleged Abuse of Former Children Whilst in State Care*, please refer to **GDS 27**. Where records sentenced for temporary retention are identified as having potential relevance, they need to be retained until 31 December 2020.

To identify records that may be potentially relevant to the *Royal Commission into Institutional Responses to Child Sexual Abuse*, please refer to **GDS 32**. Where records sentenced for temporary retention are identified as having potential relevance, they need to be retained until 31 December 2023.

Use in conjunction with, or complementary to, other RDS

This Records Disposal Schedule does not complement any existing schedules.

Other RDS superseded by RDS 2017/36

- RDS 2013/04 v1 for Attorney General's Department - Policy, Projects & Technology - Public Safety Solutions - South Australian Government Radio Network (SAGRN) (and predecessor agencies)

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Re-sentencing of records where schedules are superseded or particular entries within a schedule are superseded

Public Safety Solutions will review and re-sentence the records whose retention periods have altered.

Records excluded from RDS 2017/36

There are no records excluded from cover by this RDS.

Application to records in all formats

RDS 2017/36 applies to records in all formats, including databases and other electronic records. Public Safety Solutions is required to ensure that records remain accessible for the duration of designated retention periods.

Interpretation of the Schedule

Minimum retention periods

Retention periods for temporary records shown in *RDS **2017**/36* are <u>minimum</u> retention periods for which records need to be retained. It is at the discretion of PSS as to whether records are kept for longer than the minimum period.

Acronyms

- ABRHS - Adelaide Bank Rescue Helicopter Service (previous name for SRHS)
- ACA – Australian Communications Authority (see ACMA)
- ACMA - Australian Communications Media Authority
- AGD - Attorney General's Department
- AHPL - Australian Helicopters Pty Ltd
- AIB - Agency Information Board (SACAD)
- AMS - Audio Management System
- AMS - Audio Management System
- AR - Agency Representative, authorised to make requests regarding SAGRN
- ATIA - Air Traffic Interface Application
- BI – Business Initiatives Unit. A business unit of AGD circa 2006/07
- CAD - Computer Aided Dispatch (see SACAD)
- CCTV - Closed Circuit Television
- CFS - Country Fire Service
- CHC – Canadian Holding Company (helicopter services)
- Comcen - Communications Centre

Attorney- General's Department - Public Safety Solutions (and predecessor agencies)

- DAIS - Department for Administrative and Information Services
- DoJ - Department of Justice
- DPC - Department of Premier and Cabinet
- DPTI – Department for Department of Planning, Transport and Infrastructure
- DTEI - Department for Transport, Energy and Infrastructure
- EOI - Expression of Interest
- EOIRS - Electro Optic Infrared Sensor
- ESL - Emergency Services Levy
- FALA - Facilities Access Licensing Agreement
- FAT – Factory Acceptance Testing
- FLIR - a brand of Electro Optic Infrared Sensor (EOIRS)
- GESOC - GRN Emergency Services Organisations Committee
- GIS - Geospatial Information System
- HUET - Helicopter Underwater Escape Training
- JBS - Justice Business Services
- JBSD - Justice Business Services Division
- JPLC - Justice Portfolio Leadership Council
- JPSD - Justice Portfolio Services Division
- KMF - Key Management Facility
- KPI - Key Performance Indicator
- MAC - Motor Accident Commission
- MDT - Mobile Data Terminal
- MFS - Metropolitan Fire Service
- MOAA - Memorandum of Administrative Arrangements
- MOU - Memorandum of Understanding
- NOCC - Network Operations Control Centre
- NSSR - Non-standard Service Request
- OCIO - Office of the Chief Information Officer
- OMS - Ongoing Management Services
- OPD - Organisational Performance Division
- PAR - Primary Agency Representative, authorised to make requests regarding SAGRN
- PIR – Post Installation Report
- PoC – Proof of Concept
- PSC - Public Safety Communications (see PSS)
- PSCAG - Public Safety Communications Advisory Group

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Attorney- General's Department - Public Safety Solutions (and predecessor agencies)

- PSCOP - Public Safety Communications Optimisation Project
- PSS - Public Safety Solutions
- PTB – Passenger Transport Board
- RAID - Road Administration Identification Data
- RFDS – Royal Flying Doctor Service
- RFP - Request for Proposal
- RSCS - Radio Switching and Console System
- RTU - Remote Transmission Units
- SA - South Australia
- SAAS - South Australian Ambulance Service
- SACAD - SA Computer Aided Dispatch
- SAFECOM - South Australian Fire and Emergency Commission
- SAMFS - South Australian Metropolitan Fire Service
- SAPOL - South Australia Police
- SBCM - Strategic Business and Contract Management
- SES - State Emergency Service
- SFM - Site Facilities Maintenance
- SLSA - Surf Life Saving Association
- SMB - SACAD Management Board
- SPOP - Strategic Policy & Organisational Performance Division
- SRHS - State Rescue Helicopter Service
- SRSMAC - State Radio System Ministerial Advisory Committee
- TCHS - Telephone Call Handling System
- UHF - Ultra high frequency (for an antenna)
- VHF - Very high frequency (for an antenna)

Definitions of terms specific to RDS 2017/36

- 000 – emergency response number in Australia. Used to request emergency assistance from Police, Fire or Ambulance.
- 3G Solution **-** The SAGRN currently provides a narrowband data network within the Greater Adelaide Region only. Due to continuously increasing speed and capacity requirements, Agencies have begun using a commercially available 3G Network to facilitate business processes e.g. Dispatch and Location services
- ACMA - The Australian Communications Media Authority. The licensing body for Spectrum, established under the Australian Communications Authority Act 1997 (Cth)
- AGD – Attorney General's Department

Attorney- General's Department - Public Safety Solutions (and predecessor agencies)

- Agency Representative - the person/position authorised by the agency to be an agency representative and point of contact with the SAGRN

- Agency Working Group - Forum bringing together representatives from user agencies and SAGRN to share information and discuss operation and ideas for SAGRN

- AMS – Audio Management System – platform for automating telephone calls and capturing '000' call data.

- Approved/Registered Installers - list of organisations and persons capable of providing Installation Services on the SAGRN - specifically installation of electronic equipment in operational vehicles for SAGRN User Agencies. Applicants complete a Registration of Interest for consideration. If approved, the applicant is added to the list of approved installers

- As-built - the configuration and current set up of the PSS Service/Function or an individual component of that Service/Function e.g. a Comcen or radio site

- ATIA- A data base, managed by the SAGRN OMS provider that collects the raw network data that can then be used to produce historical reports for statistical analysis

- Codeplug - a program loaded into an SAGRN radio that determines what frequencies to transmit and receive, RF power output, signalling modes, and other features the specific radio is to have enabled. SAGRN has master codeplugs that relate to the SAGRN as a whole and common codeplugs which contain user agency specific settings

- Critical infrastructure - Infrastructure which, if destroyed, degraded or rendered unavailable for an extended period, will impact on social or economic well-being or affect national security or defence

- Criticality level (SAGRN) - see Severity Level

- Customer Agreement - legally binding agreement between two parties

- Customer order - an order for goods or services, placed under a customer agreement

- Data Carriage - a data carriage service facilitates the transmission of data over a dedicated communication network to connect geographically diverse locations

- Department of Justice (DoJ) – South Australian government department created under the *Public Sector Act 2009* to coordinate strategic activities of multiple agencies with a justice focus, e.g. Police, emergency services, correctional and legal agencies and statutory authorities. DoJ had one employee (Chief Executive, Attorney General's Department) and no operating budget, so DoJ divisions sat administratively within AGD.

- Encryption key management - the administration of tasks involved with protecting, storing, backing up and organizing encryption keys

- FALA - Facilities Access Licensing Agreement - agreement between State and Telstra for use of radio site facilities or tower

- Fleetmap - records the configuration and programming of individual SAGRN terminal equipment, the associated sub-network configuration programming, and a set of standard user configuration profiles, including numbering plans

Attorney- General's Department - Public Safety Solutions (and predecessor agencies)

- Function (PSS) – the core functions of PSS are project delivery, service delivery and support services.

- Genesis Reporting Software - the monitoring and reporting software provided by the contracted ongoing management service provide, known as GenWatch 3 iVista and Genwatch3 NetVista

- Genwatch – The real time operational management application that monitors SAGRN performance and status. It's used to produce immediate reporting on active incidents

- GIS – Geographic Information System. A 'spatially' enabled database management system which can automate, manage and display information describing places or events on the earth's surface on a map.

- Key Management Facility (KMF) - Facility that is responsible for the Communications Security (COMSEC) management of Electronic Encryption Keys. Its purpose is to account for, generate and distribute the Encryption Keys to the relevant Operational User Agencies for use over the SAGRN Voice Sub-Network

- Low value - an action that requires little money or effort to be expended and has minimal consequence

- Master site - logical SAGRN location encompassing (among other things) a Zone Controller and electronics bank which includes circuit boards, system time modules, card cage and power supply

- NOCC - Network Operations Control Centre is the main operations centre for the SAGRN. The NOCC's primary responsibilities include:
  - ➢ Provide SAGRN services;
  - ➢ connect SAGRN terminals
  - ➢ manage and monitor SAGRN performance;
  - ➢ enforce SAGRN security and access authorisation
  - ➢ document the SAGRN, including network configuration and network numbering plans
  - ➢ ensure the availability and responsiveness of maintenance services and
  - ➢ provide a display point for the SAGRN

- NSSR - Non Standard Service Request - a request not included in the list of standard requests and/or are requests to which the Service Provider must provide a technical solution

- Ongoing Management Service (OMS) Provider - the service provider currently contracted by the State to the perform management service of the Function/Service

- Ordinary - an action that does not require large government expenditure or commitment, doesn't affect a large proportion of the population and is unlikely to generate public interest or sensitivity. See also routine and low value

- Ordinary contract - the equivalent of a simple contract in GDS 30v1.1, but for PSS business needs has been made distinct in this RDS and given a longer retention period

- PAR - Primary Agency Representative - the person/position authorised by the agency to be the main agency representative and point of contact with the SAGRN

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- Paging - the transmission of messages from the SAGRN Paging Control Terminal to terminal products (i.e. radio handsets)

- PSCAG - Public Safety Communications Advisory Group - directed by the SAGRN Board and provides recommendations to them on operational matters relating to SAGRN services. Membership comprises senior operational managers from emergency and essential services agencies

- Radio sites - locations consisting of communications equipment and transmission devices such as dishes or antennas. Generally a radio site would have a hut containing the communications equipment and a tower supporting dishes or antennas. SAGRN may own or lease space on a radio site

- Routine - a commonplace task or action that is done on a regular basis

- SAGRN Board - provides strategic leadership and governance of all SAGRN procurements, activities and services and guides and monitors the related activities and progress of the PSCAG. The membership consists of emergency and essential services agencies senior executives

- Scheduled outage - an outage where the duration of the outage does not exceed a planned duration as agreed in advance by the State and the Service Provider

- Senior Management Board - a Board that provides guidance and feedback to PSS, e.g. Justice Accredited Purchasing Unit, State Procurement Board.

- Service debit - a financial penalty documented in the service level agreement and applied in response to documented failure to meet agreed service delivery levels

- Service level agreement (SLA) - a document that spells out parties rights and obligations under a contract for work. The main purpose of an SLA is to spell out the level of service that will be provided under the agreement

- Services (PSS) – the core services of PSS are SACAD, SAGRN and SRHS. Other services are sometimes provided by PSS, e.g. investigating or implementing initiatives or exploring new technologies.

- Settings files - the data used to program terminals on the SAGRN

- Severity level - level assigned to an SAGRN Significant Incident as per the Significant Incident Coordination Framework (also known as Criticality level). Severity levels area as follows:
  - ➤ 5 - low level day to day incident limited to one agency
  - ➤ 4 - medium level incident or non-critical threat warning affecting one or more agencies
  - ➤ 3 - more serious incident or warning requiring actions by several agencies or high impact on one agency
  - ➤ 2 - Significant incident or severe warning impacting more than one agency and requiring additional resources and
  - ➤ 1 - Significant incident involving cross-government impact or statewide effect requiring formal and extensive management and resources

Attorney- General's Department - Public Safety Solutions (and predecessor agencies)

- Significant - an action which requires considerable government expenditure or commitment, affects a large proportion of the population (e.g. whole of government); or is likely to be subject to public reaction or sensitivity

- Significant contract - is the equivalent of a sealed or specialty contract in GDS 30v1.1 but they have been specifically identified in this RDS because they need to be retained for a longer period of time due to the importance of the records (e.g. whole of government, high value)

- Spectrum - a range of frequencies on which radio communications are capable of being made

- Sub-network - a separately identifiable part of a larger network that typically represents a certain limited number of assets or geographical area. SAGRN sub-networks are Voice, Paging, Data, Intersite Links, Voice Logging and Dispatch Consoles

- Talkgroup - a unique, six digit number representing a group of radio users in a system. Talkgroups can contain an unlimited number of radio units. Talkgroups are the primary level of organisation of users in a trunked radio system. A normal talkgroup call cannot be heard by any other system talkgroup

- Terminals - equipment used on the SAGRN, includes radios, pagers, consoles and data modems etc

- User Agency - an organisational entity (whether an administrative unit, separate legal entity or other group or organisation) notified in writing by the State to the Ongoing Management Service Provider as an authorised user of the SAGRN. SAGRN has 22 user agencies, including police and emergency services, transport and non-government agencies.

Legal Deposit

Legal deposit refers to statutory provisions that oblige publishers to deposit copies of their publications in libraries in the country in which they are published. Under the Commonwealth *Copyright Act 1968* and various Australian state Acts, a copy of any work published in Australia must be deposited with (a) the National Library of Australia and (b) the appropriate State Library. Legal deposit extends not only to commercial publishers but also to private individuals, clubs, churches, societies and organisations.

In South Australia, one copy of publications produced for external use should be deposited with the State Library and the Parliamentary Library (section 35, *Libraries Act 1982*). Publications include books, newspapers, magazines, journals, pamphlets, maps, plans, charts, printed music, records, cassettes, films, video or audio tapes, computer software CD-ROMS, compact discs and other items made available to the public.

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Records and Litigation

Where Public Safety Solutions is aware that records may be required for use in litigation, for use in a government enquiry or the consideration of the Ombudsman, the records must not be destroyed. In such circumstances the records must be retained until two years after all cases and enquiries are complete (including appeals) and then have the original retention period applied to the records.

Pre-1901 Records

All pre-1901 records are required to be **retained permanently** in accordance with a motion approved by the State Records Council on 19 February 2008.

In this instance, this RDS does **NOT** apply to pre-1901 records.

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List of Functions and Activities

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Attorney- General's Department - Public Safety Solutions (and predecessor agencies)

Item No.	FUNCTION Activity / Process	Description / Disposal Class	Disposal Action
1 CONTRACT MANAGEMENT			
1	**CONTRACT MANAGEMENT**	**The function of executing new contracts and the ongoing management of existing contracts. Includes negotiation of terms of contract and deliverables required under the contract; negotiation and execution of contract variations and customer orders subordinate to the overarching contract; and monitoring of key performance indicators and penalties applicable under the contract.** **Includes contracts for ongoing activities; upgrade projects; and independent and/or expert input.** **See items 5.3 PROJECT - Procurement and 8.9 STRATEGIC INFRASTRUCTURE MANAGEMENT - Procurement for documents relating to tendering.**	
1.1	**Contract Development**	*The activities involved in developing new contracts or negotiating contract extensions with external parties. Includes process of negotiation, expert advice specific to the contract and contract execution.* *See item 1.4 CONTRACT MANAGEMENT - Meetings for meetings held in relation to contract development.* *See item 8.11 STRATEGIC INFRASTRUCTURE MANAGEMENT - Transition for records relating to transition of Network function from one party to another.* *See GDS 30 (as amended) FINANCIAL MANAGEMENT – Procurement (Goods & Services) for registers of contracts and/or tenders.*	
1.1.1	Contract Development	Original signed version of <u>executed significant contracts</u> e.g. long term, high value or whole of government contracts. Includes Facilties Access Licensing Agreement (FALA); Head Agreements; Memoranda of Understanding, etc.	**PERMANENT**

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Item No.	FUNCTION Activity / Process	Description / Disposal Class	Disposal Action
1 CONTRACT MANAGEMENT			
1.1.2	Contract Development	Records relating to <u>reaching an agreement on the terms and conditions of a significant contract</u>, e.g. long term, high value or whole of government contracts as identified in 1.1.1. Includes initial offers of all parties and correspondence highlighting item requiring further negotiation and responses made in order to reach a mutually agreed outcome. For contract negotiation meetings 1.4 CONTRACT MANAGEMENT - Meetings.	**PERMANENT**
1.1.3	Contract Development	Original <u>signed version of executed ordinary contracts or service level agreements</u>, Includes agreements relating to use of premises and/or equipment or product and service prices for fixed periods. For lease/licensing agreements for site sharing see item 7.4 SITE MANAGEMENT – Site Sharing.	**TEMPORARY** Destroy 20 years after expiry of contract
1.1.4	Contract Development	Records relating to <u>reaching an agreement on the terms and conditions of an ordinary contract or service level agreement</u>, e.g. short term contracts for specialised or technical advice. Includes initial offers of all parties and correspondence highlighting items requiring further negotiation and responses made in order to reach a mutually agreed outcome. For records of contract negotiation meetings see 1.4 CONTRACT MANAGEMENT - Meetings.	**TEMPORARY** Destroy 20 years after expiry of agreement or contract if subsequently executed; or 20 years after action completed if agreement not executed.
1.1.5	Contract Development	<u>Duplicate copies of executed contracts and service level agreements</u> used as working documents.	**TEMPORARY** Destroy 1 years after action completed

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Item No.	FUNCTION Activity / Process	Description / Disposal Class	Disposal Action
1 CONTRACT MANAGEMENT			
1.2	**Contract Monitoring**	*The activity of monitoring service delivery key performance indicators (KPI's) and other aspects of an executed contract which can attract a penalty if the agreed contractual conditions are not met. Includes the process of seeking a penalty or responding to a penalty request.*	
1.2.1	Contract Monitoring	Records documenting KPI's which are monitored and reported on as required under the contract, e.g. SAGRN Operations Reports. See item 4.5 OPERATIONS MANAGEMENT - Reporting for reports produced under the Contract.	**TEMPORARY** Destroy 20 years after action completed
1.2.2	Contract Monitoring	Records documenting the application of <u>penalties to the service provider</u> for not meeting the conditions of the contract. Including financial penalties, where KPI's did not meet agreed levels as stipulated in the contract Includes service debits.	**TEMPORARY** Destroy 5 years after contract has expired
1.2.3	Contract Monitoring	Records documenting the application of <u>penalties to the State</u> for not meeting the conditions of the contract, including financial penalties.	**TEMPORARY** Destroy 5 years after contract has expired
1.3	**Contract Variation**	*The activities associated with making changes to existing contract terms and conditions. Includes variations to existing contracts and the execution of customer orders subordinate to the overarching contract.*	
1.3.1	Contract Variation	Original <u>signed variations to significant contracts</u>.	**PERMANENT**
1.3.2	Contract Variation	Original <u>signed variations to ordinary contracts or service level agreements</u>.	**TEMPORARY** Destroy 20 years after contract has expired

Attorney- General's Department - Public Safety Solutions (and predecessor agencies)

Item No.	FUNCTION Activity / Process	Description / Disposal Class	Disposal Action
**1 CONTRACT MANAGEMENT**			
1.3.3	Contract Variation	Records relating to the development and agreement of a customer order to undertake additional or specific work subordinate to an overarching contract. E.g. a work order. See item 4.6 OPERATIONS MANAGEMENT - Service Desk for records documenting SAGRN Non Standard Service Requests (NSSR).	**TEMPORARY** Destroy 5 years after contract has expired
1.4	**Meetings**	*The activities associated with gatherings held to formulate, discuss, update, or resolve issues and matters pertaining to the management of the section, department or agency as a whole. Includes arrangements, agenda, taking of minutes, etc. (KAAA)* *See item 2.2 GOVERNANCE - Boards and Committees for records relating to Governance meetings such as SAGRN Board, SACAD Executive or SRHS Ministerial Advisory Committee.* *See item 8.6 STRATEGIC INFRASTRUCTURE MANAGEMENT - Meetings for records relating to Operational Service Delivery meetings.* *See item 5.2 PROJECTS - Meetings for records relating to Project meetings.*	
1.4.1	Meetings	Records relating to meetings held during the development, negotiation or execution phase of a significant contract.	**PERMANENT**
1.4.2	Meetings	Records relating to meetings held during the development, negotiation or execution phase of an ordinary contract.	**TEMPORARY** Destroy 20 years after contract has expired
1.4.3	Meetings	Records relating to regular meetings held as required by the terms and conditions of a contract, e.g. contract management meetings.	**TEMPORARY** Destroy 20 years after contract has expired

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Item No.	FUNCTION Activity / Process	Description / Disposal Class	Disposal Action
2 GOVERNANCE			
2	**GOVERNANCE**	**The function of being responsible for the direction and control of resources. Includes providing guidance, direction and approval for decisions affecting PSS.**	
2.1	**Authorisation**	*The process of seeking and granting permission to undertake a requested action. (KAAA)*	
2.1.1	Authorisation	Delegation of power to agency staff to authorise <u>significant action</u> relating to a PSS Service (e.g. SAGRN, SACAD, SRHS, etc). Delegation of power includes delegation of authority above usual level by Minister to <u>Chief Executive or Director</u>. For example, authority to pay invoice or sign contract that would otherwise need to be authorised by the Minister. Includes the request for delegation.	**PERMANENT**
2.1.2	Authorisation	Delegation of power to agency staff to authorise <u>routine action</u> relating to a PSS Service (e.g. SAGRN, SACAD, SRHS, etc). Delegation of authority includes delegation above usual level by Chief Executive or Director to <u>Program/Project Manager</u>. For example, authority to pay invoice or sign contract that would otherwise need to authorised by the CE or Director. Includes the request for delegation.	**TEMPORARY** Destroy 10 years after action completed

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Item No.	FUNCTION Activity / Process	Description / Disposal Class	Disposal Action
2 GOVERNANCE			
2.2	**Boards and Committees**	*The activities associated with the management of boards, committees, task forces, steering groups, working parties, etc. Includes management of governance groups such as SAGRN Board, SACAD Executive, SRHS Ministerial Advisory Committee.* *See item 1.4 CONTRACT MANAGEMENT - Meetings for record relating to contract negotiation meetings.* *See item 8.6 STRATEGIC INFRASTRUCTURE MANAGEMENT - Meetings for records relating to Operational Service Delivery meetings.* *See item 5.2 PROJECTS - Meetings for records relating to Project meetings.* *See GDS 30 (as amended) BOARD & COMMITTEE MANAGEMENT for Membership and Proceedings.*	
2.2.1	Boards and Committees	Records relating to the <u>proceedings</u> of <u>high level leadership and Governance Boards and Committees</u>. E.g. SAGRN Board, SACAD Executive, SRHS Ministerial Advisory Committee, and future and predecessor versions of the groups. Includes minutes, agendas and papers.	**PERMANENT**
2.3	**Reporting**	*The process associated with initiating or providing a formal response to a situation or request (either internal, external or as a requirement of corporate policies), and to provide formal statements of findings of the results of the examination or investigation. Includes agenda, briefing, business case, discussion papers, proposals, reports, reviews and returns. (KAAA)* *See item 4.2 OPERATIONS MANAGEMENT - Incident Management for responses to incidents of Service failure.*	

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Item No.	FUNCTION Activity / Process	Description / Disposal Class	Disposal Action
2 GOVERNANCE			
2.3.1	Reporting	Formal response to a <u>significant situation</u> or request to Minister, CE or other authority. Examples include: • a complaint by an unsuccessful respondent about significant procurement process, including complaints to external authority such as State Procurement Board. • Contentious issues such as community concern about blackspot in radio communications coverage. See item 2.2 GOVERNANCE - Boards and Committees for formal responses submitted to a Governance Board or Committee as papers.	**PERMANENT**
2.3.2	Reporting	Records relating to requests or responses for <u>routine or minor issues</u>. Includes where the issue has been raised with a Minister or other authority and referred for response. For Ministerials or Parliamentary Questions see GDS 30 (as amended) 7.2 GOVERNMENT RELATIONS – Briefings (Agencies).	**TEMPORARY** Destroy 10 years after action completed

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Item No.	FUNCTION Activity / Process	Description / Disposal Class	Disposal Action
3 INFRASTRUCTURE LIBRARY MANAGEMENT			
3	**INFRASTRUCTURE LIBRARY MANAGEMENT**	**The function of managing information describing the set up and deployment of PSS critical infrastructure. Includes overall Service or Function configuration as well as site specific information. Includes creating, capturing, registering, classifying, indexing, storing, retrieving and disposing of information.** **These records are vital to the operation of PSS services.**	
3.1	**Data Administration**	*The activities associated with maintaining and using the data that is held in a system, either automated or manual. Includes the maintenance of data dictionaries and the application of vital records and counter disaster plan objectives to safeguard against data loss or corruption. (KAAA)*	
3.1.1	Data Administration	Records documenting the migration of records between electronic systems and from one electronic medium to another. Includes quality assurance checks and strategies for migration to confirm accuracy of the process. See item 2.2 GOVERNANCE - Boards and Committees for reports of significant migration.	**TEMPORARY** Destroy 20 years after data migrated
3.2	**Library Maintenance**	*The activities associated with ensuring the currency of the information within the Library.*	
3.2.1	Library Maintenance	Master control documents that describe the whole of the PSS Service's network. Includes network configurations, drawings, plans, data, topologies and coverage maps/plots. Includes Whole of Service and individual sub-networks, e.g. SAGRN Voice or Paging sub-network.	**PERMANENT** Actively manage and migrate to ensure ongoing accessibility for evidentiary and/or historical purposes.

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Attorney- General's Department - Public Safety Solutions (and predecessor agencies)

Item No.	FUNCTION Activity / Process	Description / Disposal Class	Disposal Action
**3 INFRASTRUCTURE LIBRARY MANAGEMENT**			
3.2.2	Library Maintenance	<u>Master Control</u> documents for individual attributes or sites that make up the Service's network, e.g. SAGRN radio sites or SACAD Comcens. Includes site specifications, drawings, plans. Includes master sites and control documents for decommissioned sites.	**PERMANENT** Actively manage and migrate to ensure ongoing accessibility for evidentiary and/or historical purposes.
3.2.3	Library Maintenance	Reports of assessments by a certified assessor. E.g., structural assessment of radio towers owned or utilised by SAGRN.	**PERMANENT**
3.2.4	Library Maintenance	Configuration management database (i.e. the data that is created by and stored in a Service's Network Management tool).	**TEMPORARY** Review 20 years after action completed and destroy if there is no longer any business need. Maintain and reformat as required for administrative purposes.

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Attorney- General's Department - Public Safety Solutions (and predecessor agencies)

Item No.	FUNCTION Activity / Process	Description / Disposal Class	Disposal Action
3 INFRASTRUCTURE LIBRARY MANAGEMENT			
3.2.5	Library Maintenance	Records relating to licensing for PSS Services, e.g. Spectrum licences and off the shelf software licences and files. Includes standard application or request forms. For lease and licensing of physical space see item 1.1 CONTRACT MANAGEMENT – Contract Development or 7.4 SITE MANAGEMENT – Site Sharing. For Spectrum Database see item 3.2.9 below. See GDS 30 (as amended) 6.1 FINANCIAL MANAGEMENT – Accounting for processing of invoices.	**TEMPORARY** Destroy 10 years after superseded or discontinued
3.2.6	Library Maintenance	Supporting information related to the configuration of a PSS Service or Function. E.g. major drafts of master control documents. For Master Control records see 3.2.1 and 3.2.2 above.	**TEMPORARY** Destroy 20 years after action completed
3.2.7	Library Maintenance	Point in time extract of configuration database or settings files.	**TEMPORARY** Destroy 5 years after action completed
3.2.8	Library Maintenance	Records relating to the management of data carriage services. See GDS 30 (as amended) 6.1 FINANCIAL MANAGEMENT – Accounting for processing of invoices.	**TEMPORARY** Destroy 10 years after action completed

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Item No.	FUNCTION Activity / Process	Description / Disposal Class	Disposal Action
**3 INFRASTRUCTURE LIBRARY MANAGEMENT**			
3.2.9	Library Maintenance	Database of spectrum licences, i.e. the licences to use certain frequencies at locations across the State as issued by the Australian Communications and Media Authority (ACMA). For records relating to the identification of need or application form for spectrum licences see 3.2.5 above. For payment of invoices for spectrum licensing see GDS 30 (as amended) 6.1 FINANCIAL MANAGEMENT – Accounting.	**TEMPORARY** Review 20 years after action completed and destroy if there is no longer any business need. Maintain and reformat as required for administrative purposes.
3.2.10	Library Maintenance	<u>Master settings files</u> used to program terminals and other hardware. E.g. radio settings and button layout for SAGRN radio terminals, otherwise known as master codeplug.	**TEMPORARY** Review 20 years after action completed and destroy if there is no longer any business need. Maintain and reformat as required for administrative purposes.

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Item No.	FUNCTION Activity / Process	Description / Disposal Class	Disposal Action
3 INFRASTRUCTURE LIBRARY MANAGEMENT			
3.2.11	Library Maintenance	<u>Other Settings files</u> used to program terminals and other hardware. E.g., radio settings and button layout for SAGRN radio terminals, otherwise known as agency-specific codeplugs.	**TEMPORARY** Destroy 5 years after superseded or discontinued. Maintain and reformat as required for administrative purposes.
3.2.12	Library Maintenance	Database of all terminals and other hardware in use on a PSS Service. E.g. SAGRN Fleetmap.	**TEMPORARY** Review 20 years after action completed and destroy if there is no longer a business need. Maintain and reformat as required for administrative purposes.
3.2.13	Library Maintenance	Records relating to the allocation of hardware to agencies, including regular review of allocation and needs. Includes requests to agencies to review their needs or reviews instigated by user agency.	**TEMPORARY** Destroy 10 years after action completed
3.3	**Security**	*The activities associated with measures taken to protect people, premises, equipment or information from accidental or intentional damage or from unauthorised access. (KAAA)*	

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Item No.	FUNCTION Activity / Process	Description / Disposal Class	Disposal Action
3 INFRASTRUCTURE LIBRARY MANAGEMENT			
3.3.1	Security	Records relating to encryption management. Includes SAGRN encryption key management facility (KMF). For management of physical keys see GDS30 (as amended) 1.14 ASSET/PHYSICAL RESOURCE MANAGEMENT - Security. For IT security restrictions see GDS30 (as amended) 10.4.2 INFORMATION TECHNOLOGY – System Management.	**TEMPORARY** Review 20 years after action completed and destroy if there is no longer any business need. Maintain and reformat as required for administrative purposes.
3.3.2	Security	Records relating to the management of agency specific encryption keys. Note: Agencies are responsible for the management of their sub-set of keys. For management of physical keys see GDS 30 (as amended) 1.14 ASSET/PHYSICAL RESOURCE MANAGEMENT – Security. For IT security restrictions see GDS30 (as amended) 10.4.2 INFORMATION TECHNOLOGY – System Management.	**TEMPORARY** Destroy 5 years after action completed

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Item No.	FUNCTION Activity / Process	Description / Disposal Class	Disposal Action
4 OPERATIONS MANAGEMENT			
4	**OPERATIONS MANAGEMENT**	**The functions associated with keeping PSS Services/Functions in effective operation on a daily basis. Includes fault reporting, help and desktop support.**	
4.1	**Equipment Management**	*The activities involved in managing in-use or spare equipment, either by PSS staff or a contractor. Includes acquiring, supplying, maintaining, repairing, disposing of equipment.* *For contract variations to acquire, fit out or install equipment see 1.4 CONTRACT MANAGEMENT - Contract Variations.* *For records relating to assigning items see GDS30 (as amended) 1.2 ASSET/PHYSICAL RESOURCE MANAGEMENT – Allocation.* *For records relating to the agreement on the use of assets see GDS30 (as amended) 1.3 ASSET/PHYSICAL RESOURCE MANAGEMENT - Arrangements.* *For fit out see GDS30 (as amended) 1.7 ASSET/PHYSICAL RESOURCE MANAGEMENT – Fit-Outs.* *For installation of equipment see GDS30 (as amended) 1.8 ASSET/PHYSICAL RESOURCE MANAGEMENT – Installation.* *For records relating to repair or renovation see GDS30 (as amended) 1.11 ASSET/PHYSICAL RESOURCE MANAGEMENT – Maintenance.* *For asset tracking see GDS 30 (as amended) 1.15 ASSET/PHYSICAL RESOURCE MANAGEMENT - Stocktake.*	

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Item No.	FUNCTION Activity / Process	Description / Disposal Class	Disposal Action
4 OPERATIONS MANAGEMENT			
4.1.1	Equipment Management	Records relating to the <u>acquisition or disposal</u> of equipment, e.g. terminals, base stations, mobile equipment such as generators. Includes records of testing of equipment.	**TEMPORARY** Destroy 10 years after action completed
4.1.2	Equipment Management	Records relating to the management and deployment of spares. Includes records of testing of equipment.	**TEMPORARY** Destroy 5 years after action completed
4.2	**Incident Management**	*The activities associated with real time managing of an incident affecting the SAGRN. Includes Network malfunction due to infrastructure failure, natural disaster or wilful tampering or destruction.* *See item 4.6 OPERATIONS MANAGEMENT - Service Desk for records relating to planned outages.*	
4.2.1	Incident Management	Records relating to the response, or reviews of the response, during a <u>significant incident</u>. E.g. an incident that affects a large number of people or creates controversy or generates a large amount of public interest (i.e. SAGRN incident severity level 1 or 2). Includes the records created by Public Safety and contracted Service Providers.	**PERMANENT**
4.2.2	Incident Management	Records relating to the response, or reviews of the response, during a <u>low to medium level incident</u>. E.g. an incident that does not affect many people or generate public interest or controversy (i.e. SAGRN severity levels 3 – 5). Includes the records created by Public Safety and contracted Service Providers.	**TEMPORARY** Destroy 10 years after action completed

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Item No.	FUNCTION Activity / Process	Description / Disposal Class	Disposal Action
4 OPERATIONS MANAGEMENT			
4.3	**Meetings**	*The activities associated with gatherings held to formulate, discuss, update, or resolve issues and matters pertaining to the management of the section, department or agency as a whole. Includes arrangements, agenda, taking of minutes, etc. (KAAA)* *See item 2.2 GOVERNANCE – Boards and Committees for records relating to Governance meetings such as SAGRN Board.* *See item 8.6 STRATEGIC INFRASTRUCTURE MANAGEMENT – Meetings for records relating to Operational Service Delivery meetings.* *See 5.2 PROJECTS – Meeting for records relating to meetings held during projects.*	
4.3.1	Meetings	Records relating to routine or administrative meetings regarding the running of the service or function. E.g. weekly or monthly meetings.	**TEMPORARY** Destroy 5 years after action completed
4.4	**Policy and Procedures**	*The activities associated with developing and establishing decisions, directions and precedents that act as a reference for future decision making in the form of policies, strategies, guidelines, operation manuals and procedures. (GDS 33)*	
4.4.1	Policy and Procedures	Master policies and procedures supporting the Operations Management function.	**PERMANENT**
4.4.2	Policy and Procedures	Records relating to the development of policy, plans and procedures supporting the Operations Management function.	**TEMPORARY** Destroy 5 years after action completed
4.4.3	Policy and Procedures	Procedure manuals, technical reference materials used in the management or use of the Service (not created by PSS).	**TEMPORARY** Destroy 3 months after superseded

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Item No.	FUNCTION Activity / Process	Description / Disposal Class	Disposal Action
4 OPERATIONS MANAGEMENT			
4.5	**Reporting**	*The processes associated with initiating or providing a formal response to a situation or request (either internal, external or as a requirement of corporate policies), and to provide formal statements or findings of the results of the examination or investigation. Includes agenda, briefing, business case, discussion papers, proposals, reports, reviews and returns. (KAAA)*	
4.5.1	Reporting	<u>Annual reports</u> produced by a contracted service provider under a significant contract.	**PERMANENT**
4.5.2	Reporting	Other reports as required under a contract, e.g. <u>monthly, bi-monthly, bi-annual</u> reports.	**TEMPORARY** Destroy 20 years after expiry of contract
4.5.3	Reporting	Records relating to agency reports detailing <u>SRHS flying activity</u>.	**TEMPORARY** Destroy 10 years after action completed
4.5.4	Reporting	<u>Weekly reports</u> produced by Public Safety staff or a contracted service provider. Includes summary of service desk weekly calls.	**TEMPORARY** Destroy 5 years after action completed
4.5.5	Reporting	<u>Daily reports</u>, produced by Public Safety staff or a contracted service provider. Includes service desk daily calls.	**TEMPORARY** Destroy 12 months after action completed

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Item No.	FUNCTION Activity / Process	Description / Disposal Class	Disposal Action
**4 OPERATIONS MANAGEMENT**
4.5.6	Reporting	<u>Periodic internal or system reports</u> used to monitor the state of the Service. Reports may be requested for another purpose (e.g. User Agency audit of use) or produced internally for analysis. Includes modelling of SAGRN voice activity during a specific activity or period of usage to investigate potential changes. For SRHS flight activity data see 4.5.3 above.	**TEMPORARY** Destroy 3 months after last action completed
4.6	**Service Desk**	*The activities associated with providing a single point of contact and coordination.* *Includes activities such as record, classify and direct calls, enquiries, incident reports, requests for change and service requests; answer queries regarding operation and status of the Service/Function; rectify a range of common or simple incidents; fulfil service requests; action requests for standard changes; provide updates on the status and progress of incidents and changes; coordinate activities.* *For SAGRN, service desk activities are managed by the contracted Ongoing Management Service provider. SACAD service desk activities are managed in the SACAD CRM.*	
4.6.1	Service Desk	Records relating to the management of a customer service desk. Includes making service requests, responding to individuals who are experiencing difficulties or seeking advice with regards to using the service. Includes requests for technical advice, resetting of passwords and recovery of data from backups; requests for change.	**TEMPORARY** Destroy 5 years after action completed

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Item No.	FUNCTION Activity / Process	Description / Disposal Class	Disposal Action
4 OPERATIONS MANAGEMENT
4.6.2	Service Desk	Daily logs. Includes planned outages, errors and log sheets. For SAGRN Daily logs are managed by the NOCC.	**TEMPORARY** Destroy 2 years after action completed
4.7	**Training**	*The activities associated with all aspects of training (external/internal) available to staff. (KAAA)*	
4.7.1	Training	Generic material used to train users in the use of equipment.	**TEMPORARY** Destroy 5 years after material superseded or discontinued
4.7.2	Training	Material used to train users in agency specific standard operating procedures, includes legacy material provided to PSS. Note: Agencies are responsible for maintaining agency-specific training material.	**TEMPORARY** Destroy 2 years after material superseded or discontinued

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Item No.	FUNCTION Activity / Process	Description / Disposal Class	Disposal Action
5 PROJECTS			
5	**PROJECTS**	**The function of bringing about change by the management of a group of inter-related activities that are planned, and then executed, in a certain sequence to produce a product or service (output) within specific time and resource constraints. Includes all project documentation including plans, tools and reports. Also includes research undertaken as part of a project.** **Includes large scale upgrades and minor alterations to existing systems or processes, as well as new initiatives.** **See item 1 CONTRACT MANAGEMENT for contract development, negotiation, and execution or variation.**	
5.1	**Grant Disbursement**	*The activities and processes associated with disbursing and administering funding to achieve aims and objectives that are consistent with South Australian Government policy and legislation and where recipients are required to act in accordance with any specified terms or conditions related to the funding received.* *Includes designing and planning the grant program; calling for applications and assessing them; monitoring progress; and reviews and evaluations of the program.* *Also includes the processing of applications for disbursement of grants.* *PSS was responsible for the set up and first year of the grants process (2015-2016) prior to it being reassigned to Grants Officer, Policy & Research, AGD.* *Discontinuation of the Safer Cities program was announced in the 2018 State Budget.*	
5.1.1	Grant Disbursement	Summary records of successful and unsuccessful grant applications and evaluation and assessment processes.	**PERMANENT**

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Item No.	FUNCTION Activity / Process	Description / Disposal Class	Disposal Action
5 PROJECTS			
5.1.2	Grant Disbursement	Records documenting administration and assessment processes relating to grant disbursement programs. Includes, but not limited to: • Policies, assessment criteria, and planning documents • Final versions of promotion material • Evaluation and assessment processes • Summary management records of completed grants • Program reports, audits, evaluations and review	**TEMPORARY** Destroy 20 years after action completed
5.2	**Meetings**	*The activities associated with gatherings held to formulate, discuss, update, or resolve issues and matters pertaining to the management of the section, department or agency as a whole. Includes arrangements, agendas, taking of minutes, etc.* *See item 1.4 CONTRACT MANAGEMENT - Meetings for records relating to contract development, negotiation or variation.* *See item 2.2 GOVERNANCE – Boards & Committees for records relating to Governance meetings such as SAGRN Board, SACAD Executive, SRHS Ministerial Advisory Committee.* *See item 8.6 STRATEGIC INFRASTRUCTURE MANAGEMENT - Meetings for records relating to the workings within or across PSS functions.*	
5.2.1	Meetings	Records relating to the <u>membership and proceedings of high-level project meetings</u>, e.g. State and Contractor Project/Program Manager meetings. Includes members, proxies and terms of reference. Also includes minutes, agendas and papers.	**PERMANENT**

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Item No.	FUNCTION Activity / Process	Description / Disposal Class	Disposal Action
5 PROJECTS			
5.2.2	Meetings	Records relating to the <u>membership and proceedings of routine project meetings,</u> e.g. sub-group Project team meetings. Includes members, proxies and terms of reference. Includes minutes, agendas and papers.	**TEMPORARY** Destroy 20 years after action completed
5.2.3	Meetings	Records relating to <u>small or informal meetings</u> to discuss requirements or initiatives where the outcome is either to do nothing or to proceed with a change that is managed as a contract variation. For details of contract variations see 1.3 CONTRACT MANAGEMENT - Contract Variations.	**TEMPORARY** Destroy 10 years after action completed
5.2.4	Meetings	Records relating to administrative arrangements for meetings.	**TEMPORARY** Destroy 2 years after action completed
5.3	**Procurement**	*The activities involved in acquiring goods, services or works from an external source. Includes the development of appropriate specifications and the evaluation of suppliers against the requirements.* *See item 1 CONTRACT MANAGEMENT for contract development, negotiation, execution or variation.* *See item 8.9 STRATEGIC INFRASTRUCTURE MANAGEMENT - Procurement for procurements outside of the specialised Project function.*	

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Item No.	FUNCTION Activity / Process	Description / Disposal Class	Disposal Action
5 PROJECTS			
5.3.1	Procurement	Records relating to the letting of <u>significant tenders</u>. Includes statement of requirements for Expression of Interest, Request for Tender, Request for Proposal, etc. Also includes Acquisition and Evaluation Plans, scoring matrices, purchase recommendation, probity and tender assessment, etc.	**PERMANENT**
5.3.2	Procurement	Records relating to the letting of <u>ordinary tenders</u>. Includes statement of requirements for Expression of Interest, Request for Tender, Request for Proposal, etc. Also includes Acquisition and Evaluation Plans, scoring matrices, purchase recommendation, probity and tender assessment, etc.	**TEMPORARY** Destroy 20 years after works completed
5.3.3	Procurement	Records relating to <u>minor tenders</u>. Includes statement of requirements for Expression of Interest, Request for Tender, Request for Proposal, etc. Also includes Acquisition and Evaluation Plans, scoring matrices, purchase recommendation, probity and tender assessment, etc.	**TEMPORARY** Destroy 5 years after project completed
5.4	**Project Management**	*The activities involved in managing the project lifecycle from start up through to project closure.* *Includes such tasks as researching and developing requirements; planning the way forward for a project; scheduling and tracking the project tasks and risks; reporting on issues and progress; producing and/or receiving goods or services (work packages) or documentation as evidence of work performed.*	

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Item No.	FUNCTION Activity / Process	Description / Disposal Class	Disposal Action
5 PROJECTS			
5.4.1	Project Management	Records relating to <u>investigating or enquiring into a subject</u> or area of interest for a <u>significant project</u>, in order to discover facts, principles, needs; sometimes called requirements gathering. Used to support the development of project plans and/or tender requirements. Includes seeking expert advice from in-house subject matter experts or external parties or consultants. Examples of significant projects are the SAGRN Upgrade and SACAD Implementation. See item 1.1 CONTRACT MANAGEMENT - Contract Development for signed contracts with external parties or consultants.	**PERMANENT**
5.4.2	Project Management	Records relating <u>to investigating or enquiring into a subject</u> or area of interest for a <u>routine project</u>, in order to discover facts, principles, needs; sometimes called requirements gathering. Used to support the development of project plans and/or tender requirements. Includes seeking expert advice from in-house subject matter experts or external parties or consultants. Examples of routine projects include constructing a new SAGRN radio site or changing the configuration inside a SRHS helicopter.	**TEMPORARY** Destroy 20 years after action completed

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Item No.	FUNCTION Activity / Process	Description / Disposal Class	Disposal Action
5 PROJECTS			
5.4.3	Project Management	Records relating to <u>running a significant project</u>, maintained as a project file. Includes start up, initiation, governance, work product and closure of a project. E.g. Project Proposal, Business Case, project plans, scope of works, tools such as schedules and risk log, reports such as progress and milestone reports; deliverables including work completed sign off and acceptance testing.	**PERMANENT**
5.4.4	Project Management	Records relating to <u>running a routine project</u> maintained as a project file. Includes start up, initiation, governance, work product and closure of a project. E.g. Project Proposal, Business Case, project plans, scope of works, tools such as schedules and risk log, reports such as progress and milestone reports, deliverables including work completed sign off and acceptance testing.	**TEMPORARY** Destroy 20 years after last action
5.4.5	Project Management	Records relating to investigating or enquiring into a subject or area of interest for a <u>minor matter</u>. For example, reviewing the seat padding size in a helicopter.	**TEMPORARY** Destroy 5 years after action completed
5.4.6	Project Management	<u>Supplementary records</u> relating to running significant or routine projects.	**TEMPORARY** Destroy 5 years after action completed
5.4.7	Project Management	Records relating to the administrative processes of project management.	**TEMPORARY** Destroy 2 years after action completed

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Item No.	FUNCTION Activity / Process	Description / Disposal Class	Disposal Action
6 PUBLIC RELATIONS AND SPONSORSHIP			
6	**PUBLIC RELATIONS AND SPONSORSHIP**	**The function of entering into business relationship or marketing program with commercial companies or other government agencies.**	
6.1	**Promotion**	*The activities associated with building the image and reputation of the business and its products, including entering into sponsorship advertising arrangements.*	
6.1.1	Promotion	Records relating to arranging promotional use of a PSS Service, e.g. use of the SRHS helicopter. Includes scheduling, liaison with other user agencies, usage fees, use of images and logos for signage, fliers, notifications, etc.	**TEMPORARY** Destroy 5 years after action completed
6.1.2	Promotion	Records relating to discussions with potential or existing benefactors regarding supporting the PSS Service by way of one-off or ongoing sponsorship. E.g. sponsoring SRHS. See item 1 CONTRACT MANAGEMENT for development of contracts or memorandum of understanding.	**TEMPORARY** Destroy 5 years after action completed

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7 SITE MANAGEMENT

7	SITE MANAGEMENT	The function of managing individual sites to ensure they are fit for purpose. Includes maintenance and repairs.	
		Includes routine and publicly available information (including information available for a fee) relating to site ownership and leasing arrangements.	
		See item 3.2 INFRASTRUCTURE LIBRARY MANAGEMENT - Library Maintenance for master site control records.	
7.1	**Construction**	*The process of making, assembling or building something. (KAAA)*	
7.1.1	Construction	Records relating to the construction of a physical site e.g. an SAGRN radio site, where the construction is on a <u>significant location or causes substantial public interest</u>. Includes sites that do not proceed.	**PERMANENT**
7.1.2	Construction	Records relating to the construction of a physical site e.g. an SAGRN radio site, where the construction is <u>routine</u>. Includes investigating the site prior to proceeding with the build. Includes sites that do not proceed. For architectural drawings, including of initial construction, see item 3.2.2.	**TEMPORARY** Destroy 20 years after action completed
7.1.3	Construction	Records relating to undertaking of Cultural Heritage survey including Aboriginal or Land Title claim search on a site where the <u>site is determined to have cultural significance</u>. Includes research for proposed sites as well as prior to changes or upgrades. Research may be undertaken or commissioned by Crown Solicitor's Office or directly commissioned by the Agency.	**PERMANENT**

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7 SITE MANAGEMENT

7.1.4	Construction	Records relating to undertaking of Cultural Heritage survey including Aboriginal or Land Title claim search on a site where the site is determined to have <u>no cultural significance</u>. Includes research for proposed sites as well as prior to changes or upgrades (e.g. change direction of access track; expand size of site, etc). Research may be undertaken or commissioned by Crown Solicitor's office or directly commissioned by the Agency.	**TEMPORARY** Destroy 20 years after action completed or as required by GDS 16 (as amended), whichever is later.
7.2	**Maintenance**	*The activities associated with the upkeep, repair, servicing and preservation of internal/external conditions of premises, equipment, etc. (KAAA)*	
7.2.1	Maintenance	Records relating to audit or compliance testing of facilities or hardware owned or utilised by a PSS Service. For structural assessment see 3.2.3 INFRASTRUCTURE LIBRARY MANAGEMENT - Library Maintenance. See item 4.5. NETWORK OPERATIONS MANAGEMENT - Reporting for summary records of significant issues. See also item 2.2 GOVERNANCE - Boards and Committees for details of audits as reported to governance boards and committees.	**TEMPORARY** Destroy 20 years after action completed
7.2.2	Maintenance	Ongoing maintenance of infrastructure facilities and minor repairs and maintenance. Includes repairs or replacing fencing and air conditioners; minor fitout or new workspaces.	**TEMPORARY** Destroy 7 years after action completed
7.2.3	Maintenance	Records relating to monitoring the supply, installation and routine maintenance of equipment and associated necessary services by the contractor.	**TEMPORARY** Destroy 7 years after action completed

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7 SITE MANAGEMENT			
7.3	**Policy and Procedures**	*The activities associated with developing and establishing decisions, directions and precedents that act as a reference for future decisions making in the form of policies, strategies, guidelines, operation manuals and procedures. (GDS 33)*	
7.3.1	Policy and Procedures	Master set of Policies, Plans, circulars, manuals, handbooks, instructions and other information detailing procedures supporting the Site Management function. Includes procedures developed by a contracted service provider for use by the customer and stakeholders.	**PERMANENT**
7.3.2	Policy and Procedures	Records relating to the development of policy, plans and procedures supporting the Site Management function.	**TEMPORARY** Destroy 5 years after action completed
7.4	**Site Sharing**	*The activities involved with managing the relationship with site sharers either where the State is the landlord or the tenant.* *See item 1.1 CONTRACT MANAGEMENT - Contract Development for executed contracts governing the arrangements.*	
7.4.1	Site Sharing	Records relating to lease and licensing agreements between a PSS Service and private individual, company or infrastructure owner for site sharing either as tenant or landlord. Includes agreements for any combination of infrastructure or services.	**TEMPORARY** Destroy 20 years after agreement superseded or discontinued

Operational Records Disposal Schedule
RDS 2017/36   Version 1
Effective Date: 2018-10-24 to 2028-10-31
Records Date Range: 1985-01-01 to Ongoing

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Item No.	FUNCTION Activity / Process	Description / Disposal Class	Disposal Action
8 STRATEGIC INFRASTRUCTURE MANAGEMENT			
8	**STRATEGIC INFRASTRUCTURE MANAGEMENT**	**The function of ensuring the effective management of the Services/Functions within PSS, including State and Contractor systems and process integration. Includes providing strategic direction for the long term sustainability of PSS Services/Functions.**	
8.1	**Accounting**	*The process of collecting, recording, classifying, summarising and analysing information on financial transactions, and subsequently on the financial position and operating results of the agency. Includes financial statements and the implementation, maintenance, monitoring and auditing of the agency's accounting systems and internal controls. (KAAA)*	
8.1.1	Accounting	Records relating to charging user agencies for services or access to services. Includes cross-charging. For example, charging for SRHS flight hours or SAGRN per terminal registered on the radio network. For records relating to changes to how services are charged see item 8.8 STRATEGIC INFRASTRUCTURE MANAGEMENT – Policy and Procedures.	**TEMPORARY** Destroy 7 years after action completed
8.2	**Change Management**	*The management and control of changes in technical and operational processes, as requested both internally and externally from stakeholders. Changes include operational and/or technical changes to systems, networks or processes.* *See item 5.4 PROJECTS - Project Management for changes that occur as part of a designated project.*	

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Item No.	FUNCTION Activity / Process	Description / Disposal Class	Disposal Action
8 STRATEGIC INFRASTRUCTURE MANAGEMENT			
8.2.1	Change Management	Records documenting requests and changes that have a major impact on technology or processes. Includes changes to hardware, software, equipment, physical facilities or services. For example, software upgrades, technical configurations, standard operating procedure. See item 2.2 GOVERNANCE - Boards and Committees for records relating to change management as reported to governance boards and committees.	**TEMPORARY** Destroy 20 years after action completed
8.2.2	Change Management	Records documenting requests or changes that have a routine impact on technology or processes. Includes changes to hardware, software, equipment, physical facilities or services. For example, cumulative software updates, like for like replacement of equipment, small procedural change. See item 2.2 GOVERNANCE - Boards and Committees for records relating to change management as reported to governance boards and committees.	**TEMPORARY** Destroy 20 years after action completed
8.2.3	Change Management	Records relating to requests and changes that have a minor impact on technology and processes. For example, aesthetical change such as colour, or change that doesn't materially affect the information, e.g. format of report.	**TEMPORARY** Destroy 5 years after action completed
8.3	**Contractor Management**	*The activities associated with managing Contractors.*	

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Item No.	FUNCTION Activity / Process	Description / Disposal Class	Disposal Action
**8 STRATEGIC INFRASTRUCTURE MANAGEMENT**		
8.3.1	Contractor Management	Register of approved (registered) installers pre-approved to perform work on the SAGRN, e.g. terminal installers.	**TEMPORARY** Destroy 10 years after action completed. Maintain and reformat as required for administrative purposes.
8.3.2	Contractor Management	Records relating to SAGRN approved installer status. Includes routine correspondence to and from SAGRN user agencies and enquiries or advice to or from registered installers. Includes records relating to the cancellation of status as an approved installer.	**TEMPORARY** Destroy 8 years after installer has been removed from the register
8.3.3	Contractor Management	Records relating to management of other contractors for ad hoc or routine tasks, such as weed control or site repairs. Includes description of work to be carried out, arrangements, reports or other documentation. See item 1.1 CONTRACT MANAGEMENT - Contract Development for entering into agreements or contracts. See item 5.4 PROJECTS - Project Management for larger bodies of work that should be considered projects.	**TEMPORARY** Destroy 5 years after action completed

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\multicolumn4 8 STRATEGIC INFRASTRUCTURE MANAGEMENT			
8.4	**Evaluation**	*The process of determining the suitability of potential or existing programs, items of equipment, systems or services in relation to meeting the needs of the given situation. Includes ongoing monitoring. (KAAA)* *Note: Even proposals that don't proceed provide significant information regarding the Services/Functions of PSS. Whilst a proposed change does not work in the current Service/Function or arrangement it may be flagged to work in the next hardware/software upgrade or can be a solution that could be used at another site or within another function (e.g. cabinet design).* *See GDS 30 (as amended) 1.11 ASSET/PHYSICAL RESOURCE MANAGEMENT - Maintenance for maintenance and repairs.* *See item 5.4 PROJECTS - Project Management for implementation of change.*	
8.4.1	Evaluation	Records relating to investigating the need to change the <u>management configuration</u> of a PSS Service/Function, regardless of whether they proceed. E.g. decentralise or decentralise business operation.	**PERMANENT**
8.4.2	Evaluation	Records relating to investigating <u>significant changes</u> to aspect of a PSS Service/Function, regardless of whether they proceed. Includes changes to satellite locations (radio site, Comcen), SAGRN sub-network (Voice, Paging, Intersite Links, etc), etc.	**PERMANENT**
8.4.3	Evaluation	Records relating to investigating <u>routine changes</u> to aspect of a PSS Service/Function, regardless of whether they proceed. Includes fit out, renovation or repair.	**TEMPORARY** Destroy 10 years after action completed

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8.5	**Liaison**	*The activities associated with maintaining regular general contact between the agency and professional associations, professionals in related fields, private sector organisations and community groups. Includes sharing informal advice and discussions, membership of professional associations. (KAAA)*	
8.5.1	Liaison	Records relating to liaison with community or government groups with regards to the management or current or proposed setup or configuration of a PSS Service/Function where there is <u>controversy or public interest</u>. E.g. SAGRN coverage in the Gilbert Valley.	**PERMANENT**
8.5.2	Liaison	Records relating to <u>routine or one-off</u> liaison with community or government groups with regards to the management of current or proposed setup of a PSS Service/Function. E.g., request for information for a school project or technical advice to a community radio group.	**TEMPORARY** Destroy 10 years after action completed
8.5.3	Liaison	Records relating to unsolicited approaches, such as marketing pitches recommending technologies or products or offers to undertake reviews. For approaches or technologies that are implemented see 5.4 PROJECTS - Project Management or 8.2 STRATEGIC INFRASTRUCTURE MANAGEMENT - Change Management.	**TEMPORARY** Destroy 10 years after after completed

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8.6	**Meetings**	*The activities associated with gatherings held to formulate, discuss, update or resolve issues and matters pertaining to the Strategic Infrastructure Management function. Includes arrangements, agenda, taking of minutes etc. (KAAA)* *See item 1.4 CONTRACT MANAGEMENT - Meetings for meetings required as part of contract arrangements.* *See item 2.2 GOVERNANCE - Boards and Committees for records relating to Governance boards and committees.* *See item 5.2 PROJECTS - Meetings for records relating to Project Management.*	
8.6.1	Meetings	Records relating to the membership and proceedings of <u>high-level meetings</u> between/within PSS Services/Functions and/or contracted Service Providers to discuss issues as they arise. E.g. implications for one function of change to another. Includes members, proxies and terms of reference, minutes, agendas and papers.	**PERMANENT**
8.6.2	Meetings	Records relating to the membership and proceedings of a <u>routine or ad hoc meeting</u> between/within PSS Services/Functions and/or contracted Service Provider to discuss issues as they arise. E.g. timing for changes to shared technology. Includes members, proxies, terms of reference, minutes, agendas and papers.	**TEMPORARY** Destroy 10 years after action completed
8.6.3	Meetings	Records relating to the administrative process of a meeting. Includes timetabling, catering, etc.	**TEMPORARY** Destroy 2 years after action completed
8.7	**Planning**	*The process of formulating ways in which objectives can be achieved. Includes determination of services, needs and solutions to those needs. (KAAA)*	

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8 STRATEGIC INFRASTRUCTURE MANAGEMENT			
8.7.1	Planning	Master copy of <u>significant</u> Operational Service Delivery Plans, e.g. Incident Management Plan, Problem Management Plan, Security Management Plan, Service Continuity Plan, Preventative Maintenance Plan, Capacity Management Plan.	**PERMANENT**
8.7.2	Planning	Master copy of <u>routine or situation specific</u> Operational Service Delivery Plans, e.g. Acceptance Test Plan, Inspection Test Plan.	**TEMPORARY** Destroy 10 years after action completed
8.7.3	Planning	Supplementary records relating to Operational Service Delivery plans. Includes working copies and drafts of plans, comments on drafts and revisions, reports, working papers etc. Excludes period system reports, for which see item 8.7.4 below.	**TEMPORARY** Destroy 5 years after action completed
8.7.4	Planning	Periodic system reports used for planning purposes. E.g. Genwatch reports, usage reports.	**TEMPORARY** Destroy 2 years after action completed
8.8	**Policy and Procedures**	*The activities associated with developing and establishing decisions, directions and precedents that act as a reference for future decision making in the form of policies, strategies, guidelines, operation manuals and procedures. (GDS 33)*	
8.8.1	Policy and Procedures	Master copy of government, industry and/or agency-wide policies (including those that have the authorisation of the Minister) relating to the Operational Service Delivery business.	**PERMANENT**

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8 STRATEGIC INFRASTRUCTURE MANAGEMENT			
8.8.2	Policy and Procedures	Records relating to the formulation of government, industry and/or agency-wide policies. Includes major drafts. For working papers and interim or minor drafts see 8.8.3.	**PERMANENT**
8.8.3	Policy and Procedures	Supplementary records relating to the background and development of policies relating to Operational Service Delivery business. Includes working papers, interim and draft reports, surveys and proposals not adopted. Excludes major drafts. For final policies and major drafts see 8.8.1 & 8.8.2.	**TEMPORARY** Destroy 5 years after action completed
8.9	**Procurement**	*The activities involved in acquiring goods, services or works from an external source. Includes the development of appropriate specifications and the evaluation of suppliers against these requirements.* *See item 1.1 CONTRACT MANAGEMENT for contract development, negotiation, execution or variation.* *See item 5.3 PROJECTS - Procurement for significant procurements such as large scale projects or an Ongoing Management Service (OMS) contract.*	
8.9.1	Procurement	Records relating to the letting of tenders where the tender is let. Includes Registration of Interest, Request for Tender, Request for Proposal, etc. Includes Acquisition and Evaluation Plans, scoring matrices, purchase recommendation, probity and tender assessment.	**TEMPORARY** Destroy 10 years after contract has expired

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8.9.2	Procurement	Records relating to the letting of tenders <u>where the tender is not proceeded with</u>. Includes Registration of Interest, Request for Tender, Request for Proposal, etc. Includes Acquisition and Evaluation Plans, scoring matrices, purchase recommendation, probity and tender assessment.	**TEMPORARY** Destroy 10 years after action completed
8.10	**Risk Management**	*The process involving the identification of risks, and the implementation of appropriate practices and procedures that will reduce wastage and the impact of economic loss arising from an incident. (KAAA)* *For risks arising during a Project see item 5.4 PROJECTS – Project Management.*	
8.10.1	Risk Management	Records relating to risk assessment and management. E.g. list of risks, their causes and treatments. Also known as risk register.	**TEMPORARY** Destroy 20 years after action completed Maintain and reformat as required for administrative purposes

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8.11	**Transition**	*The activities involved in transferring ownership or responsibility from one entity to another. Includes ownership or responsibility for assets, people, processes, systems or information. Includes when activities are transferred within PSS Services/Functions; when something currently undertaken by the State becomes the responsibility of a Contractor, or vice versa; when a task is delegated to user agencies or vice versa. Transition requires agreement (e.g. contract, Memorandum of Understanding, etc), co-ordination (e.g. plans, processes); plus transfer of information (e.g. handover of records or access to data).* *See item 1.1 CONTRACT MANAGEMENT - Contract Development for agreement to transition.* *See item 2.2 GOVERNANCE - Boards and Committees for approval to transition.*	
8.11.1	Transition	Records documenting the transition of a PSS Service/Function from one Government Agency or business unit to another.	**PERMANENT**
8.11.2	Transition	Records documenting the transfer of ownership or responsibility for an externally contracted PSS Service/Function from one Contractor to another, or back to the State.	**PERMANENT**
8.11.3	Transition	Records documenting the handover of and acceptance of major works from a Project to Ongoing Management service (State or Contractor managed).	**PERMANENT**
8.12	**User Management**	*The activity of managing relationships with a PSS user agencies to discuss and formulate requirements of individual user agencies or the Service as a whole, to ensure usage meets identified needs.*	

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8.12.1	User Management	Register of nominated user agency representatives. Sometimes known as Primary Agency Representatives (PARs) and Agency Representatives (ARs). See item 2.2 GOVERNANCE - Boards and Committees for User Agency representation in governance roles.	**TEMPORARY** Destroy 20 years after action completed and destroy if there is no longer any business need. Actively manage and migrate to ensure ongoing accessibility for evidentiary and/or historical purposes.
8.12.2	User Management	Records relating to discussions with current or prospective users regarding how they will or do use the Service. Includes approaches from government and non-government entities seeking to use the Service. For records relating to the use of the Service for promotional purposes (e.g. SRHS) see item 6.1 PUBLIC RELATIONS AND SPONSORSHIP – Promotions.	**TEMPORARY** Destroy 20 years after action completed

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