

Management and Storage of Temporary Value Information Assets with an Approved Service Provider

Introduction

State Records has established an [Approved Service Providers List](#) (ASPL) for the storage, retrieval and destruction of temporary value information assets.

The companies (referred to as approved service providers) on the ASPL have demonstrated the capability to provide these services to the standards specified by State Records and have entered into the *Deed of Agreement for State Records Storage Approved Service Providers List* (the Deed) that establishes the legal framework within which they will provide the services required by an agency.

This information sheet provides agencies with information about accessing the services of companies on the ASPL.

It is applicable to all agencies as defined in section 3(1) of the *State Records Act 1997* (SR Act) and the information assets of those agencies.

Temporary value information assets are those that do not have permanent (archival) value and may be destroyed when a prescribed retention period has elapsed.

The term 'information asset' should be taken to incorporate the definition of official record as defined by section 3(1) of the SR Act, and includes information, data and records, in any format (whether digital or hardcopy), where it is created or received through the conduct of government business.

This information should be read in conjunction with the *Deed* and the *Management and Storage of Temporary Value Information Asset Standard*.

For a copy of the *Deed*, contact State Records.

Approved Service Providers

Agencies may arrange to store temporary value information assets with any of the ASPs on the ASPL without seeking approval from State Records.

Note: transfers of temporary value information assets to secondary storage other than with an ASP **requires** an exemption from the Director of State Records in accordance with section 19(4) of the SR Act.

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Exemptions to use non-approved service providers will be considered on a case-by-case basis.

Benefits of the ASPL

Some of the benefits associated with using the ASPL for the storage, retrieval and destruction of temporary value information assets include:

- » financial savings to the government through reduced asset requirements
- » financial savings to agencies through reduced costs of temporary information assets storage
- » improved storage standards
- » improved accountability of service providers and
- » improved capacity to manage growth in temporary value information assets storage requirements.

Services available

Each ASP on the ASPL has been approved to provide storage, retrieval and destruction services for temporary value information assets. A detailed description of the services is provided in Schedule 2 of the *Deed*.

Companies on the ASPL may also offer other information management services such as sentencing, boxing and listing, however these services have not been approved by State Records. Agencies may choose to use a company on the ASPL for these types of additional services. It is recommended that agencies seek the advice of State Records before engaging providers for information management services falling outside the scope of the *Deed*.

Service standards and performance measurement

Each ASP on the ASPL has been evaluated as being able to provide the services to the standards specified in Schedule 2 of the *Deed*.

State Records, in partnership with agencies, will regularly monitor the performance of ASPs against the Key Performance Indicators specified in Schedule 4 of the *Deed*.

Establishing a services contract

When an agency chooses to engage the services of an ASP, a services contract must be established. The *Deed* provides the legal framework and specifies general services, standards and performance measures. The services contract is required to specify an agency's particular service requirements.

The process for establishing a services contract will vary according to the quantity of temporary value information assets storage and related services required, as these factors impact on the total value of the contract. Agencies are advised to seek the advice of their procurement divisions regarding established procurement policies and the appropriate process.

When establishing a services contract, agencies are advised to consider the following:

- » The greater the value of the contract, the greater the likelihood of obtaining more competitive fees for services. For example, a contract for the whole of the

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agency (or all agencies across a portfolio) for a period of five years is likely to provide better value for money than several parts of the agency making individual arrangements for small quantities of storage as the need arises.

- » Service contracts produced by ASPs may contain terms and conditions that conflict with those contained in the *Deed*. Therefore, it is advised not to use these contracts. If there is any inconsistency between the terms and conditions contained in the *Deed* and in a services contract, the *Deed* prevails.
- » Agencies should initiate the services contract. It should comprise of a written document signed by both the agency and the ASP. It should include:
 - a precise description of the services and standards required
 - the term of the contract
 - the fees for services and the terms for varying the fees over the term of the contract – ASP Fees Schedules are available from ASPs or State Records via a request to staterecords@sa.gov.au
 - a statement that “services are to be provided in accordance with the terms and conditions set out in the *Deed* between ... (the name of the ASP)... and the Minister”.
- » A services contract may include service standards that exceed those in the *Deed* to meet particular agency needs.

Clause 5 (Formation of a Services Contract) of the *Deed* describes the procedures agencies should follow to engage an ASP to provide services under the *Deed*.

Schedule 5 of the *Deed* provides a template for issuing a Request for Services.

Schedule 6 of the *Deed* provides a template for an Official Order.

Complaint resolution

If agencies are dissatisfied with the service provided by an ASP, they should discuss this with the ASP in the first instance.

If the problem or issue is not resolved to the agency's satisfaction, the matter should be referred to the Manager, Information Governance, at State Records at staterecords@sa.gov.au.

Need further assistance?

Tel (+61 8) 7322 7077

Email staterecords@sa.gov.au

Web www.archives.sa.gov.au

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