

TECHNOLOGY & TELECOMMUNICATIONS

The function of developing or acquiring, testing and implementing applications, systems and databases to support the business needs of the organisation, to capture, store, retrieve, transfer, communicate and disseminate information through automated systems. Includes the evaluation of software and hardware and the acquisition, tendering, leasing, licensing and disposal of systems. Also includes communication network systems such as video conferencing, voice mail and electronic mail and the technical aspects of the Internet, Intranet and Web Sites.

Acquisition

The process of gaining ownership or use of property and other items or the provision of services required in the conduct of business through purchase or requisitions.

For the assessment of suitability of technology and telecommunications equipment, goods and services and the development of specifications, use TECHNOLOGY & TELECOMMUNICATIONS - Evaluation.

Class No	Description of Records	Disposal Action
N/A	<i>[For the acquisition of technology and telecommunications equipment, goods and services where there is no tender or contract process, use PROCUREMENT – Acquisition.</i>	N/A

For the purchase of technology and telecommunications equipment, goods and services by tender, use PROCUREMENT - Tendering.]

Advice

The activities associated with offering opinions by or to the organisation as to an action or judgement. Includes the process of advising.

Class No	Description of records	Disposal action
2081 ■■■■■■■■	Records documenting the receipt and provision of external advice on technology and telecommunications issues. Includes advice provided by consultants.	Destroy 5 years after action completed
	<i>[For the management of contracts with consultants, use PROCUREMENT – Contracting-out.]</i>	
2082 ■■■■■■■■	Records documenting the receipt and provision of internal advice on technology and telecommunications issues.	Destroy 1 year after action completed

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Agreements

The processes associated with the establishment, maintenance, review and negotiation of agreements.

For agreements relating to the acquisition of technology and telecommunications equipment, goods and services, use PROCUREMENT.

For lease agreements, use PROCUREMENT - Leasing or TECHNOLOGY & TELECOMMUNICATIONS - Leasing-out.

Class No	Description of records	Disposal action
21007 ■■■■■■■■■■	Final version of agreements made relating to the technology and telecommunications function (eg Memoranda of Understanding).	Destroy 7 years after completion or other termination of agreement
2084 ■■■■■■■■■■	Records documenting negotiations, establishment, maintenance and review of agreements made.	Destroy 7 years after completion or other termination of agreement

Allocation

The process of assigning of money, items, or equipment to employees or organisational units.

Class No	Description of records	Disposal action
2085 ■■■■■■■■■■	Records documenting the allocation of equipment, services, facilities or software to individuals or organisational units. Includes the allocation of international subscriber dialling, subscriber trunk dialling, voicemail facilities and mobile phones.	Destroy 3 years after last action

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Application Development

The activities associated with developing software and programming codes to run business applications. Includes specifications, testing, pilots, prototyping and metadata requirements.

Class No	Description of records	Disposal action
2086 ■■■■■■■■■■	<p>Records documenting the development, modification and maintenance of specific applications to meet business needs which go into production. Includes:</p> <ul style="list-style-type: none"> • feasibility studies; • pilot studies; • final version of all system documentation, user and technical manuals; • application specific data dictionaries; • final version of business rules; • final version of user requirements; • final version of system specifications; • rectification of problems (includes Year 2000 remediation); • requests for system changes; and • final sign-off by all parties. 	<p>Destroy 5 years after (sub)system is defunct and any data supported is either migrated or destroyed</p>

[For system analysis and development of specifications, user requirements and business rules, use TECHNOLOGY & TELECOMMUNICATIONS - Evaluation.

For business process reengineering and revision of specifications, use TECHNOLOGY & TELECOMMUNICATIONS - Reviewing.

For the maintenance of agency-wide data dictionaries, use TECHNOLOGY & TELECOMMUNICATIONS - Data Administration.

For the ongoing management of database applications, use TECHNOLOGY & TELECOMMUNICATIONS - Database Management.

For requests for changes to existing systems, use TECHNOLOGY & TELECOMMUNICATIONS - Reviewing.]

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Application Development - Continued

Class No	Description of records	Disposal action
2087 ■■■■■■■■	Records documenting the development and modification of specific applications to meet business needs which do not go into production or are otherwise abandoned. Includes: <ul style="list-style-type: none"> • feasibility studies; • pilot studies; • system documentation, user and technical manuals; • application specific data dictionaries; • business rules; • user requirements; and • system specifications. 	Destroy 2 years after last action
2088 ■■■■■■■■	Records documenting testing activities where unexpected results are found. Includes: <ul style="list-style-type: none"> • testing strategies; • result forms; and • test report. 	Destroy when problem has been rectified
2089 ■■■■■■■■	Records documenting testing activities where expected results are found. Includes: <ul style="list-style-type: none"> • testing strategies; • result forms; and • test report. 	Destroy 7 years after action completed

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Audit

The activities associated with officially checking financial, quality assurance and operational records to ensure they have been kept and maintained in accordance with agreed or legislated standards and correctly record the events, processes and business of the organisation in a specified period. Includes compliance audits, financial audits, operational audits, recordkeeping audits, skills audits, system audits and quality assurance audits.

Class No	Description of records	Disposal action
2090 ■■■■■■■■	Final internal and external audit reports relating to the technology and telecommunications function.	Destroy 5 years after action completed

[For audit logs, use TECHNOLOGY & TELECOMMUNICATIONS - Control.]

2091 ■■■■■■■■	Records documenting the planning and conduct of internal and external audits relating to the technology and telecommunications function. Includes: <ul style="list-style-type: none"> • liaison with the auditing body; • minutes of meetings; • notes taken at opening and exit interviews; • draft report; and • comments. 	Destroy 3 years after action completed
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Authorisation

The process of delegating power to authorise an action and the seeking and granting permission to undertake a requested action.

Class No	Description of records	Disposal action
2092 ■■■■■■■■	Delegations of power to agency staff to authorise administrative action relating to the technology and telecommunications function.	Destroy 7 years after delegation expires



2093 ■■■■■■■■	Authorisations for administrative action supporting the technology and telecommunications function.	Destroy 7 years after action completed
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Committees

The activities associated with the managing of committees and task forces. Includes the committee's establishment, appointment of members, terms of reference, proceedings, minutes of meetings, reports, agenda etc.

Class No	Description of records	Disposal action
2094 	Records of committees and/or subcommittees formed to consider specific matters relating to the technology and telecommunications function (eg configuration control board). Includes: <ul style="list-style-type: none">• documents establishing the committee;• final versions of minutes;• reports;• recommendations; and• supporting documents such as briefing papers and discussion papers.	Destroy 5 years after action completed
2095 	Working papers documenting the conduct and administration of committees which consider matters relating to the technology and telecommunications function. Includes: <ul style="list-style-type: none">• agenda;• notices of minutes; and• draft minutes.	Destroy when reference ceases

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Compliance

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

For Year 2000 compliance, use general classes under:

- * TECHNOLOGY & TELECOMMUNICATIONS - Implementation
- * TECHNOLOGY & TELECOMMUNICATIONS - Planning
- * TECHNOLOGY & TELECOMMUNICATIONS - Reviewing (including testing)
- * TECHNOLOGY & TELECOMMUNICATIONS - Reporting
- * TECHNOLOGY & TELECOMMUNICATIONS - Application Development
- * TECHNOLOGY & TELECOMMUNICATIONS - Risk Management

Class No	Description of records	Disposal action
2096 ■■■■■■■■■■	Records documenting agency compliance with mandatory or optional standards or with statutory requirements relating to the technology and telecommunications function.	Destroy 5 years after action completed

Contracting-out

The activities involved in managing the performance of work or the provision of goods and services by an external contractor, vendor or consultant, or by using external bureau services. Includes outsourcing.

For information on records issues relating to outsourcing and contracting-out see General Disposal Authority 25.

Class No	Description of Records	Disposal Action
N/A	<i>[For records documenting contract management relating to the technology & telecommunications function, use PROCUREMENT – Contracting-out.</i>	N/A

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Control

The activities associated with creating, maintaining and evaluating control mechanisms. Includes classification, indexing, registration, forms design etc to ensure maximum control over records and recordkeeping systems. Also includes control mechanisms for other information resources and systems.

Class No	Description of records	Disposal action
2098 ■■■■■■■■	Records documenting the development of control mechanisms (eg authenticity and version control). <i>[For development of business rules etc for recordkeeping metadata mechanisms, use INFORMATION MANAGEMENT - Control.]</i>	Destroy 5 years after mechanism is superseded
2099 ■■■■■■■■	System logs which are used to show a history of access or change to data (eg system access logs, internet access logs, system change logs and audit trails etc).	Destroy 7 years after action completed
2100 ■■■■■■■■	System logs which are not used to show a history of access or change to data (eg backup logs).	Destroy when reference ceases
2101 ■■■■■■■■	Records documenting the allocation and maintenance of metadata in electronic systems. <i>[For the allocation of recordkeeping metadata, use INFORMATION MANAGEMENT - Control.]</i>	Destroy when reference ceases
2102 ■■■■■■■■	Records documenting the maintenance of e-mail address lists (internal and external) and/or telephone lists, telephone call pick up groups etc.	Destroy when reference ceases

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Customer Service

The activities associated with the planning, monitoring and evaluation of services provided to customers by the organisation.

For Help Desk services, use TECHNOLOGY & TELECOMMUNICATIONS - Operations.

Class No	Description of records	Disposal action
2103 ■■■■■■■■	Records documenting the planning, monitoring and evaluation of customer services. Includes market research, feedback mechanisms and performance and response time monitoring.	Destroy 3 years after action completed
2104 ■■■■■■■■	Records documenting the development of internal service charters for the provision of technology and telecommunications services in an agency.	Destroy 3 years after superseded

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.

For the allocation and maintenance of metadata in electronic systems, use TECHNOLOGY & TELECOMMUNICATIONS - Control.

Class No	Description of records	Disposal action
2105 ■■■■■■■■	Records documenting the migration of records between electronic systems and from one electronic medium to another. Includes strategies for the migration and quality assurance checks to confirm accuracy of the migration process. <i>[For the copying of records from one medium to another (eg paper to electronic), use INFORMATION MANAGEMENT - Data Administration.</i> <i>For arranging the transfer or integration of systems following an administrative change, use TECHNOLOGY & TELECOMMUNICATIONS - Restructuring.]</i>	Destroy 1 year after data is either migrated again or destroyed
2106 ■■■■■■■■	Records documenting the maintenance of agency-wide data dictionaries. <i>[For the maintenance of application specific data dictionaries, use TECHNOLOGY & TELECOMMUNICATIONS - Application Development.]</i>	Destroy when superseded

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Database Management

The activities associated with the building, prototyping and testing of databases. Includes the management of user rules, passwords and monitoring usage and response times.

For the development and maintenance of database applications, use TECHNOLOGY & TELECOMMUNICATIONS - Application Development

For requests for password changes, use TECHNOLOGY & TELECOMMUNICATIONS - Operations.

For backup related issues, use TECHNOLOGY & TELECOMMUNICATIONS - Implementation.

Class No	Description of records	Disposal action
2107 ■■■■■■■■	Records documenting database management. Includes requests for changes to schemas, views and configuration management.	Destroy 7 years after action completed
2108 ■■■■■■■■	Ad hoc requests for information from agency databases.	Destroy 1 year after action completed

Disposal

The process of disposing of property no longer required by the organisation, by sale, transfer, termination of lease, auction, donation or destruction. Includes destruction or transfer to archives, and the program of activities to facilitate the orderly transfer of semi-active and inactive records from current office space into storage.

For the disposal of records in electronic systems in accordance with Records Disposal Authorities, use INFORMATION MANAGEMENT - Disposal.

Class No	Description of records	Disposal action
2109 ■■■■■■■■	Records documenting the disposal of leased assets. Includes written notices and correspondence to and from leasing companies in relation to return of assets, handover report and notification that agency or their nominee wishes to purchase assets.	Destroy 3 years after disposal of asset
2110 ■■■■■■■■	Records documenting the disposal of Commonwealth owned assets. Includes independent valuation, certificate verifying that work undertaken on asset was prior to valuation, written quotes, auction records and routine forms and correspondence relating to the disposal of assets.	Destroy 7 years after disposal of asset

[For the disposal of equipment and goods by tender, use PROCUREMENT - Tendering.]

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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 systems analysis and ongoing monitoring.

Class No	Description of records	Disposal action
2111 ■■■■■■■■	Records documenting analysis of business processes. Includes systems analysis and business process analysis.	Destroy 7 years after action completed
2112 ■■■■■■■■	Records documenting the evaluation of potential or existing technology and telecommunications services and systems.	Destroy 7 years after action completed
2113 ■■■■■■■■	Records documenting the development and issue of specifications for technology and telecommunications equipment, goods and services. Includes statement of requirements, request for proposals, expression of interest and business case.	Destroy 7 years after last action
	<i>[For Requests for Tender (RFT) and draft contract, use PROCUREMENT - Tendering.</i>	
	<i>For the acquisition of equipment, goods and services by means other than tender, use PROCUREMENT - Acquisition.]</i>	
2114 ■■■■■■■■	Initial evaluation of 'commercial-off-the-shelf' (COTS) products and services and whole-of-government solutions to be used in new technology or telecommunications projects (including shared system suite and endorsed suppliers). Also includes justification of decisions not to proceed with whole-of-government solutions.	Destroy 7 years after action completed
	<i>[For the process of acquiring technology and telecommunications equipment, goods and services, use PROCUREMENT - Acquisition.</i>	
	<i>For the management of technology and telecommunication contracts, use PROCUREMENT - Contracting-Out.</i>	
	<i>For reevaluation of existing products and services, use TECHNOLOGY AND TELECOMMUNICATIONS - Reviewing.</i>	
	<i>For the evaluation of the non-technological aspects of an evaluation, use appropriate function (eg FINANCIAL MANAGEMENT for the evaluation of a finance system and PERSONNEL for the evaluation of a personnel system).]</i>	

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Evaluation - Continued

Class No	Description of records	Disposal action
2115 ■■■■■■■■	Records documenting investigations into the feasibility of contracting out technology and telecommunication activities.	Destroy 7 years after action completed
2116 ■■■■■■■■	Records documenting assessments of, and input into, whole-of-government outsourcing solutions. Includes justification of decision not to proceed with such solutions.	Destroy 7 years after action completed

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Implementation

The activities associated with carrying out or putting into action, plans, policies, procedures or instructions, all of which could be internally or externally driven. Includes manual or automated databases, applications or systems, but excludes the installation of equipment. Also includes monitoring to ensure that the implementation goes according to schedule and that standards are met and includes first aid treatment.

Class No	Description of records	Disposal action
2117 ■■■■■■■■	Records documenting the application of an agency's counter-disaster plan or business continuity plan following an incident. Includes records covering the protection and re-establishment of data and the agency backup plan. <i>[For the development of a counter-disaster plan covering the technology and telecommunications function, use TECHNOLOGY & TELECOMMUNICATIONS - Planning.</i> <i>For the recovery of information on an ad hoc basis, use TECHNOLOGY & TELECOMMUNICATIONS - Operations.</i> <i>For the implementation of the counter-disaster plan, vital records plan and emergency destruction plan within the organisation's information resources, use INFORMATION MANAGEMENT - Implementation.]</i>	Retain as national archives
2118 ■■■■■■■■	Records documenting the implementation of plans, policies, strategies, procedures and instructions formulated to support the technology and telecommunications function. Includes monitoring implementation activities (eg regular backups) and the introduction of new equipment and software to a wide audience. <i>[For post implementation reviews, use TECHNOLOGY & TELECOMMUNICATIONS - Reviewing.</i> <i>For the non-technological aspects of an implementation, use the appropriate function (eg FINANCIAL MANAGEMENT for the implementation of a finance system and PERSONNEL for the implementation of a personnel system).]</i>	Destroy 5 years after action completed
2119 ■■■■■■■■	Records documenting project management of all technology and telecommunications projects.	Destroy 5 years after action completed

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Inspections

The process of official examinations of facilities, equipment and items, to ensure compliance with agreed standards and objectives.

Class No	Description of records	Disposal action
2120 ■■■■■■■■	Records documenting the routine inspection of technology and telecommunications assets and facilities (eg to ensure that unauthorised software or equipment is not being used).	Destroy 3 years after action completed

[For formal audits, use TECHNOLOGY & TELECOMMUNICATIONS - Audit.]

Installation

Activities involved in placing equipment in position and connecting and adjusting it for use.

Class No	Description of records	Disposal action
2121 ■■■■■■■■	Records documenting installation, configuration and relocation of technology and telecommunications equipment and facilities. Includes cabling from wall socket to a device and configuration of network hubs.	Destroy 2 years after action completed

[For the installation of cabling for communications networks from a network hub or PABX etc to a user wall socket or to the telecommunications provider point of entry, use PROPERTY MANAGEMENT- Installation.]

2122 ■■■■■■■■	Records documenting configuration of corporate software.	Destroy 5 years after software is defunct and any data supported is either migrated or destroyed
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Intellectual Property

The activities involved in managing the agency's intellectual property, both published and unpublished, and the use of material held by the agency in which another party owns the intellectual property. Includes the management of copyright, design, patents and trademarks, royalties and matters of confidentiality such as trade secrets which are not available to the public under Freedom of Information (FOI) legislation.

For the establishment and general management of intellectual property, use LEGAL SERVICES - Intellectual Property.

For handling infringements of intellectual property, use LEGAL SERVICES - Infringements.

For the payment and receipt of royalties, use FINANCIAL MANAGEMENT - Accounting and/or FINANCIAL MANAGEMENT - Payments.

Class No	Description of records	Disposal action
2123 ■■■■■■■■	Applications made by the agency to use portions of software developed by another agency, organisation or individual.	Destroy 7 years after action completed

[For the purchase of licences to use commercial-off-the-shelf (COTS) solutions, use PROCUREMENT - Acquisition.]

2124 ■■■■■■■■	Requests from the public and other agencies for permission to reproduce portions of agency-developed software.	Destroy 7 years after action completed
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Leasing

The activities involved in leasing items, equipment, accommodation, premises or real estate from another organisation. Includes the process of chartering.

Class No	Description of Records	Disposal Action
N/A	<i>[For the leasing of technology and telecommunications equipment, use PROCUREMENT – Leasing.]</i>	N/A

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Leasing-out

The activities involved in leasing-out items, equipment, accommodation, premises or real estate to another organisation or person for a specified period and agreed price. Includes the formal documentation setting out conditions, rights, responsibilities etc of both parties. Also includes subleasing.

Class No	Description of records	Disposal action
2126 ■■■■■■■■	Records documenting arrangements for the leasing out of agency equipment and facilities to other bodies.	Destroy 7 years after lease expires or is terminated

[For managing financial transactions associated with leasing-out activities, use FINANCIAL MANAGEMENT - Accounting and/or FINANCIAL MANAGEMENT - Payments.]

Maintenance

The activities associated with the upkeep, repair, servicing, modification and preservation of internal/external conditions of premises, equipment, vehicles etc.

Class No	Description of records	Disposal action
2127 ■■■■■■■■	Records documenting the maintenance and modification of technology and telecommunications assets.	Destroy 3 years after action completed

[For the rectification of minor faults by agency staff, use TECHNOLOGY & TELECOMMUNICATIONS - Operations.]

[For the maintenance and modification of software, use TECHNOLOGY & TELECOMMUNICATIONS - Application Development.]

[For system change requests, use TECHNOLOGY & TELECOMMUNICATIONS - Reviewing.]

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Meetings

The activities associated with ad hoc gatherings held to formulate, discuss, update or resolve issues and matters pertaining to the management of the section, department, or organisation as a whole. Includes arrangements, agenda, taking of minutes etc. Excludes committee meetings.

Class No	Description of records	Disposal action
2128 ■■■■■■■■	Final version of minutes and supporting documents tabled at meetings held to support the technology and telecommunications function. Includes meetings with external agencies.	Destroy 3 years after action completed
2129 ■■■■■■■■	Working papers documenting the conduct and administration of meetings held to support the technology and telecommunications function. Includes agenda, notices of meetings and draft minutes.	Destroy when reference ceases

Modelling

The processes involved in designing, testing and evaluating sample model profiles of systems under analysis.

Class No	Description of records	Disposal action
2130 ■■■■■■■■	Development of business or technical models or prototypes used to support the technology and telecommunication function.	Destroy 7 years after action completed

[For systems analysis, use TECHNOLOGY & TELECOMMUNICATIONS - Evaluation.

For models which support the application development activity, use TECHNOLOGY & TELECOMMUNICATIONS - Application Development.]

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Operations

The activities associated with keeping computer systems in effective operation on a daily basis. Includes fault reporting, help and desktop support.

Class No	Description of records	Disposal action
2131 ■■■■■■■■	Records relating to help desk operations. Includes: <ul style="list-style-type: none"> • minor maintenance and advice; • technical assistance to an individual; • requests to reset passwords; and • requests to recover data from backup tapes, etc. 	Destroy 1 year after action completed

[For the repair of equipment by an external service provider, use TECHNOLOGY & TELECOMMUNICATIONS - Maintenance.

For the introduction of new equipment or software to a wider audience, use TECHNOLOGY & TELECOMMUNICATIONS - Implementation.

For the planning, monitoring and evaluation of services, use TECHNOLOGY & TELECOMMUNICATIONS - Customer Service. For the recovery of data on a wide scale (ie after a disaster), use TECHNOLOGY & TELECOMMUNICATIONS - Data Administration.]

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Planning

The process of formulating ways in which objectives can be achieved. Includes determination of services, needs and solutions to those needs.

For project management/implementation plans (including Year 2000 implementation plans), use TECHNOLOGY & TELECOMMUNICATIONS - Implementation.

Class No	Description of records	Disposal action
2132 ■■■■■■■■	Final version of agency-wide technology and telecommunications plans. Includes: <ul style="list-style-type: none"> • System security plan; • Information system security plan; • Business continuity plan; • Forensic plan; • Information technology strategic management plan; • Access control plans; • Counter-disaster plans relating to technology and telecommunications; and • Telecommunications plan. <p><i>[For the implementation of counter disaster plans and business continuity plans, use TECHNOLOGY & TELECOMMUNICATIONS - Implementation.]</i></p>	Destroy 5 years after plan is superseded
2133 ■■■■■■■■	Final version of agency Year 2000 Compliance plan.	Destroy 7 years after all action contained in the plan is completed
2134 ■■■■■■■■	Final version of a section or business unit's technology and telecommunications plans, including state, regional or overseas office.	Destroy 3 years after plan is superseded
2135 ■■■■■■■■	Working papers used in developing all technology and telecommunications plans. Includes draft plans, reports analysing issues, and comments received from other areas of the agency.	Destroy 1 year after adoption of the final plan
2136 ■■■■■■■■	Copies of all technology and telecommunications plans.	Destroy when reference ceases

TECHNOLOGY & TELECOMMUNICATIONS

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Policy

The activities associated with developing and establishing decisions, directions and precedents which act as a reference for future decision making, as the basis from which the organisation's operating procedures are determined.

Class No	Description of records	Disposal action
2137 ■■■■■■■■	Records documenting the development and establishment of the agency's technology and telecommunications policies. Includes policy proposals, research papers, results of consultations, supporting reports and major drafts and final policy documents. Includes: <ul style="list-style-type: none"> • information system security policy; • IT security policy ; • small system security scheme policy; and • mobile phone policy 	Destroy 5 years after policy is superseded
<i>[For an agency's overall information security policy, use INFORMATION MANAGEMENT - Policy.]</i>		
2138 ■■■■■■■■	Records documenting comments made on the development of government-wide policies.	Destroy 1 year after promulgation of the new policy
2139 ■■■■■■■■	Working papers documenting the development of all technology and telecommunication policies.	Destroy 1 year after promulgation of the new policy
2140 ■■■■■■■■	Copies of policy documents and supporting papers.	Destroy when reference ceases

TECHNOLOGY & TELECOMMUNICATIONS

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Privacy

The activities associated with applying the principles of privacy. Includes data protection in relation to privacy. Also includes the process of collection, handling, use and disclosure of records of a private, personal, or confidential nature to maintain that the rights of a living person (or immediate family) are secure from unauthorised disclosure or access to such information.

For direction on the disposal of records relating to data matching, use General Disposal Authority 24.

For the mechanisms to protect privacy, use TECHNOLOGY AND TELECOMMUNICATIONS - Security.

For audit and access logs, use TECHNOLOGY & TELECOMMUNICATIONS - Control.

Class No	Description of records	Disposal action
2141 ■■■■■■■■	Records documenting the application of Information Privacy Principles and guidelines to agency technology and telecommunication applications and systems.	Destroy 7 years after action completed
2142 ■■■■■■■■	Records documenting investigations into alleged breaches of privacy involving the use of technology and telecommunication applications and systems. Includes referral of those breaches to law enforcement authorities and/or the Office of the Privacy Commissioner.	Destroy 5 years after action completed

[For disciplinary action against staff for privacy related breaches, use PERSONNEL - Discipline.]

TECHNOLOGY & TELECOMMUNICATIONS

The function of developing or acquiring, testing and implementing applications, systems and databases to support the business needs of the organisation, to capture, store, retrieve, transfer, communicate and disseminate information through automated systems. Includes the evaluation of software and hardware and the acquisition, tendering, leasing, licensing and disposal of systems. Also includes communication network systems such as video conferencing, voice mail and electronic mail and the technical aspects of the Internet, Intranet and Web Sites.

Procedures

Standard methods of operating laid down by an organisation according to formulated policy.

Class No	Description of records	Disposal action
2143 ■■■■■■■■	Master set of agency manuals, handbooks, directives etc detailing procedures supporting the technology and telecommunications function.	Destroy 5 years after procedures are superseded
	<i>[For user and technical manuals for agency developed applications, use TECHNOLOGY & TELECOMMUNICATIONS - Application Development.]</i>	
2144 ■■■■■■■■	Records documenting the development of agency procedures supporting the technology and telecommunications function.	Destroy 1 year after action completed
2145 ■■■■■■■■	Copies of manuals, handbooks, directives etc.	Destroy when reference ceases
2146 ■■■■■■■■	Operating manuals for technology and telecommunications equipment, facilities or software not developed by the agency.	Destroy when reference ceases or transfer to new owner on disposal of equipment, facilities or software
	<i>[For user and technical manuals developed for agency-developed applications, use TECHNOLOGY & TELECOMMUNICATIONS - Application Development. For distribution and implementation of procedures, use TECHNOLOGY & TELECOMMUNICATIONS - Implementation.]</i>	

TECHNOLOGY & TELECOMMUNICATIONS

The function of developing or acquiring, testing and implementing applications, systems and databases to support the business needs of the organisation, to capture, store, retrieve, transfer, communicate and disseminate information through automated systems. Includes the evaluation of software and hardware and the acquisition, tendering, leasing, licensing and disposal of systems. Also includes communication network systems such as video conferencing, voice mail and electronic mail and the technical aspects of the Internet, Intranet and Web Sites.

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, discussion papers, proposals, reports, reviews and returns.

Class No	Description of records	Disposal action
2147 ■■■■■■■■	Final copies of formal internal reports and reports made to external agencies relating to the technology and telecommunications function.	Destroy 7 years after action completed
2148 ■■■■■■■■	Periodic internal reports on general administrative matters used to monitor and document recurring activities to support the technology and telecommunications function. Includes summary reports, work progress reports and production reports.	Destroy 3 years after action completed
2149 ■■■■■■■■	Responses to surveys by other agencies or by the central office of an agency.	Destroy 3 years after action completed
2150 ■■■■■■■■	Working papers documenting the development of all reports. Includes drafts and comments received.	Destroy 1 year after action completed
2151 ■■■■■■■■	Copies of technology and telecommunications reports.	Destroy when reference ceases

TECHNOLOGY & TELECOMMUNICATIONS

The function of developing or acquiring, testing and implementing applications, systems and databases to support the business needs of the organisation, to capture, store, retrieve, transfer, communicate and disseminate information through automated systems. Includes the evaluation of software and hardware and the acquisition, tendering, leasing, licensing and disposal of systems. Also includes communication network systems such as video conferencing, voice mail and electronic mail and the technical aspects of the Internet, Intranet and Web Sites.

Research

The activities involved in investigating or enquiring into a subject or area of interest in order to discover facts, principles etc used to support development of projects, standards, guidelines etc and the business activities of the organisation in general. Includes following up enquiries relating to organisational programs, projects, working papers, literature searches etc.

Class No	Description of records	Disposal action
2152 ■■■■■■■■	Records documenting detailed research carried out to support the technology and telecommunications function.	Destroy 3 years after action completed
	<i>[For systems analysis, use TECHNOLOGY & TELECOMMUNICATIONS - Application Development, TECHNOLOGY & TELECOMMUNICATIONS - Evaluation or TECHNOLOGY & TELECOMMUNICATIONS - Modelling.]</i>	
2153 ■■■■■■■■	Records documenting routine research carried out to support the technology and telecommunications function.	Destroy when reference ceases

Restructuring

The activities involved in the reassessment of the activities, goals and structure of an organisation. Includes consideration of the number of staff, their position descriptions, equipment, and other resources required to meet objectives.

Class No	Description of records	Disposal action
2154 ■■■■■■■■	Arrangements for the transfer or integration of technology and telecommunications systems/assets etc to or from other agencies (ie after administrative change).	Destroy 7 years after last action
	<i>[For migration of information, use TECHNOLOGY & TELECOMMUNICATIONS - Data Administration.]</i>	

TECHNOLOGY & TELECOMMUNICATIONS

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Reviewing

The activities involved in re-evaluating or re-examining products, processes, procedures, standards and systems. Includes recommendations and advice resulting from these activities.

Class No	Description of records	Disposal action
2155 ■■■■■■■■	Records documenting a review of agency programs and operations supporting the technology and telecommunications function. Includes documents establishing the review, final report, action plan and identification of problems needing rectification.	Destroy 7 years after action completed
	<i>[For the rectification of identified problems, use TECHNOLOGY & TELECOMMUNICATIONS - Application Development.]</i>	
2156 ■■■■■■■■	Working papers documenting the conduct of an agency review into programs and operations supporting the technology and telecommunications function.	Destroy 2 years after action completed
2157 ■■■■■■■■	Records documenting the development of methodologies for conducting reviews.	Destroy 7 years after action completed
2158 ■■■■■■■■	Records documenting post implementation reviews.	Destroy 7 years after action completed
2159 ■■■■■■■■	Records documenting testing activities where unexpected results are found. Includes: <ul style="list-style-type: none"> • testing strategy; • testing plan; • result forms; and • test report. 	Destroy when problem has been rectified
2160 ■■■■■■■■	Records documenting testing activities where expected results are found. Includes: <ul style="list-style-type: none"> • testing strategy; • testing plan; • result forms; and • test report. 	Destroy 7 years after action completed

TECHNOLOGY & TELECOMMUNICATIONS

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Reviewing - Continued

Class No	Description of records	Disposal action
2161 ■■■■■■■■	Certificates of compliance/completion.	Destroy 7 years after action completed

Risk Management

The process involving identification of risks, likelihood and consequences of those risks and implementation of appropriate practice and procedures to treat the risks.

Class No	Description of records	Disposal action
2162 ■■■■■■■■	Records documenting risk management relating to the technology and telecommunication function. Includes documentation covering each stage of the process, risk assessments, treatment schedules and action plans.	Destroy 7 years after next risk assessment
2163 ■■■■■■■■	Technology and telecommunications risk register.	Destroy 7 years after next risk assessment

TECHNOLOGY & TELECOMMUNICATIONS

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Security

The activities associated with measures taken to protect people, premises, equipment or information from accidental or intentional damage or from unauthorised access. Includes the security classification of personnel and criminal record checks.

For the security classification and appropriate protection of data, use INFORMATION MANAGEMENT - Security.

For physical security (including control of access to computer rooms etc), use PROPERTY MANAGEMENT - Security.

For the protection of personal information in technology and telecommunication systems, use TECHNOLOGY & TELECOMMUNICATIONS - Privacy.

Class No	Description of records	Disposal action
2164 ■■■■■■■■	Records documenting the implementation of security arrangements for technology and telecommunications systems. Includes authentication, encryption, reports on security leaks, investigation into alleged security breaches and referral of those breaches to law enforcement authorities.	Destroy 7 years after action completed
	<i>[For requests for changes to passwords etc, use TECHNOLOGY & TELECOMMUNICATIONS - Operations.</i>	
	<i>For disciplinary action against staff for security related breaches, use PERSONNEL - Discipline.]</i>	
2165 ■■■■■■■■	Requests for advice and approval from other organisations (eg Defence Signals Directorate) about technology and telecommunication security issues. Includes requests for the issue of crypto variables etc.	Destroy 7 years after approval ceases
2166 ■■■■■■■■	Records documenting arrangements for the sanitisation of technology equipment prior to disposal.	Destroy 1 year after action completed
2167 ■■■■■■■■	Requests for approval to connect equipment to agency networks, either on agency premises or via dial-up communications links.	Destroy 3 years after action completed
2168 ■■■■■■■■	Records documenting the control of removable media in secure systems. Includes inventory of removable items, media musters and register of media import and export (eg floppy disks and the removal of hard disks).	Destroy 7 years after action completed

TECHNOLOGY & TELECOMMUNICATIONS

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Security - Continued

Class No	Description of records	Disposal action
2169 ■■■■■■■■	Records documenting the oversight of projects by a 'security accreditation authority' and appropriate certifying authorities. Includes appointment of members to the authorities.	Destroy 7 years after action completed

Standards

The process of implementing industry or organisational benchmarks for services and processes to enhance the quality and efficiency of the organisation.

For compliance with standards (except where other activities apply), use TECHNOLOGY & TELECOMMUNICATIONS - Compliance.

Class No	Description of records	Disposal action
2170 ■■■■■■■■	Records documenting the implementation of industry and agency standards to support the technology and telecommunications function.	Destroy 7 years after action completed

Tendering

The activities involved in receiving and assessing tenders, of making offers and finalising contract arrangements for the supply, sale or purchase of goods and services.

Class No	Description of Records	Disposal Action
N/A	<i>[For the acquisition of goods and services required to support the technology & telecommunications function via a tender process, use PROCUREMENT - Tendering.]</i>	N/A