



## State Records Act 1997

# Operational Records Disposal Schedule

**Attorney-General's Department - Policy,  
Projects & Technology - Public Safety Solutions  
- South Australian Government Radio Network  
(SAGRN) (and predecessor agencies)**

**RDS 2013/04 Version 1**

Effective Date: 16 December 2014 to 30 June 2024

Approved Date: 16 December 2014

Approved by SRC



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

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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 - Policy, Projects & Technology - Public Safety Solutions - South Australian Government Radio Network (SAGRN) (and predecessor agencies)**

**Approved Date: 16 December 2014**

**Effective Date: 16 December 2014 to 30 June 2024**

### 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

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ADELAIDE  
South Australia 5001  
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Ph: +61 8 204 8791  
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DX: 467 Adelaide

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**Chair, State Records Council**

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**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 SAGRN, 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 SAGRN 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](http://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. 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**).
  - 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. Includes the process of advising.*
  - 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.



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**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 SAGRN. 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 SAGRN may extend the retention period of the record if it considers there is an administrative need to do so. Where SAGRN 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)***. SAGRN needs to comply with these policy documents - available from State Records' website ([www.archives.sa.gov.au](http://www.archives.sa.gov.au)).



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The custody of official records on networks or hard drives is also the responsibility of agencies. SAGRN 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 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.
- ***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.

When official records, in SAGRN's custody or housed in secondary storage, are due to be destroyed in accordance with the provisions of this or other disposal determinations, State Records is required to be notified via an Intention to Destroy Records Report. This form is available on the State Records' website ([www.archives.sa.gov.au](http://www.archives.sa.gov.au)).

SAGRN 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.

SAGRN 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.



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## **Review**

State Records' disposal schedules apply for a period of ten years. Either SAGRN 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.

Approved by SRC



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## **Context Statement**

### **Context of the Agency Covered by the Schedule**

#### **SAGRN History and Background**

##### **Before a consolidated network**

Radio communications across South Australian government agencies were originally agency-specific, with 28 separate networks operating across 17 State Government agencies. These networks used 1200 communication sites, 12,000 radios and 8,000 pagers between them. Inter-agency communication was difficult, and operational issues arose with the aging equipment and continued use of out-dated technology.

On 16 February 1983 the Ash Wednesday bushfires decimated South Australia and Victoria, with a death toll of 75 across both states, including 17 volunteer fire fighters. The South Australian Coroner concluded in his inquest that the State's emergency services radio network needed significant improvement.

Extensive investigations and enquiries, including obtaining advice from expert consultants, determined that the most cost-effective and operationally efficient approach was to move from agency-specific networks to a single integrated network. This would ensure greater coverage and reliability than the multiple agency-managed and funded communications networks. It would also reduce the amount of government money and resources needed to maintain communication between agencies. Lastly, it would allow effective intercommunication among agencies in times of national or state emergency for coordination of wide-scale actions. Consultants Amos Aked and Swift (1984) and Gibson Quai & Associates (1996) both endorsed Motorola SmartZone technology as the most suited for a new Government Radio Network.

##### **Establishment of the SAGRN**

In March 1997 a Request for Proposal (RFP) was issued by the Information and Communication Services for South Australia, Department for Administrative and Information Services (DAIS), seeking proposals from the marketplace for an integrated South Australian Government Radio Network (SAGRN) capable of voice, paging and data services, at an estimated cost of \$247.7 million.

DAIS referred the SAGRN Contract to the Parliament Public Works Committee pursuant to the requirements of the *Parliamentary Committees Act 1991*. The Public Works Committee delivered their report in April 1999, concluding that the proposal to establish a new, single integrated State-owned GRN was soundly based.



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### Political influence

Historically, there has been significant public interest in the building of the SAGRN. In 1999 the Cramond Inquiry investigated allegations that the Hon John Olsen had misled Parliament in 1994 as the Minister for Industry, Manufacturing, Small Business and Regional Development when answering questions relating to Motorola<sup>1</sup>. The allegations were that Mr Olsen had promised Motorola preferential treatment for a contract to set up the Government's radio network if it established a software centre in Adelaide. The allegations could not be substantiated.

Documents were later leaked to the media which had been withheld from the Cramond inquiry and showed that discussions had taken place between Mr Olsen and Motorola. In March 2001 a Cabinet Submission was approved to establish a second inquiry to determine whether relevant material had been withheld from Mr Cramond during his Inquiry.<sup>2</sup> The next day the then Premier, the Hon John Olsen, reported to Parliament that documents relevant to the Cramond Inquiry had been inadvertently overlooked when documents were supplied to the Inquiry.<sup>3</sup>

On 21 October 2001, John Olsen resigned as Premier. Although he denied any wrong doing over the 'Motorola affair', he stated he was "a political realist" and recognised that it was best if he resigned as Premier.

### Original build

In the meantime, the RFP had progressed and Telstra Corporation Ltd was the successful bidder, with Motorola as a major sub-contractor. A contract was executed with Telstra to design, construct, operate and maintain the SAGRN. They were responsible for the creation and maintenance of relevant records during this time<sup>4</sup>.

Construction of the Network Operations Control Centre (NOCC) and the first transmission site commenced in August 1999. After the Network build was complete, Telstra continued in the role of the Network Ongoing Management Service (OMS) Provider. The Contracted OMS Provider was and continues to be responsible for the day to day operations of the Network, including running the Service Desk for User Agencies, infrastructure management, and preventative maintenance. Although the OMS Provider and the Network Builder were the same Contractor, the work performed is significantly different.

<sup>1</sup> Minutes of the Proceedings of the Legislative Council Tuesday 9 February 1999

<sup>2</sup> Cabinet Submission LM14404 approved in Cabinet 12 March 2001

<sup>3</sup> House of Assembly Hansard 13 March 2001

<sup>4</sup> RDS1999/19 V1, For SA-Government Radio Network, Government Information and Communication Services, Department for Administrative and Information Services



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### **Change of responsible agency**

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.<sup>5</sup>

In January 2009 the Chief Executive of DTEI 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.

In 2010 the SAGRN OMS Contract went to tender. Motorola won the contract and day to day operations of the SAGRN were transitioned from Telstra to Motorola.

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.

The SAGRN Board meets bi-monthly and is comprised of representatives from the User Agencies (both Emergency Services and Non-Emergency Services agencies), an Independent Community Representative, and with the Chief Executive, Attorney General's Department as Chair. The SAGRN Board is responsible for:

- providing strategic leadership and governance of all SAGRN services, activities and procurements
- fostering a consistent, effective and collaborative approach to the governance of the SAGRN and other related public safety communications initiatives
- ensuring the use, directions and investments in the State's public safety communication services are informed by a balanced understanding of community-facing needs and of what is achievable and affordable
- representing and promoting the collective interests of the SAGRN and its users, without unacceptably compromising the needs and goals of individual agencies

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<sup>5</sup> RDS2007/08 V1, For Department of Transport Energy and Infrastructure - Government Information and Communication Technology Services (and predecessor agencies)



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- overseeing the conduct of the SAGRN Upgrade - including the definition and delivery of its scope, on time and within budget
- ensuring the SAGRN Upgrade is informed by and, to the extent reasonably possible, leverages and complements current and emerging initiatives across the SA Government and other jurisdictions
- overseeing the scope and performance of the services necessary to support the ongoing operation of the SAGRN and related systems
- ensuring those responsible for managing and procuring the SAGRN services are effectively informed and supported by the demonstrated, prioritised operational business needs and risks of Agencies.

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.<sup>6</sup>

**Current Operation**

In its current build the SAGRN Network consists of over 200 radio sites providing the trunked voice, paging, and data that 22 User Agencies require for either Emergency Service Operations (eg SAPOL) or ongoing business functions (eg Public Transport Services). Some radio sites and/or towers are owned by other government agencies, commercial entities or private landowners. Similarly, State-owned sites may house infrastructure owned and operated by other government agencies or commercial entities. These site sharing arrangements are managed via various lease and licensing agreements.

A SAGRN Upgrade project was approved by Cabinet in 2009, with the intent “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”. Cabinet approved funding totalling \$154.5 million over six years for the SAGRN Upgrade project, 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 for at least seven years and up to ten
- the continuing use of core Motorola technology for the Voice sub-network.

Day to day operations of the Network are managed by the contracted Ongoing Management Services Provider, with Operational Service Delivery, Public Safety Solutions, Attorney General’s Department managing the contract and facilitating interaction between the

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<sup>6</sup> MES11/005CS, Administrative Arrangements Act 1994, Administrative Arrangements (Transfer of Assets, Rights and Liabilities to Minister for Emergency Services) Proclamation 2011



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Contractor, User Agencies and third parties who have a vested interest in the radio sites, such as site sharers.

Due to the size and complexity of a complete network Upgrade, as well as the requirement to maintain an effective radio network during the works, a Project team has been established for the duration of the Upgrade. The Project team liaise with the Contractor and Operational Service Delivery staff to ensure that works do not unduly disrupt day to day operations.

The Upgrade has progressed as a staged project since 2009. Urgent rectification works were carried out under the Stage 1 Upgrade, while the remaining network refresh was let as an Expression of Interest (EOI) in 2012. Successful respondents to the EOI were invited to respond to a Request for Proposal in 2014, with an expectation that a contract for the remaining works and Ongoing Management and Support will be signed in early 2015.

For an overview of the chronology refer to Attachment 1 - SAGRN Timeline.

### **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.

The SAGRN comprises two 'master' sites, a Network Operations Command Centre (NOCC) and radio sites distributed across the State and in some cases into neighbouring States. These radio sites are typically made up of a tower and a communications hut. Radio sites may be government-owned (by SAGRN or other Government agency) or privately owned and some have complex ownership arrangements where the State may be lessor or lessee.

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 Services 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.



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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 related 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).

The SAGRN Board is the main decision-making forum for all SAGRN matters, including ongoing management services and the Upgrade Project, and all related procurements. The SAGRN Board reports to the Minister for Emergency Services, and is supported by the Public Safety Communications Advisory Group (PSCAG) and Public Safety Solutions, Attorney General's Department.

**SAGRN Structure Description**

The responsible Minister for the SAGRN is the Minister for Emergency Services.

The Minister established the SAGRN Board as the main decision-making forum for all SAGRN matters, including ongoing management services and the Upgrade Project, and all related procurements. The Board is chaired by the Chief Executive, Attorney General's Department (formerly Justice Chief Executive), with members from Emergency Services agencies and Non-Emergency Services agencies including DTEI, Department of Treasury and Finance (DTF) and SA Water; and an Independent Community Representative. The inaugural meeting of the SAGRN Board was held on 17 February 2010.

The SAGRN Board is supported by the Public Safety Communications Advisory Group (PSCAG) and Public Safety Solutions, Attorney General's Department.

PSCAG is the advisory group that is consulted to ensure proposed policy, management and proposals are realistic and business decisions are balanced, without compromising the needs and goals of individual agencies. PSCAG tests the ability to implement, manage and maintain future or current technologies. The creation and membership of the PSCAG is the responsibility of the SAGRN Board. PSCAG is comprised of senior operations managers and other key staff as required.

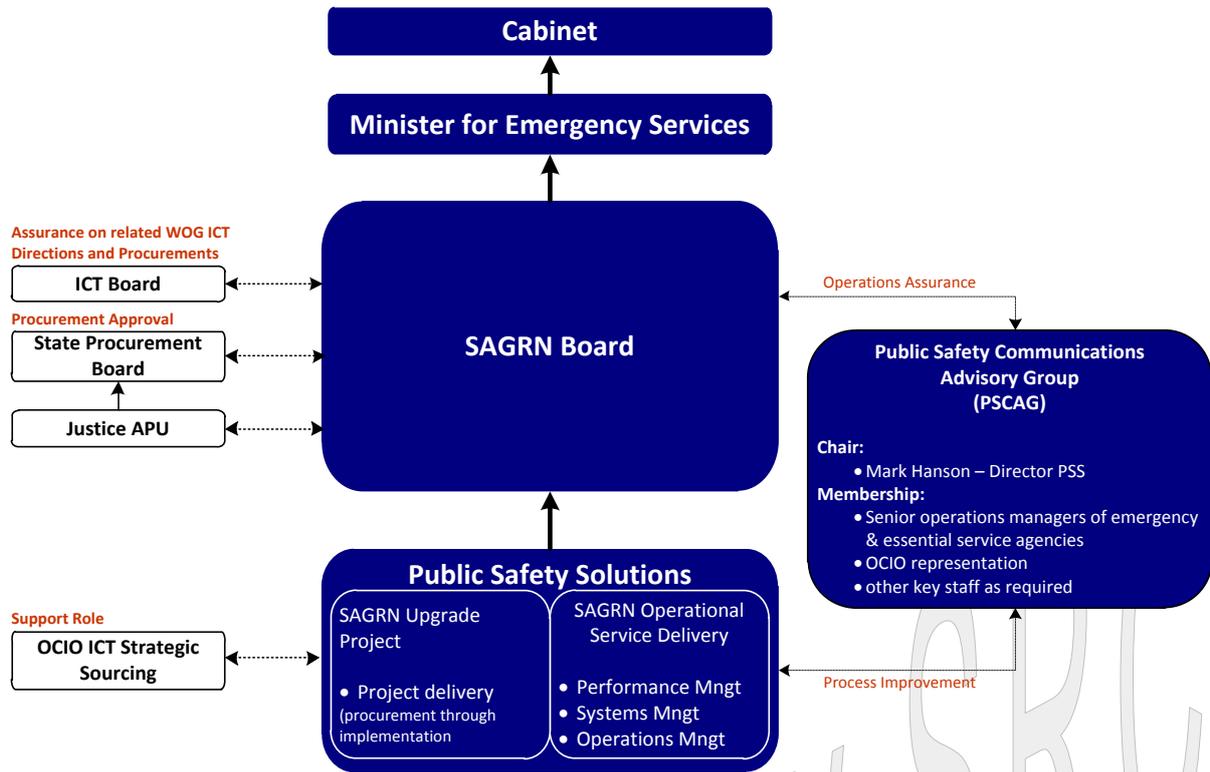
Public Safety Solutions (PSS), Policy Projects & Technology (previously Justice Business Services), Attorney-General's Department (AGD) is the State business unit responsible for managing the SAGRN. PSS is comprised of Service Management and the Upgrade Project. PSS is the secretariat for the SAGRN Board.

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

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



### Attorney-General's Department - Policy, Projects & Technology - Public Safety Solutions - South Australian Government Radio Network (SAGRN) (and predecessor agencies)



SAGRN Reporting Framework<sup>7</sup>

#### Predecessor Agencies

The SAGRN functions have been assumed by different agencies since the original contract to build the Network in 1999:

- GA 795 Department for Administrative and Information Services, 1997-2006
- GA 1639 Department of Transport, Energy and Infrastructure - Government Information and Communication Technology Services (and predecessor agencies) - 2006-2010
- GA 2093 Department of Transport, Energy and Infrastructure, Office of the Chief Information Officer 2010-2010

#### Successor Agencies

There are no successor agencies.

#### Legislation

SAGRN does not administer any legislation.

<sup>7</sup> SAGRN Board Governance Framework, February 2010.



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

- *Crown Land Management Act 2009*
- *Development Act 1993*
- *Emergency Management Act 2004*
- *Emergency Services Funding Act 1998*
- *Fire and Emergency Services Act 2005*
- *Pastoral Land Management and Conservation Act 1989*
- *Public Finance and Audit Act 1987*
- *State Procurement Act 2004*
- *Telecommunications (Interception) Act 2012*
- *Work Health and Safety Act 2012.*

**Context of the Records Covered by the Schedule**

**Coverage of RDS 2013/04**

This RDS covers closed series of records that are also partly covered by RDS2007/08 Version 1 as well as ongoing operational records and administrative records that were not previously covered by an RDS. The closed series of records are:

- 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
- 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. Consignments 10, 14, 15 and 16 only relate to



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SAGRN. These consignments have been transferred to State Records' custody. Other records from this series are held by SAGRN and are at this time unsentenced.

This RDS will also apply to records managed and created by the contracted Ongoing Management and Support Services provider on behalf of the SAGRN. As part of the Upgrade Project, SAGRN is implementing a more collaborative approach to sharing and managing information with contractors and third parties and will be able to more effectively monitor the records management processes of those partners.

It is anticipated that legacy records including some as far back as the original build of the Network may be discovered during the Upgrade Project and companion project of implementing a collaborative approach to records management.

The RDS only covers those records relating to the SAGRN. Public Safety Solutions, Attorney General's Department is also responsible for other service areas including South Australian Computer Aided Dispatch (SACAD); CCTV Safer City; and State Rescue Helicopter Service (SRHS) and those records will be covered by a separate RDS, yet to be developed.

This RDS does not cover any functions of Attorney-General's Department outside of Public Safety Solutions, for example Senior Management Boards such as the Justice Accredited Purchasing Unit (JAPU).

This RDS does not cover any pre-integrated network records managed by individual agencies.

**Related Series Affected by RDS 2013/04**

There are no related series affected by this RDS.

**Complementary Schedules to RDS 2013/04**

- RDS2007/08 Version 1 for Department of Transport, Energy and Infrastructure - Government Information and Communication Technology Services (and predecessor agencies) approved 17 June 2008 by the State Records Council
- GDS 33 Across Government Emergency Management approved 12 November 2013 by the State Records Council.

**Existing Disposal Schedules Superseded by RDS 2013/04**

This RDS does not supersede any existing schedules. RDS 1999/19 was previously developed for SAGRN, but this RDS expired in December 2009.

**Records Structure within SAGRN**

SAGRN records comprise of the following record groups:



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- annual single number Recfind files forming part of the Corporate AGD (CSO) database with file number format YY/NNNN, eg 12/1007, Technology & Telecommunications/Acquisition/SAGRN Upgrade/Expression of Interest
- annual single number Recfind files forming part of the corporate OCIO database with file numbering ITSYY/NNNN, eg ITS98/0673 Projects/Implementation/GRN Network Construction/Sites/(782) Mount Lofty Site (GRS 7601)
- uncontrolled records received from contracted ongoing management and support services provider, eg Programmed Maintenance reports and daily and weekly reports
- uncontrolled records created or received by the State eg technical assessments, vehicle and maintenance records and
- uncontrolled records received from the original contractor who designed, constructed, operated and maintained the SAGRN until expiration of the contract, or were created or received by the State as part of the original network build, eg Contract Management Plans.

**Broad Description and Purpose of the Records**

SAGRN records serve two distinct functions:

- **Operational Service Delivery:**
  - these records document the current ‘as built’ status of the Network, including configuration database and site plans, drawings, specifications, frequencies, etc. required to operate the Network. These records are considered vital to the operation of the Network
  - day to day management of the Network, which to a large extent is managed by the contracted Ongoing Management Service Delivery provider, but some functions are undertaken by State staff. These functions include helpdesk, change requests, network monitoring, maintenance records, property lease and licensing, radio frequency licensing, financial management, etc
  - these records comprise both corporate files and unstructured information created and managed by the Network service delivery provider.
- **Upgrade Project:**
  - these records include the investigation and documentation of change necessary to complete the SAGRN Upgrade to the requirements approved by Cabinet



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- records of the contractual arrangements made and ensuing work undertaken to perform the required upgrade. Work undertaken ranges from investigating options for the Upgrade, performing physical changes to the Network, and developing and providing appropriate documentation to evidence changes made and update the vital 'as built' drawings and specifications
- Upgrade records that are required for the day to day operations of the Network, such as configuration data and drawings will be transferred to the State Operational Service Delivery (OSD) function<sup>8</sup> as active records. The rest of the Project files will be closed and disposed in accordance with this RDS. OSD will maintain ownership of these records
- these records comprise of corporate files. To support the management of SAGRN information, SAGRN Upgrade is implementing a SharePoint and RecordPoint collaboration and document management solution ahead of the letting of the major Network refresh contract. The Project requires this system as State and Contractor staff will work collaboratively to achieve project outcomes, with staff co-located at various locations across the State. A central repository of core vital records (e.g. site specifications and drawings) will be referenced and updated by multiple sub-network projects simultaneously with a high risk of incorrect information being used unless there is a central system to share and control this information.

This RDS also covers certain historical records, which includes information from the original network build and day to day operations. Most of this information is uncontrolled and has become disjointed as responsibility for SAGRN has moved across State government portfolios.

**Functions and Activities Documented by the Records**

The SAGRN is part of the State's critical infrastructure and is essential to meeting the radio communications needs of the State's police, ambulance and emergency (public safety) services and is important to the business operations of most other Government agencies. The functions used to describe the records covered by this RDS reflect the devolved nature of the SAGRN and supports the distinction between those activities undertaken by State employees and those routinely managed by the Contracted service provider. Due to the fact that the SAGRN is also a high value procurement and generates substantial public interest any refresh or Upgrade project result in additional project management, 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:

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<sup>8</sup> Refer to Structure Diagram on pg. 16



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- Contract Management
- Governance
- Infrastructure Library Management
- Network Operations Management
- Projects
- Site Management and
- Strategic Infrastructure Management.

The above functions are supported by the following activities:

- Advice
- Authorisation
- Boards and Committees
- Change Management
- Contract Development
- Contract Monitoring
- Contract Variation
- Contractor Management
- Data Administration
- Equipment Management
- Evaluation
- Incident Management
- Library Maintenance
- Maintenance
- Meetings
- Planning Policy and Procedures
- Procurement
- Project Management
- Reporting
- 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 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 (both original and current) are arranged within their own hard copy filing systems.



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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. It is expected that the SharePoint/RecordPoint solution mentioned above will enable SAGRN to better manage digital information in its native format. In parallel SAGRN is working with State Records to ensure that RecordPoint is configured to meet the requirements of the EDRMS Design Standard and associated guidelines and standards.

### **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.

### **Agency Owning or Controlling the Records**

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

### **Date Range of the Records**

Records Date Range: 1997 to Ongoing

### **Volume of the Records**

- State Records holdings = 23.8 linear metres/119 boxes
- Contracted Ongoing Management Services Provider holdings = 25 linear metres
- Onsite custody = 115 linear metres.

At the time of development of the RDS no records were stored with an ASP, however this may be likely in the future.

### **Special Custody Requirements**

There are no special custody requirements for hard copy records. SAGRN is investing in a SharePoint/RecordPoint collaboration and document management system to manage records electronically. At that stage SAGRN will transfer permanent digital records to State Records for storage, subject to State Records having a digital archive at that time.

### **Special Storage Requirements**

There are no special storage requirements.



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**Issues Not Mentioned Previously**

There are no issues that have not already been mentioned.

**Comments Regarding Disposal Recommendations**

**Permanent Records Rationale**

Records relating to activities with a significant impact to the State or have a high financial value, such as major procurements (items 1.2.1, 1.2.2, 1.4.1, 1.5.1, 5.2.1); related approvals (2.2.1, 2.3.1, 2.3.2) and reporting and meetings (2.4.1, 4.4.1, 5.1.1, 7.4.1) have been deemed permanent because of the public interest in understanding how and why the government has spent funds. These records correlate with Objectives 1 and 2 of the *Appraisal of Official Records - Police and Objectives Guideline*.

Due to the critical nature of the SAGRN infrastructure, records relating to major changes to the way the Network functions and supports user agencies (4.3.1, 6.2.1, 7.3.1, 7.3.2, 7.3.4), response to major incidents (4.2.1); manages significant projects (5.3.1, 5.3.3, 7.5.1) and transition between service providers (7.8.1-7.8.4) have been deemed to have ongoing value to the State and therefore are to be retained permanently. These records are considered consistent with Objectives 4 and 5 of the *Appraisal of Official Records - Police and Objectives Guideline*.

Master control records (3.2.1, 3.2.3, 3.2.4) are deemed vital records that contain information critical to core business operations. They also have critical value to State-wide emergency preparation and response. These records are considered consistent with Objective 5 of the *Appraisal of Official Records - Police and Objectives Guideline*.

**Temporary Records Rationale**

Records relating to executing and managing ordinary and incidental contracts and tenders (1.2.3-1.2.6, 1.3.1 - 1.3.3, 1.4.2-1.4.3, 1.5.2-1.5.3, 5.2.2, 6.3.1, 7.2.1, 7.7.1) are deemed to be of temporary value because of the low value, low impact value of the works.

Records relating to routine decision making (2.2.4, 2.3.3-2.3.5, 2.4.2), consultation or meetings (5.1.2-5.1.3, 7.4.2-7.4.3, 7.9.1), changes (7.1.1, 7.3.3, 7.3.5); policies and procedures (4.3.2-4.3.3, 6.2.2, 7.6.2-7.6.3) have been deemed to be of temporary value because of the transitory nature of the records.

Records relating to routine reporting (4.4.2-4.4.5) and support services (4.5.1-4.5.2, 4.6.1-4.6.2) reporting on minor incidents (4.2.2) and routine projects (5.3.2, 5.3.4-5.3.6, 7.5.2-7.5.4) are deemed to be temporary records because their value is limited to point in time, after which time they become irrelevant.



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Administrative records such as managing assets (4.1.1-4.1.3), data administration (3.1.1, 3.2.2, 3.2.5-3.2.12, 3.3.1-3.3.2) and maintenance (6.1.1-6.1.3) 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**

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

**Alternative Record Formats**

The core SAGRN records that describe the configuration of the Network and the radio sites 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. The implementation of a SharePoint/RecordPoint solution will enable SAGRN to better manage this kind of information by being able to provide context to it and ensuring ongoing access and usability in electronic/digital form.

**Impact on Native Title Claims**

There is no discernible relevance to Native Title Claims.

**Indigenous Considerations**

The determinations within RDS 2013/04 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 2013/04 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 2013/04 applies to the current and historical records of the design, build and management of the SAGRN. For further details about Coverage of this RDS, refer to pages 15-16.

### How to Apply this Schedule

#### Use in conjunction with GDS

This Schedule should be used in conjunction with **GDS 15**, as amended, or its successor. Cross-references to the **GDS 15** are included in this Schedule where appropriate.

This schedule is also complemented by **GDS 33 for Across-Government Emergency Management**.

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

- RDS2007/08 for Department of Transport Energy and Infrastructure - Government Information and Communication Technology Services (and predecessor agencies) approved 17 June 2008 by the State Records Council.

#### Other RDS superseded by RDS 2013/04

This RDS does not supersede any existing schedules. RDS 1999/19 was previously developed for SAGRN, but this RDS expired in December 2009.



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

SAGRN will review and re-sentence the records whose retention periods have altered.

**Records excluded from RDS 2013/04**

There are no records excluded from cover by this RDS.

**Application to records in all formats**

RDS 2013/04 applies to records in all formats, including databases and other electronic records. SAGRN 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 2013/04 are minimum retention periods for which records need to be retained. It is at the discretion of SAGRN as to whether records are kept for longer than the minimum period.

**Acronyms**

- ACMA - Australian Communications Media Authority
- AR - Agency Representative
- ATIA- Air Traffic Interface Application
- DAIS- Department for Administrative and Information Services
- DTEI- Department for Transport, Energy and Infrastructure
- FALA - Facilities Access Licensing Agreement
- KMF- Key Management Facility
- KPI- Key Performance Indicator
- NOCC - Network Operations Control Centre
- NSSR - non-standard service request
- OCIO- Office of the Chief Information Officer
- OMS- Ongoing Management Services
- PAR - Primary Agency Representative
- PSCAG - Public Safety Communications Advisory Group
- PSCEC - Public Safety Communications Executive Committee
- PSCOP - Public Safety Communications Optimisation Project



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- PSS- Public Safety Solutions
- RFP - Request for Proposal
- RSCS - Radio Switch and Console System
- SA- South Australia
- SACAD - South Australia Computer Aided Dispatch
- SFM- Site Facilities Maintenance

**Definitions of terms specific to RDS 2013/04**

- **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)
- **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
- **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 SAGRN or an individual sub network or radio site
- **ATIA**- A data base, managed by the 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 a 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 are 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** - see Severity Level
- **Customer Agreement** - legally binding agreement between two parties
- **Customer order** - an order 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



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- **Encryption key management** - the administration of tasks involved with protecting, storing, backing up and organizing encryption keys. SAGRN uses the KMF
- **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 terminal equipment, the associated sub-network configuration programming, and a set of standard user configuration profiles, including numbering plans
- **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 network performance and status. It's used to produce immediate reporting on active incidents
- **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 Voice Sub-Network
- **Low value** - an action that requires little monetary or effort to be expended
- **Master site** - logical 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 Ongoing Management 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 SAGRN
- **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



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- **Ordinary contract** - the equivalent of a simple contract in GDS 15 v8, but for 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
- **Paging** - the transmission of messages from the 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 Ongoing Management Service Provider
- **Senior Management Board** - a Board that provides guidance and feedback to the SAGRN, eg Justice Accredited Purchasing Unit, State Procurement Board. Includes the SAGRN Board, which is also a Governance 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** - 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
- **Settings files** - the data used to program terminals on the SAGRN
- **Severity level** - level assigned to a 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



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- 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
- **Significant** - an action which requires considerable government expenditure or commitment, affects a large proportion of the population (eg 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 15 v8 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 (eg 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 SAGRN 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.

Approved by SRC



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Item No.	FUNCTION Activity / Process	Description / Disposal Class	Disposal Action
<b>1 CONTRACT MANAGEMENT</b>			
1	<b>CONTRACT MANAGEMENT</b>	<p>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.</p> <p>Includes contracts for ongoing Network management, Network Upgrade projects and independent and/or expert input.</p> <p>See items 5.2 PROJECT - Procurement and 7.7 STRATEGIC INFRASTRUCTURE MANAGEMENT - Procurement for documents relating to tendering.</p>	
1.1	<b>Advice</b>	<i>The activities associated with offering opinions by or to the organisation as to an action or judgement. Includes the process of advising. (KAAA)</i>	
1.1.1	Advice	Records relating to the request for advice to or from the Crown Solicitor's Office or State Procurement Board related to the contract management function.	<b>See GDS 15 (as amended) v8 LEGAL SERVICES- Advice 10.5.1 for Crown Solicitor's advice or 10.5.4 for routine legal advice.</b>



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Item No.	FUNCTION Activity / Process	Description / Disposal Class	Disposal Action
<b>1 CONTRACT MANAGEMENT</b>			
1.2	<b>Contract Development</b>	<p><i>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.</i></p> <p><i>See item 1.5 CONTRACT MANAGEMENT – Meetings for meetings held in relation to contract development.</i></p> <p><i>See item 7.8 STRATEGIC INFRASTRUCTURE MANAGEMENT - Transition for records relating to transition of Network function from one party to another.</i></p> <p><i>See GDS 15 (as amended) FINANCIAL MANAGEMENT - Contracting Out for registers of contracts and/or tenders.</i></p>	
1.2.1	Contract Development	<p>Original signed version of <u>executed significant contracts</u>, eg long term, high value, or whole of government contracts. Includes Facilities Access Licensing Agreement (FALA); Customer Agreements (eg Data Carriage); Head Agreements; Ongoing Management Service (OMS) Agreement and Supply &amp; Service Agreements, etc.</p>	<b>PERMANENT</b>
1.2.2	Contract Development	<p>Records relating to reaching an agreement on the terms and conditions of a <u>significant contract</u>, eg long term, high value or whole of government contracts. Includes FALA; Customer Agreements (eg Data Carriage); Head Agreements; OMS Agreement and Supply &amp; Service Agreements, etc.</p> <p>Also includes initial offers of all parties and correspondence highlighting items requiring further negotiation and responses made in order to reach a mutually agreed point of view. Includes contract negotiation meetings.</p>	<b>PERMANENT</b>



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Item No.	FUNCTION Activity / Process	Description / Disposal Class	Disposal Action
<b>1 CONTRACT MANAGEMENT</b>			
1.2.3	Contract Development	Original signed version of <u>executed ordinary contracts</u> , eg lease and licensing agreements relating to the use of premises and/or equipment or product and service prices, for fixed periods.	<b>TEMPORARY</b> Destroy 20 years after expiry of contract
1.2.4	Contract Development	Original signed versions of <u>executed Service Level Agreements</u> .	<b>TEMPORARY</b> Destroy 20 years after expiry of contract
1.2.5	Contract Development	Records relating to reaching an agreement on the terms and conditions of an <u>ordinary contract or service level agreement</u> , eg 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 point of view. Includes contract negotiation meetings.	<b>TEMPORARY</b> Destroy 20 years after expiry of agreement or contract
1.2.6	Contract Development	<u>Duplicate copies</u> of executed contracts and Service Level Agreements used as working documents.	<b>TEMPORARY</b> Destroy 1 year after action completed or expiry of agreement, whichever is the later
<b>1.3</b>	<b>Contract Monitoring</b>	<i>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.</i>	



**Attorney-General's Department - Policy, Projects & Technology - Public Safety Solutions - South Australian Government Radio Network (SAGRN) (and predecessor agencies)**

Item No.	FUNCTION Activity / Process	Description / Disposal Class	Disposal Action
<b>1 CONTRACT MANAGEMENT</b>			
1.3.1	Contract Monitoring	Records documenting KPI's which are monitored and reported on as required under the contract, eg SAGRN Operations Reports.  See item 4.4 NETWORK OPERATIONS MANAGEMENT - Reporting for reports produced under the Contract.	<b>Temporary</b> Destroy 20 years after action completed
1.3.2	Contract Monitoring	Records documenting the application of penalties to the service provider 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.	<b>TEMPORARY</b> Destroy 5 years after contract has expired
1.3.3	Contract Monitoring	Records documenting the application of penalties to the State for not meeting the conditions of the contract, including financial penalties.	<b>TEMPORARY</b> Destroy 5 years after contract has expired
<b>1.4</b>	<b>Contract Variation</b>	<i>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.</i>	
1.4.1	Contract Variation	Original signed variations to <u>significant</u> contracts.	<b>PERMANENT</b>
1.4.2	Contract Variation	Original signed variations to <u>ordinary</u> contracts.	<b>TEMPORARY</b> Destroy 20 years after contract has expired



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Item No.	FUNCTION Activity / Process	Description / Disposal Class	Disposal Action
<b>1 CONTRACT MANAGEMENT</b>			
1.4.3	Contract Variation	Records relating to the development and agreement of a customer order to undertake additional or specific work subordinate to an overarching contract. See item 4.5 NETWORK OPERATIONS MANAGEMENT - Service Desk for records documenting Non Standard Service Requests (NSSR).	<b>TEMPORARY</b> Destroy 5 years after contract has expired
1.5	<b>Meetings</b>	<i>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)</i>  <i>See item 2.3 GOVERNANCE - Boards and Committees for records relating to Governance meetings such as SAGRN Board or PSCAG.</i>  <i>See item 7.4 STRATEGIC INFRASTRUCTURE MANAGEMENT - Meetings for records relating to Operational Service Delivery meetings.</i>  <i>See item 5.1 PROJECTS-Meetings for records relating to Project meetings.</i>	
1.5.1	Meetings	Records relating to meetings held during the development, negotiation or execution phase of a <u>significant</u> contract.	<b>PERMANENT</b>
1.5.2	Meetings	Records relating to meetings held during the development, negotiation or execution phase of an <u>ordinary</u> contract.	<b>TEMPORARY</b> Destroy 20 years after contract has expired.
1.5.3	Meetings	Records relating to regular meetings held as required by the terms and conditions of a contract, eg contract management meetings.	<b>TEMPORARY</b> Destroy 20 years after contract has expired.



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Item No.	FUNCTION Activity / Process	Description / Disposal Class	Disposal Action
<b>2 GOVERNANCE</b>			
<b>2</b>	<b>GOVERNANCE</b>	<b>The function of being responsible for the direction and control of resources. Includes providing guidance, direction and approval for decisions affecting the SAGRN.</b>	
<b>2.1</b>	<b>Advice</b>	<i>The activities associated with offering opinions by or to the organisation as to an action or judgement. Includes the process of advising. (KAAA)</i>	
2.1.1	Advice	Records relating to the request for advice to or from Crown Solicitors Office or State Procurement Board related to the contract management function.	<b>See GDS 15 (as amended) v8 for LEGAL SERVICES-Advice 10.5.1 for Crown Solicitor's advice or 10.5.4 for routine legal advice.</b>
<b>2.2</b>	<b>Authorisation</b>	<i>The process of seeking and granting permission to undertake a requested action. (KAAA)</i>	
2.2.1	Authorisation	Delegation of power to agency staff to authorise <u>significant</u> action relating to the management of the SAGRN, eg delegation of authority above usual level by Minister to Chief Executive or Director. For example, authority to pay invoice or sign contract that would otherwise need to be authorised by the Minister.  Includes the request for delegation.	<b>PERMANENT</b>



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Item No.	FUNCTION Activity / Process	Description / Disposal Class	Disposal Action
<b>2 GOVERNANCE</b>			
2.2.2	Authorisation	Delegation of power to agency staff to authorise <u>routine</u> action relating to the management of the SAGRN, eg delegation of authority above usual level by Chief Executive or Director to Program/Project Manager. For example, authority to pay invoice or sign contract that would otherwise need to be authorised by the CE or Director.  Includes the request for delegation.	<b>TEMPORARY</b> Destroy 10 years after action completed
2.3	<b>Boards and Committees</b>	<i>The activities associated with the management of boards, committees, task forces, steering groups, working parties. Includes management of the SAGRN Board.</i>  <i>See item 1.5 CONTRACT MANAGEMENT - for records relating to contract negotiation meetings.</i>  <i>See item 7.4 STRATEGIC INFRASTRUCTURE MANAGEMENT - Meetings for records relating to Operational Service Delivery meetings.</i>  <i>See item 5.1 PROJECTS - Meetings for records relating to Project meetings.</i>	
2.3.1	Boards and Committees	Records relating to the <u>proceedings of high level leadership and Governance Boards and committees</u> , eg the SAGRN Board and includes future and predecessor versions of the Board. Includes minutes, agendas and papers.	<b>PERMANENT</b>
2.3.2	Boards and Committees	Records relating to the <u>membership of high level leadership and Governance Boards and committees</u> . Includes members, proxies and terms of reference.	<b>PERMANENT</b>



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Item No.	FUNCTION Activity / Process	Description / Disposal Class	Disposal Action
<b>2 GOVERNANCE</b>			
2.3.3	Boards and Committees	Records relating to the <u>proceedings of advisory groups and committees</u> , eg Public Safety Communications Advisory Group (PSCAG), Agency Working Group (AWG) and ad hoc groups and committees. Includes discussion papers submitted to PSCAG. Includes future and predecessor advisory groups. Includes minutes, agendas and papers.	<b>TEMPORARY</b> Destroy 20 years after action completed
2.3.4	Boards and Committees	Records relating to the <u>membership of advisory groups and committees</u> , eg Public Safety Communications Advisory Group (PSCAG), Agency Working Group (AWG) and ad hoc groups and committees. Includes members, proxies and terms of reference.	<b>TEMPORARY</b> Destroy 10 years after action completed
2.3.5	Boards and Committees	Records relating to the administrative process of any Board, committee or advisory group. Includes timetabling, catering, etc.	<b>TEMPORARY</b> Destroy 2 years after action completed
2.4	<b>Reporting</b>	<i>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. (KAAA)</i>  <i>See item 4.2 NETWORK OPERATIONS MANAGEMENT - Incident Management for responses to incidents of Network failure.</i>	



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Item No.	FUNCTION Activity / Process	Description / Disposal Class	Disposal Action
<b>2 GOVERNANCE</b>			
2.4.1	Reporting	Formal response to a <u>significant</u> situation or request to Minister or CE, eg complaint by an unsuccessful respondent about procurement process, including complaints to State Procurement Board and Ministers. See item 2.3 GOVERNANCE - Boards and Committees for formal responses submitted to the SAGRN Board as papers.	<b>PERMANENT</b>
2.4.2	Reporting	Formal response to a <u>routine</u> situation or request to Minister or CE, eg progress of minor Upgrade works such as build of a new tower. See item 2.3 GOVERNANCE - Boards and Committees for formal responses submitted to the SAGRN Board as papers.	<b>TEMPORARY</b> Destroy 10 years after action completed



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Item No.	FUNCTION Activity / Process	Description / Disposal Class	Disposal Action
<b>3 INFRASTRUCTURE LIBRARY MANAGEMENT</b>			
<b>3</b>	<b>INFRASTRUCTURE LIBRARY MANAGEMENT</b>	<p>The function of managing information describing the set up and deployment of SAGRN critical infrastructure. Includes overall Network configuration as well as site specific information. Includes creating, capturing, registering, classifying, indexing, storing, retrieving and disposing of information.</p> <p><b>These records are vital to the operation of the SAGRN.</b></p>	
<b>3.1</b>	<b>Data Administration</b>	<i>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).</i>	
3.1.1	Data Administration	<p>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.</p> <p>See item 2.3 GOVERNANCE - Boards and Committees for reports of significant migration.</p>	<b>TEMPORARY</b> Destroy 20 years after data migrated
<b>3.2</b>	<b>Library Maintenance</b>	<i>The activities associated with ensuring the currency of the information within the Library.</i>	
3.2.1	Library Maintenance	<p>Master <u>Network</u> Control documents. Includes network configurations, drawings, plans, data, topologies and coverage maps/plots.</p> <p>Includes whole of Network and individual sub networks.</p>	<b>PERMANENT</b> Actively manage and migrate to ensure ongoing accessibility for evidentiary and/or historical purposes.



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Item No.	FUNCTION Activity / Process	Description / Disposal Class	Disposal Action
<b>3 INFRASTRUCTURE LIBRARY MANAGEMENT</b>			
3.2.2	Library Maintenance	Records relating to licensing for the SAGRN. Includes software licences and files and Spectrum licences.	<b>TEMPORARY</b> Destroy 10 years after superseded or discontinued
3.2.3	Library Maintenance	Master <u>Site</u> Control documents for each radio site. Includes site specifications, drawings, plans. Includes master sites and control documents for decommissioned sites.	<b>PERMANENT</b> Actively manage and migrate to ensure ongoing accessibility for evidentiary and/or historical purposes.
3.2.4	Library Maintenance	Reports of assessments by a certified assessor of towers owned or utilised by SAGRN. Includes Structural assessments.	<b>PERMANENT</b>
3.2.5	Library Maintenance	Configuration management database, ie the Network data (eg network traffic, settings, etc.) that is created by and stored in a Network Management tool used by the Contractor.	<b>TEMPORARY</b> Review 20 years after action completed and destroy if there is no longer any business need  Maintain and reformat as required for administrative purposes.
3.2.6	Library Maintenance	Point in time extract of configuration database.	<b>TEMPORARY</b> Destroy 5 years after action completed



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Item No.	FUNCTION Activity / Process	Description / Disposal Class	Disposal Action
<b>3 INFRASTRUCTURE LIBRARY MANAGEMENT</b>			
3.2.7	Library Maintenance	Records relating to the management of data carriage services.  See GDS 15 (as amended) for processing of invoices.	<b>TEMPORARY</b> Destroy 10 years after action completed
3.2.8	Library Maintenance	Database of spectrum licences applicable to the SAGRN, ie the licences to use certain frequencies at locations across the State as issued by the Australian Communications and Media Authority (ACMA).	<b>TEMPORARY</b> Review 20 years after action completed and destroy if there is no longer any business need  Maintain and reformat as required for administrative purposes.
3.2.9	Library Maintenance	Master settings files used to program terminals with appropriate talkgroups; individual radio settings and button layouts. Also known as <u>master codeplug</u> .	<b>TEMPORARY</b> 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
<b>3 INFRASTRUCTURE LIBRARY MANAGEMENT</b>			
3.2.10	Library Maintenance	Settings files used to program terminals with agency specific talkgroups, radio settings and button layouts. Also known as <u>agency-specific codeplugs</u> .	<b>TEMPORARY</b> Destroy 5 years after superseded or discontinued  Maintain and reformat as required for administrative purposes.
3.2.11	Library Maintenance	Database of all terminals in use on the Network, also known as <u>fleetmap</u> .	<b>TEMPORARY</b> Review 20 years after action completed and destroy if there is no longer any business need  Maintain and reformat as required for administrative purposes.
3.2.12	Library Maintenance	Raw data relating to the voice network extracted from network monitoring systems. Includes ATIA data from Genwatch.	<b>TEMPORARY</b> 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
<b>3 INFRASTRUCTURE LIBRARY MANAGEMENT</b>			
<b>3.3</b>	<b>Security</b>	<i>The activities associated with measures taken to protect people, premises, equipment or information from accidental or intentional damage or from unauthorised access. (KAAA)</i>	
3.3.1	Security	Records relating to the encryption key management facility (KMF).	<b>TEMPORARY</b> 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.	<b>TEMPORARY</b> Destroy 5 years after action completed



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Item No.	FUNCTION Activity / Process	Description / Disposal Class	Disposal Action
<b>4 NETWORK OPERATIONS MANAGEMENT</b>			
<b>4</b>	<b>NETWORK OPERATIONS MANAGEMENT</b>	<b>The functions associated with keeping the radio network in effective operation on a daily basis. Includes fault reporting, help and desktop support.</b>	
<b>4.1</b>	<b>Equipment Management</b>	<i>The activities involved in managing mobile or spare equipment stocked and used by the Network Manager. Includes acquiring, supplying, maintaining, repairing, disposing of equipment.</i>	
4.1.1	Equipment Management	Records relating to the <u>acquisition or disposal</u> of terminals, base stations, and mobile equipment such as generators.	<b>TEMPORARY</b> Destroy 5 years after action completed
4.1.2	Equipment Management	Records relating to the <u>fit out or installation</u> of mobile equipment such as generators or terminals.	<b>TEMPORARY</b> Destroy 5 years after action completed
4.1.3	Equipment Management	Records relating to the management and deployment of spares. See GDS 15 v 8 item 5.12 FINANCIAL MANAGEMENT - Asset Register for asset lists.	<b>TEMPORARY</b> Destroy 5 years after action completed
<b>4.2</b>	<b>Incident Management</b>	<i>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.</i>  <i>See item 4.5 NETWORK OPERATIONS MANAGEMENT - Service Desk for records relating to planned outages.</i>	
4.2.1	Incident Management	Records relating to the <u>response or reviews of the response during</u> an incident classed as <u>Severity Level 1 or 2</u> .  Includes records created by the agency and the contracted ongoing management service provider.	<b>PERMANENT</b>



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Item No.	FUNCTION Activity / Process	Description / Disposal Class	Disposal Action
<b>4 NETWORK OPERATIONS MANAGEMENT</b>			
4.2.2	Incident Management	Records relating to the <u>response or reviews of the response during</u> an incident rated as <u>Severity Level 3 to 5</u> . Includes records created by the agency and the contracted ongoing management service provider.	<b>TEMPORARY</b> Destroy 10 years after action completed
<b>4.3</b>	<b>Policy and Procedures</b>	<i>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)</i>	
4.3.1	Policy and Procedures	<u>Master set</u> of Policies, Plans, circulars, manuals, handbooks, instructions and other information detailing procedures supporting the Network Operations Management function. Includes procedures developed by the contracted ongoing management service provider for use by the State (customer) and end users (user agencies).	<b>PERMANENT</b>
4.3.2	Policy and Procedures	Records relating to the development of policy, plans and procedures supporting the Network Operations Management function.	<b>TEMPORARY</b> Destroy 5 years after action completed
4.3.3	Policy and Procedures	Procedure manuals, technical reference materials used in the management of use of the Network.	<b>TEMPORARY</b> Destroy 3 months after superseded
<b>4.4</b>	<b>Reporting</b>	<i>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. (KAAA)</i>	
4.4.1	Reporting	<u>Annual</u> reports produced by the contracted ongoing management service provider under contract.	<b>PERMANENT</b>



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Item No.	FUNCTION Activity / Process	Description / Disposal Class	Disposal Action
<b>4 NETWORK OPERATIONS MANAGEMENT</b>			
4.4.2	Reporting	Other reports for all sub-networks and services produced by the contracted ongoing management service provider that are not daily, weekly or annual reports, eg <u>monthly, bi-monthly or bi-annual reports</u> . Includes legacy SFM reports.	<b>TEMPORARY</b> Destroy 20 years after expiry of contract
4.4.3	Reporting	<u>Weekly</u> reports for all sub-networks and services produced by the contracted ongoing management service provider under contract. Includes summary of service desk weekly calls.	<b>TEMPORARY</b> Destroy 5 years after action completed
4.4.4	Reporting	<u>Daily</u> reports for all sub-networks and services produced by the contracted ongoing management service provider under contract. Includes service desk daily calls and incident reports.	<b>TEMPORARY</b> Destroy 12 months after action completed
4.4.5	Reporting	<u>Periodic internal or system reports</u> used to monitor the state of the SAGRN. Reports may be requested of the Contractor for another purpose (eg User Agency audit of use; OSD investigating potential effect of proposed change); or produced by OSD from the Configuration Database or ATIA Data (eg modelling of voice activity during a specific activity or period of increased usage).	<b>TEMPORARY</b> Destroy 3 months after reference ceases



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Item No.	FUNCTION Activity / Process	Description / Disposal Class	Disposal Action
<b>4 NETWORK OPERATIONS MANAGEMENT</b>			
<b>4.5</b>	<b>Service Desk</b>	<i>The activities associated with providing a single point of contact and coordination for all User Agencies, contractors, third parties and SAGRN staff.  Includes activities such as record, classify and direct all calls, enquiries, incident reports, requests for change and service requests; answer queries regarding operation and status of the SAGRN; rectify a range of common or simple incidents; fulfil service requests; action requests for standard changes; provided updates on the status and progress of incidents and changes; coordinate all OMS activities.</i>	
4.5.1	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 SAGRN. Includes requests for technical advice, resetting of passwords and recovery of data from backups; advice regarding commissioning or decommissioning of terminals; and requests for change (eg NSSR).	<b>TEMPORARY</b> Destroy 5 years after action completed
4.5.2	Service Desk	NOCC daily logs. Includes planned outages, errors and log sheets.	<b>TEMPORARY</b> Destroy 2 years after action completed
<b>4.6</b>	<b>Training</b>	<i>The activities associated with all aspects of training (external/internal) available to staff. (KAAA)</i>	
4.6.1	Training	<u>Generic material</u> used to train users in the use of terminals on the SAGRN.	<b>TEMPORARY</b> Destroy 5 years after material superseded or discontinued



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Item No.	FUNCTION Activity / Process	Description / Disposal Class	Disposal Action
<b>4 NETWORK OPERATIONS MANAGEMENT</b>			
4.6.2	Training	Material used to train users in <u>agency specific</u> standard terminal operating procedures, ie legacy material provided to SAGRN.  Note: Agencies are responsible for maintaining agency-specific SAGRN training material.	<b>TEMPORARY</b> Destroy 2 years after material superseded or discontinued



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Item No.	FUNCTION Activity / Process	Description / Disposal Class	Disposal Action
<b>5 PROJECTS</b>			
5	<b>PROJECTS</b>	<p><b>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 create 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.</b></p> <p><b>Includes large scale upgrades and minor alterations to existing systems or processes, as well as new initiatives.</b></p> <p><b>See item 1 CONTRACT MANAGEMENT for contract development, negotiation, execution or variation.</b></p>	
5.1	<b>Meetings</b>	<p><i>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)</i></p> <p><i>See item 1.5 CONTRACT MANAGEMENT - Meetings for records relating to contract development, negotiation or variation.</i></p> <p><i>See item 2.3 GOVERNANCE - Boards and Committees for records relating to Governance meetings such as SAGRN Board or PSCAG.</i></p> <p><i>See item 7.4 STRATEGIC INFRASTRUCTURE MANAGEMENT - Meetings for records relating to Operational Service Delivery meetings.</i></p>	



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Item No.	FUNCTION Activity / Process	Description / Disposal Class	Disposal Action
<b>5 PROJECTS</b>			
5.1.1	Meetings	Records relating to the membership and proceedings of <u>high-level</u> project meetings, eg State and Contractor Project/Program Manager meetings. Includes members, proxies and terms of reference. Also includes list of members, proxies and terms of reference; and minutes, agendas and papers.	<b>PERMANENT</b>
5.1.2	Meetings	Records relating to the membership and proceedings of <u>routine</u> project meetings, eg Sub-Network Project management meetings and regular Project team meetings. Includes members, proxies and terms of reference. Also includes list of members, proxies and terms of reference; and minutes, agendas and papers.	<b>TEMPORARY</b> Destroy 20 years after action completed
5.1.3	Meetings	Records relating to administrative arrangements for meetings.	<b>TEMPORARY</b> Destroy 2 years after action completed
<b>5.2</b>	<b>Procurement</b>	<p><i>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.</i></p> <p><i>See item 1 CONTRACT MANAGEMENT for contract development, negotiation, execution or variation.</i></p> <p><i>See item 7.7 STRATEGIC INFRASTRUCTURE MANAGEMENT - Procurement for procurements outside of the specialised Project function.</i></p>	



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Item No.	FUNCTION Activity / Process	Description / Disposal Class	Disposal Action
<b>5 PROJECTS</b>			
5.2.1	Procurement	Records relating to the letting of <u>significant tenders</u> , eg the SAGRN Upgrade and the SAGRN Ongoing Management Service Provider Request for Proposal. 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.	<b>PERMANENT</b>
5.2.2	Procurement	Records relating to the letting of <u>ordinary tenders</u> , eg battery replacement at radio sites or the construction of a new tower. 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.	<b>TEMPORARY</b> Destroy 20 years after contracted works completed
5.3	<b>Project Management</b>	<i>The activities involved in managing the project lifecycle from start up through to project closure.</i>  <i>Includes such tasks as researching and developing requirements; planning the way forward for a project; scheduling and tracking 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.</i>	



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Item No.	FUNCTION Activity / Process	Description / Disposal Class	Disposal Action
<b>5 PROJECTS</b>			
5.3.1	Project Management	<p>Records relating to <u>investigating or enquiring</u> into a subject 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.</p> <p>The SAGRN Upgrade is an example of a significant project.</p> <p>Includes seeking expert advice from in-house subject matter experts or external parties or consultants.</p> <p>See item 1.2 CONTRACT MANAGEMENT - Contract Development for signed contracts with external parties or consultants.</p>	<b>PERMANENT</b>
5.3.2	Project Management	<p>Records relating to <u>investigating or enquiring</u> into a subject 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.</p> <p>Constructing a new radio site or replacing batteries at radio sites are examples of routine projects.</p> <p>Includes seeking expert advice from in-house subject matter experts or external parties or consultants.</p> <p>See item 1.2 CONTRACT MANAGEMENT - Contract Development for signed contracts with external parties or consultants.</p>	<b>TEMPORARY</b> Destroy 20 years after action completed



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Item No.	FUNCTION Activity / Process	Description / Disposal Class	Disposal Action
<b>5 PROJECTS</b>			
5.3.3	Project Management	Records relating to <u>running a significant project</u> and maintained as a project file, eg the SAGRN Upgrade.  Includes start up, initiation, governance, work product and closure of a project eg 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.	<b>PERMANENT</b>
5.3.4	Project Management	Records relating to <u>running a routine project</u> maintained as a project file, eg construction of a new tower or replacement of batteries at SAGRN sites.  Includes start up, initiation, governance, work product and closure of a project, eg 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.	<b>TEMPORARY</b> Destroy 20 years after action completed
5.3.5	Project Management	Supplementary records relating to running significant or routine projects.	<b>TEMPORARY</b> Destroy 5 years after action completed
5.3.6	Project Management	Records relating to the administrative processes of project management.	<b>TEMPORARY</b> Destroy 2 years after action completed



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Item No.	FUNCTION Activity / Process	Description / Disposal Class	Disposal Action
<b>6 SITE MANAGEMENT</b>			
<b>6</b>	<b>SITE MANAGEMENT</b>	<b>The function of managing individual sites to ensure they are fit for purpose. Includes maintenance and repairs.</b> <b>Includes routine and publicly available information (including information available for a fee) relating to site ownership and leasing arrangements.</b> <b>See item 3.2 INFRASTRUCTURE LIBRARY MANAGEMENT - Library Maintenance for master site control records.</b>	
<b>6.1</b>	<b>Maintenance</b>	<i>The activities associated with the upkeep, repair, servicing and preservation of internal/external conditions of premises, equipment, etc. (KAAA)</i>	
6.1.1	Maintenance	Records relating to audit or compliance testing of facilities owned or utilised by SAGRN. See item 4.4 NETWORK OPERATIONS MANAGEMENT - Reporting for summary records of significant issues. See also item 2.3 GOVERNANCE - Boards and Committees for details of audits as reported to the SAGRN Board.	<b>TEMPORARY</b> Destroy 20 years after action completed
6.1.2	Maintenance	Ongoing maintenance of infrastructure facilities and minor repairs and maintenance. Includes repairs or replacing fencing and air conditioners.	<b>TEMPORARY</b> Destroy 7 years after action completed
6.1.3	Maintenance	Records relating to monitoring the supply, installation and routine maintenance of equipment and associated necessary services by the contractor.	<b>TEMPORARY</b> Destroy 7 years after action completed
<b>6.2</b>	<b>Policy and Procedures</b>	<i>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)</i>	



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Item No.	FUNCTION Activity / Process	Description / Disposal Class	Disposal Action
<b>6 SITE MANAGEMENT</b>			
6.2.1	Policy and Procedures	<u>Master set</u> of Policies, Plans, circulars, manuals, handbooks, instructions and other information detailing procedures supporting the Site Management function. Includes procedures developed by the contracted ongoing management service provider for use by the State (customer) and end users (user agencies).	<b>PERMANENT</b>
6.2.2	Policy and Procedures	Records relating to the development of policy, plans and procedures supporting the Site Management function.	<b>TEMPORARY</b> Destroy 5 years after action completed
<b>6.3</b>	<b>Site Sharing</b>	<i>The activities involved with managing the relationship with site sharers either where the State is the landlord or the tenant.</i>  <i>See item 1.2 CONTRACT MANAGEMENT - Contract Development for executed contracts governing the arrangements.</i>	
6.3.1	Site Sharing	Records relating to lease and licensing agreements between SAGRN and private individual, company or infrastructure owner for site sharing either as tenant or landlord. Includes agreements for any combination of land, tower or hut.	<b>TEMPORARY</b> Destroy 20 years after agreement superseded or discontinued



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Item No.	FUNCTION Activity / Process	Description / Disposal Class	Disposal Action
<b>7 STRATEGIC INFRASTRUCTURE MANAGEMENT</b>			
7	<b>STRATEGIC INFRASTRUCTURE MANAGEMENT</b>	<b>The function of ensuring the effective management of the overall Network, including State and Contractor system and process integration. Includes providing strategic direction for the long term sustainability of the Network.</b>	
7.1	<b>Change Management</b>	<i>The management and control of changes in technical and operational processes, as requested both internally and externally from SAGRN user agencies. Changes include operational and/or technical changes to systems, networks or processes in technology and telecommunications.</i>  <i>See item 5.3 PROJECTS - Project Management for changes that occur as part of a designated project.</i>	
7.1.1	Change Management	<u>Major</u> records documenting requests and changes made to technology and processes in the management of the SAGRN. Includes changes to hardware, communications equipment, communications software, physical facilities or services such as technical configurations, software upgrade, or changes to the radio use process or other whole of network standard operating procedures.  See item 2.3.1 GOVERNANCE - Boards and Committees for records relating to change management as reported to the SAGRN Board.	<b>PERMANENT</b>



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Item No.	FUNCTION Activity / Process	Description / Disposal Class	Disposal Action
<b>7 STRATEGIC INFRASTRUCTURE MANAGEMENT</b>			
7.1.2	Change Management	<u>Routine or minor</u> records documenting requests and changes made to technology and processes in the management of the SAGRN. Includes changes to hardware, communications equipment, communications software, physical facilities or services such as technical configurations, software upgrade, or changes to the radio use process or other whole of network standard operating procedures.  See item 2.3.1 GOVERNANCE - Boards and Committees for records relating to change management as reported to the SAGRN Board.	<b>TEMPORARY</b> Destroy 20 years after system superseded
<b>7.2</b>	<b>Contractor Management</b>	<i>The activities associated with managing Contractors.</i>	
7.2.1	Contractor Management	Register of approved (registered) installers pre-approved to perform work on the SAGRN, eg terminal installers. Includes contact details (address, phone number) for registrants.	<b>TEMPORARY</b> Destroy 10 years after action completed  Maintain and reformat as required for administrative purposes.
7.2.2	Contractor Management	Records relating to 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.	<b>TEMPORARY</b> Destroy 8 years after installer has been removed from the register



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<b>7 STRATEGIC INFRASTRUCTURE MANAGEMENT</b>			
7.2.3	Contractor Management	Records relating to management of other ad hoc and routine contractors, such as for lawn mowing and radio site repairs.	<b>TEMPORARY</b> Destroy 10 years after action completed
<b>7.3</b>	<b>Evaluation</b>	<p><i>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)</i></p> <p><i>Note: Even proposals that don't proceed to build provide significant information regarding the Network. Whilst a proposed change does not work in the current Network set up it may be flagged to work in the next hardware/software upgrade or be a solution that could be used at another site (eg tower or cabinet design).</i></p> <p><i>See GDS 15 v 8, item 13.67 PROPERTY MANAGEMENT - Maintenance for maintenance and repairs.</i></p> <p><i>See item 5.3 PROJECTS - Project Management for implementation of change.</i></p>	
7.3.1	Evaluation	Records relating to investigating the need to change the <u>management configuration</u> of the Network regardless of whether they proceed, eg decentralise or re-centralise functions.	<b>PERMANENT</b>
7.3.2	Evaluation	Records relating to investigating <u>significant changes to radio sites</u> , regardless of whether they proceed. Includes the need to build new, relocate existing, or decommission a site, building or tower.	<b>PERMANENT</b>
7.3.3	Evaluation	Records relating to investigating <u>routine changes to radio sites</u> , regardless of whether they proceed. Includes fit out, renovation or repair.	<b>TEMPORARY</b> Destroy 10 years after action completed



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<b>7 STRATEGIC INFRASTRUCTURE MANAGEMENT</b>			
7.3.4	Evaluation	Records relating to investigating the need to make <u>significant</u> change to the configuration of a <u>sub-network</u> regardless of whether they proceed, ie Voice, Paging, Intersite links, Communications Centres, Dispatch. Includes adding to, decommissioning of or change to infrastructure or current configuration. Includes creation of a new sub-network, eg Mobile Data.	<b>PERMANENT</b>
7.3.5	Evaluation	Records relating to investigating the need to make <u>routine</u> change to the configuration of a <u>sub-network</u> regardless of whether they proceed, ie Voice, Paging, Inter-site links, Communications Centres, Dispatch. Includes changes to link pathways or spectrum licensing.	<b>TEMPORARY</b> Destroy 10 years after network configuration documents have been updated
<b>7.4</b>	<b>Meetings</b>	<p><i>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)</i></p> <p><i>See item 1.5 CONTRACT MANAGEMENT - Meetings for meetings required as part of contract arrangements.</i></p> <p><i>See item 2.3 GOVERNANCE - Boards and Committees for records relating to Governance committees such as SAGRN Board and PSCAG.</i></p> <p><i>See item 5.1 PROJECTS - Meetings for records relating to Project Management.</i></p>	



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Item No.	FUNCTION Activity / Process	Description / Disposal Class	Disposal Action
<b>7 STRATEGIC INFRASTRUCTURE MANAGEMENT</b>			
7.4.1	Meetings	Records relating to the membership and proceedings of <u>high-level</u> meetings between/within OSD/Public Safety/Contractor to discuss issues as they arise, eg implications for SACAD of not including ComCens in SAGRN Upgrade RFP. Includes members, proxies and terms of reference. Includes list of members, proxies and terms of reference; and minutes, agendas and papers.	<b>PERMANENT</b>
7.4.2	Meetings	Records relating to the membership and proceedings of a <u>routine or ad hoc</u> meetings between/within OSD/Public Safety/Contractor to discuss issues as they arise, eg interaction between OSD and Project tasks, or State Rescue Helicopter operational requirements for timing of radio terminal upgrade in helicopters. Includes members, proxies and terms of reference. Includes list of members, proxies and terms of reference; and minutes, agendas and papers.	<b>TEMPORARY</b> Destroy 10 years after action completed
7.4.3	Meetings	Records relating to the administrative process of a meeting. Includes timetabling, catering, etc.	<b>TEMPORARY</b> Destroy 2 years after action completed
<b>7.5</b>	<b>Planning</b>	<i>The process of formulating ways in which objectives can be achieved. Includes determination of services, needs and solutions to those needs. (KAAA)</i>	



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<b>7 STRATEGIC INFRASTRUCTURE MANAGEMENT</b>			
7.5.1	Planning	Master copy of <u>significant</u> (including whole of government) Operational Service Delivery plans, eg Incident Management Plan, Capacity Management Plan, Problem Management Plan, Security Management Plan, Service Continuity Management Plan, Preventative Maintenance Plan.	<b>PERMANENT</b>
7.5.2	Planning	Master copy of <u>routine</u> or agency specific Operational Service Delivery plans, eg Acceptance Test Plan, Inspection Test Plan.	<b>TEMPORARY</b> Destroy 10 years after action completed
7.5.3	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 periodic system reports, for which see item 7.5.4 below.	<b>TEMPORARY</b> Destroy 5 years after action completed
7.5.4	Planning	Periodic system reports used for planning purposes, eg Genwatch reports	<b>TEMPORARY</b> Destroy 2 years after action completed
<b>7.6</b>	<b>Policy and Procedures</b>	<i>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).</i>	
7.6.1	Policy and Procedures	<u>Master copy</u> of government, industry and/or agency-wide policies that have the authorisation of the Chief Executive or Minister relating to the Operational Service Delivery function.	<b>PERMANENT</b>



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<b>7 STRATEGIC INFRASTRUCTURE MANAGEMENT</b>			
7.6.2	Policy and Procedures	Records relating to the <u>formulation</u> of government, industry and/or agency-wide policies. Includes major drafts.	<b>TEMPORARY</b> Destroy 10 years after action completed
7.6.3	Policy and Procedures	<u>Supplementary records</u> relating to the background and development of policies relating to the Operational Service Delivery function. Includes working papers, interim and draft reports, surveys, and proposals not adopted. Excludes major drafts.	<b>TEMPORARY</b> Destroy 5 years after action completed
<b>7.7</b>	<b>Procurement</b>	<i>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.</i>  <i>See item 1 CONTRACT MANAGEMENT for contract development, negotiation, execution or variation.</i>  <i>See item 5.2 PROJECTS - Procurement for significant procurements such as large scale projects or the Ongoing Management Service (OMS) contract.</i>	
7.7.1	Procurement	Records relating to the letting of tenders. Includes Registration of Interest, Request for Tender, Request for Proposal, etc. Includes Acquisition and Evaluation Plans, scoring matrices, purchase recommendation, probity and tender assessment.	<b>TEMPORARY</b> Destroy 10 years after contract has expired



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<b>7 STRATEGIC INFRASTRUCTURE MANAGEMENT</b>			
<b>7.8</b>	<b>Transition</b>	<p><i>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 that the State is currently undertakes becomes the responsibility of the Contractor, or vice versa; or a task is delegated to user agencies, or vice versa. Transition requires agreement (eg contract, Memorandum of Understanding, etc), co-ordination (eg plans, processes); plus transfer of information (eg handover of records or access to data).</i></p> <p><i>See item 1.2 CONTRACT MANAGEMENT - Contract Development for agreement to transition.</i></p> <p><i>See item 2.3 GOVERNANCE - Boards and Committees for approval to transition.</i></p>	
7.8.1	Transition	Records documenting the transition of the SAGRN from the organisation that built and managed the Network to the State or subsequent Network Manager.	<b>PERMANENT</b>
7.8.2	Transition	Records documenting the transfer of ownership or responsibility for the <u>externally contracted Ongoing Management Services</u> function.	<b>PERMANENT</b>
7.8.3	Transition	Records documenting the transfer of ownership or responsibility for the <u>State managed Operational Service Delivery (OSD)</u> function.	<b>PERMANENT</b>
7.8.4	Transition	Records documenting the handover to and <u>acceptance by OSD</u> of <u>Network Upgrade works</u> , eg completed projects transferred from Project Management to OSD.	<b>PERMANENT</b>



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Item No.	FUNCTION Activity / Process	Description / Disposal Class	Disposal Action
<b>7 STRATEGIC INFRASTRUCTURE MANAGEMENT</b>			
<b>7.9</b>	<b>User Management</b>	<i>The activity of managing relationships with SAGRN network user agencies to discuss and formulate requirements of individual user agencies and the Network as a whole, to ensure network usage meets identified needs.</i>	
7.9.1	User Management	Register of nominated user agency representatives (PARs/ARs).	<p><b>TEMPORARY</b> Review 20 years after action completed and destroy if there is no longer any business need.</p> <p>Actively manage and migrate to ensure ongoing accessibility for evidentiary and/or historical purposes.</p>



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