

Decommissioning of Systems

What is decommissioning?

Decommissioning is the process of removing a business system or application from active use. While it may seem like a simple technical task, it is a much broader process that involves safeguarding public records, meeting legal and business requirements, and ensuring records remain trustworthy and usable into the future.

Why does it matter?

Decommissioning business systems requires careful planning as these systems contain public records which are valuable assets documenting government decisions and actions and providing services to the community.

When decommissioning systems, it is crucial to retain or dispose of records in accordance with the **Public Records Act 2023 (PR Act)** and disposal authorisations issued by the State Archivist. Failure to do so can lead to unlawful disposal, loss of critical information, and non-compliance with legislation.

What do I need to know?

Queensland State Archives' [Decommissioning Business Systems Workflow and Methodology](#) provides a structured, transparent, and defensible process for managing digital public records when decommissioning legacy business systems.

Key features of the methodology

The methodology addresses the unique challenges of decommissioning legacy systems and is not intended as a business-as-usual approach for disposing of digital public records. It should only be applied for a limited time during the decommissioning process.

Pathways for different scenarios

The methodology outlines four key scenarios for managing digital public records during decommissioning:

- 1 **Records already migrated:** All records have been successfully migrated to another system
- 2 **Inaccessible records:** Records in the system to be decommissioned are not accessible
- 3 **Accessible records without a disposal authorisation:** Accessible records remain in the legacy system and not covered by a current disposal authorisation
- 4 **Accessible records with a disposal authorisation:** Accessible records remain in the legacy system and covered by a current disposal authorisation

The scenarios are not mutually exclusive, and public authorities may need to follow multiple pathways depending on the records and systems under consideration.

3 key steps in the [workflow](#)

Determine who is responsible for public records in the business system

Undertake an initial analysis of the business system

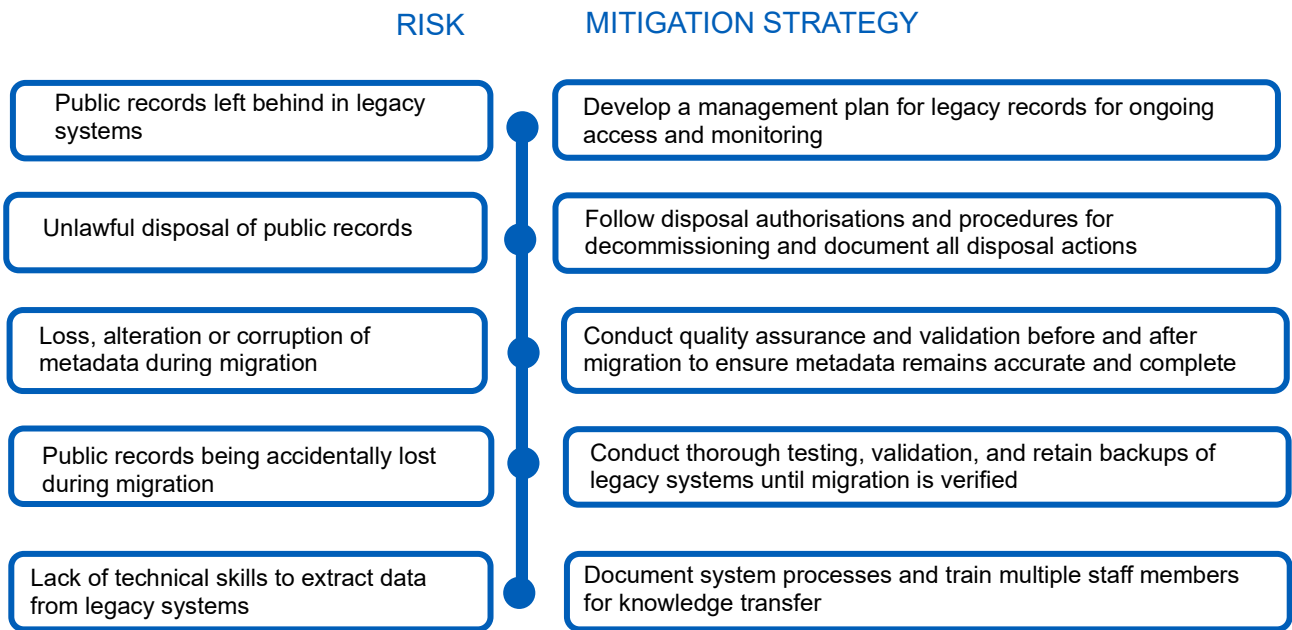
Determine which records are covered by a current disposal authorisation

Risk management during decommissioning

Managing risks during decommissioning is essential to safeguard public records. Key stakeholders should be engaged in a risk assessment, including:

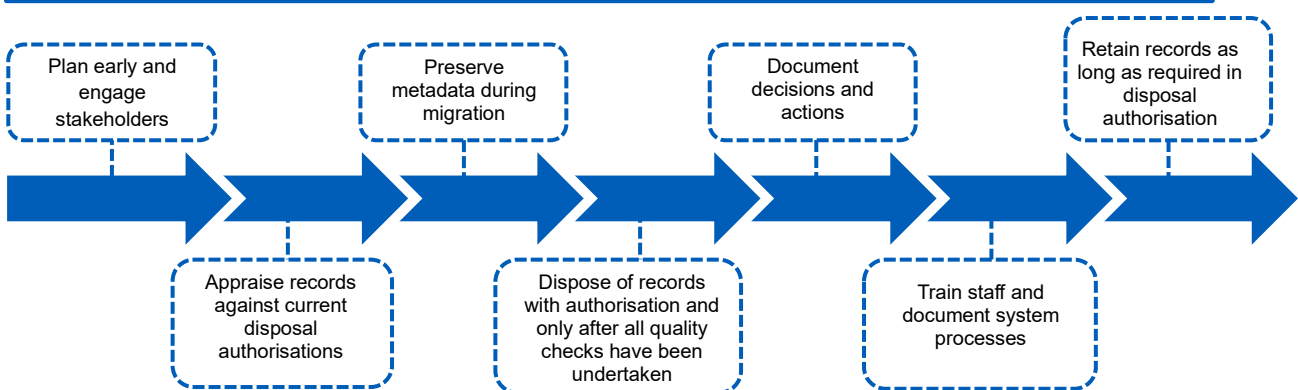
- **Business system owners** to identify public records in the system.
- **Records managers** to address records and organisational requirements.
- **System administrators** to assess system functions and limitations.

Preservation and risk mitigation strategies should prioritise high-value and high-risk public records.



Remember: [Quality assurance checks](#) provide evidence that records remain complete, reliable and usable after migration across business systems.

Managing public records during decommissioning



Where do I find more information?

For guidance on decommissioning of systems, visit the [Queensland State Archives website](#). For specific queries, please contact us at rkqueries@archives.qld.gov.au or phone us on (07) 3037 6630.