# BUILDING INFORMATION MODELLING (BIM)

Guideline on the management and disposal of building information modelling records

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# **Table of contents**

Int	troduction	3
1.	How are BIM records managed?	6
2.	How long are BIM records kept?	12
3.	How are BIM records disposed of?	16
Otl	ther Information	17

## Introduction

#### Why BIM graphical and non-graphical information is valuable?

BIM is the digital representation of physical and functional characteristics of a building, piece of physical infrastructure or environment. In the context of this guideline, BIM graphical and non-graphical information will be referred to as **BIM records**.

BIM records are public records if they are created or received by a Queensland <u>public authority</u> in transaction of its business activities and processes. Public records can be in any format and includes data, records, information and associated metadata.

Why Important	Consequences of poor BIM records
Infrastructure is a cornerstone deliverable of government	Data integrity, quality, accessibility, loss, visibility, sharing issues  Not available for current and future generations
Provides benefits to the community including economic growth, population growth, community development and increased productivity for a range of industries	Low performance (e.g. safety, infrastructure maintenance, limits opportunities, reporting), reputation damage
Valued at >\$300 billion (Qld)	Non-compliance with governance and legislation frameworks
Vital that these assets are managed in the most efficient and resourceful manner for the benefit of all Queenslanders	Interoperability issues, difficult to implement machinery of government issues and stifles government innovation

Consistent with the principles outlined in the <u>Digital Enablement for Queensland Infrastructure - Principles for BIM implementation</u>, construction projects will be required to use BIM to manage their BIM records when:

the design, delivery and asset management of all new major construction projects including those with an estimated capital cost of \$50 million or more which commence a detailed business case from 1 July 2019, and those involving significant alterations, extensions, renovations and repurposing of existing assets



projects where government departments, Figure 1: Queensland State Netball Centre agencies and statutory authorities see the value in BIM to manage existing assets or projects with an estimated capital value below \$50 million.

#### **Applicability**

This Guideline applies to all Queensland public authorities including departments, agencies and statutory authorities using BIM and is issued by the State Archivist under s.25 of the <u>Public</u> <u>Records Act 2002</u> (the Act).

#### **Guideline objectives**

#### The objectives are:

 BIM records will be managed securely at least for the life of the infrastructure asset (from conception to demolition or disposal) in a central repository by the asset owning/maintaining public authority (or authority such as Queensland State Archives (QSA) or CITEC)

Purpose: provide specific advice to creators, users and managers of BIM records to ensure they remain accessible for the life of the infrastructure asset.

- 2. BIM records will be actively managed as an information asset/public record for as long as it is required to be kept for business, legal, access and other purposes authorised by the State Archivist
- 3. BIM records remain current, discoverable (avoiding duplication or recreation) and useable (avoiding data loss or obsolescence).

## **Background**

The <u>State Infrastructure Plan</u> (SIP) released in March 2016 outlined a new Qld State Government strategic direction for the planning, investment and delivery of infrastructure in Queensland. A key action is to implement BIM into all major state infrastructure projects by 2023 to promote a more efficient procurement and better use of existing assets.

#### The benefits of BIM:

- The introduction of BIM models provides information/data on many aspects of infrastructure projects including design, construction, logistics, operation, maintenance, budgets and schedules. The information contained within BIM enables richer analysis of records than traditional processes. BIM also allows information created in one phase to be passed to the next for further development and reuse. This means that project phases become more efficient and there is less duplication of records created during the project.
- BIM supports the management and production of information during the lifecycle of
  infrastructure assets and can deliver beneficial business outcomes including reduction of
  risk and reduction of cost through the production and use of asset and project information
  models.
- BIM allows agencies to work on infrastructure projects in new collaborative environments to achieve higher levels of quality and greater reuse of existing knowledge and experience. An added benefit of this collaboration through the use of BIM is that information is more likely to be communicated, reused and shared more efficiently whilst reducing the risks of loss, contradiction or misinterpretation of information.
- The implementation of BIM enables agencies to manage their permanent, temporary, and short term or transitory value records for infrastructure assets in a more efficient and collaborative way.

#### **Accountability and responsibilities**

The Chief Executive Officer of a public authority has a statutory obligation under section 7 of the Act to ensure their public authority makes and keeps full and accurate records of activities. Obligations of the Act extend to all employees of a public authority, including external contractors where functions are outsourced. Section 1 of this Guidelines provides advice regarding the management of BIM records.

It is the public authority's responsibility to maintain access to records for the minimum authorised retention period issued by the State Archivist, irrespective of changing technology (unless the BIM records have been transferred to QSA). If a format becomes obsolete or falls out of use, it is the public authority's responsibility (and expense) to find a solution. Section 2 of this Guideline provides advice regarding the minimum authorised retention requirements for BIM records.

#### **Associated Policy**

This Guideline falls within the following framework of QSA recordkeeping requirements:

- 1. Records Governance Policy is issued on the authority of the State Archivist under s.25 (1)(f) of the Act and applies to public authorities as defined in the Act.
  - The Records Governance Policy sets out the foundational principles of recordkeeping for Queensland Government agencies and public authorities to meet minimum recordkeeping requirements now and into the future.
- 2. <u>Disposal Authorisation for BIM records</u> is issued on the authority of the State Archivist under s.26 of the Act.

BIM Records are covered under disposal authorisations 2421, 2422, 1270, which outlines the minimum period BIM records must be retained. Disposal of public records before these minimum periods are reached and/or without authorisation from the State Archivist may be in breach of s.13 of the Act.

#### **Definitions**

**Building Information Modelling:** "BIM is the digital representation of physical and functional characteristics of a building, piece of physical infrastructure or environment. BIM serves as a shared knowledge resource for information about an asset throughout its lifecycle—supporting decision making—from strategic appraisal and planning, design and construction to operation, maintenance and renewal. BIM enables a collaborative way of working using digital processes to enable more productive methods of planning, designing, constructing, operating and maintaining assets through their lifecycle." *Digital Enablement for Queensland Infrastructure – Principles for BIM Implementation* 

**BIM Records:** In the context of this guideline, BIM graphical and non-graphical information will be referred to as BIM records.

BIM records are public records if they are created or received by a Queensland <u>public authority</u> in transaction of its business activities and processes. Public records include any format and includes data, records, information and associated metadata.

**Infrastructure Asset Lifecycle:** BIM records cover all elements of the lifecycle of infrastructure assets which includes, but is not limited to:

- strategic planning
- procurement
- documentation
- initial design
- engineering

- construction
- operation
- contract management
- development
- maintenance

- refurbishment and repair
- end-of-life (including transfer, disposal, demolition)

Further glossary terms can be found on the QSA website: <a href="https://www.forgov.qld.gov.au/glossary">https://www.forgov.qld.gov.au/glossary</a>

# 1. How are BIM records managed?

BIM records should be actively managed in accordance with the requirements of the Act for as long as they are required to be kept for business, legal, access and other purposes.

## **Use and ownership of BIM records**

Include in your BIM contracts considerations related to the ongoing use and management of BIM records to cover use, ownership and IP considerations.

Key issues	Relationship to BIM records	Factors for consideration
Permissible use	BIM records will be created and used over the range of project phases in an asset's life cycle. Multiple parties will require access to BIM records over the life of an asset. For example, information will need to be shared between the architect, structural engineer, mechanical engineer, civil engineer, contractors, subcontractors, surveyors and generally with any stakeholder in the project that has a need for information.  In the context of BIM records and this guideline, permissible use refers to recordkeeping considerations associated with setting up permissions for who can view, access and use BIM records through an asset's life cycle.	BIM records may be created by external stakeholders or modified by external stakeholders. To avoid duplication and ensure integrity of the BIM records, common or shared BIM records that are required to be accessed by a number of participants need to be identified, and the responsibility for their creation and maintenance allocated and managed.  It is important that contracts are clear on a range of factors related to BIM records, including:  any contractor mandated use of BIM records  how and when BIM records are transferred from a BIM contractor to a public authority (or vice versa)  who is liable for the BIM records once transferred (including ongoing ownership considerations and accuracy and reliability of the BIM records)  arrangements for the continued access and use of BIM records.  Consideration of these type of recordkeeping factors will help to ensure the structure and quality of the BIM records is maintained, enabling their efficient use and reuse over the life of an asset.

Key issues	Relationship to BIM records	Factors for consideration
Reliance data	In the context of BIM records, reliance data refers to ensuring the BIM records are true and accurate representations of their corresponding physical asset.	It is essential that the quality of information for BIM records can be verified as being full and accurate representations of the physical assets, are up to date and the most current version.
	Contracts should ensure the level of rigour required of BIM records is specified to ensure they are true representations of an asset.	BIM records should provide up to date project information that can be used and trusted by any stakeholder that requires the information, including contractors, consultants and facility managers. The BIM record is the virtual equivalent of the physical asset and can be used to explore digitally before being physically created or inspected.
IP/ownership	Where BIM records are to be created for the design and construction of an asset, contracts need to cover intellectual property ownership considerations. For example, this includes when assets are handed over from the private sector to the public sector for the ongoing ownership and management of an asset.	Intellectual property and ownership considerations will apply throughout the lifecycle of an asset, from its initial design, construction, ongoing maintenance and its final decommissioning. Issues such as authorship, ownership, risk and responsibility of exchanged BIM records should be taken into consideration. For example:
	Contract considerations also need to include BIM records held on private devices, as public records can be created or	IP of an asset will need to be protected once an asset is transferred from the private sector to the public sector
	managed in any location or device.	Ownership and responsibility where BIM records are shared between the public and private sector e.g. if the department employs an architect to detail to a model, then hands them over to a structural engineer or hydraulic engineer for their specialist contributions
		Handover of the as-built model to support the ongoing management and operation of an asset.
		Where functions are outsourced to external service providers (including private organisations, shared service providers or other government entities), your agency remains responsible for meeting your recordkeeping responsibilities under the Act. An outsourcing agreement will need to cover any records on loan to the service provider as well as any new records created

Key issues	Relationship to BIM records	Factors for consideration
		during the outsourcing arrangement. Refer to QSA advice for more information on your responsibilities for the management of records during outsourcing arrangements.
Maintenance	With the move to true digitalization, traditional methods of creating, capturing and managing records of infrastructure assets is changing. Fixed objects such as 2D models and asconstructed plans are being replaced by dynamic digital representations of infrastructure assets that enable updates and adjustments to be made by multidisciplinary teams across the lifespan of the asset.  Within the BIM environment, identification of critical/key objects within the lifecycle of an infrastructure asset is still being understood. The object data (BIM record) will change and develop as the project progresses and will become rich with relationships, adding to the story. If a BIM record is deleted during the lifecycle of the infrastructure impacts need to be understood, particularly to the overall story.  At this stage, the records identified under the short term or transitory value can be destroyed when business use ceases. All other BIM records (data, information, records, metadata) will be kept for the life of the infrastructure or permanently. BIM records are not just the formal exchanges.	Workflows and model development are moving from a linear approach along with the development of fixed discrete objects. As data objects develop and are updated over time the level of detail and complexity increases. Processes and business rules will need to reflect these changes. This includes ensuring version history is documented so that whenever BIM records are accessed and shared by third parties, any modifications are captured and where appropriate, a single point of truth object is maintained.

## **Accessibility and Preservation**

Include in your BIM implementation strategy a plan to actively monitor and manage BIM records to mitigate degradation and obsolescence issues.

Key issues	Relationship to BIM records	Factors for consideration
Interoperability	BIM records should be managed in interoperable systems. Interoperable information, systems and processes improve information quality, integrity and enable information to be found, managed, shared and re-used easily and efficiently.	Interoperability supports the use and reuse of government information and data as key assets and can:  • provide consistent, coordinated and more timely services  • improve accessibility  • lessen the impact of structural changes in government  • reduce the risks of technical obsolescence  • inform policy development and decision-making  • reduce the cost of information and data management through reuse and shared infrastructure.
Preserve digital records	Access to and use of digital records rely and depend upon a range of external factors, including software, hardware and media.  Due to changes in technology, technological obsolescence and poor information management practices across the lifecycle of digital information place BIM records at risk of losing their integrity and authenticity, or simply becoming lost or inaccessible.	Most BIM records will likely be required to be managed for the life of the physical asset. That means that the digital asset must be managed the same way as you would the physical asset. This is challenging however, as digital assets will likely degrade quicker than the corresponding physical asset.  The longevity of digital records can be compromised due to a number of factors, including:  • authoring software being upgraded at relatively frequent intervals (1 to 2 years)  • most digital storage devices have a limited life expectancy of around 5 to 7 years.  These factors present an increasing problem for digital records when considering the lifecycle of the buildings they represent (50 to 100+ years).  You will need to maintain, refresh and update digital storage media every 5 to 7 years to ensure records remain accessible. You might consider monitoring this in a media refresh

Key issues	Relationship to BIM records	Factors for consideration
		checks for deterioration. Media may need to be refreshed sooner if there are signs of deterioration.
		In addition, it is important that you are aware of and document factors such as file type, format, version and media used for storage of BIM records.
	Migration and emulation	Retaining superseded versions of software to view or edit the
	Migration is one of the most commonly used approaches for preserving digital records and is a means of refreshing storage media. The main types of migration are system migration, version migration, and format migration.	BIM records is problematic as it may not be compatible with current hardware and operating systems, or even trained staff familiar with older software. Upgrading the digital database by regular 'maintenance' to current versions of proprietary
	Migrating records may be necessary when decommissioning or replacing a business system. There are risks involved in migrating records. Careful planning will help reduce risks and ensure that records are authentic and accessible in the new system.	software is a probable solution. Non-proprietary file formats may be an alternative viable long-term solution.
	Emulation involves using current technologies to recreate an operating environment and software performance so that records can be kept in their original format. This is only possible with specialised knowledge of aging technologies.	
Sustainable Digital File Formats	Given the retention requirements for BIM records and the likely need to share between a range of external stakeholders during the life of the asset, it is important that file formats are	Wherever possible, BIM records should be created in 'low risk' formats. Low risk formats are formats that are likely to remain accessible for long periods.
	chosen that reduce the risk of these records becoming inaccessible over time.	Criteria that can be used to establish low risk formats include the following:
	For example, <u>buildingSMART Australasia</u> has defined 'Open BIM' as a process where the digital BIM prototype is structured in a non-proprietary, open-standard format and the associated processes are supported by industry-standard tools for managing information exchange between proprietary software tools and open access to standardised object	<ul> <li>ubiquitous: the format is widely used and supported</li> <li>unrestricted: the format is free from patents and legal encumbrance (including intellectual property rights)</li> <li>well documented: the format is identifiable and is well-documented</li> </ul>

Key issues	Relationship to BIM records	Factors for consideration
	libraries that host manufacturer's product data. These open formats support collaboration and provide customers with the freedom to choose any BIM software solution, which meets their business needs, knowing that they can share their BIM data easily with others who use different software solutions.	<ul> <li>stable: the format is stable and is backwards and forwards compatible, or has a clear migration path</li> <li>platform independent: the format should be supported by a wide range of software or is platform independent</li> <li>uncompressed: ideally the format should be uncompressed. If compression is used, lossless compression is preferred</li> <li>supported: technical support is readily available from vendors, community or third parties</li> <li>metadata friendly: file formats with metadata support are preferred.</li> </ul>

# 2. How long are BIM records kept?

The retention of BIM records is not based on technology but on the need, use and reuse of those records by government and the community. Most BIM records will be required for the life of the infrastructure asset, but will fall within 3 categories:

- permanent value BIM records with enduring significance to the people of Queensland
- temporary value BIM records required for the life of the infrastructure asset
- short term or transitory value BIM records

#### **Temporary value**

Can be destroyed at the end of their approved retention period.  Temporary value BIM records are records that do not:  • have enduring value to the people of Queensland  • have recognised heritage value  • arouse controversy or significant public interest before, during or after construction  • have environmental value  • have innovative value  Temporary value BIM records must be retained for longer when:  • the records have been requested under Right to Information, Information Privacy or any other relevant Act  • the records meet the criteria for permanent retention and the value of the records has been reappraised as permanent value rather than temporary value  • covered by a disposal freeze issued by the State Archivist	Criteria	Exclusions	State Archivist's authorisation
<ul> <li>have cultural value</li> <li>have importance to Aboriginal and         Torres Strait Islander communities     </li> <li>receive architectural or design awards following construction.</li> </ul>	<ul> <li>approved retention period.</li> <li>Temporary value BIM records are records that do not:</li> <li>have enduring value to the people of Queensland</li> <li>have recognised heritage value</li> <li>arouse controversy or significant public interest before, during or after construction</li> <li>have environmental value</li> <li>have innovative value</li> <li>have cultural value</li> <li>have importance to Aboriginal and Torres Strait Islander communities</li> <li>receive architectural or design awards following construction.</li> </ul>	<ul> <li>the records have been requested under Right to Information, Information Privacy or any other relevant Act</li> <li>the records meet the criteria for permanent retention and the value of the records has been reappraised as permanent value rather than temporary value</li> </ul>	2422

#### Retention and disposal requirements

#### Temporary value BIM records:

- use 2422 to dispose of temporary value BIM records at the end of the approved retention period
- is any record, information, data or metadata that provides context and meaning to the infrastructure asset records
- must be retained by the public authority for a minimum of 12 years after the transfer, disposal or demolition of the infrastructure asset.

Records may include, but are not limited to:

- · building plans
- design specifications and design briefs
- environmental impact statements and environmental monitoring
- investigations into and reports on the infrastructure asset
- budgetary estimates
- · cost benefit analyses

- final, approved versions of contracts of sale
- statutory licences
- legal advice
- inspection certificates
- technical and inspection reports
- · installation negotiations and approvals
- infringement notices

#### Retention and disposal requirements (cont.)

- · remedial actions
- consultations, submissions, tenders and contracts
- project management plans
- building and development applications
- assessments and investigations
- valuation certificates
- details of preparation undertaken before disposal of infrastructure asset
- major repairs and unplanned maintenance which affect the structure of the infrastructure asset
- · restraint and enforcement orders
- notifications
- certifications
- approvals
- equipment installation
- warranty information for the elements in the assets

#### **Short term or transitory value**

Criteria	Exclusions	State Archivist's authorisation
<ul> <li>Short term or transitory value BIM records:</li> <li>have no enduring value to the people of Queensland</li> <li>are only required to be kept for a short period of time.</li> <li>are records that are not required to: <ul> <li>document, support or direct government decision-making, policy development, activities or operations</li> <li>meet business, accountability, community or cultural expectations</li> <li>be presented for judicial and litigation proceedings, Commissions of Inquiry, or legal action, whether or not the State is a party to that litigation</li> <li>comply with a disposal freeze issued by the State Archivist</li> </ul> </li> </ul>	Short term or transitory value BIM records must be retained for longer when:  • required under the Evidence Act 1977 and the Criminal Code Act 1899  • the records answer a request for access under the Right to Information Act 2009, the Information Privacy Act 2009 or any other relevant Act  • covered by a disposal freeze issued by the State Archivist.	1270

#### **Retention and disposal requirements**

Short term / transitory BIM records:

use 1270 for short term/transitory value BIM records once no further business action is required.

Records may include, but are not limited to:

- drafts that do not show the substantive evolution of decision-making or policy development including drafts with minor changes such as writing style, formatting and spelling
- operating systems and server logs which are not used to show a history of access or change to data
- back-up tapes
- pre-processing, intermediate and transient data created by the application as part of routine operations
- reference copies of BIM records
- reports generated from master control records
- drafts which do not proceed & no final version is created.

#### **Permanent value**

The <u>QSA Appraisal Statement</u> contains six key characteristics for permanent value records that have enduring value to the people of Queensland. To be classified as a permanent value record using the QSA Appraisal Statement, records must meet the criteria of one or more of these characteristics.

Examples of existing buildings that meet the permanent value criteria include:

- the former Commissariat Store (Brisbane)
- Government House (Brisbane)
- Mackay Central State School
- Ipswich Court House.

Criteria		State Archivist's authorisation
Heritage value	Infrastructure assets with recognised heritage value are those that are included on:  • the local government heritage list  • Heritage Register under the <i>Queensland Heritage Act</i> 1992  • National Trust list  • Australian Heritage Council list under the <i>Australian Heritage Council Act</i> 2003  • with UNESCO on the World Heritage List.	2421
Controversy	Infrastructure assets that arouse controversy, public protests on a large scale or have extensive media attention have enduring value for the people of Queensland.	
Environmental value	Infrastructure assets with environmental value include those that use unique or eco-friendly construction techniques or those assets that cause significant, long term changes to the landscape e.g. construction of dams.	
Innovative value	Infrastructure assets with innovative value include structures that used or pioneered non-standard construction materials and methods.	
Cultural, rights and entitlements value	Infrastructure assets with cultural value are those structures that have a strong or special association with the community or have high aesthetic attributes valued by the community.	
	Infrastructure assets with importance to Aboriginal and Torres Strait Islander communities.	
Industry recognised	Infrastructure assets that have received an architectural or design award.	

#### **Retention and disposal requirements**

#### Permanent value BIM Records:

- The following BIM records have enduring value to the people of Queensland and must be retained permanently. Note, these are not limited to infrastructure assets.
- All records for significant infrastructure assets except those valued and disposed of as short term or transitory value records must be retained permanently.
- Use 2421 to transfer permanent BIM records to QSA within 12 months after the <u>transfer</u>, disposal or demolition of the infrastructure asset or once all business use has ceased and the records meet the permanent value criteria assigned by QSA.

Additional permanent value records for significant infrastructure assets may include, but are not limited to:

- asbestos removal control plan and clearance certificate
- condition treatment reports and conservation reports
- applications seeking changes to heritage places
- notifications or orders from the Queensland Heritage Register

- advice and submissions given to or received from heritage bodies regarding maintenance, repair or adaption to heritage places
- heritage agreements
- conservation management plans
- Architectural scale models of winning designs.

# 3. How are BIM records disposed of?

Under section 13 of the Act, the disposal of public records must be authorised by the State Archivist. Authorisation to destroy public records is usually granted through an approved Retention and Disposal Schedule. Section 2 of this Guideline sets out the disposal authorisation for BIM records. Destruction of public records must also be endorsed by the Chief Executive Officer or authorised delegate of your public authority to ensure compliance with the *Records Governance Policy*. Refer to the disposal policy within your public authority for further information on the disposal of public records.

Note: It is an offence under the *Criminal Code Act 1899* (s.129) 'for a person, who knowing something is or may be needed in evidence in a judicial proceeding, damages it with intent to stop it being used in evidence'. A duty of care exists for all Queensland Government officers to ensure records that may be needed in evidence in a judicial proceeding, including any legal action or a Commission of Inquiry, are not disposed of. Internal processes should be implemented to meet this obligation and you may need to consult with legal or Right to Information areas to develop your agency's processes.

#### **Disposal of BIM records (temporary records)**

The destruction of digital records is different to the destruction of paper records. Simply pressing 'delete' or reformatting a disk does not necessarily mean that the record is irretrievably destroyed. While the link used to access the record may be removed, the data may still exist on the physical storage media and can be recovered using freely available software tools. Reliable methods for the sanitisation of media containing BIM records exist which will help your public authority implement the destruction of digital public records.

There are several methods of media sanitisation to provide greater certainty that data cannot be recovered. The method chosen will be determined by a risk analysis based on the level of sensitivity of the records. Media chosen should be sanitised according to the most sensitive records it contains. Methods of sanitisation include:

- overwriting
- purging
- degaussing
- physical destruction.

More information relating to the destruction of digital records and storage media can be found at <a href="https://www.forgov.qld.gov.au/how-destroy-records">https://www.forgov.qld.gov.au/how-destroy-records</a>.

#### **Data Cleanse (transitory records)**

The majority of information created in BIM is likely to be a public record, but not all records need to be kept for long periods. Most records that are created by BIM users will be either temporary records or transitory records.

Transitory records can be destroyed once use ceases. Destroying transitory records once use ceases will:

- reduce storage costs
- avoid problems of managing and storing vast quantities of records
- use your resources efficiently
- identify what digital records need to be migrated to new systems or new storage media.

#### **Permanent records**

A small number of BIM records may have permanent value. BIM records which have been identified as permanent by the Queensland State Archivist must be transferred to Queensland State Archives.

If permanent records have been identified, please contact the Queensland State Archives at <a href="https://www.forgov.qld.gov.au/contact-queensland-state-archives">https://www.forgov.qld.gov.au/contact-queensland-state-archives</a> for further advice on how to maintain BIM records.

## **Other Information**

More information about recordkeeping can be found at <a href="forgov.qld.gov.au/recordkeeping.">forgov.qld.gov.au/recordkeeping.</a>

To request recordkeeping advice from Queensland State Archives, please go to <a href="https://www.forgov.qld.gov.au/contact-queensland-state-archives">https://www.forgov.qld.gov.au/contact-queensland-state-archives</a>.

For further information on the preservation of public records, please go to <a href="https://www.forgov.qld.gov.au/preserve-records">https://www.forgov.qld.gov.au/preserve-records</a>.

For assistance and support with managing BIM records, officers should contact your public authority recordkeeping team in the first instance. QSA's Government Records Innovation team can also assist with enquiries where there is no public authority recordkeeping team or additional assistance is required.