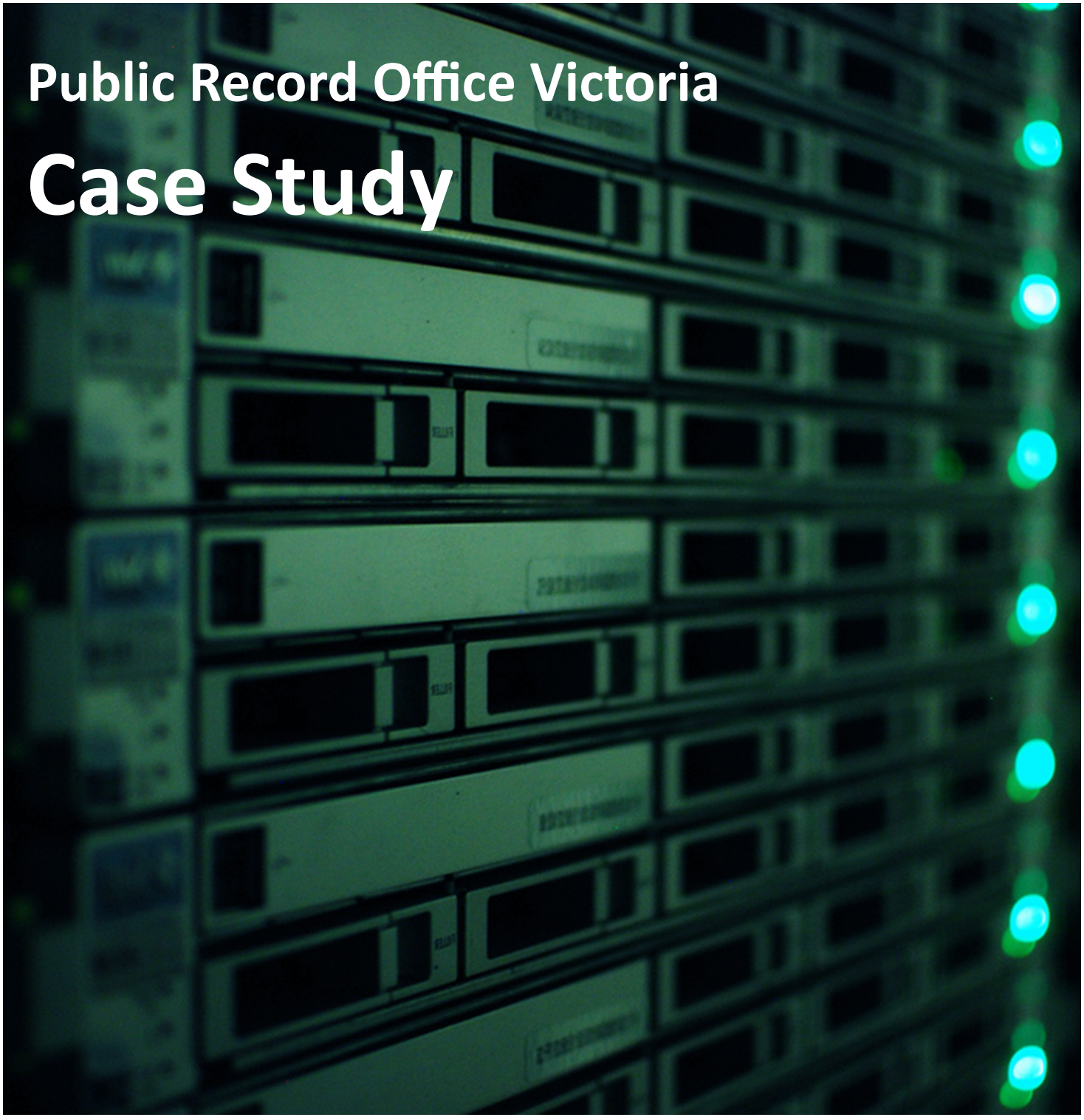

Public Record Office Victoria

Case Study

Managing Legacy Data

Automating Information Management policy within department network drives

Public Record Office Victoria

State Government Victoria

Public Record Office Victoria Case Study 2015

Managing Legacy Data

The Department of Economic Development, Jobs, Transport and Resources is cleaning up legacy data on their network using new intelligent and automated data management tools HP ControlPoint and HP IDOL.

Key Topics

Legacy data, Redundant Obsolete and Trivial (ROT) data, unstructured data, network drives, ControlPoint, IDOL, HP Records Manager (formally known as TRIM), information governance.

Key Discoveries

- **Correct policy and rule setup is critical when introducing a system to manage and automate legacy data cleanup and automate information governance.**
- **Implementing intelligent data management tools requires very good administration skills and an understanding of the data.**
- **Before introducing automated policies, a good cleanup of network records is recommended as a first step.**

About

The Department of Economic Development, Jobs, Transport and Resources (DEDJTR) is the lead agency for the promotion and facilitation of economic development within the state of Victoria. Through the development and implementation of a diverse range of programs, initiatives and projects, DEDJTR strives to attract and facilitate investment, encourage exports, generate employment, encourage innovation and promote Victoria.

In 2012, the department had approximately 800 staff plus contractors. During 2013-14 DEDJTR incorporated three new functions - energy and earth resources, Whole-of-Victorian Government (WoVG) Information and Communication Technology (ICT) and Regional Development Victoria (RDV). As a result, the staff numbers at DEDJTR increased to 1300 plus contractors. With an increase in staff also came an increase of digital information being generated and stored on the DEDJTR network drives.

The Information Services team at DEDJTR identified that there was an excessive amount of unmanaged data (corporate information that is not in a structured database such as HP Records Manager) on the network drives equating to about 4 million files or 4TB of data.

The Challenge

Managing the vast amount of growing data at DEDJTR was a challenge

HP ControlPoint

ControlPoint is an information compliance platform developed by HP which enables classification, categorisation, and policy application to content indexed by HP IDOL. The application acts as a centralized information governance console for all connected data sources.

HP IDOL

Intelligant Data Operating Layer (IDOL) works at the core of ControlPoint to index all information, making it visible, transparent, and available to be analysed, actioned, controlled, and governed. Information sources such as file shares are indexed through the IDOL connector framework.

that needed to be addressed as it affected storage capacity and costs and reduced the effectiveness of application performance, information governance as well as records identification and retrieval.

Analysis of the DEDJTR network drives needed to take place to be able to identify the legacy data and subsequently reduce the dark data or ROT data as well indentify and migrate information from the network drives to HP Records Manager.

The Solution

Manually managing the diverse unstructured information proved to be a time-consuming, inconsistent and unrealistic task. Therefore Information Services at DEDJTR decided to turn to new technology and implement an intelligent, automated and policy based system.

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Information Services have implemented HP ControlPoint and HP IDOL to perform analysis on the network drives data and identify the ROT and automatically enforce policy upon the legacy data as well as migrate data to HP Records Manager when achievable.

Collaboration with DEDJTR record owners would also take place to reduce the ROT data.

Approach

1. Network Drives identified and connected to ControlPoint. DEDJTR's Records Management Unit identified which network drives were to be connected to ControlPoint and then information technology set up HP IDOL Server and HP IDOL Connectors with the drives.

2. Drives indexed, analysed and managed. Using ControlPoint and IDOL, a range of data attributes including: date fields, file properties (type and size), creator, category matching, custom fields, and duplicate assessment against defined masters were indexed and analysed. ControlPoint presented various reports on the ROT data and organised the data into information clusters and categories. Obsolete data was removed and remaining ROT data was tagged for policy application.

3. Policy Application. Categories of rules were developed and refined using ControlPoint. These rules were then applied to the records identified as ROT. HP Records Manager Administrators also used Origins to determine a policy for automatically capturing records using ControlPoint. Liaison with record owners took place to reduce ROT and refine policy categories.

The Result

The implementation of HP ControlPoint and IDOL by Information Services at DEDJTR has yielded the following results:

- Increased productivity by automating legacy data clean up and analysis tools.
- Enforced application of Business Classification Systems across unstructured content in email, file server and other repositories.
- Enhanced security by setting up policies to drive secure management of business records.
- Increased visibility into information at risk, with the ability to monitor and analyse electronic communications.

Over the long term, the implementation of ControlPoint and IDOL will also minimise storage costs.

Information Services at DEDJTR also plan to set up additional reporting functionality in the future in order to gain further analytics and visibility into enterprise data and compliance.

Please note: The Department of Economic Development, Jobs, Transport and Resources is a former department of the Victorian Government.

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