

Case Study: Shared Network Drive Clean-up Project

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Background

- The Message: Shared Drive is full
- The Response: Records Management can help
- The Audit: Recommendation – get control of shared drives, need policy
- Shared drive was not organized in anyway
- Metadata was incomplete or incorrect
- Ownership difficult to determine

The Policy

- Roles and Responsibilities
 - Authorized Individuals – AI as ‘gatekeepers’
 - Creation of new folders
 - Access rights
 - Annual review of files
 - Disposition
- Organization of Shared Drives
 - By organizational lines – program areas and divisions
 - By Records Retention Schedule

The Project

- IT Project Management
- Charter
 - Problem Statement and Description
 - Goals and Objectives
 - Scope
 - Success Factors
- Project Organization
- Project Milestones



Methodology

- Shared role between IT and RM
- Top-down support
- Scheduling
- Training
- Consultation
- Updating management of progress
- News articles in monthly newsletter
- 'Grass-roots' impact

Drive Structure

- Agency wide shared drive
- Divided into two basic directories
 - Controlled – adhere to records retention schedule for records kept longer than 90 days
 - Program area
 - Division
 - Records Series
 - 90Temp – transitory records, 90 day retention

Classification

- Keep it simple
- Classify folders on shared drive according to retention schedule
- Naming conventions based on org chart and schedule
- Examples:
 - Program Area
 - Division
 - GenCorrespondence 1
 - Procedures US+1
 - Staff Mtg Notes 1

Process

- Train and consult with groups and individuals
- Program areas – 9 areas
 - Training – one hour overview, one and half hour training for each program area, includes processes, procedures, checklists
 - Consulting – 46 AIs – sit with each one and review and classify folders
 - Accountability – AIs must sign off completion of tasks

Process...cont

- Duplicate file report
- Review of existing files
- Official versus duplicate record
- Identify current files that have met retention

Metrics

- Project starts June 2010
- Beginning files – 90,041
- Ending files – 57,487
- Net decrease – 32,554 or 36%
- Beginning folders – 7,526
- Ending folders – 5,201
- Net decrease – 2,325 or 31%

Final Steps

- Mix of duplicate, transitory, and obsolete records
- Cleaning the refrigerator analogy
- Classify what is left
- Disposition

Maintenance

- IT to monitor drive usage and available space
- IT to investigate and report on critical usage issues
- RM conduct semi-annual meetings for Records Liaisons and Authorized Individuals
- RM to administer semi-annual disposition of all records

Lessons Learned

- First do no harm
- Be flexible and think holistically
- Build your team
- Start with your ‘friends’
- The “toothpaste” effect - metrics
- Technical issues – path names, embedded links
- The value of a good project manager

Thank You

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