

SHARED DRIVE CLEAN-UP: A ROAD MAP

Caroline J. Walters, CRM
University Records Officer





Agenda

Contents

1. UVA Landscape
2. Unstructured Data
 1. Problems
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3. Road Map

UNIVERSITY OF VIRGINIA

Founded in 1817

22,000 students

16,000 faculty and staff

16 schools; 300+ departments

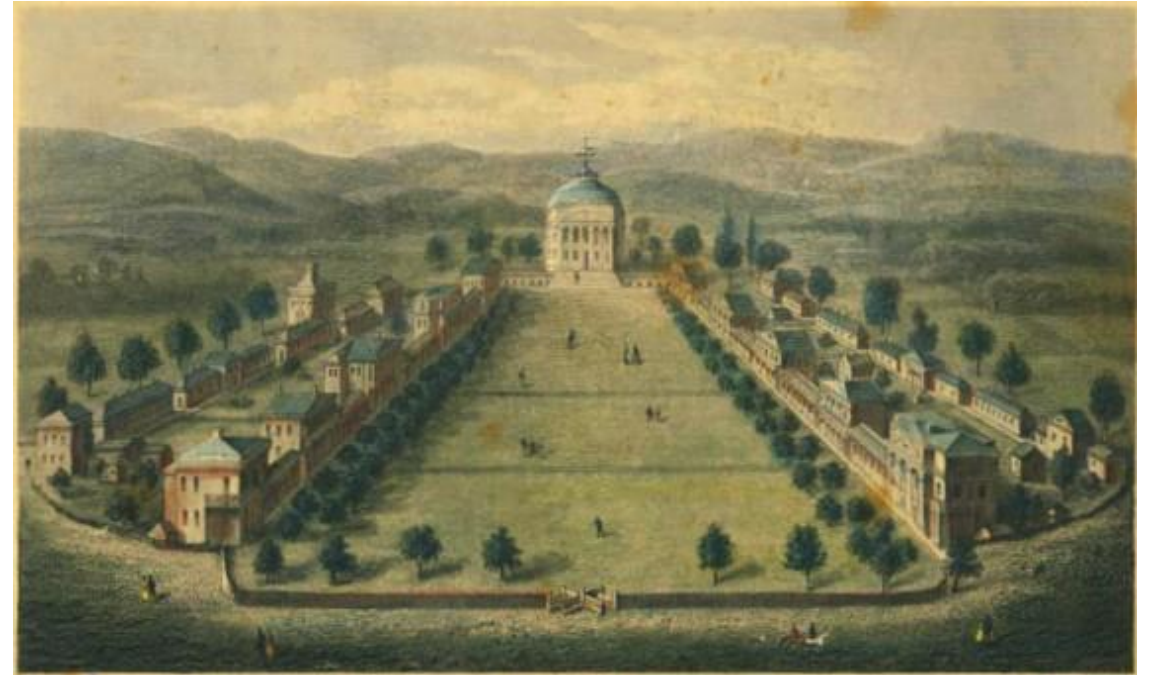
Records Management at UVa

2008 Process Simplification

- Moved reporting from Library to Information Security
- 1 FTE

2017 Realignment

- Reporting to AVP for Compliance/Internal Audit
- 3.5 FTE



RECORDS MANAGEMENT AT UVA 2009



Unstructured Data



UNSTRUCTURED DATA AT UVA

Servers, servers & more servers !!!!

- School, departments.

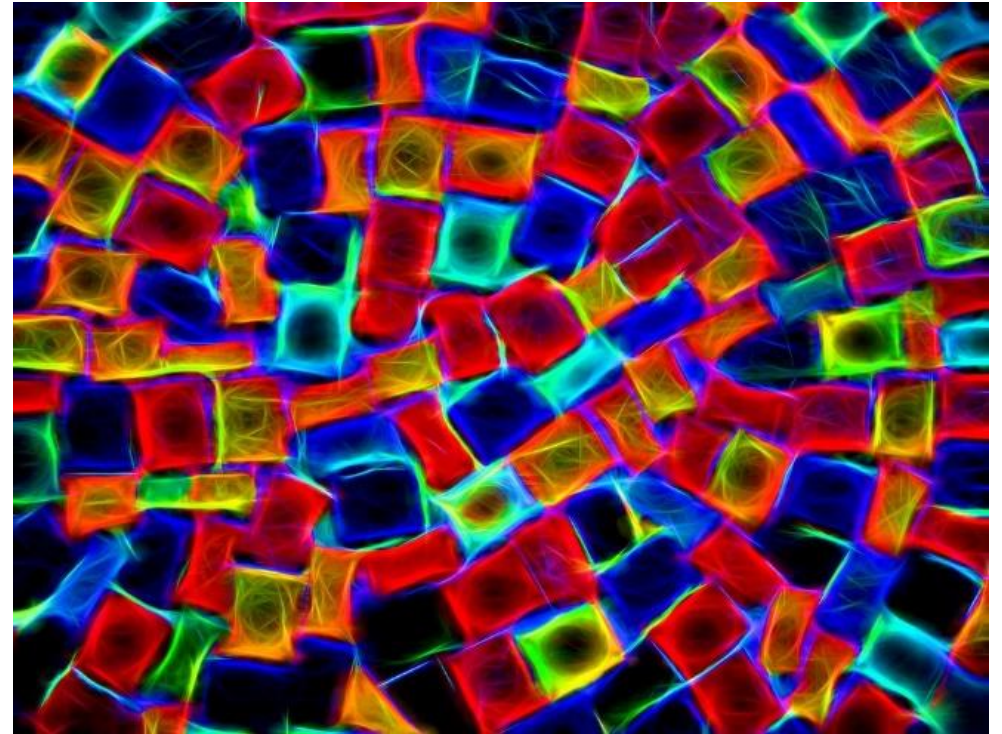
Duplication – copies, copies everywhere

Unstructured data/unorganized information

Decentralized administration

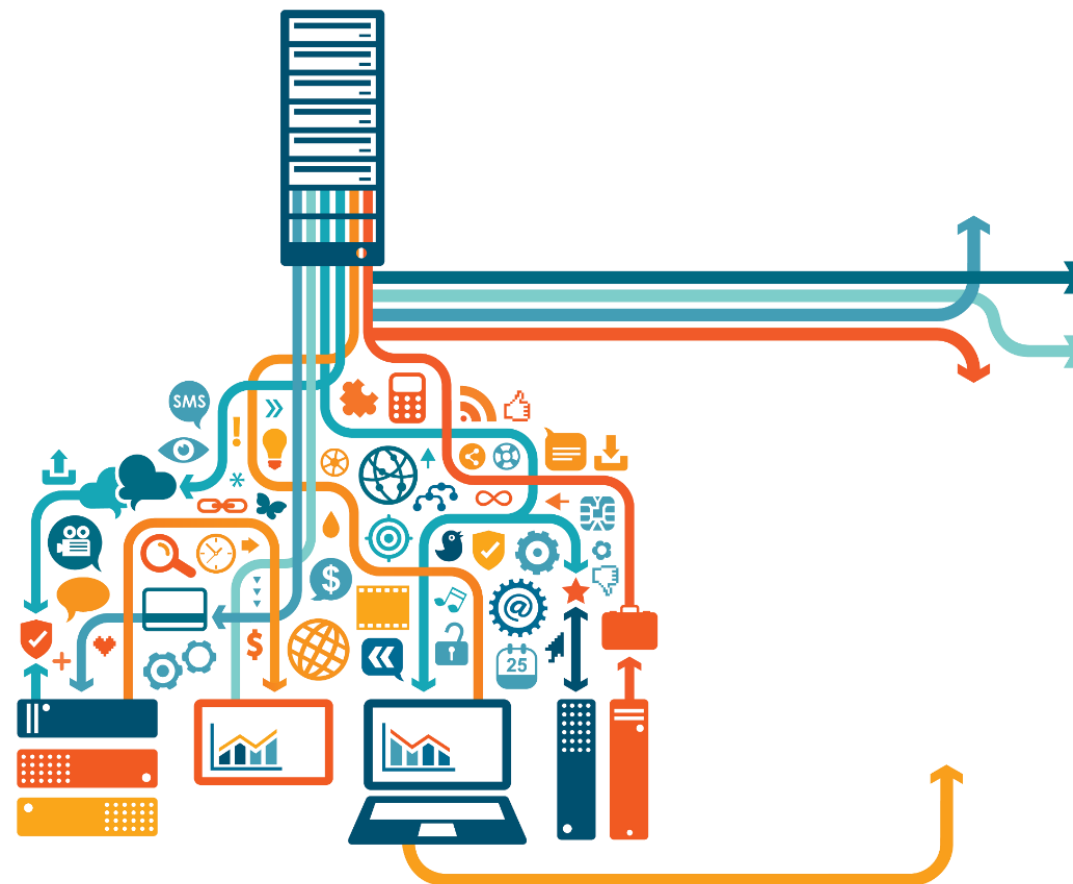
Cloud virtualization/social networking

SILOS across 16 schools and up to 300 departments



UNSTRUCTURED DATA AT UVA

Content Management Systems
Shared Drives
Hard Drives
Removable Drives and Storage
Devices
Cloud Storage
Phones, Tablets, etc.



DATA ABOUT UNSTRUCTURED DATA

85% of stored data is either:

- Dark
- Redundant
- Obsolete
- Trivial

Veritas Global Databerg Report – March 2016.

<https://www.veritas.com/en/aa/news-releases/2016-03-15-veritas-global-databerg-report-finds-85-percent-of-stored-data>



UNSTRUCTURED DATA RISKS

Litigation

Privacy

— GDPR

Freedom of Information

Data Loss



COSTS OF UNSTRUCTURED DATA

Organization with 1000 TB of data, cost for the ROT is about \$900,000 annually.

Employee time waste

- 25% of working time spend searching for information.
- Incorrect versions & wrong documents shared.

Veritas Global Databerg Report – March 2016. <https://www.veritas.com/en/aa/news-releases/2016-03-15-veritas-global-databerg-report-finds-85-percent-of-stored-data>



CLEANING UP – POSSIBLE SOLUTIONS



IS THERE REALLY A SOLUTION?

Are we fooling ourselves?
Is the shared drive like email?
Will we spend years or decades
figuring it out?
Will technology move beyond?



SOLUTION? BAN THE SHARE?

- Remove share access and mandate all users place documents in ECM or other document management system (Structured Data).
- What does this really mean?
- What will people really do?
- Will it create unknown stores of data?



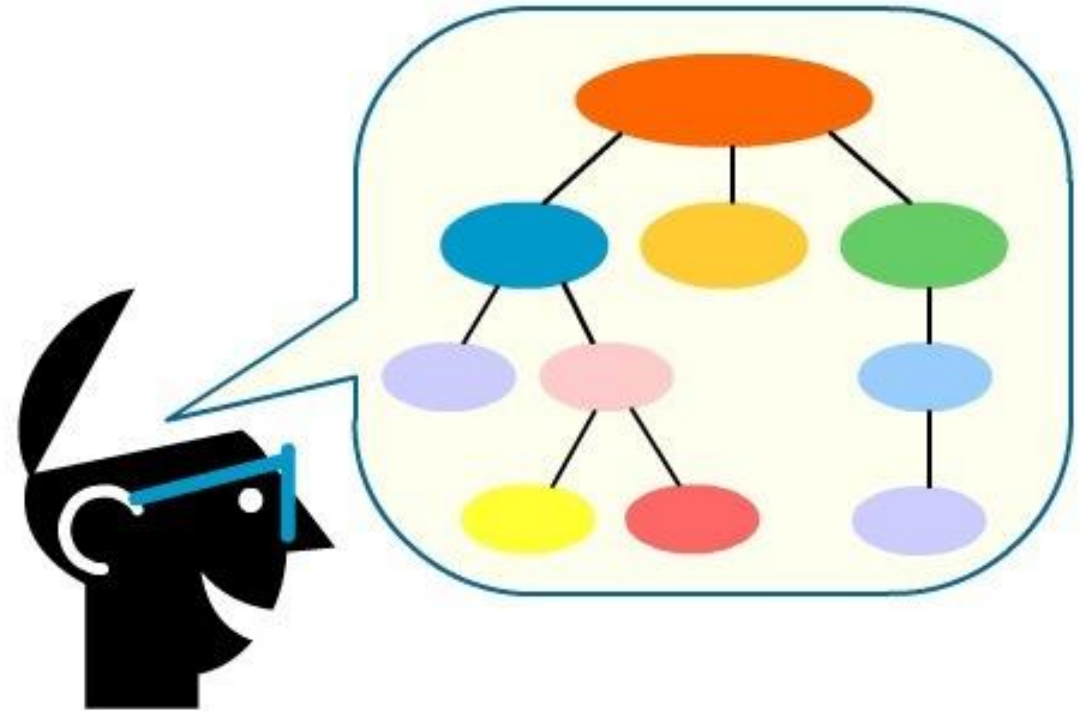
SOLUTION: ORGANIZE THE SHARE

Redefine the share

Work with the users to identify functions where information should be stored

Use tools to inventory, remove duplicates, and reorganize

Create guidance for use.



TOOLS FOR ORGANIZATION

Software:

- Scan – what do you have?
- De-Duplicate – removing all the duplicates?
- Assist with reorganization

File Plan – standard organization for the new share

Documentation – provided to all users about how to use the shared drive.



SOLUTION: ORGANIZE THE SHARE

Is there commitment?

Will people create their own solutions?

Not an easy fix.



OTHER SOLUTIONS?

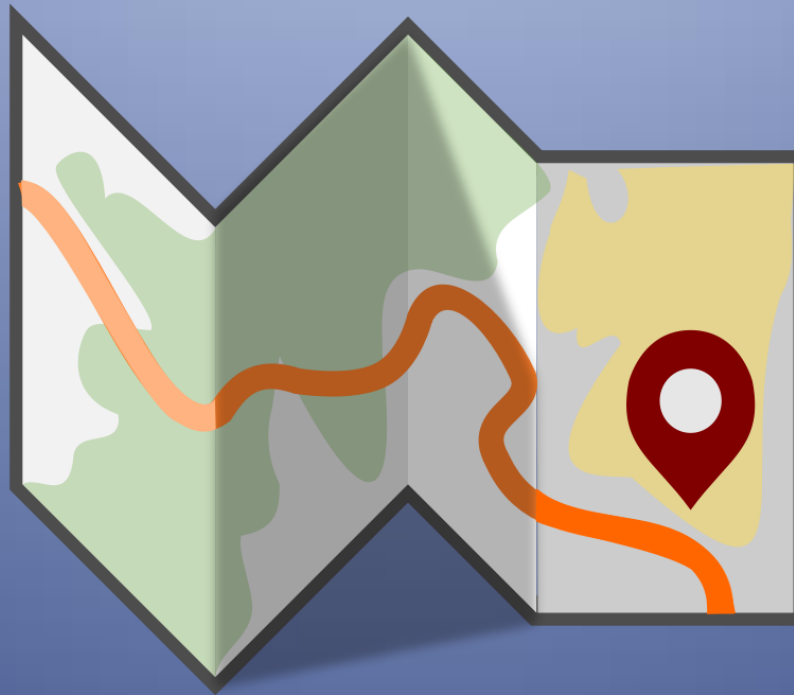
What solutions have you tried?

Success? Failure?

Biggest Challenges?



UVA's Shared Drive Clean-Up Road Map



TOOLS FOR SHARED DRIVE CLEAN-UP

UVA Records Management currently reviewing software to assist with inventory and de-duplication of shared drives.

Created guidance for departments on the process of shared drive clean-up. (handout)

Creating suggested standard file plans for different functions at the University for departments to use.

SHARED DRIVE CLEAN-UP ROAD MAP

7 miles to re-organization

- Mile 1: Starting Point – Get Support
- Mile 2: Plan, Divide & Conquer
- Mile 3: Explore & Approval
- Mile 4: Delete
- Mile 5: Finalize File Plan
- Mile 6: Reorganize
- Mile 7: Review



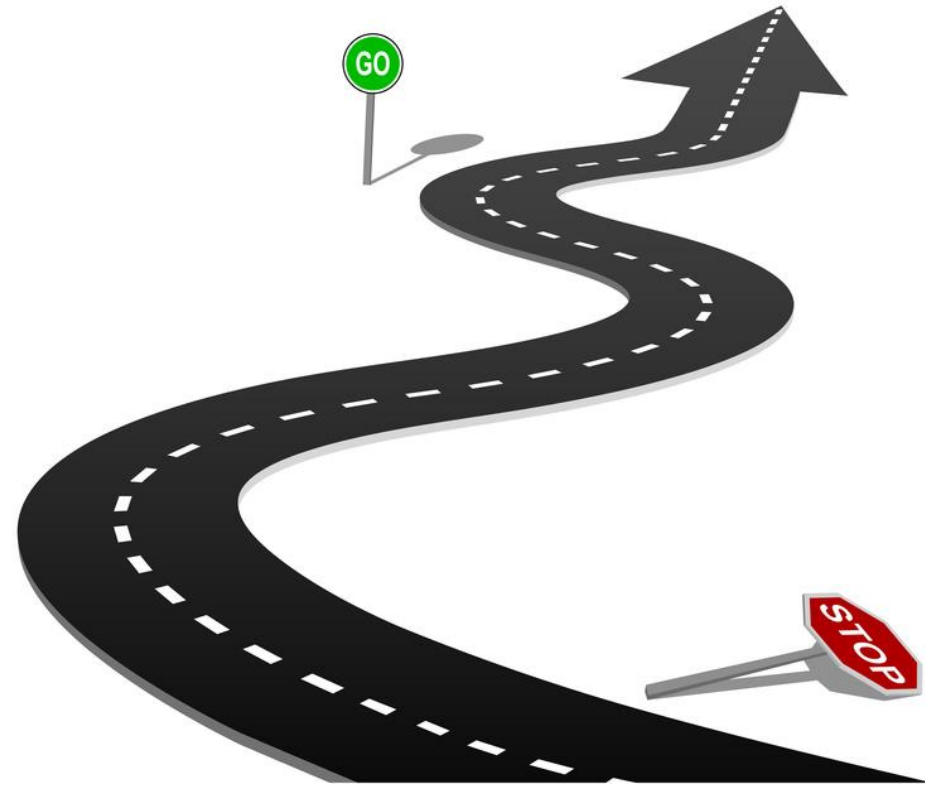
CLEAN-UP: MILES 1 & 2

Mile 1:

- Get help.
- Form Committee
- Department head support
- Prepare to lead

Mile 2

- Committee meets
- Divide & Conquer
- Plan of attack



CLEAN-UP: MILES 3 & 4

Mile 3: Inventory

- What do you have?
- Do Inventory
- Committee communicates to entire office.



Mile 4: Delete

- Check retentions
- Can I get these forms online?
- Is this a duplicate that is somewhere else?



CLEAN-UP: MILES 5 & 6

Mile 5: Finalize Plan

- Get buy in from department
- Create file plan based upon inventory.
- Decide on standards:
 - File names
 - Metadata

Mile 6: Reorganize

- Make the moves either manually or with help of software.
- Continue to delete as needed.
- Document the process



CLEAN-UP: MILE 7 - REVIEW

Keep the committee in place

Review it every 5 years:

- ✓ business functions are the same (what)
- ✓ process is the same (how)
- ✓ does it still meet needs?

Train new staff on organization.

Move files to proper storage (ECM/DMS) as needed.

Delete files meeting retentions



CHALLENGES

People

Changes in functions

Time

Commitment



QUESTIONS?

Caroline J. Walters, CRM
University Records Officer
University of Virginia

Email: cjwalters@virginia.edu
<http://recordsmanagement.virginia.edu>