

Northern Ireland Civil Service

Uses Micro Focus® Content Manager to prevent disruption amid organizational change.



Overview

The Northern Ireland Civil Service (NICS) employs 23,000 people who implement public policy relating to transport, education, agriculture, finance, health, infrastructure, and other areas. By using Micro Focus Content Manager to organize millions of documents, NICS avoided disruption and ensured regulatory compliance during administrative changes.

“Change is a consistent theme in the day-to-day business of any large organization—and NICS is no different. The Northern Ireland public sector regularly goes through various organizational changes, so it’s critical to have a records management solution that can be quickly and relatively easily adapted to new structures. This way, we’re always prepared for change.”

DAMIAN MARTIN

Chief Operating Officer, Enterprise Shared Services
NICS

Challenge

Organizational change can create challenges for government departments that keep lots of records. When they expand, downsize, or move to a new back-office system, record migrations must adhere to privacy laws and the transfer of critical information must be seamless and robust.

NICS understands and responds to data migration effectively and methodically. In 2015, NICS reduced from 12 to nine departments and had to reorganize millions of business records to suit its new structure.

“It’s an all-encompassing concept to migrate many records,” says Damian Martin, Chief Operating Officer of NICS Enterprise Shared Services. “However, within the Enterprise Shared Service team, we strive to ensure the migration of records is conducted strategically and professionally to ensure no disruption of business flow.”

In 2017, NICS also migrated its records to a new IT infrastructure. For more than a decade, it had stored its records on systems kept separate from the rest of its IT environment. It realized it would be more economical to move the records, then numbering 50 million, to a

At a Glance

■ Industry

Government

■ Location

Ireland

■ Challenge

Recategorize and migrate millions of records without disrupting employees’ activities.

■ Products and Services

Content Manager

■ Results

- + Restructured 50 million records in weeks
- + Migrated data sets in one weekend
- + Avoided disruption and data loss while restructuring and migrating records
- + Maintained regulatory compliance while making changes to millions of records

“The goal was to complete the task with no disruption to services and no loss of access to records for 18,000 staff members. There was no impact on staff or the performance of our records management system.”

DAMIAN MARTIN

Chief Operating Officer, Enterprise Shared Services
NICS

Contact us at:
www.microfocus.com

Hewlett Packard Enterprise Helion-based private cloud, shared by various organizations.

Solution

In the decade before its restructure in 2015 and since that time, NICS has used Micro Focus Content Manager (formerly called Records Manager) to manage nearly all its records. This software acts as a central record repository and makes it easy to find and track records, control who accesses them, and apply retention policies to them.

Having critical data stored within Content Manager paid dividends when NICS needed to restructure its departments, allowing it to rapidly recategorize records to suit its new structure. It could also quickly move records to its private cloud while maintaining strict governance controls.

“The Northern Ireland Civil Service goes through various organizational changes, so it’s critical to have a records management solution that can be quickly and easily adapted to new structures,” Damian Martin says.

Results

Simplified Rearranging of Records

It took NICS only weeks to rearrange millions of records to suit its new departmental structure in 2015. This was possible because Content Manager allowed NICS to create scripts to speed up the process. For example, NICS created scripts to move records between data sets used by old and new departments. Scripts also speed up the task of assigning

new owners and access privileges to millions of records.

“The software made the process very workable,” says Damian Martin. “Without the software and the unique scripting capabilities, we would have been left with millions of records outside the new structures. The success of the project came down to robust software, employee skills, and strong project management.”

An alternative approach would have been to retain NICS’s existing records structure for old documents and create an additional storage structure for new departments to store records. However, employees would have had to search two record repositories for information.

Content Manager also made it easier to move documents to NICS’s private cloud in 2017. Instead of copying the data from multiple locations, NICS simply moved the Content Manager databases to the cloud servers. This process took one weekend to complete.

Prevented Disruption

Throughout the restructure and cloud migration involving the reorganization of millions of records, employees were not interrupted in their work. “The goal was to complete the task with no disruption to services and no loss of access to records. There was no impact on staff or the performance of our records system,” Damian Martin says, adding the scripts NICS created were invaluable in eliminating confusion. “We ensured that every record had a valid owner under the new structure.”

Addressed Regulatory Compliance

Content Manager also made it possible to recategorize and migrate millions of records while meeting regulatory requirements. NICS maintained protection of critical data and restrictions on who could access and edit sensitive records.

In 2018, it is expected to accommodate an extra 7 million records.

Importantly, addressing regulatory requirements does not cause major problems for NICS’s records team. “Life is easier with this new electronic content management system,” Damian Martin says.

Learn More At

www.microfocus.com/contentmgr