Capita

Archive & Delete Service Pack

Professional Services

Copyright

Contact Capita

Contact your account manager or simon.pixley@capita.com for further details relating to this.

Contents

Introduction

The aim of the solution is to provide authorities with an overview of the Archive and Delete functionality within One, system defaults and alerts, and provide training on the use of the functionality.

Pre-requisites

Bookings are only made once we receive responses on all the pre-requisites below.

When we come to completing the work if some of the pre-requisites have not been completed as previously stated, this could significantly delay the work. This could result in not all the work being completed in the given days. Therefore, additional days will need to be purchased.

Professional Services require at least 7 days' notice before the work needs to start. This allows time to gain a secure remote connection (if needed) via our Technical Services team.

- Access to Microsoft Teams.

- A test environment which is a recent copy of live and is at the same version as live.

- Ensure the Integration Service is running throughout all the sessions.

- You will need full access to Report Manager to upload reports.

- Report Manager must be setup and URL's working. You can test these via:

  CCS Server config tool | Report Server tab/Sys Admin tab | Test

- The user logged in during the training sessions need Sys Admin access.

Please provide the answers to the above to:

Simon.Pixley@Capita.com and Duncan.McMaster@Capita.com

Sessions

Session 1 - Overview of functionality, system defaults and training

- **Archive and Delete functionality (A&D)**
  Understanding what the A&D functionality does and does not do and the importance of Data Retention Policies

- **System Defaults**
  Understanding the A&D system defaults

- **Scheduled tasks**
  Overview of the tasks to delete identified records and purge the delete log.

- **Alerts**
  A&D specific alerts and identifying which ones are required.

- **Permissions**
  Who should use this functionality and what permissions they need

- **Training on using the A&D functionality:**

  - **Run Identification Reports**
    Run reports to identify records to delete
  - **Archive Data**
    Run reports to create archive copies of data prior to deletion
  - **Mark Records for Deletion**
    The process to mark records for deletion from ONE

After this session, authorities should consider the following:

- **System defaults**

  - Default Archive Person (for special anonymization)
  - Delete Log retention Period

- **Scheduled tasks**

  - Schedule for deletion task – e.g. daily @23:00
  - Schedule for deletion log purge task – e.g. daily @ 23:30

- **Permission groups**

  - Report only: Run manual or report-based identification searches and archive data but not delete records
  - Full Access: As above but also able to instigate the deletion process.

- Consider who should be able to view the delete logs.

- **Alerts - Which alerts are required and who should receive them e.g.**

  - All Users: Record has been marked for archiving – person and student
  - All Users: Record has been marked for deletion – person and student
  - System Admin: Record(s) have been selected for archive
  - System Admin: Records have completed archive and are ready for selection for deletion
  - System Admin: Record(s) have been selected for deletion
  - System Admin: Record(s) have failed the archive process
  - System Admin: Record(s) have failed the deletion process

- **Maximum of 7 alerts**

For System Admin alerts, indicate the period for the alert e.g within the last 90 days. Suggested period lapse between session 1 and session 2 – minimum 1 week, maximum 2 weeks.

Session 2 - Setup (Test)

Set up of system defaults, permission groups and alerts as identified in the information during session 1.

- Set-up system defaults

- Set-up permission groups and populate with users where applicable

- Set-up schedule tasks for deletion and delete log file purge

- Set-up alerts (maximum of 7) and populate with users/groups where applicable

- Ensure example archive and identification reports are connecting to the correct data source

Session 3 - Live Deployment

Set up of system defaults, permission groups and alerts as identified in the information during session 1.

Objectives

- Set-up system defaults

- Set-up permission groups and populate with users where applicable

- Set-up schedule tasks for deletion and delete log file purge

- Set-up alerts (maximum of 7) and populate with users/groups where applicable

- Ensure example archive and identification reports are connecting to the correct data source

Report Pack

In the Archive and Delete tool, reports need to be defined to determine the student and/or people records to delete. The reports can be quite complex and involve a lot of SQL in order to identify the correct records to delete.

Criteria

The reports in this pack have been designed with the flexibility to select which criteria you wish to use.

Order

The reports are numbered in the order you need to run them in the software. This ensures that the most data is deleted first, followed by the data where you may only remove part of the record.

Delete Configuration

With each report the Delete Configuration is also specified, and this must be setup in One.

Parameters

Some reports may need default parameter values changing based on your set criteria, this is explained with each report.

SSRS

All the reports have a parameter to allow the report to be run directly in SSRS and has a parameter called 'Show Details'.

- **No** (default)
  The report only returns the person_id in the Archive and Delete tool.
- **Yes**
  Runs the report in SSRS and you see extra columns for the purpose of checking.
  TIP: When you initially view the report in SSRS, it automatically runs. To prevent this in Report Builder, click Stop. This stops the report running in Report Manager and click Cancel from the loading message.

Multiple Uses

Some reports have multiple uses. There are several parameters that need setting as default prior to running the report. Once the report parameter has been set:

1. Set **Delete Configuration** in the Archive and Delete tool
2. Run the identification report
3. Mark the records for deletion

You can then change the default parameters to something else run through the steps above again.

Reports

Inactive People and Students

The Inactive record report allows you to delete the Education Details part of the record only, or the entire record based on multiple inactive reasons and also how long the record was made inactive.

Parameters

Name	Description	No of values	Values	Default
details	Show Details	1	Yes No	No
inactive_reason	Person / Student inactive Reason. To include multiple reasons, you will need to set each reason as a default.	Multiple	Dynamic	DEC
days	Days since Inactive greater than or equal to	1	Numeric only	365
person_student	Which records to include?	1	Student Only Complete	Complete
age	Age greater than or equal to (enter 999 for only records with no DOB)	1	Numeric only	0
sen_age	SEN age if required. If populated then children who have ever had a S or E will be kept until this age. This overrides the age formulas		Numeric only	Null

Name	Description	No of values	Values	Default
Lac_age	Looked after children age if required. If populated then children who have ever been looked after will be kept until this age.This overrides age and sen_age values should the child have SEN as well	1	Numeric only	Null

Examples

Scenario 1

Delete People and Student records that have been deceased for more than 1 year. Set the default values of the parameters as follows:

1. details = No
2. inactive_reason = DEC
3. days = 365
4. person_student = complete
5. age = 0
6. sen_age leave as null
7. lac_age leave as null

Scenario 2

Delete education details (student part of the record) who have left the LA but you still want to keep the person record and only where students who have had SEN (S) or EHCP (E) records are 26 or over and Looked after children at 50 and over and all other children are 21 or over.

1. details = No
2. inactive_reason = MVD
3. days = 365
4. person_student = Student
5. age = 21
6. sen_age = 26
7. lac_age = 50

Unattached People and Students

The Unattached People and Students report identifies all Students and People in One that are not attached to anything other than possibly an address where the person/student has not been updated for over a year.

Parameters

Name	Description	No of values	Values	Default
details	Show Details	1	Yes No	No
age	Age greater than or equal to (enter 999 for only records with no DOB)	1	Numeric only	0
modules	Select the modules you wish to exclude. If for example you used to use Training Manager years ago and you are not interested in keeping records with Training Manager data, then you would set 'Training Manager' in the defaults. The module ID will need to be added as a default. To obtain the module IDs you can query the 'module' dataset in the report.	1	Numeric only	No Modules
type	Records to include. This allows you to choose either just student information or just people so that when running the delete routine you can delete part records.	Multi	Person Student	Person, Student

Examples

Scenario 1

Delete People and Student records that are not attached to anything in One Set the default values of the parameters as follows:

1. details = No
2. age = 0
3. Modules = Leave as default
4. type = Leave as default

Scenario 2

Delete Student records that are not attached to anything in One and exclude anything Early Years related

1. details = No
2. age = 0
3. modules = Add default values of 15, 213, 131, 209, 62, 207, 137, 138
4. type = Student

Not Updated People and Students

The Not Updated People and Students report allows you to delete the Education Details part of the record only, or the entire record where it has not been updated in over 365 days.

Parameters

Name	Description	No of values	Values	Default
details	Show Details	1	Yes No	No
person_student	Which records to include?	1	Student Only Complete	Complete
age	Age greater than or equal to (enter 999 for only records with no DOB)	1	Numeric only	0
sen_age	SEN age if required. If populated then children who have ever had a S or E will be kept until this age. This overrides the age formulas	1	Numeric only	Null
Lac_age	Looked after children age if required. If populated then children who have ever been looked after will be kept until this age. This overrides age and sen_age values should the child have SEN as well	1	Numeric only	Null

Examples

Scenario 1

Delete People and Student records that are over 25, the age of records where they have ever had SEN (S) or EHCP (E) is 31 or over and the age where the records has ever had a LAC involvement is 50 or over

Set the default values of the parameters as follows:

1. details = No
2. person_student = complete
3. age = 25
4. sen_age 31
5. lac_age 50

Scenario 2

Delete education details (student part of the record) only where students who have had SEN (S) or EHCP

(E) records are 31 or over and Looked after children are 50 or over and all other children are 21 or over.

1. Details = 0
2. person_student = complete
3. age = 21
4. sen_age 31
5. lac_age 50

Governors Ended

The Governors report allows you to delete the Governor links of the record only when the Governor appointment has ended after so many years.

Parameters

Name	Description	No of values	Values	Default
details	Show Details	1	Yes No	No
ended	Number of years since the end date that you wish to delete the data for	1	Numeric only	5

Example

Scenario

Delete Governor specific data where the appointment end is over 6 years ago

1. details = No
2. Ended = 6

Dependency Checker

This report is a sub report for ALL the Identification reports, it can also be run as a standalone report.

The report will show the tables that a particular person is linked to. When the person_id is clicked on in the identification reports (when run via Report Manager) it will show the tables that person_id exists in. Alternatively, once people have been identified you can then run the report to see the linked tables for all people in a grid format, or, you can run the report and manually type a person_id

The report must be saved into a folder called **Sub** in the **Identification Reports** folder.