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Project Name	**Drive Migration Case Study Proposal**

Executive Sponsor **Department** **Program Sponsor**	Legislative Services / Finance & Technology

Abstract	The purpose of this Case Study Proposal is to define the Drive Migration project.

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Document Control

AUTHORITIES

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DISTRIBUTION AND REVIEWER LIST

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CHANGE HISTORY

Version	Date of Issue	Author	Brief Description of Change
1.0	November 18, 2008	Lois Enns	First draft
1.1	February 06, 2009	Lois Enns	SharePoint reference revisions

Purpose of Document

The purpose of this document is to:

a. Formally authorize the existence of the case study;
b. Detail a common understanding of the case study scope and approach among the stakeholders (i.e. City of Surrey ECM Steering Group, UBC InterPARES 3);
c. Obtain approval to proceed.

Enterprise Content Management Program

Context
Founded in 1880, the City of Surrey is the 12th largest city in Canada and the second largest city in British Columbia. The city's population exceeds 450,000 and draws up to 1,000 new citizens a month. Staff includes over 3,000 full- and part-time workers in eight departments.

In 2008, the Legislative Services and Information Technology divisions launched a joint project to implement an Enterprise Content Management (ECM) Program at the City. Surrey has used shared drives for over 15 years, resulting in enormous banks of electronic files across a growing array of servers. The concurrent implementation of proprietary database systems (e.g. Amanda, PeopleSoft, Computron) has resulted in a highly complex technical environment.

ECM Program
The mission of the Enterprise Content Management Program is to successfully transition the City of Surrey's existing unstructured electronic records into a custom-built application that provides record management throughout the information lifecycle; and to provide a sustainable foundation for e-business standardization, workflow integration, enterprise-wide collaboration and paper reduction, in a business environment characterized by continued, rapid growth.

The ECM Program is comprised of several initiatives, managed in parallel and coordinated from the Legislative Services division and/or the Information Technology division's Project Management Office. The ECM Program can be broken into the following functional areas:

1. Program Management;
2. Records & Information Governance;
3. Functional Requirements;
4. Support Technology;
5. Design and Build;
6. **Drive Migration;** and
7. Implementation.

Drive Migration Project

Drive Migration Project
The mission of the Drive Migration Project is to successfully appraise and transition the City of Surrey's existing unstructured electronic records from shared drives to an Enterprise Content Management system repository for long-term preservation or offline for authorized deletion.

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Description
The City holds millions of information assets on large servers with multiple drive paths. Many of these assets are low-value records that are duplicated across drives, exist in various versions, and/or have met their legal and operational needs. Others are mission critical assets that must be identified, reviewed and uploaded to the ECM repository for long-term management and preservation.

The appraisal, re-classification, transitioning and authorized disposal of legacy unstructured information assets stored on the shared drives must be completed according to records management best practices and yet be automated, in order to meet operational production requirements. Key assets must be identified and set aside for long-term preservation, while expired and redundant records must meet disposal requirements.

Objective
Develop and deliver a Drive Migration project that guides staff in the successful transitioning of existing information assets from the shared drives into the repository (or to offline storage or for authorized deletion).

Business Value
The ECM Program will deliver strong value to the City by:

1. Providing an enterprise-wide, **single point of access** to the City's unstructured information assets which include hundreds of thousands of files created and saved by staff in the last 15 years;
2. Enabling staff to **access** information more quickly leading to **improved customer service**;
3. Providing the basis for improved **information sharing**, streamlining business processes and workflow;
4. Automating the **records management** process across a wide set of content streams;
5. Ensuring **legal compliance** with sixty-five federal and provincial acts and ten codes by providing an auditable record environment—resulting in **reduced legal risk**;
6. Providing **centralized** information management, better reporting, and an **audit trail**;
7. Improving the City's ability to **respond to citizen's re**quests made under the *Freedom of Information & Protection of Privacy Act* or as required by **legal discovery** processes;
8. **Reducing** physical **storage** requirements;
9. Increasing **accountability** between City departments and internal/external users;
10. **Reducing paper dependency** with a goal of a 50 to 75 percent reduction within three to five years;
11. Improving **vital records protection** and promotes **disaster recovery**;
12. Increasing **security** of city data and reduces associated liability;
13. Insuring the **long-term viability** of the City's electronic information assets.

The Drive Migration Project is one of seven functional areas crucial to ECM Program success. In addition to the contributions listed above, the Drive Migration Project will add value by:

14. Insuring the **transition of existing corporate and operational knowledge assets**;
15. Identifying and **removing redundant and obsolete records** affecting the performance of the High Availability Production Environment (i.e. SAN);
16. Normalizing files and adding metadata to ensure **technical and keyword retrieval**;
17. **Removing information silos** and **widening access** to information resources;
18. **Formalizing electronic record-keeping practices** across departments;
19. **Ensuring long-term preservation and access** to the City's older information assets.

Methodology
The Drive Migration Project will be developed in association with InterPARES 3 (IP3), a project at the University of British Columbia designed to help test beds develop robust electronic record

keeping systems. Working with researchers in the UBC IP3 project, the City will gain access to leading-edge research and knowledge.

Once the process has been formalized through the IP3 project, Legislative Services will work with IT to help each business unit prepare their drive assets for transition into the ECM repository. Some examples of business unit work include: renaming Windows folders; creating, validating and applying file naming standards; adding metadata; and identifying folders and files for deletion/retention.

Body of Records
The City of Surrey records included in the Drive Migration Project will likely include any unstructured information assets from the following content groups: documents (.doc, .xls, .ppt, .pdf), images (.tif, .jpg), and specialty content (e.g. .dwg, .wav).

The records excluded from the project will likely include: email, internet, intranet, and legacy systems (e.g. Laserfiche).

Deliverables
The deliverables for the project will be confirmed early in the project. Key deliverables for the Drive Migration Project may include:

1. **Migration Assessment:** The assessment documentation could include an inventory of existing drives; identification of file formats; determination of acceptable migration formats; identification of required metadata; review of document versions and relationships; general project timeline; definition of resources; and business constraints (e.g. blackouts periods).

2. **Migration Methodology:** The methodology documentation could include mapping of content from existing to new folder structure, and from existing to target location; file validation and/or normalization; business logic rules for handling data exceptions and transformations; repository configuration requirements; definition of a step-by-step migration process with technical and business documentation.

3. **Migration Tool(s):** Software tools and/or programming will automate the migration process. Once the Migration Assessment is complete, Migration Tools can be identified, tested against a set of sample data, and examined for errors or other challenges.

4. **Migration Manual:** The business units will require a manual and training to guide them through the migration process. The manual might include contextual information; procedural checklists; and project planning and team list templates.

Timeline
The Drive Migration Project is expected to take about nine months.

December 2008	Formalization of project, approvals
January – March 2009	Migration Assessment
April – June 2009	Migration Methodology and Tools
June – August 2009	Migration Testing and Migration Manual

Roles & Responsibilities
The participants' roles and responsibilities will be assigned during the formalization of the project in December 2008. In one scenario, the City of Surrey team might provide internal leadership and project resources; the UBC IP3 team might provide project methodology, research, assessment, documentation, and other forms of guidance.