

Shared Folder Management

at Singapore Department of Statistics (DOS)

A data and information repository which facilitates sharing or exchange of information is essential for business operations. This has led DOS to capitalise on the set-up and use of network shared folders and lay the foundation for greater sharing of information to support DOS' operational needs.

The final objective is to achieve an efficient and effective knowledge management framework for DOS.

Introduction

With increasing usage and proliferation of folders within the various divisions in DOS, a streamlining exercise was carried out with the intent to construct a more structured and organised framework for information repository in the Windows NT environment.

The primary goals are to facilitate ease of information access and make available the most current one-stop view of all access rights for shared folders in order to achieve better management and control for the benefit of users and system personnel.

Scope of Streamlining

The streamlining exercise covered shared folders and group/user accounts. On the shared folders, it encompassed removal of redundant folders, merging and re-organisation of existing folders in use. A comprehensive inventory check was performed and up-to-date documentation of shared folder resources was effected.

What is Network Shared Folders

Network shared folders are common file areas storing data and information in an organised manner for concurrent sharing and dissemination among selected or specific groups of users.

For the user group and individual accounts, the inactive accounts were phased out and the process of request for accounts was further streamlined to achieve a faster turnaround time in the creation, update and deletion of user accounts.

Benefits of Improved Folder Management

Qualitative

The benefits of the exercise can be viewed from two angles, that is, usage viewpoint and system operations' viewpoint.

With a well-defined set of guidelines drawn up after the streamlining exercise, users are more aware of the requirements for new creations and the structure to facilitate greater access and sharing, thereby achieving better organisation and management of shared folders.

This will result in easier retrieval of information by staff within and across divisions, leading to more effective and efficient sharing of information for operations and planning of new projects and activities.

At the system end, the two areas that are essential for organised folder management are user-management and system operations' procedure. The establishment of a new User Co-ordinator role serves as the linchpin of control between the user and the system team for the shared folders in each division. The User Co-ordinator is responsible for the proper validation/verification of requests in accordance with the established folder structure.

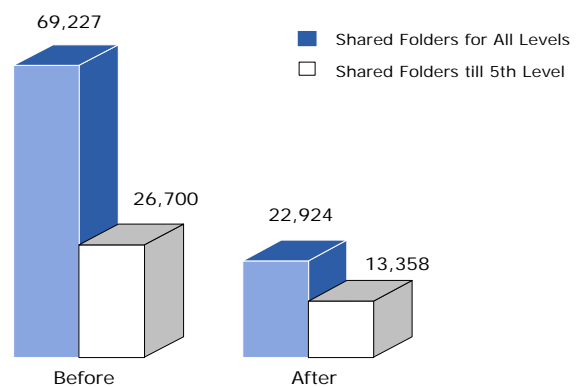
For the system aspect of work, the System Administrator will then execute the request for the creation, removal, re-name and granting of the appropriate access rights to the folders. This improved procedure helps to maintain a well-structured folder inventory and enables the close monitoring of the utilisation of shared folders, thereby optimizing disk resources and containing operation cost.

Quantitative

With the completion of the streamlining exercise, the volume of shared folders has reduced by about

70 per cent, from about 70,000 to 23,000 across all levels. A total of 180 project/system names have been labelled as major references, covering 990 main and sub-folders. The resulting position of the exercise is presented in Chart 1.

CHART 1 STREAMLINING OF SHARED FOLDERS



Path to Better Knowledge Management

The establishment of a clean base of shared folders in DOS will improve lateral sharing and communication of information within and across all divisions significantly. It also forms the building block of an enterprise framework to support continuous improved operations and productive information management and planning.

The efficient and effective organisation and management of shared folders containing important information and data is the first essential step in the journey to knowledge management for the Department of Statistics.