

# Barcode Tracking with DBS National Security Vetting

## No More Losing Track



*"FileTrail is an integral part of DBS (NSV)'s electronic processing. Without it we would have to track upwards of 400,000 hard copy files manually within DBS (NSV) and to and from our customers - a mammoth task requiring considerably more than the current number of library staff. The installation and ongoing support of first File Tracker and then it's replacement, FileTrail, has been excellent"*

Sue Freeman - IS Manager, DBS National Security Vetting

**The separate Vetting Departments of the Royal Navy, the Army, the Royal Air Force and the Ministry of Defence were brought together into a single entity - Defence Business Services (National Security Vetting) - DBS (NSV), located at Imphal Barracks in York.**

The combination of these departments created a file registry of over 400,000 paper records, complicated by the fact that each service had an entirely different indexing system. The management at DBS (NSV) realised very early on that a comprehensive Records Management and Tracking software system was essential to control the very large and somewhat unstructured Registry.

The initial plan was to populate the new tracking system with file indexing information electronically - the usual method. However, for various technical reasons stemming from the different legacy I.T. systems used, this proved to be impossible and a major operation was needed to create the file indexing manually.

DBS (NSV) already had an extremely large mobile shelving system with 27 double-sided mobile units; each being seven metre-length bays long. Each bay had seven levels of shelving; each shelf was sub-divided into thirds. Each 'third' was to be a barcoded file location, making almost 8000 locations in total.

## An Unconventional Solution

Filing records in a storage system as vast as this using conventional indexing can be a very laborious business (imagine trekking to the far end to access a 'Z' file then to the front for an 'A' and back to the far end again for a 'Y' and so-on).

This potential problem was solved by adopting a 'Floating Location' system, controlled by Civica's FileTrail software. With this system, staff carry portable barcode scanners and merely scan any file into the nearest convenient location, avoiding much time wasted in walking backwards and forwards. The file tracking software knows the location of every file and produces pick-lists of requested files in shelving sequence, greatly facilitating this operation.

Following the usual vetting process, a team of 42 fully managed part time staff were employed to carry out the data entry of over 400,000 files. A barcode label was attached to each file and the essential information of name, rank and date of birth was entered into the tracking system. The team carried out a complete audit once it was complete; the end users were then fully trained and familiar with the new system. The project was successfully completed in five months.

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The FileTrail application is easily accessible from over 200 workstations across the DBS (NSV) site via an internet browser. The powerful search facility allows a user to search for an item with as much or as little information as they have to hand. A user can log in and search for items, view the metadata, the items current location (whether it is currently out with another colleague or if it is within the file room) and then send a request to the library staff.

This vastly reduces the amount of internet email correspondence in the search for missing files and minimises the disruption caused to the business. It may or not be the physical value of the files, but the importance of finding a file at the right time which matters most.

Another key benefit is the full audit trail provided; not only can staff view any location or user movement for each item but the system also logs any changes made to the metadata. Even deleted items are not lost forever. This provides both the historical and current value and by whom the changes were made, thus providing invaluable information should an internal or external inspection arise.

Bar-code technology significantly reduces the labour intensive method of keying in data and manages information efficiently in every way.

- > FileTrail was one of the first applications to be tested and installed successfully on the MOD DII(F) Server.
- > FileTrail is now in the DII Catalogue.
- > File Trail was installed on Windows 2008 in a virtual environment, hosted by Logica.
- > FileTrail is a web browser based application so can be accessed from any PC.
- > FileTrail is compatible with Windows Server 2003 and 2008, MS SQL Server 2005 and Oracle 9i and 10g.
- > FileTrail takes advantage of ASP.NET & AJAX frameworks.
- > FileTrail is licenced on a concurrent user basis; DBS NSV has 150 x concurrent users.
- > The system is highly configurable - unlimited users, media, fields and search screens.
- > FileTrail requires no software to be installed locally on workstations except for those assigned to be barcode download stations.

Since using FileTrail at DBS (NSV) to manage Vetting files, the application is being expanded to track and manage other vital files in their care. FileTrail's ability to manage many different records with different levels of security and access-viewing privileges across any organisational structure makes this entirely feasible.

**For more information on the benefits FileTrail could bring to your organisation, or if you would like to see a demonstration of a working system, call us on 01604 798500 or email us at [recordsmanagement@civica.co.uk](mailto:recordsmanagement@civica.co.uk).**

***"I wish we had the same service from our other suppliers, I feel almost spoilt as I expect them to be just as good"***

Craig Stewart - IS Support, DBS (National Security Vetting)



the DBS (NSV) records system

### About Civica

Civica is an international market leader in specialist systems and business process services for the public sector in particular. Through experienced people who understand service delivery, we apply software, managed services and outsourcing to help customers streamline their activities and achieve a successful and more cost-efficient way of working.

Civica works across local government, education, social housing, health care, enforcement and other regulated markets. The group supplies more than 2,000 organisations in the UK, Australia & New Zealand, Singapore & South East Asia, Canada and the USA.

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