



Objective

To gain understanding of its information architecture, ensure sensitive information is stored appropriately, and reduce duplication of records by implementing a system that can identify documents accurately and manage them based on policies

Approach

The international legal institution worked closely with HPE to implement a pilot project around HPE ControlPoint that would secure judicial documents, tag operational documents, and dispose of duplicates

IT Matters

- Provides a clear picture of the court's information architecture
- Frees up resources to focus on higher value activities
- Reduces storage capacity requirements
- Classifies and categorizes information so it can be described in a common way

Business Matters

- Accelerate response to information requests, ensuring trials are not delayed
- Eliminates risk from the proliferation of sensitive information
- Safeguards judicial records, ensuring they are stored where their security, retention, and accessibility is ensured

The International Criminal Court reduces risk by boosting big data capacity

HPE ControlPoint helps ICC to better understand and control its information



Challenge

Managing large amounts of information

Courts produce and consume vast amounts of information. Cases couldn't be tried without witness statements, experts' reports, maps, footage, photographs and other evidence.

Outcomes – indictments, motions, submissions, decisions and judgments – have to be recorded in judicial documents. These court records need to be stored securely, often for long periods of time, and be easily accessible to those who need – and are authorized – to use them.

Not only do courts have to manage their official records, they have to also take care of the significant volume of administrative documents they produce on a daily basis. There are letters, emails, faxes and more to control.

Established in 2002 and headquartered in The Hague in the Netherlands, the International Criminal Court (ICC) has a judicial obligation to preserve the vast volumes of information it produces. Governed by the Rome Statute, the ICC is responsible for trying persons accused of the gravest of crimes, including genocide, crimes against humanity and war crimes. The first permanent, treaty based, international criminal court, its 1,200 members of staff – composed of fixed staff, temporary staff, and external counsels – are mainly located in The Hague. Temporary field officers operate in countries where the court is running its investigations.

Documents from many different sources

Many of the court's staff have specific skills and rely on specialized tools for performing their duties.

“We were surprised at how many sensitive records HPE ControlPoint found across the file system.”

— Jones Lukose, head of Records and Archives Management, International Criminal Court

The 10-strong records and information management team are able to support the 1,200 ICC staff and are responsible for helping the business build capacity to manage these information at an enterprise level. Information is brought together, organized, and presented back to the many people who need to consume and learn from the intelligence it provides.

“We harvest information from at least nine major systems including Microsoft® SharePoint and file systems,” reveals Jones Lukose, head of Records and Archives Management at the ICC. “There are various types of pdf files, Microsoft Office documents, draft judicial documents, images, and some documents in limited proprietary formats. There are between 50 and 100 different formats that we need to organize.”

High profile trials reliant on rapid access to information

The court must process and deliver information rapidly. Every investigation, every courtroom trial, every aspect of case execution is governed by information. To minimize the duration of the high profile cases it tries, the court must be able to process the huge amount of information it handles in a timely manner.

“Cases need to be brought to trial and processed as quickly as possible,” explains Lukose. “Activities such as disclosure of materials to parties, searching, analysis, and research all need to be carried out rapidly.”

To help the court respond rapidly, the records and information team wanted to map out the diverse categories of information produced by the court. The maps would help the court standardize how it organizes information.

“We wanted to give these maps back to our business users to help them adopt a standardized approach to organizing and searching for information to speed up their response to judicial requirements,” adds Lukose.

To build the maps, the team first needed to build a clear picture of all the materials produced by the court. But with only manual tools available it took six months to build an accurate inventory of the kinds of materials the organization was creating. Manual processes were not only slow, they also consumed a lot of valuable manpower. “Six months was too long for us,” comments Lukose. “We thought there must be a better way.”

Solution

Automatic information classification and management

ICC began looking for a tool to help it understand and categorize its information. A satisfied long term HPE Records Manager customer, ICC was keen to learn about HPE ControlPoint. “We have had a long relationship with Hewlett Packard Enterprise and we have very close interactions with the HPE technical teams,” notes Lukose.



“Through our meetings we learnt about HPE ControlPoint and could see it would help us understand and control our information. Its tight integration with our HPE Records Manager enterprise management system would be a tremendous advantage in helping us to do that.”

ICC invited HPE to demonstrate the HPE ControlPoint ability to automatically classify data. It was keen to see how the HPE solution could identify and transfer the critical court records that needed to be stored safely in the court’s HPE Records Manager solution. At the same time it wanted to see how HPE ControlPoint could automatically dispose of the outdated and unnecessary legacy content that was consuming storage capacity.

A team of HPE technical specialists worked closely with the ICC information managers, internal records management team and IT specialists to implement a pilot project around HPE ControlPoint. “HPE set up an office in our building and we went through each step of the way together,” comments Lukose. “There was very good synergy between the teams.”

The project analyzed around five hundred gigabytes of information stored on the ICC file system, migrating sensitive court records to HPE Records Manager and tagging or disposing of administrative documents according to predefined policies.

The first task focused on identifying and archiving the sensitive court records that were hidden away in its file system. To ensure the security, retention, and accessibility of these documents they need to be stored in HPE Records Manager rather than left unmanaged on the file system. These documents not only take up space but could trigger a security issue if the court is unaware of their presence.

HPE ControlPoint automatically moved these critical files, along with relevant metadata, into HPE Records Manager. In addition any court records found on the file system that were duplicates of records in HPE Records Manager were placed in quarantine according to policy.

Tagging operational files; eliminating duplicates

The second task focused on identifying operational documents created as part of the court’s daily business. After identifying these files, HPE ControlPoint determined whether they were working documents, legacy documents, or trivial documents, and tagged them appropriately.

The third and final task saw HPE ControlPoint identify documents duplicated either across HPE Records Manager or across the file system. Duplicate files were placed in a quarantine area for review before being disposed of.

Customer at a glance

Software

- HPE ControlPoint
- HPE Records Manager

Building information policies

HPE ControlPoint is also helping ICC build the policies that will ensure all information is managed and stored appropriately, for example its macro retention policy. This policy identifies the master repository and the actions that need to be taken when duplicate documents are found. It also highlights how long materials should exist before they are removed.

“HPE ControlPoint helped us to gain visibility into the nature of the records we have,” comments Lukose. “That helped us to speed up the proliferation of our macro retention policy.”

Other ICC policies used by HPE ControlPoint provide general rules on which types of records need to be stored in HPE Records Manager and whether operational documents should be classified as working documents, trivial, or legacy.

Benefit

A gateway to information repositories

HPE ControlPoint provides ICC with the clear understanding and insight it needs to efficiently and effectively organize and control its information. This is helping the court provide a timely response to judicial requirements, minimizing the duration of the high profile cases it tries. “It is very important that we identify a common set of views of our entire information,” confirms Lukose. “HPE ControlPoint is helping us classify and categorize our information, and describe it in a common way.”

Equally important the HPE solution is helping ICC halt the proliferation of sensitive information across its network.

As Lukose explains: “We are a security sensitive institution and we were surprised at how many sensitive records HPE ControlPoint found across the filesystem. They are supposed to be kept in HPE Records Manager.”

By migrating files from the file system to HPE Records Manager and disposing of duplicate files, the HPE solution is also helping ICC reduce the amount of storage capacity it requires.

HPE ControlPoint found around 30 percent of documents to be redundant realizing savings of approximately €150k. “Thanks to HPE ControlPoint we can now clean up the file system,” adds Lukose.

Longer term HPE ControlPoint will play a key role in the ICC digital archiving program. Scheduled for completion in 2018 the program’s goal is to develop a trusted digital repository.

HPE ControlPoint will act as a gateway between all the court’s information repositories (including the court’s file and SharePoint systems), archive repository, and HPE Records Manager repository, identifying which repository each piece of information belongs in.

It will also help ICC optimize user storage. Lukose wants to remove any residual paper processes and automate them to manage storage more efficiently, HPE ControlPoint will help him to do this by first appraising the information ICC holds in its repositories.

“We are very happy with the results we have seen from HPE ControlPoint. For us it’s simply a continuation of our experience of HPE, which has been very good,” concludes Lukose.

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