Hewlett Packard Enterprise

Case Study

City of Portland secures future with HPE Content Manager

HPE Content Manager allows city to better manage a wide range of information

Objective
The City of Portland needed one electronic document and records management system (EDRMS) to store, manage and search its physical archives and fast-growing digital information

Approach
Since 2001, the city has built a robust records and archiving capability with HPE Content Manager and it continues to expand its usage

IT Matters
- Seamless integration with Microsoft® Office 365
- User-friendly HTML5 interface with drag and drop functionality

Business Matters
- Significant time and cost savings through automation
- Important messages captured in real time and managed securely
- Records and archives automatically published to the Web
- Destruction protocols reduce data storage and legal risks

A pioneer of automated records management, the City of Portland began using Hewlett Packard Enterprise (HPE) Content Manager[1] in 2001 to track its physical archives. Today, it holds 2,350 seat licenses to allow its more than 5,000 staff to better manage 6 million physical and electronic records. These range from historical documents and large design files used in city planning to elected officials' emails and employee personnel files. Many records are now readily available to the public online.

The challenge

Portland is the largest city in the US state of Oregon. With a population of 620,000 people[2] within a wider metropolitan area housing around 2.5 million people, and a history stretching back to the City's incorporation in 1851, the City manages a large volume of archival and current public records.

[1] HPE Content Manager is the latest release of Hewlett Packard Enterprise's governance-based enterprise content management software, formerly known as HPE Records Manager. Products are generally referred to by their current name in HPE case studies but customers may have implemented an earlier version.

[2] http://quickfacts.census.gov/qfd/states/41/4159000.html

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>
> – Tim Hunt, Records Analyst, Archives and Records Management Division, City of Portland

The responsibility for managing city records falls to the City Auditor, one of six publicly-elected officials who lead Portland. The current City Auditor is Mary Hull Caballero and the Archives and Records Management Division within her office provides central services to all 24 City bureaus and offices.

Managing physical and digital records
The City of Portland holds about 3 million physical records (folders) in its Archives and Records Center, many dating back to the early days of its settlement. Since the introduction of computers, it has had to manage a growing volume of digital records.

The City manages more than 2.8 million digital records within HPE Content Manager – with the volume growing by about 20 percent a year. It must now also ensure it can capture messages and documents created and managed in Microsoft® Office 365. This adds a layer of complexity because messages and documents (such as Excel, PowerPoint and Word files) held in Office 365 are hosted in the cloud at Microsoft's data centers, rather than within the City's own desktops and servers.

Creating workflows
One of the biggest challenges for records management teams is to establish workflows that cover every step from the creation of material through to its storage and destruction. The City of Portland in particular must adhere to the strict record retention requirements imposed by its regulations and those of the State of Oregon.

To comply with these requirements, and meet citizens' desire for ready access to public information, the City required an EDRMS solution that would allow it to accurately identify public records, store, manage, and dispose of or preserve them as part of the Archives.

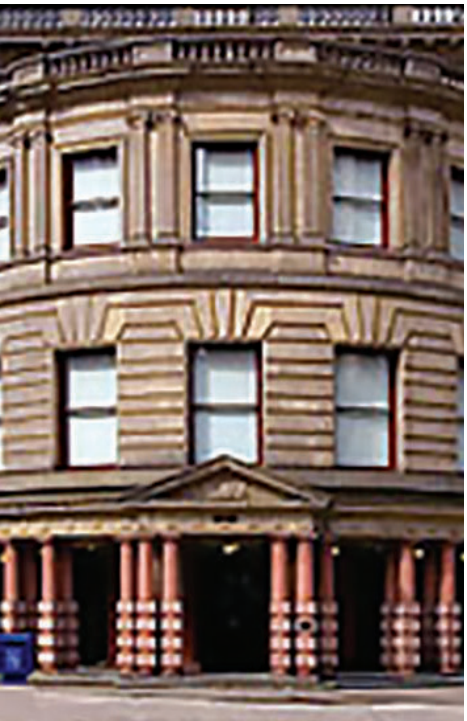
Providing public access
Since the early 2000s, the City of Portland has had a vision that public information should be readily available to citizens. This was articulated in 2000 as the idea of a 24/7, self-service City Hall. This vision has gradually become more and more feasible with the evolution of the Internet, and data capture and electronic records management tools including HPE Content Manager.

Litigation support
Before the implementation of a centralized and automated records management system, the City of Portland's legal teams struggled to find documents and other records they required to respond to queries and run court cases.

This issue came to a head for one major bureau, which turned to the City's Archives and Records Management Division for assistance.

"They came to us because they were frustrated by not being able to find records for their defense," says Brian Brown, Business Systems Analyst with the Archives and Records Management Division.

"They had a system but it wasn't well defined and lacked standardization. They really wanted a central repository for these



documents that could be indexed and was searchable to quickly produce documents for business use but also for litigation."

The solution

The City of Portland implemented HPE Content Manager (then known as TRIM) in 2001 to manage its physical archives, provide online access to City Council documents, and capture critical bureau electronic records. At that time, the City had fewer than 100 licenses for the software and users were primarily within the Archives and Records Management Division and Auditor's Office divisions, such as the City Council Clerk.

The City has since continued to upgrade to the latest versions of the EDRMS software. It has also greatly increased the number of electronic records captured and held within the system, as well as the number of individuals using the system.

The Archives and Records Management team continues to deploy HPE Content Manager across the City. Staff in every bureau rely on HPE Content Manager to find critical City documents (such as contracts and personnel records), request physical records from the Archives and Records Center, and in more and more cases, use it as the repository for their department's electronic records.

The City of Portland holds 2,350 'seat' licenses to allow a wide range of its more than 5,000 staff members to use HPE Content Manager. It holds about 3.5 million physical and 2.5 million electronic records, adding up to 5.5 terabytes of data.

"We are using it to apply the same kind of management and access—which includes some public access—to our electronic records and emails that we have historically provided for our paper records," says Tim Hunt, Records Analyst, Archives and Records Management Division, City of Portland.

This electronic document management approach includes scheduling the destruction of records to comply with retention rules, free up IT resources and reduce legal risk. Around 1.5 million records have been destroyed since the City began tracking its records and related management activities in HPE Content Manager.

According to Hunt, before using HPE Content Manager, the City had little idea what information bureaus and departments held. "We didn't know what people were doing with their electronic records," he says. "Maybe they were on shared drives and sitting there forever. Or maybe they were being destroyed before they should be."

The results

Effective management tool
HPE Content Manager has proven to be a powerful tool in enabling the City of Portland to keep track of millions of physical and electronic records.

The software has also enabled the City to set rules regarding how long records should be retained and who can access them, and to tailor workflows to suit the specific business requirements of its different bureaus and departments.

By steadily increasing the number of bureaus and departments using the system, and holding data in a central repository, the City has greatly reduced the time and cost involved in managing its archives and public records while increasing utility and convenience for internal and external groups seeking access to public records.

This has been particularly beneficial to groups such as the City's lawyers who regularly need to search through records to support their activities. "We've made a lot of friends in the Attorney's office because they like the search-ability of the system," says Brown. "They don't have to receive a bunch of forwarded emails from City employees because if records are in Content Manager they can quickly find them."

Secure retention of diverse records
HPE Content Manager has become a central part of the City of Portland's information management environment. After 15 years in place, the system is used to capture and manage records as diverse as scans of historical documents, messages sent and received by the City's elected officials, contracts, megabyte-heavy weather and city planning related files, and sensitive personnel files.

The software makes it straightforward for City staff to specify who can access records. Secure access is a critical feature given officials' messages are only to be shared

Case study
City of Portland

Industry
City government

Customer at a glance

Application
Manage the physical archives, provide online access to documents, and capture critical bureau electronic records.

Software
- HPE Content Manager

within their offices, and health records must only be available to relevant managers and human resources teams, while some other documents can be released publicly online. The smooth functioning of this approach highlights the strong systems and training that the City has in place, as well as the trust staff have in HPE Content Manager. "There is a lot of confidence in the system," Hunt comments.

Public access to records

The City of Portland uses the WebDrawer facility within HPE Content Manager to make information readily available to the public online. Individuals can search the City's archives and public records with the click of a mouse, using a Web-based form. Search engines can index the records directly and become findable through common web searches.

"Having WebDrawer available has been great for getting our archives collection out there," says Brown. "We like that anyone can just search for anything they might be looking for. They may not even know that we exist but they might find a grandfather who used to work for the fire department, for instance."

Brown says that the City of Portland is unusual in being able to present historical records alongside bureaus' day-to-day public records at the click of a button. "I think that's very unusual because archives and records are usually considered very separate entities," he comments, adding that the public's use of WebDrawer has been growing at 31 percent a year on average as more records are made available.

Integration with Office 365

The City of Portland uses Exchange Link within HPE Content Manager to allow messages and documents hosted externally within Office 365 to be captured and stored using the software. The tool runs at the server level to ensure there is no performance impact for users and works with any device. This is especially important to City officials who regularly switch from desktops to mobile devices but must still capture their communications.

Flexibility

A further benefit of HPE Content Manager is its flexibility. Brown and Hunt give the example of being able to configure record entry forms to allow users to add relevant metadata to records. This might range from adding limited and automatic annotation when a person drags and drops a file or email into HPE Content Manager, to adding up to 30 fields of metadata to complex records such as drawing files and construction plans. This larger amount of metadata can be added manually or automatically imported by integrating HPE Content Manager with other data sources.

Future plans

The City of Portland is exploring the wider capabilities of HPE's integrated suite of Big Data software tools. This includes using HPE ControlPoint to automatically review unmanaged data stores to identify material that should be retained or destroyed.

The City is also looking at how HPE ControlPoint could be used to perform this function on the millions of officials' messages being collected. "The volume is so great that there's no way that humans could open up every email and look at it and see if it really belongs in the archives," says Hunt.

In addition, the City of Portland aims to continue increasing the number of bureaus and departments that can add information directly into HPE Content Manager. According to Hunt, the City wants more "contributors" adding records for the benefit of current and future generations of City employees and citizens.

"It might take a couple of extra seconds on the front end, but on the retrieval side you're going to save a lot of time and heartache, especially on long-term records that are going to be around for many years," says Hunt. "Sometimes that message gets people to understand that there's a greater good at stake."

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