

## Comcare

KAZ analyses Comcare's file system to assist migration to a document management system.

Comcare is a government agency that works to reduce human and financial costs of workplace injury and disease. Comcare performs significant services to the community. The agency determines claims and pays workers' compensation to Australian and ACT Government employees and promotes best practice in workplace health, safety and rehabilitation. Comcare is also the Australian Government's lead agency in managing common law asbestos claims litigation.



**Australian Government**

**Comcare**

Comcare wanted to migrate the documents on their shared drive to a new electronic document management system (EDMS). Before they did, they wanted to know how many would fit into the new system. Comcare asked the KAZ Information Intelligence Practice to assist.

### The Challenge

One of the greatest problems facing KAZ was the size of Comcare's shared drive. In terms of volume, the file system had doubled in size since June 2003 and was growing at 1.5 to 2 gigabytes per month. It would reach an estimated 170 gigabytes by June 2007. Put another way, the file system was increasing by 4000 files per month and would total approximately 550,000 files by June 2007.

Another challenge was the nature of Comcare's directory tree structure. While the structure was perfectly adequate at higher levels, it entailed considerable traversing of the system to locate documents. In fact, Comcare estimated that each staff member could be losing at least one hour per day looking for documents.

### Our Approach

KAZ deployed its proprietary information optimisation tools to assist Comcare. At initial levels of engagement, the tools can identify and classify files by age, type, owner, content

and file dependencies. They can also be used to define and implement policies to delete duplicate files, archive older files and assign files to cost centres.

At higher levels of engagement, the tools can automatically classify documents into a business classification scheme, standardise terminology across the organisation and summarise emails and attachments.

The information optimisation tools are supported by sophisticated methodologies and wide experience gained through numerous client engagements in both the government and business sectors. This was a great help to Comcare.

*"Their knowledge of the tools and experience of record keeping practices and methodologies in the public sector was a big plus factor. They knew exactly what I was talking about which definitely facilitated the whole process. I was very impressed with that."*

*Brian Bourne  
Records Manager, Comcare*



Another advantage of the approach used by the Information Intelligence Practice is that the tools are non-intrusive and didn't interrupt Comcare's daily operations.

*"It was an easy operation for us. They took a snapshot of the system and took it away to analyse. There was no disruption whatsoever."*

Brian Bourne

Records Manager, Comcare

## The Result

KAZ analysed Comcare's shared drive to provide an accurate and detailed picture of the files stored there. This proved to be of real value - and a surprise - to Comcare.

KAZ determined that 21.6% of the documents were duplicates. In addition, KAZ identified many files with no file extensions, thirty-one versions of WinZip, large numbers of archived and program files as well as non work related picture and video files.

Many older documents originally created in Microsoft Word 5.0 for Macintosh were also identified. Given Comcare's work in claims litigation, this could present a danger: future versions of Word might not be able to open documents that could contain vital intellectual property.

*"It was fascinating. The project was really worth initiating because the information that was retrieved from the disk analysis was absolutely incredible. This was information about our stored files the organisation never knew. But we do now."*

Brian Bourne

Records Manager, Comcare

Based on these findings, KAZ made several recommendations. The first task was to remove all duplicate files which would reduce the file count by over 20%. Further reductions would also be gained by deleting irrelevant and inappropriate material.

To keep Comcare's rapid file growth in check, KAZ suggested developing an automated archive policy that could be used on an ongoing basis. Archiving documents could potentially decrease Comcare's storage volume by 49% and cut their storage costs by half – a very substantial saving.

As an added benefit, reducing the storage volume would decrease data backup times which had increased by 22% over the past twelve months.

Equally important, Comcare had an accurate idea of the files that could be migrated to the EDMS, their initial reason for engaging KAZ.

*"Their analysis told us how many documents would fit into the EDMS. I think there was only a little over 1% that would not fit so it was a very good result for us. Overall, we were very pleased with the outcome and it was well worth the investment which was really quite modest."*

Brian Bourne

Records Manager, Comcare

For the future, KAZ recommended restructuring portions of the file system to improve navigation and staff productivity. KAZ also offered to convert the old Word 5.0 documents into the current format to ensure forward compatibility with Microsoft Word.

## Key Benefits

- Deleting duplicates and archiving could reduce file volume by 49%
- Potentially cut storage costs by 50%
- Knowledge of record keeping
- No disruption to work activities
- Modest investment

More information: [www.kaz-group.com](http://www.kaz-group.com)

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