



DWR-P-07-FileShare Pickup 08302024
FileShare Pickup Policy

DISCLAIMER: This document is policy only and does not create legal rights or obligations. Agency decisions in any particular case will be made by applying applicable laws and regulations to the specific facts.

1) EFFECTIVE DATE: 09/15/2024

2) SIGNATURES

A handwritten signature in black ink that reads "April Grippo".

April Grippo (Sep 19, 2024 13:02 CDT)

April Grippo, Director

A handwritten signature in black ink that reads "Leah Weatherly".

Leah Weatherly, Administrative Assistant, Preparer

A handwritten signature in black ink that reads "Paula Mitchell".

Paula Mitchell, Deputy Director, Reviewer

A handwritten signature in black ink that reads "Trevor Jackson".

Trevor Jackson (Sep 19, 2024 10:43 CDT)

Trevor Jackson, Records Management Reviewer

FileShare Pickup Policy

Purpose:

This document defines what FileShare Pickup is and provides process and procedures to DWR staff on how to manage and maintain files within it.

Responsible Contact:

The manager for each program that uses FileShare Pickup is responsible for ensuring their program complies with this policy.

What is FileShare Pickup?

FileShare Pickup is a place to stage documents for automatic transfer to FileNet. It consists of three folders, Pending, Completed and Review; permissions to each folder are independent and are requested at time of user setup. During the transfer process, file names are evaluated for compliance with the appropriate FileNet naming conventions. Files meeting FileNet requirements are transferred, files with file names not meeting requirements are put back into the Review folder for review and reconciliation.

How does FileShare Pickup work?

FileShare Pickup is a three-stage process as described below.

1. Stage files for transfer by putting them in "Pending" folder.

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| Notes: | <ul style="list-style-type: none"> • Make sure that all files are named using the prescribed naming conventions for the FileNet Class. • Once the transfer process runs, files will be moved to the "Completed" or "Review" folder. • Do not put folders inside of folders. Folders within folders will not move from the Pending folder to the Completed or Review folders. |
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2. Transferred files are moved to "Completed" folder.

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| Notes: | <ul style="list-style-type: none"> • Processes automatically run at a frequency defined by STS. |
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| | <ul style="list-style-type: none"> • After the transfer process is successfully ran, files are inserted into FileNet and are moved from the Pending folder to the Completed folder. • The responsible contact or their designee needs to periodically perform quality control (QC) checks and purge files that successfully transferred to FileNet from the Completed folder. The purging process is necessary to ensure there is adequate space on this shared drive. |
| QC Checks: | At a minimum of once a month the responsible contact or designee needs to select a random number of files, look those files up in FileNet to verify that the file is complete and purge that batch of files from the Completed folder. It is recommended that 5% of a batch of files is checked before it is purged from the Completed folder. |

3. Files with errors are moved to “Review” folder.

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| Notes: | <ul style="list-style-type: none"> • After the transfer process is successfully ran, files that have errors and could not be transferred are automatically moved into the Review folder. • Any files that are in the Review folder have NOT transferred to FileNet. |
| Process: | <ul style="list-style-type: none"> • The responsible contact or their designee should check the Review folder to see if any files failed to transfer to FileNet. • Look to see if there are any obvious issues with the file name. • Review error message logs. • Fix the document naming issue. • Place the renamed file back in the Pending folder. |
| Common Errors: | <p>1. Too Many/Not Enough ‘-’/‘+’</p> <p><i>Solution:</i> A plus or minus sign is used to separate out the metadata fields. FileNet classes set up in the Folder structure use a minus sign (-) to delimit FileNet properties; FileNet classes set up in the non-Folder structure use a plus sign (+) to delimit FileNet properties.</p> |

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| | <p>Review the name of the file and add or delete where necessary.</p> <p>2. There is a (#) at the end of the file name. <i>Solution:</i> This is most likely due to the document being a duplicate of a file that already exists. FileNet can handle multiple files with the same filename, but Windows will not allow duplicate files names. Once the original file has transferred to FileNet, move the file with the (#), e.g. (1), back to the Pending folder and remove the (#).</p> <p>3. "The Value given for a property or list element lies outside the permitted range or value set, or exceeds the maximum length allowed." <i>Solution:</i> Transfer one file and then move the second file into the Pending folder once the first file has transferred.</p> <p>4. "Values in file name do not match with properties in config." <i>Solution:</i> Make sure all metadata fields are filled out. If no info is needed in a field add a % for the missing data. Check to make sure you do not have any additional metadata fields added, any extra + or a (2,...) at end of name.</p> <p>5. "Document Title does not match validation." <i>Solution:</i> Make sure there are no extra delimiters, e.g. '-','+', and all fields are accounted for.</p> |
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| Revision Number | Date | Brief Summary of Change |
|------------------------|-------------|--------------------------------|
| 0 | 09-15-2024 | Initial Issuance of the Policy |