

## Notes for e-mail, data storage and security clean up

1. Clean up e-mail advice is located on KNet, giving you options to locate files which are large, by date or by sender, etc.

<http://knet2/kcc-directory/services-and-support/it-service-desk/projects-and-initiatives/electronic-storage-strategy/managing-your-mailbox>

Remember to clean out your Outlook Calendar too as it takes space up in your allocation. Set diary dates in your calendar for file maintenance work and clearing out.

### 2. Refresh your IT Training

by attending any courses on areas you are not up to speed on. Make sure new colleagues know the ropes before they logon and everyone should make time for any TRP training offered by the project team when you are TRP ed.

As IT training is a key issue, it will be going for discussion to CFE SMT and your divisional rep on Staff Development Group can be contacted to press this matter, ask your manager for details. Rob Semens, chairs this group as CFE ,Head of Personnel.

### See KNet ( Staff Zone )

<http://knet2/staff-zone/training-and-development/training-courses/information-technology/children-families-and-education>

The next 1 hour seminar on email is: Date: 28 April 2008, Times: 09:30, 11:00 or 14:00  
Location: Lecture Theatre, Sessions House, Maidstone, Cost: £25 per person

If you are interested, please reserve your place by sending your budget code to Debbie Johnson(Training) <mailto:debbie.johnson@kent.gov.uk>

View the first 10 minutes of the new Emailogic e-learning seminar now:

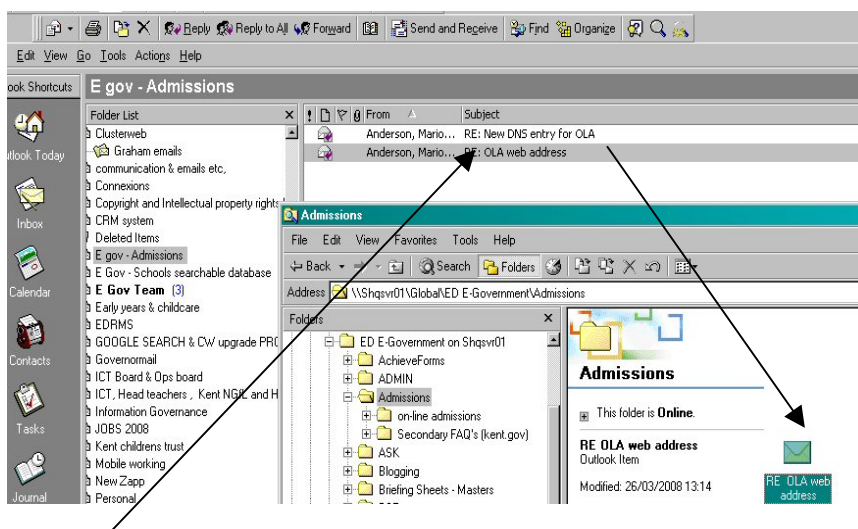
<http://dimensionmanager.com/Demo/landers/emailogic/index.html>

Click Here to register and see how your staff can save 30 minutes a day on their email

<http://office.microsoft.com/en-gb/training/default.aspx>

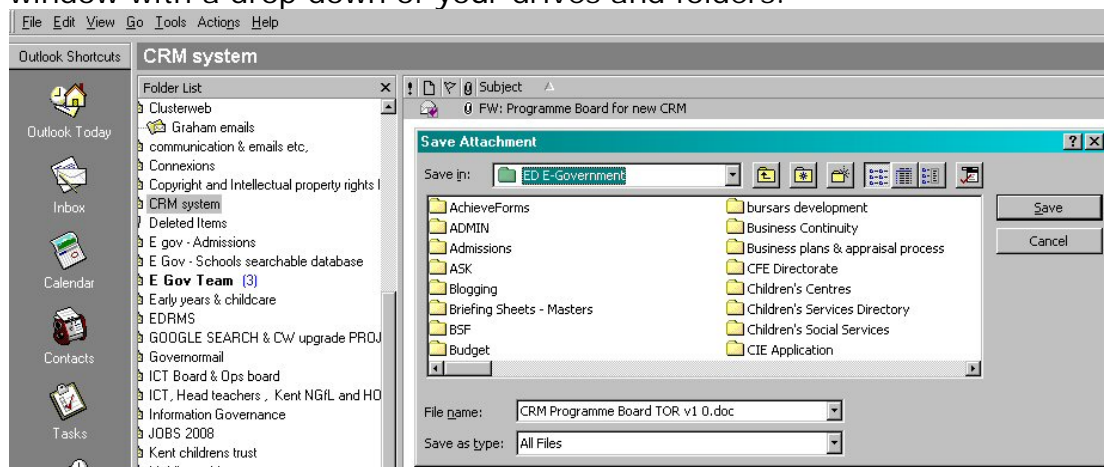
**Information Governance Training** also refers to the issues around confidentiality and data protection and is regularly offered by the Corporate IG team. Watch for courses on KNet and Kent Trust web.

## 2. File management



Using **Windows Explorer** you can display files in various ways or as thumbnails to highlight them (using ctrl and shift keys), to cut, paste, copy and delete files out of **Outlook** and other programmes into the various drives for safe storage. Highlighted e-mail cut and pasted into shared drive

You can also save attachments from Outlook (making your mail box smaller and saving the material more appropriately) using the **Save Attachment option in the File / Save menu**. This prompts where you want to save the file in a window with a drop down of your drives and folders.

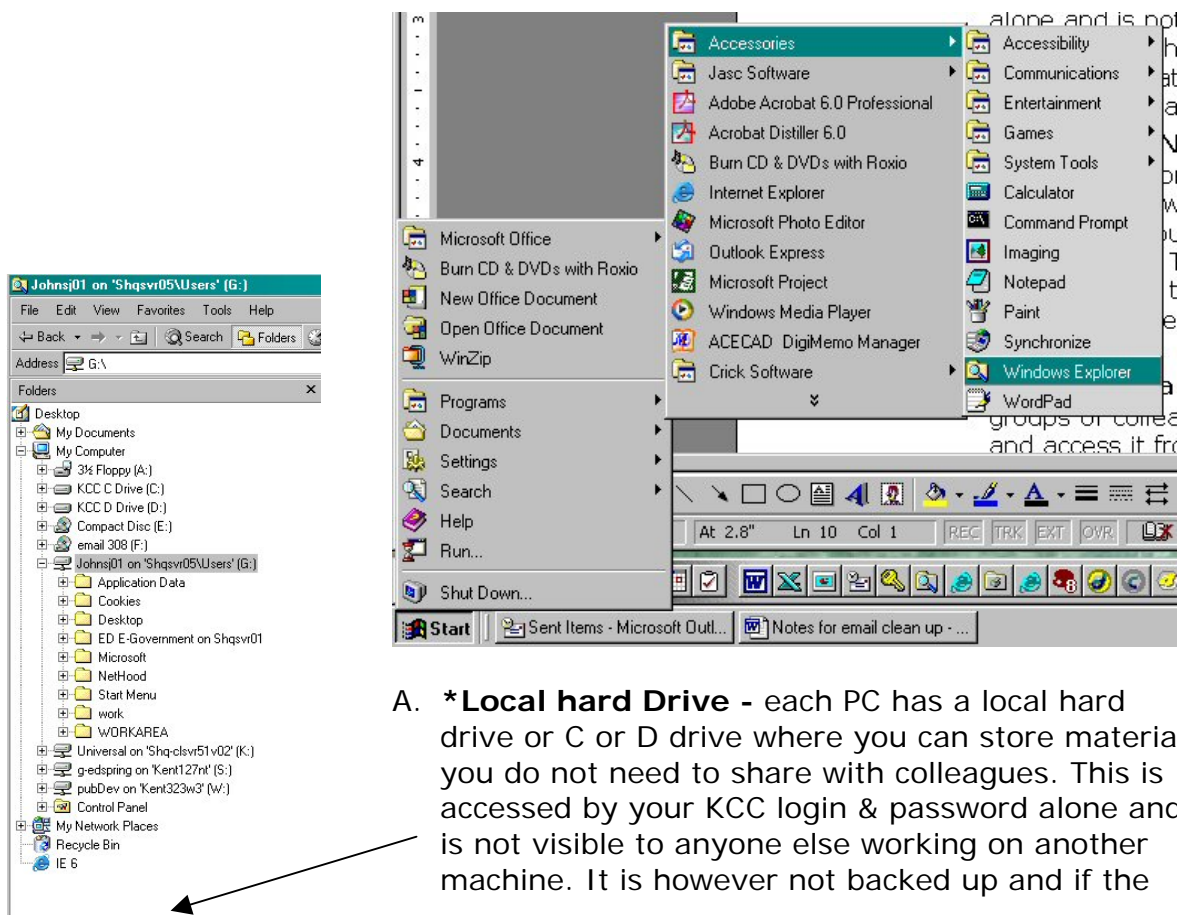


## Storage resources & methods

Everyone has access to a number of different places to store material on their PC or the KCC network or when on the move.

While at the office (\* worst - \*\*\* best)

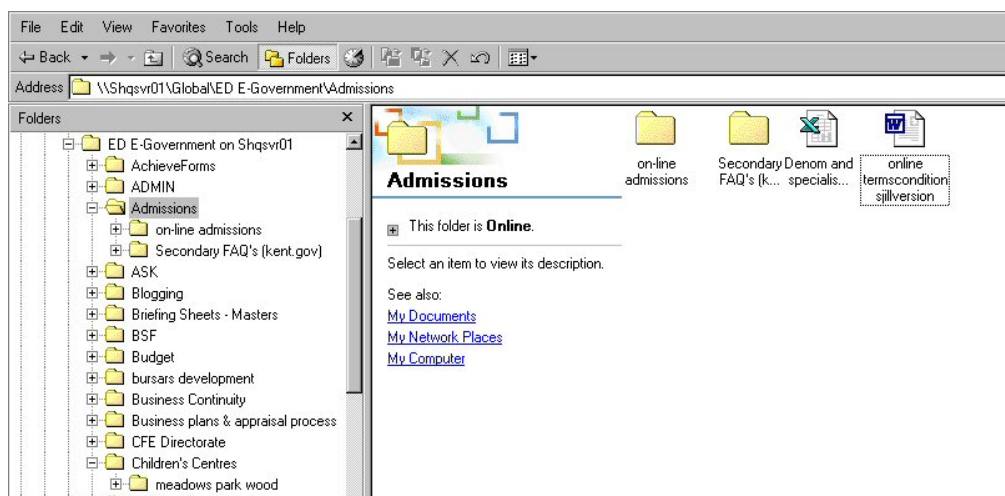
You should take time to explore your PC a little, checking out **Windows Explorer** as a key to file management – go to **Start/ Programmes / Accessories /Windows Explorer**. This is one aspect of the ECDL course which is invaluable. Module: Using the computer and managing files.



- A. **\*Local hard Drive** - each PC has a local hard drive or C or D drive where you can store material you do not need to share with colleagues. This is accessed by your KCC login & password alone and is not visible to anyone else working on another machine. It is however not backed up and if the

PC fails, you will lose the data. (This is likely to be all you have at home for document storage.)

- B. **\*\*Personal Network Drive** - everyone also has access to a personal network drive which is signified by another letter depending on where you



are based. When your KCC login is set up you should be assigned a network drive and your PC mapped to it. This is a server (very large hard drive) for storage and is therefore backed up by ISG regularly and material can be recovered from it in the case of data loss by accident.

- C. **\*\*Universal or Shared drives** can be set up for work groups of colleagues who need to work on the same material and access it from a number of different desks. This can either be the K or universal drive suitable for staff who work across a wide area of Kent or the HQ and other building drives for people who are co-located. This avoids duplication of the same document in many files and is better for document retrieval and version control.

**Mobility is opening us up to greater risk of data loss. Preferred methods exist:**

- A. **\*\*\*Access to A2K** - if you own a KCC laptop you can have access to A2K which allows to access KCC network drives and your files and e-mail while on the move using your local broadband connection or a third party connection cable or wireless. This will shortly require encryption to secure any KCC data which might be lost in the event of a theft or loss – this is under discussion.
- B. **\*\*\*A Blackberry** - lets you access your KCC e-mail and Outlook calendar and telephone while on the move. It can be wiped centrally if lost, so no KCC data is exposed.
- C. **\*\*\*A SSL (secure socket layer) link and key fob** - allows you to use your own home PC or a third party one to access KCC files from home or elsewhere by using a key fob with random generated access key, plus a personal pin number and your normal KCC login and password. As you are using your own PC as a client and the KCC network as the server, this is called "tunnelling" and is also secure.
- D. **\*\*\*Secure Kent Trust web** – we are currently working on a secure web-based, shared area for all KCC and multi-agency staff to store documents on line and exchange them safely.  
<http://www.clusterweb.org.uk/communication/secureclusterweb.cfm>
- E. **\*\*Outlook Web Access** - is available to staff who have been through the TRP process and can see their e-mail and Outlook calendars by using any

web accessible PC and Internet Explorer or web browser. This is protected by a secure password manager programme which you must register with. You can however, download to your own or third party PC which is an additional risk.

- F. **!!!! E-mailing things home – this is not to be encouraged** as it places KCC Data and documents on third party machines and passes them though unsecured e-mail during their journey. You have a contract which specifies that under the KCC [Electronic Communications Use Policy](#) & [Responsible User Guidance](#) you are **not** to do this!

*“Don't forward KCC messages to personal e-mail accounts (i.e., auto-forwarding)”*

3. **Removable media** –these can be \* CD and \* DVD disks & \*Flash pens. There are security issues associated with taking KCC data off our network and carrying it around with you (Data Protection and Freedom of Information – you need to consider this matter carefully) **These devices can be easily lost and are not normally encrypted or password protected. They are currently a risk .....which Internal Audit would like to stop !** as this would be disastrous to most of us we must be careful and vigilant or we will lose this facility.

**\*\*External hard drives** - are a last option to remove files not in everyday use which you still need to access occasionally. You need to ensure they are kept safely and if confidential material (data protection) is stored on them, appropriate measures are taken to protect them from loss or theft.

You should purchase these from the ISG shop.

<http://knet2/kcc-directory/services-and-support/it-service-desk/the-new-isg-it-shop/> so they are compatible with our equipment.

#### **accessories / additional storage / removable storage**



As they require a free USB port on your PC to connect them, you will need advice from ISG if you have an older machine.

6. As the **Directorate's Storage Strategy representative** you may be referred to me if you call the ISG Service desk for help. I cannot offer more personal advice than this fact sheet. Please read it and take appropriate action via the ISG Service Desk, ISG Shop or Learning & Development once you have decide on a course of action or additional training.

**Jill Johnson**  
**March 27<sup>th</sup> 2008**