

Where to Store and how to Share Electronic Documents

Guidance for staff



Executive Summary	
Aimed at	<ul style="list-style-type: none"> • All trust staff who create electronic documents and records as part of their work • All trust staff who use Trust computers and store information on these computers • Administrators with responsibility for management of network drive folders and files
Purpose	<ul style="list-style-type: none"> • Ensure that Trust electronic records are managed, stored and retrieved efficiently when needed, retained for the appropriate period, and are disposed of in a timely appropriate manner. • Ensure compliance with the Data Protection Act, Freedom of Information Act and Trust Records Retention Policy • To clearly set out where electronic records should and should not be stored • To clearly set out how electronic documents can be shared with colleagues
Benefits for Staff	<ul style="list-style-type: none"> • Understand where and how to file/store records created as part of their job role • Reduce “full quota” messages on email due to reduction in attachments being emailed • Reduce time spent searching for information • Increase sharing of information, reduce duplicate storage of same information • Minimise duplication of information resources and effort
Necessary skills	In order to implement this guidance staff should have basic computer skills, in particular, be able to understand how to access folders via windows and save documents into these folders.
Related Policy	This guidance supports the Trust Information Security Policy. All staff should comply with this Policy.
Related Guidance	<ul style="list-style-type: none"> • <i>How to Manage Email</i> • <i>Guidance for shared drive administrators</i>

CONTENTS

1.	Introduction	Page 4
2.	Where should I save documents?	Page 4
2.1	C: drive /Desk top	Page 4
2.2	H: drive	Page 5
2.3	Directorate Shared Drives (I: drive)	Page 6
2.4	All Trust / cross directorate folders (I: drive)	Page 7
2.5	Intranet	Page 8
2.6	Internet	Page 8
3.	How should I share information?	Page 9
3.1	Sharing Documents via email	Page 9
3.2	Send a document as a link rather than an attachment	Page 9
A	Appendix A – Naming Conventions for Folders and Documents	Page 11

1. INTRODUCTION

As part of our work we all create information, data, documents and records and we also need to share information with others. This guidance explains:

- what types of information should be saved where
- how it should be filed
- the best ways to share information with other colleagues who need to access it

All staff must adhere to the following principles:

- You are responsible for the information you create
- All information created as part of your job role constitutes a Trust record and is evidence of the Trust's work, and may be needed for reference by others in future.
- All information is subject to a retention period, specifying how long it must be kept
- Avoid duplicating information held elsewhere; only one master document should be kept by the Trust
- Do not use the Trust systems for storing non-work related files or documents (Detailed in the Trust's Information Security Policy)

2. WHERE SHOULD I SAVE DOCUMENTS?

2.1 Desktop / C: drive

Staff must not store any Trust documents, records, or Trust information on the desktop or C drive.

Reasons

- Information stored in these places is not backed up, so if the computer crashes, this information is lost.
- Information stored on the C: Drive is neither confidential nor secure.

Exceptions

- Shortcuts to folders or documents can be stored on the desktop.

2.2 **H: drive (personal folder)**

Information saved on the H: Drive should be information that is:

- Relevant only to yourself or should be seen only by yourself.
- Not evidence of your work activity (i.e. not a Trust record)

Guidance

- If you leave the trust and have work stored on the H: drive which other people may need, you must transfer it to folders on your Directorate shared drive (I: Drive) or pass it to the relevant person. Do not simply create a new folder on the shared drive under your name but try to move the information you hold into the existing folder structure.
- Records created as part of your work which provide evidence of the Trust’s activity should be saved on the Directorate shared drive (or paper file) as a Trust record
- If you are a line manager and storing staff information on the H drive, be aware that you should not hold personal information for longer than necessary (HR Consult can advise further on retention of disciplinary data, sick leave information, etc).
- Regularly review information stored on your H: drive to see whether it needs to be deleted or transferred to a folder on the Directorate shared drive because it is a Trust record

Reasons

- Each member of staff is only provided with 500 mb of storage space on their H Drive.
- Reduces time spent moving documents from H drive to directorate drives.
- Information you create as part of your job role constitutes a Trust record, so must be accessible and stored in a central filing system
- Information you create should be available to others who need to refer to it

Examples (H: drive)

YES	NO
<ul style="list-style-type: none"> ● Your CV ● Your own training, development, and appraisal records ● Line manager’s documents on individual members of staff ● Draft documents which you are working on before sharing with others ● Documents needed for reference only by yourself ● Professional / career information e.g. membership of professional bodies 	<ul style="list-style-type: none"> ● Finalised Trust documents ● Evidence of your work activity which is a Trust record ● Draft documents/information which others need to see or which is needed by others ● Duplicated information e.g. downloaded policies/procedures ● Non-work related documents or files (Trust systems should not be used for personal use e.g. music, photos)

2.3 Directorate Shared Drives (I: Drive)

The vast majority of electronic information created as part of your job role should be stored on Directorate network drives.

Reasons

- All information created by you as part of your work constitutes a Trust record / evidence of the Trust’s activity, and may be needed for reference by others in future.
- Easier to share information with other colleagues
- All records have a set retention period, similar files kept together are easier to retain for appropriate timescales
- Avoids duplication in storage of information
- Reduce confusion, easier to locate the master/original document
- Reduce the need to email documents to colleagues in the same directorate
- Information must be accessible if an individual leaves the Trust or is unexpectedly absent
- Able to locate information to comply with requests for information under the Freedom of Information Act.

Examples (Directorate shared drives)

YES	NO
<ul style="list-style-type: none"> ● Work undertaken as part of your job role ● Generic management records relevant to your area of work, e.g. job descriptions of roles within the team, organisational structure ● Policies, strategies, procedures. ● Financial records ● Administration records ● Meeting records ● Draft documents open to comment from colleagues ● Finalised documents ● Reports 	<ul style="list-style-type: none"> ● Line management files for individual members of staff ● Documents needed for reference <u>only</u> by yourself ● Documents which will not be retained after they have been read or used, e.g. documents sent “for information” to you

Structure of Directorate drives

- Directorate shared drives are a shared filing structure which need to be organised according to the functions/activities of the Directorate
- Each Directorate must have an administrator who is responsible for the administration of its shared drive
- Permissions and security on these folders are handled by the administrator.

- Folders can be accessible to everyone in the Directorate - e.g. Directorate meetings, directorate protocols/procedures, Or, access to folders can be restricted to a set individuals e.g. groups of people or teams
- Sub-folders can exist in each folder, further categorising work activities undertaken by a team/department
- For more guidance on managing the shared drive, see the guidance aimed at shared drive administrators, *How to Manage and Organise Shared Drives*.

2.4 All Trust folders (I: Drive)

There are numerous projects/meetings which involves people working in more than one directorate. If this is the case, a folder can be created within the “All Trust” section of the I: drive for the storage of these records.

Reasons

- Reduce amount of information emailed around the Trust
- Reduce duplicate storage of information
- Enable all information relating to a project to be stored in one location
- Proper Record Management practice
- Reduced confusion on correct version of a document
- Easier to find records
- Increased availability of records

Examples (“all trust” folders)

YES	NO
<ul style="list-style-type: none"> ● Records or documents which need to be regularly shared and accessed by members of more than one Directorate ● Ongoing work / projects or meetings involving staff from more than one Directorate ● Meeting papers where members are from more than one Directorate 	<ul style="list-style-type: none"> ● Forms relevant to the whole Trust ● Policies / procedures / guidance relevant to the whole Trust ● Single reference documents which may need to be accessed only once

Structure of All Trust folders (I: drive)

- All folders must have a named administrator
- For each folder permissions can be set up for relevant members of staff, identifying which staff can access the folders.
- To set up an “All Trust” folder, contact ICT Servicedesk on Ext 14 7680.
- Identify the length of time the folder will be required for e.g. one year project,
- Identify how long information in the folder must be kept for when closed e.g. project records to be kept for 6 years from end of project (see Records Retention Schedule)

2.5 Trust Intranet

The intranet should only be used to publish information which is relevant to the whole Trust e.g. Trust Bulletin, Trust minibus timetables. Confidential or sensitive information should not be published on the intranet.

Careful consideration must be given to information placed on the intranet. It might be relevant to the whole Trust, but in many cases, the whole Trust does not need to see the information.

Each directorate should have an intranet publisher who is able to place information on the intranet. More advice/guidance can be sought from the Communications department.

Intranet administrators must ensure that all information on the intranet is kept up to date e.g. contact details.

All staff must be informed if their information is going to be placed on the intranet prior to placing the information there, so they have the right to object.

Examples (Trust Intranet)

YES	NO
<ul style="list-style-type: none"> • Information about Directorate and Department services • Contacts within Directorates / Departments • Forms • Guidance • Policies • Procedures • News e.g. office moves 	<ul style="list-style-type: none"> • Meeting papers • Confidential information/patient/personal information • Information which it would not be appropriate to publish widely within the Trust or outside the Trust

2.6 Trust Website (Internet)

Information that is intended to be made publicly available can be placed on Trust's Internet site. All Internet site publishing goes through the Communications department.

Examples (Trust Website)

YES	NO
<ul style="list-style-type: none"> • Annual Report • Press releases • Contact information for the public • Information about services for the public 	<ul style="list-style-type: none"> • Patient information • Confidential reports • Sensitive reports

3. HOW DO I SHARE INFORMATION WITH OTHERS?

Storing information in either Directorate drives or in an All Trust Drive will make it easier to share information and reduce duplicated storage of information.

3.1 Sharing documents via email

Do	Do Not
<ul style="list-style-type: none"> • Use Email as a communication system • Save attachments onto network drives • Send a link to the document on the Directorate drive • Delete ephemeral emails as soon as possible e.g. confirmation of a meeting after the meeting • Set up your deleted box to empty when you close outlook 	<ul style="list-style-type: none"> • Store Trust records in the long term • Used as a personal filing structure/system • Email attachments if the recipient can access the document on the Directorate drive • Send large attachments

A further guidance document *How to Manage Email* is available with more information.

3.2 Send a document as a link rather than an attachment

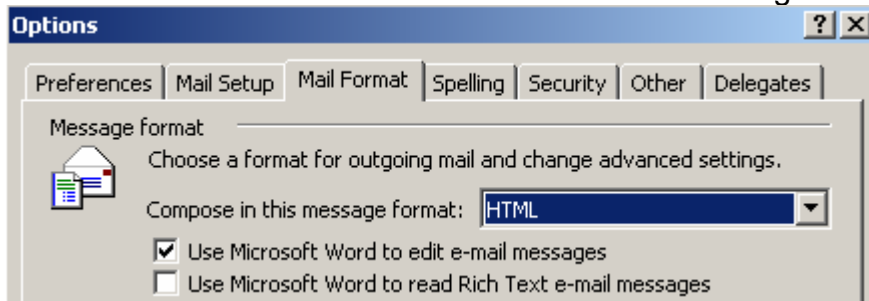
If the document is on a shared drive which is accessible to your colleague you can send a link to the original document rather than emailing a copy. This assists with version control, ensuring that there is only one master copy of the document, and avoids contributing to “full quota” messages on the email system.

1. In Outlook, open/create a new email message
2. Click “Insert File”
3. Locate and highlight the document you want to link to (do not double-click)
4. In the bottom right hand corner, from the drop-down menu, select “Insert as hyperlink” (If this option is not available see below for an alternative way of setting this up).
5. The hyperlink will appear in the body of the email. Continue to draft the email as normal.
6. The recipient clicks on the link and the document opens.

If this method is not available to you, there is another way of setting up this facility:

METHOD 1 – use Word to edit email messages

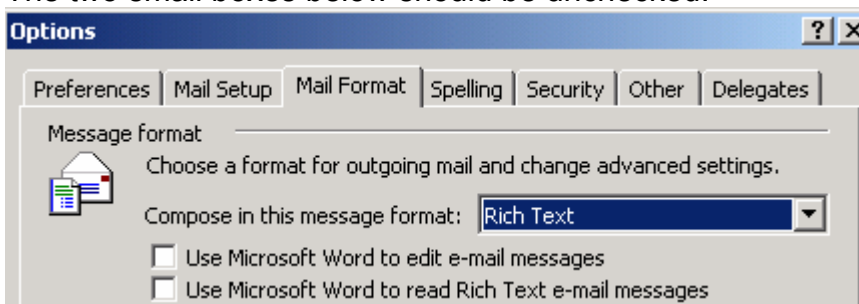
1. In the Menu Bar, go to **Tools – Options... – Mail Format**
2. For “Compose in message format”: choose **HTML** from the pick list.
3. Tick the box “Use Microsoft Word to edit e-mail messages”



4. Click OK
5. Open a new email and right click where you would normally write the message. You should see an option for **Hyperlink...**
6. Locate and select the document you want to link to. Click OK or double click to insert the hyperlink.

METHOD 2 – use Rich Text Format

1. In the Menu Bar, go to **Tools – Options... – Mail Format**
2. For “Compose in message format”: choose **Rich Text** from the pick list.
3. The two small boxes below should be unchecked.
































4. Click OK
5. In Outlook, open/create a new email message
6. Click **“Insert File”**
7. Locate and highlight the document you want to link to (do not double-click on it as this will insert it as an attachment)
8. In the bottom right hand corner, from the drop-down menu next to **Insert**, select **“Insert as hyperlink”**.
9. The hyperlink will appear in the body of the email. Continue to draft the email as normal.








Appendix A - Naming Conventions for Folders and Documents

This guidance applies to documents, files and folders kept on Directorate shared drives or in the “All Trust” folders.

For documents managed in Sharepoint software, additional requirements apply – see below for further details.

	Rule	Explanation	Example
1	Repetition / Redundant words Avoid duplicating words already used in the folder title.	Avoiding duplication leads to shorter file paths.	<ul style="list-style-type: none">  Complaints ✗  Complaint from Mr B Brown.doc ✓  Brown, Barry 2006-10-04.doc
2	Do not use words such as “folder” “letter”, “word document”, “spreadsheet”, “presentation” or “email” in titles.	It is obvious from the format of the document what they are.	<ul style="list-style-type: none"> ✗  Finance Folder ✗  Spreadsheet 2002.xls ✗  Presentation at X Conference.doc ✗  Email from John.msg
3	Abbreviations Expand abbreviations, initials or codes in the folder titles. Abbreviations may be used in the sub-folders or documents, as long as the folder at the top of the folder hierarchy includes the full title.	Abbreviations are not always understood and can lose their meaning over time.	<ul style="list-style-type: none"> ✗  SMG ✓  Strategic Management Group (SMG)
4	Numbers When including a number in a file name use two digits (i.e. 01-99), unless it is a year or another number with more than two digits.	If only one digit is used then the documents are ordered out of sequence once the numbers reach two digits, as in the example.	<ul style="list-style-type: none"> ✗  Office procedures 1.doc ✗  Office procedures 13.doc ✗  Office procedures 2.doc ✓  Office procedures 01.doc ✓  Office procedures 02.doc ✓  Office procedures 13.doc

	Rule	Explanation	Example
5	<p>Dates State dates “back to front” and use four digit years, two digit months and two digit days YYYY-MM-DD or YYYY-MM or YYYY or YYYY-YYYY.</p> <p>Avoid using month names. Use numbers instead.</p> <p>Where the date is significant (e.g. recurring events only distinguished by the date) title the document with the date first and then a description of the event.</p>	<p>The chronological order of the records is maintained when the folder / document names are listed in the directory.</p>	<p>✗  December 2006</p> <p>✗  May 2006</p> <p>✗  Sept 2006</p> <p>✓  2006-05</p> <p>✓  2006-09</p> <p>✓  2005-12-10 Incident Report.doc</p> <p>✓  2006-02-01 Inpatient statistics.doc</p> <p>✓  2006-03-02 Inpatient statistics.doc</p>
6	<p>For infrequently occurring events use the description first then the year and month/date if necessary. [Event/description] [YYYY-MM-DD]</p>	<p>In this instance the date is less important than the subject / topic in distinguishing the information or finding/locating the file.</p>	<p>✓  Report on Staffing Figures 2005.doc</p> <p>✓  Audit of procedures 2006-10.doc</p>
7	<p>Office functions and activities Do not name records after yourself or create folders with personal names. Instead, create folders according to the functions and activities of your job role or team (exception: HR information relevant to the individual person as opposed to their job role, e.g. if line management records).</p> <p>If you need to refer to yourself, use your job title.</p>	<p>Trust information developed as part of your job role is corporate information which may need to be shared and retained in accordance with national guidelines.</p> <p>Individuals may leave the Trust, but their job role usually continues. It is easier to find information if it organised by activity / function or job role, not personal name.</p>	<p>✗  Eddy’s files</p> <p>✗  Catherine’s report to Ramesh March 06.doc</p> <p>✓  Office Administration</p> <p>✓  Modern Records Manager – quarterly report to Head of Department 2006-03.doc</p>

	Rule	Explanation	Example
8	When referring to a member of staff, use their job title rather than their name (exception: HR information relevant to the individual person as opposed to their job role, e.g. if line management records).	The person's job role provides context to the information, and individuals may change over time but the role remains the same.	<ul style="list-style-type: none"> ✗  Approval of budget by Betty.msg ✓  Approval of budget by Head of Department.msg
9	<p>Drafts and version control For drafts or minor updates to published documents use the second decimal point.</p> <p>For final versions or major updates to published documents use the first decimal point.</p> <p>First draft: v0.1 Second draft: v0.2 Final version: v1.0 Minor update: v1.1 Major update: v2.0 Minor update: v2.1 Minor update: v2.2 Major update: v3.0</p> <p>Optional: if helpful add “draft” or “final” at the end. Avoid using common words such as “draft” or “final” at the start of file names, unless doing so will make it easier to retrieve the record.</p>	<p>Clear, consistent approach.</p> <p>There may be many documents which are in draft, and it is not normally useful to organise all the drafts together.</p>	<ul style="list-style-type: none"> ✗  Draft Ward Rota Protocol.doc ✗  Final Pharmacy procedure.doc ✓  Ward Rota Protocol v0.1 - draft.doc ✓  Pharmacy Protocol v1.0 - final.doc ✓  Pharmacy Protocol v2.0 - final.doc

	Rule	Explanation	Example
11	<p>Personal names To ensure compliance with the Data Protection Act, do not use personal names unless necessary. When it is necessary to include the personal name in the document title, give the family name first followed by the first name or initials.</p>	<p>It is easier to find individuals if the family name is used first.</p>	<p>✗ Sarah Jones ✓ Jones, Sarah</p>
12	<p>Documents and files managed in Sharepoint software – additional requirements</p> <ul style="list-style-type: none"> • The maximum length of a file name, including the file extension is 128 characters (including spaces) • The maximum length of file name + path name is 256 characters (so shorter file names are essential for nested folders) • Do not use the following characters, as these are not accepted by Sharepoint: / \ : * ? " < > # <TAB> { } % ~ & • Do not use double periods (..) as these are not accepted. 		