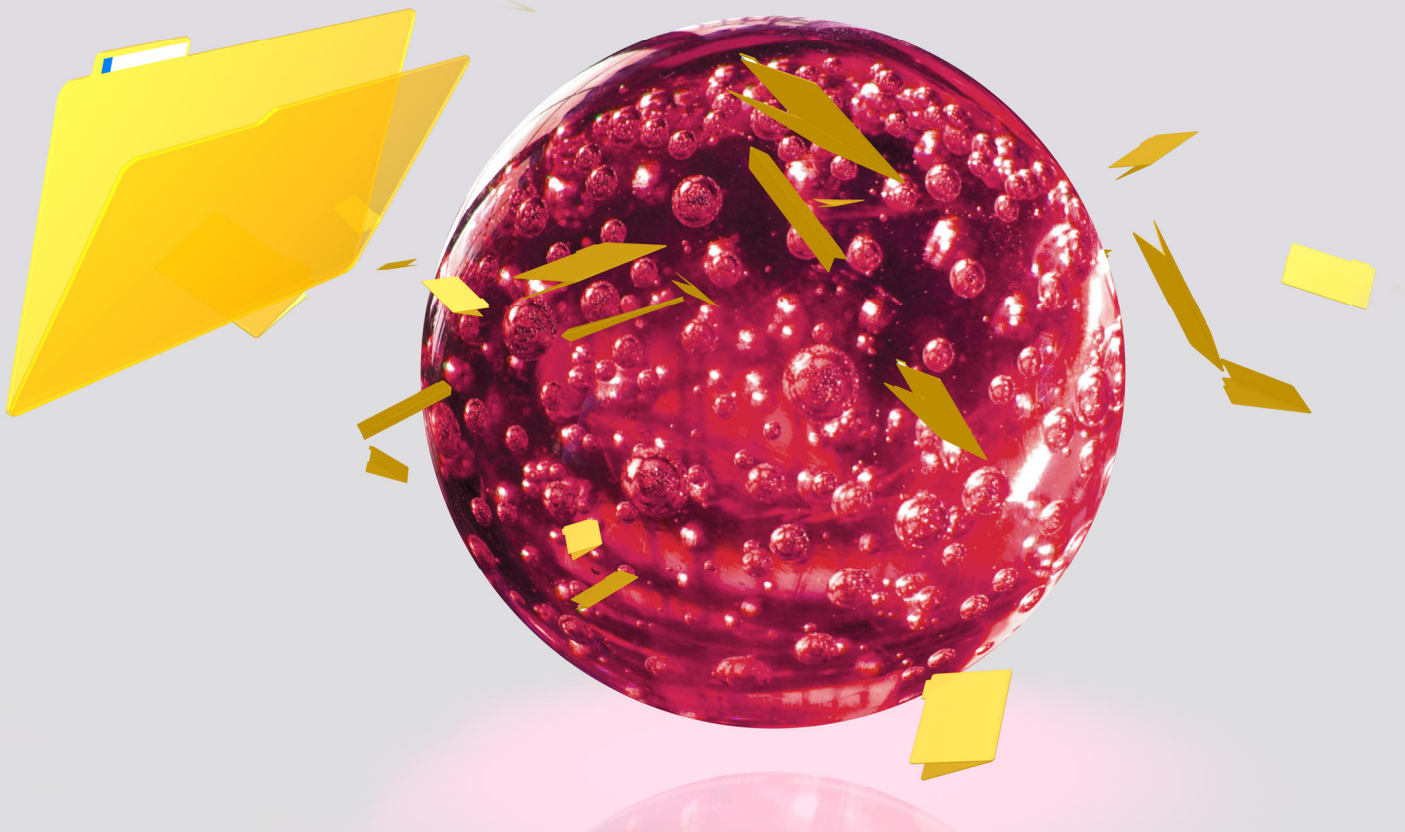


## **PAM for FILES** file server archiving at its best

### **Whitepaper**

Securing Corporate Knowledge  
File Archiving Guidelines



#### **CONTENT**

It is intended as a guidance summary of industry standards in file system management. It reflects the current state of affairs of file archiving in corporate arenas and is designed as a consultative document for the administration of corporate knowledge using archiving.

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## **About the Paper**

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It is intended as a guidance summary of industry standards in file system management. It reflects the current state of affairs of file archiving in corporate arenas and is designed as a consultative document for the administration of corporate knowledge using archiving.

The structure begins with an explanation of the corporate sensitive information at risk followed by the influence of archiving in knowledge management. The last sections are concerned with sustaining and securing this corporate knowledge and memory, with file archiving considerations.

## **Sensitive information at risk**

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Consumer technologies are steadily increasing the risk to corporations of losing vital information. In years gone by, if a deadline was looming and outside office hours work was necessary to finish a project then employees would normally have to stay late at the office. Nowadays, with faster data transfer rates, large capacity portable storage devices and extended network availability suggest that all work can be completed outside the office. Popular technologies and practices such as using personal email accounts to save data from the office to access at home, using insecure external hotspots to access and transfer mails or files and saving large volumes of company data onto USB flash drives all combine to increase the risk of losing sensitive corporate information. It is an advantage for any employee to save large amounts of their companies file server onto a memory stick for them to work at home and arguably even more productive for the company. The important disadvantage to contemplate is security measures not being taken into account and the risk of losing data or data manipulation from unwelcome sources could cause serious repercussions to corporate integrity.

Secure data management becomes harder to implement and maintain as social modern technologies are geared towards ease of access, size and manoeuvrability. The widespread prominence of these technologies in the workplace is increasing the need for extended risk assessment and management practices and further security to the actual file system. Compliancy can be achieved if corporate information is accurately and securely stored in structured storage areas. The risk of data manipulation or loss of data is significantly reduced and corporate information is organized for efficient audit inspection.

## Corporate Knowledge Management and the influence of archiving

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Knowledge Management in corporate circumstances refers to the creation and distribution of knowledge through information to reuse, share and display awareness. Business Information Systems manifest the direction and reliability of important data structures through processes. The following pointers are aimed at portraying the influence file archiving has on knowledge in order to improve internal systems.

*What is the company knowledge, who creates it and who has access to it?*

The information surrounding and driving a company differs between site locations, employees at different user levels and the importance of the data. For example, website information is very dissimilar to the CEO's salary, much like the variance of many other data flows in every business process.

The user themselves should know which files and directories they have access to and which not; corporate knowledge is not necessarily a hierarchical system. Although most information businesses function through information being passed to senior staff, it is possible that the experienced employees work horizontally bypassing any management. These unofficial business processes could work well for the company but if that employee leaves, an information breakdown is likely to occur.

*What is the knowledge management strategy and how is archiving involved?*

Verify what influences are intentionally and unintentionally put on the information; different users will have different behaviours towards storing files, user politics will affect what information is known by different employees. Understanding and documenting how the corporate knowledge is created, captured, shared and revised is the first step to strategizing. Recognizing the impact of archiving on each of the process levels completes the knowledge management progression. Archiving becomes active in the strategy when information needs to be retained.

*What are the security risks this knowledge could be exposed to?*

Security risks could range from human manipulation of knowledge stored in the form of data, such as hacking or unintentional error. A priority for many situations is ensuring that informal, spoken and unofficial information is converted to electronic format in order to add to the knowledge base.

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## **Sustaining Corporate Memory**

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Corporate memory promotes the capture, communication and maintenance of knowledge stores for future perseverance in an organization. The construction of new memory is possible through the addition to existing stores in a structured manner. Archiving technology added to a developed strategy determines the route for secure, sustainable memory stores. Retention policy management combined with scheduled and adaptable job settings establish the practical processes for achieving these corporate stores or archives.

*“Archiving is an IT technology that improves corporate knowledge management”*

Some knowledge bases are efficiently stored through archiving but much insider information remains with employees and might not ever be properly accounted for as organizational information. File archiving cannot be responsible for retaining corporate information if it is not somehow converted into electronic content. Once the information is in a document management format, archiving regains control as capturing and distributing can be monitored.

User behaviour and characteristics should be distinguished but user authorization is the most important element. Balancing the access rights of certain users can have detrimental affects on knowledge stores. For instance if a knowledgeable employee has many years experience and is left out of the communicational process, then the company lose out on important knowledge. If this occurs too many times, the company risk losing historic and present knowledge of operations.

Organizational information that form communication processes on multiple corporate levels is core to the archiving and retrieval technology. Knowledge is only gained from information that is distinguished, understood and internally processed. The next stages are ensuring the relevant company users have access and editing rights to the knowledge to continue the advancement of this corporate behaviour.

*“Sharing knowledge is the pivotal concept to file archiving”*

Attaining organized and enterprise wide efficient corporate knowledge is a necessary driving force to motivate all organizations. IT progression in file archiving is designed to aid the difficulties arising from managing knowledge.

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## **Securing Corporate Knowledge**

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IT plays a leading role in the accessibility and functionality of knowledge based systems. System infrastructures comprising of electronic content management applications amongst various architectural appliances control the departmental knowledge bases. Communication from centrally archived stores standardizes the shared business practices thus helping to prevent data manipulation and loss.

File servers are at the hub of document control and content management in corporate knowledge bases. Enforced regulations alongside organizational processes drive the necessity to store and retrieve information in a controlled manner.

Archiving with **PAM for FILES** securely stores all corporate knowledge allowing access to highly sensitive information only to the authorized users and through whichever means the business environment is prearranged. File archiving is designed to simplify the data management development by regulating the information flow between the different hierarchical company levels.

File archiving is a simple step to preserving company security and promoting information lifecycle management.

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## **Considerations**

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The following guidelines are advisory pointers and considerations for assistance in the thought process and implementation of a file archiving solution. File archiving is only one component of the file management system and should be considered as an integral module of the infrastructure.

- Capture and manage corporate information from multiple sites into a centralized location.
- Multiple archiving onto a mirrored environment solves the problem of secure backup and disaster recovery. In implementing an archiving solution the entire file system architecture has securely and economically developed.
- Determine and set retention category policies for files of different types, sizes, creation date, accessed from a certain date. Include keep alive time periods as the administrator is able to alter and extend retention times before it is completely deleted from the archive.
- Automate the file lifecycle process; information that is not in everyday use should be retained in the long term stores for compliant purposes. Information in frequent use should be stored on responsive short term storage media. Consequentially, overworked file servers are reduced and system performance is improved allowing important information to travel between user and backend services efficiently.
- Understand differences between company data, information and knowledge.
- Strategize the method and procedures in which corporate knowledge is currently managed and possibilities in the future. Discuss this strategy over horizontal and vertical company levels.
- Which users will have access rights and what are the knowledge management business processes.

- Ensure the full scope of the file archiving solution functionality is understood before finalizing the knowledge management strategy.
- What is the corporate governance? Obligatory compliance with external legal regulations, industry standards or/and audit litigation?
- Setting archiving jobs and attaining a professional strategy will diminish file administration tasks.
- File archiving promotes storage optimization; cost effective methods for freeing up storage capacity.
- Full user transparency as no workstation installation or individual training is required; users can also have the capability of retrieving documents from the archive.