



# System Administration v4

last updated for the Autumn 2016 release

Handbook

**CAPITA**

## Revision History

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# Contents

|   |          |
|---|----------|
| <b>01 / System Administration .....</b>                 | <b>1</b> |
| Introduction to the System Administration v4 site ..... | 1        |
| How to use this handbook.....                           | 1        |
| One system administrators .....                         | 2        |
| Setting Capita One permissions .....                    | 2        |
| Accessing the System Administration v4 site .....       | 3        |
| Managing Personnel Control .....                        | 3        |
| Introduction .....                                      | 3        |
| Hiding fields .....                                     | 4        |
| Revealing hidden fields.....                            | 5        |
| Editing system defaults .....                           | 5        |
| Introduction .....                                      | 5        |
| Editing System defaults .....                           | 14       |
| Editing LA details .....                                | 15       |
| Introduction .....                                      | 15       |
| Editing LA details .....                                | 15       |
| Editing Online login security parameters .....          | 16       |
| Introduction to online login security parameters .....  | 16       |
| Editing online login security parameters .....          | 16       |
| Managing permitted websites .....                       | 17       |
| Introduction to permitted websites .....                | 17       |
| Adding a permitted website .....                        | 17       |
| Editing an existing website .....                       | 18       |
| Deleting a permitted website .....                      | 19       |
| Configuring web validation.....                         | 19       |
| Introduction to web validation setup .....              | 19       |
| Service setup options.....                              | 19       |
| Configuring the web validation service .....            | 20       |
| Deleting the web address validation activity log .....  | 21       |
| Remote systems options.....                             | 22       |
| Adding remote systems .....                             | 22       |
| Deactivating a remote system .....                      | 25       |
| Managing ethnic codes .....                             | 26       |
| Introduction to ethnic codes .....                      | 26       |
| Activating/deactivating ethnic codes.....               | 27       |
| Viewing historical codes.....                           | 28       |
| Changing name case .....                                | 29       |
| Introduction to case change.....                        | 29       |
| Exceptions .....  | 29       |

|  |           |
|--|-----------|
| Running the case change routine .....                      | 30        |
| Running the case change routine for exceptions .....       | 31        |
| Transferring student bases .....                           | 33        |
| Introduction to student base transfer .....                | 33        |
| Base merge and Admissions & Transfers .....                | 33        |
| Merging base students.....                                 | 33        |
| Merging people records .....                               | 35        |
| Introduction to people merge .....                         | 35        |
| Manual search criteria and results.....                    | 35        |
| Merging people records .....                               | 38        |
| <b>02/ Archive &amp; Delete .....</b>                      | <b>42</b> |
| Introduction to Archive & Delete .....                     | 42        |
| Data Management .....                                      | 42        |
| Identifying Records .....                                  | 42        |
| Archiving .....  | 42        |
| Deleting.....  | 43        |
| Installing and configuring Archive & Delete .....          | 43        |
| Configuring Archive & Delete.....                          | 43        |
| Overview .....   | 43        |
| Archive & Delete application configuration checklist ..... | 43        |
| Setting Capita One permissions .....                       | 44        |
| Setting up Scheduled tasks .....                           | 45        |
| Setting up the Archive & Delete Defaults.....              | 45        |
| Defining Reports and Retention Policies .....              | 47        |
| Overview .....   | 47        |
| Defining an identification report .....                    | 48        |
| Defining an archive report.....                            | 49        |
| Uploading Reports .....                                    | 50        |
| Managing Records.....                                      | 51        |
| Overview .....   | 51        |
| Accessing the System Administration v4 site .....          | 51        |
| Identifying records.....                                   | 51        |
| Reviewing Records .....                                    | 59        |
| Exporting a list of identified records.....                | 59        |
| Viewing Record Dependencies.....                           | 60        |
| Processing Records.....                                    | 62        |
| Archiving Records.....                                     | 62        |
| Deleting Records .....                                     | 65        |
| Viewing the Delete Log.....                                | 67        |
| Additional Advice.....                                     | 69        |
| Is the delete routine running? .....                       | 69        |
| Alert Notifications .....                                  | 70        |

|   |           |
|---|-----------|
| <b>03/ Importing and Tidying Addresses .....</b>      | <b>72</b> |
| Introduction to importing and tidying addresses ..... | 72        |
| Accessing the System Administration v4 site .....     | 72        |
| Importing Addresses .....                             | 73        |
| Introduction to importing addresses.....              | 73        |
| Unitary authorities and administrative areas .....    | 73        |
| Importing a gazetteer .....                           | 73        |
| Import status definitions .....                       | 74        |
| Errors while importing .....                          | 76        |
| Import Street Description Parameter .....             | 77        |
| Bulk match processing rules .....                     | 77        |
| Bulk matching .....                                   | 78        |
| Updating addresses .....                              | 79        |
| Update Addresses processing rules .....               | 81        |
| Managing address .....                                | 82        |
| Introduction to managing addresses.....               | 82        |
| Running the Address Auto Tidy routine .....           | 83        |
| Merging addresses manually .....                      | 84        |
| Address Tidy options .....                            | 86        |
| <b>Index .....</b>                                    | <b>90</b> |

# 01 / System Administration

## Introduction to the System Administration v4 site

The One System Administration v4 site enables system administrators to configure a range of global options within the One environment. Most of the system level administration is carried out within the System Administration v4 site, although some areas, such as user and group management, are carried out with the v4 Client. The following areas can be managed from within v4:

- System Administration v4 site
  - System admin
    - Personnel control
    - System defaults
    - LA details
    - Online login security parameters
    - Permitted websites
    - Web address validation
    - Ethnic codes (Students)
  - Data Management
    - Archive & delete
    - Delete log
    - Case change
    - Base merge
    - People merge
  - Address management
    - Address auto tidy
    - Address manual tidy
- v4 Client
  - User management
  - Group management
  - User permissions
  - Group process permissions

## How to use this handbook

This handbook is intended for system administrators with full access to the One environment and provides all the required information to configure your One environment. However, where appropriate, detailed instructions for specific process have been omitted and cross references to the appropriate handbooks have been provided.

## One system administrators

There are two types of One system administrator. The first is a standard One user who is a member of a user group with elevated permissions to specific areas of the software. Access to the different areas is governed by user group process permissions, which are grouped by main business process. These users do not have the **System Admin** check box selected for their account.

The second type of One system administrator can be a member of any group, but they do have the **System Admin** check box selected for their account. The check box is accessed by searching for the required user in the v4 Client via **Tools | Administration | User Management | User Accounts**. These system administrators can access most areas of One, regardless of the business process access assigned to their group. Currently, the only area a user with the **System Admin** check box selected cannot access is the Archive & Delete area. They must be a member of a group with the required 'Data Management' main business process permissions assigned before they can access the Archive & Delete area.

## Setting Capita One permissions

The System Administration v4 site uses business processes to determine the user groups that have access to specific functionality. Members of that user group inherit the access rights assigned to the group. User groups are assigned Read, Read-Write-Delete or Deny permissions to each business process. Permissions are maintained in the One v4 Client. In order to create new system administrators, an existing One administrator should create user groups with the desired level of access to the following main business process and business processes:

**IMPORTANT NOTES:** In order to assign group permissions, a user must be a member of group with Read-Write access to the 'User Group Permissions' and user 'Group Processes' business processes under the 'Administration' main business process. Alternatively, they can have the **System Admin** check box selected against their user account.

*If a row has more than one tick, any of the ticked permissions is valid; assign permissions as required.*

| Main Business Process | Business Process                 | Read | Read-Write | Read-Write-Delete | Deny |
|-----------------------|----------------------------------|------|------------|-------------------|------|
| System Administration |                                  | ✓    | ✓          | ✓                 | ✓    |
|                       | Ethnic Codes                     | ✓    | ✓          | N/A               | ✓    |
|                       | LA Defaults                      | ✓    | ✓          | N/A               | ✓    |
|                       | LA Details                       | ✓    | ✓          | N/A               | ✓    |
|                       | Online Login Security Parameters | ✓    | ✓          | N/A               | ✓    |
|                       | Permitted Websites               | ✓    | ✓          | ✓                 | ✓    |
|                       | Personnel Control                | ✓    | ✓          | N/A               | ✓    |
|                       | Web Address Validation Setup     | ✓    | ✓          | N/A               | ✓    |

| Main Business Process | Business Process      | Read | Read-Write | Read-Write-Delete | Deny |
|-----------------------|-----------------------|------|------------|-------------------|------|
| Data Management       |                       | ✓    | N/A        | ✓                 | ✓    |
|                       | Archive & Delete      | ✓    | N/A        | ✓                 | ✓    |
|                       | Case Change           | N/A  | ✓          | N/A               | ✓    |
|                       | Delete Log            | ✓    | N/A        | N/A               | ✓    |
|                       | Merge Base – Students | N/A  | ✓          | N/A               | ✓    |
|                       | People Merge          | N/A  | N/A        | ✓                 | ✓    |

**More Information:**

*RG\_Permissions* reference guide, available from My Account

## Accessing the System Administration v4 site

There are three methods of accessing the System Administration v4 site. This provides flexible accessibility. The following internal navigation links are controlled by permissions:

- Access directly via the configured URL.
- Access from the v4 Client via **Tools | Administration | System Administration**.
- Access from v4 Online via **Administration | System Admin | System Administration**.

The above menu routes are available if the Capita One user has appropriate permissions to any of the main business processes associated with the System Administration v4 site, including the 'System Administration' and 'Data Management' main business processes. The links are also available to users with access rights to the 'Address Management' main business process, unless their only access is to the 'Import Addresses' business process as this is currently within v4 Online and not the System Administration v4 site.

In order to access the Archive & Delete functionality, you must have a valid Pulse v4 licence.

## Managing Personnel Control

### Introduction

The **Personnel Control** page enables system administrators to hide personnel information from unauthorised users.

Selecting items on this page hides the relevant field for people records flagged as being under personnel control. The option can only be managed within the Personnel v3 module (except when accessing records via the Personnel module itself).

In the v4 Client, hidden field names are shown in the **Person Details** page, but the information is replaced by a shield icon. This is also referred to as data shielding.

**IMPORTANT NOTE:** These restrictions apply only to the **People Basic Details** tab in the v3 Client and the **Person Details** page in the v4 Client and v4 Online.



## Hiding fields

In order to prevent One users from viewing sensitive information associated with people records subject to personnel control, you can hide sensitive field values.

To hide a field so that it cannot be viewed by other One users in the **People Basic Details** tab (v3 Client), or the **Person Details** page (v4 & v4 Online):

1. In the **System admin** area, select the **Personnel control** page to display a list of fields that can be hidden. For information on accessing the System Administration v4 site, see [Accessing the System Administration v4 site](#) on page 3.

|                        | Hidden                              |                     | Hidden                              |
|------------------------|-------------------------------------|---------------------|-------------------------------------|
| Surname                | <input type="checkbox"/>            | Date of birth       | <input checked="" type="checkbox"/> |
| Forename               | <input type="checkbox"/>            | NI number           | <input checked="" type="checkbox"/> |
| Middle name            | <input type="checkbox"/>            | Registered disabled | <input type="checkbox"/>            |
| Title                  | <input type="checkbox"/>            | Disability number   | <input type="checkbox"/>            |
| Gender                 | <input type="checkbox"/>            | Impairment status   | <input type="checkbox"/>            |
| Known by               | <input type="checkbox"/>            | Disability          | <input type="checkbox"/>            |
| Business phone         | <input checked="" type="checkbox"/> | Ethnic origin       | <input checked="" type="checkbox"/> |
| Mobile phone           | <input type="checkbox"/>            | Home language       | <input type="checkbox"/>            |
| Fax                    | <input checked="" type="checkbox"/> | Reference           | <input type="checkbox"/>            |
| Email                  | <input checked="" type="checkbox"/> | Base address        | <input type="checkbox"/>            |
| Correspondence address | <input type="checkbox"/>            |                     |                                     |

2. In the **Hidden** column, select the check box adjacent to the fields you want to hide.

|                        | Hidden                              |                     | Hidden                              |
|------------------------|-------------------------------------|---------------------|-------------------------------------|
| Surname                | <input type="checkbox"/>            | Date of birth       | <input checked="" type="checkbox"/> |
| Forename               | <input type="checkbox"/>            | NI number           | <input checked="" type="checkbox"/> |
| Middle name            | <input type="checkbox"/>            | Registered disabled | <input type="checkbox"/>            |
| Title                  | <input type="checkbox"/>            | Disability number   | <input type="checkbox"/>            |
| Gender                 | <input type="checkbox"/>            | Impairment status   | <input checked="" type="checkbox"/> |
| Known by               | <input type="checkbox"/>            | Disability          | <input type="checkbox"/>            |
| Business phone         | <input checked="" type="checkbox"/> | Ethnic origin       | <input checked="" type="checkbox"/> |
| Mobile phone           | <input type="checkbox"/>            | Home language       | <input checked="" type="checkbox"/> |
| Fax                    | <input checked="" type="checkbox"/> | Reference           | <input type="checkbox"/>            |
| Email                  | <input checked="" type="checkbox"/> | Base address        | <input type="checkbox"/>            |
| Correspondence address | <input type="checkbox"/>            |                     |                                     |

3. Click the **Save** button. The information in the selected fields will no longer be visible to One users accessing people records with the **Personnel Control** flag activated in v3 Client.

## Revealing hidden fields

To reveal previously hidden fields:

1. In the **System admin** area, select the **Personnel control** page to display a list of fields that can be hidden. For information on accessing the System Administration v4 site, see [Accessing the System Administration v4 site](#) on page 3.
2. In the **Hidden** column, de-select the check box adjacent to the fields you want to un-hide.
3. Click the **Save** button. The information in the selected fields is now visible to One users accessing any person records, even those with the **Personnel Control** flag activated in the v3 client.

## Editing system defaults

### Introduction

The **System defaults** page enables a system administrator to set the defaults for certain basic parameters used within One. A **Parameter Code**, **Parameter Value** and a **Description** are listed for each value. As each one is highlighted the field details are displayed, allowing the **Parameter Value** and **Description** to be set appropriately.

**IMPORTANT NOTE:** Unless your use of a field differs from the standard implementation, it is strongly advised that you do not change the parameter **Description**. The descriptions provide important information to administrators on configuring the environment.

For a full list values and their descriptions, see can be configured in the **System defaults** page:

| Parameter Code | Full description  |
|----------------|---|
| ACT_FILTER     | A period value (days) for which activities are displayed as default.  |
| ADDR_DATA      | Address Manager: This is a True or False (Boolean) parameter and is set to False by default. When this parameter is set to True, the AFD value-added address fields in the Address Manager can be edited.<br><br>Controls whether values Delivery Point Suffix (DPS), Mail Sort Code, STD Code, NHS Code, NHS Region Code, Political Ward and Local Authority can be edited for an address. |
| ADDR_NAME      | How the Addressee Name is formed, referenced by the Addressee default.  |
| ADDR_ST_DE     | If set to 'T', when a street is imported and the type is not '1' (has an official name), the description for the street is imported.  |
| ADDRESSEE      | The default value applied to the student <b>Addressee</b> field when a student record is initially created.   |
| DXADDR         | Data Exchange: This is a True or False (Boolean) parameter and is set to False by default. With this setting addresses imported with blank postcodes are accepted.  |
| LEANO          | The number of your Local Authority; making it the default entry for all new records. This number links to the One Licence files and is entered when the system is installed. This number should not be changed.   |

| Parameter Code | Full description  |
|----------------|---|
| AGENCYLANO     | The LA No. migrated agencies are associated with.   |
| ALLPERALRT     | Share person, student & ICS Person Alerts.  |
| ALTER_CRIT     | <p>The part of any alternative bases that distances are calculated to, by default, when performing an assessment in Transport v4. The valid values are:</p> <ul style="list-style-type: none"> <li>-1: Nearest site</li> <li>-2: Nearest gate</li> <li>-3: Nearest gate or site</li> <li>-4: Nearest gate, if no gate for a site then nearest site</li> <li>-5: Principal site</li> <li>-6: Main gate.</li> </ul> <p>The default value is -1.</p> |
| AP_EY_DATE     | The configured Alternative Provision & EY Census Date used by the One system.   |
| APP_SRVR_1     | The configured URL for the application server.  |
| APP_SRVR_2     | The configured URL for the second application server.   |
| APP_SRVR_3     | The configured URL for the third application server.  |
| APP_SRVR_4     | The configured URL for the fourth application server.   |
| ARCDEFPERS     | The person ID used to anonymise records and ensure data integrity when running the delete routine in Archive & Delete.  |
| ARCDELDEF      | The retention period in months for which information will be stored in the Delete log for records processed by the delete routine of the Archive & Delete module.   |
| AUDITREADS     | An option that controls whether the V4 system audits Capita One users viewing student records.  |
| AUSENEARST     | The A&T parameter determines whether the walking network is used to find the starting point for the driving distance (when the nearest link is not drivable). It does not affect the calculation of walking distance.   |
| B2B_S_AGE      | Determines the maximum age of records that will be displayed within the v4 B2B: Student search screen.  |
| B2BDATASET     | <p>This parameter allows the system administrator to define the default dataset to use for B2B data transfer.</p> <p>NOTE: If the dataset is changed on the B2B Setup tab, this parameter is updated to correspond with that dataset.</p>   |

| Parameter Code | Full description   |
|----------------|--|
| BASE_LINKS     | <p>People: This is a True or False (Boolean) parameter and is set to False by default. When set to True, it allows other module users within a Local Authority to use the Base Links functionality, where the Personnel module is already licenced. This allows other module users to create an employee record in order to link them to a Base.</p> <p>Where the Personnel module is not in use this setting is ignored and Base Links are enabled.</p> |
| CAL_METHOD     | <p>The default distance calculation method used in Transport v4. Valid values are:</p> <ul style="list-style-type: none"> <li>• Direct</li> <li>• Driving</li> <li>• Walking.</li> </ul> <p>The default value is Direct.</p>   |
| CALC_METHD     | The distance calculation method used.  |
| CARER_MIN      | The minimum age for which records are displayed in the <b>Carer</b> matching area of B2B:Student v4.   |
| CASEVTTYPE     | Customisation – Provides the ability to select the CSS Case Note Event Type as a Mandatory field.  |
| CASLINKFIL     | Customisation – Case notes linked files were not showing in 3.54 (screens were greyed out). This field enables you to allow access and ability to link files in case notes.  |
| CASNOTEREP     | Customisation – Enables you to see the <b>Reports</b> link on CSS case notes links menu, to setup reports to be used from this screen.   |
| CASNTLINKD     | Customisation – Provides an additional column on the <b>Case Notes Summary</b> grid to identify whether any case notes had any linked documents against them.  |
| CASPEPLPRT     | Customisation – The <b>Case Notes People Present</b> field has been enhanced to allow users to enter up to 2000 characters. A scroll bar is provided to enable you to view all data.   |
| CHRONLINKS     | Customisation – Provides the ability to see the <b>Reports</b> link on the Chronology links menu in order to setup reports for use on the screen.  |
| CHRONOLREP     | Customisation – The ability to report on the contents of the Chronology Grid, including any additional bespoke development changes to the grid.  |
| CLOG_VMTHS     | Period in months for which contact log records are displayed.  |
| CLOG_VWKS      | Period in weeks for which contact log records are displayed.   |
| COMMLOGDSP     | Customisation – Provides an additional column to display the <b>Communication Log Category</b> in the table of information presented in the communication log screen.  |

| Parameter Code | Full description   |
|----------------|--|
| CORDERCONF     | One treats court orders as confidential, meaning that only users with access will be able to view information.   |
| CRNTYPFILD     | Customisation – Provides the ability to hide the <b>TYPE</b> column from the Case Notes and Chronology Summary tables.   |
| CSSFIELDV      | Customisation – Enables system administrators to override the sign off functionality detailed in 'CSSSIGNOFF' default and re-enable the forms to be edited.  |
| CSSSIGNOFF     | Customisation – Enables LAs to select the sign off button and lock the form down, thereby stopping anyone from further amending the form unless requesting an override from the system administrator. Available on the Generic Involvements, Activities and Communication logs screens.  |
| CSSWORKFLW     | Customisation – Additional workflow functionality available (e.g. ICS Workflow functionality), enabling users to create a workflow and assign it to users or posts with a due date. These Workflows then show up on the user's Homepages. Available on Generic Involvements, Activities and Communications logs screens.                                 |
| CUST_LAB       | Setting Dynamic Label flag: This is a True or False (Boolean) parameter and is set to False by default. If the system administrator changes the setting to True, then all users will have access to change field and tab labels.   |
| DEST_CRIT      | The part of the destination base that distances are calculated to, by default, when performing an assessment in Transport v4. The valid values are:<br>-1: Nearest site<br>-2: Nearest gate<br>-3: Nearest gate or site<br>-4: Nearest gate, if no gate for a site then nearest site<br>-5: Principal site<br>-6: Main gate.<br>The default value is -1. |
| DXADDR         | Data Exchange: This is a True or False (Boolean) parameter and is set to False by default. With this setting, addresses imported with blank postcodes will be accepted.  |
| EDRMSLINKS     | Customisation – Bespoke functionality created for LA's using an EDRMS. A button is provided on the Student details screen, enabling a call to a configured EDRMS location. This enables you to display documents held within EDRMS for a particular Student being viewed.  |

| Parameter Code | Full description   |
|----------------|--|
| EVTYPALPH      | Customisation – Enables the CSS Case Notes Event Type field to order all information alphabetically for current lookups and any new lookups added.   |
| EY_PP_FULL     | Display full Pupil Premium log.  |
| EYC            | An EYC parameter is a 'dummy' LA Number for Early Years Settings. If a Local Authority defines this parameter it allows users of other modules to filter out EY Settings of type Person or Establishment from the Bases lookup. By selecting the LA Bases option, all Bases defined with the Home LA Number are listed. Settings with a dummy LA Numbers are omitted from this list.                         |
| FORMATPAON     | This is a True or False (Boolean) parameter that enables the Local Authority to format NLPG for Admissions and Transfers ADT files. The default setting is False.<br><br>A setting of True is recommended for those Local Authorities who will be exporting files to SIMS schools, as this also includes some enhanced address matching. When set to True, One imports/exports entries in the BS7666 format. |
| GNB_STDLMT     | The number of records that will be processed in a batch within G&B routines.   |
| HIDCRNFILD     | Customisation – The ability to hide the <b>CRN</b> column from the Case Notes and Chronology Summary tables if the field is not utilised.  |
| ICSFIELDOV     | Customisation – The ability to control the permissions ICS Health Professional Field as referred to in default 'ICSINVHEPF'.   |
| ICSINVHEPF     | Customisation – The ICS <b>Person Details</b> screen has been amended to include a panel called <b>Health Professional</b> , where the LA can add free text information on doctors, dentist, physio etc. This field also includes information on any health professionals and their full details that may be associated to a child.  |
| ICSPERRISK     | Customisation – Provides the <b>Risk</b> link within the <b>ICS Person Details</b> screen.   |
| INV_FILTER     | From day filter in Involvement.  |
| INVDTSTATS     | Customisation – Prevents a user from creating an Active Involvement with an end date. Resolves the ability to save an existing Active Involvement with an end date. This ensures users are not able to insert an end date to any Active involvements.  |
| INVMEDSENS     | Customisation – Enables users to filter SEN Medical Needs based on specific Involvement types. This is typically used when a selection of ALL SEN Medical Needs is provided regardless of the form Type for which an involvement is being created. This breaks down the selection based on each form, based on how an LA has set the sections up.  |

| Parameter Code | Full description   |
|----------------|--|
| INVOUTPANL     | Customisation – The <b>Outcomes</b> panel in Generic CSS Involvement forms includes end dates to allow multiple Outcomes of the same type, with different start and end dates.   |
| INVRESNPAN     | Customisation – The <b>Reasons</b> panel in Generic CSS Involvement forms includes end dates to allow multiple <b>Reasons</b> of the same type, with different start and end dates.  |
| KEYETFLTR      | Customisation – Enables customised users to perform a Case Notes search on those Case Notes that are selected as Key Events. Where Customisation 'KEYEVTFELD' is also licenced.  |
| KEYEVTFELD     | Customisation – Enables customised users to select CSS Case Notes as a Key Event (by means of tick) should a case note need to be recorded as a Key Event.   |
| LEANO          | The number of your Local Authority; making it the default entry for all new records. This number links to the One Licence files and is entered when the system is installed. This number should not be changed.  |
| LINKCASCHR     | Customisation – Enables users to add and view linked documents for a Case Note in view only mode in the Case Note Summary screen.  |
| LINKFILCOL     | Customisation – A linked document column has been added to the Chronology grid showing all records that may have documents linked to them.   |
| LNK_D_FLTR     | Defines the file types that are permitted for selection as a linked document within the v4 Client and v4 Online.   |
| LOCALE         | Locale Setting for Tab and Labels where parameter values are currently 1 as the Default Setting, 2 Scotland, 3 Wales and 4 Northern Ireland Locale settings.   |
| LOOKED_AFT     | Students: This is a True or False (Boolean) parameter and is set to False by default. If this parameter is set to True, then the Public Care button on the Student Details tab page will always read Public Care Status, giving no indication to users of the actual status. If this is set to False, then the button indicates the current status, (i.e. "Not in Public Care", "Currently in Public Care" or "Formerly in Public Care"). Users with access rights to this information can still view the Public Care details. |
| MAXGOVAPPT     | Governors: This is the maximum number of concurrent appointments within an authority.  |
| NCY_1          | The NCY value (+4 to calculate age), used to reduce the age of people being displayed within Guardians \ Carers people search.   |
| NCY_110        | The NCY value (+4 to calculate age), used to reduce the age of people being displayed within B2B: Personnel people search.   |

| Parameter Code | Full description   |
|----------------|--|
| NCY_13         | The NCY value (+4 to calculate age), used to reduce the age of people being displayed within v3 Online School Trips people search.   |
| NCY_15         | The NCY value (+4 to calculate age), used to reduce the age of people being displayed within Early Years people search.  |
| NCY_17         | The NCY value (+4 to calculate age), used to reduce the age of people being displayed within Governors people search.  |
| NCY_19         | The NCY value (+4 to calculate age), used to reduce the age of people being displayed within Training Manager people search.   |
| NCY_2          | The NCY value (+4 to calculate age), used to reduce the age of people being displayed within v3 People Roles \ v4 Role Manager people search.  |
| NCY_21         | The NCY value (+4 to calculate age), used to reduce the age of people being displayed within v3 Personnel people search.   |
| NCY_26         | The NCY value (+4 to calculate age), used to reduce the age of people being displayed within System Administration (mapped person) people search.  |
| NCY_27         | The NCY value (+4 to calculate age), used to reduce the age of people being displayed within Transport people search.  |
| NCY_32         | The NCY value (+4 to calculate age), used to reduce the age of people being displayed within EPM v3 people search.   |
| NCY_33         | The NCY value (+4 to calculate age), used to reduce the age of people being displayed within CSS people search.  |
| NCY_40         | The NCY value (+4 to calculate age), used to reduce the age of people being displayed within CIE people search.  |
| NCY_43         | The NCY value (+4 to calculate age), used to reduce the age of people being displayed within Music Tuition people search.  |
| NE_SC_CRIT     | <p>The part of the destination base that distances are calculated to, by default, when running the Nearest School search in Transport v4. Valid values are:</p> <ol style="list-style-type: none"> <li>1: Nearest site</li> <li>2: Nearest gate</li> <li>3: Nearest gate or site</li> <li>4: Nearest gate, if no gate for a site then nearest site</li> <li>5: Principal site</li> <li>6: Main gate.</li> </ol> <p>The default value is 1.</p> |



| Parameter Code | Full description   |
|----------------|--|
| NEAR_POINT     | The value used to determine the nearest point of a base for A&T distance calculations.   |
| NO_OF_BASE     | Bases returned in number format.   |
| NO_OF_NESC     | The default number of schools returned by the Nearest School check that is automatically performed when you run an assessment in Transport v4. The default value is 5. N.B. Setting the NO_OF_NESC parameter to a value greater than 10 may have a negative impact on search performance.  |
| NWENTCHILD     | Customisation – The Chronology grid has been amended to display a child’s birthday as a new event, up to their 26th birthday. This allows users to view certain events between a child’s birthdays and easily identify when these occurred. N.B. Setting the NO_OF_NESC parameter to a value greater than 10 may have a negative impact on search performance.   |
| ORDDRIVING     | When calculating driving distance, include ‘Off Road Distance’.  |
| ORDWALKING     | When calculating walking distance, include ‘Off Road Distance’.  |
| PER_ROLES      | Search for people based on Personnel module roles.   |
| PERSTUDHAZ     | Customisation – Provides the <b>Hazard</b> link within the <b>Links</b> menu on the Student and Person details.  |
| PERSTUDHC      | Customisation – A Health Care available from the Focus Menu allowing an LA to add Health Centre\GP information and search and filter on this for any students or person record on the system.  |
| PERSTUDNHS     | Customisation – Provides the ability to record the NHS number prior to being added into the main product.  |
| POSTCODE       | Data Exchange: This is a True or False (Boolean) parameter and is set to False by default. With this setting, addresses imported with blank postcodes are accepted.  |
| PS_LEVEL       | This parameter controls what personal information fields are visible by all users via One Online. There are three levels:<br><br>Full: All "Person Details" available Online.<br><br>Core: Default setting at installation time - as Full except DoB, NI No., Ethnic Origin, Home Language, Reg Disabled and Disability Number.<br><br>Core_No_Address: Suppresses same as Core but also suppresses the Post Code, the full address and Home telephone number. |
| S_NWV3CONF     | Displays a v3 confidential CSS Service on the v4 Social Network.   |

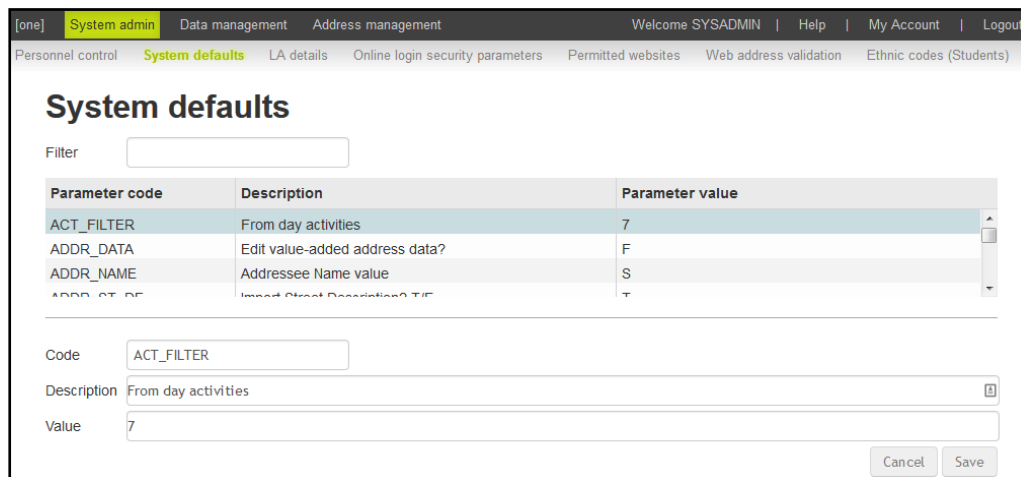
| Parameter Code | Full description   |
|----------------|--|
| SELEDESELE     | Customisation – Options <b>Select All</b> and <b>Deselect All</b> available on the Chronology grid for Case Notes that appear to be Key Events. Works in conjunction with reporting, allowing users to quickly report on Key Event Case notes.   |
| SEN_ADMIN      | The default SEN Administrator.   |
| SENTYPE        | Sets the default Bases SEN School Type.  |
| SERWKLDARF     | Customisation – Default is related to default 'SERWORKCNT' for Service Team Workload customisation.  |
| SERWORKCNT     | Customisation – Within the <b>Service Team Workload</b> , screen a total figure is displayed of how many involvements are open for any given service team or person within that service team. This provides users with a summary of currently open involvements.   |
| STUD_LEA       | <p>The single LA field in Student Details is replaced with Home and Funding LA fields. When One is updated, both fields will initially contain the original LA No/Name.</p> <p>For reporting purposes, this parameter (HOME or FUND) is used to allow the Local Authority to switch which of the two new fields will appear in any reports using the LA No data.</p> <p>The Address Utility, Update Student LA No routine uses this parameter to update the Student details record for Home and Funding LAs.</p> |
| SWCEXPPATH     | The path used to export the file from SWRC routine.  |
| TASSNTHSCH     | Default number of schools returned by the Nearest School search in the Transport v4 module. The default value is 5. N.B. Setting the TASSNTHSCH parameter to a value greater than 10 may have a negative impact on search performance.   |
| TITLE_LINK     | <p>False – Title values can be added on the fly.</p> <p>True – Only Title lookup values can be selected.</p>   |
| TRS_CNT        | Transport: This is a True or False (Boolean) parameter and is set to True by default. When set to True, it enables you to edit closed contract details.  |
| TRS_VAT_PC     | Transport: This sets the current VAT rate for automatic calculations, but enables you to edit the percentage when necessary.   |
| TRS_YRCLOS     | Transport: The date set is used as a criterion for selecting students for transfer to next year.   |
| TUSENEARST     | <p>The Transport parameter determines whether the walking network is used to find the starting point for the driving distance (when the nearest link is not drivable).</p> <p>It does not affect the calculation of walking distance.</p>  |
| UDFMANDAT      | Customisation – Provides the ability to select any UDF fields created to be a mandatory field.   |

| Parameter Code | Full description  |
|----------------|---|
| UDFPANMAN      | Customisation – Allows users to add additional panels to areas of the system (if the screen \ entity is within the dropdown menu of the UDF manager screen), and assign UDFs to these panels. |
| UDFTEXTTEXT    | Customisation – Increases the text limitation within UDFs from current system limit to 2000.  |
| V3REFSUM       | Customisation –v3 Referral Summary – Contact RSM \ BDM for further detail.  |

## Editing System defaults

To edit a system default value:

1. In the **System admin** area, select the **System defaults** page to display a list of system default parameters. For information on accessing the System Administration v4 site, see [Accessing the System Administration v4 site](#) on page 3.



2. In the list, select the parameter you want to edit. If required, you can filter the list by entering any known characters or numbers in the **Parameter code**, **Description** or **Parameter value** columns.
3. Edit the **Description** or **Value** as required.
4. Click the **Save** button to update the parameter values.

## Editing LA details

### Introduction

The **LA Details** page enables a system administrator to record LA specific details, including contact information and language preferences (English or Welsh).

Most of the fields are self-explanatory. However, the **LA no** field is read-only and displays the LA number recorded in the LEANO parameter on the **System defaults** page. The **Welsh Language** check box indicates the language in which most lessons are conducted within the authority's schools. Leaving the check box deselected indicates that most lessons are conducted in English. Selecting the check box indicates that most lessons are taught in Welsh.

### Editing LA details

To edit an LA details value:

1. In the **System admin** area, select the **LA details** page to display the contact information for the LA. For information on accessing the System Administration v4 site, see [Accessing the System Administration v4 site](#) on page 3.

The screenshot shows the 'LA details' page in the System Administration v4 interface. The page has a navigation bar at the top with 'System admin' selected. Below the navigation bar, there are several tabs: 'Personnel control', 'System defaults', 'LA details' (selected), 'Online login security parameters', 'Permitted websites', 'Web address validation', and 'Ethnic codes (Students)'. The main content area is titled 'LA details' and contains a form with the following fields:

- LA no: 820 (read-only)
- LA name: Capita Children's Services
- Address: The Chambers, River Walk, address line 3
- Town: Bedford
- County: Bedfordshire
- Postcode: MK44 35G
- Telephone: 01234 838080
- Welsh language:

At the bottom right of the form, there are 'Cancel' and 'Save' buttons.

2. Edit the fields as required.
3. If required, select the **Welsh language** check box to indicate that most lessons in the LA are taught in Welsh.
4. Click the **Save** button.

## Editing Online login security parameters

### Introduction to online login security parameters

The **Online login security parameters** page enables system administrators to configure parameters to enhance the security of online elements of the One environment, e.g. A&T Online, Provider Portals and Citizen Portals.

**NOTE:** The **Login type** field is read only. Although it is set to 'ANTPUBLIC', the settings entered in the rest of the page affect all public facing portals within the One product.

The following parameters can be configured:

| Parameter                      | Description   |
|--------------------------------|---|
| Login type                     | Read-only; displays the name of the selected type.  |
| User reset type                | Manual or Timer. If <b>Timer</b> is selected, then a value must be entered in the <b>User timer period (in seconds)</b> field.  |
| User timer period (in seconds) | This is defined in seconds and is the period of time that will elapse before the system is automatically reset. The user can attempt to login again after this period has elapsed. Period range allowed is 3-99999. |
| User maximum attempts          | This is the number of failed login attempts for each user name before the system locks them out. The range allowed is 1-999.  |
| IP reset type                  | Manual or Timer. If <b>Timer</b> is selected an <b>IP Timer Period</b> must be defined.   |
| IP timer period (in seconds)   | This is defined in seconds and is the period of time that will elapse before the system is automatically reset. The user can attempt to login again after this period has elapsed. Period range allowed is 3-99999. |
| IP Maximum Attempts            | This is the number of failed login attempts for a user for each IP address before the system locks them out. The range allowed is 1-999.  |

### Editing online login security parameters

To edit online login security parameters:

1. In the **System admin** area, select the **Online login security parameters** page to display a list of security parameters. For information on accessing the System Administration v4 site, see [Accessing the System Administration v4 site](#) on page 3.

The screenshot shows the 'Online login security parameters' configuration page. The page title is 'Online login security parameters'. The navigation bar includes 'System admin', 'Data management', 'Address management', 'Welcome SYSADMIN', 'Help', and 'My Account'. The breadcrumb trail is 'Personnel control > System defaults > LA details > Online login security parameters'. The form contains the following fields:

- Login type: ANTPUBLIC
- User reset type: TIMER
- User timer period (In seconds): 60
- User maximum attempts: 9
- IP reset type: TIMER
- IP timer period (In seconds): 60
- IP maximum attempts: 100

Buttons: Cancel, Save

2. Edit the parameters as required. For a full description of the parameters, see [Introduction to online login security parameters](#) on page 16.

**NOTE:** The **Login type** field is read-only. Although it is set to 'ANTPUBLIC', the settings entered in the rest of the page affect all public facing portals within the One product.

3. Click the **Save** button.

## Managing permitted websites

### Introduction to permitted websites

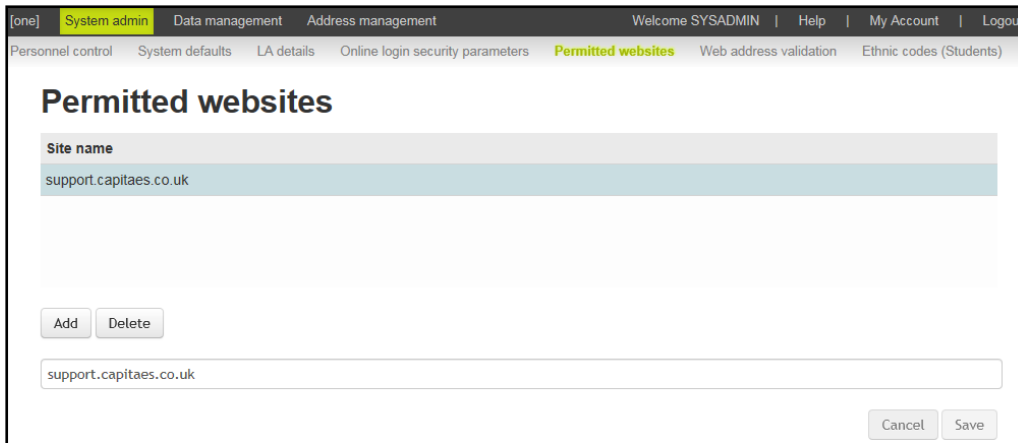
The **Permitted websites** page enables a system administrator to specify a list of trusted websites. Once added, these websites are allowed as valid data entries in fields found in the online Admissions and Entries applications provided by Capita for Local Authorities. Websites not in the list will be rejected.

The functionality provides an extra layer of security in preserving the confidentiality of data that is entered by parents or guardians who choose to make applications online.

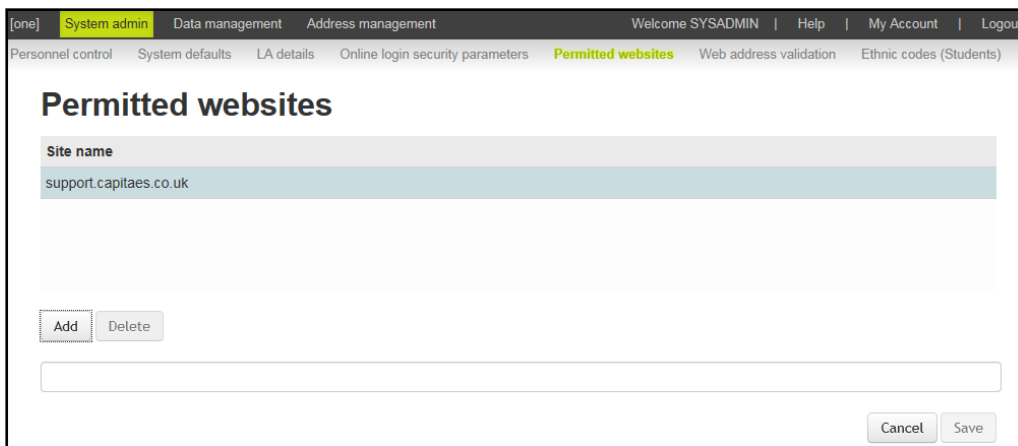
### Adding a permitted website

To add a permitted website:

1. In the **System admin** area, select the **Permitted websites** page to display a list approved sites. For information on accessing the System Administration v4 site, see [Accessing the System Administration v4 site](#) on page 3.



2. Click the **Add** button.

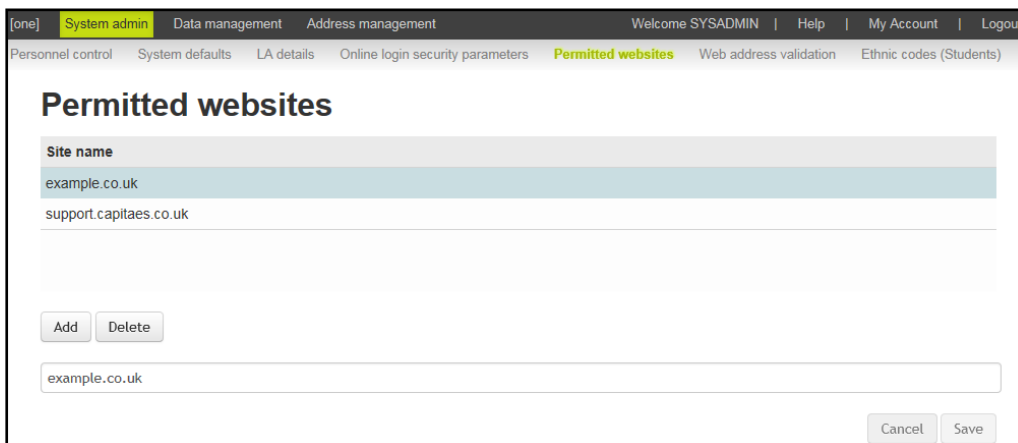


3. Enter the required web address into the field below the **Add** button. You do not need to include https:// or http:// when entering the website address.
4. Click the **Save** button.

## Editing an existing website

To update an existing website address in the list:

1. In the **System admin** area, select the **Permitted websites** page to display a list of approved sites. For information on accessing the System Administration v4 site, see [Accessing the System Administration v4 site](#) on page 3.



2. In the list, select the website you want to edit. The address is displayed in the field below the **Add** button.
3. Edit the address as required.
4. Click the **Save** button.

## Deleting a permitted website

If a website is no longer trusted and should not be allowed to be entered into an online application, you can delete the site entirely from the list.

To delete an item from the permitted website list:

1. In the **System admin** area, select the **Permitted websites** page to display a list of approved sites. For information on accessing the System Administration v4 site, see [Accessing the System Administration v4 site](#) on page 3.

The screenshot shows the 'Permitted websites' page in the System Administration v4 interface. The page has a navigation bar at the top with 'System admin' selected. Below the navigation bar, there are several tabs: 'Personnel control', 'System defaults', 'LA details', 'Online login security parameters', 'Permitted websites' (which is active), 'Web address validation', and 'Ethnic codes (Students)'. The main content area is titled 'Permitted websites'. It features a table with two columns: 'Site name' and 'Address'. The 'Site name' column contains two entries: 'example.com' and 'support.capitaes.co.uk'. Below the table are two buttons: 'Add' and 'Delete'. Below the buttons is a text input field containing 'example.com'. At the bottom right of the page are two buttons: 'Cancel' and 'Save'.

2. In the list of permitted websites, select the website you want to delete.
3. Verify the website you want to delete is displayed in the field below the **Add and Delete** buttons.
4. Click the **Delete** button to display the **Confirmation** dialog.
5. Click the **OK** button to delete the website entry.

## Configuring web validation

### Introduction to web validation setup

The **Web validation setup** page enables a system administrator to configure the One environment to communicate with SIMS environments at schools that are configured to validate addresses with the LA.

**IMPORTANT NOTE:** To successfully implement the web validation functionality, you must ensure that all parts of the One and SIMS environments are configured properly. This chapter includes information related to the configuration settings within the One System Administration v4 site only. For more information, refer to the Web Address Validation Setup technical guide, available from the One Publications website ([www.onepublicatoins.com](http://www.onepublicatoins.com)).

### Service setup options

The **Service setup** panel enables system administrators to control whether the service is operational, whether any logging is stored and which filtering should be applied to the addresses before the service uses them for matching a request.



The **WAV service setup** section controls whether the service is running and if logging is enabled. The following options are configurable in the **WAV service setup** section:

| Field            | Description  |
|------------------|--|
| Service active   | If selected, the Web Address Validation service responds to requests. If deselected, the service does not respond to requests. |
| Activity logging | If selected, the Web Address Validation service creates activity log entries in the wav_activiylog table.                      |

**NOTE:** In the v3 Client, the dataset had to be selected manually. This is no longer required, as One populates the dataset automatically.

The **Addresses Presented** section defines the filters that are applied to addresses within One prior to any matching of a validation request. The following filtering options are available:

| Field                   | Description  |
|-------------------------|--|
| All addresses           | One tries to match the supplied information to all the addresses in the One address tables.  |
| Selected address where  | When selected, only a subset of the addresses in the address tables is used for matching by the address validation web service. If selected, at least one check box must also be selected.                       |
| UPRN exists             | Selects all addresses where the UPRN field is not null   |
| OSAPR exists            | Selects all addresses where the OSAPR field is not null.   |
| Easting/Northing exists | Selects all addresses where the Easting <u>and</u> the Northing fields are not null.   |
| Core fields exists      | Selects all addresses where: <ul style="list-style-type: none"> <li>■ one of house_name or apartment or house_no is not null and</li> <li>■ address1 is not null and</li> <li>■ postcode is not null.</li> </ul> |

## Configuring the web validation service

The options in the **Service setup** panel affect the way that the service operates and applies to all remote systems.

To configure the system web validation service settings:

1. In the **System admin** area, select the **Web address validation** page. If required, click the **Service setup** hyperlink to display the service options. For information on accessing the System Administration v4 site, see [Accessing the System Administration v4 site](#) on page 3.

Web validation setup

Service setup

**WAV service setup**

Service active

Activity logging  [Delete Activity Log](#)

**Addresses Presented**

All addresses  Selected addresses where:

UPRN exists

OSAPR exists

Easting/Northing exists

Core fields exists

[Cancel](#) [Save](#)

[Remote systems](#)

2. Select the options for logging and for the address filters. For more information on each option, see [Service setup options](#) on page 19.
3. Click the **Save** button to save the configuration.

## Deleting the web address validation activity log

Logging web address validation activity can be useful for diagnosing issues that might arise with the service. However, if the logs are no longer required, they can be deleted.

To delete the web validation activity logs:

1. In the **System admin** area, select the **Web address validation** page. If required, click the **Service setup** hyperlink to display the service options. For information on accessing the System Administration v4 site, see [Accessing the System Administration v4 site](#) on page 3.

Web validation setup

Service setup

**WAV service setup**

Service active

Activity logging  [Delete Activity Log](#)

**Addresses Presented**

All addresses  Selected addresses where:

UPRN exists

OSAPR exists

Easting/Northing exists

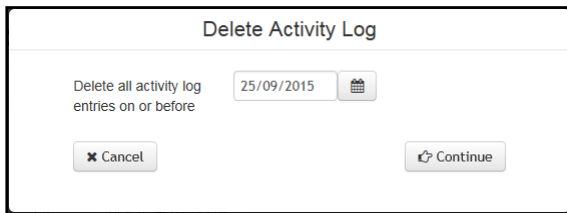
Core fields exists

[Cancel](#) [Save](#)

[Remote systems](#)

## System Administration

2. Click the **Delete Activity Log** button to display the **Delete Activity Log** dialog.



3. Select the required date from the calendar. All entries on or before the selected date will be deleted.
4. Click the **Continue** button to display the **Information** dialog.
5. Click the **OK** button to close the dialog and return to the **Web validation setup** page.

## Remote systems options

The **Remote systems** panel enables system administrators to specify the SIMS systems that can use the Web Address Validation service.

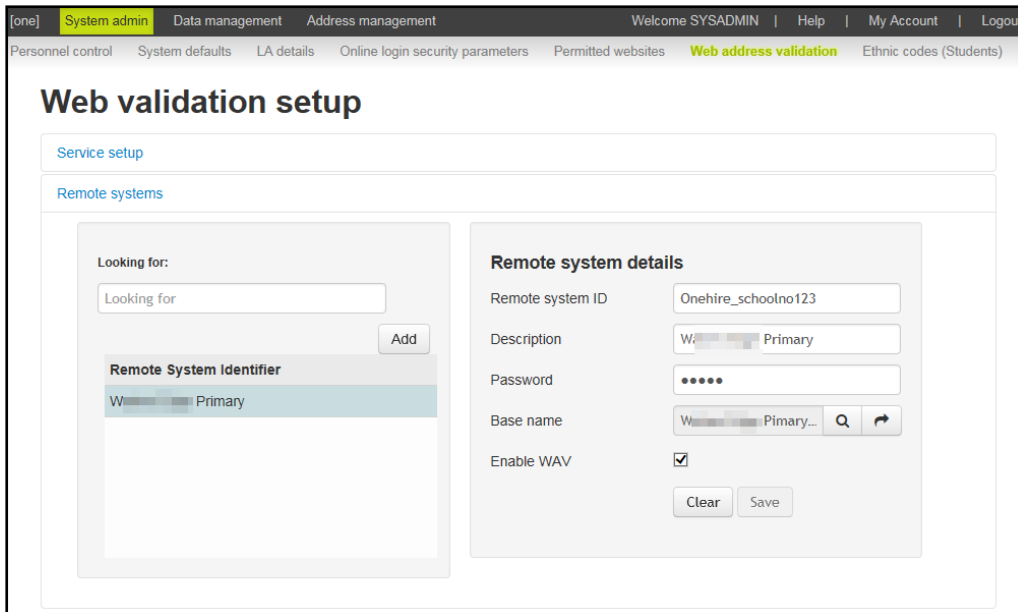
| Field            | Description  |
|------------------|--|
| Remote system ID | An identifier created by the Local Authority and passed to the schools for them to enter into their SIMS system. The <b>Remote system ID</b> is the Capita One user account name.              |
| Description      | A description of the school/organisation that owns the remote system specified in the <b>Remote system ID</b> .  |
| Password         | Created by the local authority and passed to the schools for them to enter into their SIMS system.   |
| Base name        | For informational purposes only. A system administrator can select a school name associated with the <b>Remote system ID</b> , particularly where the ID is not indicative of the school name. |
| Enable WAV       | Select to enable WAV for the remote system.  |

## Adding remote systems

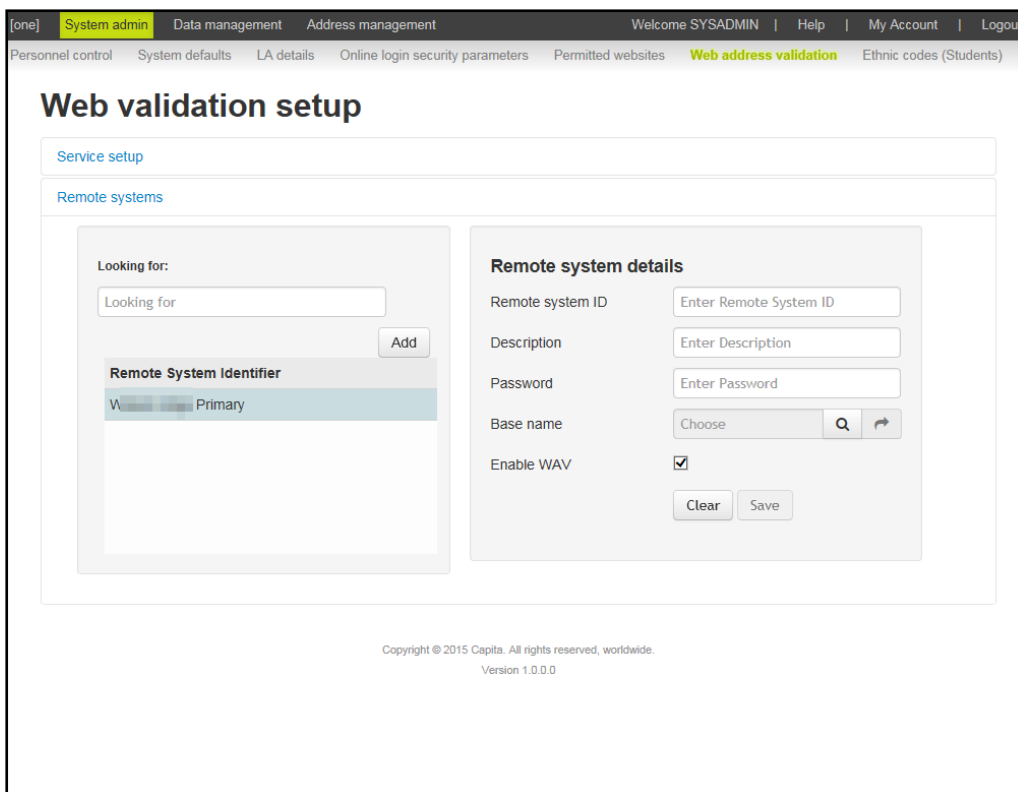
To enable communication between One and a remote system, the remote system must be added via the **Remote systems** panel. Once a remote system has been added, it cannot be removed from the One system, although web validation can be deactivated for the remote system.

To add a remote system:

1. In the **System admin** area, select the **Web address validation** page. For information on accessing the System Administration v4 site, see [Accessing the System Administration v4 site](#) on page 3.
2. Click the **Remote systems** hyperlink to display a list of schools configured to access One.

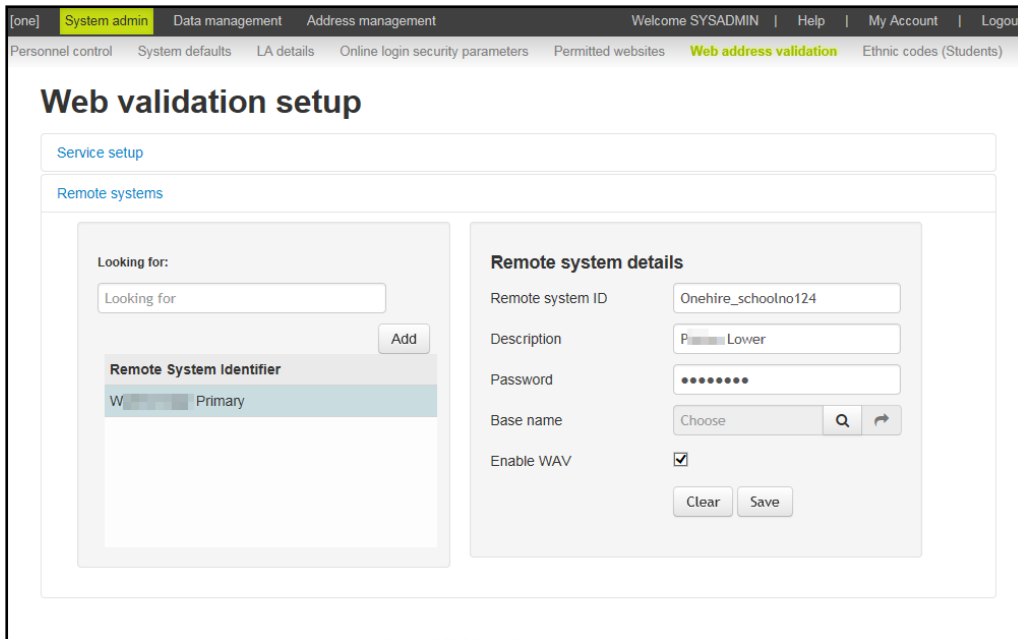


- In the left-hand panel, click the **Add** button to display a blank set of **Remote system details**.



- Enter the **Remote system ID** (Capita One user name), **Description** and **Password** (Capita One user password) details.

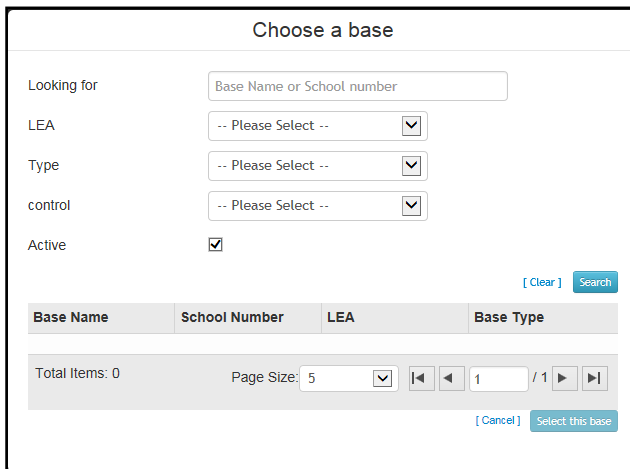
**IMPORTANT NOTE:** You must ensure that the **Remote system ID** and **Password** information is provided to each school so that they can configure their SIMS environments.



5. If required, add a **Base name**:

**NOTE:** The **Base Name** field is for information only. It enables the system administrator to select a school name associated with the Remote System ID, particularly where the ID is not indicative of the school name.

- a. Click the magnifying glass icon in the **Base name** field to display the **Choose a base** dialog.



- b. Enter or select the search criteria for the required base.
- c. Click the **Search** button to display a list of bases that meet your search criteria.

Choose a base

Looking for:

LEA:

Type:

control:

Active:

[ Clear ] [ Search ]

| Base Name           | School Number | LEA  | Base Type |
|---------------------|---------------|------|-----------|
| P... Lower Schoo... | 8...          | 8... | PRI       |

Total Items: 29    Page Size: 5    1 / 6

[ Cancel ] [ Select this base ]

- d. In the list of returned bases, select the required base.
- e. Click the **Select this base** button to add the base to the remote system record.

System admin | Data management | Address management | Welcome SYSADMIN | Help | My Account | Logout

Personnel control | System defaults | LA details | Online login security parameters | Permitted websites | **Web address validation** | Ethnic codes (Students)

## Web validation setup

Service setup

Remote systems

Looking for:

Looking for

Add

Remote System Identifier

W... Primary

Remote system details

Remote system ID:

Description:

Password:

Base name:

Enable WAV:

Clear Save

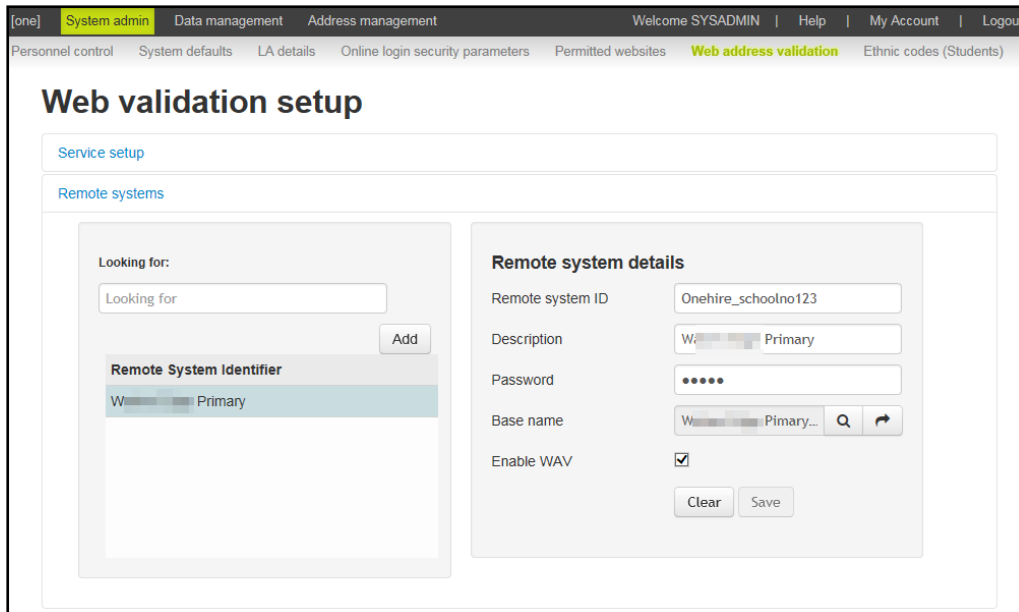
6. If you do not want the remote system to be active immediately, deselect the **Enable WAV** check box.
7. Click the **Save** button to record the remote system details.

## Deactivating a remote system

Once a remote system has been added to the Web validation setup page, it cannot be removed. However, a system administrator can deactivate a remote system so that it no longer can communicate with the One system.

To deactivate a remote system:

1. In the **System admin** area, select the **Web address validation** page. For information on accessing the System Administration v4 site, see [Accessing the System Administration v4 site](#) on page 3.
2. Click the **Remote systems** hyperlink to display a list of schools configured to access One.



3. Select the remote system you want to deactivate.
4. In the **Remote system details** panel, deselect the **Enable WAV** check box.
5. Click the **Save** button to record the change.

## Managing ethnic codes

### Introduction to ethnic codes

The **Ethnic codes** page enables system administrators to select the DCSF Common Basic Dataset (CBDS) codes to be used by the Local Authority. The Local Authority must issue this information to all schools within the Local Authority.

The CBDS codes are split into Main Codes (MC), Extended Codes (EC), Sub-Extended Codes (SC) and Other Codes (OC), displayed in hierarchical format. There are different sets of codes for England, Scotland and Wales.

The ethnic codes are listed in browse format. The following information is displayed in the list.

| Column Name        | Description  |
|--------------------|--|
| Description (Type) | The name of the ethnic code followed by the type of code that it is. For example, 'White British (MC)' indicates that the code is White British and the type is Main Code. |
| Ext Code           | The external code value.   |
| Int Code           | The internal code value.   |
| Linked Students    | Displays the number of students who have the code held against them in the STUDENT.ETHNIC_OR table, allowing the Local Authority to assess the usage of the code.          |
| Active             | When selected, the code can be selected within the One software. If deselected, the code is not available for One users to select against a student.                       |

| Column Name                                       | Description  |
|---|--|
| Show or update details about active students only | If selected, the number in the <b>Linked Students</b> column reflects <u>only</u> the number of active students. If deselected, the number in the <b>Linked Students</b> column also includes inactive students. |

## Activating/deactivating ethnic codes

In order to make an ethnic code available to One users, it must be activated. Although you can have a mix of codes, you cannot have a mix of codes under a main code. For example, if you select White British (MC), then you cannot activate individual extended codes, i.e. White Cornish (EC) or White English (EC). If you do select a subordinate code, then the main code is automatically deactivated.

To activate ethnic codes:

1. In the **System admin** area, select the **Ethnic codes (Students)** page. For information on accessing the System Administration v4 site, see [Accessing the System Administration v4 site](#) on page 3.

| Description (Type)   | Ext Code | Int Code | Linked Students | Active                              |
|----------------------|----------|----------|-----------------|-------------------------------------|
| Sri Lankan Other(EC) | ASRO     | ASR      | 1               | <input type="checkbox"/>            |
| White British(MC)    | WBRI     | WHB      | 6729            | <input checked="" type="checkbox"/> |
| White Cornish(EC)    | WCOR     | WCO      | 0               | <input type="checkbox"/>            |
| White English (EC)   | WENG     | WEN      | 177             | <input type="checkbox"/>            |
| White Scottish(EC)   | WSCO     | WSC      | 4               | <input type="checkbox"/>            |

2. If you want any changes to the codes to apply to active students only, select the **Show or update details about active students only** check box. Deselect the check box to apply changes to all students.

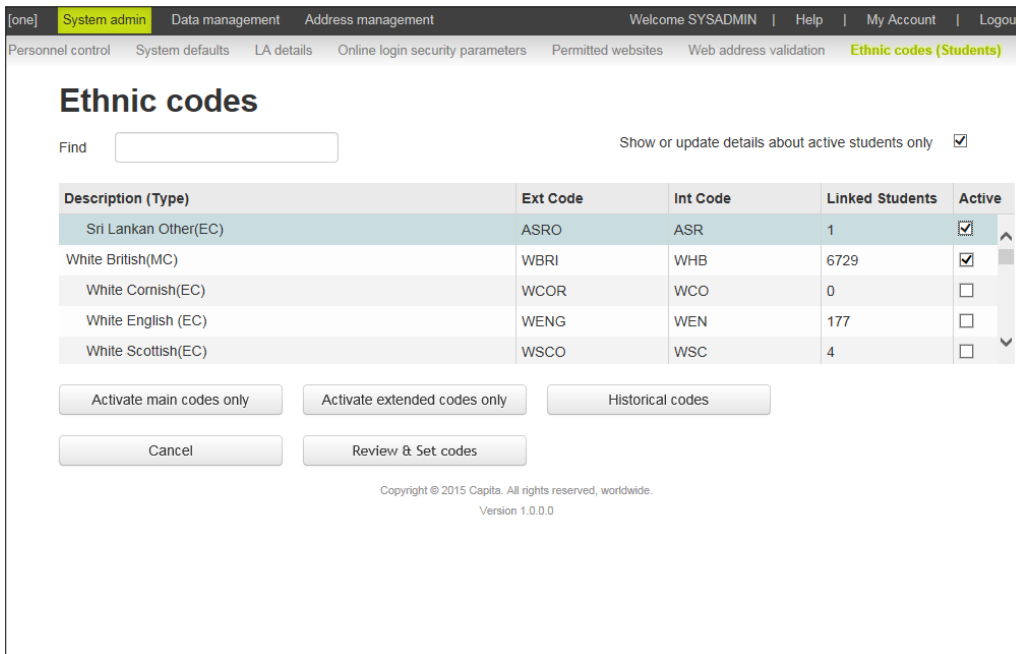
**NOTE:** Selecting or deselecting the **Show or update details about active students only** check box alters the numbers displayed in the **Linked Students** column.

Selecting this option also affects the records that are updated when you click the **Review & Set Codes** button. This option is provided so inactive student records are not affected when you change the current valid ethnicity values.

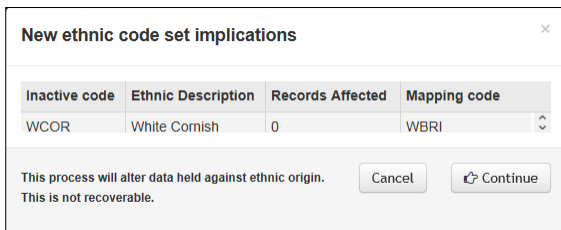
3. To activate all the main codes, click the **Activate main codes only** button (this deactivates all other code types). To activate all the extended codes, click the **Activate extended codes only** button (this deactivates all other code types).
4. If you need to refine the selected codes, (e.g. to include some extended codes when generally you use only main codes), select the **Active** check box for the individual codes you require.



**NOTE:** If you select an extended code, then the parent main code is deactivated automatically.



- When you have made your changes, click the **Review & Set codes** button to display the **New ethnic code set implications** dialog.



- Review the proposed changes then click the **Continue** button to update the ethnic codes. The codes are updated in the Lookups Table (*ID 0001*) and in the Ethnic Origin field in the STUDENT.ETHNIC\_OR table.

**IMPORTANT NOTE:** Existing One Codes not recognised as CBDS Codes will be made inactive.

## Viewing historical codes

You can view existing One (non-CBDS) ethnic origin codes that are currently linked to one or more students that do not have an equivalent CBDS code. You can view the **Active** status of the code and the number of student records linked to the code. The code information is taken from the **Module Administration | User Codes** lookup (*Lookup ID 0001*).

To view historical codes:

- In the **System admin** area, select the **Ethnic codes (Students)** page. For information on accessing the System Administration v4 site, see [Accessing the System Administration v4 site](#) on page 3.

Find

Show or update details about active students only

| Description (Type)   | Ext Code | Int Code | Linked Students | Active                              |
|----------------------|----------|----------|-----------------|-------------------------------------|
| Sri Lankan Other(EC) | ASRO     | ASR      | 1               | <input type="checkbox"/>            |
| White British(MC)    | WBRI     | WHB      | 6729            | <input checked="" type="checkbox"/> |
| White Cornish(EC)    | WCOR     | WCO      | 0               | <input type="checkbox"/>            |
| White English (EC)   | WENG     | WEN      | 177             | <input type="checkbox"/>            |
| White Scottish(EC)   | WSCO     | WSC      | 4               | <input type="checkbox"/>            |

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- Click the **Historical codes** button to display the **Historic Codes** dialog.

**Historic Codes**

| Int Code | Ethnic Description             | Linked Records | Active |
|----------|--------------------------------|----------------|--------|
| 00       | UNC - Unclassified             | 2              | No     |
| 01       | WHI - White, UK heritage       | 134            | No     |
| 02       | BLC - Black, Caribbean heritag | 11             | No     |
| 03       | BLA - Black, African heritage  | 3              | No     |
| 04       | BLO - Black, other             | 3              | No     |

- When finished reviewing the list, click the **close** button to return to the **Ethnic codes** page.

## Changing name case

### Introduction to case change

The **Case change** page enables you to standardise the type case of all entries made in student and people name fields. This is useful for tidying up names that have been entered in an inconsistent manner. You can choose to standardise the different name fields to be Mixed Case or CAPITALISE. By default, No Change is the selected option.

### Exceptions

Generally, all names are automatically updated with the selected case when you run the routine. However, there are a set of exceptions that require you to run a second routine. This enables you to ensure that all name types are handled in accordance with your LA's policies. The following table shows the name types that must be handled via the exceptions routine.

**NOTE:** *Exceptions apply to both given and family names. The examples below use family names, but if a given name had a hyphen (e.g. Anne-Marie) then the name would be included in the xx-xx exception list.*

| Exception Rule               | MixedCase                    | CAPITALISE                     |
|------------------------------|------------------------------|--------------------------------|
| macxxx (macpherson)          | MacXxx (MacPherson)          | MACXXX (MACPHERSON)            |
| mcxxx (mckean)               | McXxx (McKean)               | MCXXX (MCKEAN)                 |
| x'xxx (o'neil)               | X'Xxx (O'Neil)               | X'XXX (O'NEIL)                 |
| x,x,x – d,j,nelson           | X,X,X (D,J,Nelson)           | X,X,X (D,J,NELSON)             |
| x.x.x – d.j.nelson           | X.X.X (D.J.Nelson)           | X.X.X (D.J.NELSON)             |
| xx xx (jones smith)          | Xx Xx (Jones Smith)          | XX XX (JONES SMITH)            |
| xx-xx (jones-smith)          | Xx-Xx (Jones-Smith)          | XX-XX (JONES-SMITH)            |
| xxx-macxxx (smith-macdonald) | Xxx-MacXxx (Smith-MacDonald) | XXX-MAC-XXX (SMITH-MAC-DONALD) |
| xxx-mcxxx (smith-mckean)     | Xxx-McXxx (Smith-McKean)     | XXX-MC-XXX (SMITH-MC-KEAN)     |

## Running the case change routine

The case change routine will run against all records in the One database, with names that do not fall into any of the previously defined exception types. The **Mixed case** option converts names to start with a capital letter (sam smith > Sam Smith). The **Capitalise** option makes all letters capital letters (sam smith > SAM SMITH) and does not generate any exceptions.

The case change routine must update many records and can therefore take a long time to complete. If possible, the routine should be run when usage of the One system is at a minimum to minimise possible performance issues.

The process can be run by any user with the appropriate permissions, but only one instance of the process can be running at a time. Therefore, if user A starts the case change process, user B cannot run the process again until the process started by user A finishes.

To run the case change routine:

1. In the **Data management** area, select the **Case change** page. For information on accessing the System Administration v4 site, see [Accessing the System Administration v4 site](#) on page 3.

2. Select the required case type for each of the name fields. The default is **No Change**.
3. Click the **Apply case changes** button to display a confirmation dialog.

4. Click the **Yes – continue** button to start the case change routine.

An information dialog is displayed that details the user who started the routine and at what time.

**Information**

Routine started by SYSADMIN on 11-11-2015 16:24, and case changes are being applied to non-exceptions

Once the routine has completed the screen is displayed as noted in step 1 of the [Running the case change routine for exceptions](#) topic on page 31.

If the routine returns any exceptions, they are displayed in the **Exceptions List** section. You can review the exceptions and then apply appropriate case types. For more information, see [Running the case change routine for exceptions](#) on page 31.

## Running the case change routine for exceptions

Names that require special processing, such as names with a hyphen (e.g. Anne-Marie) or an apostrophe (e.g. O’Neil), are displayed in the **Exceptions List** section. You can select the records you want to change from the list and then run the case change process again to update the records in the **Exception List**. Filters are provided to select all records that have been put in the list for the same reason.

**NOTES:** One defaults the name formats to that selected when the non-exception records were processed. This helps to ensure that a consistent rule is applied when exceptions are processed.

To change the case type for records in the **Exceptions List**:

1. In the **Data management** area, select the **Case changes** page. For information on accessing the System Administration v4 site, see [Accessing the System Administration v4 site](#) on page 3.

2. In the **Exceptions List** area, select the check box for each record you want to update or use the filter check boxes to select all the records in the exceptions list that share the same characteristics. In the following graphic, all the names in the xx xx format are selected using the check box.

3. Ensure that the correct case types are selected for each name field. For more information on how the names in the **Exceptions List** are handled, see [Exceptions](#) on page 29.
4. Click the **Apply case change to exception** button to display a confirmation dialog.
5. Click the **Yes – continue** button to start the case conversion process. An informational message indicating that the process is running.

## Transferring student bases

### Introduction to student base transfer

The **Base merge** page enables you to transfer students from a source base into a transfer (destination) base. For example, you might want to transfer a group of students from an infant school into a junior school by selecting the infant school as the source base and the junior school as the transfer (destination) base.

The Base Merge routine ends the school history record for the source base. The end date applied is one day less than the start date selected for the destination base.

### Base merge and Admissions & Transfers

The Base Merge routine does not update A&T preferences. If bases that are no longer considered active have been used for preference recording, it is important that the preference continues to reflect the original parent selection. However, this means that if the Local Authority is using the Final Transfer routine to allocate school history and the allocated base is the old, inactive base then the school history is created for this base. In this scenario, Local Authorities should consider running the Base Merge routine after the Final Transfer has been processed.

### Merging base students

To transfer students from one base to another:

1. In the **Data Management** area, select the **Base merge** page. For information on accessing the System Administration v4 site, see [Accessing the System Administration v4 site](#) on page 3.

2. In the **Select base** field, click the magnifying glass icon to display the **Choose a base** dialog.

3. Enter your search criteria then click the **Search** button to display the bases that meet the criteria.

## System Administration

**Choose a base**

Looking for

LEA

Type

control

Active

[\[ Clear \]](#) [Search](#)

| Base Name          | School Number | LEA | Base Type |
|--------------------|---------------|-----|-----------|
| Green Abbey School | 4231          | 820 | SEC       |
| Green Abbey School | 4321          | 823 | SEC       |

Total Items: 2      Page Size: 5       / 1

[\[ Cancel \]](#) [Select this base](#)

4. Highlight the required base from the list then click the **Select this base** button to return to the **Base transfer (Students)** page.
5. Click the **List** button to display a list of the students at the base.

[one] System admin **Data management** Address management Welcome SYSADMIN | Help | My Account | Logout

Case change **Base merge** People merge

### Base transfer (Students)

Search for students at source   for all years  or for NCY

Filter

| <input type="checkbox"/> | Name           | DOB        | Current address | NCY |
|--------------------------|----------------|------------|-----------------|-----|
| <input type="checkbox"/> | 1.2.3, Test11  | 01/09/2014 |                 | -5  |
| <input type="checkbox"/> | 2.2.1, Test18  | 01/09/2014 |                 | -5  |
| <input type="checkbox"/> | 2.2.1, Test5   | 01/09/2014 |                 | -5  |
| <input type="checkbox"/> | 2.2.1, Test6   | 01/09/2014 |                 | -5  |
| <input type="checkbox"/> | 2.2.1, Test7   | 01/09/2014 |                 | -5  |
| <input type="checkbox"/> | 2.2.1, Test8   | 01/09/2014 |                 | -5  |
| <input type="checkbox"/> | 2.2.3.B, Test1 | 01/09/2014 |                 | -5  |

0 of 69 records selected for Transfers

Transfer students to destination   with school history start date

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You can limit the list to a specific academic year by deselecting the **for all years** check box and then selecting a **NCY**. You can also enter names or address information into the **Filter** to further reduce the number of displayed records.

6. Select the check boxes for the students you wish to transfer. You can select all results by selecting the check box in the table header.
7. Below the list of students, select the destination base to which you want to transfer the selected students. For more information on selecting a base, see steps 2-4.
8. Select the start date on which the school history will start at the destination base.

Case change **Base merge** People merge

## Base transfer (Students)

Search for students at source   for all years  or for NCY

Filter

| <input type="checkbox"/>            | Name                 | DOB        | Current address   | NCY |
|-------------------------------------|----------------------|------------|---|-----|
| <input type="checkbox"/>            | Ashley, Renee Samuel | 07/08/2006 | 1 Middleton Boulevard, Normant, Bravatton, Simshire, Z1 5BD | 3   |
| <input type="checkbox"/>            | Sp3, Sp3             | 17/02/2005 |   | 6   |
| <input type="checkbox"/>            | Rfc, Rfc             | 01/01/2000 |   | 9   |
| <input type="checkbox"/>            | Sri, Sri             | 01/01/2000 |   | 9   |
| <input checked="" type="checkbox"/> | Anu, Child           | 01/03/2000 | 23 Barford Avenue, Bedford, Bedfordshire, MK42 0DS          | 10  |
| <input type="checkbox"/>            | Alda, Adina          | 07/08/1997 | 15 Baxter Boulevard, Foxton, Alphetown, Perfshire, Z13 2DA  | 12  |
| <input type="checkbox"/>            | Abbev, Jimmv         | 17/04/1998 | 1 Gadsby Street, Bedford, MK40 3HP                          | 13  |

1 of 69 records selected for Transfers

Transfer students to destination   with school history start date

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Version 4.358.0.57275

9. Click the **Transfer** button. When the transfer is complete, the **Success** confirmation is displayed.
10. Click the **OK** button to return to the **Base merge** page.

## Merging people records

### Introduction to people merge

The **People merge** page enables a system administrator to merge the records (and all the record's dependencies) of multiple people into one record in the PEOPLE table.

This process makes it possible to merge records where two or more people records have been created in the database. This can occur if separate users enter details for the same person with minor differences, e.g. surnames starting with Mc and Mac. Alternatively, during an import process, if an "add new record" option is flagged, unmatched records are created automatically and duplication can occur.

### Manual search criteria and results

One provides a number of search criteria on which to find potential duplicates and also provides detailed information about each returned record to help ensure you only merge true duplicate records.

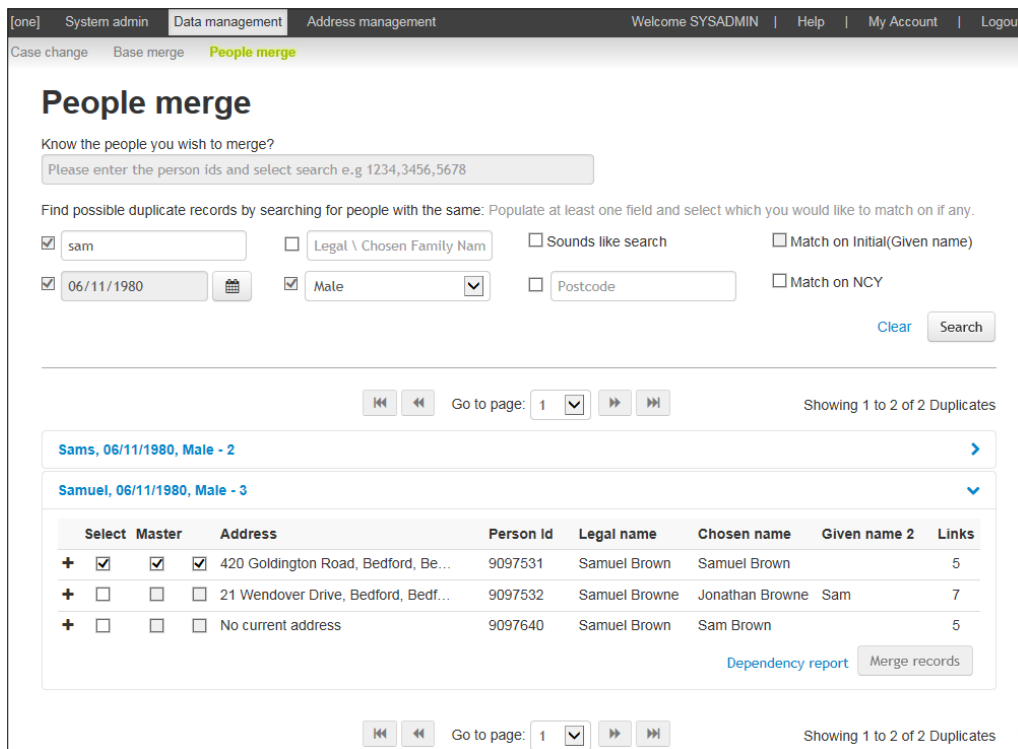


## Search criteria

The screenshot shows a web interface for 'People merge'. At the top, there are navigation tabs: 'one', 'System admin', 'Data management' (highlighted), and 'Address management'. On the right, there are links for 'Welcome SYSADMIN', 'Help', 'My Account', and 'Logout'. Below the tabs, there are links for 'Case change', 'Base merge', and 'People merge' (highlighted). The main heading is 'People merge'. Below it, a text input field asks 'Know the people you wish to merge?' with a placeholder 'Please enter the person ids and select search e.g 1234,3456,5678'. A sub-heading reads 'Find possible duplicate records by searching for people with the same: Populate at least one field and select which you would like to match on if any.' There are several search criteria: 'Legal \ Chosen Given Name' (checkbox), 'Legal \ Chosen Family Nam' (checkbox), 'Sounds like search' (checkbox), 'Match on Initial(Given name)' (checkbox), 'DOB' (checkbox with a calendar icon), 'Gender' (checkbox with a dropdown arrow), 'Postcode' (checkbox), and 'Match on NCY' (checkbox). There are 'Clear' and 'Search' buttons at the bottom right. At the very bottom, there is a copyright notice: 'Copyright © 2015 Capita. All rights reserved, worldwide. Version 4.358.0.57275'.

- If you enter details in the **Legal \ Chosen Given Name** field, then the **Match on Initial (Given Name)** option cannot be selected, and vice versa.
- If you have entered details into the **Legal \ Chosen Given Name** field, the **Legal \ Chosen Family Name** field or both, you can select the **Sounds like search** check box. This performs a phonetic search on the name entered. This feature is especially useful for finding records where the names entered might differ but the **DOB** and **Postcode** could be the same.
- For **DOB**, **Gender** and **Postcode** fields, you can enter a specific value to aid flexibility when identifying duplicate people records.
- Instead of entering specific details, you can select the check box adjacent to a search criterion to return all possible duplicates.

## Results



Search results are displayed in groups of potential duplicates, based on the results matching the selected criteria. In the first group of potential duplicates in the previous graphic, there are two records with same **Legal \ Chosen Given name** (Sams), **DOB** (06/11/1980) and **Gender** (Male). The second group consists of three records with the same **Legal \ Chosen Given name** (Samuel), **DOB** (06/11/1980) and **Gender** (Male).

If more than 15 people are found who match the search criteria, One does not display the individual records. Instead, the following message is displayed:

Too many duplicate records have been found, please refine your matching and search criteria.

This restriction helps to ensure that the returned records are more likely to be actual duplicates. Use the information provided to decide if the returned records are duplicate or not.

| Column                            | Description  |
|-----------------------------------|--|
| Select                            | Include the record in the merged record.   |
| Master                            | This record will be kept; all other data will be merged into it.   |
| Check box adjacent to the address | The selected address becomes the correspondence address for the merged record even if the master record has a different address. |
| Person Id                         | The person ID of the returned record.  |
| Legal Name                        | Legal name associated with the returned record.  |
| Chosen name                       | Chosen name associated with the returned record.   |
| Given name 2                      | The given name of the person also known as 'Middlename'.   |

| Column | Description  |
|--------|--|
| Links  | The total number of other records associated with the returned STUD_ID or PERSON_ID, e.g. claim records or A&T application records. This provides a high-level understanding of the richness of the record. Clicking the <b>Dependency Report</b> button displays information on the specific types of linked records. |

Clicking the blue group headers displays the details of each potential duplicate record. You can click the + icon next to record to display additional information.

| Select   | Master                              | Address                             | Person id                           | Legal name                          | Chosen name | Given name 2  | Links         |         |   |
|--|-------------------------------------|-------------------------------------|-------------------------------------|-------------------------------------|-------------|---------------|---------------|---------|---|
| -  | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | 24 Sunningdale Road, Houghton Gr... | 3723        | David GOODALL | David Goodall | Michael | 7 |
| Created Date: 14/09/1999 Last Updated: - Updated By: -<br>DOB: 09/08/1981 Gender: Male LAC: No SEN Status: - UPN: - Current School: Biggleswade Youth Centre<br>Active: Yes NI Number: - Telephone: 336 1679 |                                     |                                     |                                     |                                     |             |               |               |         |   |

## Merging people records

To merge people records:

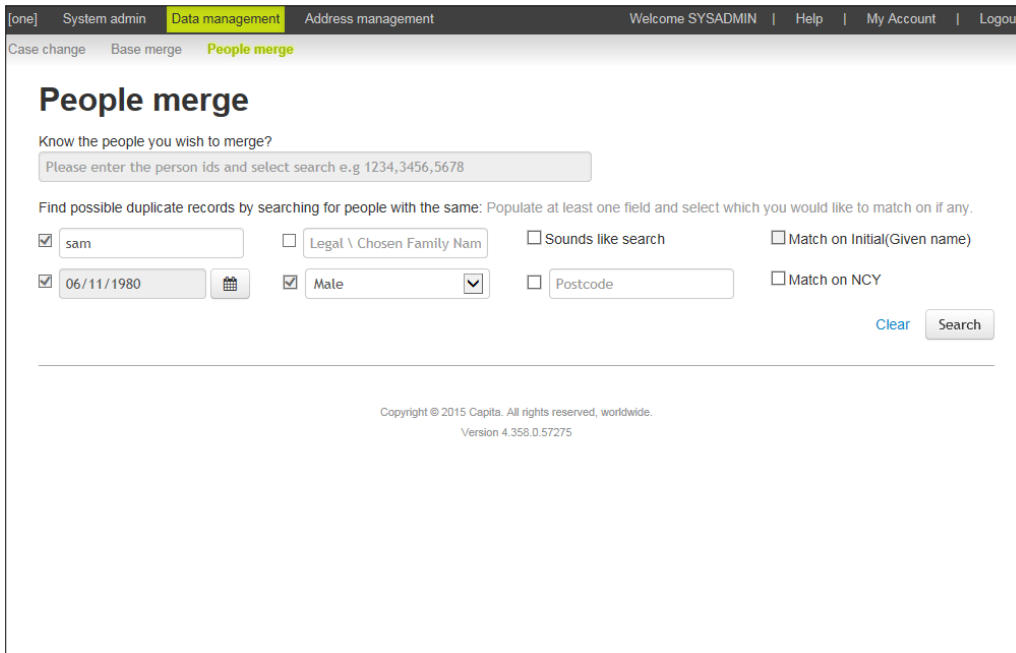
- In the **Data Management** area, select the **People merge** page. For information on accessing the System Administration v4 site, see [Accessing the System Administration v4 site](#) on page 3.

- If you know the person IDs assigned by One for the people you want to merge, enter the numbers in the **Know the people you wish to merge?** field. Separate the person IDs with a comma.

*NOTES: A maximum of 10 IDs can be entered at a time.*

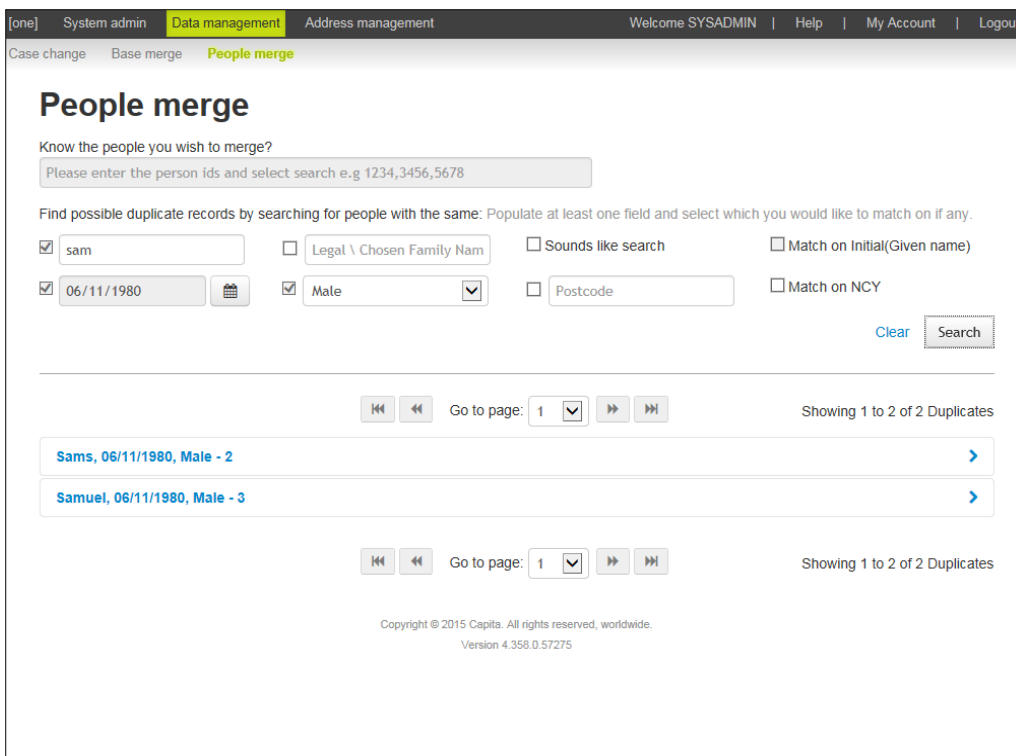
*You cannot use person IDs and other manual search options at the same time.*

If you do not know the person IDs for the people you want to merge, enter as much known detail as possible in the additional search fields.



3. Click the **Search** button to display a list of users that meet the entered criteria. Records that match on the criteria are grouped together under the same heading. In the following graphic, the records match on the given name (Samuel), the DOB (06/11/1980), the gender (male) and there are two records in the group.

**Note:** One returns records only if more than one record has been found that meet the criteria. Therefore, if specific records are known that do not match on the manual search criteria, use the ID search instead.



4. Click the blue results group to display the records that meet the search criteria. In this example, we know we are looking for people with the first name 'Samuel' (not 'Sams'), so we will click the second grouping to expand it.

People merge

Know the people you wish to merge?  
Please enter the person ids and select search e.g 1234,3456,5678

Find possible duplicate records by searching for people with the same: Populate at least one field and select which you would like to match on if any.

sam   
  Legal \ Chosen Family Nam   
  Sounds like search   
  Match on Initial(Given name)

06/11/1980   
  Male   
  Postcode   
  Match on NCY

Clear Search

---

Go to page: 1    Showing 1 to 2 of 2 Duplicates

Sams, 06/11/1980, Male - 2

Samuel, 06/11/1980, Male - 3

| Select                                | Master                              | Address   | Person id | Legal name    | Chosen name     | Given name 2 | Links |
|---------------------------------------|-------------------------------------|---|-----------|---------------|-----------------|--------------|-------|
| + <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> 420 Goldington Road, Bedford, Be... | 9097531   | Samuel Brown  | Samuel Brown    |              | 5     |
| + <input type="checkbox"/>            | <input type="checkbox"/>            | <input type="checkbox"/> 21 Wendover Drive, Bedford, Bedf...            | 9097532   | Samuel Browne | Jonathan Browne | Sam          | 7     |
| + <input type="checkbox"/>            | <input type="checkbox"/>            | <input type="checkbox"/> No current address                             | 9097640   | Samuel Brown  | Sam Brown       |              | 5     |

Dependency report Merge records

---

Go to page: 1    Showing 1 to 2 of 2 Duplicates

5. Select the check box for the records you want to merge.

Selecting the **Master** check box indicates that this is the record that will be kept; and other data will be merged into it. In this example, the record with person ID 9097351 will be kept. Selecting the **Address** check box for a record will use the address of the selected record as the correspondence address for the merged record, regardless of correspondence address currently recorded on the master record.

People merge

Know the people you wish to merge?  
Please enter the person ids and select search e.g 1234,3456,5678

Find possible duplicate records by searching for people with the same: Populate at least one field and select which you would like to match on if any.

sam   
  Legal \ Chosen Family Nam   
  Sounds like search   
  Match on Initial(Given name)

06/11/1980   
  Male   
  Postcode   
  Match on NCY

Clear Search

---

Go to page: 1    Showing 1 to 2 of 2 Duplicates

Sams, 06/11/1980, Male - 2

Samuel, 06/11/1980, Male - 3

| Select                                | Master                              | Address   | Person id | Legal name    | Chosen name     | Given name 2 | Links |
|---------------------------------------|-------------------------------------|---|-----------|---------------|-----------------|--------------|-------|
| + <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> 420 Goldington Road, Bedford, Be...            | 9097531   | Samuel Brown  | Samuel Brown    |              | 5     |
| + <input checked="" type="checkbox"/> | <input type="checkbox"/>            | <input checked="" type="checkbox"/> 21 Wendover Drive, Bedford, Bedf... | 9097532   | Samuel Browne | Jonathan Browne | Sam          | 7     |
| + <input checked="" type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/> No current address                             | 9097640   | Samuel Brown  | Sam Brown       |              | 5     |

Dependency report Merge records

---

Go to page: 1    Showing 1 to 2 of 2 Duplicates

6. If you want to review the number of records associated with each person record, click the **Dependency report** hyperlink to display the **Associated records** dialog. A maximum of five records can be compared at a time.

| Associated records                             |                                |             |                        |                        |                         |
|--|--------------------------------|-------------|------------------------|------------------------|-------------------------|
| <input type="checkbox"/> Show differences only |                                |             |                        |                        |                         |
| Business process                               | Table name                     | Column name | Samuel Brown (9097531) | Samuel Brown (9097640) | Samuel Browne (9097532) |
| Education Plan Monitoring                      | Business Unit Role             | Person      | 0                      | 0                      | 1                       |
| Person Core                                    | Audit Log                      | Person      | 4                      | 3                      | 4                       |
|  | Person Disabilities            | Person      | 0                      | 1                      | 0                       |
|  | History of People Name Changes | People      | 1                      | 1                      | 1                       |
|  | Role Link                      | Person      | 0                      | 0                      | 1                       |

✖ Close    🖨 Print

Select the **Compare differences only** check box to suppress rows where the people displayed have the same number of records. It does not mean the content of the records are different, making only a simple comparison of the number of associated records per business process \ table.

Click the **Print** button to print the report or click the **Close** button to return to the **People merge** page.

7. When you are satisfied that you have selected the correct records, click the **Merge records** button to start the merge process and display the **People merge summary** dialog.

| People merge summary   |          |
|--|----------|
| Provided below is a summary of how the selected record(s) will be processed by the people merge routine.   |          |
| Record <b>Samuel Brown (M) 9097531</b> will be kept with correspondence address <b>21 Wendover Drive, Bedford, Bedfordshire, MK41 9QY</b> .                                |          |
| Information associated with the people below will be merged to the record above and then deleted from the system.  |          |
| <ul style="list-style-type: none"> <li>• Samuel Browne (M) 9097532</li> <li>• Samuel Brown (M) 9097640</li> </ul>  |          |
| The people merge routine is an irreversible process, please ensure the information provided is as expected, if there is an uncertainty cancel from processing the routine. |          |
| Cancel   | Continue |

8. Read the summary carefully and ensure that you want to complete the merge as described.

**WARNING!** If you click the **Continue** button, you will make irreversible changes to the One database. You must ensure you have selected the correct people records. If you are not sure, you should click the **Cancel** button and verify your selections.

9. Click the **Continue** button to start the merge for the selected records. When the merge is complete, a confirmation dialog is displayed.
10. Click the **Ok** button to close the confirmation dialog and return to the **People merge** page.

In this example, once the merge has completed, the three records are now one record with the person ID of 9097531. The screen would refresh and the records would no longer be displayed because there are no duplicates for that group remaining. If one record was merged the group would still be displayed, showing the remaining record in One.

# 02 / Archive & Delete

## Introduction to Archive & Delete

Archive & Delete provides a simplified archiving and data retention solution to help Local Authorities (LA's) manage records stored within the Capita One database in accordance with the Data Protection Act (DPA), Information Records Management Society (IRMS) guidelines and the LA's own retention policies.

LA's have a legal obligation to ensure records are maintained in line with the DPA. The IRMS provide guidelines to local governments regarding the appropriate retention periods for data that has breached a retention policy, e.g. passed the length of time it can be legally stored within a system. If data has breached a policy, the information is either archived, deleted (destroyed) or both.

## Data Management

The Archive & Delete module is part of the One System Administration v4 site.

## Identifying Records

Most Archive & Delete workflows will require you to identify records for processing, i.e. archiving, deleting or both. LA's can use the manual search functionality to identify records based on a limited set of search criteria. This might be useful when your LA receives a Freedom of Information (FOI) request for information stored in the LA's electronic systems.

The report search functionality enables LA's to apply their data retention policies to the information stored and managed by them. The report search functionality uses Microsoft's SQL Server Reporting Services (SSRS) solutions to create identification reports that identify records within Capita One that meet the retention policy criteria (as defined in the identification report).

A sample identification report is supplied by Capita that can be customized. Local Authorities can also create their own custom reports as required.

## Archiving

Archiving in Capita One is a method of extracting information from the One database to be stored externally (from the One database). The information to be archived is extracted based on SSRS reports e.g. a sample Capita Reports or custom reports created by the LA. The information collected by the report is extracted by Archive & Delete and then managed by the LA's archivist and stored within an Electronic Document Record Management System (EDRMS) or other appropriate electronic filing system.

The archiving process is dependent on a manual search or a report search being processed, records being selected from the list of returned search results and then applying the appropriate SSRS archive report to the selected records.

The selected archive reports are used to actually extract information from Capita One for archiving. Generally, an archive report should have a corresponding identification report. The parameters within the archive report should match those in the identification report, but, when processed, the archive report will extract information from the One database appropriate to how the record was identified. The output of the archive report is stored outside the One database. Once the data has been extracted, it can then be deleted from the database.

## Deleting

After using identification reports identify and verify records that are in breach of your data retention policies and then extracting information via an archive report, you can delete the records from the One database.

It is possible to delete records without firstly archiving them, but you must be absolutely certain there are no requirements for the information to be archived. In most instances, some information will need to be archived before deletion.

When deleting records, Capita One processes the data in one of the following three ways:

- **Deleting** – A full deletion occurs if the person or student is the subject of the associated record e.g. Personnel Records or Exclusions records.
- **Anonymisation** – Occurs where the person or student is not the subject but are merely associated with a record, and there is no need to retain information about the person. For example, if a surveyor was entered as a person in the One database because they performed a Transport survey for the LA, the record of the survey taking place might still be required, but the details of the surveyor are not required. In this instance, the surveyor's record will be anonymised.
- **Special anonymisation** – Similar to a standard anonymisation, but where the system requires the association is replaced by the 'default archive person'. This is required to ensure data integrity and that no orphaned records are created e.g. the person associated with an Activity record as the Activity Owner is replaced by the default archive person.

## Installing and configuring Archive & Delete

Archive and Delete functionality is part of the System Administration v4 site. For more information on installing configuring the server component of the module, refer to the *Deploying and Configuring the System Administration Portal for Local Authorities technical guide*, available from the One Publications website (<http://www.onepublications.com>). After the server components are installed, a One administrator can configure the software.

## Configuring Archive & Delete

### Overview

Before accessing the Archive & Delete sites, some configuration must be completed to ensure that the system works correctly in your environment. The following table provides a summary of the required configuration tasks with links to more detailed information. Depending on the current configuration, most of the following tasks can be carried out by a One administrator, although some might require a Network administrator.

*The tasks in the [Archive & Delete application configuration checklist](#) on page 43 should be completed by a One administrator after the Archive & Delete server configuration is complete.*

### Archive & Delete application configuration checklist

**IMPORTANT NOTE:** Before configuring the Archive & Delete in the v3 and v4 Clients, verify with your system administrator that the server installation and configuration has been completed. For more information on installation, refer to the *Deploying and Configuring the System Administration Portal for Local Authorities technical guide*, available from the One Publications website (<http://www.onepublications.com>).

After a system administrator has configured the server components for Archive & Delete, a One Administrator must complete the following tasks within the One v4 Client and v3 Client to enable the application to work.



| Step | Where to do it                             | What to do  | Completed                |
|------|--|---|--------------------------|
| 1    | v4 Client                                  | Assign users the required Archive & Delete permissions. For more information, see <a href="#">Setting Capita One permissions</a> on page 44   | <input type="checkbox"/> |
| 2    | v4 Client                                  | Set up the scheduled tasks. For more information, see <a href="#">Setting up Scheduled tasks</a> on page 45                                   | <input type="checkbox"/> |
| 3    | v3 Client or System Administration v4 site | Set the Default Archive Person (ARCDEFPERS). For more information, see <a href="#">Default Archive Person (ARCDEFPERS)</a> on page 45.        | <input type="checkbox"/> |
| 4.   | v3 Client or System Administration v4 site | Set the Delete Log Retention Period (ARCDELDEF). For more information, see <a href="#">Delete Log Retention Period (ARCDELDEF)</a> on page 46 | <input type="checkbox"/> |

## Setting Capita One permissions

In order for a One user to have access to the Archive & Delete module, they must be assigned the correct permissions.

The Archive & Delete module uses business processes to determine the user groups that have access to specific functionality. User groups are assigned Read, Read-Write-Delete or Deny permissions to each business process. Permissions are maintained in the One v4 Client. One system administrators should create user groups with the desired level of access to the following main business process and main business processes:

**IMPORTANT NOTES:** Unlike most other business processes, One Administrators are not automatically granted Read-Write-Delete permissions for the Archive & Delete related business processes. Any One administrator groups requiring such access, will need to be manually granted access to the Archive & Delete module.

If a row has more than one tick, this indicates that any of the ticked permissions is valid; assign permissions as required.

| Main Business Process | Business Process | Read | Read-Write | Read-Write-Delete | Deny |
|-----------------------|------------------|------|------------|-------------------|------|
| Data Management       |                  | ✓    | N/A        | ✓                 | ✓    |
|                       | Archive & Delete | ✓    | N/A        | ✓                 | ✓    |
|                       | Delete Log       | ✓    | N/A        | N/A               | ✓    |

For a One user group to have full access to the Archive & Delete application, they must be granted Read-Write-Delete permissions for the Archive & Delete process.

Setting the Archive & Delete process to Read enables a user to manually search for records and run identification or archive reports, but they cannot instigate a delete.

Setting the Delete Log to Read enables a user to view the delete logs.

**More Information:**

RG\_Permissions reference guide available from SupportNet

## Setting up Scheduled tasks

There are two scheduled tasks that must be configured to enable the proper functioning of Archive & Delete.

**IMPORTANT NOTE:** When setting up the following scheduled tasks, ensure that schedule them to not interfere with any system maintenance or database backups to allow the routine to complete successfully.

- DR – Delete Routine – Deletes records that have been selected for processing. It is strongly advised to set the scheduled task trigger value to **One Time** and to run outside of normal working hours.
- DR – Delete Log – Runs a routine that validates the delete log retention default value and then deletes any records from the delete log that are older than the defined retention period.

You can set up the scheduled task via **Tools | Administration | Schedule Tasks**. Add two new tasks, assigning the DR – Delete Routine to one and the DR – Delete Log to the other. For more information on setting up scheduled tasks, refer to the *Technical Guide – v4 Scheduled Tasks*, available from the One Publications website (<http://www.onepublicatoins.com>).

## Setting up the Archive & Delete Defaults

There are two LA default values that must be configured for the Archive & Delete routines to process successfully.

### Default Archive Person (ARCDEFPER)

The **ARCDEFPER** parameter code supplies the default archive person to the Archive & Delete module. This is a specific person in the Capita One database who, when required, is used to anonymise records. The person should be created specifically for use with archiving, and their details are displayed only in specific anonymisation scenarios, e.g. the person associated with an Activity record, such as the Activity Owner, is replaced by the default archive person.

When searching for records to archive, the default archive person is not displayed in the **Identified Records** section to protect any records they might be associated with.

If the ARCDEFPER value is not set or the person to which it is set is removed from the One database, then the **Proceed to Delete** button in the **Delete Records** dialog is disabled and no records can be deleted from the Capita One system.

To ensure you can adequately identify records affected by the special anonymisation process, you should name the 'Default Archive Person in the following manner:

- Forename: Period archive person was created for e.g. 'Sept-2014' or '2014'
- Surname: A description to make the record identifiable to users e.g. 'Archived'

Based on the previous examples, viewing any records affected by the special anonymisation process will display the person as 'Archived, Sept-2014' or 'Archived, 2014' from the examples given.

### Setting the ARCDEFPER value in the v3 Client

1. Log into the v3 Client as an administrator and select **Tools | System Administration | LA Defaults** to display the list of default values.
2. Select the **ARCDEFPER** parameter code.
3. In the **Value** field, enter the **PERSON\_ID** of the Capita One person record created to be associated with anonymised records.
4. Click the save icon to record the changes.

## Setting the ARCDEFPERS value in System Administration v4 Online site

1. Log into the System Administration v4 Online site as an administrator. For more information on accessing the System Administration v4 Online site, see [Accessing the System Administration v4 site](#) on page 51.
2. In the **System admin** area, select **System Defaults**.
3. In the **Filter** field, enter **ARCDEFPERS**.
4. Select item in the list to enable editing.
5. In the **Value** field, enter the **PERSON\_ID** of the Capita One person record created to be associated with anonymised records.
6. Click the **Save** icon to record the changes.

## Delete Log Retention Period (ARCDELDEF)

To provide transparency and for auditing purposes, whenever a deletion of a record occurs in Archive & Delete, an entry is created in the Delete Log. The ARCDLDEF parameter code determines the number of months for which you want to keep the delete log information. Once the number of months has passed for a delete log entry, the information is removed from the delete log by the v4 schedule task triggered for the Action – DR – Clear Delete Log.

It is strongly recommend you set the Delete Log Retention Period value to equal the longest destruction retention period defined within any of your retention policies, e.g. if your longest destruction retention period is 10 years, then enter 120.

## Setting the ARCDLDEF value in the v3 Client

1. Log into the v3 Client as an administrator and select **Tools | System Administration | LA Defaults** to display the list of default values.
2. Select the **ARCDLDEF** parameter code.
3. In the **Value** field, enter the number of months that entries in the delete log should be retained.
4. Click the save icon to record the changes.

## Setting the ARCDLDEF value in System Administration v4 Online site

1. Log into the System Administration v4 Online site as an administrator. For more information on accessing the System Administration v4 Online site, see [Accessing the System Administration v4 site](#) on page 51.
2. In the **System admin** area, select **System Defaults**.
3. In the **Filter** field, enter **ARCDLDef**.
4. Select item in the list to enable editing.
5. In the **Value** field, enter the number of months that entries in the delete log should be retained.
6. Click the **Save** icon to record the changes.

# Defining Reports and Retention Policies

## Overview

Before defining reports to identify records for processing, it is important that your organisation clearly defines and understands retention policies. These policies should be defined in accordance with the Data Protection Act (DPA), Information and Records Management Society (IRMS) guidelines and any LA specific policies.

For more information regarding retention periods for all information managed by Local Government, see the IRMS Official website.

<http://www.irms.org.uk/>

Specific attention should be given to the information that can be managed within Capita One.

After the retention policies have been agreed and signed off, e.g. for each Capita release or annually, they can then be used to identify records within Capita One. You apply retention policies to the One database by defining identification reports and archiving reports that reflect those policies.

As a simple example, if a retention policy is that all employees should be removed from the system 15 years after leaving their post, then you would create an identification report that returns all employees in breach of those conditions (i.e. they have not had a post at the LA for at least 15 years and the system currently holds no other related information related to them). You would also consider creating an archive report that extracts required information that should be stored externally for a period of time, e.g. People & Children they have been in contact with during their employment period with the LA.

Capita provides the following predefined reports to help identify records that should be archived:

- Sample Universal Record Identification Report - Returns records based on a set of criteria that could identify a universal record that could be deleted from Capita One.
- Sample CSS Archive Report - Extracts a list of services the record has been involved with.
- Sample SEN Archive Report - Extracts a list of SEN records associated to the student or person it has been processed for.
- Sample Unattached People Report – This report replaces the Bulk Delete (Guardian) functionality, previously available from the **Bulk Deletion** tab in the v3 Client. By default, this report selects person records that have not been updated in the last 12 months, that have only system and core associated data, where the relevant person is aged 25 years or over. This report is very general and must be reviewed and possibly modified to satisfy specific retention policies. However, these reports can be cloned and used as the template for all identification and archiving reports. When defining your own reports, the report name should reflect the retention policy and the description of the report should detail the policy criteria. The report name and description are displayed to the user when they are selecting which reports to run.

In order to process the example reports provided, ensure the 'Datasource' for the report definition has been updated.

One Archive & Delete supports a shared datasource or a direct connection to the Oracle database using the database instance name and password. If you are unsure of your connection method, you should contact your System Administrator.

If your One environment uses a direct Oracle connection and PRIME authentication, ensure the SSRS Report permissions are configured properly. For more information, refer to the *Deploying and Configuring the System Administration Portal for Local Authorities technical guide* available from the One Publications website (<http://www.onepublications.com>).

**WARNING!** The instructions in the following section are at a high-level, because each organization must create reports that reflect their own retention policies.

It is imperative that the reports you have created are reviewed to ensure they only return the records that you expect. Failure to review report output before archiving and deleting can result in removing data from Capita One that cannot be restored. For more information on reviewing records, see [Reviewing Records](#) on page 59.

## Defining an identification report

Identification reports are defined using the SQL Server Reporting Services Report Manager and Report Builder, accessible from the v4 Client. Capita supplies the 'Sample Universal Record Identification Report', which returns all the student records in the One database.

**NOTES:** The instructions in this section are at a high-level, because each organization must create reports that reflect their own retention policies.

To define a new identification report:

1. In the v4 Client, select **Focus | Analysis Reporting | Reports** to display the **Reports** page.
2. Click the **Start Report Manager** button to display the **SQL Server Reporting Services Report Manager** home page.
3. Click the **Identification Reports** folder to display its contents.
4. Open the 'Sample Universal Record identification' report in Report Builder.
5. Right click on **Dataset1** and select **Query** from the menu.
6. Make the required changes to the report parameters. The following chart outlines the key to the selection criteria but it is imperative the identification report always outputs the STUDENT ID or PERSON ID for the system to correctly display the identified records.

| Scenario  | Existing criteria  | Update Required  |
|---|--|--|
| Information should be considered and if it exists, the student is not identified for deletion from Capita One.  | UNION SELECT 'EXCLUSIONS' as TableName, 29 as Module_ID, STUD_ID as Stud_id, count(*) as Count from EXCLUSIONS Group by STUD_ID    | No change required   |
| Information should not be considered and where it exists the student will be identified for deletion from Capita One.   | UNION SELECT 'EXCLUSIONS' as TableName, 29 as Module_ID, STUD_ID as Stud_id, count(*) as Count from EXCLUSIONS Group by STUD_ID    | Add "--" to the start of the query and this will stop SSRS from running the statement  |
| More detailed criteria is required (age of records) to exclude certain records, to exclude certain student records from being identified, in this case student with an exclusion record that has not been updated in the last 15 years. | UNION SELECT 'EXCLUSIONS' as TableName, 29 as Module_ID, STUD_ID as Stud_id, count(*) as Count from EXCLUSIONS XX Group by STUD_ID | Insert SQL below where marked by 'XX'<br>WHERE EXCL_ID IN(select excl_id from (SELECT exc.excl_id, last_updt,round(((sysdate) - exc.last_updt)/'365',1) as AgeInYears from exclusions exc)where ageinyears > 15) |

| Scenario  | Existing criteria   | Update Required  |
|---|---|--|
| Change the age of students to be identified to 40 and over. | (select person_id from<br><br>(SELECT age.person_id,<br>dob,round(((sysdate) -<br>age.dob)/'365',1) as AgeInYears<br>from people age)<br><br>where ageinyears > 25) | (select person_id from<br><br>(SELECT age.person_id,<br>dob,round(((sysdate) - age.dob)/'365',1)<br>as AgeInYears from people age)<br><br>where ageinyears > 40) |

1. Edit the report description to reflect the details of the retention policy. This information is displayed to users when choosing which reports to run.

**IMPORTANT NOTE:** If your One environment uses PRIME, you must ensure that you edit the report connection settings to use a shared datasource.

2. Use the **Save As** functionality to save the new report, ensuring you give it a new name and that is saved to the Identification Reports folder on your report server.

After the new report has been saved to the Identification Reports folder, they are available for users when searching for records.

#### More Information

Getting Started with Report Builder 2.0 available from Microsoft - [http://technet.microsoft.com/en-us/library/dd220460\(v=sql.100\).aspx](http://technet.microsoft.com/en-us/library/dd220460(v=sql.100).aspx)

Getting Started with Report Builder available from Microsoft [http://technet.microsoft.com/en-us/library/dd220460\(v=sql.110\).aspx](http://technet.microsoft.com/en-us/library/dd220460(v=sql.110).aspx)

**WARNING!** It is imperative that the reports you have created are reviewed to ensure they only return the records that you expect. Failure to review report output before archiving and deleting can result in removing data from Capita One that cannot be restored. For more information on reviewing records, see [Reviewing Records](#) on page 59.

## Defining an archive report

Archive reports are defined using the SQL Server Reporting Services Report Manager and Report Builder, accessible from the v4 Client. Capita supplies the 'Sample CSS Archive Report' and 'Sample SEN Archive Report', which return all the student records in the One database that contain CSS or SEN information respectively.

To define a new archive report:

1. In the v4 Client, select **Focus | Analysis Reporting | Reports to display the Reports page**.
2. Click the **Start Report Manager** button to display the **SQL Server Reporting Services Report Manager Home page**.
3. Click the **Archive Reports** folder to display its contents.
4. Open the sample report you wish to use as a template in Report Builder.
5. Make the required changes to the report parameters. The key parameter is PERSON ID and it must form the basis for how the information is extracted.

**IMPORTANT NOTE:** If your One environment uses PRIME, you must ensure that you edit the report connection settings to use a shared datasource.

6. Use the **Save As** functionality to save the new report with a new name. You should also ensure the report is saved to the Archive Reports folder on your report server.

## Archive & Delete

After the new report has been saved to the Archive Reports folder, they are available for users when extracting records.

### More Information

Getting Started with Report Builder 2.0 available from Microsoft - [http://technet.microsoft.com/en-us/library/dd220460\(v=sql.100\).aspx](http://technet.microsoft.com/en-us/library/dd220460(v=sql.100).aspx)

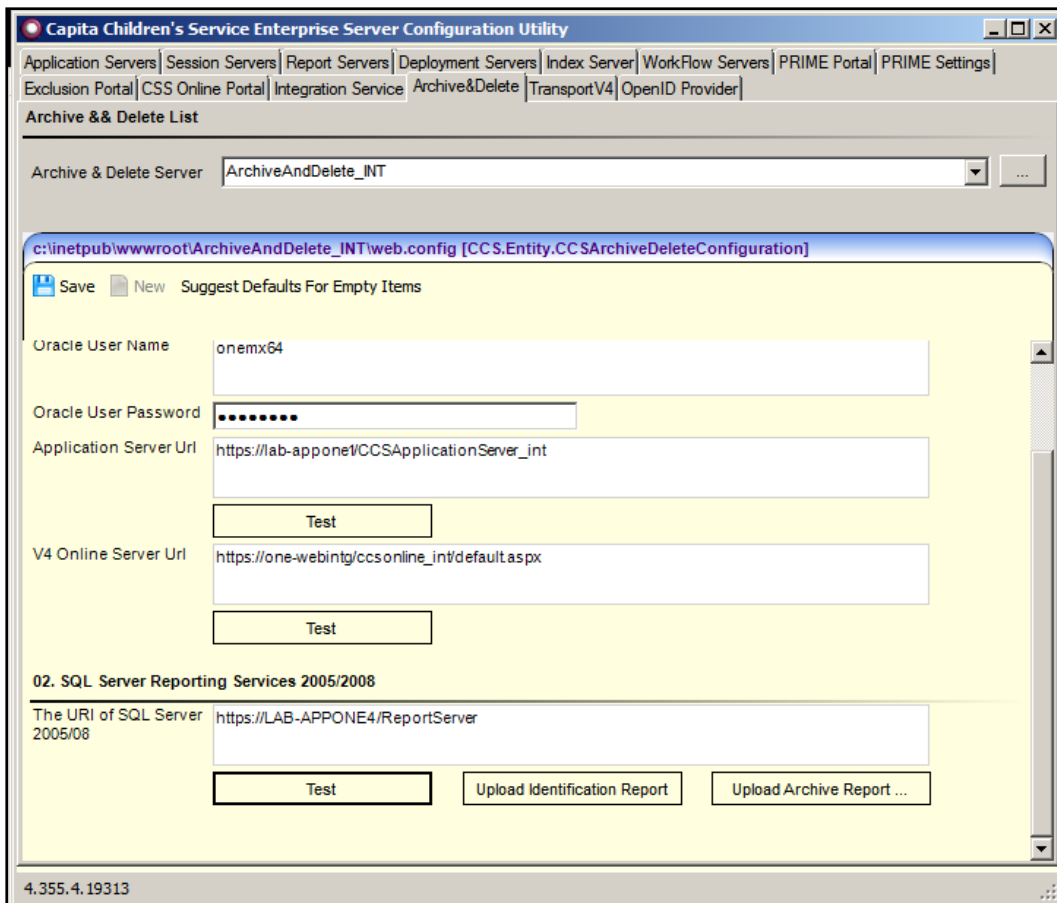
Getting Started with Report Builder available from Microsoft [http://technet.microsoft.com/en-us/library/dd220460\(v=sql.110\).aspx](http://technet.microsoft.com/en-us/library/dd220460(v=sql.110).aspx)

## Uploading Reports

If you do not create your reports on the report server, they must be uploaded to the appropriate folder on the report server before they are available to use in the Archive & Delete module. You can use your existing SSRS solution to upload the reports, or you can use the CCSServerConfig.exe tool to upload the reports.

To use the CCSServerConfig.exe tool to upload reports:

1. On the application server, run the CCSServerConfig.exe from the C:\inetpub\wwwroot\ArchiveAndDelete\Config folder.
2. Select the **Archive & Delete** tab.



3. Navigate to the **SQL Server Reporting Services 2005/2008** section.
4. Enter the **URI of SQL Server 2005/08**. This field must be entered each time you upload a report and should be the URL of your report server.
5. Click the button for the type of report you want to upload. A dialog is displayed asking if you use PRIME Custom Authentication for SSRS.

- a. If you do use PRIME authentication, click the **Yes** button and enter your PRIME administrator credentials.
- b. If you do not use PRIME authentication, click the **No** button.

A file selection dialog is displayed.

6. Select the required report and click the **Open** button to upload the report.

**IMPORTANT NOTE:** Each time you upload a report, you will be asked if you want to overwrite the default reports that are automatically uploaded by the configuration tool. If you have edited the default reports you should choose **No** when asked if you want to overwrite the reports.

## Managing Records

### Overview

The archive and delete process is broken down into three stages. In stage one, you search for records that might require archiving based on individually selected criteria (manual search) or based on a pre-defined report (report search). In stage two, you review the list of returned records and select the records that require processing. In stage three, you select how you will process the selected records.

### Accessing the System Administration v4 site

There are three methods of accessing the System Administration v4 site. This provides flexible accessibility. The following internal navigation links are controlled by permissions:

- Access directly via the configured URL.
- Access from the v4 Client via **Tools | Administration | System Administration**.
- Access from v4 Online via **Administration | System Admin | System Administration**.

The above menu routes are available if the Capita One user has appropriate permissions to any of the main business processes associated with the System Administration v4 site, including the 'System Administration' and 'Data Management' main business processes. The links are also available to users with access rights to the 'Address Management' main business process, unless their only access is to the 'Import Addresses' business process as this is currently within v4 Online and not the System Administration v4 site.

In order to access the Archive & Delete functionality, you must have a valid Pulse v4 licence.

### Identifying records

There are two methods for searching for records. The **Manual Search** option enables you to search on specific criteria entered manually. The **Report Search** option enables you to select a pre-defined report. For most tasks, it is recommended that a report search is used. Identification report searches provide greater flexibility in the criteria that is used. Manual searches can only use **Name**, **Age**, **Active** status, **Date of Birth** and **Gender** as criteria.

After running an identification report, the results are saved in the **Completed Report** list. The list enables you to view the results returned when the report was last run without doing a full database search, which improve efficiency. Therefore, if you have run an identification report but not processed all the returned records, you should access the **Completed Results** list instead of running the search again. LA's can be flexible in their approach and implement differing processes, e.g. not reprocessing a report until all records have been deleted or running the report on a periodic basis e.g. 2 weeks, 1 month or once a quarter.

The **Identified Records** displays the following information for any records found by a manual or report search:



- **Archive Status** – A colour-coded icon is displayed next to each record to note the archive reporting status of the record. If more than one report has been processed for a record, the highest ranking status is displayed. The following table describes the meaning of each colour (in ascending order):

| Colour | Short Description      | Full Description   |
|--------|------------------------|--|
| Red    | Report(s) Failed       | One or more archive reports failed to be fully processed.          |
| Yellow | Report(s) Queued       | One or more reports selected are currently queued to be processed. |
| Amber  | Report(s) Processing   | One or more reports are currently being processed.                 |
| White  | No Report(s) Processed | No reports were selected to be processed.                          |
| Green  | Report(s) Completed    | All selected reports have completed processing.                    |

- **Person ID** – As stated, the Person or Student ID for the identified record.
- **Legal Name (Gender)** – The Legal Forename, Surname and Gender information from the PEOPLE DB table – If no name exists then 'No name recorded' value is displayed.
- **Chosen Name** – The Chosen Forename and Surname from the PEOPLE DB table – If no name exists then 'No name recorded' is displayed.
- **View Dependencies** – Note the information icon is used for the heading with a tool tip description.
- **DOB (Age)** – A combination of the DOB information and the age of the Student or Person – If no DOB exists then 'No DOB recorded' is displayed.
- **Active** – The active state of the Student or Person record.
- **Correspondence Address** – The current correspondence address for the Student or Person – If no such address exists then 'No current address recorded' is displayed.

The Identified Records heading displays the total number of records identified by the search processed; there are some points to note regarding the list displayed.

- The system displays 250 records per page, so if more than 250 records are returned the system will divide the total by 250
- The following records are suppressed from being displayed:
  - Students or People who have already been selected to be deleted and who an error has not been logged.
  - Students or People who have a One Youth record.
  - The 'Default Archive Person'.

The column sorting will reorder the total number of records returned in the search however the **Filter Text** will only filter the current selected page of records and not all records.

If one or more records have been selected, should a different search option be selected or the search is reprocessed, the system will display a message stating records are selected and does the user wish to continue with the current action.

**More Information:**

[Manual Search](#) on page 53  
[Report Search](#) on page 54

## Manual Search

To search for records manually:

1. In the **Data Management** area, select **Archive & delete**. For more information on accessing the System Administration v4 Online site, see [Accessing the System Administration v4 site](#) on page 51.

**CAPITA | one**

Home Data Management Help MyAccount SignOut

Archive & Delete Delete Log

### Archive & Delete

1. Search

Manual Search  Report Search

Name :

Age :  Active : Not Specified  Date of Birth :  Gender : Not Specified

2. Identified Records (0)

Filter Text

| <input type="checkbox"/> | Person ID | Legal Name (Gender) | Chosen Name | DOB (Age) | Active | Correspondence Address |
|--------------------------|-----------|---------------------|-------------|-----------|--------|------------------------|
| No Records Found         |           |                     |             |           |        |                        |

2. In the **Search** panel, ensure **Manual Search** is selected.
3. Enter your required search criteria. At least one field must be populated to process a search.
4. Click the **Search** button to display the records that meet your search criteria in the **Identified Records** panel.

2. Identified Records (172)

Filter Text

| <input type="checkbox"/> | Person ID | Legal Name (Gender) | Chosen Name | DOB (Age) | Active | Correspondence Address      |
|--------------------------|-----------|---------------------|-------------|-----------|--------|-----------------------------|
| <input type="checkbox"/> | 9-6       | Bi (M)              | B           | 25/ (M)   | Yes    | 18-2DD                      |
| <input type="checkbox"/> | 8-9       | Bi (M)              | B           | 25/ (M)   | Yes    | 6-5CB                       |
| <input type="checkbox"/> | 2-        | Bi (M)              | B           | 09/ (M)   | Yes    | 110-9AD                     |
| <input type="checkbox"/> | 8-9       | Bi (M)              | B           | 15/ (M)   | Yes    | No current address recorded |
| <input type="checkbox"/> | 8-1       | Bi (M)              | B           | 10/ (M)   | Yes    | No current address recorded |
| <input type="checkbox"/> | 8-4       | Bi (M)              | B           | 02/ (M)   | Yes    | No current address recorded |
| <input type="checkbox"/> | 8-3       | Bi (M)              | B           | 20/ (M)   | Yes    | No current address recorded |
| <input type="checkbox"/> | 8-0       | Bi (M)              | B           | 13/ (M)   | Yes    | No current address recorded |
| <input type="checkbox"/> | 8-1       | Bi (M)              | B           | 04/ (M)   | Yes    | No current address recorded |
| <input type="checkbox"/> | 9-2       | Bi (M)              | B           | 04/ (M)   | Yes    | 4-8AB                       |
| <input type="checkbox"/> | 8-0       | Brown Colm (M)      | B           | 25/ (M)   | Yes    | No current address recorded |

3. Process Records

## Archive & Delete

- Review and process the records as required.

### More Information:

[Reviewing Records](#) on page 59  
[Processing Records](#) on page 62

## Report Search

To search for records based on an identification report:

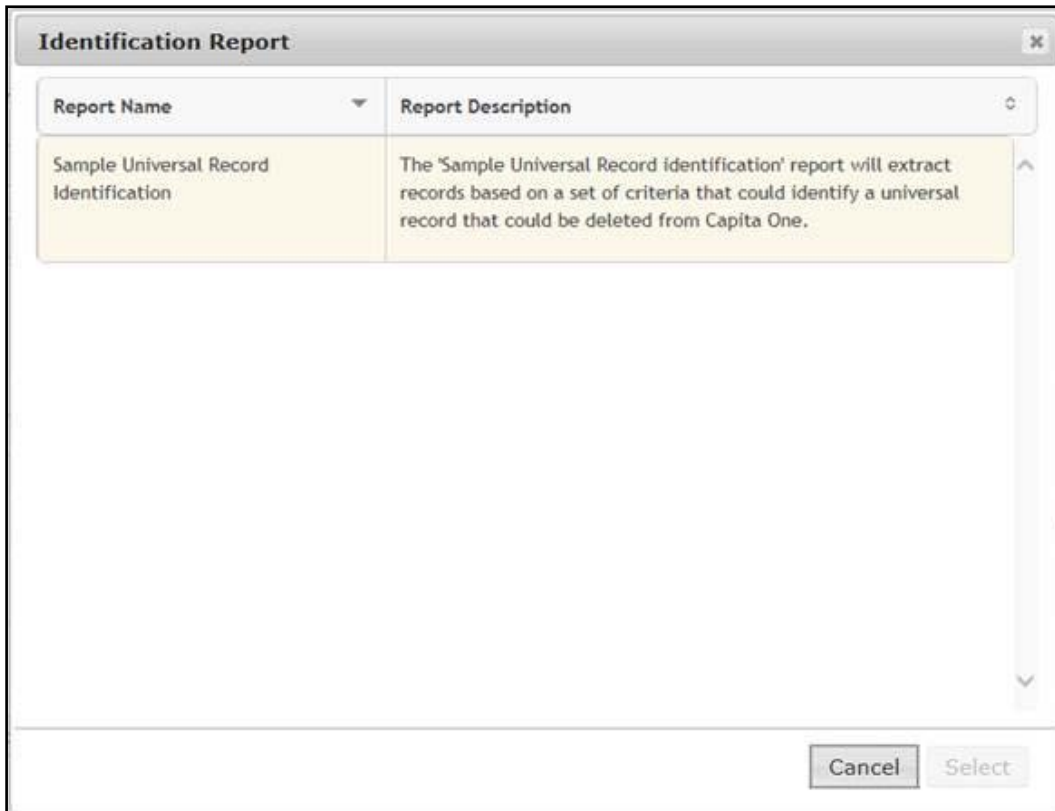
- In the **Data Management** area, select **Archive & delete**. For more information on accessing the System Administration v4 Online site, see [Accessing the System Administration v4 site](#) on page 51.

The screenshot shows the 'Archive & Delete' interface. At the top, there is a navigation bar with 'Home', 'Data Management', 'Help', 'MyAccount', and 'SignOut'. Below this, there are tabs for 'Archive & Delete' and 'Delete Log'. The main heading is 'Archive & Delete' followed by '1. Search'. There are two radio buttons: 'Manual Search' (selected) and 'Report Search'. Below these are input fields for 'Name', 'Age', 'Active' (dropdown menu with 'Not Specified'), 'Date of Birth', and 'Gender' (dropdown menu with 'Not Specified'). A 'Search' button is on the right. Below the search fields is '2. Identified Records (0)'. There is a 'Filter Text' input field. Below that is a table with columns: 'Person ID', 'Legal Name (Gender)', 'Chosen Name', 'DOB (Age)', 'Active', and 'Correspondence Address'. The table is currently empty, showing 'No Records Found'.

- In the **Search** panel, select the **Report Search** radio button to display the report related search fields.

The screenshot shows the 'Archive & Delete' interface with 'Report Search' selected. The 'Manual Search' radio button is unselected, and the 'Report Search' radio button is selected. Below these are two input fields: 'Identification Report' and 'Completed Report', each with a magnifying glass icon. A 'Process' button is on the right.

- Enter the name of the required report in the **Identification Report** field. If you do not know the name, you can choose from the list of available reports by completing the following steps:
  - Click the magnifying glass icon adjacent to the **Identification Report** field to display the **Identification Report** dialog. The list of SSRS identification reports available in the 'Identification Reports' directory on the SQL reporting server is displayed.



- b. Highlight the required report from the list.
- c. Click the **Select** button to close the dialog and return to the **Search** panel.
- 4. Click the **Search** button to display the records that meet your search criteria in the **Identified Records** panel.

**NOTE:** If the report takes longer than 30 seconds to process, a message is displayed and the results are saved in the **Completed Report** list. For more information, see [Completed Reports](#) on page 56.

2. Identified Records (172)

Filter Text

| <input type="checkbox"/> |  | Person ID | Legal Name (Gender) | Chosen Name | DOB (Age) | Active | Correspondence Address      |
|--------------------------|--|-----------|---------------------|-------------|-----------|--------|-----------------------------|
| <input type="checkbox"/> |  | 9-6       | Bi (M)              | B           | 25/ (M)   | Yes    | 18-2DD                      |
| <input type="checkbox"/> |  | 8-9       | Bi (M)              | B           | 25/ (M)   | Yes    | 6-5CB                       |
| <input type="checkbox"/> |  | 2-        | Bi (M)              | B           | 09/ (M)   | Yes    | 110-9AD                     |
| <input type="checkbox"/> |  | 8-9       | Bi (M)              | B           | 15/ (M)   | Yes    | No current address recorded |
| <input type="checkbox"/> |  | 8-1       | Bi (M)              | B           | 10/ (M)   | Yes    | No current address recorded |
| <input type="checkbox"/> |  | 8-4       | Bi (M)              | B           | 02/ (M)   | Yes    | No current address recorded |
| <input type="checkbox"/> |  | 8-3       | Bi (M)              | B           | 20/ (M)   | Yes    | No current address recorded |
| <input type="checkbox"/> |  | 8-0       | Bi (M)              | B           | 13/ (M)   | Yes    | No current address recorded |
| <input type="checkbox"/> |  | 8-1       | Bi (M)              | B           | 04/ (M)   | Yes    | No current address recorded |
| <input type="checkbox"/> |  | 9-2       | Bi (M)              | B           | 04/ (M)   | Yes    | 4-8AB                       |
| <input type="checkbox"/> |  | 8-0       | Brown Colm (M)      | B           | 25/ (M)   | Yes    | No current address recorded |

3. Process Records

- 5. Review and process the records as required.

**More Information:**

[Reviewing Records](#) on page 59  
[Processing Records](#) on page 62

## Completed Reports

After an identification report has been processed, the results are saved in the **Completed Report** list. Selecting a completed report instead of running the identification report again saves time as the completed report does not have to query the full database. The results of an identification report search are saved in the **Completed Report** list until one of the following occurs:

- all the identified records returned by the report are deleted.
- the completed report is overwritten by a new search based on the same report.
- a user chooses to delete the completed report information.

If an identification report returns zero records, it is not saved to the **Completed Report** list. The **Completed Report** list provides the following information:

| Column Name    | Description   |
|----------------|---|
| Report Name    | The name of the identification report used for the search.  |
| No of Records  | The number of records returned by the identification report that have not been deleted from the database. For example, if a report returned 100 records, if you then deleted 25 records, the next time you viewed this entry in the <b>Completed Report</b> list, this column would display 75. |
| Date Processed | The date on which the report was last run. An identification report can have only one entry in this list. If you run the identification report again, you will be warned that the current results will be overwritten.  |
| Processed By   | The One user that ran the identification report.  |

To process records saved against a completed report:

1. In the **Data Management** area, select **Archive & delete**. For more information on accessing the System Administration v4 Online site, see [Accessing the System Administration v4 site](#) on page 51.

CAPITA | one

Home Data Management Help MyAccount SignOut

Archive & Delete Delete Log

## Archive & Delete

### 1. Search

Manual Search
  Report Search

Name :

Age :  Active :  Date of Birth :  Gender :

### 2. Identified Records (0)

Filter Text

| <input type="checkbox"/> |  | Person ID | Legal Name (Gender) | Chosen Name |  | DOB (Age) | Active | Correspondence Address |
|--------------------------|--|-----------|---------------------|-------------|--|-----------|--------|------------------------|
| No Records Found         |  |           |                     |             |  |           |        |                        |

2. In the **Search** panel, select the **Report Search** radio button to display the report related search fields.

## Archive & Delete

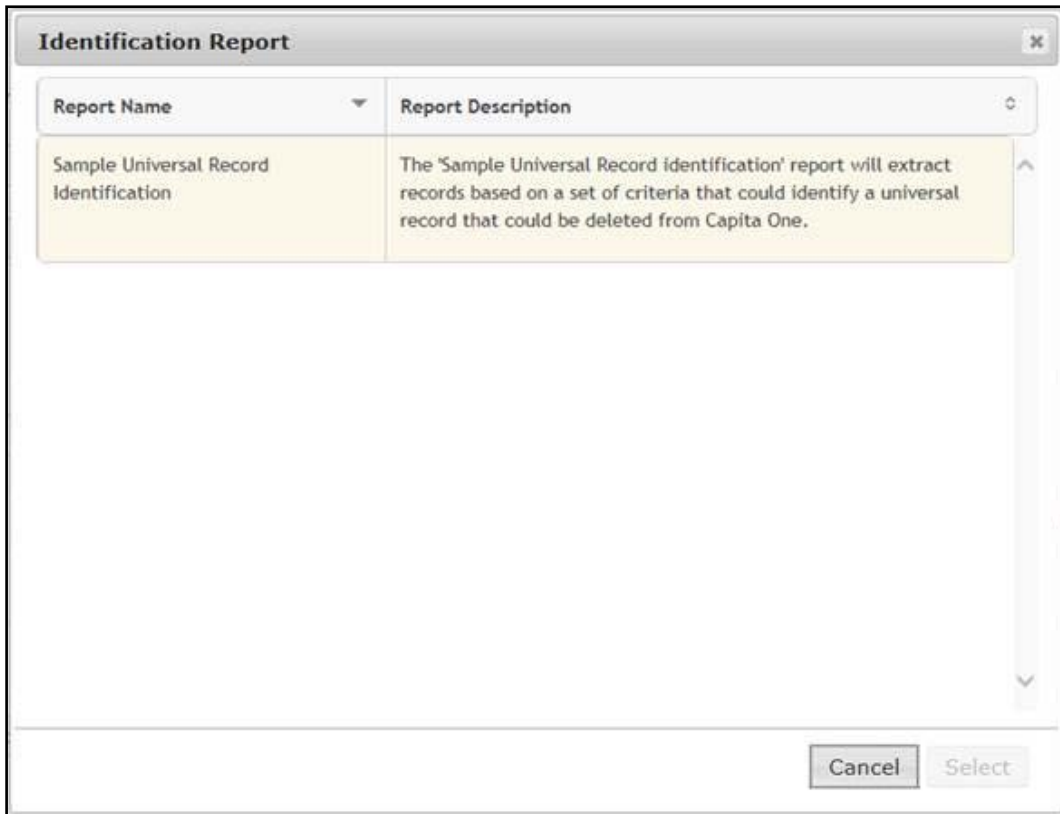
### 1. Search

Manual Search
  Report Search

Identification Report :

Completed Report :

- a. Click the magnifying glass icon adjacent to the **Completed Report** field to display the **Completed Report** dialog.



- b. Highlight the required completed report from the list.
- c. Click the **Select** button to close the dialog and return to the **Search** panel.
- 3. Click the **Search** button to display the previously found records in the **Identified Records** panel.

2. Identified Records (172)

Filter Text

| <input type="checkbox"/> |  | Person ID | Legal Name (Gender) | Chosen Name | DOB (Age) | Active | Correspondence Address      |
|--------------------------|--|-----------|---------------------|-------------|-----------|--------|-----------------------------|
| <input type="checkbox"/> |  | 9-6       | Bi (M)              | B           | 25/ (M)   | Yes    | 18-2DD                      |
| <input type="checkbox"/> |  | 8-9       | Bi (M)              | B           | 25/ (M)   | Yes    | 6-5CB                       |
| <input type="checkbox"/> |  | 2-        | Bi (M)              | B           | 09/ (M)   | Yes    | 110-9AD                     |
| <input type="checkbox"/> |  | 8-9       | Bi (M)              | B           | 15/ (M)   | Yes    | No current address recorded |
| <input type="checkbox"/> |  | 8-1       | Bi (M)              | B           | 10/ (M)   | Yes    | No current address recorded |
| <input type="checkbox"/> |  | 8-4       | Bi (M)              | B           | 02/ (M)   | Yes    | No current address recorded |
| <input type="checkbox"/> |  | 8-3       | Bi (M)              | B           | 20/ (M)   | Yes    | No current address recorded |
| <input type="checkbox"/> |  | 8-0       | Bi (M)              | B           | 13/ (M)   | Yes    | No current address recorded |
| <input type="checkbox"/> |  | 8-1       | Bi (M)              | B           | 04/ (M)   | Yes    | No current address recorded |
| <input type="checkbox"/> |  | 9-2       | Bi (M)              | B           | 04/ (M)   | Yes    | 4-8AB                       |
| <input type="checkbox"/> |  | 8-0       | Brown Colm (M)      | B           | 25/ (M)   | Yes    | No current address recorded |

3. Process Records

- 4. Review and process the records as required.

**More Information:**

[Reviewing Records](#) on page 59  
[Processing Records](#) on page 62

## Reviewing Records

Before choosing to archive and delete records from Capita One, care should be taken to review the records that have been identified to be in breach of your organisation’s data retention policies. Reviewing records before archiving or deleting ensures that your reports are returning only the records that you expect to be returned.

You can review the basic details of records in the **Identified Records** panel. Each record also contains a **View Dependencies** icon. When clicked, this displays the **Capita One Dependencies** window where you can review all business processes or modules within One for which the person has associated records. This enables you to verify that only records that your retention policy criteria is intended to apply to are being returned by the reports. You can save the list of returned records as a text or Excel file to review offline by using the **Export List** button.

**NOTE:** If incorrect or unexpected records are identified, you should remove the report from the 'Identified Records' folder within SQL Report Manager to ensure no records are incorrectly processed until the report has been corrected.

**More Information:**

- [Exporting a list of identified records](#) on page 59
- [Viewing Record Dependencies](#) on page 60

## Exporting a list of identified records

You can export a list of all records that meet a specific set of search criteria whether from a manual or report search. This enables you and your colleagues to review and verify records in an offline form before archiving or deleting the records. The only data that is saved in the exported list file are the search criteria, the filter text, Archive Status, Person Id, Legal Name, Gender, Chosen Name, DOB, Active status and Correspondence Address.

To export a list of identified records:

1. In the **Data Management** area, select **Archive & delete**. For more information on accessing the System Administration v4 Online site, see [Accessing the System Administration v4 site](#) on page 51.
2. Search for the records you wish to review. For more information, see [Identifying records](#) on page 51.

2. Identified Records (5)

Filter Text

| <input type="checkbox"/> |  | Person ID | Legal Name (Gender) | Chosen Name |  | DOB (Age)  | Active | Correspondence Address      |
|--------------------------|--|-----------|---------------------|-------------|--|------------|--------|-----------------------------|
| <input type="checkbox"/> |  | 9-8       | G... (M)            | G...        |  | 06/... ( ) | Yes    | 20 ... 3BA                  |
| <input type="checkbox"/> |  | 9-6       | H... (M)            | H...        |  | 06/... ( ) | Yes    | 20 ... 3BA                  |
| <input type="checkbox"/> |  | 9-0       | M... (M)            | M...        |  | 06/... ( ) | Yes    | 20 ... 3BA                  |
| <input type="checkbox"/> |  | 8-5       | R... (M)            | R...        |  | 06/... ( ) | Yes    | No current address recorded |
| <input type="checkbox"/> |  | 8-6       | W... n (M)          | W...        |  | 06/... ( ) | Yes    | 16 ... 8DD                  |

3. Process Records



## Archive & Delete

3. If required, filter the results by entering some **Filter Text**.
4. Click the **Export List** button to export the file. A dialog or message is displayed (dependent on your web browser).



5. Select the required **Export Format**.
6. Click the **Export** button to export the file. A dialog or message is displayed (depending on your web browser).
7. Save or open the document as required using your web browser's save and open facilities.
8. It is strongly recommended that you also review the dependencies of the returned records before archiving and deleting them. For more information, see [Viewing Record Dependencies](#) on page 60.

**NOTE:** The system can only extract up to 100,000 records to the export list. If you try to extract more than 100,000 records, the **Export Options** dialog will warn you that not all the returned records will be included in the exported list.

## Viewing Record Dependencies

To view full details of the records identified by your search, you can click the **View Dependencies** icon available in each returned record row. This displays a list of all the One business processes and modules within One which the selected Person or Student has associated records.

Viewing record dependencies enables you to verify all the areas in One where associated information for the selected record exists. This can help ensure that your identification reports are only identifying records based on the set criteria. For example, if you want to remove people who have only ever had an A&T record, the identification report should only return records with entries in the 'Student Core', 'Person Core' and 'Admissions & Transfers' business processes. If records are returned with entries in other business processes, you must correct the identification report to return only records based on the selection criteria; the problem could be that some information has not been included in the reports validation and should be added.

To view the person dependencies:

**2. Identified Records (5)**

Filter Text

| <input type="checkbox"/> |  | Person ID | Legal Name (Gender) | Chosen Name |  | DOB (Age) | Active | Correspondence Address      |
|--------------------------|--|-----------|---------------------|-------------|--|-----------|--------|-----------------------------|
| <input type="checkbox"/> |  | 9-8       | G (M)               | G           |  | 06/ ( )   | Yes    | 20 3BA                      |
| <input type="checkbox"/> |  | 9-6       | H (M)               | H           |  | 06/ ( )   | Yes    | 20 3BA                      |
| <input type="checkbox"/> |  | 9-0       | M (M)               | M           |  | 06/ ( )   | Yes    | 20 3BA                      |
| <input type="checkbox"/> |  | 8-5       | R (M)               | R           |  | 06/ ( )   | Yes    | No current address recorded |
| <input type="checkbox"/> |  | 8-6       | W n (M)             | W           |  | 06/ ( )   | Yes    | 16 8DD                      |

**3. Process Records**

[Export List](#) [Archive Records](#) [Delete Records](#)

1. In the **Identified Records** panel, click the **View Dependencies** icon for the required person to display the **View Dependencies** dialog.

**Capita One Dependencies**

Name : B (M)  
 DOB : 09 (66)  
 Current Address : M

Navigate to section :

| Business Process                | Table Name | Column Name | No. of records |
|---------------------------------|------------|-------------|----------------|
| Admissions and Transfers        |            |             | (0)            |
| Admissions and Transfers Online |            |             | (0)            |
| Attendance v.4                  |            |             | (0)            |
| B2B                             |            |             | (0)            |
| B2B Personnel                   |            |             | (0)            |
| B2B Student v.4                 |            |             | (0)            |
| Bases                           |            |             | (0)            |
| Child Employment                |            |             | (0)            |
| Children in Entertainment       |            |             | (0)            |
| Children Support Services v.4   |            |             | (0)            |

[Close](#)

2. Select an area from the **Navigate to section** drop-down to jump to that section. Each One business process has an entry, and the number of records for the selected person in the area is displayed in parenthesis next to the process name.

## Archive & Delete

**Capita One Dependencies** ✕

---

Name : B [REDACTED] (M)  
 DOB : C [REDACTED] (66)  
 Current Address : [REDACTED] M [REDACTED] D

---

Navigate to section : Personnel (7)

---

| Business Process              | Table Name     | Column Name | No. of records |
|-------------------------------|----------------|-------------|----------------|
| <b>Personnel (7)</b>          |                |             |                |
|                               | 618G Log       | Person      | 2              |
|                               | Employees      | Employee    | 1              |
|                               | Process Errors | Person      | 2              |
|                               | Process Log    | Person      | 1              |
|                               | Service        | Employee    | 1              |
| Population Forecasting (0)    |                |             |                |
| Portal 2 Year Old Funding (0) |                |             |                |
| Portal Training Manager (0)   |                |             |                |
| PRIME (0)                     |                |             |                |
| Provider Portal Headcount (0) |                |             |                |
| Pulse (0)                     |                |             |                |

[Close](#)

| Column Name      | Description  |
|------------------|--|
| Business Process | The area within One to which the record is related.  |
| Table Name       | An Identifiable table name, but not necessarily the exact One database table name that holds the record.   |
| Column Name      | A column description to identify the association of the records potential use.   |
| No. of records   | Number of records directly associated to the person held in that table/column combination., e.g. the record is associated with the <b>Person ID</b> or <b>StudID</b> . |

3. When you have finished reviewing the dependency details, click the **Close** button to return to the search results.

**NOTE:** The dependency report only provides a count of records directly associated with the Person or Student at the highest level and does not include all child records. For example, a 'Transfers' (A&T Application) record may have 5 child 'Choices' (Preference) records. The number of child records is not counted and displayed in the Dependency Report but will be within the Delete Log.

## Processing Records

Processing records has two phases that operate independently of each other, archiving and deleting. In most instances there will be some requirement to extract information from Capita One to facilitate archiving records prior to deleting them, but it is possible to perform a search and then delete records without archiving.

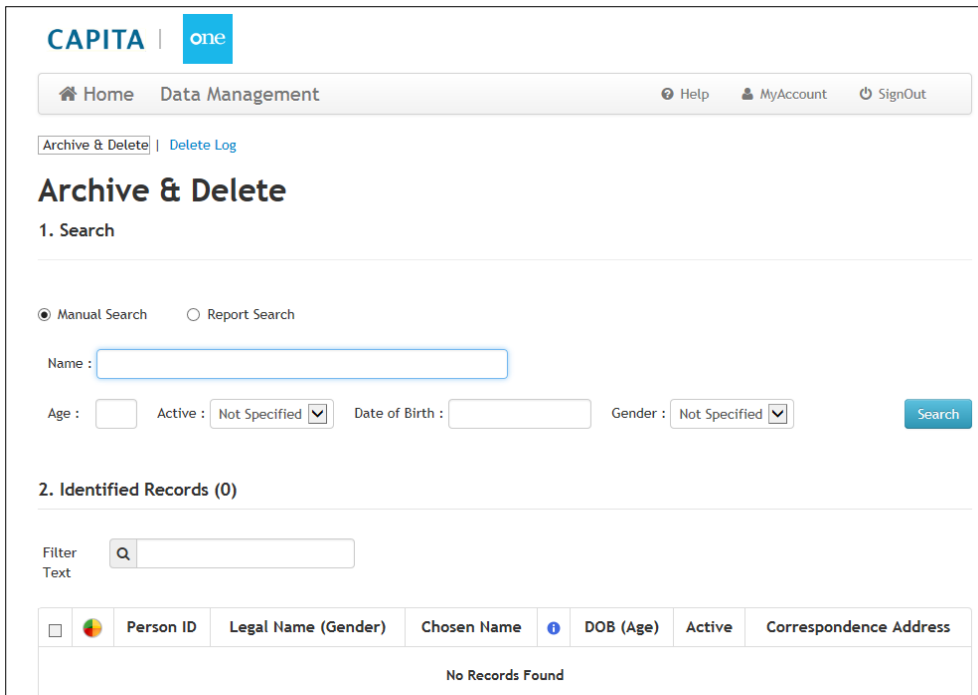
## Archiving Records

Archiving records from the database does not remove any information from the database; it only extracts the selected information and saves it in an electronic format (read only PDF) externally to the database to a pre-configured network location. If data is archived, it is still stored in the system and is not deleted from the database until you actually complete the deletion process.

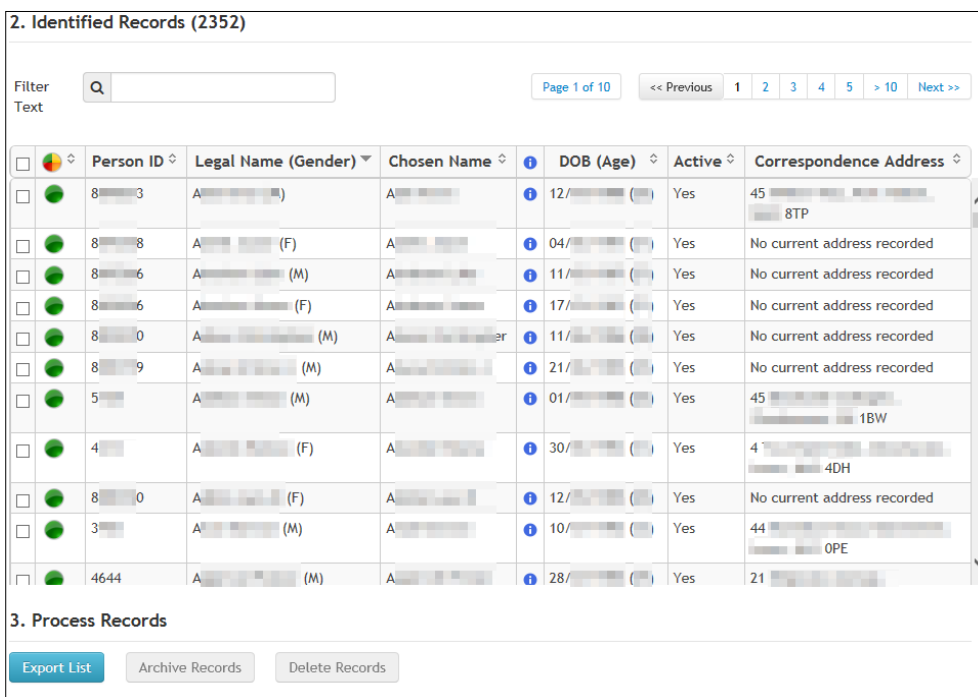
Archiving reports should be created that extract the required information from Capita One based on how they were identified, e.g. if a professional is deleted from the system then it would be pertinent to extract a full list of young people and adults they have been in contact with for safe guarding purposes.

To extract data from the One database and save it externally:

1. In the **Data Management** area, select **Archive & delete**. For more information on accessing the System Administration v4 Online site, see [Accessing the System Administration v4 site](#) on page 51.



2. Open the required completed report or start a new search for the records you wish to archive. For more information, see [Identifying records](#) on page 51.



**Archive & Delete**

- In the **Identified Records** panel, select the records that you wish to archive. Select the check box in the header row to select all the records on the page.

2. Identified Records (2352)

Filter Text  Page 1 of 10 << Previous 1 2 3 4 5 > 10 Next >>

| <input checked="" type="checkbox"/> | Person ID | Legal Name (Gender) | Chosen Name | DOB (Age) | Active | Correspondence Address      |
|-------------------------------------|-----------|---------------------|-------------|-----------|--------|-----------------------------|
| <input checked="" type="checkbox"/> | 8         | A (M)               | A           | 12        | Yes    | 45 8TP                      |
| <input checked="" type="checkbox"/> | 8         | A (F)               | A           | 04        | Yes    | No current address recorded |
| <input checked="" type="checkbox"/> | 8         | A (M)               | A           | 11        | Yes    | No current address recorded |
| <input checked="" type="checkbox"/> | 8         | A (F)               | A           | 17        | Yes    | No current address recorded |
| <input checked="" type="checkbox"/> | 8         | A (M)               | A           | 11        | Yes    | No current address recorded |
| <input checked="" type="checkbox"/> | 8         | A (M)               | A           | 21        | Yes    | No current address recorded |
| <input checked="" type="checkbox"/> | 5         | A (M)               | A           | 01        | Yes    | 45 1BW                      |
| <input checked="" type="checkbox"/> | 4         | A (F)               | A           | 30        | Yes    | 4 4DH                       |
| <input checked="" type="checkbox"/> | 8         | A (F)               | A           | 12        | Yes    | No current address recorded |
| <input checked="" type="checkbox"/> | 3         | A (M)               | A           | 10        | Yes    | 44 OPE                      |
| <input checked="" type="checkbox"/> | 4         | A (M)               | A           | 28        | Yes    | 21                          |

3. Process Records

- Click the **Archive Records** button to display the **Archive Reports** dialog. A list of SSRS archive reports available in the 'Archive Reports' directory on the SQL reporting server is displayed.

**Archive Reports**

| <input type="checkbox"/> | Report Name               | Report Description   |
|--------------------------|---------------------------|--|
| <input type="checkbox"/> | Sample CSS Archive Report | The 'Sample CSS Archive Report' will extract a list of services the record has been involved with.                                     |
| <input type="checkbox"/> | Sample SEN Archive Report | The 'Sample SEN Archive Report' will extract a list SEN records associated to the student or person the report has been processed for. |

- Select the report on which the data extraction should be based. If required, more than one report can be selected.

- Click the **Process** button to display a message confirming the archive reports have been added to the processing queue.

After the system has finished extracting the data, the exported PDF is placed in the archiving location set up for you One environment. For each report and record combination, a read only PDF file is extracted with its own name, which uses the following naming convention: personID-legalforename-legalsurname-DOB-reportname.

At this stage, no data has been removed from the database. Although the selected data has been extracted, it still resides in the database. If it must be deleted, see [Deleting Records](#) on page 65.

*The files extracted by the archive routine should be further processed by the LA’s archivist or Data Governance Officer and stored electronically for the remaining retention period. The file naming will allow the information to be referenced via the PersonID or Name and DOB should the details be required in the future.*

**Note:** It is the LA’s responsibility to manage the information extracted from Capita One appropriately and to ensure it is destroyed if they have breached their relative retention period.

## Deleting Records

Users with the correct permissions can delete records from the One database. Once a record is deleted, it is completely removed from the database and cannot be recovered.

After confirming that any records you wish to delete have completed the archive process, this can be verified by reviewing the **Archive Status** column value, you can delete records by completing the following steps:

**WARNING!:** Completing the following procedure will permanently delete data from your One database that cannot be recovered.

- In the **Data Management** area, select **Archive & delete**. For more information on accessing the System Administration v4 Online site, see [Accessing the System Administration v4 site](#) on page 51.

The screenshot shows the 'Archive & Delete' interface in the CAPITA | one system. It features a search section with radio buttons for 'Manual Search' (selected) and 'Report Search'. Below this are input fields for 'Name', 'Age', 'Active' (with a dropdown menu set to 'Not Specified'), 'Date of Birth', and 'Gender' (with a dropdown menu set to 'Not Specified'). A blue 'Search' button is located to the right of these fields. Underneath, there is a section titled '2. Identified Records (0)' with a 'Filter Text' input field. At the bottom, a table header is visible with columns: 'Person ID', 'Legal Name (Gender)', 'Chosen Name', 'DOB (Age)', 'Active', and 'Correspondence Address'. The table content area below the header displays 'No Records Found'.

**Archive & Delete**

- Open the required completed report or start a new search for the records you wish to delete. For more information, see [Identifying records](#) on page 51.

2. Identified Records (2352)

Filter Text

Page 1 of 10 << Previous 1 2 3 4 5 > 10 Next >>

| <input type="checkbox"/> | Person ID | Legal Name (Gender) | Chosen Name | DOB (Age) | Active | Correspondence Address      |
|--------------------------|-----------|---------------------|-------------|-----------|--------|-----------------------------|
| <input type="checkbox"/> | 8-3       | A- (M)              | A-          | 12/ ( )   | Yes    | 45- 8TP                     |
| <input type="checkbox"/> | 8-8       | A- (F)              | A-          | 04/ ( )   | Yes    | No current address recorded |
| <input type="checkbox"/> | 8-6       | A- (M)              | A-          | 11/ ( )   | Yes    | No current address recorded |
| <input type="checkbox"/> | 8-6       | A- (F)              | A-          | 17/ ( )   | Yes    | No current address recorded |
| <input type="checkbox"/> | 8-0       | A- (M)              | A-          | 11/ ( )   | Yes    | No current address recorded |
| <input type="checkbox"/> | 8-9       | A- (M)              | A-          | 21/ ( )   | Yes    | No current address recorded |
| <input type="checkbox"/> | 5-        | A- (M)              | A-          | 01/ ( )   | Yes    | 45- 1BW                     |
| <input type="checkbox"/> | 4-        | A- (F)              | A-          | 30/ ( )   | Yes    | 4- 4DH                      |
| <input type="checkbox"/> | 8-0       | A- (F)              | A-          | 12/ ( )   | Yes    | No current address recorded |
| <input type="checkbox"/> | 3-        | A- (M)              | A-          | 10/ ( )   | Yes    | 44- OPE                     |
| <input type="checkbox"/> | 4644      | A- (M)              | A-          | 28/ ( )   | Yes    | 21-                         |

3. Process Records

[Export List](#) [Archive Records](#) [Delete Records](#)

- In the **Identified Records** panel, select the records that you wish to delete. Select the check box in the header row to select all the records on the page.

2. Identified Records (2352)

Filter Text

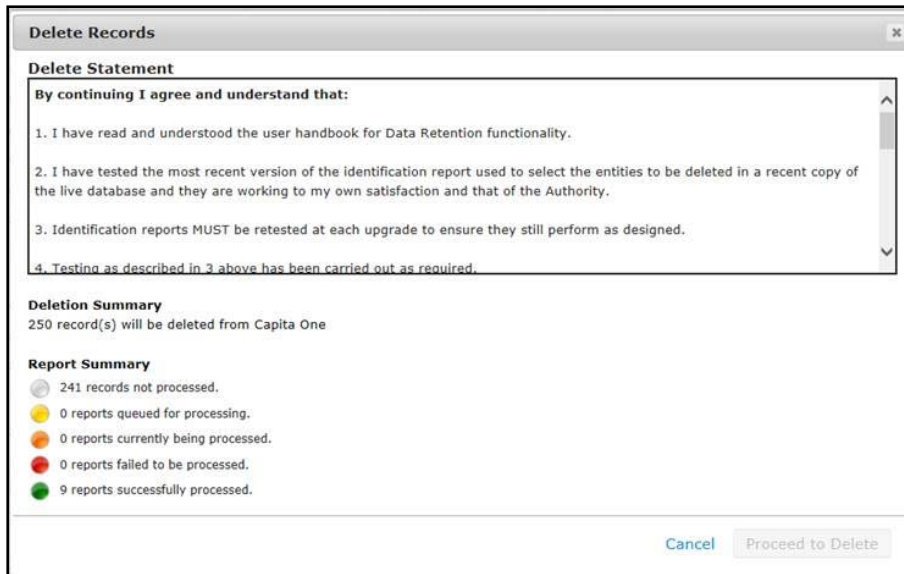
Page 1 of 10 << Previous 1 2 3 4 5 > 10 Next >>

| <input checked="" type="checkbox"/> | Person ID | Legal Name (Gender) | Chosen Name | DOB (Age) | Active | Correspondence Address      |
|-------------------------------------|-----------|---------------------|-------------|-----------|--------|-----------------------------|
| <input checked="" type="checkbox"/> | 8-3       | A- (M)              | A-          | 12/ ( )   | Yes    | 45- 8TP                     |
| <input checked="" type="checkbox"/> | 8-8       | A- (F)              | A-          | 04/ ( )   | Yes    | No current address recorded |
| <input checked="" type="checkbox"/> | 8-6       | A- (M)              | A-          | 11/ ( )   | Yes    | No current address recorded |
| <input checked="" type="checkbox"/> | 8-6       | A- (F)              | A-          | 17/ ( )   | Yes    | No current address recorded |
| <input checked="" type="checkbox"/> | 8-0       | A- (M)              | A-          | 11/ ( )   | Yes    | No current address recorded |
| <input checked="" type="checkbox"/> | 8-9       | A- (M)              | A-          | 21/ ( )   | Yes    | No current address recorded |
| <input checked="" type="checkbox"/> | 5-        | A- (M)              | A-          | 01/ ( )   | Yes    | 45- 1BW                     |
| <input checked="" type="checkbox"/> | 4-        | A- (F)              | A-          | 30/ ( )   | Yes    | 4- 4DH                      |
| <input checked="" type="checkbox"/> | 8-0       | A- (F)              | A-          | 12/ ( )   | Yes    | No current address recorded |
| <input checked="" type="checkbox"/> | 3-        | A- (M)              | A-          | 10/ ( )   | Yes    | 44- OPE                     |
| <input checked="" type="checkbox"/> | 4-        | A- (M)              | A-          | 28/ ( )   | Yes    | 21-                         |

3. Process Records

[Export List](#) [Archive Records](#) [Delete Records](#)

- Click the **Delete Records** button to display the **Delete Records** dialog. A delete statement is displayed and should be fully read and understood. After the check box has been selected the **Proceed to Delete** button is enabled.



**WARNING!** The **Delete Records** dialog provides a summary of the current status of the records selected for deletion. You should not proceed to the next step if the dialog indicates that any records you expected to be archived have not been processed or have failed to process.

5. You must read all the red text (you might need to scroll to view it all).
6. After reading all the red text, select the **Yes, I have read the 'Delete Statement' and agree to its conditions** check box.
7. Click the **Proceed to Delete** button to permanently delete the records from the one database.

After deletion, entries are made in the delete log for the records that have been removed. Assuming that a completed search was used in step 2, the **No of Records** should be reduced by the number of deleted records.

**NOTES:** It is possible two warnings could be displayed within the **Delete Record** dialog.

The 'Default Archive Person' has not been configured – If this is the case the **Proceed to Delete** button is disabled. You cannot delete records if this is not configured correctly

A scheduled task does not exist for the delete routine - This warning will not stop the delete process from being completed but is purely informational. The records being selected will not be deleted as the routine to process them has not been scheduled.

#### More Information:

[Completed Reports](#) on page 56  
[Viewing the Delete Log](#) on page 67

## Viewing the Delete Log

The delete log provides an audit trail for reviewing who deleted records from the database and when they did it. The delete log provides the **Person ID, Person Name, DOB, Date Deleted, Deleted By** and from which areas of One data was removed. This information can then be used by the archivist to locate the full archived record if the detailed record information is required.

**NOTE:** The delete log does not retain records forever. Log entries are deleted automatically after the designated number of months has passed. This retention period is defined in the v3 Client or System Administration v4 site. For more information, see [Delete Log Retention Period \(ARCDELDEF\)](#).



## Archive & Delete

To search for details on a deleted record:

1. In the **Data Management** area, select **Delete log**. For more information on accessing the System Administration v4 Online site, see [Accessing the System Administration v4 site](#) on page 51.

The screenshot shows the 'Archive & Delete' page in the CAPITA | one system. The page has a navigation bar with 'Home', 'Data Management', 'Help', 'MyAccount', and 'SignOut'. Below the navigation bar, there are tabs for 'Archive & Delete' and 'Delete Log'. The main heading is 'Archive & Delete'. Underneath, there is a section for '1. Search' with radio buttons for 'Manual Search' (selected) and 'Report Search'. There are input fields for 'Name', 'Age', 'Active' (a dropdown menu set to 'Not Specified'), 'Date of Birth', and 'Gender' (a dropdown menu set to 'Not Specified'). A 'Search' button is located to the right of these fields. Below the search section is a section for '2. Identified Records (0)'. It includes a 'Filter Text' input field and a table with the following columns: 'Person ID', 'Legal Name (Gender)', 'Chosen Name', 'DOB (Age)', 'Active', and 'Correspondence Address'. The table is currently empty, and the text 'No Records Found' is displayed below it.

2. Click the **Delete Log** hyperlink to display the **Delete Log** page.

The screenshot shows the 'Delete Log' page in the CAPITA | one system. The page has a navigation bar with 'Home', 'Data Management', 'Help', 'MyAccount', and 'SignOut'. Below the navigation bar, there are tabs for 'Archive & Delete' and 'Delete Log'. The main heading is 'Delete Log'. Underneath, there is a section for '1. Search' with input fields for 'Person ID', 'Name', 'Date of Birth', 'Deleted By', 'From Date', and 'To Date'. A 'Search' button is located to the right of these fields. Below the search section is a section for '2. Identified Records (0)'. It includes a 'Filter Text' input field and a table with the following columns: 'Person ID', 'Person Name', 'DOB', 'Date Deleted', and 'Deleted By'. The table is currently empty, and the text 'No Records Found' is displayed below it. At the bottom of the page, there is a footer with the text 'Version 4.355.4.19116 Copyright © 2014 Capita. All rights reserved, worldwide.'

3. Enter the search criteria for the person whose deletion record you wish to view. The **From Date** and **To Date** are related to the dates you believe the deletion took place.
4. Click the **Search** button to display the delete records that meet your criteria in the **Identified Records** panel.
5. If required, use the basic details provided in the search results to locate the extracted record in the archive.

## Searching Tips

- To identify all records deleted up until a certain date, only populate the **To Date** value.
- To identify all records deleted from a certain date, only populate the **From Date** value.
- To identify all records deleted between certain dates, populate the **From Date** and **To Date**.
- To identify all records deleted by a certain user, only populate the **Delete By** value.

The information icon displays the **Detailed Delete Information** for the selected record. These values might not exactly match those noted from the **Capita One Dependencies** information. The reason for this is when deleting information from the system, there could be linked records e.g. linked files or child records for the highest level record.

**Detailed Delete Information** ✕

---

Name : Smithurst Jade                      Date Deleted : 14/11/2014  
 DOB : 05/10/1986                              Deleted By : JAFFAR01  
 Person ID : 8893814

---

Navigate to section : Not specified ▼

---

| Business Process                  | Total Recs. Delete 19 | Total Recs. Anonymised 0 |
|-----------------------------------|-----------------------|--------------------------|
| Person Core<br>Total Records - 4  | No. Deleted - 4       | No. Anonymised - 0       |
| Pulse<br>Total Records - 10       | No. Deleted - 10      | No. Anonymised - 0       |
| SEN<br>Total Records - 1          | No. Deleted - 1       | No. Anonymised - 0       |
| Student Core<br>Total Records - 4 | No. Deleted - 4       | No. Anonymised - 0       |

[Close](#)

## Additional Advice

### Is the delete routine running?

To understand whether the delete routine is still being processed, the database table `ARC_DELETE_PROCESS_LOG` can be reported on. This provides information on all instances of the delete routine and the number of records processed, as well as the number of successfully and unsuccessfully deleted records.

There is a **Status** value and this will be populated with one of the following values:

- 'Q' – The Delete routine is queued for processing
- 'P' – The Delete routine is currently being processed
- 'C' – The Delete routine successfully completed
- 'F' – The Delete routine failed to complete successfully (This could be due to a fatal error or the system\ database was interrupted by a backup routine or other system maintenance)

## Alert Notifications

Alert to notify users the record has been selected to have information archived therefore meaning it will be deleted at some point.

Use the SQL below in an 'SQL Alert' for the stated contexts.

- For a Student pop-up alert select 'Student Details' as the SQL Alert Context
- For a Person pop-up alert select 'Person Details' as the SQL Alert Context  
select person\_id from arc\_archive\_report\_status where person\_id = :param1
- Alert to notify a Data Officer that records have been selected for archiving, use the SQL below in the 'Query' field for a 'Schedule' alert  
select p.person\_id ,p.Legal\_forename, p.Legal\_surname, p.DOB, R.REPORT\_NAME,  
SU.DESCRPTION as Processed\_By , r.last\_updated  
from people p, arc\_archive\_report\_status r, security\_users su  
where p.person\_id = r.person\_id  
and r.user\_id = su.user\_id  
and to\_date(last\_updated, 'DD-MM-YYYY') = to\_date(sysdate, 'DD-MM-YYYY')
- Alert to notify a Data Officer that records have failed the archiving process, use the SQL below in the 'Query' field for a 'Schedule' alert  
select p.person\_id , p.Legal\_forename, p.Legal\_surname, p.DOB, R.REPORT\_NAME,  
SU.DESCRPTION as Processed\_By , r.last\_updated  
from people p, arc\_archive\_report\_status r, security\_users su  
where p.person\_id = r.person\_id  
and r.user\_id = su.user\_id  
and r.status = 'F'  
and to\_date(last\_updated, 'DD-MM-YYYY') = to\_date(sysdate, 'DD-MM-YYYY')
- Alert to notify a Data Officer that records have completed the archive process and are ready to be deleted. The example provided is only for where no delay is required between when the archiving process finishes and when the Data officer is notified that the records are ready for deletion. Use the following SQL in the 'Query' field for a 'Schedule' alert  
select p.person\_id, p.Legal\_forename, p.Legal\_surname, p.DOB, SU.DESCRPTION as  
Processed\_By , a.last\_updated  
from people p, onemx64.arc\_archive\_report\_status a, security\_users su  
where p.person\_id = a.person\_id  
and a.user\_id = su.user\_id  
and a.person\_id not in  
(select person\_id  
from arc\_archive\_report\_status a  
where a.status not in ('P', 'F'))  
and to\_date(a.last\_updated, 'DD-MM-YYYY') = to\_date(sysdate, 'DD-MM-YYYY')

If you require a period of time between when the archiving process completes and when you are notified that the records are ready for deletion, you can edit last line of the previous SQL. For example, to delay the notification for three months, then change the last line to 'to\_date(sysdate+90, 'DD-MM-YYYY')'.

- Alert to notify Data Officer that records failed the deletion process, use the SQL below in the 'Query' field for a 'Schedule' alert

```
select p.person_id, p.Legal_forename, p.Legal_surname, p.DOB, SU.DESCRPTION as  
Processed_By , a.date_confirmed as Date_Deleted
```

```
from people p, arc_delete_people a, security_users su
```

```
where p.person_id = a.person_id
```

```
and a.user_id = su.user_id
```

```
and a.status = 'E'
```

## 03 / Importing and Tidying Addresses

### Introduction to importing and tidying addresses

One provides several processes for managing addresses. You can import new addresses and automatically match the imported data against existing data. Additionally, there is address tidying functionality that enables you to quickly remove address information that is no longer being used from the database.

From within v4 Online, you can import addresses, bulk match those addresses against existing data, update existing addresses and run the Address Tidy routine that removes disused address information from the One database.

#### More Information:

v4 Online:

[Importing a gazetteer](#) on page 73

[Bulk match processing rules](#) on page 77

[Managing address](#) on page 82

### Accessing the System Administration v4 site

There are three methods of accessing the System Administration v4 site. This provides flexible accessibility. The following internal navigation links are controlled by permissions:

- Access directly via the configured URL.
- Access from the v4 Client via **Tools | Administration | System Administration**.
- Access from v4 Online via **Administration | System Admin | System Administration**.

The above menu routes are available if the Capita One user has appropriate permissions to any of the main business processes associated with the System Administration v4 site, including the 'System Administration' and 'Data Management' main business processes. The links are also available to users with access rights to the 'Address Management' main business process, unless their only access is to the 'Import Addresses' business process as this is currently within v4 Online and not the System Administration v4 site.

In order to access the Archive & Delete functionality, you must have a valid Pulse v4 licence.

## Importing Addresses

### Introduction to importing addresses

Within v4 Online, importing addresses is done via the **Administration** module. You can access the **Address Management** area from the v4 Online **Home** page via **Administration | Address Management**. You can import addresses, bulk match newly imported addresses and update address details.

#### More Information:

- [Importing a gazetteer](#) on page 73
- [Bulk match processing rules](#) on page 77
- [Updating addresses](#) on page 79

### Unitary authorities and administrative areas

By default, when One imports an AddressBase Premium or LLPG file, the **Administrative Area** is imported as the **County**. However, this is incorrect for unitary authorities. To prevent the **Administrative Area** from being placed in the **County** field on import, you must set the 'Import Admin Area as County?' system default to 'F'. A One system administrator can edit system default values on the **System defaults** page of the System Administration v4 site.

### Importing a gazetteer

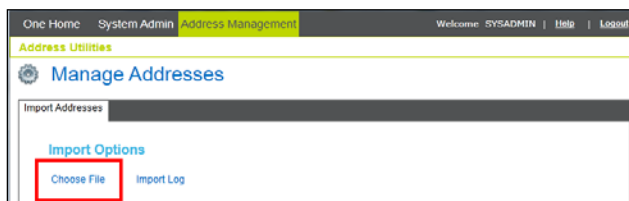
Users can import multiple address gazetteers into the One database. One can import the following gazetteer types:

- LLPG files that conform to the DTF v7.3.3.1 specification (CSV or XML)
- AddressBase Premium files (CSV).

You can import gazetteer and CSV files without having exclusive access to One, however importing a large file might require significant time and therefore should be performed when other One usage is minimal.

To import a gazetteer:

1. Open the **Address Utilities** page via **Administration | Address Management**.



2. In the **Import Addresses** tab, click the **Choose File** hyperlink to display the **Open** dialog.
3. Select the CSV or XML file to import and click the **Open** button to display it in the **File Selected** list.

## Importing and Tidying Addresses

The screenshot shows the 'Manage Addresses' interface. Under 'Import Options', the 'File Selected' section contains a table:

| File Name                 | Address in England                  | LA No. | Current Import Status |
|---------------------------|-------------------------------------|--------|-----------------------|
| AddressBase Test File.csv | <input checked="" type="checkbox"/> | 820    | Not Imported          |

Below the table, the 'Import Stage' shows 'AddressBase Premium file format' and an 'Import' button.

**NOTES:** The **Address in England** flag indicates that all addresses to be imported are in England. The check box is selected automatically based on the locale of the authority importing the file. For authorities in England, the check box is selected, for other nations it is deselected.

If importing a multi-part AddressBase file, ensure that the first volume in the sequence is imported first, and then all succeeding volumes should be imported in order.

- If you are importing an LLPG file from another administrative authority (not the default **LA No.** for your One environment), click the browse button to search for and select a different authority.
- Click the **Import** button to start the import process.

Once you click the **Import** button, the selected file starts uploading from your local PC to the One server. Large files can take a long time but the progress of this step is shown as a percentage in a progress dialog.

**IMPORTANT NOTE:** Any interruption or connection failure (e.g. resetting the web page) while the file is uploading will cause the upload to fail and you will have to restart the entire import process.

After the file is uploaded, a job will be queued to run on the integration server. The progress dialog will close automatically and the **Current Import Status** will display **Queued for Import**, your session can now be logged off as the job will run in the background on the server.

**NOTE:** If this job does not start within 30 minutes it will be marked as failed and will need to be re-imported once the integration server issue has been resolved.

You can track the progress of the import in the **Import Stage** panel. **Current Import Status** can be **Queued for Import**, **Importing**, **Imported** or **Failed**.

### More Information:

[Import status definitions](#) on page 74

[Errors while importing](#) on page 76

## Import status definitions

After the file has been uploaded the import goes through a number of steps to process the information. Status information is displayed in two areas, the **Import Stage** table and the **Current Import Status** column in the **Import Options** tab. The following table summarises the different statuses:

| Import Status (displayed in Import Stage table) | Description  | Current Import Status |
|---|--|-----------------------|
| Queued for Import                               | The file has successfully been uploaded to the One database and is queued for the integration service to start the import process. | Queued for Import     |

| Import Status (displayed in Import Stage table)  | Description  | Current Import Status |
|--|--|-----------------------|
| LLPG Import Failed   | <p>The import has failed, this could be a result of the integration service not running and therefore the import has timed out, e.g. queued for more than 30 minutes.</p> <p>To display a tool tip detailing the reason for the failure, hover over the error status with your cursor.</p> | Failed                |
| Importing Local Land & Property Gazetteer Files  | LLPG import process has started.   | Importing             |
| Loading LLPG Dictionary onto database  |  |                       |
| Processing CSV LLPG file<br>Processing XML LLPG file   | CSV/XML LLPG data is being imported to the individual LPG DB tables.   |                       |
| Error creating street record (XX) - where 'XX' is the USRN reference for the record that failed. | There is an issue with the street, BLPU or LPI record that has prevented it from being imported.   | Importing             |
| Error creating BLPU record (XX) - where 'XX' is the UPRN reference for the record that failed.   | To display a tool tip detailing the reason for the failure, hover over the error status with your cursor.  |                       |
| Error creating LPI record (XX) - where 'XX' is the UPRN reference for the record that failed.    |  |                       |
| Import failed, too many invalid records exist.   | If an LLPG file contains more than 30 errors, One will not import the file.  | Failed                |
| Imported 'X' street records, - where 'X' is the number of records created.                       | The LLPG import routine created 'X' number of records in the LPG_STREET DB table.  | Importing             |
| Imported 'X' BLPU records, - where 'X' is the number of records created.                         | The LLPG Import routine created 'X' number of records in the LPG_BLPU DB table.  |                       |
| Imported 'X' LPI records, - where 'X' is the number of records created.                          | The LLPG Import routine created 'X' number of records in the LPG_LPI DB table.   |                       |
| Started LLPG Upload  | The processing of the imported data to the LPG_GEO DB table has started.   |                       |
| Removing Duplicates  | The upload process ensures no duplicate addresses exist from the import.   |                       |
| Updating Properties  | Creating new records in the LPG_GEO table from the imported address data.  |                       |
| Updating BLPU records  |  |                       |



| Import Status (displayed in Import Stage table)   | Description  | Current Import Status |
|---|--|-----------------------|
| Updating LPI records  | Updating any matched existing records in the LPG_GEO DB table.   |                       |
| Updating Street records   |  |                       |
| Added 'X' new LLPG addresses - where 'X' is the number of addresses created.  | The number of newly created addresses in the LPG_GEO DB table.   | Importing             |
| Updated 'X' LLPG addresses - where 'X' is the number of addresses updated.  | The number of updated addresses in the LPG_GEO DB table.   |                       |
| Load Complete   | The importing and processing of the LLPG data to the LPG DB tables is complete.  |                       |
| Indexing LLPG Dictionary  | Creating indexes of street information for quick address searching when geo-coding addresses.  |                       |
| Indexing complete   | Indexing has finished.   | Importing             |
| Removing redundant dictionary entries   | Where indexed records exist more than 10,000 times, these are deleted because it does not improve address search speed.                                  |                       |
| Warning: Import has 'X' invalid record(s) - where 'X' is the number of errors incurred, this will not be displayed as no error(s) occurred. | If 30 or fewer errors occur, One will carry on processing the file and at the end of the import a summary of the number of errors incurred is displayed. |                       |
| LLPG import completed   | The end to end processing of the LLPG file has completed.  | Imported              |

**NOTE:** When LPG\_GEO is updated, if the 'administrative area' is the same as the 'town' then the 'administrative area' is set to NULL.

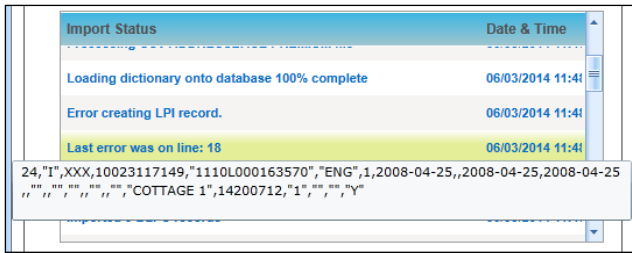
## Errors while importing

While loading the dictionary onto the database, any errors encountered are shown in the **Import Status** table.

| Import Status  | Date & Time      |
|--|------------------|
| Loading dictionary onto database 100% complete   | 06/03/2014 11:41 |
| Error creating LPI record.   | 06/03/2014 11:41 |
| pro_order (field 3). ORA-06502: PL/SQL: numeric or value error: character to number conversion error |                  |
| Imported 3 street records  | 06/03/2014 11:41 |
| Imported 3 BLPU records  | 06/03/2014 11:41 |

You can hover over a row to display additional details for the error.

The detail of the import row is also logged to the status table for investigation.



If more than 30 errors occur, the following message will be logged “Import failed too many invalid records exist” and the import will abort.

If any error causes the process to abort, this is logged to the **Import Status** table and the process marked as ‘Failed’.

## Import Street Description Parameter

In some gazetteer files, rural address information exists but the address may not have a ‘Designated Street name’. As a result, the address might have a ‘Street Description’. Where the ‘type 2’ address information is imported, this could cause the address to not be properly formed in the database. To help prevent malformed addresses, the ‘Import Street Description Parameter’ has been implemented.

The **Import Street Description (ADDR\_ST\_DE)** parameter determines if the street description value should be imported along with the other information. If the data is imported, a **STREET\_RECORD\_TYPE\_CODE** is recorded for the entry. The following table describes what each code means:

| STREET_RECORD_TYPE_CODE | Description                      |
|-------------------------|----------------------------------|
| 1                       | Official designated street name  |
| 2                       | Street description               |
| 3                       | Numbered street                  |
| 4                       | Unofficial street description    |
| 9                       | Description used for LLPG access |

By default, the parameter is set to **F**, although this can be changed in System Administration v4 site via **System admin | System Defaults**.

- If the **Import Street Description (ADDR\_ST\_DE)** option is set to **F** and **LPG\_STREET** record is type 2, then **LPG\_GEO.ROAD** is set to null.
- If the **Import Street Description (ADDR\_ST\_DE)** option is set to **T**, the street description is imported (**lpg\_street\_desc.street\_descriptor**).

## Bulk match processing rules

During the bulk match process, the contents of the **LPG\_GEO** table are compared to One addresses to determine possible matches. Addresses are deemed to be matched if all of the following field values are identical (or are blank):

| LPG_GEO   | One                |
|-----------|--------------------|
| Geo_addr1 | ADDR_HD.house_name |
| Geo_addr2 | ADDR_HD.apartment  |

## Importing and Tidying Addresses

| LPG_GEO   | One                |
|-----------|--------------------|
| Geo_addr3 | ADDR_HD.house_no   |
| Road      | ADDR_DET.address1  |
| Postcode  | ADDR_DET.post_code |

Or if they have identical address references:

| LPG_GEO | One           |
|---------|---------------|
| UPRN    | ADDR_HD.UPRN  |
| USRN    | ADDR_DET.USRN |

If an address is determined to be matched, the following information is updated/overwritten based on whether you selected the **Also overwrite fields even if they have existing values** option when you imported the file:

- Easting, Northing (These are not changed if the manual geocode flag is set to 'T')
- LA Number
- Unique Property Reference Number (UPRN)
- Unique Street Reference Number (USRN).

## Bulk match status messages

The progress of the process is noted in the **Import Stage** table, and the following status messages are displayed during processing:

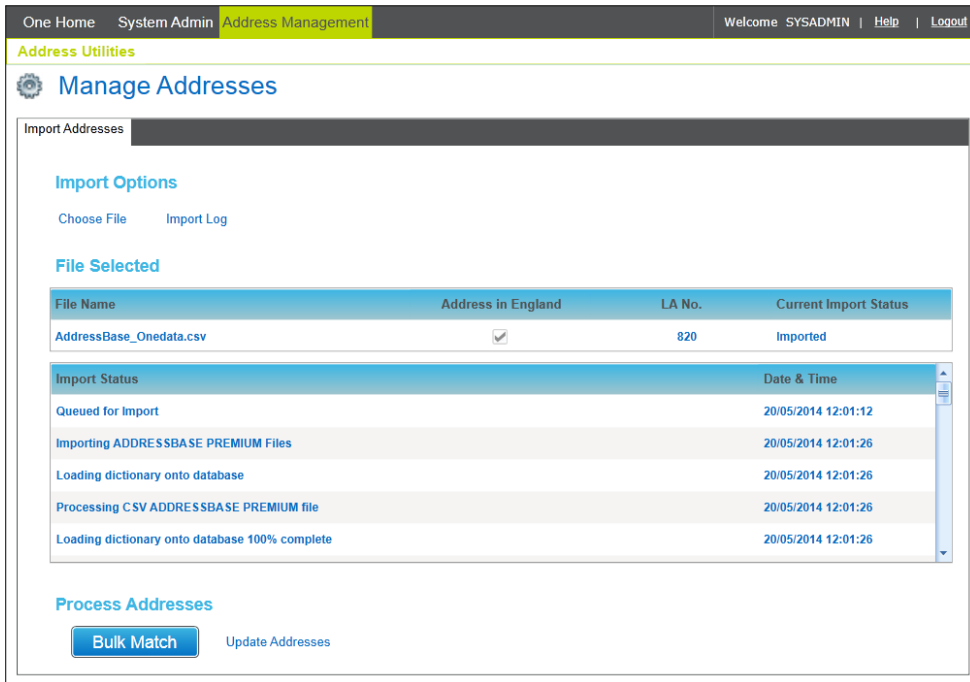
- Bulk matching process queued.
- Bulk matching process started.
- Parameters: Overwrite: Yes/No. - Indicates the parameter being used.
- Matching Addresses started - The number of records matched is incremented as the process runs.
- Bulk matching completed - The total of matched records will be displayed.

## Bulk matching

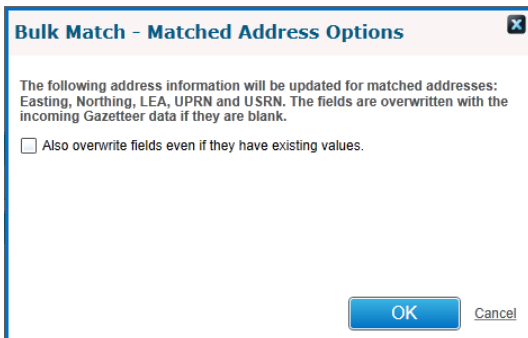
After completing a gazetteer import, you can run the bulk match process to update addresses in the One database using the uploaded addresses in the LPG\_GEO table. You can run the Bulk Match routine manually, but it is run automatically if you choose to run the Update Addresses routine. For more information on how One matches records, see [Bulk match processing rules](#) on page 77.

To bulk match a group of address:

1. Open the **Address Utilities** page via **Administration | Address Management**.
2. If no import file is selected In the **Import Address** tab, click the **Choose File** hyperlink to display the **Open** dialog and select the required file.



3. Click the **Bulk Match** button to display the **Bulk Match - Matched Address Options** dialog.



4. If required, select the **Also overwrite fields even if they have existing values** check box. By selecting this option, matched addresses in the One database that already have data for the listed fields will be overwritten with the incoming gazetteer information.

**NOTE:** The *Easting, Northing, LEA, UPRN and USRN* fields will always be populated if they are empty.

5. Click the **OK** button to run the bulk match process.

## Updating addresses

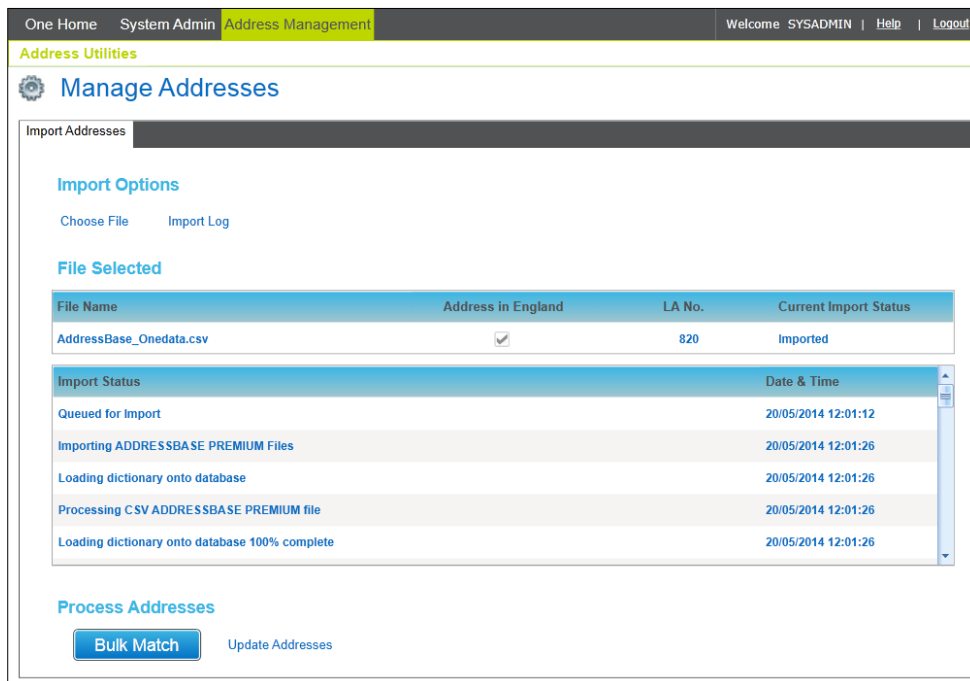
After completing a gazetteer import, the Update Addresses routine can be run. The routine does the following:

- Runs the Bulk Match routine.
- New addresses are created in One if there is no existing match to an existing One address.
- Existing property information is updated for addresses that were not matched by the bulk match process, e.g. where no match on **UPRN** and **USRN** but the **UPRN** exists and is associated with a different **USRN**.
- If required, street information can be updated.

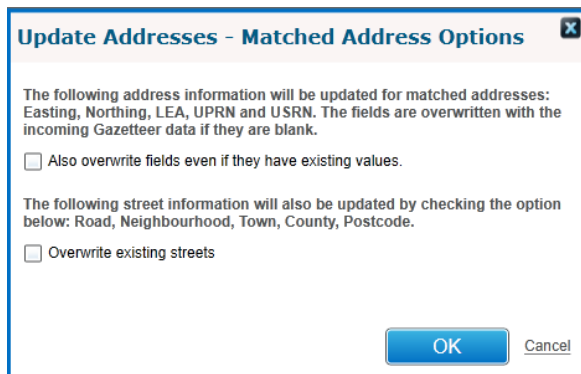
To update addresses in the One database:

1. Open the **Address Utilities** page via **Administration | Address Management**.

**NOTE:** Although only the most recently imported file is displayed in the File Selected list, the routine will be run against all imports since the last time the routine was run.



2. Click the **Update Addresses** hyperlink to display the **Update Addresses – Matched Address Options** dialog.



3. Select the required options then click **OK** to run the update addresses process.

**Also overwrite fields even if they have existing values** - Overwrites matched addresses in the One database that already have data for the listed fields with information from the incoming gazetteer.

**Updates street records (ADDR\_DET)** - If an address is matched using USRN and UPRN to an incoming gazetteer record, the existing street record is overwritten using the gazetteer information.

4. Click to the **OK** button to start the Update Address routine.

## Update Addresses processing rules

The address update routine follows the following process flow:

1. The Bulk Match routine is run. For more information, see [Bulk match processing rules](#) on page 77.
2. Gazetteer street records are matched to streets stored within the ADDR\_DET table on criteria USRN and postcode and where any unmatched streets are found the system will create a new street record in ADDR\_DET.
3. Gazetteer property records are matched to properties stored within the ADDR\_HD table on USRN and postcode and where any unmatched properties are found the system will create a new property record in ADDR\_HD.
4. Existing property records in the ADDR\_HD table whose UPRN matches an unmatched gazetteer record will always have the following information updated/overwritten:
  - Easting, Northing (These are not updated if the manual\_geocode flag is set to T)
  - LA Number
  - In England.

If the **Overwrite existing streets** option is selected, then the following street information (ADDR\_DET) is overwritten by incoming gazetteer information for addresses matched on USRN and UPRN:

- Road
- Neighbourhood
- Town
- County
- Postcode.

## Update Addresses status messages

The progress of the process is noted in the **Import Stage** table, and the following status messages are displayed during processing:

- Update addresses process queued.
- Update addresses process started.
- Parameters: Overwrite: Yes/No, Update Streets: Yes/No. - Indicates the parameters chosen.
- Matching Addresses started - The number of matched records is incremented as the process runs.
- Update Addresses started - The number of records updated is incremented as the process runs.
- Update Streets started - The number of records updated is incremented as the process runs.
- Update address completed - Indicates the total number of gazetteer records (LPG\_GEO) which have been matched.

## Managing address

### Introduction to managing addresses

You can use the 'Address auto tidy' or 'Address manual tidy' routines to manage addresses. The 'Address auto tidy' routine is accessible in the **Address Management** area of the System Administration v4 site. The 'Address auto tidy' routine interrogates and compares existing addresses in the One database to ensure only unique and unused (where specified) streets and addresses (properties) exist, depending on the option selected.

The 'Address auto tidy' routine does not require exclusive use of the One system, but it is strongly recommended that you process the routine when usage of the One system is at a minimum.

The 'Address auto tidy' log records which One user processed the routine, when the processing took place, and the number of records processed under each section of the routine. One displays the last two years of address tidy log events to keep the information relevant; older records are available from the database in the 'PROCESS\_RESULTS' DB table.

'Status' text is displayed beneath the log heading if the routine is currently in progress, again noting the user which started the routine along with the date and time it was started.

| Address auto tidy log  |  |
|--|--|
| Status: Started by SYSADMIN on 11-11-2015 18:08 for selected options and is currently in progress  |  |
| Processed by SYSADMIN on 11-11-2015 18:04-Successfully completed   |  |
| <b>Addresses processed</b><br>0 blank address(es) removed<br>0 blank street(s) removed<br>0 unused address(es) removed<br>0 unused street(s) removed<br>0 duplicate street(s) with USRN removed<br>0 duplicate street(s) without USRN removed<br>0 duplicate address(es) with UPRN removed<br>0 duplicate address(es) without UPRN removed |  |
| Processed by SYSADMIN on 11-11-2015 07:04-Successfully completed   |  |
| Processed by SYSADMIN on 11-11-2015 07:03-Successfully completed   |  |
| Processed by SYSADMIN on 11-11-2015 06:22-Successfully completed   |  |

The routine

contains the following four options to customise how the Address tidy routine behaves:

- Remove blank addresses - Removes addresses from the database that are totally blank, i.e. have no address or street details.
- Remove unused addresses – If selected, the **Remove unused street** option is selected automatically. Removes addresses (properties) from ADDR\_HD that are not used.
- Remove unused streets - Removes addresses (streets) from ADDR\_DET that are not used.
- Merge duplicate addresses - If selected, the **Remove blank addresses option is selected automatically**. Merges duplicate addresses, i.e. those with identical details.

If more than one option is selected, the routine is processed in the order listed above. At the end of the routine, the accumulated number of records processed (updated, merged or deleted) by each part is displayed. For more information about the available options, see [Address Tidy options](#) on page 86.

If there are addresses that must be merged manually after the Address tidy routine is run, you can use the **Manual Tidy** page to merge them. For more information, see [Merging addresses manually](#) on page 84.

## Running the Address Auto Tidy routine

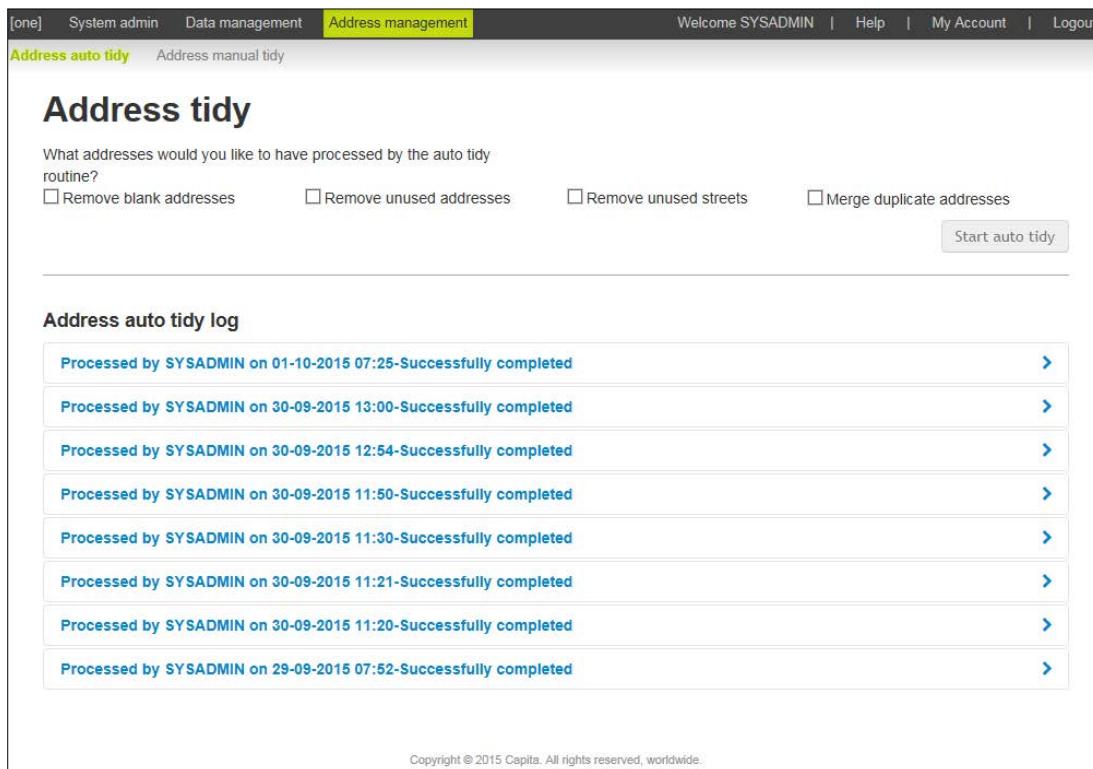
To run the 'Address auto tidy' routine:

**WARNING:** Before using Address Tidy you should back up your dataset using the correct version of DB Manager.

You do not require exclusive use of the One database to carry out the automated Address Tidy. However, the routine should be run when system load is low and no other address routines are being processed, e.g. LLPG\AddressBase routines like Bulk Match or Import Address.

To run the Address Tidy routine in v4 Online:

1. In the v4 Online System Administration website, select **Address management | Address auto tidy** to display the **Address tidy** page. For more information on accessing the v4 Online System Administration website, see [Accessing the System Administration v4 site](#) on page 72..



2. Select the required options. For more information, see [Address Tidy options](#) on page 86.
3. Click the **Start auto tidy** button to display a confirmation dialog.
4. Click the **Yes – continue** button to display continue with the routine.

After you have clicked **Yes – continue** button, an in progress message is displayed in the **Address auto tidy log** section. When the routine is complete, a report of the number of updated records is displayed.



[one] System admin Data management **Address management** Welcome SYSADMIN | Help | My Account | Logout

Address auto tidy Address manual tidy

### Address tidy

What addresses would you like to have processed by the auto tidy routine?

Remove blank addresses  Remove unused addresses  Remove unused streets  Merge duplicate addresses

Start auto tidy

#### Address auto tidy log

- Processed by SYSADMIN on 01-10-2015 07:25-Successfully completed ▼
  - Addresses processed**  
15 unused address(es) removed  
10 unused street(s) removed
- Processed by SYSADMIN on 30-09-2015 13:00-Successfully completed >
- Processed by SYSADMIN on 30-09-2015 12:54-Successfully completed >
- Processed by SYSADMIN on 30-09-2015 11:50-Successfully completed >
- Processed by SYSADMIN on 30-09-2015 11:30-Successfully completed >
- Processed by SYSADMIN on 30-09-2015 11:21-Successfully completed >
- Processed by SYSADMIN on 30-09-2015 11:20-Successfully completed >
- Processed by SYSADMIN on 29-09-2015 07:52-Successfully completed >

## Merging addresses manually

If, after running the 'Address auto tidy' routine, there are still addresses that have duplicate but not identical entries in the One database, you can remove the duplicates manually. Duplicate addresses have the same Eastings and Northings and telephone number.

**WARNING:** Before using Address Tidy, you should back up your dataset using the correct version of DB Manager.

To manually merge duplicate addresses:

1. In the v4 Online System Administration website, select **Address management | Address manual tidy** to display the **Manual address tidy** page. For more information on accessing the v4 Online System Administration website, see [Accessing the System Administration v4 site](#) on page 72.

[one] System admin Data management **Address management** Welcome SYSADMIN | Help | My Account | Logout

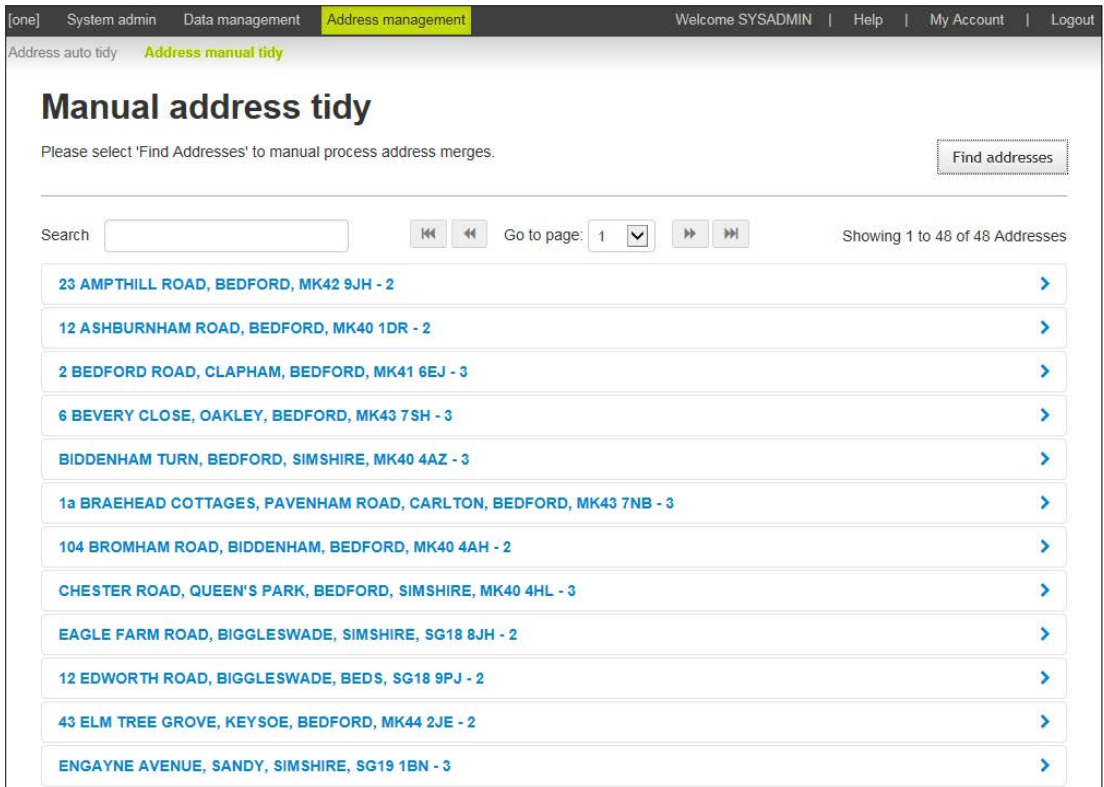
Address auto tidy **Address manual tidy**

### Manual address tidy

Please select 'Find Addresses' to manual process address merges.

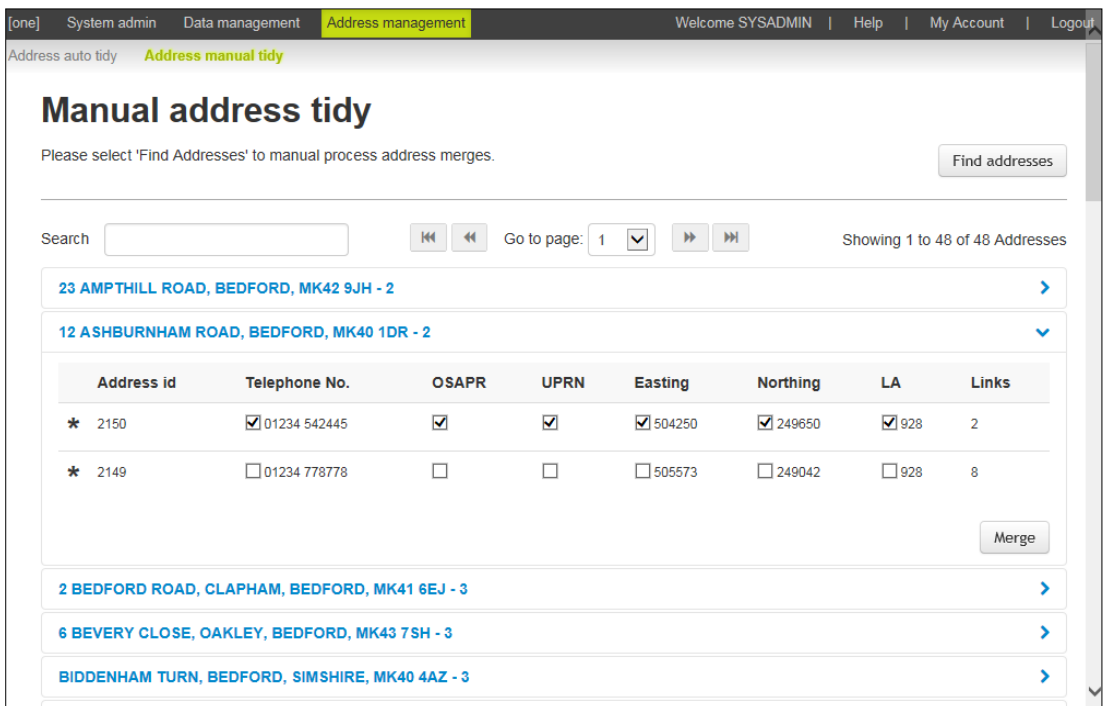
Find addresses

2. Click the **Find addresses** button to display a list of records that require manual tidying.



- Click the row with the address you would like to tidy to display the details for each of the addresses.

**NOTE:** To filter the returned address, you can enter some details of the address in the **Search** field, but if there are more than 100 entries on the page, only the records on the current page are searched.



- Review the details for each entries and select the check box for to indicate which information from which record you want to include in the merged address.

In the following example, the merged record will used the phone number and LA number from the top address and the Easting and Northing from the bottom address.

Address auto tidy **Address manual tidy**

### Manual address tidy

Please select 'Find Addresses' to manual process address merges. Find addresses

Search  Go to page: 1 Showing 1 to 48 of 48 Addresses

23 AMPTHILL ROAD, BEDFORD, MK42 9JH - 2

12 ASHBURNHAM ROAD, BEDFORD, MK40 1DR - 2

| Address id | Telephone No.                                    | OSAPR                               | UPRN                                | Easting                                    | Northing                                   | LA                                      | Links |
|------------|--|-------------------------------------|-------------------------------------|--|--|---|-------|
| * 2150     | <input checked="" type="checkbox"/> 01234 542445 | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> 504250            | <input type="checkbox"/> 249650            | <input checked="" type="checkbox"/> 928 | 2     |
| * 2149     | <input type="checkbox"/> 01234 778778            | <input type="checkbox"/>            | <input type="checkbox"/>            | <input checked="" type="checkbox"/> 505573 | <input checked="" type="checkbox"/> 249042 | <input type="checkbox"/> 928            | 8     |

2 BEDFORD ROAD, CLAPHAM, BEDFORD, MK41 6EJ - 3

6 BEVERY CLOSE, OAKLEY, BEDFORD, MK43 7SH - 3

BIDDENHAM TURN, BEDFORD, SIMSHIRE, MK40 4AZ - 3

Merge

**TIP:** An asterisk against a record indicates that the address is linked to at least one entity. A red asterisk indicates that the address is linked to at least one entity and one of the linked entities is a student in an active transfer group.

## Address Tidy options

### Remove Blank Addresses – Processing Rules

#### Objective

This option removes addresses from the system that are totally blank, i.e. have no address or street details.

#### Algorithm

- For every blank address i.e. HOUSE\_NAME, HOUSE\_NO, APARTMENT, TELEPHONE, EASTING, NORTHING, UPRN, USRN, OSAPR and STREET\_ADDRESS are all blank:
  - Remove references to the address from ADDR\_LINK (delete) and STOPS (set address id =0) and all other tables with a dependency on addresses (ADDRESS\_DEPENDENCIES table lists these).
  - Delete the blank property.
- The total number of blank addresses (properties) deleted will be displayed once the process has completed in the PROCESS\_RESULTS table.
- For every blank street i.e. STREET\_ADDRESS and UPRN are null and it has no properties linked to it.
  - Delete the blank street.
- The total number of blank streets deleted will be displayed once the process has completed in the PROCESS\_RESULTS table

## Remove Unused Addresses – Processing Rules

### Objective

This option removes addresses (properties) from ADDR\_HD that are not used.

### Algorithm

- For every row in ADDR\_HD where: UPRN is null or OSAPR is null and which are not referenced by the ADDR\_LINK table:
  - If the address (property) is not referenced in the Transport STOPS table or any other table with address dependencies then delete it.
- After the process has completed, the number of unused addresses (properties) removed is displayed in the PROCESS\_RESULTS table.

## Remove Unused Streets – Processing Rules

### Objective

This option removes addresses (streets) from ADDR\_DET that are not used. This is intended to be followed by a new address gazetteer import, to provide the LA the most accurate Street information (ADDR\_DET).

### Algorithm

- Delete every row from ADDR\_DET which has a null USRN and is not used in the ADDR\_HD table
- After the process has completed, the total number of unused streets removed is displayed in the PROCESS\_RESULTS table.

## Remove Duplicate Addresses – Processing Rules

### Objective

This option merges duplicate addresses, i.e. those with identical details. If this option is selected, the **Remove Blank Addresses** checkbox is selected automatically and is processed first. The merge routine is processed in two stages:

- Duplicate streets
- Duplicate addresses (properties).

### Algorithm

There are 4 steps in this process:

1. Merge duplicate streets where USRN is not null:

Matching criteria is based on duplicate STREET\_ADDRESS and USRN combinations (ADDR\_DET) and where the USRN is not null. The comparison is case insensitive and also removes any of the following punctuation marks:

`% . , " ' ? ! : # $ & ( ) * ; + - / < > = @ [ ] \ ^ _ { } | ~`

For each block of identical STREET\_ADDRESS and USRN combinations:

- The best street to keep is determined by the following priorities:
  - i. Is linked to a property.
  - ii. Highest detail\_id.
- For all other identical rows:

## Importing and Tidying Addresses

- Update ADDR\_HD to replace all references to the street to be removed with the ID of the street to be retained.
- Delete the duplicate street from ADDR\_DET.

After the process has completed, the total number of duplicate streets deleted is displayed once in the PROCESS\_RESULTS table

### 2. Merge duplicate streets where USRN is NULL:

Matching criteria is based on duplicate STREET\_ADDRESS are selected from ADDR\_DET where at least one of the streets has no USRN. The comparison is case insensitive and also removes any punctuation.

For each duplicate STREET\_ADDRESS:

- The best street to keep is determined by the following criteria in priority order:
  - i. Has a USRN and is linked to a property.
  - ii. Has a USRN.
  - iii. Is linked to a property.
  - iv. Highest detail\_id.
- For all other identical rows with a NULL USRN:
  - Update ADDR\_HD to replace all references to the street to be removed with the ID of the street to be retained.
  - Delete the duplicate street from ADDR\_DET.

After the process has completed, the total number of duplicate streets deleted is displayed in the PROCESS\_RESULTS table.

### 3. Merging duplicate properties where UPRN is not null:

Matching criteria for duplicate properties (ADDR\_HD) is based on HOUSE\_NO, HOUSE\_NAME, APARTMENT and UPRN being identical (UPRN may not be null) and are linked to the same street (ADDR\_DET). The comparison is case insensitive and also removes leading and trailing spaces.

For each group of duplicate properties:

- The best property to keep is determined by the following criteria in priority order:
  - i. Property has a OSAPR.
  - ii. Address is geocoded (easting or northing).
  - iii. Address is linked to an entity.
  - iv. Highest ADDR\_HD.ADDRESS\_ID.

**NOTE:** Where identical addresses exist but any of the following information differs: Telephone, OSAPR, easting, northing, lea\_no, these addresses will need to be manually tidied. For more information, see [Geocoded duplicate address](#) on page 89.

- Update ADDR\_LINK, STOPS and all other dependencies to replace all references to the address to be removed with the ID of the address to be retained
- Delete the duplicate property.

Update the property being kept with data from duplicate property being deleted. For more information, see [Update Kept Property](#) on page 89.

After the process has completed, the total number of duplicate addresses (properties) deleted is displayed in the PROCESS\_RESULTS table (shown as **duplicate dwellings**).

4. Merging duplicate dwelling where UPRN is null:

Matching criteria for duplicate dwellings are records which have the same HOUSE\_NO, HOUSE\_NAME, APARTMENT (ADDR\_HD), and are linked to the same street (ADDR\_DET). The comparison is case insensitive and also removes leading and trailing spaces.

For each group of duplicate properties:

- The best property to keep is determined by the following criteria in priority order:
  - i. Property has a UPRN.
  - ii. Property has an OSAPR.
  - iii. Address is geocoded (easting or northing).
  - iv. Address is linked to an entity.
  - v. Highest address\_id.

**NOTE:** Where identical addresses exist but any of the following information differs: Telephone, OSAPR, easting, northing, lea\_no, these addresses will need to be manually tidied. For more information, see [Geocoded duplicate address](#) on page 89.

- Update ADDR\_LINK, Transport STOPS table and all other dependencies to replace all references to the of the duplicate property with the ID of the retained address
- Delete the duplicate property.

Update property being kept with data from duplicate property being deleted. For more information, see [Update Kept Property](#) on page 89.

After the process has completed, the total number of duplicate addresses (properties) deleted is displayed in the PROCESS\_RESULTS table (show as **duplicate dwellings**).

### Geocoded duplicate address

If two duplicate properties have an element of data which is different and not blank (Telephone, OSAPR, easting, northing, lea\_no) e.g. they both have a different telephone number, then neither record will be deleted. The user is required to use the manually merge the duplicate properties.

### Update Kept Property

The following values are updated if any of the deleted records have a value and the **property to keep** value is blank: Telephone, uprn, osapr, easting, northing, lea\_no, c\_stat, dps, mail\_sort\_code, std\_code, local\_auth, political\_ward, nhs\_code, nhs\_region\_code

# Index

- Accessing the System Administration v4 site ... 3, 51, 72
- Activating/deactivating ethnic codes ..... 27
- Adding a permitted website ..... 17
- Adding remote systems..... 22
- Address Tidy options..... 86
- Alert Notifications ..... 70
- Archive & Delete Advice..... 69
- Archive & Delete Advice..... 69
- Archive & Delete application configuration checklist..... 43
- Archiving..... 42
- Archiving Records ..... 62
- Base merge and Admissions & Transfers..... 33
- Bulk match processing rules ..... 77
- Bulk match status messages ..... 78
- Bulk matching..... 78
- Completed Reports ..... 56
- Configuring the web validation service ..... 20
- Data Management..... 42
- Deactivating a remote system..... 25
- Default Archive Person (ARCDEFPERs) ..... 45
- Defining an archive report..... 49
- Defining an identification report ..... 48
- Delete Log Retention Period (ARCDELDEF)... 46
- Deleting ..... 43
- Deleting a permitted website ..... 19
- Deleting Records..... 65
- Deleting the web address validation activity log ..... 21
- Editing an existing website..... 18
- Editing LA details ..... 15
- Editing online login security parameters ..... 16
- Editing System defaults..... 14
- Errors while importing ..... 76
- Exceptions..... 29
- Exporting a list of identified records ..... 59
- Hiding fields..... 4
- How to use this handbook..... 1
- Identifying Records ..... 42, 51
- Import status definitions ..... 74
- Import Street Description Parameter ..... 77
- Importing a gazetteer ..... 73
- Installing and configuring Archive & Delete ..... 43
- Introduction..... 3, 5, 15
- Introduction to Archive & Delete ..... 42
- Introduction to case change ..... 29
- Introduction to ethnic codes ..... 26
- Introduction to importing addresses..... 73
- Introduction to importing and tidying addresses ..... 72
- Introduction to managing addresses ..... 82
- Introduction to online login security parameters ..... 16
- Introduction to people merge ..... 35
- Introduction to permitted websites ..... 17
- Introduction to student base transfer ..... 33
- Introduction to the System Administration v4 site ..... 1
- Introduction to web validation setup ..... 19
- Is the delete routine running? ..... 69
- Manual Search..... 53
- Manual search criteria and results..... 35
- Merging addresses manually..... 84
- Merging base students ..... 33
- Merging people records ..... 38
- One system administrators..... 2
- Overview ..... 43, 47, 51
- Processing Records ..... 62
- Remote systems options ..... 22
- Remove Blank Addresses - Processing Rules 86
- Remove Duplicate Addresses - Processing Rules ..... 87
- Remove Unused Addresses - Processing Rules ..... 87
- Remove Unused Streets - Processing Rules .. 87
- Report Search..... 54
- Results ..... 37
- Revealing hidden fields ..... 5
- Reviewing Records..... 59
- Running the Address Auto Tidy routine..... 83
- Running the case change routine..... 30
- Running the case change routine for exceptions ..... 31
- Search criteria..... 36
- Searching Tips..... 69
- Service setup options ..... 19
- Setting Capita One permissions ..... 2, 44
- Setting the ARCDEFPERs value in System Administration v4 Online site ..... 46
- Setting the ARCDEFPERs value in the v3 Client ..... 45
- Setting the ARCDLDEF value in System Administration v4 Online site ..... 46
- Setting the ARCDLDEF value in the v3 Client ..... 46
- Setting up Scheduled tasks ..... 45
- Setting up the Archive & Delete Defaults ..... 45
- Unitary authorities and administrative areas ... 73
- Update Addresses processing rules..... 81
- Update Addresses status messages ..... 81
- Updating addresses..... 79
- Uploading Reports ..... 50
- Viewing historical codes ..... 28
- Viewing Record Dependencies ..... 60
- Viewing the Delete Log..... 67