oneeducation

System Administration v4

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Handbook

CAPITA

Revision History

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01 | **Document Change Control**

Date	Release	Description
February 2020	3.70	**Importing a Gazetteer** The LA No. no longer needs to be selected as it is taken from the import file. See *Importing a gazetteer* on page *69*.

02 | 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 NOTE:**
>
> *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 the [One Publications](#) website.

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.

03 | **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 .

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

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 *4.*

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.

04 | **Editing System Defaults**

System Defaults

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.*

Parameter Code	Full Description
ACAD_YR_ST	Custom Academic Year
ACT_FILTER	A period value (days) for which activities are displayed as default.
ACT_PNL_RN	Renamed panels in Activity Details
ACTPNLRNSV	SVC team Activity panel rename
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. 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 **Addressee** field when a student record is initially created.
ADR_AMN_AR	Import Admin area as County?
AGENCYLANO	The LA No. migrated agencies are associated with.
ALLPERALRT	Share person, student & ICS Person Alerts.

Parameter Code	Full Description
ALTER_CRIT	The part of any alternative bases that distances are calculated to, by default, when performing an assessment in Transport v4. The valid values are:
	-1: Nearest site
	-2: Nearest gate
	-3: Nearest gate or site
	-4: Nearest gate, if no gate for a site then nearest site
	-5: Principal site
	-6: Main gate.
	The default value is -1.
ANT_MAT_TG	Match student not in Transfer Group
AP_EY_DATE	The configured Alternative Provision & EY Census Date used by the One system.
APIMAXLMIT	Maximum page size for API request
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	This parameter allows the system administrator to define the default dataset to use for B2B data transfer.
	NOTE: If the dataset is changed on the B2B Setup tab, this parameter is updated to correspond with that dataset.
BASE_LINKS	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.
	Where the Personnel module is not in use this setting is ignored and Base Links are enabled.

Parameter Code	Full Description
CAL_METHOD	The default distance calculation method used in Transport v4. Valid values are: • Direct • Driving • Walking. The default value is Direct.
CALC_METHD	The distance calculation method used.
CARER_MIN	The minimum age for which records are displayed in the **Carer** 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 **Reports** link on CSS case notes links menu, to setup reports to be used from this screen.
CASNTLINKD	Customisation – Provides an additional column on the **Case Notes Summary** grid to identify whether any case notes had any linked documents against them.
CASPEPLPRT	Customisation – The **Case Notes People Present** 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.
CHAPMINAGE	Chaperone lower age set by LA
CHRONLINKS	Customisation – Provides the ability to see the **Reports** 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 **Communication Log Category** in the table of information presented in the communication log screen.
CORDERCONF	One treats court orders as confidential, meaning that only users with access will be able to view information.
CPSCHLOCIN	Hide schools located in list
CPSCHOFFEM	Hide school offer email option
CPWELDRPDN	Hide Welsh drop-down option
CRNLGY_EST	Chronology Establishment filter
CRNTYPFILD	Customisation – Provides the ability to hide the **TYPE** column from the Case Notes and Chronology Summary tables.

Parameter Code	Full Description
CSSFIELDOV	Customisation – Enables system administrators to override the sign off functionality detailed in 'CSSSIGNOFF' default and re-enable the forms to be edited.
CSSRVWPNL	Generic CSS Reviews panel
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.
CTACTION	Case wizard from person: action taken
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: -1: Nearest site -2: Nearest gate -3: Nearest gate or site -4: Nearest gate, if no gate for a site then nearest site -5: Principal site -6: Main gate. 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.
EVTTYPALPH	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.
EY30HUPLD	30 hours checks upload
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.

Parameter Code	Full Description
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. 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.
FR_APRMORE	Foster Register approved for more column
FR_APRMRCD	Foster Register approved for more code
FR_PLNOTES	Foster Register placement notes column
GNB_STDLMT	The number of records that will be processed in a batch within G&B routines.
HCC_HFINT	Hants file integration
HIDCRNFILD	Customisation – The ability to hide the **CRN** 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'.
ICSINHANS	Inherit answers on Event date
ICSINVHEPF	Customisation – The ICS **Person Details** screen has been amended to include a panel called **Health Professional,** 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 **Risk** link within the **ICS Person Details** screen.
INACREA	Set default Inactive Reason
INV_FILTER	From day filter in Involvement.
INV_KW_TRV	Involvement key worker tree view
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.
INVLEADCW	The **Lead Caseworker** is created on the **Generic CSS Involvement** form. Turning this on displays a **Lead Caseworker** column on the **Home page | My Involvements**. The default is set to off. To turn on, set the **Value** to **TRUE**.
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.
INVOUTPANL	Customisation – The **Outcomes** panel in Generic CSS Involvement forms includes end dates to allow multiple Outcomes of the same type, with different start and end dates.

Parameter Code	Full Description
INVRAGSTS	Enables users to record **RAG Status** (Red, Amber, Green) against Involvements. The default is set to off. To turn on, set the **Value** to **TRUE**. The LA decides its own business rules for each status.
INVRESNPAN	Customisation – The **Reasons** panel in Generic CSS Involvement forms includes end dates to allow multiple **Reasons** of the same type, with different start and end dates.
INVSTATGRP	Enables users to filter involvements by **Group Status** on the **Home page | My Involvements**. The default is set to off. To turn on, the items should be added as a pipe delimited list (separate using the **|** vertical bar character). This also affects the **Service Team Workload** page
KEYETFLTER	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.
MYINVSPLIT	Enables users to activate the Split grid on the **Home page | My Involvements**. The default is set to off. To turn on, set the **Value** to **TRUE**. This also affects the **Service Team Workload** page.
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.
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.

Parameter Code	Full Description
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	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: 1: Nearest site 2: Nearest gate 3: Nearest gate or site 4: Nearest gate, if no gate for a site then nearest site 5: Principal site 6: Main gate. The default value is 1.
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.

Parameter Code	Full Description
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 **Hazard** link within the **Links** 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.
PORTAL_PDF	Portal – allow PDF generation
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.
PPREPORTS	Provider Portal show reporting
PS_LEVEL	This parameter controls what personal information fields are visible by all users via One Online. There are three levels: Full: All "Person Details" available Online. Core: Default setting at installation time - as Full except DoB, NI No., Ethnic Origin, Home Language, Reg Disabled and Disability Number. Core_No_Address: Suppresses same as Core but also suppresses the Post Code, the full address and Home telephone number.
PWD_EXP_HR	Forgot password link expiration in hours
S_NWV3CONF	Displays a v3 confidential CSS Service on the v4 Social Network.
SELEDESELE	Customisation – Options **Select All** and **Deselect All** 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 **Service Team Workload**, 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.
SPACTION	Case wizard from person: supervised action
SPPOST	Case wizard from person: supervised post

Parameter Code	Full Description
STUD_LEA	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. 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. The Address Utility, Update Student LA No routine uses this parameter to update the Student details record for Home and Funding LAs.
SVCTMCSSRW	Generic Reviews Service Team
SWCEXPPATH	The path used to export the file from SWRC routine.
TASSNOHS	The number of schools to be assessed when performing a nearest school search. A higher value provides more confidence that the schools returned are accurate (i.e. all possible schools are considered and ranked), but the cost is decreased performance. A lower value will increase performance but risks not properly identifying the actual nearest school.
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	False – Title values can be added on the fly. True – Only Title lookup values can be selected.
TR_ASS_NET	Transport assessment preferred route
TR_LIF_DRI	Transport LIF driving network
TR_LIF_WAL	Transport LIF walking network
TR_OWN_NET	Transport journey own travel distance
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	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). It does not affect the calculation of walking distance.
UDFMANDAT	Customisation – Provides the ability to select any UDF fields created to be a mandatory field.
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.
UDFTEXTEXT	Customisation – Increases the text limitation within UDFs from current system limit to 2000.

Parameter Code	Full Description
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 *4.*

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.

05 | **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 *4.*

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.

06 | 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 **Timer** is selected, then a value must be entered in the **User timer period (in seconds)** 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 **Timer** is selected an **IP Timer Period** 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 *4.*

2. Edit the parameters as required. For a full description of the parameters, see Introduction to Online Login Security Parameters on page *18*.

> **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.

07 | **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 <u>Accessing the System Administration v4 Site</u> on page *4.*

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 *4.*

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 *4.*

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.

08 | 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.*

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_activtiylog 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.

Field	Description
Core fields exists	Selects all addresses where: ■ one of house_name or apartment or house_no is not null and ■ address1 is not null and ■ postcode is not null.

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 *4.*

2. Select the options for logging and for the address filters. For more information on each option, see Service Setup Options on page *22*.

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 *4.*

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 **Remote system ID** is the Capita One user account name.
Description	A description of the school/organisation that owns the remote system specified in the **Remote system ID**.
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 **Remote system ID**, 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 *4.*

2. Click the **Remote systems** hyperlink to display a list of schools configured to access One.

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

4. 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.

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.

6. If you do <u>not</u> 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 *4*.

2. Click the **Remote systems** hyperlink to display a list of schools configured to access One.
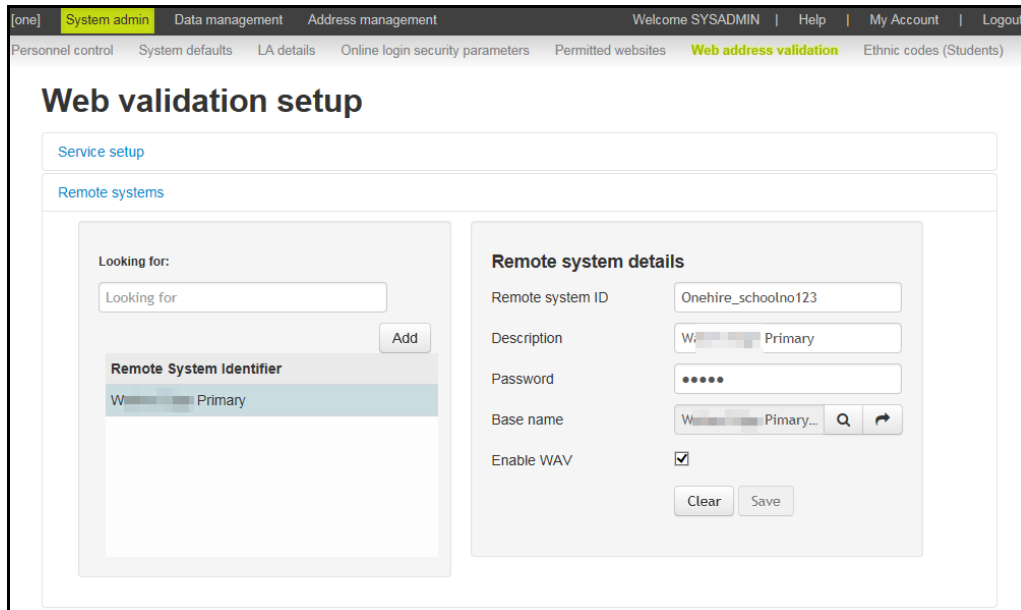
3. Select the remote system you want to deactivate.

4. In the **Remote system details** panel, deselect the **Enable WAV** check box.

5. Click the **Save** button to record the change.

09 | **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.
Show or update details about active students only	If selected, the number in the **Linked Students** column reflects only the number of active students. If deselected, the number in the **Linked Students** 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 *4.*

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.

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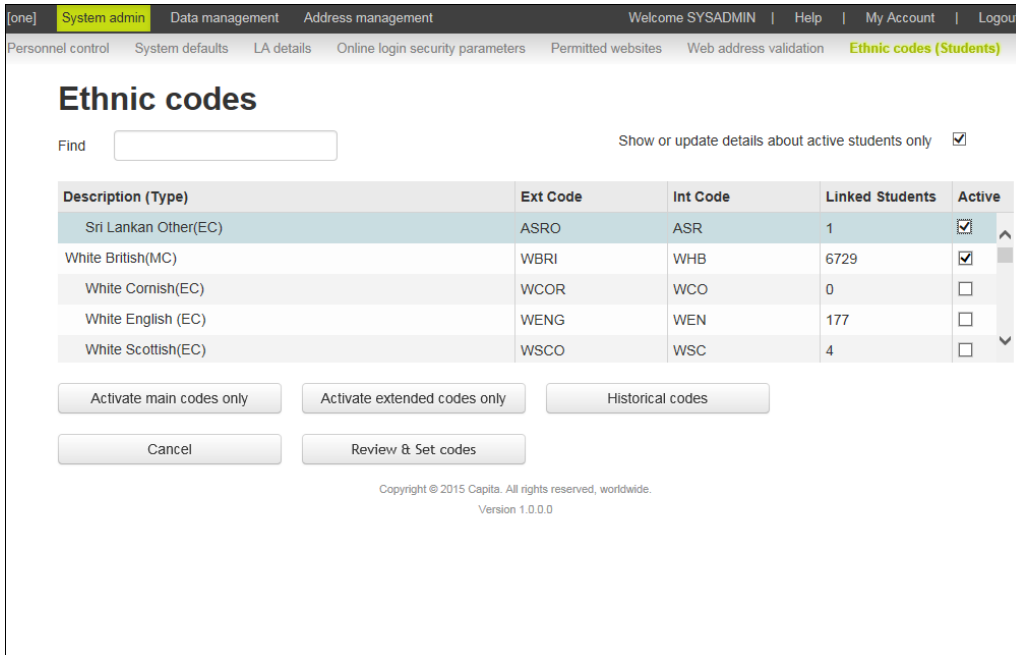
5. When you have made your changes, click the **Review & Set codes** button to display the **New ethnic code set implications** dialog.
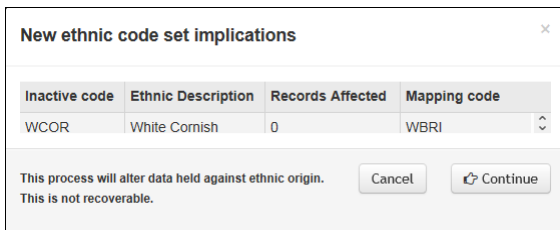
6. Review the proposed changes then click the **Continue** button to update the ethnic codes. The codes are updated in the Lookups Table (*ID 0001*) and in the Ethnic Origin field in the STUDENT.ETHNIC_OR table.

> **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:

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 *4.*

Managing Ethnic Codes

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

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

10 | **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.
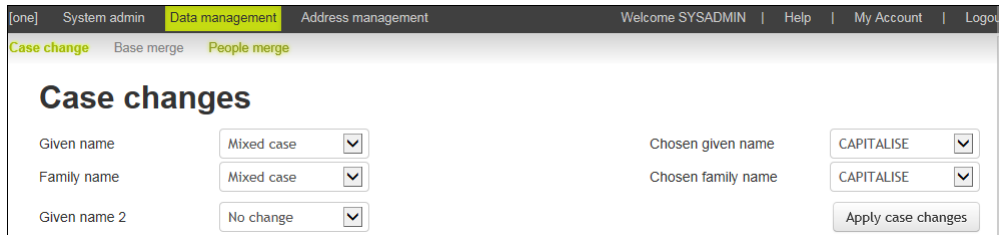
The case change routine must update many records and can therefore take a long time to complete. If possible, the routine should be run when usage of the One system is at a minimum to minimise possible performance issues.

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.
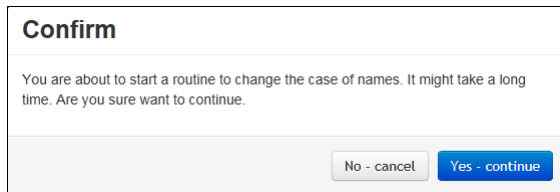
To run the case change routine:

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 *4.*
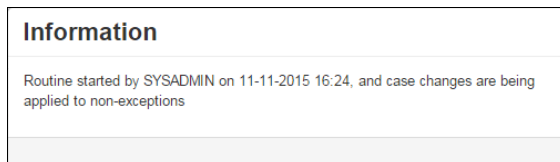
2. Select the required case type for each of the name fields. The default is **No Change**.

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.

   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 *34.*

   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 *34*.

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 *4.*
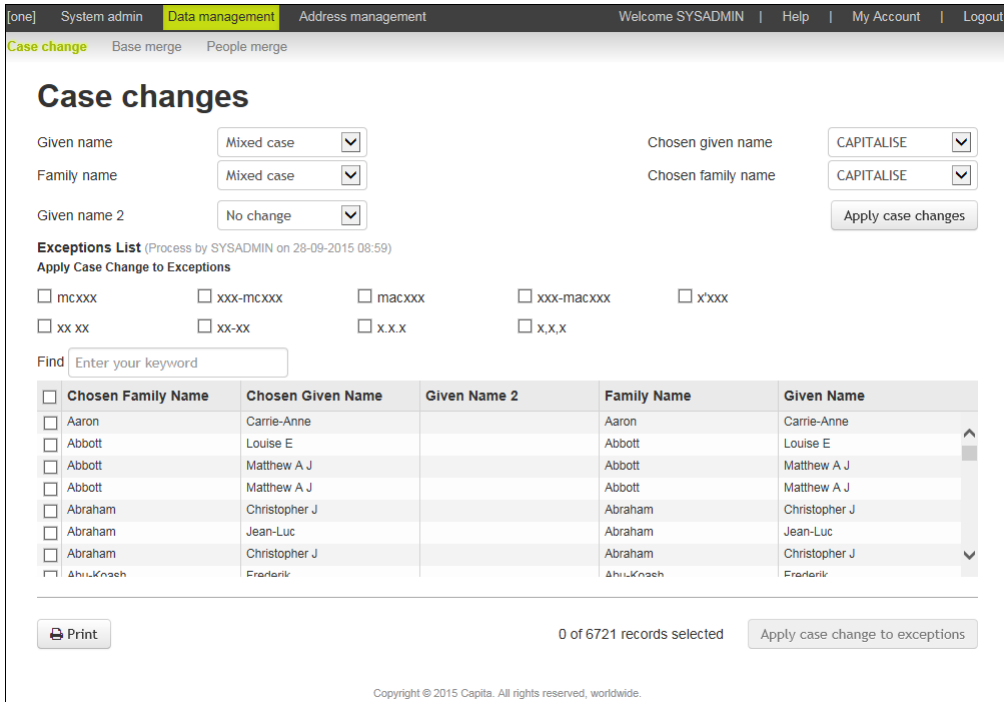
2. In the **Exceptions List** area, select the check box for each record you want to update or use the filter check boxes to select all the records in the exceptions list that share the same characteristics. In the following graphic, all the names in the xx xx format are selected using the check box.
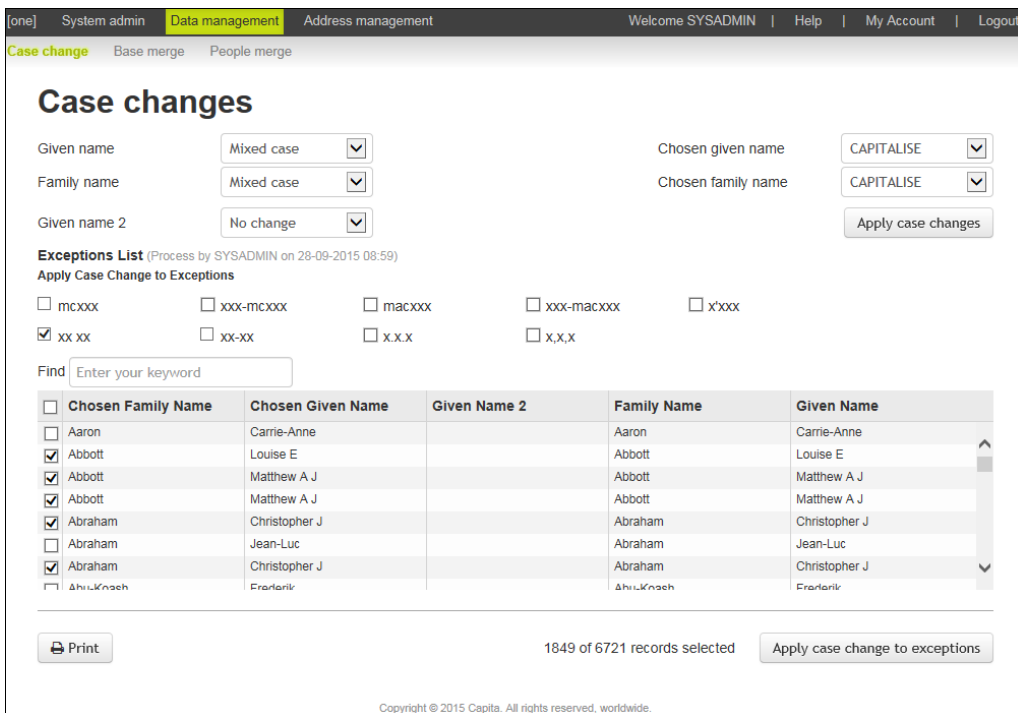
3. Ensure that the correct case types are selected for each name field. For more information on how the names in the **Exceptions List** are handled, see Exceptions on page *33*.

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.

11 | **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 Sudents

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

2. In the **Select base** field, click the magnifying glass icon to display the **Choose a base** dialog.
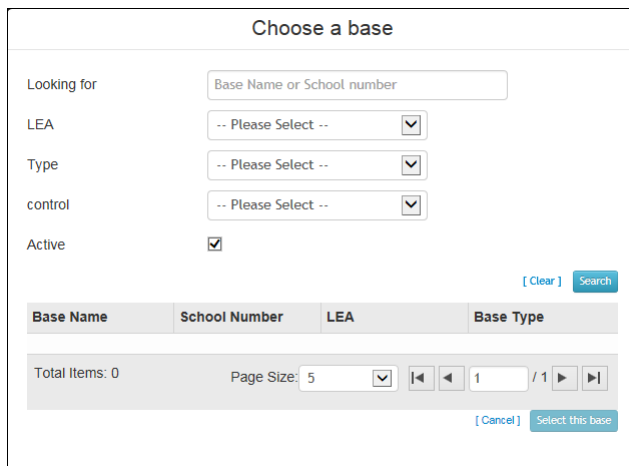
3. Enter your search criteria then click the **Search** button to display the bases that meet the criteria.

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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.

You can limit the list to a specific academic year by deselecting the **for all years** check box and then selecting an **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 <u>destination</u> base.

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.

12 | **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 <u>multiple</u> 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

- 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 **Dependency Report** 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.

Merging People Records

To merge people records:

1. 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 *4.*

2. 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.

> **NOTE:**
>
> *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.
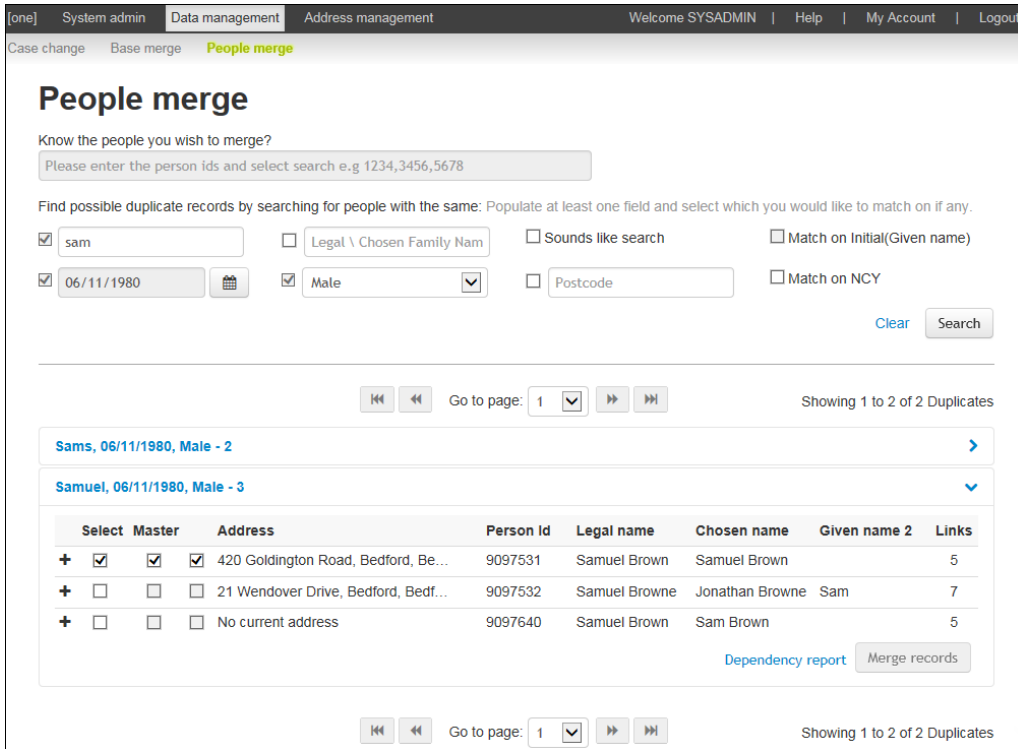
5. Select the check box for the records you want to merge.

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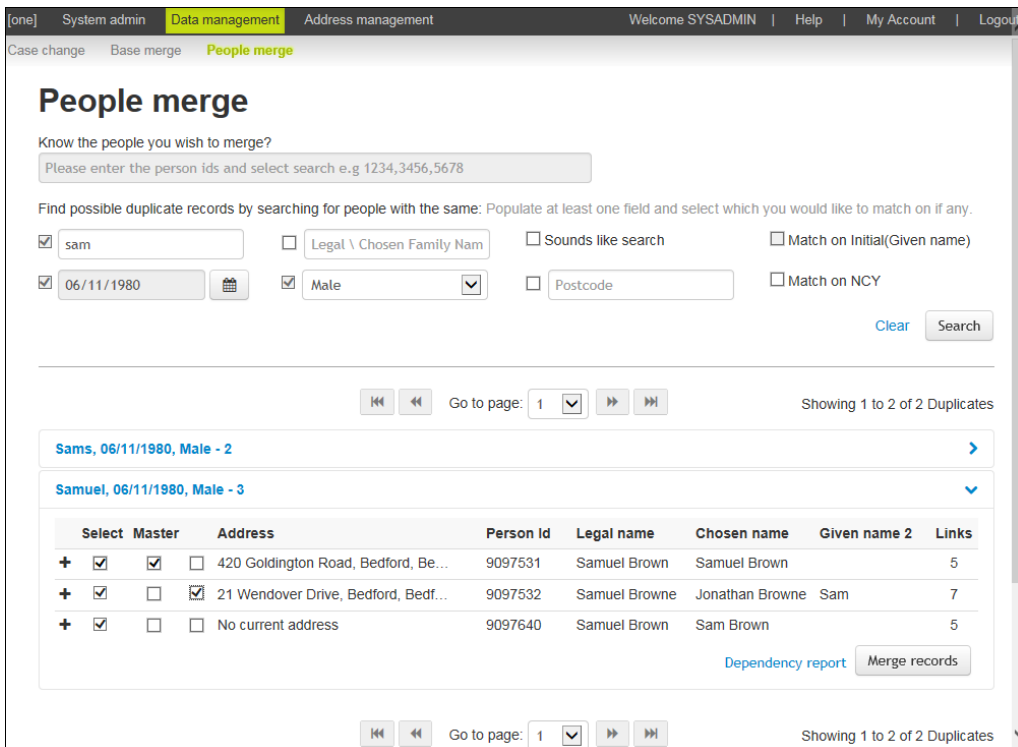
6. If you want to review the number of records associated with each person record, click the **Dependency report** hyperlink to display the **Associated records** dialog. A maximum of five records can be compared at a time.

Select the **Compare differences only** check box to suppress rows where the people displayed have the same number of records. It does <u>not</u> 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.

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.

Merging Early Years Funded Children

The process involved when merging two children who exist in the same funded service within the same term has been amended to enable the two records to merge more efficiently. The changes made are:

1. If neither child has any hours recorded, then;

   - the hours record of the master child will be retained. The hours record for the other child will be deleted. After deciding which record will be kept, click the **Merge records button** to start the merge process, which will display the **People merge summary** screen.

   ## People merge summary

   Provided below is a summary of how the selected record(s) will be processed by the people merge routine.

   Record **Karen Shopland (F) 9567631** will be kept with **no correspondence address**.

   Information associated with the people below will be merged to the record above and then deleted from the system.

   - Kaarin Shoplan (F) 9567632

   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

2. If one or both children have hours, and/or payments recorded then;

   - the master record will retain all hours and payments that were originally recorded in both records. Once the decision has been made on which record to keep, start the merge process which will display the People merge summary screen with the additional paragraph as shown below:

   ## People merge summary

   Provided below is a summary of how the selected record(s) will be processed by the people merge routine.

   Record **Sandra Smilie (F) 9567596** will be kept with **no correspondence address**.

   Information associated with the people below will be merged to the record above and then deleted from the system.

   - Sandy Smiley (F) 9567597

   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.

   Please Note - As **Sandra Smilie, Sandy Smiley** have Early Years hours recorded at **Tracy Service 1** within the **Spring Term 2018(01-JAN-19-31-MAR-19)**, merge will add all Early Years hours lines to Sandra Smilie. If you continue with the merge we would recommend that you review, update or remove the hours records for **Sandra Smilie** at **Tracy Service 1** in **Spring Term 2018(01-JAN-19-31-MAR-19)** following the merge.

   Cancel   Continue

NOTE:

Message being displayed: "Please note - as both <Child A / Child B> have Early Years hours recorded at <Funded Service Name> within the <Term Name(s)>, merge will add all Early Years hours lines to <Child A>. If you continue with the merge we would recommend that you review, update or remove the hours records for <Child A> at <Funded Service> in <Term Name(s)> following the merge."

The message being displayed means that following the merge you may decide to remove or modify the hours record, delete a generated payment or issue an amendment to reclaim funds when a payment has already been authorised.

13 | 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. LAs 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.

> **NOTE:**
>
> *To process an Identification report, the **Information to be Deleted** section should have been set accordingly within the **Delete Configuration** tab. See 'Defining the Delete Configuration'.*

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 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.

Where a 'Manual' search has been processed the 'Complete One Education Record' will also be deleted from One Education. Information cannot be partially deleted from One Education for records processed by this search method.

When deleting records, Capita One processes the data as follows:

- Deleting – A full deletion of the One Education record.

  - Where Student information has exceeded the retention period and is no longer required in the system, this can be deleted from One Education without negatively affecting the Personal or Professional information associated with the selected records.

  - Where only Bases Professional information has exceeded the retention period, this can be appropriately deleted.

- 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.

> **NOTE:**
>
> *The System Administrator configures the information to be deleted in the Information to be deleted section on the **Delete Configuration** tab.*

Installing and Configuring Archive & Delete

The **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. After the server components are installed, a One administrator can configure the software.

14 | **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 48 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.*

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 Setting Capita One Permissions on page *48*	☐
2	**v4 Client**	Set up the scheduled tasks. For more information, see Setting up Scheduled Tasks on page *49*	☐
3	**v3 Client or System Administration v4 site**	Set the Default Archive Person (ARCDEFPERS)**.** For more information, see Default Archive Person (ARCDEFPERS) on page *50*.	☐
4.	**v3 Client or System Administration v4 site**	Set the Delete Log Retention Period (ARCDELDEF)**.** For more information, see Delete Log Retention Period (ARCDELDEF) on page 51	☐

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 business processes:

> **IMPORTANT NOTE***:*
>
> *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	✓
	Delete All Identified Records	N/A	N/A	✓	✓
	Delete Configuration	✓	✓	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 Delete All Identified Records to Read-Write-Delete enables the user to select **ALL** records identified against a report to be processed a negate processing 250 records at time.

Setting the Delete Configuration to Read-Write enables the user to define for Identification Reports what One Education information is to be deleted.

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 the One Publications website.

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.

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 (ARCDEFPERS)

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 ARCDEFPERS 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 **ARCDEFPERS** 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.

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 ARCDELDEF 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 recommended 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 ARCDELDEF 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 **ARCDELDEF** 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 ARCDELDEF value in System Administration v4 Online site

1. Log into the System Administration v4 Online site as an administrator.

2. In the **System admin** area, select **System Defaults**.

3. In the **Filter** field, enter **ARCDELDef**.

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.

15 | 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 polices 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 polices 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 polices. 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 <u>and</u> 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.

> *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 61.*

Defining the Delete Configuration

Local authorities will have multiple identification reports and the information required to be deleted from One Education will differ according to identification report and retention policies. The **Delete Configuration** tab enables a permitted user to configure for each identification report what information should be deleted from One Education.

Where Student information has exceeded the retention period and is no longer required, this can be deleted from One Education without negatively affecting the Personal or Professional information associated with the selected records.

Where only Bases or Governors Professional information has exceeded the retention period, this can be appropriately deleted.

To configure the information to be deleted:

1. Select the **Delete Configuration** tab to display the **Identification Reports** page.

2. Use the **Filter Text** field to refine your search.

3. Select a report.

4. Click the **Edit** button next to **Information to be deleted**.

5. Select the information to be deleted using the check boxes.

> **NOTE:**
>
> *Selecting **Complete One Education Record** will also select the information options below it to indicated they are also to be deleted. This will delete __ALL__ information from the One Education System.*

6. Click the **Save** button.

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.

> **NOTE:**
>
> *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' 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)
Change the age of students to be identified to 40 and over.	(select person_id from (SELECT age.person_id, dob,round(((sysdate) - age.dob)/'365',1) as AgeInYears from people age) where ageinyears > 25)	(select person_id from (SELECT age.person_id, dob,round(((sysdate) - age.dob)/'365',1) as AgeInYears from people age) where ageinyears > 40)

7. 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.*

8. 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
>
> Getting Started with Report Builder available from Microsoft
> 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* <u>*cannot*</u> *be restored. For more information on reviewing records, see* <u>*Reviewing Records*</u> *on page* 61.

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.

   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
>
> Getting Started with Report Builder available from Microsoft
> 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\ArchiveAndDelte\Config folder.

2. Select the **Sys Admin** 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.*

16 | **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.

> **NOTE:**
>
> *The 'Delete Configuration' for an identification report is captured at run time and to protect the information that is to be deleted from One Education. Should the 'Information to be Deleted' have changed since the report was processed the LA user must decide if it is appropriate to reprocess the report for the updated configuration to be applied to records that are to be processed.*

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

To search for records manually:

1. In the **Data Management** area, select **Archive & delete**.

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.

5. Review and process the records as required.

More Information:

Report Search

To search for records based on an identification report:

1. In the **Data Management** area, select **Archive & delete**.

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

3. 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:

   a. 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. If the Delete Configuration has not been set up, the following message is displayed:

   > Information to be deleted has not been configured for the identification report. Please set up Delete Configuration information to allow the report to be processed.

   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.

   If the report has been previously processed, a dialog is displayed to inform you that all previously identified records will be lost.

   Read-only **Information to be deleted** is displayed. You may not wish the whole One record to be deleted, so you can now select the type of information you wish to remove from the record. A System Administrator configures these settings on the **Delete Configuration** tab.

   a. Highlight the required completed report from the list.

   The record can be deleted at this point, by selecting **Delete**.

   b. Click the **Select** button to close the dialog and return to the **Identified Records** panel.

5. Click the **Search** button to display the previously found records in the **Identified Records** panel.

6. Review and process the records as required.

You can remove all the records by selecting **Delete All Identified Records** or you can select individual records and click **Delete Selected Records**. Deleted records are stored in the database table ARC_DELETED_PEOPLE.

> **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 60.*

> **More Information:**
>
> Reviewing Records **on page** *61*
> Processing Records **on page** *63*

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 **Completed Report** 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**.

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

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

Information to be deleted is displayed. You may not wish the whole One record to be deleted, so you can now select the type of information you wish to remove from the record.

    b. Highlight the required completed report from the list.

       The record can be deleted at this point, by selecting **Delete**.

    c. Click the **Select** button to close the dialog and return to the **Identified Records** panel.

3. Click the **Search** button to display the previously found records in the **Identified Records** panel.

4. Review and process the records as required.

You can remove all the records by selecting **Delete All Identified Records** or you can select individual records and click **Delete Selected Records**. Deleted records are stored in the database table ARC_DELETED_PEOPLE.

More Information:

Reviewing Records on page *61*
Processing Records on page *63*

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 *61*
Viewing Record Dependencies on page *62*

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**.

2. Search for the records you wish to review. For more information, see <u>Identifying Records</u> on page *57*.

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 <u>Viewing Record Dependencies</u> on page *62*.

> **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:

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

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.

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.

Column Name	Description
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 **Person ID** or **StudID.**

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**.

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 *57*.

3. 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.

4. 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.

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

6. 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 *64.*

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 <u>cannot be recovered.</u>

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 <u>permanently delete</u> data from your One database that <u>cannot be recovered</u>.

1. In the **Data Management** area, select **Archive & delete**.

2. Open the required completed report or start a new search for the records you wish to delete. For more information, see <u>Identifying Records</u> on page *57*.

3. 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.

4. Click the **Delete Selected Records** button or the **Delete All Identified Records** button to display the **Delete Records** dialog. This is a summary of the information to be deleted and the **Archive Report Status Summary**.

*WARNING!: The **Delete Records** dialog provides a summary of the current status of the records selected for deletion. You should <u>not</u> 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. A delete statement is displayed and should be fully read and understood.

   You must read all the text (you might need to scroll to view it all).

6. Select the **Yes, I have read the 'Delete Statement' and agree to its conditions** check box.

7. Click the **Proceed to Delete** button to <u>permanently</u> delete the records from the one database.

   Selected records were successfully added for deletion.

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.

NOTE:
*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:**
>

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).*

To search for details on a deleted record:

1. In the **Data Management** area, select **Delete log**.

2. 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.

3. Click the **Search** button to display the delete records that meet your criteria in the **Identified Records** panel.

4. 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.

17 | **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.DESCRIPTION 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.DESCRIPTION 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.DESCRIPTION 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.DESCRIPTION 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'

18 | **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 69*
[Bulk match processing rules](#) *on page 73*
[Managing address](#) *on page 78*

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.

19 | 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:**
>

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 Epoch 39 or later (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**.
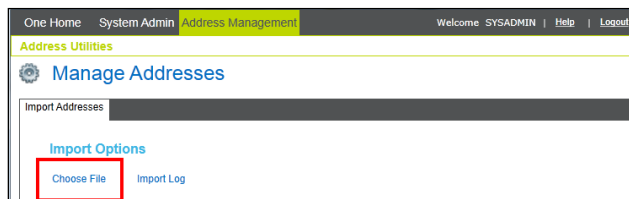
2. In the **Import Addresses** tab, click the **Choose File** hyperlink to display the **Open** dialog.

3. Select the CSV or XML file to import and click the **Open** button to display it in the **File Selected** list.

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.

The LA No. on the import screen defaults to that of the Local Authority but the LA No that is imported against each address is determined from the file.

4. 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 *70*
    Errors while importing on page *72*

Import status definitions

After the file has been uploaded the import goes through a number 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
LLPG Import Failed	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. To display a tool tip detailing the reason for the failure, hover over the error status with your cursor.	Failed
Importing Local Land & Property Gazetteer Files	LLPG import process has started.	Importing
Loading LLPG Dictionary onto database		
Processing CSV LLPG file 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. To display a tool tip detailing the reason for the failure, hover over the error status with your cursor.	Importing
Error creating BLPU record (XX) - where 'XX' is the UPRN reference for the record that failed.		
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.	
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.	Importing
Removing Duplicates	The upload process ensures no duplicate addresses exist from the import.	

Import Status (displayed in Import Stage table)	Description	Current Import Status
Updating Properties	Creating new records in the LPG_GEO table from the imported address data.	
Updating BLPU records	Updating any matched existing records in the LPG_GEO DB table.	
Updating LPI records		
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.	
Removing redundant dictionary entries	Where indexed records exist more than 10,000 times, these are deleted because it does not improve address search speed.	Importing
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.

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.

Import Status	Date & Time
Loading dictionary onto database 100% complete	06/03/2014 11:4!
Error creating LPI record.	06/03/2014 11:4!
Last error was on line: 18	06/03/2014 11:4!

24,"I",XXX,10023117149,"1110L000163570","ENG",1,2008-04-25,,2008-04-25,2008-04-25
,,"","","","","","COTTAGE 1",14200712,"1","","","Y"
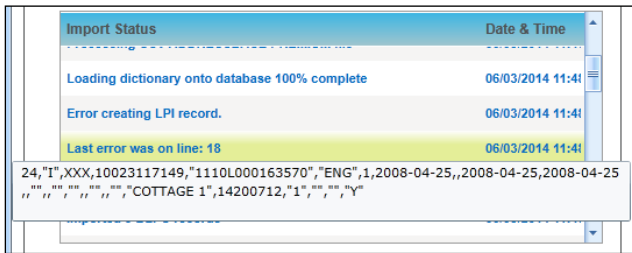
If more than 30 errors occur, the following message will be logged "Import failed too many invalid records exist" and the import will abort.

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
Geo_addr3	ADDR_HD.house_no
Road	ADDR_DET.address1
Postcode	ADDR_DET.post_code

<u>Or</u> 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 *73*.

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.
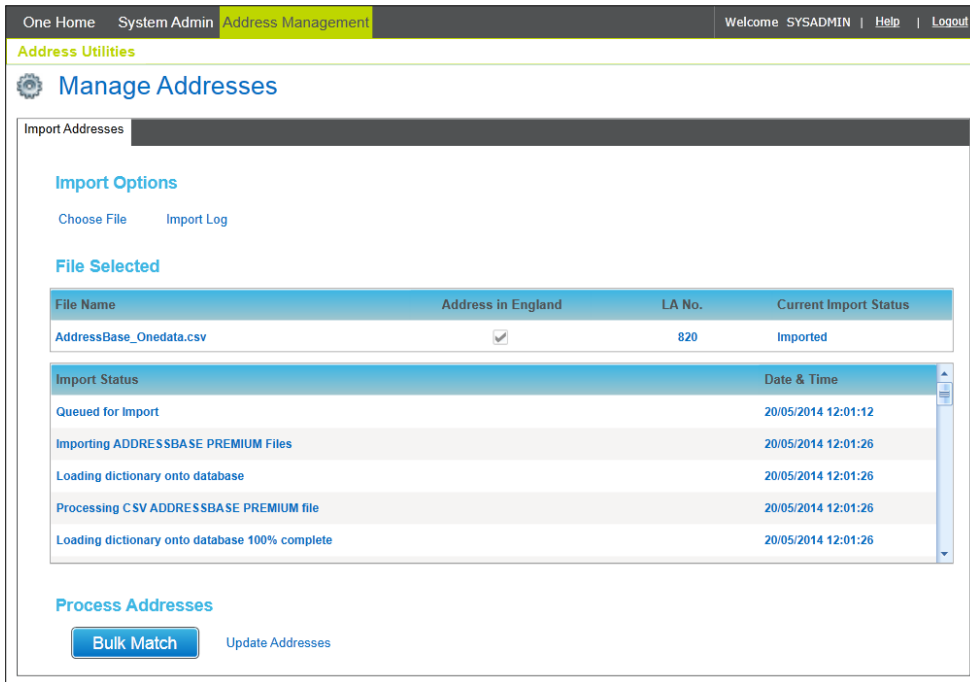
3. Click the **Bulk Match** button to display the **Bulk Match - Matched Address Options** dialog.
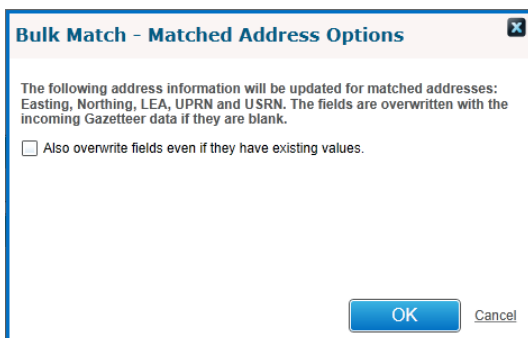
4. If required, select the **Also overwrite fields even if they have existing values** check box. By selecting this option, matched addresses in the One database that already have data for the listed fields will be overwritten with the incoming gazetteer information.

> *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 on page *73*.

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**)

   - House number, House name, Apartment

   - 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.

20 | **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

Addresses processed
0 blank address(es) removed
0 blank street(s) removed
0 unused address(es) removed
0 unused street(s) removed
0 duplicate street(s) with USRN removed
0 duplicate street(s) without USRN removed
0 duplicate address(es) with UPRN removed
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 *82*.

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 *80*.

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 *68.*.

2. Select the required options. For more information, see Address Tidy options on page *82*.

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.

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 <u>Accessing the System Administration v4 site</u> on page *68*.

2. Click the **Find addresses** button to display a list of records that require manual tidying.
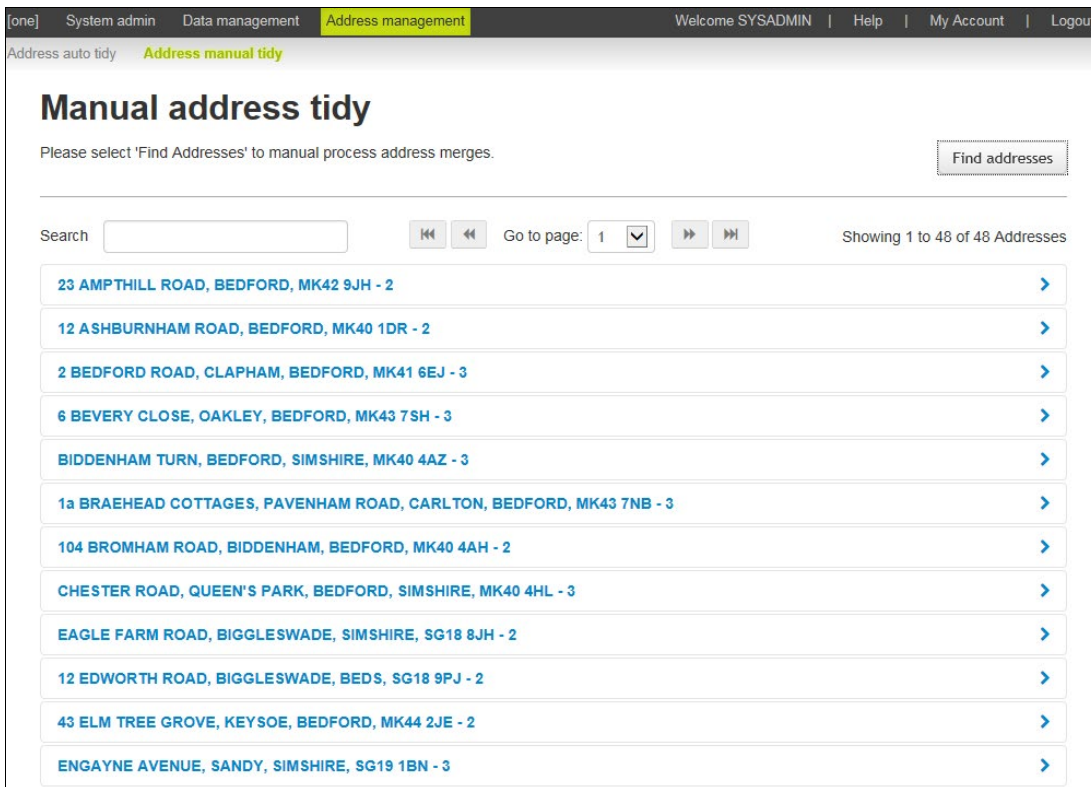
3. Click the row with the address you would like to tidy to display the details for each of the addresses.

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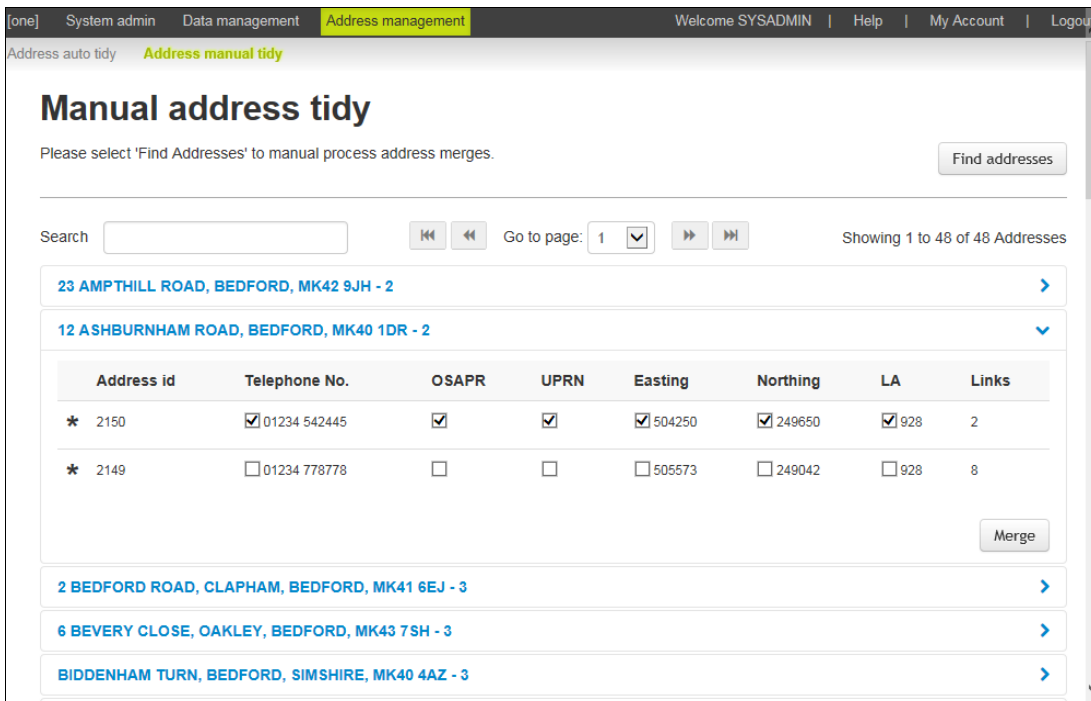
4. Review the details for each entries and select the check box for to indicate which information from which record you want to include in the merged address.

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

> **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:

- 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 and 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 <u>not</u> 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* 85*.*

- 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 *85*.

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 <u>is</u> 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 85*.*

- 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 *85*.

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

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