

## 4.2.2 Document Management

### 4.2.2.1 Folders

- *Maintain the current Macintosh file server folder hierarchy since the general tasks associated with migration are already very labour intensive, and the current setup appears reasonable*
- *Create folders (directories) on the Windows NT server that correspond to the existing JSI document volumes (Clients, JSI, Products & Practices)*
- *Ensure that documents are stored whenever possible **only** in the lowest level of the folder/directory hierarchy*
- *Recommend that each staff member use the “Working Folder” option (Options/File Locations tab in Word, Options/General in Excel, and Options/Advanced in PowerPoint) and change it on an “as required” basis (Files will automatically be saved to this folder)*
- *Use NameCleaner to rename Macintosh folders to fit Windows naming conventions*

The task of evaluating an organization’s document management requirements, whether they pertain to paper or electronic documents is a project in itself. A quick review of JSI’s folder names shows them to be reasonably descriptive, and, given that they were developed in an operating system environment where folder names can be up to 31 characters in length, are superior to names used in an MS-DOS environment, for example. Further, to attempt to rework the folder hierarchy at migration time entails a high degree of risk, with the potential to “lose” documents.

With a well-defined folder hierarchy incorporating reasonable naming conventions, the importance of naming standards for documents within the lowest-level folder become less important. Currently, JSI’s folder names are reasonably descriptive.

Windows NT directories should be defined that correspond to the existing JSI server volumes. These volumes have been identified as:

- JSI
- Clients
- Products & Practices

For example, when files are copied from the existing Macintosh volumes, the contents of the Macintosh JSI volume would be copied into the JSI directory on the Windows NT server. A user “share” with appropriate permissions would be established on each of the directories above.

Users may wish to create shortcuts to these directories on their Windows 95 desktops.

In addition, client staff can designate a specific “working folder” for each Office 97 application to ensure that their documents are saved to the currently desired location.

**File** (as opposed to **Folder**) naming conventions may come into play if the file is not placed in the correct folder or subfolder (see **File Naming** below).

*Where security concerns dictate (see “Users and Groups”), it may be necessary to create additional root directories for HR and KPMG, for example, in order to isolate files to which access is restricted. The appropriate folders containing such restricted files should then be moved to the HR and KPMG directories, respectively.*

#### 4.2.2.2 Files

- *Keep file names as short as possible without losing readability*
- *Use Microsoft Office 97's Document Properties dialog (Summary tab) to provide document summary and keyword information to facilitate the retrieval of Office documents.*
- *Use the file search feature within the Open dialog of the various Office products*
- *Ensure that staff are trained in the file finding aspects of Microsoft Office 97, and Windows 95*
- *Maintain a FastFind index on the NT Server, but only if unindexed searches are used frequently enough to warrant the additional indexing processing and storage overhead.*
- *Consider the use of the Find/Files or Folders function within Windows '95 (the "Advanced" tab allows searches on the content of documents)*
- *Acquire a copy of NameCleaner now, and use it to rename Macintosh files and folders to fit Windows naming conventions*
- *The client may wish to archive old files as well by identifying and moving them to a specific server location (this operation can be automated)*

##### 4.2.2.2.1 Current Environment

A shareware product called DiskTracker was used to catalogue all folders and documents on the three key volumes associated with the JSI server. The information retrieved included document "kinds" as well as internal Type and Creator codes associated with each document. This information was loaded into a Microsoft Access database and analyzed.

*The client may wish to use a copy of DiskTracker to take a snapshot of the key server volumes whose files are to be copied to Windows NT for archival and reference purposes. This operation should be performed shortly prior to copying. Sage Information Consultants has an older catalogue (mid-August, 1997) available as well.*

Please refer to the Appendix section of this document for statistical information regarding file counts, file types and file names that must be renamed prior to copying to the Windows NT environment.

##### 4.2.2.2.2 Basic Standards

The constraints imposed by the Windows NT and Windows 95 operating systems simplify to some extent the definition of standards. First, a filename can contain up to 255 characters, including spaces and the terminating period and extension.

It **cannot** contain any of the following characters:

`\\ : * ? " < > |`

The user will automatically be alerted if they attempt to rename a file using one or more of the above characters, thus enforcement of the "standard" in this case is a non-issue.

Secondly, the three letter file extension is required (although the user can configure the file view options so as to suppress the display of the extension) by Windows to determine the file type and match it against the correct application (these settings are stored internally in the Macintosh environment)

The lack of any formal standards for filenames does make the file more difficult to locate, but not nearly to the same extent as a paper-based filing system. This investigation uncovered numerous naming conventions, but they all applied to the "8.3" DOS environment, and are extremely rigid.

#### **4.2.2.2.3 Extended Standards**

The basic concept in naming files is to keep the names as short as possible, and to name the file according to the project, topic and date.

It is strongly recommended that Microsoft Office 97's Document Properties dialog (Summary tab) be used to provide document summary and keyword information to facilitate the retrieval of Office documents (see the following section entitled: Alternatives to Formal Naming Standards). Staff should be trained in the use of this feature.

#### **4.2.2.2.4 Alternatives to Formal Naming Standards**

Naming standards are designed to facilitate the retrieval of documents. JSI can dispense with a rigid **naming** convention if the organization can successfully encourage the use of the aforementioned Document Properties dialog. The user can then search for files containing the keywords and other properties previously specific via the file search feature (the technology is known as "Find Fast") within the Open dialog of the various Office products.

Staff should also be trained in the file finding tools of Windows 95. Consider the use of the Find/Files or Folders function within Windows '95 (the "Advanced" tab allows searches on the content of documents).

It is also possible to maintain a FastFind index on the NT Server, but only if unindexed searches are used frequently enough to warrant the additional indexing processing and storage overhead.

JSI can run a batch file that produces a directory of all file names (but **not** file content) on the NT Server. This batch file could be run nightly, and its output stored in a public location. Such a batch file might contain the following commands:

```
CD C:\
DIR /s /o:n *.* >C:\CATALOG.TXT
```

#### **4.2.2.2.5 Caveats**

There is a 255 or so character limit within the Windows NT and 95 environments for file "paths". A sample path is C:\whatever1\whatever2\whatever3\whatever.doc. Fortunately, the client will not have to deal with this limitation since the longest Macintosh file path on the server volumes that were examined is 218 characters in length. This is a small but significant detail that could have been a potential problem while copying files to the NT environment, forcing the truncation of folder names using an arbitrary standard.

Also, be aware that Macintosh names greater than 27 characters in length will be truncated so that a DOS-style extension can be added to the file name. The extension, including a period prefix, will require 4 characters.

#### **4.2.2.2.6 Conversion**

A number of Windows and Macintosh specific file/folder renaming products were examined. The recommended product is shareware called NameCleaner. Further information about NameCleaner can be found in the Appendix section of this document.

JSI must indicate how individual file name characters are to be translated; again, please refer to the Appendix.

NameCleaner should first be run against lower-level folders such that the number of files to be renamed at any one time is not too large. Renaming can then proceed in batches and the renamed folders marked as complete. JSI is urged to register NameCleaner, and to review its instructions. The registered version provides enhanced reporting and logging facilities.

JSI should be aware that **folders** and all of their contents, not just files, can be selected for processing.