How are my files stored?

In a filing cabinet files are stored in drawers. Within these drawers dividers can be used to separate and organise groups of files.

The hard drive of a computer stores files in the same way - you have your hard drive (the cabinet) and inside thousands of files need to be stored. These files can be stored in folders (the drawers) and should you require further divisions subfolders may be created (the dividers).

Where are my files stored?

All data is stored on a server in Key's Glasgow office. Storing files in one central location allows easy access to all that should require it. In accordance with the ICT Policy, the primary method of storage should be this network drive.

Why can't I store files elsewhere?

Other forms of storage media exist, for example USB/flash drives. Unencrypted USB keys should NOT be used by anyone in Key or Lifestyles. USB drives, CD-ROMs etc are not accessible through the VDI environment.

USB drives are usually small in size but can store a huge amount of data. If this device is lost or stolen potentially sensitive/confidential information can be accessed by someone outside the two organisations. After 25 May 2018, we HAVE TO report any data breaches which include personal data and may face a large fine.

North East Lincolnshire Council was fined £80,000 after an unencrypted USB device was left connected to a laptop IN the council offices and subsequently went missing. The device contained sensitive data on hundreds of children with special needs. (Source: ICO).

How do I find my files?

KEY SERVICES - ADMIN AND ABOVE:.

In File Explorer:
1. Double click the 'Local Services' icon.
2. Double click the local authority relating to your service.
3. Double click the location of your service.

LIFESTYLES - ADMIN AND ABOVE:

In File Explorer:
1. Double click the 'LifestylesSuppDev' folder.
2. Navigate the folder structure to locate the file/folder required.

NOTE: All files relating to people we support are located within the appropriate network in the 'Service User Recording' folder.

You are able to create a shortcut icon on your desktop providing quicker access to these files.

Due to Microsoft licence restrictions support workers are unable to log into the VDI environment.

How should I store my files?

Files should be stored within the appropriate local services folder in a logical structure. Staff should refrain from creating their own personal folders or from saving files to their documents/desktop folders. Saving files in these locations means that others will not have access to them.

For example:
1. A worker supports 3 people. He creates a folder for himself and stores all files for the 3 people within it.
   If the worker leaves unexpectedly or goes off sick and someone else covers support they need to know who created the files in the first instance in order to locate them. If they have been saved to a workers desktop or documents folder, these are inaccessible to others.
2. A worker supports 3 people. 3 folders are created on the server, named after each individual and all relevant files stored within them.
   No matter who covers the support all relevant information is stored in an area which all staff have access and where they can be easily and quickly found when required.

How should I name my file?

Filenames can be up to 256 characters. Although we recommend you do not use the full 256 characters you should ensure the filename is descriptive of the contents. For example 'Minutes of Support Meeting 12 June 2018' rather than 'Minutes'.

When choosing filenames the following characters CANNOT be used: / \ : * ? ' < > |
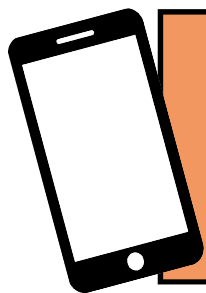
For help and assistance call the ICT
Helpdesk: 0141-342 1570

Available during office hours. For critical support at other times refer to the out-of-hours phone list.