

# Case Study

## Customer: Department for Education

Automated Intelligence supported the Department for Education through a rapid change programme ensuring retention and availability of the knowledge held within the organisation.



Department  
for Education



# OVERVIEW



Department  
for Education

The Department for Education (DfE) were undergoing a major organisational restructure following the UK Government's plans to reduce public spending through the abolishment or merger of quasi-autonomous non-governmental organisations (quangos).

The **Automated Intelligence (AI)** tools were used by the DfE to migrate data and emails from six organisations with disparate systems into SharePoint and Exchange - some **1,200 users, 5 million emails, and 4 million documents**. The project was completed in challenging timescales and on budget so that all employees could access their information from 1 April 2012 when the reformed department was launched.

# BACKGROUND

The DfE is a department of the UK government whose aim is to transform the UK's education system so that all children, regardless of their background, thrive and prosper. In October 2010, the UK Coalition Government announced a significant reform to Government Agencies or Quangos in a bid to reduce public spending. This policy decision affected a number of DfE Arm's Length Bodies (ALBs) that were to be abolished or merged. As a result, its functions needed to be either partly or wholly merged within the Department or transferred to a new executive agency.

# THE CHALLENGE

A huge change programme needed to be implemented by the DfE to respond to the government directives. Over 3,000 employees were affected, with many either moving to the main Department or one of the new executive agencies. It was essential that all employees had access to all documents and records from day one in order to carry out their duties effectively.

The DfE already had a well-established knowledge management strategy, a key feature of which was a Microsoft SharePoint environment. The arm's length bodies each had their own records and document management systems. The information could not simply be migrated directly into the DfE since the records from these systems would not have met its strict Information Management policies.

To further complicate the migration, the department had planned an upgrade of its email platform to Microsoft Exchange 2010. The DfE identified that they did not have all of the internal skills or migration tools required to fully manage the process of migration, in the challenging timescales.

# THE SOLUTION

Solutions from Microsoft Gold Technology Partner, **Automated Intelligence (AI)** were used to enable automatic migration, metadata transfer, source to destination mapping of the data to the DfE Microsoft SharePoint environment. Other potential solutions would have involved too much manual processing and could not guarantee completion within a two month timeframe.

## **AI.ANALYTICS**

The first phase of the project was to analyse and understand the current data within the organisation using **AI.ANALYTICS**. The tool analysed file size and type and identified duplicates, redundant files and corporate records. This enabled the DfE and AI to better plan the migration and ensure timescales could be achieved and storage provisioned.

## **AI.DATAPPOINT**

Once the data was analysed, **AI.DATAPPOINT**, was deployed which automatically cleanses, categorises and migrates data. All email folders were migrated in line with DfE policy into the Department at the same time as rolling out a major upgrade to Microsoft Exchange 2010. Source to destination mapping were created allowing information from the source repositories to be assigned a destination, metadata and content type in the destination SharePoint system.

**AI.DATAPPOINT** was able to automatically migrate records into the Records Centre with the organisations full Information Management policies applied, a first for DfE. In addition, any documents with a last modified date older than two years were automatically moved to the Records Centre.

To ensure successful project completion in the tight timescales, the migration process was completed incrementally on a weekly basis. This allowed the DfE to review and feedback on the data being supplied and enabled constant improvement of the quality of data for migration which ensured that data was in Microsoft SharePoint by the go live date.

### Key Facts

- > Information from 6 organisations merged into a single data repository of SharePoint
- > 1,203 users migrated
- > 153 Group mailboxes migrated
- > 4.7 million emails data migrated
- > 4 million documents migrated to DfE
- > 99.47% of items were automatically migrated
- > Completed within a **two month** timeframe.

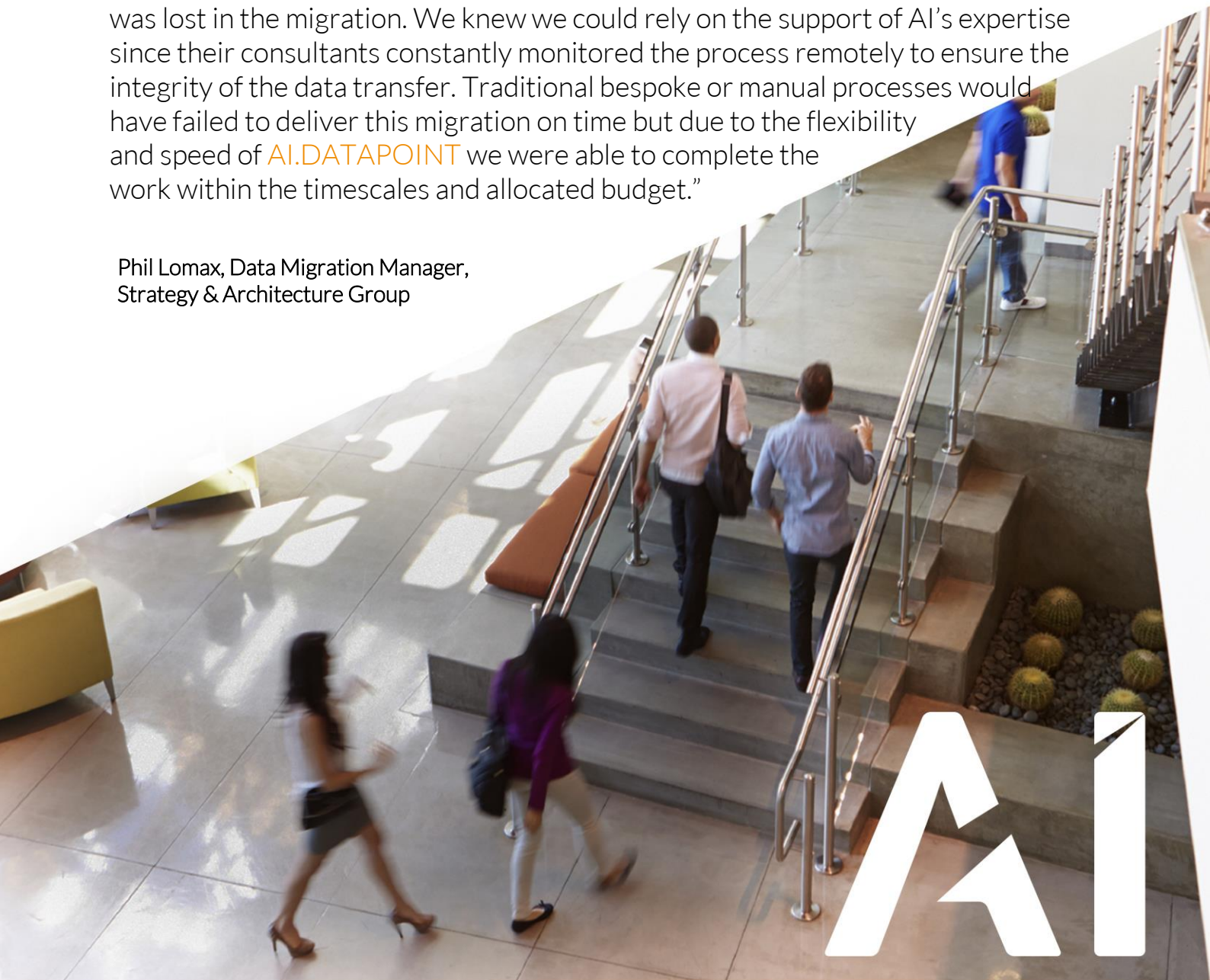


# RESULTS

The project was completed on time and on budget so that all employees could access their information from 1 April 2012 when the reformed department and its new executive agencies were launched.

“The **Automated Intelligence** tools were used by the **Department for Education** to migrate data and email from six organisations with disparate systems into SharePoint and Exchange - some 1,200 users, 5 million emails, and 4 million documents. Once configured the performance of the tools were flawless. The **AI.ANALYTICS** tool was used to validate the quality of the data before migration. The **AI.DATAPPOINT** tool was used to transfer data incrementally. Not a single item was lost in the migration. We knew we could rely on the support of AI's expertise since their consultants constantly monitored the process remotely to ensure the integrity of the data transfer. Traditional bespoke or manual processes would have failed to deliver this migration on time but due to the flexibility and speed of **AI.DATAPPOINT** we were able to complete the work within the timescales and allocated budget.”

Phil Lomax, Data Migration Manager,  
Strategy & Architecture Group



# AI