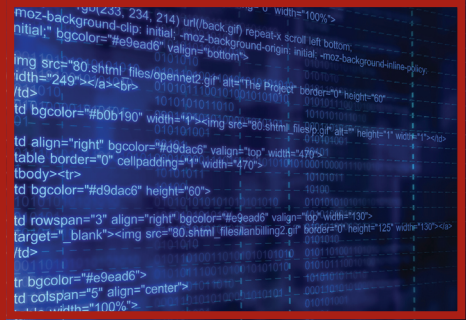


## Archiving and Data Removal Service



### Improving system performance and data protection compliance.

Capita's Revenues and Benefits' consultants have a wealth of experience and expertise, enabling them to assist local authorities with the design and implementation of an archiving and removals strategy.

If attempted without adequate preparation, data removal can be a high risk procedure. Having been thoroughly trained, our experienced consultants provide a 'safety net' for local authorities, enabling redundant data to be confidently removed from a system without threatening data integrity.

The archiving and removal of old data from Capita Revenues and Benefits provides the following benefits to local authorities:

- Data protection compliance
- Improved system performance
- Storage cost reductions
- Reduction of demands from Freedom of Information and data protection regulations.

### Data Protection Compliance

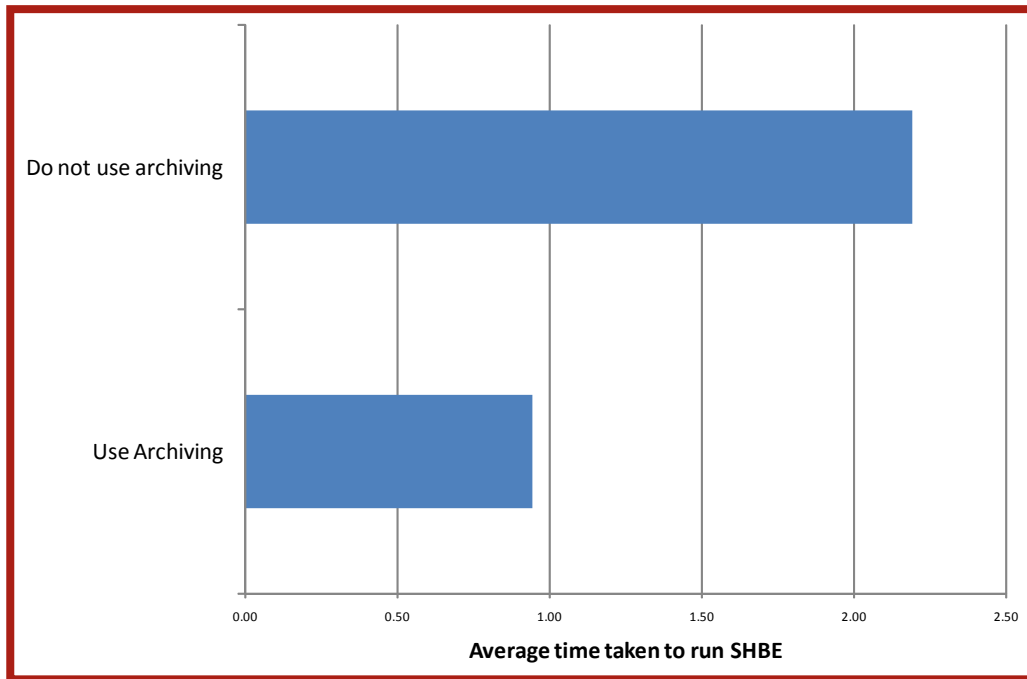
The fifth principle of the Data Protection Act, 1998, states that data must 'not be kept longer than is necessary'. The act does not dictate what a necessary period of time constitutes, instead organisations must be able to justify their need to retain the data they do. Organisations unable to do this are in breach of this act, risking enforcement action by the Information Commissioner.

The data removal service from Capita Revenues and Benefits carefully deletes redundant data, ensuring that organisations are compliant with the Act.

### Improved system performance

The performance of batch jobs can be dramatically improved by archiving and removing redundant data. In doing so, the number of records each batch job has to read is reduced, greatly improving system performance.

The improvement in performance from this archiving will vary depending upon a range of factors. To give an idea of this, the 2009 Subsidy Survey revealed that customers who used archiving were able to run their Single Housing Benefit Extract (SHBE) in less than half the time than those who did not.



Source: Capita SHBE Survey 2009

### Reduced storage costs

Day-to-day processing causes more and more data to be written to the Revenues and Benefits database, placing a greater demand on disk space and server back-up processes.

Removing data from the database enables local authorities to reclaim disk space, prolonging the life of hardware.

### Reduced demands from Freedom of Information and data protection regulations

Both the Freedom of Information Act, 2005, and the Data Protection Act, 1998, place obligations on local authorities to fulfill requests for information when requested.

These requests can often present a considerable overhead to local authorities, particularly when the data held dates back a considerable time and can, therefore, be very large or require several years' data to be accessed. By removing redundant data, local authorities can help to minimise the impact of these requests as there is less data to provide.

For further information about archiving and data removal or any of our other services, please contact your Capita Account Manager.