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Data Archival Policy for MP CM Helpline



Document Revision History

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CM Helpline

State Agency Public Service

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Abbreviation

AP	Archival Policy
CMHL	CM Helpline
GoMP	Government of Madhya Pradesh
NAS	Network Attached Storage
RFP	Request for Proposal
SLA	Service Level Agreement
MPSAPS	State Agency for Public Services
UPS	Uninterruptible Power Supply

Data Archival Policy

What is Data Archiving

Data archiving is the process of identifying and moving data from the primary storage into a secondary storage, for long term storage. Archived data consists of data that is no longer relevant for daily operations but that's still important to the organization and may be needed for future reference, or data that must be retained for regulatory compliance.

Data archiving is an important practice when dealing with a large volume of data, to help mitigate eventual performance impacts.

Purpose of the Policy

In its quest to be a smart and digitally empowered department and contribute to the larger Ease of Doing activity agenda of the government, the Department of Registration and Stamps aims to standardize its data archival practices. Data archival is a key enabler of the department's operations and its approach to efficient management and governance of data archival is based on a robust Data Management framework defined in this document and is focused on establishing ownership, stewardship, accountability, and custodianship of its data assets.

The purpose of this policy is to ensure that necessary records and documents of are adequately protected and maintained and to ensure that records that are no longer needed by CM Helpline or are of no value are discarded at the proper time. This Policy is also for the purpose of aiding employees of CM-helpline in understanding their obligations in retaining electronic documents -including e-mail, Web files, text files, sound and movie files, PDF documents, and all Microsoft Office or other formatted files.

One of the key focus areas for the department is to harness the potential of its legacy and future data archival assets. The document is designed to lay down the key initiatives for data archival management which would lead to enhanced trust and transparency in the data archival assets of the department

Importance of Data Archiving

From the end user perspective, the major benefit of having a data archiving strategy is **runtime performance**. Since the volume of data in the main catalog is reduced, queries take less time to execute and application reacts faster.

From an IT perspective, the major benefits are the **performance of the needed resources** and **cost savings**. Since the data volume in the main catalog is reduced, the backup and recovery operations run faster, disaster recovery is less costly and takes less time, reducing the potential system downtime.

Archiving frees up resources. Experts agree that on primary storage devices, roughly 75 percent of the stored data hasn't been accessed for at least a year. Most data lies dormant. Despite its inactivity, this data still eats up precious storage. And as mentioned above, even inactive data can bog down servers and applications.

Archiving is more economical, too. For the most part, archiving's purpose is to drive down costs. These costs can be measured in dollars per gigabyte of stored data. With archiving, organizations can eliminate terabytes — or more — of data from expensive primary storage. Archiving can also reduce the size of backups since there's no reason to back up unchanged files repeatedly.

Archiving allows organizations to meet legal requirements. With the advent of big data, legislators have grown increasingly strict about record keeping. Organizations must preserve sensitive data for several years, depending on the type of data.

Data archiving should not be seen as a problem or as a technical trick of the IT domain, but should rather be approached strategically in order to visualize the true added value provided.

Data archiving can be viewed from the perspective of the application or data. However, a prior analysis of the value of data is advisable in order to keep the costs of the project under control.

Data Creation Size - (Voice & Non Voice)

Category of Data	Per day Approx. data	Per month Approx. data	Total data till (11 th Apr 2023)
Voice/Audio Calls	42 GB	1260 GB	47 TB
Incremental Database Backup	100 MB	3 GB	560 GB
Mobile App Data, Whats' App Data, Intalk Data ,Offline Data	1 GB	30 GB	820 GB
Online/Web portal Complaints Data	4 MB	120 MB	200 GB

Requirement & Ownership -

Sr. #	Particular	Initiator	Facilitator	Implementer
1	Space	CM-helpline	SAPS/MPSEDC	System Integrator
2	Ports	CM-helpline	SAPS/MPSEDC	System Integrator
3	SWAN/P2P Link	CM-helpline	SAPS/MPSEDC	System Integrator
4	Remote Access from C21 Mall	CM-helpline	SAPS/MPSEDC	System Integrator
5	Server	CM-helpline	System Integrator	System Integrator
6	Storage	CM-helpline	System Integrator	System Integrator
7	Maintenance (AMC)	CM-helpline	System Integrator	System Integrator

1. Details of Call Types –

1. **WIP (Work In Progress)/PC (Partial Closed)** - When a complaint resides with the mapped officer during the timeline. When the officer submit the resolution of complaint.
2. **Closed Complaints** - When caller is satisfied with the resolution provided or actions taken by the officer and gives consent to close the case.
3. **Follow-up-** All such calls, in which the citizen wants to know about the status of the complaint lodged in the past and the action taken on it, such calls are kept in the category of follow up Information
4. **Information-** The citizen does not have complete information at the time of filing the complaint and also we are asked to contact the citizen again with full information. Such calls are kept in the category of information.
5. **Demand & suggestions-** All such calls, in which any demand/suggestion is made by the citizen, such calls are kept in the category of demand/suggestion.
6. **Transferred Calls-** If citizens want to get any kind of information related to other centers like 108, 101, 100 then the call is transferred to the respective centers such calls kept in transferred calls.
7. **Schemes Information-** In all such calls, citizens want information about the department and process related to the Madhya Pradesh government. Such calls are kept in the category of information.
8. **Jan Seva Calls** – Calls related to Domicile Certificate, Income Certificate, Chalu Khasra, Chalu Naksha, Khatauni and Bhu-Adhikar Pushtika.
9. **Feedback & Outbound Calls** – Outbound and feedback calls for partial closed complaints.

2. Data Archival & Destruction Schedule –

A holistic approach has been undertaken in defining the data policy for the department.

Sr. #	Category of Data/Calls	Sub-category of Data/Calls	Availability of Data	Availability of Data	Data Destruction
			(Live Mode)	(Archived Mode)	
	1	2	3	4	5
1	Voice/Audio Calls	WIP/PC	Till 3 months from call date	Always, after the duration mentioned in column 3.	Not Applicable
		Closed Complaints		Till 1 year after the duration mentioned in column 3.	10% of calls to be retained for training purposes, rest data should be deleted from all type of media after the time mentioned in column 4.
		Information, Schemes Information, Follow-up Calls & Janseva Calls.		Till 3 months after the duration mentioned in column 3.	
		Other Calls -, Demand & Suggestion, Transferred calls.		Till 3 months after the duration mentioned in column 3.	Data should be deleted from all type of media after the time mentioned in column 4.
		Feedback / Outbound Calls to Citizen.		Till 1 year after the duration mentioned in column 3.	10% of calls to be retained for training purposes, rest data should be deleted from all type of media after the time mentioned in column 4.
		Disconnect/Irrelevant Call		Till 3 months after the duration mentioned in column 3.	Not Applicable
2	CRM Data	WIP/PC	Always	Not Applicable	Not Applicable
		Closed Complaints	Till 3 years from Complaint closure date	Always	
		Demand & Suggestions	Till 3 years from call date		
		Schemes Information			
3	Call Logs (Non-voice)	All	Till 3 months from CDR date	Always	Not Applicable

3. Archival Schedule - Archival process would run every month.

4. Archival Data restoration –

Voice recording is converted into “MP3” format and transferred to Storage Device installed at MPSEDC Via. SWAN Link. Text data is replicated in original format at Replica Server installed at MPSEDC.

Request Received for retrieval of archived data

SI will acknowledge the receipt within 24 hours .

Requested data will be restored and handed over within 7 working days.

5. Testing schedule

The Archival data restoration will be tested once in a year.

6. Destruction Method

Documents that include any personal data shall be disposed of confidentially (cross-cut shredded and incinerated) and shall be subject to secure electronic deletion if stored electronically. The Data Disposal Schedule will be completed in all cases of disposing of documents containing personal data. Confirmation of destruction will be sought as needed.

7. COMPLIANCE AND MONITORING

The Service Provider and CM Helpline team is committed to ensure the continued compliance with this policy and any associated legislation and undertake regular audits and monitoring of records, their management, archiving and retention.

*** END OF DOCUMENT***