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EBA Staff

EBA REGULAR USE

Document Management Implementation- FAQs

The questions in this report were raised during the Implementation of EBA's Document Management Programme (including eDEN). Responses to these FAQs are listed alongside each one.

QUESTIONS	RESPONSES
When Unit drives are created, can a Confidential folder be created in the Unit drive ?	Only the HoUs will have access to the 'Management' folder within the Unit drives. No other Confidential folders will be set up.
In eDEN, what does document date mean ? Is it the date we upload the document ? Or the publication date ?	The system has three dates: a) Document date is given by the user and is meant to be the date that the document has been created (or published) b) Reference date is meant to be the date that the document refers to i.e. BoS meeting c) Creation/ Last modified date is automatically given by the system
Where should we keep our mission information ?	A specific Project folder has been set up (Y:\0800 – Missions).
If a document owner moves from one Unit to another, will they still have permissions on their documents ? If a person is absent for a while, can somebody else get permissions to their documents ?	The document Owner always has permissions to its documents even if he/she moves to another Unit. If the document Owner moves to another Unit they should ensure their colleagues have appropriate 'Contribute' permissions. If the Document Owner leaves the EBA it should be requested to the IT to "transfer" the documents that he/she owns to another person.

Why is it possible that linked documents have different permissions ?	Each Document is a stand-alone entity with its own meta-data and permissions. Using the linking functionality doesn't override this.
Why dont' we have folders ? Is this a technology constraint ?	eDEN system is designed around the concept of the metadata which "describe" the documents and allow the search and retrieval of the documents by using multiple criteria.
If a metadata field is mistyped then I won't find information – how can this be helped ?	It is vital to follow SOPs as closely as possible, ensuring appropriate meta-data values are applied. Checking the values applied during & after Registration would be a sensible approach. A future potential enhancement to eDEN could be to make use of standard templates &/or to re-use meta-data from existing similar Documents.
Where should we put our analyst reports ? We have many of these. The Unit drive doesn't allow us to share with other Units. There are too many to upload on eDEN and if we zip them then we can't search inside the zip files.	A Project Folder should be requested for this specific purpose, and the relevant Users should request access. Note that Project Folders are time-bound (not indefinite), so maybe one for each new calendar year, assuming that these reports are not required to be kept indefinitely.
When editing a Document via Check-out / Open and Edit, is the Doc opened as a temporary file on the PC or is it held in eDEN ? i.e. If I click Save before Check-in, where is that Save made to ?	When a dosument is opened via Open and Edit is held in eDEN. Any save before check-in is saved in eDEN.
When the Retention Policy is in place, will users have to go back to their documents and close them one by one ?	No. We will seek an automated solution for closing off documents, which will then trigger their retention.
What are the roles of the Local DMOs ?	Local DMOs work together with the EBA DMO to provide feedback on operations within their Units and raise awareness about Document Management.
Is the Lifecycle Policy still Draft or is it in fact Approved ?	The Lifecycle Policy was approved at Management Meeting of 30th May 2016.
How can I audit permissions and classifications in my Unit?	The changes in the documents permissions are not captured in the version history of the document whereas any change in the classification creates a new document version.
Is deletion of Project folders at their sunset date triggered automatically or by human process ?	Currently there is no automatic process to automatically delete the project folders at their sunset. This will be done by a human process.
Where will Document Templates be managed, e.g. Templates for MS Word, etc ?	Templates should not be stored in the shared drives for common use. They are part of the

	IT service desk services.
What is the file size limit for upload to eDEN ?	50 Mb.
How do we differentiate between Unrestricted and Public ?	EBA Regular Use (formerly Unrestricted): 'Information that is not intended for public disclosure, but the unauthorised disclosure of which would not be prejudicial to the EBA, other Institutions, Member Stats or other parties' Public: 'Information whose public disclosure would not damage the interests of the EBA, other Institutions, Member States or other parties'.
Can Classification of a Document change throughout its lifecycle ?	Yes. The owner can change a document's classification to reflect its sensitivity.
How do we Classify early drafts of ITSs whose accidental release would have harmful impacts ?	An early draft ITS could be initially classified as EBA Restricted Use or EBA Confidential Use, and then changed to EBA Regular Use or Public later.
Will the existing P drives still remain ?	Yes, every user will still have a personal drive on the server which is roaming with their profile when they log on in a different physical or virtual machine. The personal drive is strictly personal and can't be shared with any other user.
SOP for Standing Committees are not defined - how will this be handled ?	The intention is that: - each Policy Expert will save the version of the draft regulatory product as circulated to the SG, SCRePol, ResCo etc; - the Secretariat to the SG, SC etc will save as a zip file all documents distributed for a particular meeting so they are easy to find. This will be captured in the latest version of the SOP on Regulatory Products.
How do I know what Classification to apply for documents I'm uploading on behalf of Policy Experts ?	There will be an amended Information Classification policy with more examples, to help guide staff in choosing a classification level. In this particular case, the Policy Expert should provide the classification and other meta-data to be used, or preferably upload the Document themselves.
Who decides what documents have historical value for the purposes of retention by HAEU ?	When we work on the Retention Schedule the DMO in coordination with Units will identify documents that are likely to have some historical value, reflecting the contribution of the EBA. These will exclude documents with commercial secrets or personal data.

Will Admin Assistants to Directors have access to the underlying Unit's folders ?	No. Admin Assistants will have the same access as their Director.
Are CALM & CREMOP separate Units from the Unit Drives point of view ?	Yes, CALM and CREMOP are separate Units and managed as such, hence they have separate Unit Drives.
Is the Document Owner the only person who can Manage Permissions, or can those with Contribute rights also do that ?	The Document Owner is the only person who can manage Permissions on a Document.
When another organisation receives a document classified as Unrestricted, will they make it public?	Even without classification, other organisations should not make public documents that they have received from external parties without first obtaining consent.
Instead of check-in/out isn't it easier to make changes through emails and only upload to eDEN final versions?	eDEN will be used primarily to hold 'Landmark' or 'Milestone' versions of each Document at this time, and it is also a requirement that Approvals &/or associated Comments that evidence its evolution be captured in eDEN. The latter can be done as associated documents (which may indeed be e-mails), or preferably directly in eDEN as comments and changes to a new version.
Besides searching, what is the advantage of eDEN?	The benefits to be drawn from the DM Policies and the eDEN tool are:- 1. Consistent EBA wide approach to storing and retrieving documents 2. Documents stored respecting their appropriate ownership, security and confidentiality 3. Electronic documents subject to version control 4. Mitigated risk of accidental tampering or deletion of Documents 5. Faster and advanced search and retrieval of Documents