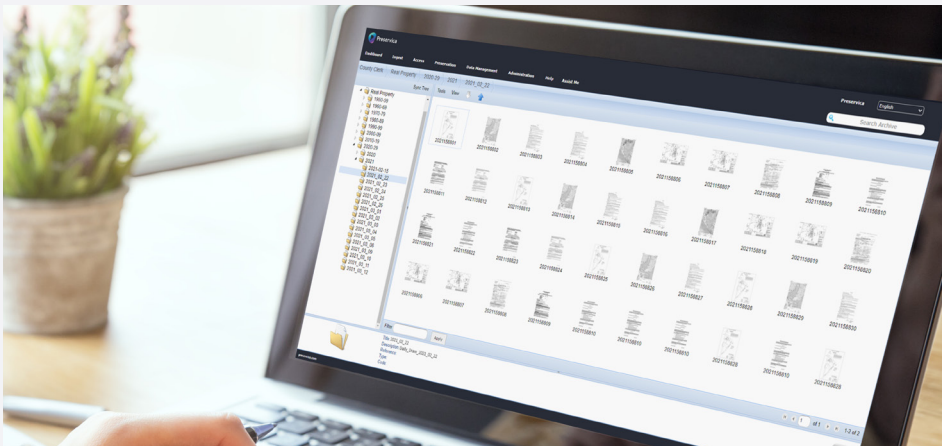


Ensuring digital records and service continuity at one the US's largest counties

Meeting legal mandates for the separate and secure preservation of permanent digital public records and providing on-going accessibility and rapid retrieval

Customer challenges

The discontinuation of microfilm by the County Clerk's Office, for preservation and redundant storage of real property documents and vital records (birth, death, marriage), required a new solution to be found.



These records, essential to the business of government, were now recorded, managed and stored in the County's custom enterprise records management system. Any solution had to comply with state mandates for maintaining copies of records in PDF/A format and storage in a separate location.

Although it is backed up regularly as part of the County's disaster recovery strategy, electronic records are not actively preserved. They are not automatically protected against file format and technology obsolescence. Computer software continues to evolve rapidly and back-ups alone would not actively prevent the County's large volume of records from becoming unreadable and unusable.

In addition to preserving digital records over the long term the County Clerk's Office needed to ensure the continuity of government operations in the event of a major system failure or ransomware attack. They wanted the ability to rapidly retrieve records and find, read and trust them independently of the generating application.

Overview



West Coast
US County



Population:
500,000+



Office of Registrar-
Recorder/County Clerk



Permanent official
public records



Real Property and Vital
Records: Birth, Death,
Marriage Certificates
and Vital Record
Amendments



30TB - Circa 90 million
multipage TIFF files



Daily draw of 7,000 -
10,000 records

Success metrics

- ✓ Preservation solution for digitized and born-digital formats
- ✓ Establishment of a trusted digital repository, aligned to the highest industry standards (OAIS ISO 14721)
- ✓ Compliance with state laws governing safe and separate storage of records
- ✓ Risk mitigation – preventing loss by ensuring records are always accessible independent of the generating application
- ✓ Authenticity of records can always be proven safeguarding the legal rights of citizens

With thousands of new recordings each day, plus an already large and increasing backlog of ‘at-risk’ documents, it was essential to establish a centralized trusted digital repository. It would enable the County to maintain independent access to redundant digital copies in perpetuity and ensure they are properly safeguarded over the long-term. Information pertaining to the legal and financial rights of citizens are held in digital files, which if not properly stored and maintained, may not be accessible in an emergency or by future software and records custodians.

Why Preservica

A cross-functional County team evaluated Preservica’s suite of OAIS aligned active digital preservation products and selected the Enterprise Cloud Perform – Professional (EPC-P) edition. Hosted on AWS it was chosen because of its ability to meet their needs of scale, security and compliance with state mandates for trusted electronic records management systems. Purchased via the [AWS Marketplace](#) the EPC-P edition enables the County Clerk’s office to:

- Utilise cloud technology to store permanent public records in a safe and separate place as required by state law
- Automate the challenge of ingesting records at scale into a centralized cloud repository and migrating high volumes to newer formats over time to ensure access over decades
- Create PDF/A copies to comply with state law
- Align Preservica with the records management system using fully customizable metadata schemas which a) optimizes the search and retrieval of specific records and b) aids disaster recovery activities by ensuring all supporting information is captured with the record file
- Perform searches and find records quickly and easily, anytime, anywhere, using a web-based interface to facilitate FOI requests, processing of amendments, and appending additional documents such as affidavits
- Find, read and use records independently of the County’s record system ensuring access in the event of an emergency or cyberattack
- Guarantee the authenticity of records with automated fixity checks, a full audit trail and a robust security and user access framework



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About Preservica

Preservica is changing the way organizations protect and future-proof their critical digital assets. Our award-winning active digital preservation software ensures digital information remains accessible and robust over decades; it is trusted by organizations worldwide, including the UK National Archives, Texas State Library and Archives, MoMA, Yale, Amnesty International and HSBC, to name just a few.

Start now for FREE: starter.preservica.com