

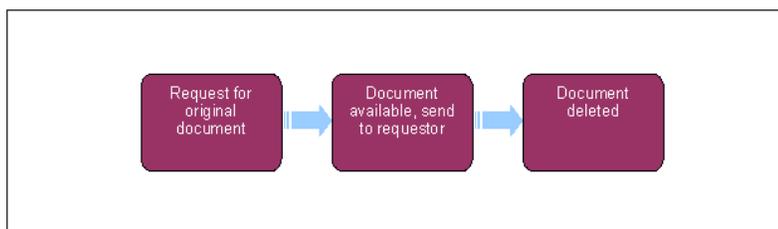
Correspondence (Inbound) - Audit Confirmation Of Deletion

This procedure will provide you with the actions that you need to take when a request is made for an original document, e.g. if this is required for court action, detailing the actions you will take if the document has been destroyed and is not available and how to provide confirmation of the documents deletion.

This process will involve action from the caseworker, Child Maintenance Group (CMG) audit users, the unassociated mail handling team, legal team, service management team and information and security management.

When the original document is no longer held, and has either been returned to the client or destroyed this will be recorded on the system and there should be a scanned PDF image of the document held that can be provided.

When the physical document is no longer available and the scanned image has been deleted, the caseworker will, upon request, provide an audit log to confirm the deletion. The record of the deletion will be held as an audit log in Documentum and you will be required to confirm this information to the requestor for them to provide this information in court.



Request for original document

Caseworker

1. In some scenarios you may ask to see an original document. This will be possible for up to any time prior to the document destruction. In most cases this will be six weeks from receiving the document, however, court and legal documents will be held for the life time of the case until a request is made to destroy the document. This will usually be the lifetime of the case plus seven years.
2. Any original documents received from clients for evidentiary purposes eg passports or birth certificates will be scanned and returned to the client within 48 hours so they will not be available to rescan or see the original, but a PDF image will be held on the system.
3. When a request is made to the Child Maintenance Group (CMG) to provide an original document e.g. for court action you need to ensure that this document is still available.
4. Determine if this document is still available by looking at the paper document status and storage location within the Correspondence tab in the 2012 system located under document information.

 If the paper document status is showing as CMG or CMED then the document is already with the CMG or Northern Ireland Child Maintenance Service (NICMS). You will need to contact the unassociated mail handling team for the current location.

5. If the document is no longer available and has been destroyed it will show a destruction date within the Correspondence tab. You may be required to provide evidence of this deletion for legal admissibility.
 - Document available: When the document is still available, request the original document to be sent to you. Go to step **step 6**.
 - Document not available: When the original document has been deleted you will need to confirm if there is still a PDF image of the scanned document within the system that can be provided. If the scanned image is available refer to **step 10**. If however the original and the scanned image have been deleted, if requested you will be required to provide evidence of this deletion for legal admissibility by confirming an audit log of the deletion. Go to **step 11**.

Document available, send to requestor

6. Once the 2012 system has been checked and it is confirmed that the document is still with third party scanning provider, request the original document. For more information refer to [Correspondence \(Inbound\) - Request Originals/Rescan](#).
7. Upon receipt of this request the third party scanning provider will extract the item from storage and send it to the unassociated mail handling team, updating the move within the 2012 system.
8. Once received the unassociated mail handling team will log the receipt of this document and forward document to the requestor. For more information refer to [Correspondence \(Inbound\) - Receive Original](#).
9. When the requestor is finished with the document they will return the document for secure storage. This will end your process.

10. If the original document is no longer available but there is an image held on the system, advise the requestor of this. If they have access to the system they will be able to print the document by selecting the **Print Option** button. If they do not have system access, print the document and send to them via a secure transfer method.

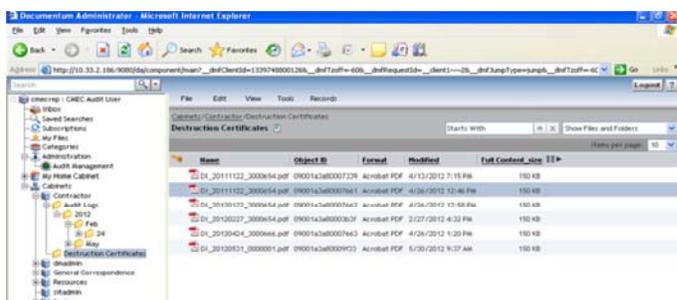
Document deleted

11. In the event that the original document has been destroyed and/or the PDF document has been deleted from the system, you will be required to confirm document deletion by accessing the deletion audit log.
12. Where original document has been destroyed, you must complete a scanning log request form and submit to the CMG Audit User.
13. Search on the 2012 system for the following information, required for the scanning log request form.
 - Xerox unique reference number
 - Batch reference ID
 - Date and Time stamp

This information can be found within the Correspondence tab within the 2012 system, as in **step 4**.

Child Maintenance Group (CMG) Audit User

14. Access Documentum Document Administrator (DA). Using the information provided in the request form, search for the required document deletion information.
15. Type in the batch reference number into the **DA Search** box and select the **Advanced Search** button next to the Standard Search box to search for the required document(s) against their document ID(s).
16. DA will open the advanced search window and display records of the required evidence as shown in the screenshot below.



17. Once the search is complete, it will display all relevant audit log zip files.
18. You will be required to complete the following in order to extract the destruction certificate reference number:
 - Right-click (or shift and F10) on the retrieved document(s) to download the file to the desktop and extract zip file to view text and Extensible Mark-up Language (XML) files.
 - The XML files zip the files of interest
 - Extract/print/email/display XML contents as required by originating request as there is no personal information in the file
 - Verify the hash value to prove the file in Documentum store is the same as the file sent by Xerox
 - Extract destruction certificate reference number
19. Once you have obtained the destruction certificate reference number, notify the original requestor, legal team and service management team by email, sending the details of the file via a secure method. For more information refer to [Pretty Good Privacy \(PGP\)](#).
20. If proof is sufficient for the requestor at this stage, this will end your process, if not continue from **step 21**.
21. Where secondary proof is required, the CMG Audit User will extract a PDF image from Documentum, save locally and verify hash value.
22. Use the Desktop MD5 calculator used by the IT configuration team to test the PDF in question for authenticity and then securely forward the PDF with the approval of the information and security manager.
23. Notify the original requestor, legal team and service management team by sending the details of the file via a secure method.
24. Delete the locally saved data and this will end the process.

[Correspondence \(Inbound\) - Receive Originals](#)

[Correspondence \(Inbound\) - Request Originals/Rescan](#)

[Documentum Summary](#)

[Pretty Good Privacy \(PGP\)](#)