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US Army - Records Management and Declassification Agency (RMDA) Case Study: Post Traumatic Stress Disorder Case Support



Country

United States

Industry

Department of Defense (DoD)

Client Profile

The RMDA is responsible for the entire spectrum of Army-wide interrelated records management programs and associated functional automation systems which have significant interest by the Executive Branch, Congress, DoD/Army leadership, soldiers, veterans and the public.

<https://www.rmda.army.mil>

Business Situation

Easy access to millions of records for research purposes was needed. Classification of documents and system scalability were essential.

Solution

An integrated solution to consolidate over 20 data sources and databases into just a few repositories, with access to high volumes of data.

Benefits

- Centralized data standardization
- Increased findability
- Terabyte size data store support
- Increased productivity
- Scalable solution

“The RMDA can now easily load millions of records and automatically classify these against multiple taxonomies simultaneously, while having the ability to easily expand the system configuration through its modular and scalable architecture.”

Situation

As part of the office of the Administrative Assistant to the Secretary of the Army, the Records Management and Declassification Agency (RMDA) is responsible for the entire spectrum of Army-wide interrelated records management programs and associated functional automation systems which have significant interest by the Executive Branch, Congress, DoD/Army leadership, soldiers, veterans and the public.

The Joint Services Records Research Center (JSRRC) in Washington DC serves as the DoD executive agent for matters pertaining to Post Traumatic Stress Disorder (PTSD) claims and Agent Orange research and in support of individual veterans, the Department of Veterans Affairs (VA) and veterans' service organizations.

Since 1980, the JSRRC has been responding to veteran claims and initiatives, and is recognized as the combat unit operational records experts for the US Army. It receives an increasing number of veteran and Veterans Affairs claims each year.

And it is responsible for researching PTSD claims for the Army, Air Force, Navy and Coast guard.

The RMDA provides oversight and program management for the Army's Records Management Program along with establishing programs for records collection, and operating and sustaining the Army Electronic Archive.

The RMDA also develops policy, establishes procedures and standards, and its information infrastructure supports the research efforts of the JSRRC.

The Challenge

Specific files of most of the data collected over years of war operations may be needed to support any of the PTSD researcher's case research and development. The electronic information making up the broad source and range of Army records is held in many different data repositories, in many different formats.

The formats range from simple TIFF images with associated metadata to complex, nested message and emails, office document and zip files.

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“Built on top of Concept Searching’s enterprise technology and the DAF product, the integrated solution provides a tremendous increased capacity for accessing very large volumes of data, regardless of their location in the network.”

Juan J. Celaya, CEO,
COMPU-DATA International, LLC

Software and Services

- conceptSearch
- conceptClassifier
- conceptTaxonomyManager
- DigitalAsset Finder™ (DAF)

Smart Content Framework™ Building Blocks

- Metadata
- Insight
- Governance

Partner

COMPU-DATA International, LLC
<http://www.cdilac.com>



The repositories can be simple file systems or databases spread over a range of access methods. To add to the complexity, the data includes both classified and unclassified information.

While monetary costs associated with the personnel inefficiencies are obvious, the response time to provide the correct information supporting PTSD case research was unacceptable. This was compounded by the increased number and case load associated with veterans returning from current war operations.

Solution

The solution chosen by the RMDA to support PTSD research comprised Concept Searching’s conceptSearch, conceptClassifier and conceptTaxonomyManager, integrated with COMPU-DATA International, LLC’s repository management product DigitalAsset Finder™ (DAF).

This enables end users to successfully search, from one interface, over 20 different data sources which once were scattered among multiple file shares, spreadsheets, Access and RDBMS databases.

Consistency and ensuring all the data was completely loaded into the DAF system was imperative. Data sources used for research were identified and understood. Volumes were identified, and an audit process designed, so all documents and records were captured.

Taxonomies were built to ensure the proper classification and identification of data records, while document templates were configured to support the numerous unique document types that existed in the collection.

Through the loading process, most

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documents were converted to searchable PDF files and indexed.

Benefits

Built on top of Concept Searching’s enterprise technology and the DAF product, the integrated solution provides a tremendous increased capacity for accessing very large volumes of data, regardless of their location in the network.

The RMDA can now easily load millions of records and automatically classify these against multiple taxonomies simultaneously, while having the ability to easily expand the system configuration through its modular and scalable architecture.

About Concept Searching

Founded in 2002, Concept Searching provides software products that deliver conceptual metadata generation, auto-classification, and powerful taxonomy management from the desktop to the enterprise.

Concept Searching is the only platform independent statistical metadata generation and classification software company in the world that uses concept extraction and compound term processing to significantly improve access to unstructured information.

Headquartered in the US with offices in the UK, South Africa and Canada, Concept Searching solves the problem of finding, organizing, and managing information capital far beyond search and retrieval.

<http://www.conceptsearching.com>



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