



Ostrava-South district



City district relies on Proact to improve its data processing

Summary

Challenge

- Eliminate unauthorised data operations and find ways to monitoring activities
- Remove unauthorised operations with personal data

Solution

- Veritas Data Insight for application to the file systems
- Symantec Data Loss Prevention (DLP) technology for the terminal points of 350 users

Solution

- Improved data management
- GDPR compliance
- Data protection

Like many organisations, the Ostrava-South City district recognised that it needed to re-evaluate its data processes when the European Union implemented the GDPR regulation. Processing personal data in a compliant way goes beyond human tasks, it also depends on IT storage systems and the way in which they are used.

The Ostrava-South City district extends over the area of three municipalities – Zábřeh nad Odrou, Výškovice and Hrabůvka – and also consists of two other areas – the Dubina and Bělský Les housing estates. The area is the most densely populated part of Ostrava with a population of around 100,000.

The challenge

The district launched a public tender to ensure that numerous parts of its IT service delivery were GDPR compliant. These processes included the detection of non-active data, the collection and assessment of audit information, and the management of corresponding files. At its terminal stations, the Ostrava-South City district wanted to eliminate unauthorised data operations and set a way of monitoring activities.

The main element of the regulation that the Ostrava-South City District was being challenged by was the “necessary time for processing”. Ostrava-South needed to implement control mechanisms to detect stray documents, and also needed to trace operations that were performed with them.



Thanks to the new systems, we have a solution that allows us to clean data that we've been storing for decades and we now have data processes under control in a GDPR compliant way."

Roman Škubal,
Head of Information Systems Department,
Ostrava-South district office

How we helped

We delivered a solution based on two software tools and a five-year maintenance contract. We introduced Veritas Data Insight for file systems and Symantec Data Loss Prevention (DLP) technology for the terminal points of 350 users.

By combining two software solutions, that mutually complement each other, the Ostrava-South City district not only gains a complete overview of its data and what is being done with it, but also enhances the protection of central file storage as well as at terminal stations.

Notably for Proact this was its first implementation of Veritas Data Insight, in combination with Symantec DLP, in the Czech Republic. The DLP was first installed for selected test users and then was extended to further users to ensure the solution worked as planned. In addition, administrators received training (both at the start and throughout the project), and all work was been completed in a manner that restricted users' operations as little as possible.

"Proact's solution allows us to work with files even if the citizens' requirements change to online," says Roman Škubal, Head of Information Systems Department at the Ostrava-South district office. **"The success of this project is down to the right choice of software and partner – we really appreciated Proact's help,"** he adds.

Overall, this project is preventing unauthorised access and actions with personal data at terminal stations. It also ensures that data is analysed and managed effectively in central storage systems. All of the customer's documents are classified in the specified storage system and newly created documents are continuously and automatically classified according to the pre-defined policies.

"Thanks to newly delivered systems, we have a solution that can clean up data that has been gathered over decades, and in accordance with GDPR" says Roman Škubal, Head of Information Systems Department at the Ostrava-South district office.

Benefits



Improved data management

Cleaner data storage and better visibility of data and what's being done with it.



Data protection

High risk data is highlighted and sensitive data is audited.



Compliance with GDPR

Data is classified to satisfy legal requirements.

About Proact

Proact is Europe's leading specialist in data and information management with focus on cloud services and data centre solutions. We help our customers to store, connect, protect, secure and drive value through their data whilst increasing agility, productivity and efficiency.

We've completed thousands of successful projects around the world, have more than 4,000 customers and currently manage hundreds of petabytes of information in the cloud. We employ over 1,000 people in 15 countries across Europe and North America.

Founded in 1994, our parent company, Proact IT Group AB (publ), was listed on Nasdaq Stockholm in 1999 (under the symbol PACT).

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