

PRO OFFICE



STANDARD OPERATING PROCEDURE

DEMI GROUP DIGITAL GALLERY



Document Control Information

Revision History

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Approved By	Company	Position	Date	Signature
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1. INTRODUCTION

Welcome to PRO OFFICE TECHNOLOGY SDN BHD

This Standard Operating Procedure (SOP) provides instructions for management of digital images, videos and focuses on handling the data once collected. This document provides instructions on following digital image and image metadata standards to ensure proper acquisition, management, preservation, and availability of digital images throughout their useful life.

Photography that has a reasonable probability to be considered for use as legal evidence, historic record or other value to the company must be protected from loss or destruction. This SOP provides a method to collect and store digital photographs and associated documentation data. The use of digital photography for documentation has resulted in a proliferation of data files that can be lost or easily destroyed, since unlike traditional printed-paper, they may not physically exist except in the form of magnetic or optically read media. There are many types of digital cameras, photographic processing software and operating systems in use currently, however certain common elements can be used as a framework to establish a standard method to assist in preservation of these records for easy retrieval and future use.

Regards,

The Imaging & Records Management (IRM) Team of PRO OFFICE TECHNOLOGY SDN BHD

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2. OVERVIEW

The DEMI Group Digital Photo/ Videos Management Standard Operating Procedure (SOP) serves to guide DEMI GROUP staff in the organization, management, and preservation of digital photographs and videos.

This SOP is written specifically for protocol Head of Company (HOC), Head of Department (HOD), Head of Unit (HOU), Data Admin staff, and cooperating staff who collect digital assets and are responsible for their organization, use, documentation and preservation.

- Field Manager (HOC, HOD and HOU) are responsible for understanding and fulfilling the data stewardship tasks, as well as ensuring that anyone under their supervision understands and fulfils their assigned responsibilities
- Field Crew & Data Admin should read the entire SOP and be familiar with all aspects of the document.

3. DIGITAL IMAGE MANAGEMENT

3.1 Introduction

Organization and maintenance of a variety of digital images collected as data, and images taken to document protocols and procedures, is one of the standards to ensure proper acquisition, management, preservation, and availability of digital images. In support of these goals, this document describes a management strategy to organize, store, name, retrieve, and preserve images in electronic format. The intent is to standardize processing and storage, increase available disk space, and document images for proper use by DEMI GROUP staff.

Terms and Definitions

- Digital Image: Refers to an image in electronic format, regardless of original source (e.g., scanned, taken from a digital camera).
- Documented Images: Refers to images that have completed metadata.
- Edited Image: Refers to images that have incurred changes from the original or raw file state (e.g., cropping, resolution change). Note: A change to the filename and not the image does not mean the image has been edited.
- Image Processing: Refers to the sum total of all steps necessary to go from an image on your camera's storage card to the appropriate image directory or final repository.
- Raw Image: Refers to an original image file, in an unaltered state, prior to renaming, editing, or documenting has occurred.
- Renamed Image: Refers to an image file in which the device default naming scheme has been modified for adherence to the image file-naming standardized procedure included in this document.
- NAS: Network-attached storage (NAS) is a file-level (as opposed to block-level) computer data storage server connected to a computer network providing data access to a heterogeneous group of clients. NAS is specialized for serving files either by its hardware, software, or configuration.

3.2 Digital Image Lifecycle

The “digital image cycle” typically runs through the following steps. Images are acquired, stored, viewed, renamed, edited, documented, stored in an appropriate directory location for each corresponding protocol, archived and, in some cases, are deleted. Some of the issues and questions that crop up along the cycle include:

- Acquisition
 - Source - Which event will be involved? Who's responsible?
 - Devices to use - Which device? What is the best quality and size?
- Processing
 - Temporary storage - where? For how long? Who's responsible?
 - Folder structure – How to prepare?
 - Renaming - manually or batch? Naming standards?
- Storage
 - On-line storage - Where? Managed by whom?
 - Off-line storage and archiving - Where? Managed by whom?
- Retrieval
 - On-line storage – How to retrieve? Who's can retrieve?
 - Off-line storage and archiving - How to retrieve? Who's can retrieve?

As previously stated, this document will attempt to address these questions and provide standards or logical guidelines to facilitate good image management. This document discusses imaging standards and how digital images will be handled, stored, and documented.

3.3 Roles and Responsibilities

Data stewardship is the responsibility of the entire DEMI GROUP staff, from the field crews who collect, verify, and enter data, to the field manager that validate, analyze, and summarize the data, to the data admin who ensures that data management standards and practices are being adhered to by staff. Descriptions of the general roles and responsibilities of key personnel are below in Table 1.

Table 1. Digital photograph management roles and responsibilities for core personnel.

Position	Who's responsible	Roles and Responsibilities
Field Manager	HOC,HOD or HOU	To ensuring that all companies events, projects, etc. will have photos / videos; Sets standards for photos taken; Ensures photos taken meet standards and follow stated procedures; Electing the Field Crew staff and assign the task required; Uploaded the data into the NAS Can access and view the uploaded data
Field Crew	Project Manager, Site Supervisor, Assigned Staff	Received task from Field Manager, takes photos or videos following standards and procedures; Makes data processing; create a folder structure, generates metadata (renames), organizes data and forward to Data Admin for upload into the NAS; Responsible for the data taken until forwarded to Data Admin.
Admin	Technical Support	Technical point of contact for all tasks concerning database, administration, supports, etc.

3.4 Digital Image Management Process

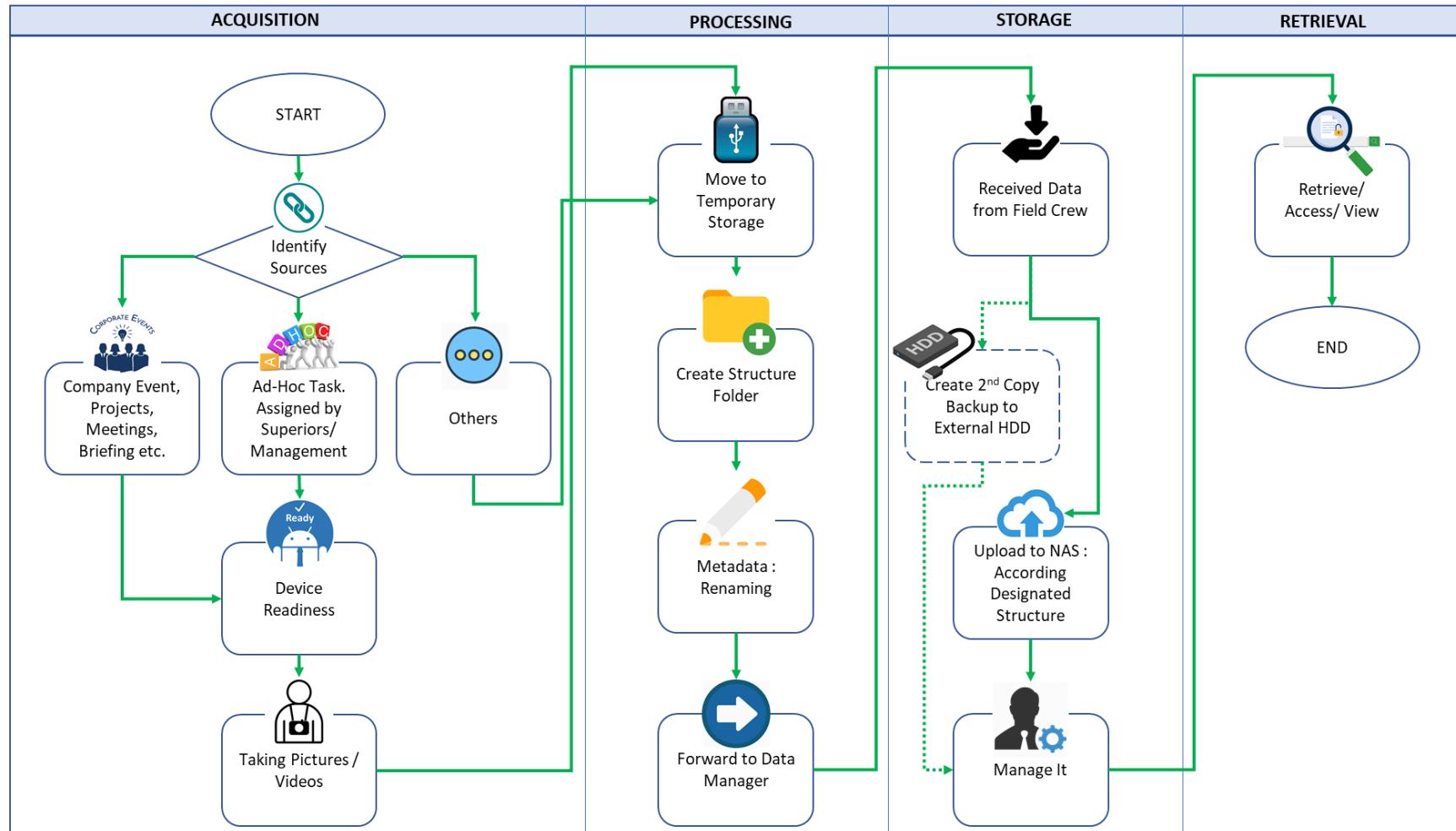


Figure : Digital Image Management Process Flow

There are 4 phases in Digital Image Management Process

3.4.1 Acquisition

➤ Identify Sources

DEMI GROUP management is committed to ensuring that all companies events, projects, etc. will have photos / videos. Field Manager will be responsible for this and Fields Manager also responsible to sets standards for photos taken and ensures photos taken meet standards and follows stated procedures.

There are 3 main sources of image/ videos

- i. Company Event, Projects, Meetings, Briefing etc. For example:
 - Company event – Majlis Hari Raya, Pedoman, Exhibition, Sport Day, Town Hall, Training, Kuliah Agama, etc.
 - Projects – All related to the project such as site visit, installation process, implementation, preventive maintenance, etc.
 - Meeting – Meeting/ discussion with client/ partner/ vendors, presentation, technology update etc.
- ii. Ad-Hoc Task. Assigned by Superiors/ Management. For example; DM personal event
- iii. Others - received from external photographer or any source for the image/ videos already available

➤ Device Readiness

Field Crew can use a company DSLR camera or own smartphone camera for taking photo/ videos. These cameras should be set at a resolution appropriate for the highest level at which a photo may be used. Recommended general recommendation is that all photos be taken with the highest resolution possible.

➤ Taking Pictures / Videos

Field Crew needs to ensure photos/ videos taken meet standards and follows stated procedures.

3.4.2 Processing

➤ Move to Temporary Storage

Raw image files are downloaded directly from the camera device's storage to a temporary location (laptop / pc / pendrive) to facilitate the data processing

➤ Create Structure Folder

Image files need to be sorted/ separate by event and stored in their own folder.

Folder name format : *Event Name – date (Day Month Year)*

i.e. ***Pro View Launching Ceremony - 02 April 2019***



Pro View
Launching
Ceremony - 02
April 2019

**Maximum characters for folder name are 70 character.*

➤ Metadata : Renaming

When dealing with hundreds of images, renaming process will only be done by batch (event folder)

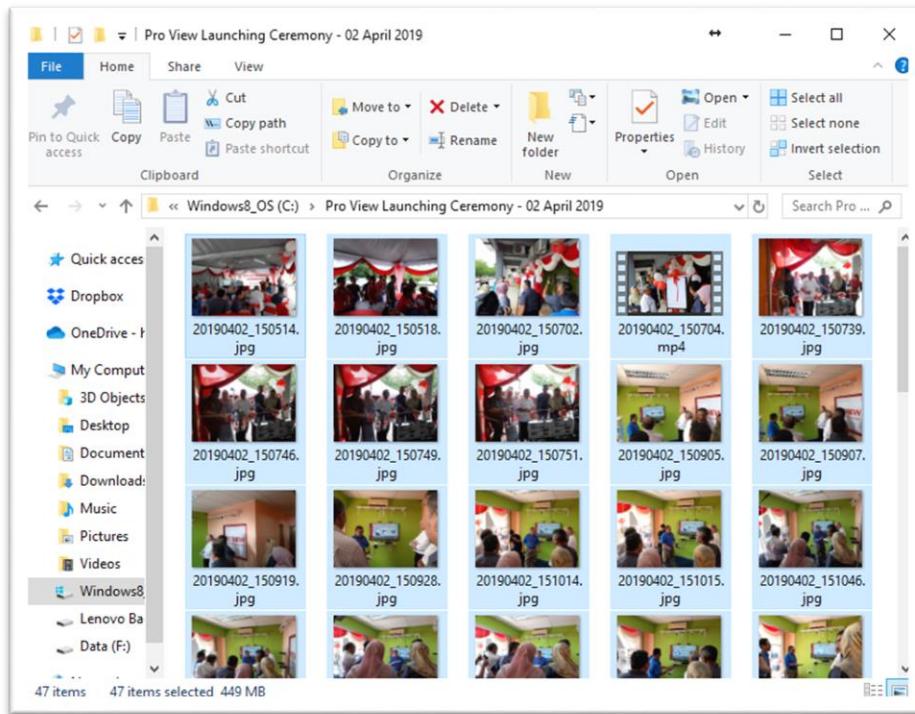
Image filename format : *Folder Name – VIP*

i.e. ***Pro View Launching Ceremony - 02 April 2019 – DM.jpg***

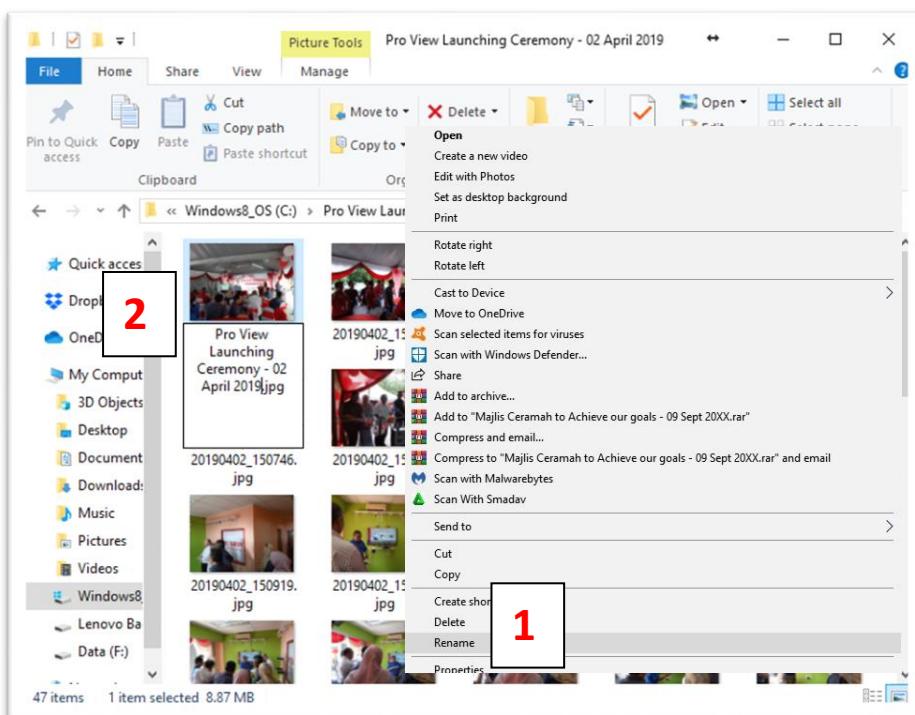
Additional VIP name is optional, and it only involves pictures containing VIPs. Examples of VIPs are Company Chairman, Director, BOD Members, where only their nickname are taken (i.e. DM for Dato' Mazrol Nizam Abdullah)

Images/ data renaming process as below:

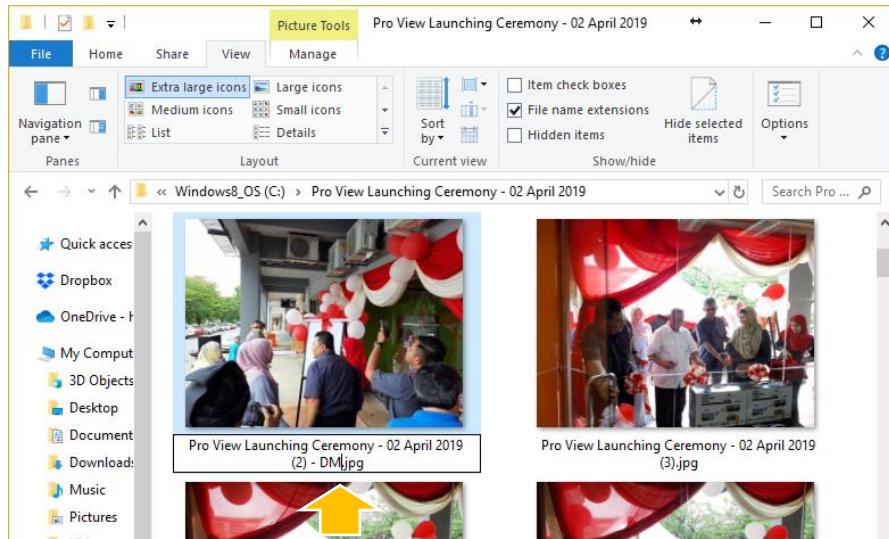
- i. Open involved event folder and select all images/ data



- ii. 1. Right-click on the first image and click rename. 2. Fill the same name as the folder name and enter.



iii. Manually add additional filename (for VIP) to the involved images



➤ Forward to Field Manager

All processed data/ images need to be submitted to Field Manager for uploading purposes into the NAS. Prior to that, Field Crew must fill out the form (DEMI GROUP Digital Gallery Job Card)

DEMI GROUP DIGITAL GALLERY JOB CARD				
COMPANY		PRO VIEW SDN. BHD		
YEAR		2019		
No	Event Name/ Folder Name	Quantity	Size	Remarks
1	Provew Exhibition @ PKNS Bangi July 2019	214 pcs	413MB	Photo & Videos
2	Installation CCTV at Rumah DM Jun 2019	89pcs	105MB	Photo
PREPARED BY syafiq		CHECKED BY mastura		
NAME : Mohd Syafiq Farhan Maliki DESIGNATION : Operation DATE : 02/09/2019		NAME : Mastura Baharom DESIGNATION : COO DATE : 02/09/2019		
RECEIVED BY zafira				
NAME : Zafirah Ayuni Zainal DESIGNATION : Graphic Designer DATE: 03/09/2019				

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Figure : DEMI GROUP Digital
Gallery Job Card)

3.4.3 Storage

➤ Received Data from Field Crew

Field Manager received data from Field Crew together with completed DEMI GROUP Digital Gallery Job Card. Field Manager will make a duplicate copy (optional) to the External HDD as data backup before upload to NAS.

➤ Upload to NAS

The uploading process into the NAS will be performed by the Data Admin according to the specified folder structure

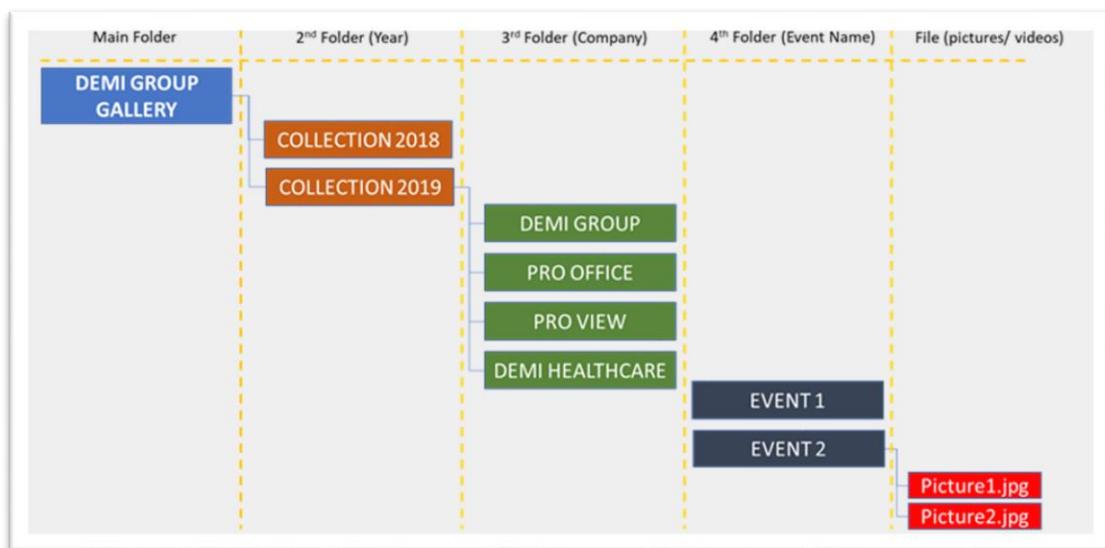
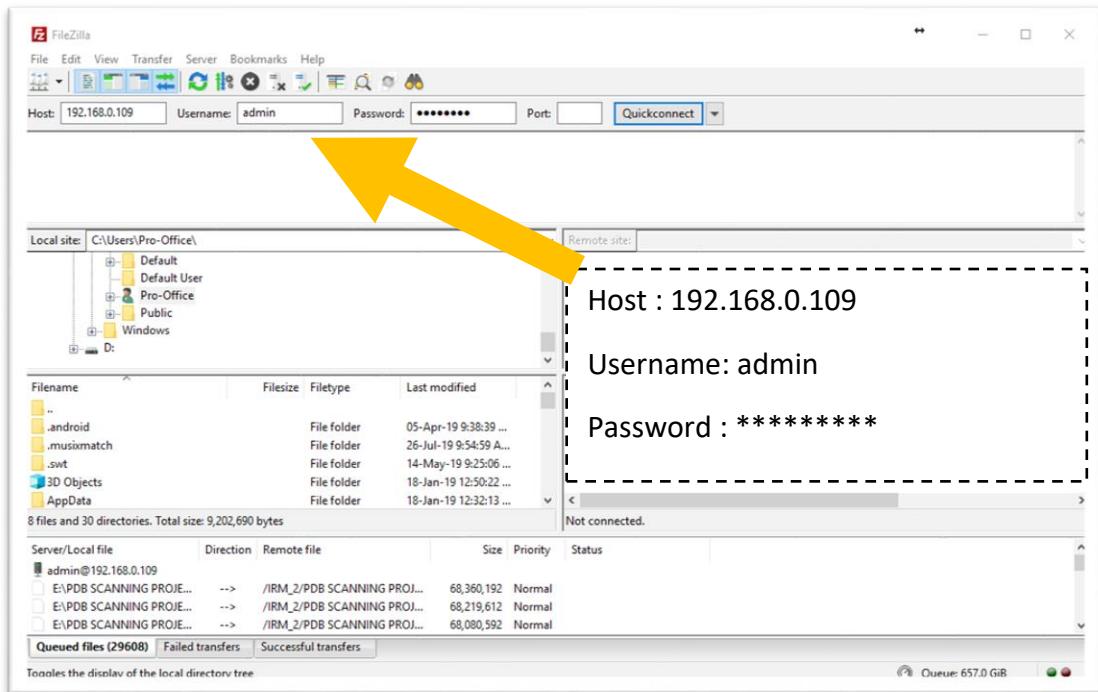


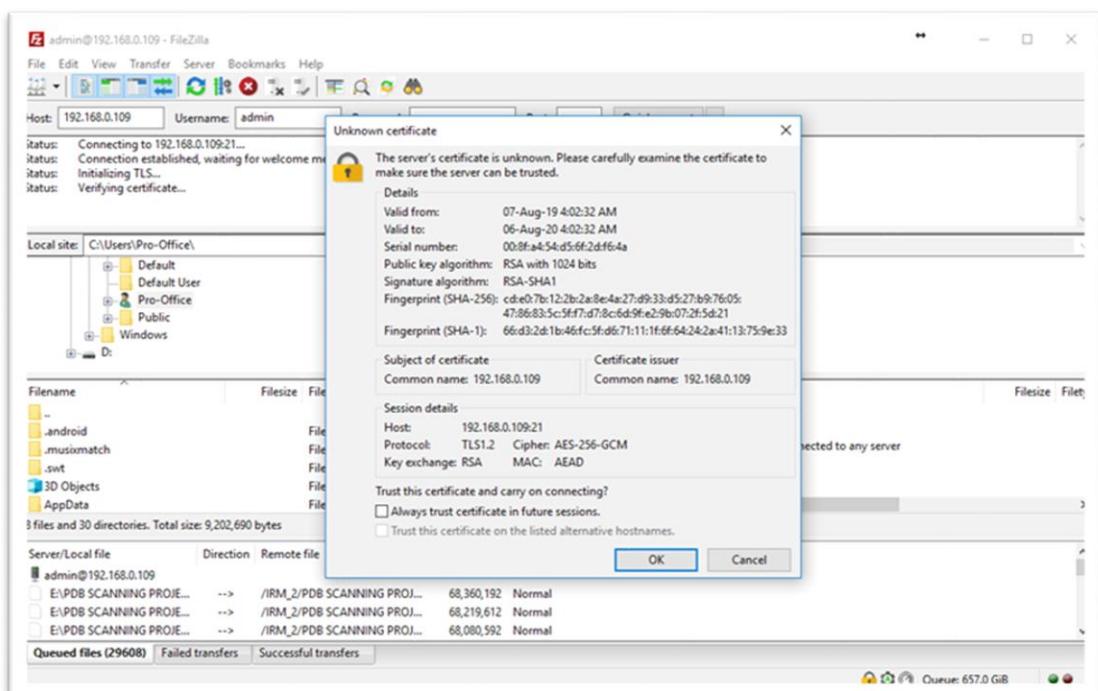
Figure : DEMI GROUP Gallery Folder Structure

Uploading process into the NAS as below:

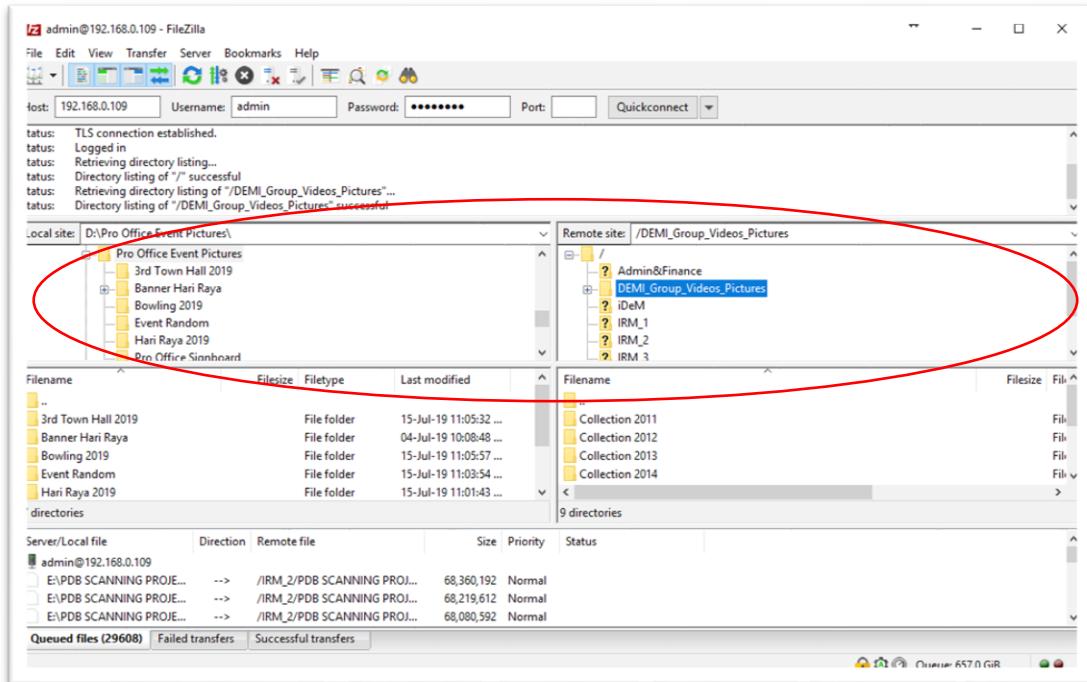
- i. Open FileZilla and fill in Host, Username & Password



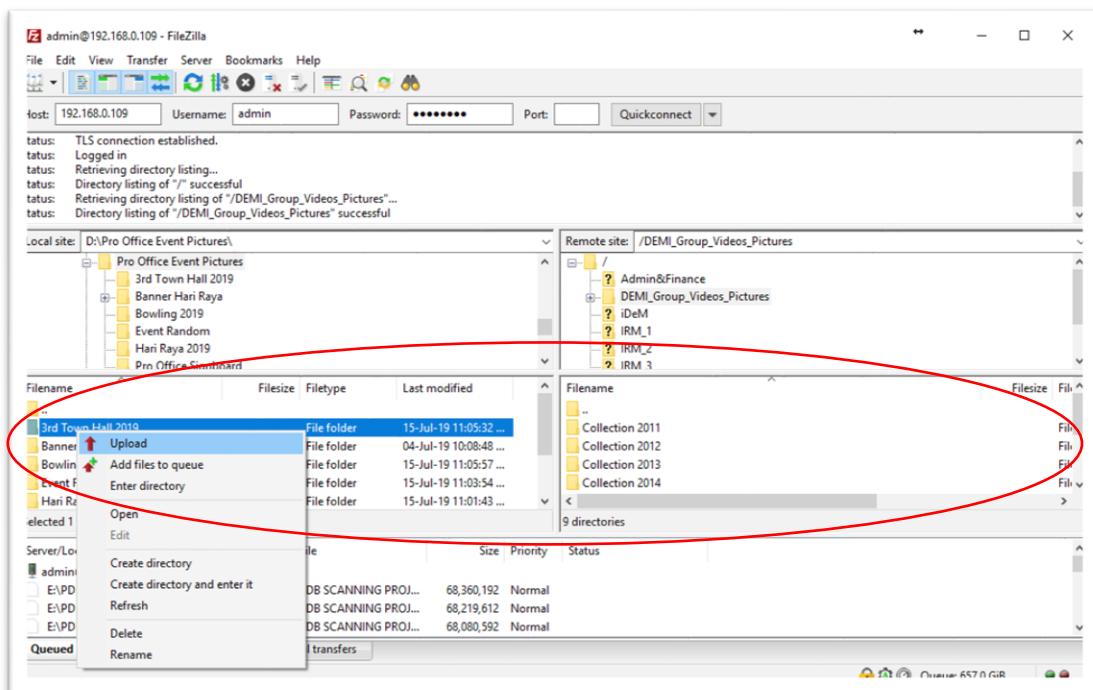
- ii. Certificate will appear & click ok to proceed.



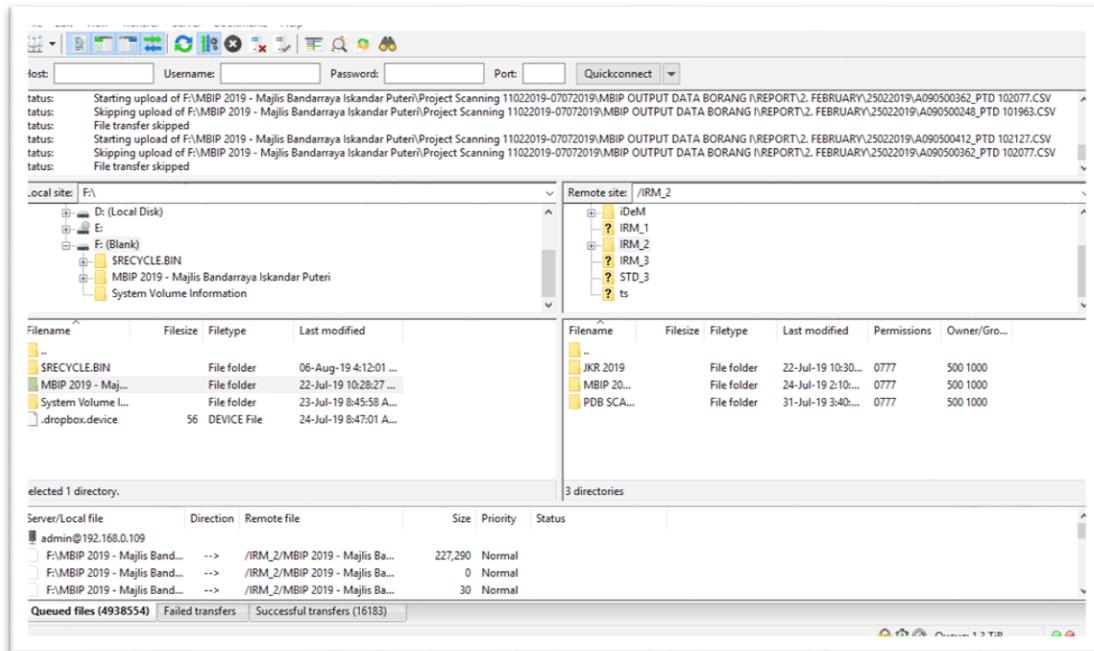
iii. Connection to NAS has been establish. Choose file to be transfer on local site & choose destination folder on remote site.



iv. Choose the folder & right click then choose upload



v. Transfer is start & wait until it complete.



➤ Manage

- i. **Managing Users** - As the Data Admin, you have a special user account (admin) that gives you administrative privileges. These privileges enable you to set up and configure the device to specific needs, as well as give other staff access to our cloud. Data Admin have the power to determine exactly what other users can access. The Users icon displays a list of current users and enables the admin account to view user details, create new users, create shares, and grant users access to existing shares
- ii. **Managing Shares** - a share is an area on the NAS WD My Cloud device for storing files. A share can be public so that all users can access the contents, or private to limit access to selected users. The Shares icon on the navigation panel displays a list of shares on the NAS WD My Cloud device and enables the administrator to manage shares and user access

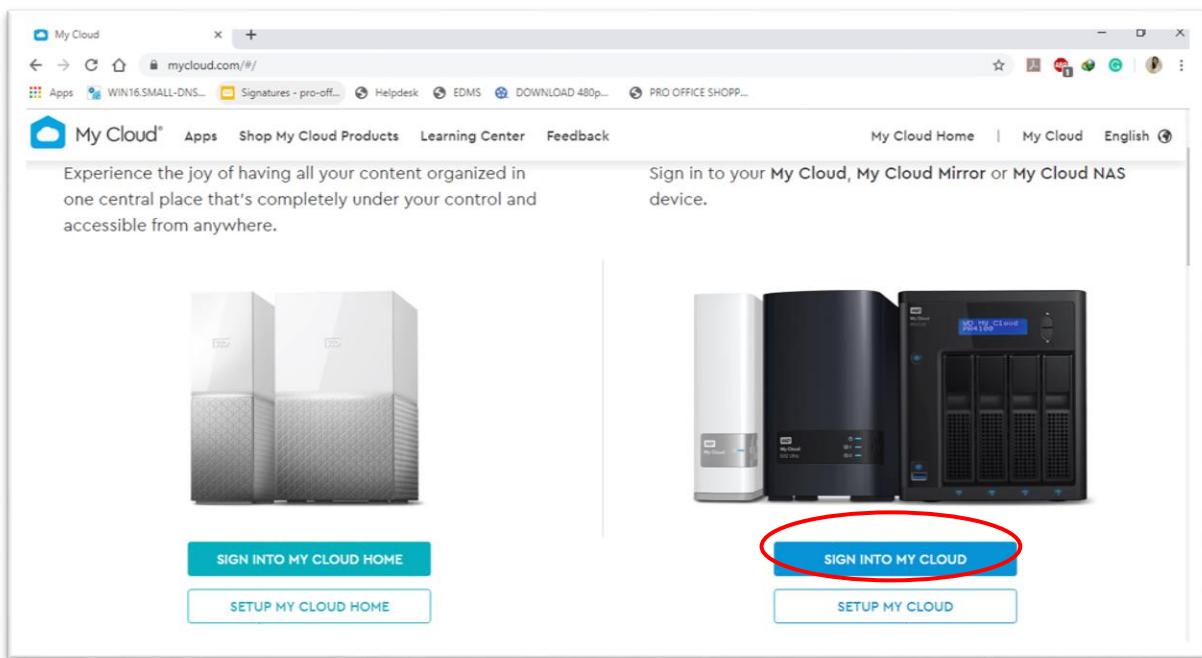
More details please refer My Cloud Personal Storage User Manual (page 51 -

3.4.4 Retrieval

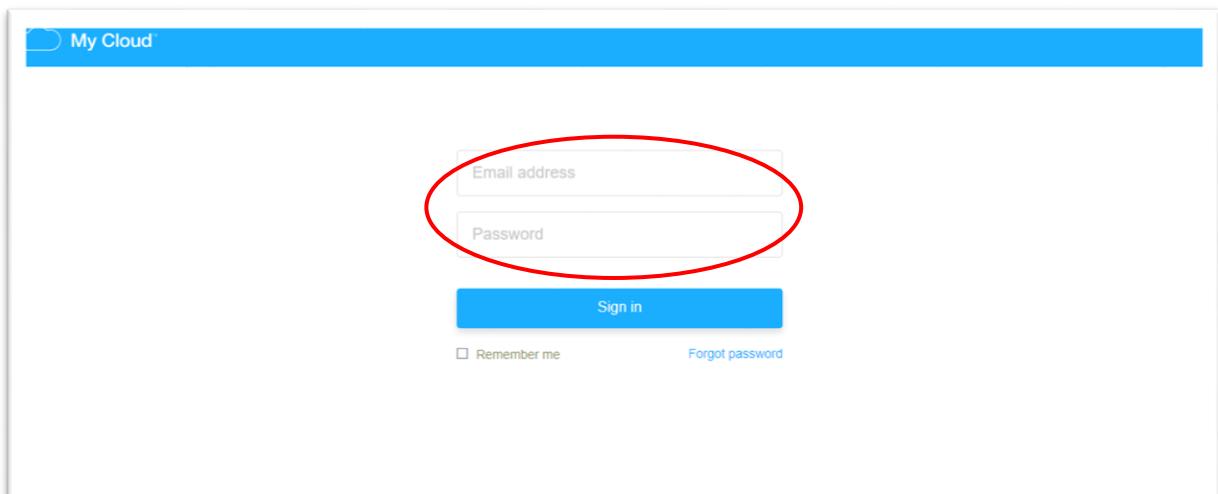
Only authorized staff can access the uploaded data, where username and password can be requested from the Data Admin. There are 2 ways to access/ view the uploaded data:

A. WD My Cloud web based (web browser)

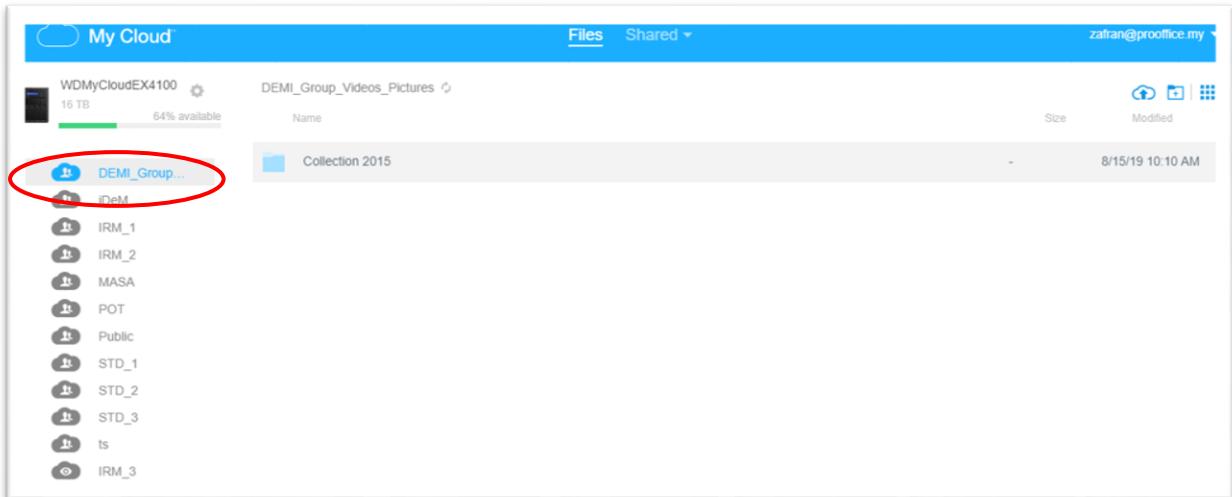
- i. Go to <https://mycloud.com/#/> to access WD NAS web based. Choose sign into MY CLOUD.



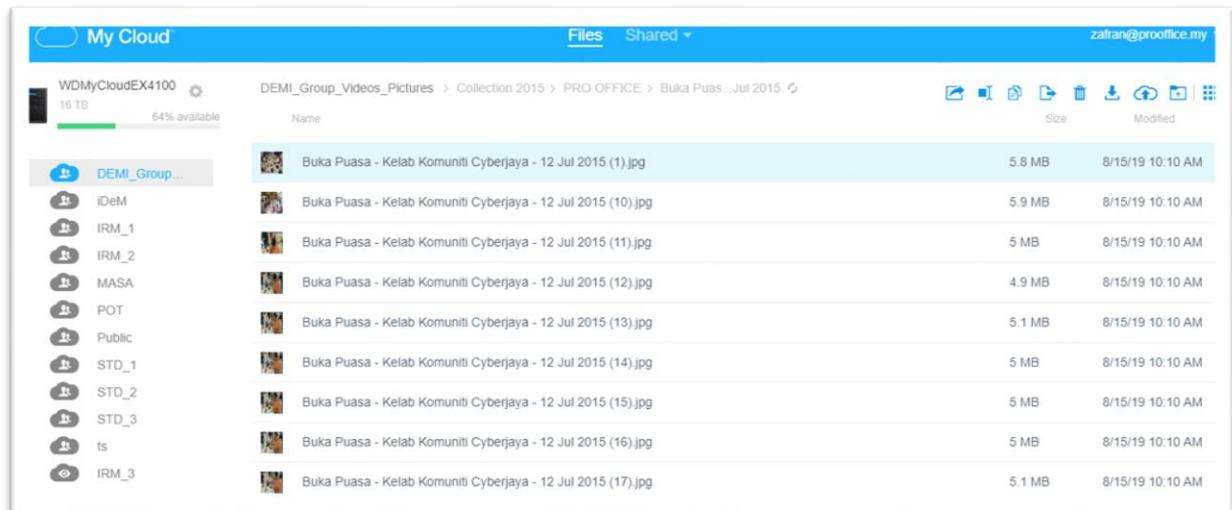
- ii. It will direct to sign in pages. Fill email address and password, then click sign in.



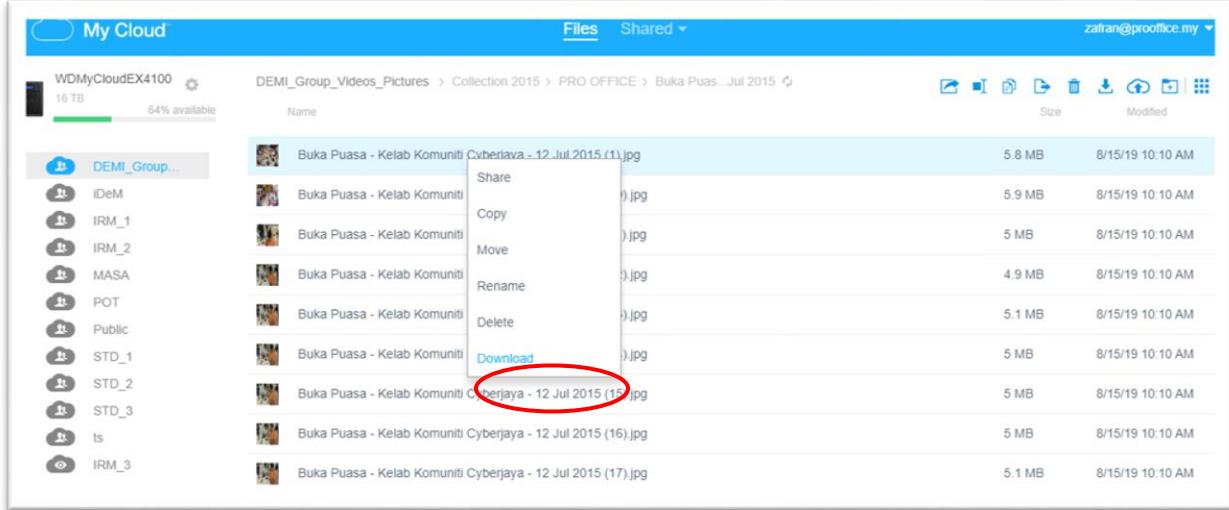
iii. On main page it shows all folder that have been authorized to be use. Choose which folder to open by click the folder.



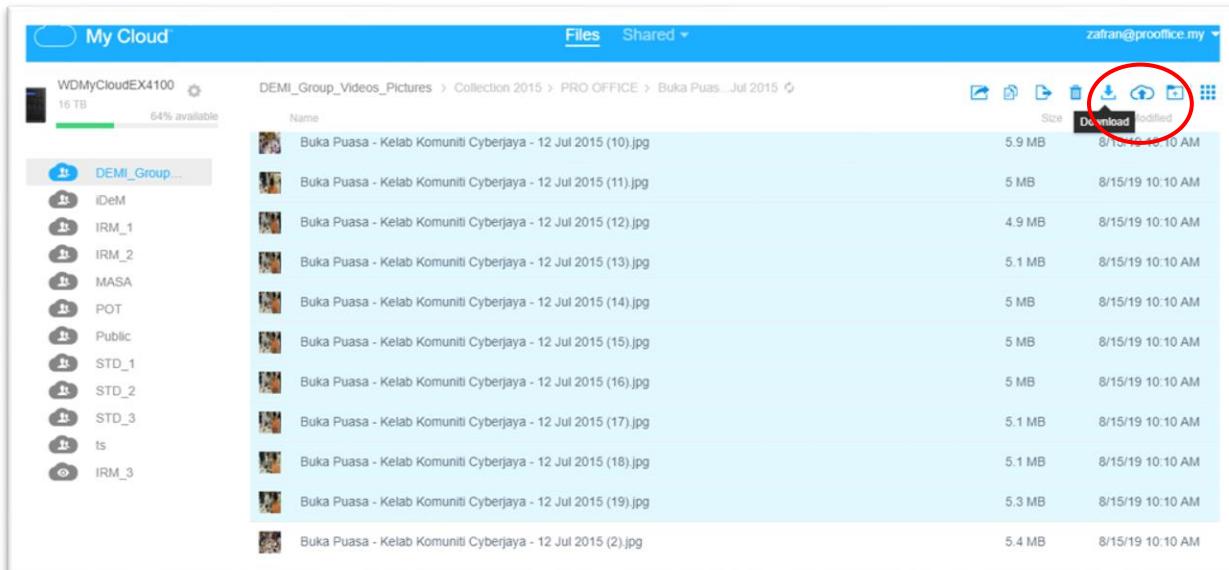
iv. It shows all the content on the folder. To view double click on the item.



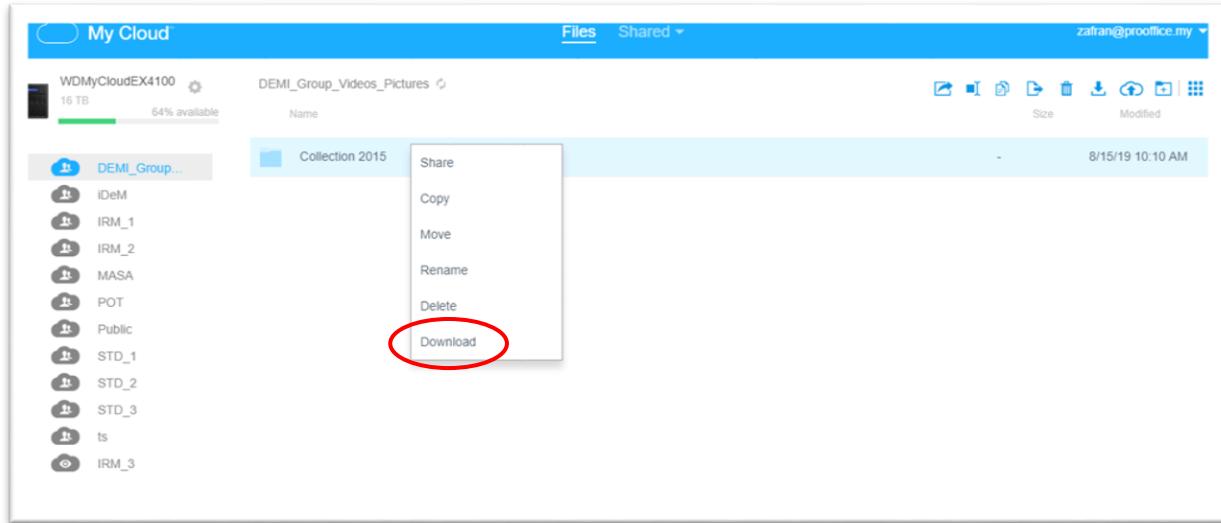
v. To download the certain file, right click on the item and click download to start download the item.



vi. To download more than 1 item, choose the file by click the file with CTRL key on keyboard. Then click download on the top rights.

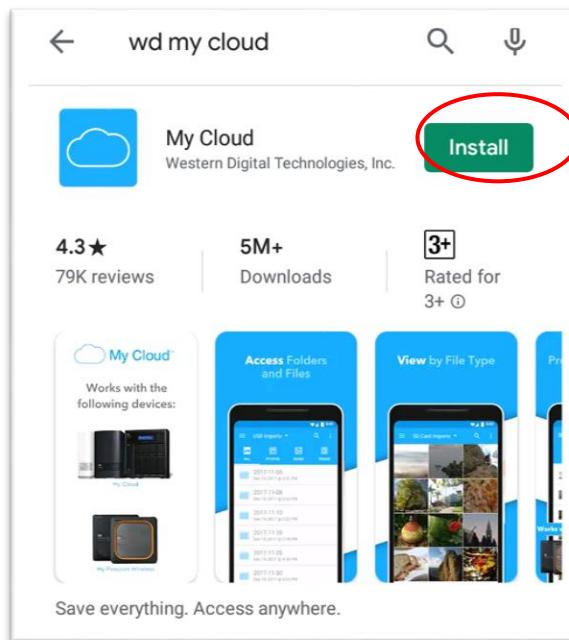


vii. To download entire file, right click on the file and click on download.

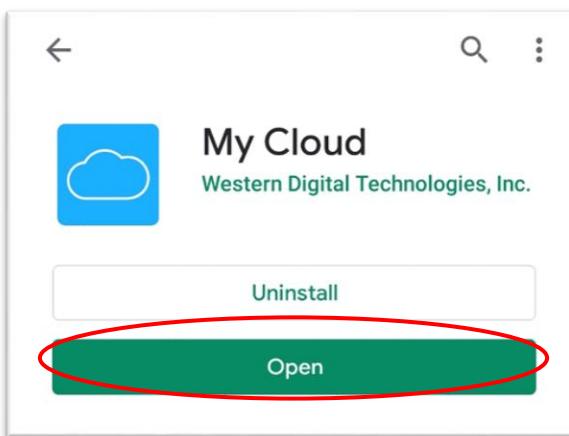


B. WD My Cloud Apps

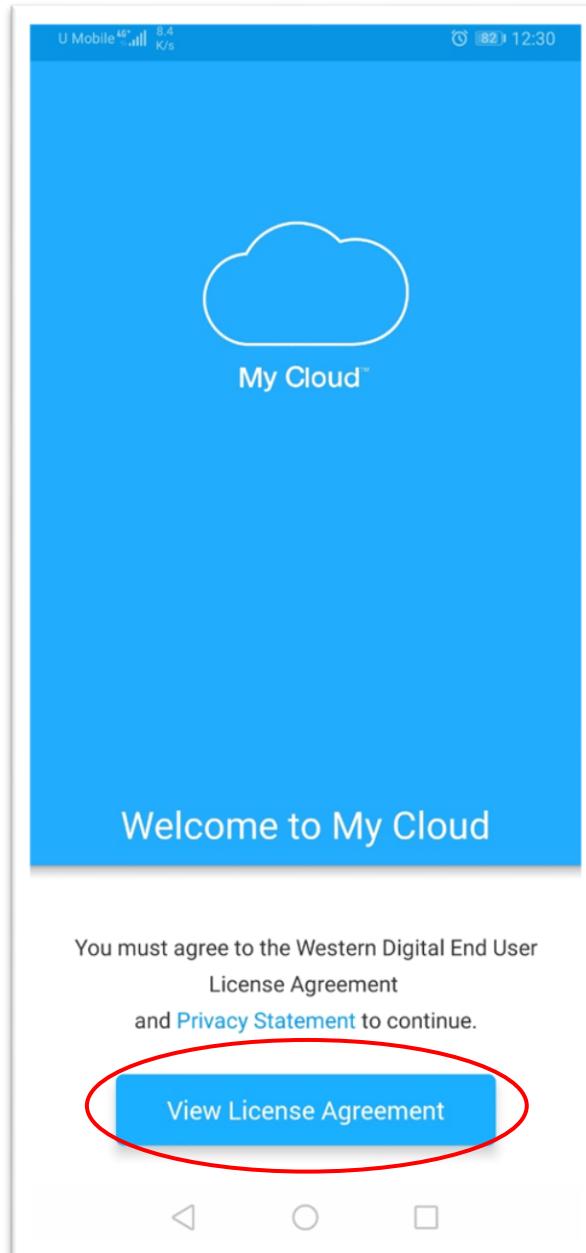
- i. Search WD My Cloud (in Play Store or App Store) to download My Cloud and click Install to start the installation.



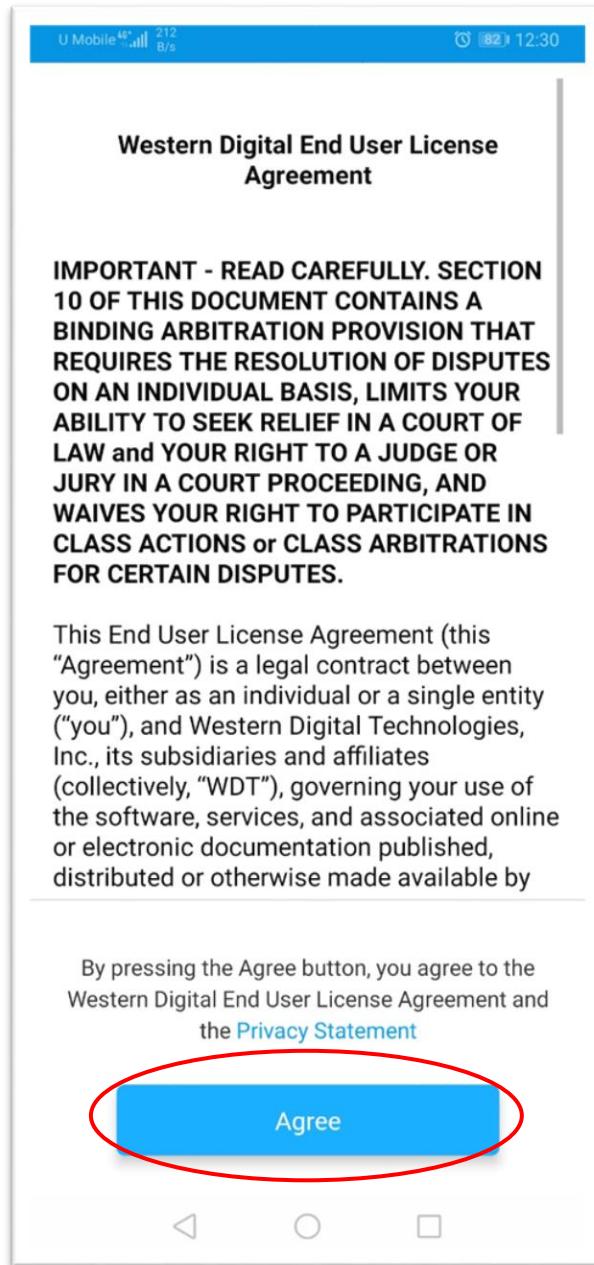
- ii. Click Open to open the application.



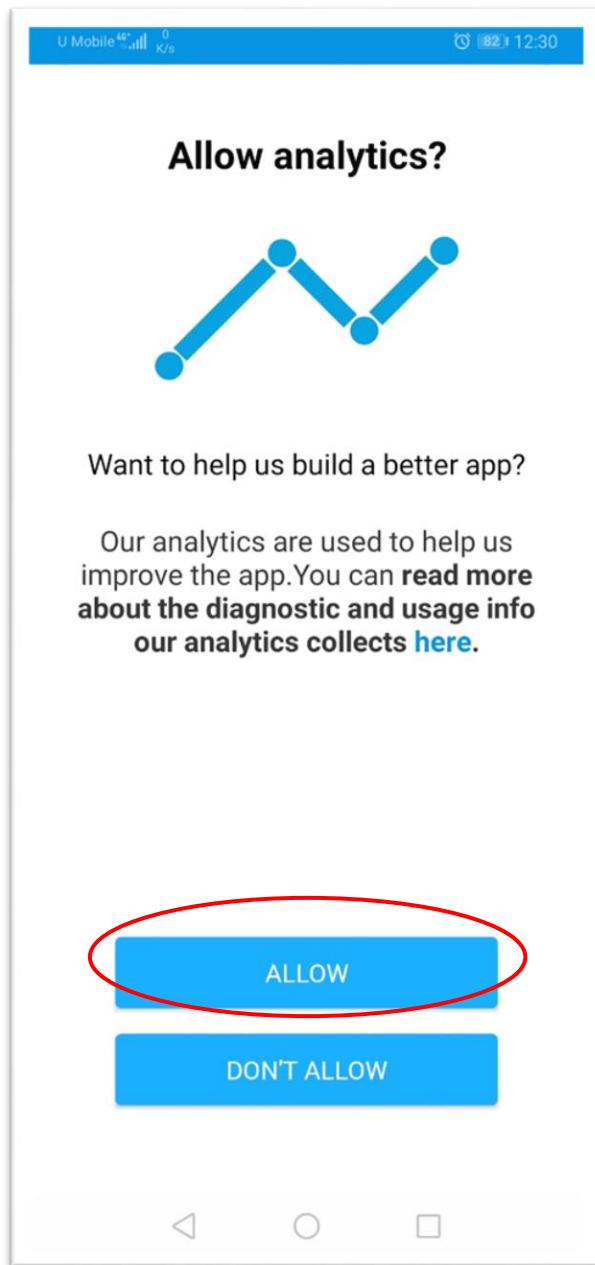
iii. Click View License Agreement to continue.



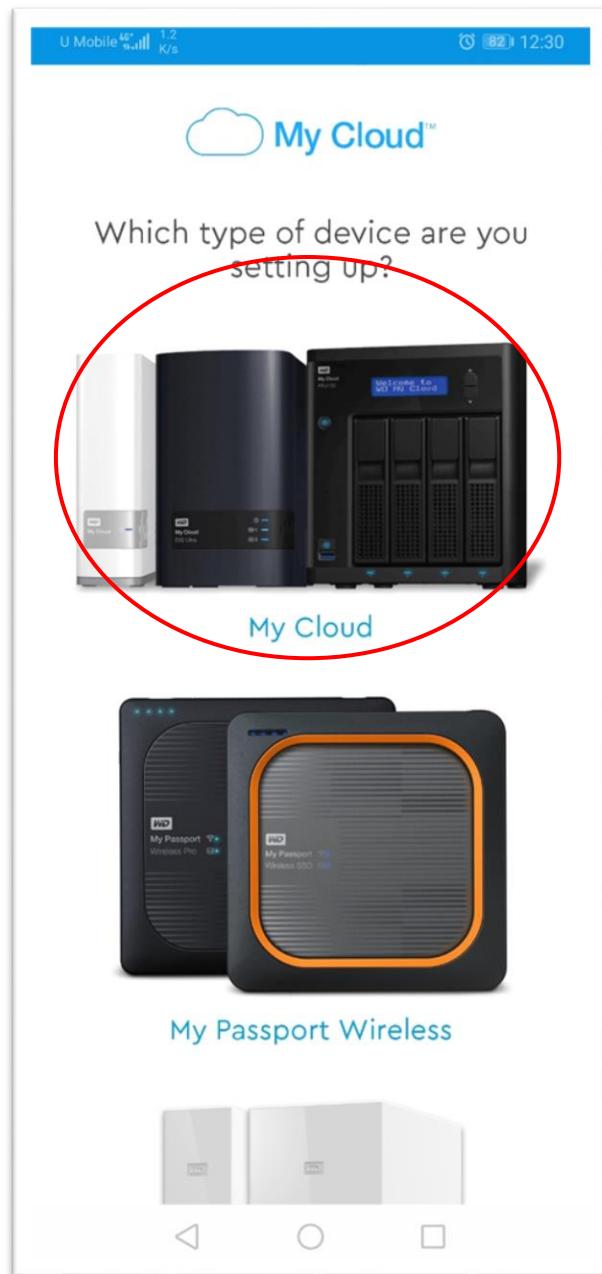
iv. Click on Agree to proceed with the agreement.



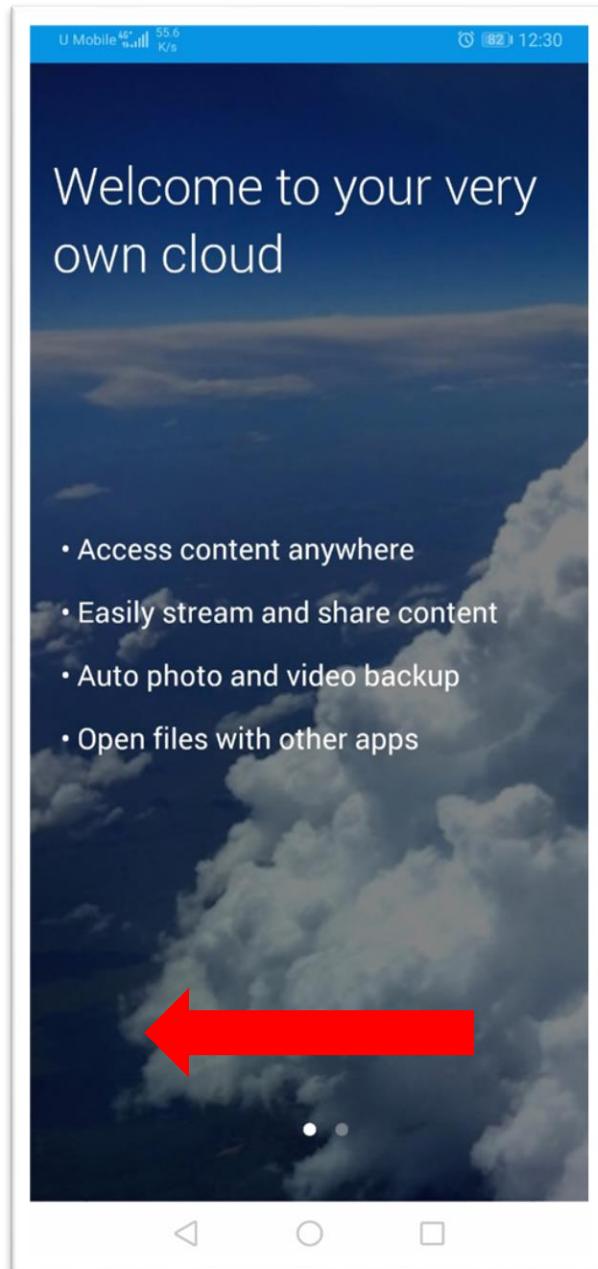
v. Click on Allow to allow the analytics.



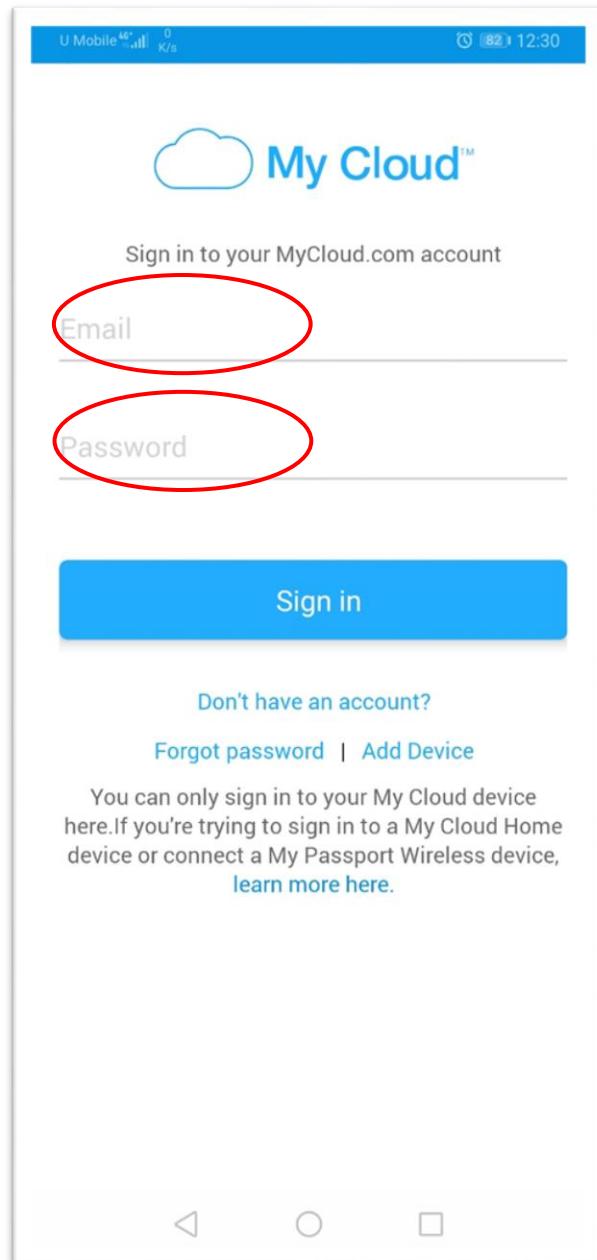
vi. Click on the My Cloud for the type of your setting up.



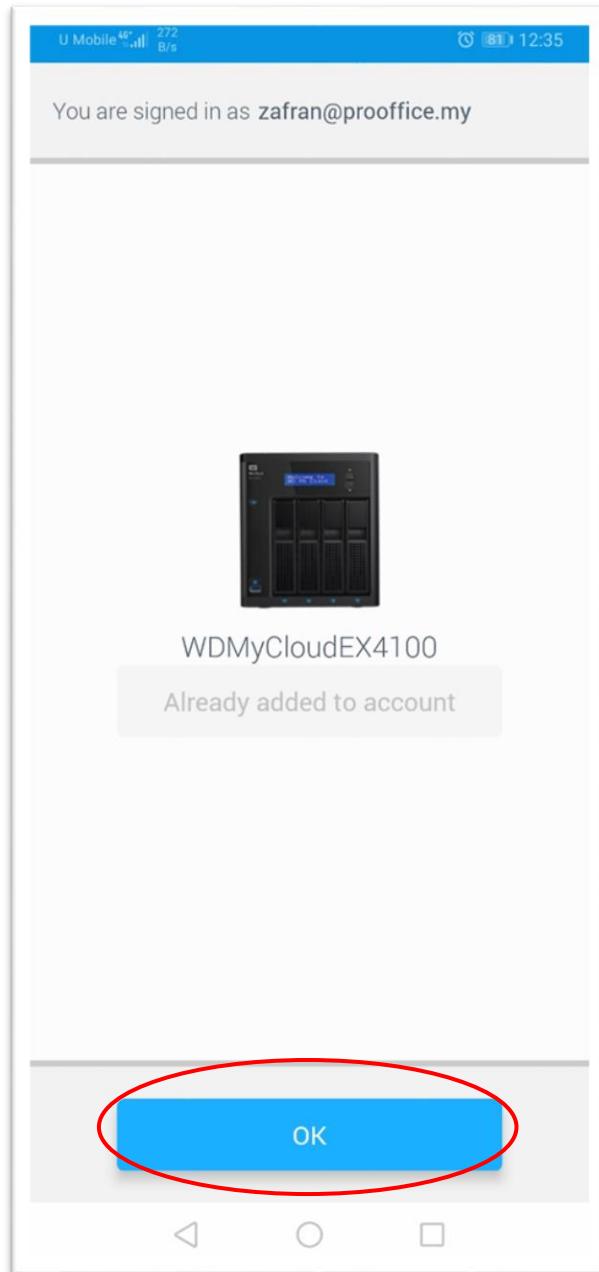
vii. Swipe left to continue.



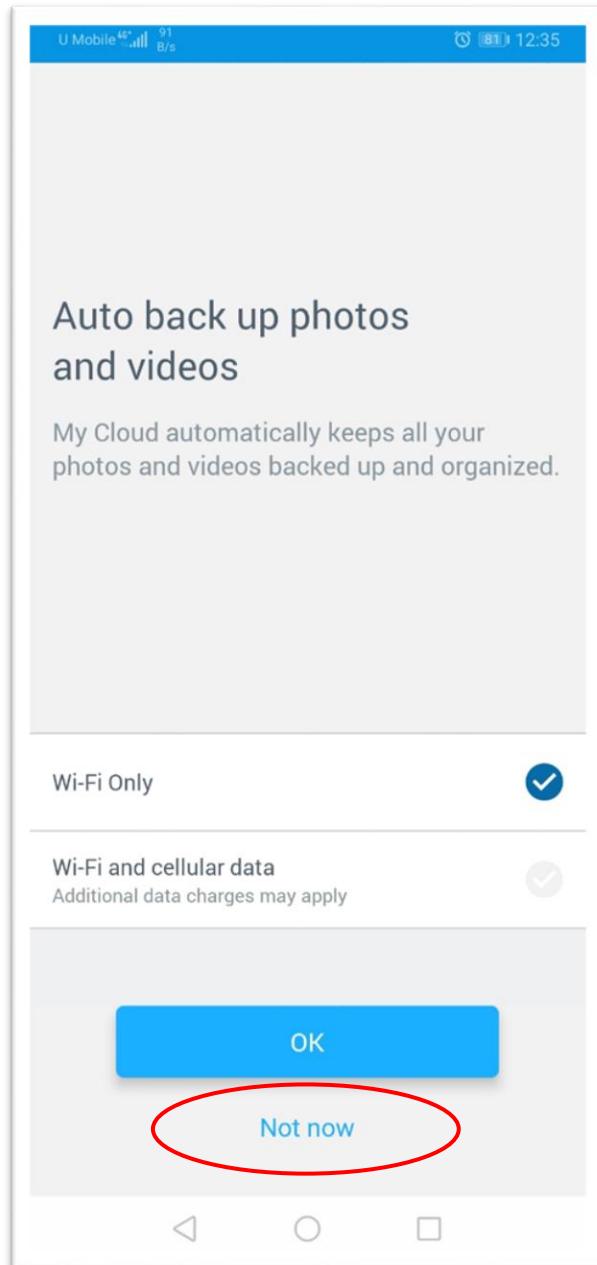
viii. It will direct to sign in pages. Fill email address and password, then click sign in.



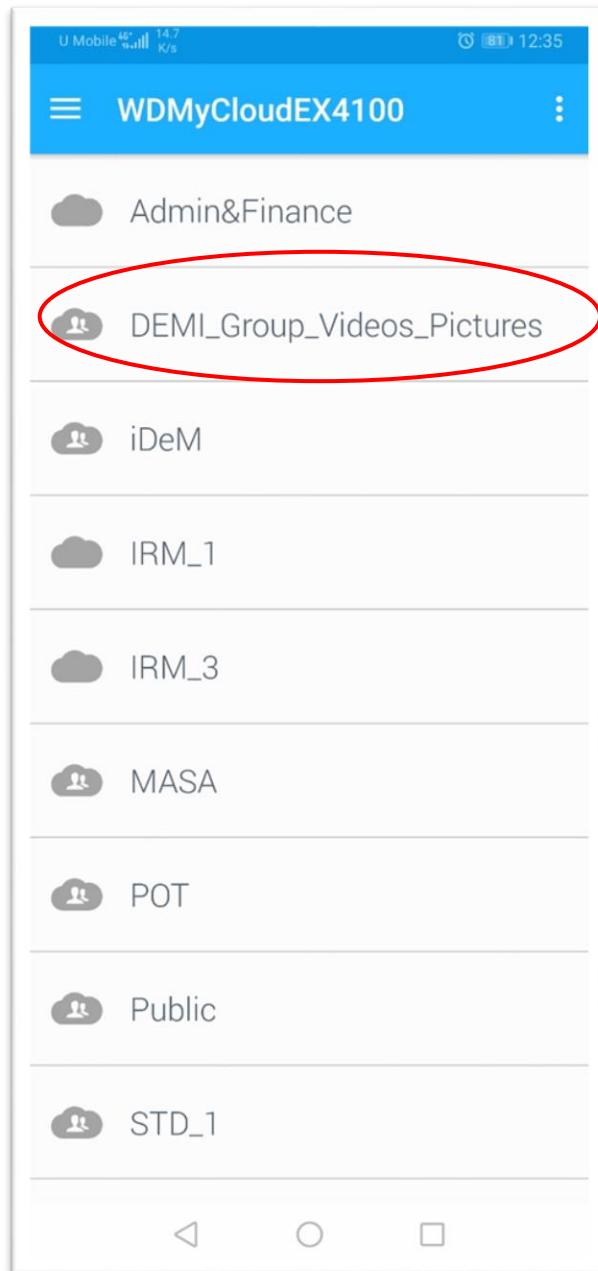
ix. Click on OK when you have successfully signed in.



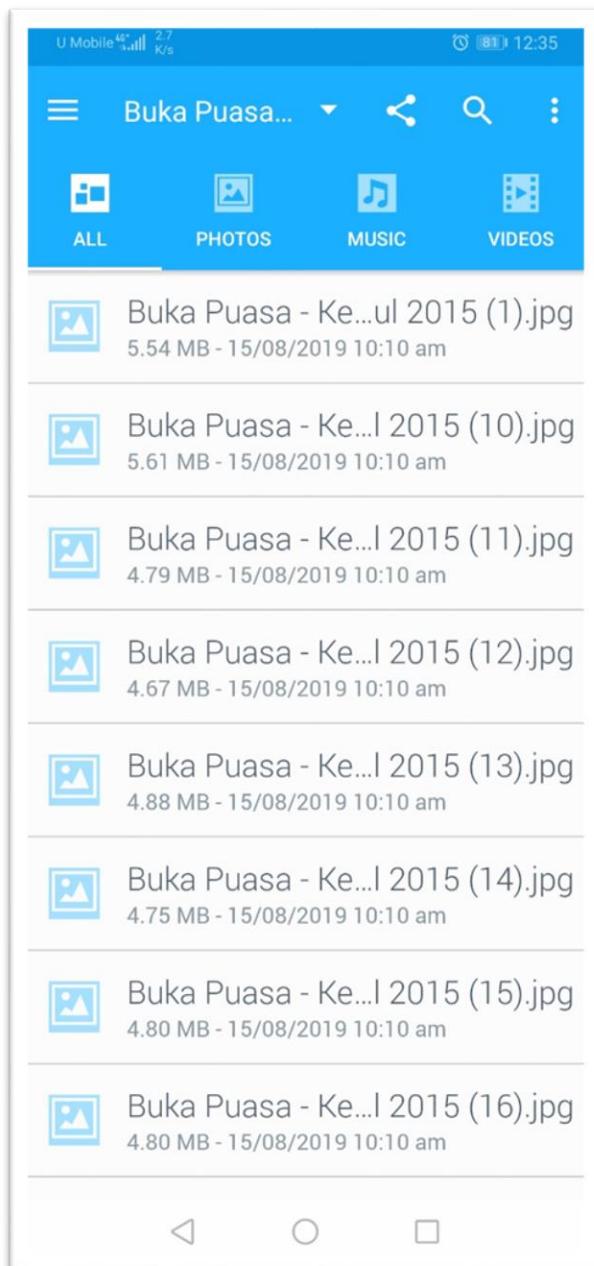
x. Then, click on Not now to proceed.



xi. On main page it shows all folder that have been authorize to be use. Choose which folder to open by clicking the folder.



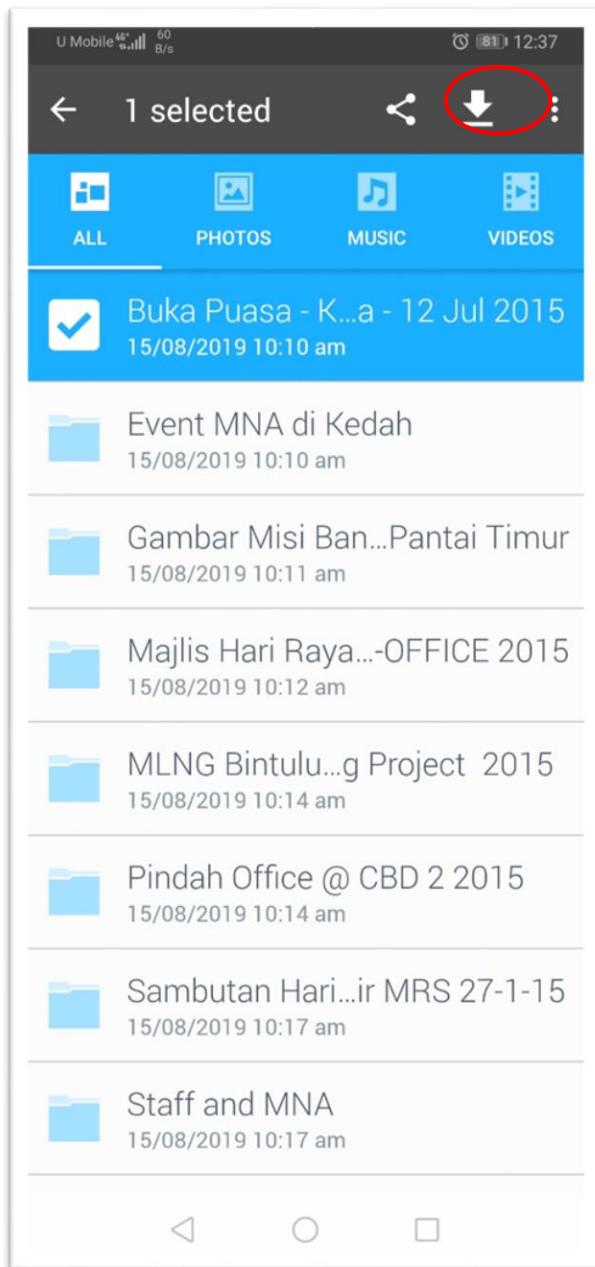
xii. It shows all the content on the folder. To view the file, double click on the item to view.



xiii. To download the certain file, select on the item and click the download on the top right to start downloading the item.



xiv. To download entire file, select on the file and click downloading the file.



4. APPENDIX

4.3 DEMI GROUP Digital Gallery - Job Card.

Please download from this link

<https://www.dropbox.com/sh/b5z2tnqhirzprn8/AABhh9rzXb-IHZ6cltdU9ujDa?dl=0>

4.4 My Cloud Personal Storage User Manual.

Please download from this link

https://www.wd.com/content/dam/wdc/website/downloadable_assets/eng/user_manual/4779-705163.pdf

Or

<https://www.dropbox.com/sh/b5z2tnqhirzprn8/AABhh9rzXb-IHZ6cltdU9ujDa?dl=0>