February 2021

Understanding the Tracker Data Purge

CU*BASE Configurations (Retention Controls) & Options to Keep the Data

What is the tracker purge?

…and what is the difference between purging and archiving?

CU*Answers has set new limits on how long some tracker data will be kept in the system. We also have added controls in Tool 277 Configure Tracker Types that let you decide how long to keep data on *any* tracker type.

Trackers that are older than the new retention limits will be **permanently deleted** unless you choose to archive them instead. Then each month any data that has grown older than configured limits will be deleted or archived.

Purge = Data is permanently deleted

Archive = Data is moved to storage and remains available to use

Which trackers are getting purged?

Three standard tracker types codes are getting a retention limit automatically assessed by CU*Answers. These three tracker types are:

➢ Sales Tracker (ST) = **3-year** limit
➢ Audit Tracker (AT)= **7-year** limit
➢ Notice Tracker (NT) = **10-year** limit

All other tracker types remain defaulted to "unlimited" retention unless you manually choose to set your own retention limit.

Retention limits aren't new. Just new to tracker data. CU*Answers already sets and manages data retention and archival for transaction history, loan applications, online banking logs, etc.

Why now? Why trackers?

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Several factors led us to set limits and give you controls on how much tracker data is kept in the core:

➤ Data hygiene. Good data practice is to clean up old data when necessary.

➤ Infrastructure – With the launch of Data Warehouses in 2020, the option to keep the older data is only recently possible.

Why trackers?

Trackers are a very large data set, especially the Sales, Audit, and Notice tracker types. To put a number on it... We have over **4 Terabytes** of tracker data across all our credit unions

Did you know for many credit unions tracker data is larger than the entire membership's transaction history?

What do I need to do?

Route #1 - Do Nothing = Tracker data will be permanently deleted. A monthly purge will monitor for and continue to purge data outside those limits

Route #2 – Activate a Data Warehouse and Archive = Tracker data will be kept on the system for query access in future, in a Data Warehouse. **This option is only available until March 1st, 2021**

*With either option – You have the controls to set stricter purge/archive retention limits if you like, in **Tool 277 Configure Tracker Types***

What's next if I want to archive?

There are two action items to set up archiving the tracker data – **to complete by March 1ˢᵗ, 2021**:

1. Purchase a **Data Warehouse***

2. Update configurations in **Tool 277** *Configure Tracker Types*

*Data Warehouses cost $1,000 one-time set-up fee, then start at $110/month for data storage. Talk to the **Asterisk Intelligence Team** for more details on how it works and how it can be used – ai@cuanswers.com or 800-327-3578 ext 870

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Tool 277 Configure Tracker Types

Data purge... Do nothing or (optional) add more retention limits if you wish

Tracker Type Definition

Position to tracker type [   ]

Tracker Type	Description	Sales Tracker	Allow Copy	Allow Move	Allow Purge	Allow Multi	Follow Alert	Retention Months	Archive
AD	Address change	N	Y	Y	Y	Y	Y	999	
AM	APPLICATION MAINTENANCE	N	Y	Y	Y	Y	Y	999	
AT	AUDIT TRACKER	N	N	N	N	Y	N	84	
AU	Auditing	N	Y	Y	N	Y	Y	999	
AZ	1	N	Y	Y	Y	Y	Y	999	
BE	Board Election	Y	Y	Y	Y	Y	Y	999	
BS	BSA TRACKER NOTES	N	Y	Y	Y	Y	Y	999	
BX	BANKRUPTCY	N	Y	Y	Y	Y	Y	999	
CC	MORTGAGE SERVING CALL CENTER	N	Y	Y	Y	Y	Y	999	
CD	Sarah Test	N	Y	Y	Y	Y	Y	999	
CP	CPI	N	Y	Y	Y	Y	Y	999	
CT	ctr form	N	Y	Y	Y	Y	Y	999	
CU	Credit Union Training Trackers	N	Y	Y	Y	Y	Y	999	
CV	Conversion Support Call Ctr	N	Y	Y	Y	N	Y	999	
DO	Dormant	N	Y	Y	Y	Y	Y	6	
ES	E SERVICES	N	Y	Y	Y	Y	Y	6	
FE	Fee Reverse	N	Y	Y	Y	N	Y	999	
FR	Fee Reversals	N	Y	Y	Y	Y	Y	6	

■ Change   ■ Delete   ■ View

Tool 277 Configure Tracker Types

Data purge... Do nothing <u>or</u> (optional) add more retention limits if you wish

Session 1 CU*BASE GOLD - Tracker Type Definition

Tracker type	AT
Tracker description	AUDIT TRACKER
Short description	AUDT

☐ Display in sales tracker leads and follow-ups
☐ Allow trackers to be copied from one membership to another
☐ Allow conversations to be moved from one tracker to another
☐ Allow trackers to be manually purged
☑ Allow multiple trackers of this type per membership
☐ Alert employees of outstanding follow-ups (Inquiry/Phone Op/Teller)

Retention period for automated purge **084** months, minimum of **060** months, maximum of **084** months (7 years)

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Tool 277 Configure Tracker Types

Data archive… Once a Data Warehouse is in place, option to archive is available

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Retention period for automated purge   084   months, minimum of   060   months, maximum of   084   months (7 years)
    After retention period passes   ⦿ Purge all conversations (no archive);   ◯ Archive conversations then purge
Note: This retention period includes OFAC scans for both members AND non-members.

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Don't forget to purchase a Data Warehouse by *March 1st* if you wish to archive tracker data!

Any questions? Contact us

ai@cuanswers.com
800-327-3478 ext 870