

Distributed Records Management System (RMS) Network Reliability Considerations

Description: The use of PremierOne RMS in a distributed network environment requires special considerations to ensure reliable service. This document will outline the best practices needed for this.

General Considerations

The RMS product team recommends a minimum of 100 Mbs for client access. Additionally, the RMS client will consume as much bandwidth as possible to transfer information. Taken together, this means that while the system can run on smaller connections, transactions will take longer and are more likely to be disrupted.

RMS client to server connections should be run on a dedicated network, if possible. If a shared or OTT (Over-The-Top) network is used, monitoring and QoS (Quality of Service) should be used to prioritize RMS traffic. This is particularly true of smaller internet based connections where shared services are more likely to cause contention for already limited resources.

OTT networks should be examined for quality (packet loss and jitter) as well as possible routing issues such as Border Gateway Protocol (BGP) issues.

RMS connections should not be subjected to additional Intrusion Detection System (IDS) / Intrusion Prevention System (IPS) inspections. While it is possible for these inspections to be done without affecting the traffic flow, they should only be enabled with a testing and monitoring plan to ensure good performance.

Firewalls used in the network should be reviewed to ensure that any virtual firewall or VDOM (virtual domain) configuration meets best practice as defined by the firewall vendor.

Mobile Network Considerations

RMS over mobile networks is highly affected by the overall network reliability. Users in high speed, highly reliable coverage areas will have a better experience than those with intermittent connectivity.

The general statements about shared connectivity apply to mobile as well. Other applications consuming data at the same time as RMS will affect performance of the mobile RMS application.

Mobile network design will affect network performance. Systems that terminate the mobile traffic in the agency will be affected, not just by conditions on the mobile network, but also the general network conditions of the agency network and the connection to the server.