## Key Values

1. Keep file names short and meaningful.
   1. *Avoiding unnecessary repetition and redundancy in file names and paths.*
   2. *Use capital letters to delimit words, not spaces or underscores.*
   3. *Use abbreviations and codes; avoiding obscure acronyms and vague, ie.’ “miscellaneous”.*
2. Use alphanumeric characters i.e., letters (A-Z) and numbers (0-9), to ensure correct numerical order (e.g., 01, 02). {Avoid: \*: \ / < > | “? [ ] ; = + & £ $ ,}
   1. *Use a two-digit format unless it is a year or another number with more than two digits.*
   2. *Records for recurring events should include the date and a description of the event name.*
   3. *The version number of a record should be indicated in its file name by the inclusion of ‘V’ followed by the version number. (e.g., v01, v03 etc.)*
3. Order the elements in a file name in the most appropriate way to retrieve the record.
   1. *Avoid common words like ‘Draft’ or ‘Letter’ at the beginning of the name unless used in file name makes it easier to retrieve the record.*
   2. *Indicate what is significant/what the file contains, what is searched for, who is the audience.*
   3. *Knowledge Base Article Number (KB#) should be included at the end of the name to make references in ServiceNow.*

## Examples:

**In CDR folder:**

1. CFPB\_Speaker\_Request\_Form
2. Dell Laptop Warranty Repair Procedures
3. Deployment of Approved Software SOP
4. IO\_AM\_Hardware\_Disposal\_WI
5. IO\_SD\_Record\_Access\_Legal\_Litigation\_Hold\_WI\_10\_18\_2022v3
6. Service Desk non-voluntary termination process instruction 091222 v2 (1)
7. Voyager\_Focus\_UC\_Pairing\_Adapter\_BT600\_final\_drft\_v4

**File/Folder Name Components applying Key Values logic**