

## **eDiscovery Services available from vendors<sup>1</sup>**

### *Consulting Services*

- Assessment of IT infrastructure and IM practices
- Assessment of preservation issues
- Recommendations for discovery plan
- Advice on preservation, harvesting, responding to e-discovery motions
- Advice about likely sources during collection
- Guidelines and best practices for processing the information, especially preserving it, and ensuring chain of custody
- Approaches to dealing with duplicates and near-duplicates, and consequences of each method
- Expert testimony on evidence handling practices used during the identification, collection, harvesting, culling and production phases – independent third party oversight
- Practical advice on reducing the cost of collection, extraction, de-duplication, conversion and analysis of documents from electronic sources

### *Project Management*

- Project planning, budgeting and scheduling
- Support to the client department in the development of the inventory, collection and preservation plans – tools and expertise
- Third party management of collection and preservation processes to ensure dates and commitments are met
- Documentation of processes of collection, preservation, harvesting and culling to form a record for later use if challenged
- Initial data evaluation, gap reports, status reports, deviation reports

### *Preservation, Collection and Extraction Services*

*(avoiding alteration of source data)*

*(primary extraction phase)*

- Mirror hard drives (forensic copy)
- Extract information from disks (active data):
  - Workstation hard drives
  - Email servers
  - Enterprise file servers

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<sup>1</sup> Suppliers are assumed to be members of the litigation support and e-discovery vendor community; requires highly specialized knowledge and experience

- Extract information from disks (older data):
  - Older hard drives that have been replaced during workstation upgrades
  - Near off-line email servers
  - Email archiving systems
  - Near off-line file servers
- Extract information from tapes (archive information)
  - Database archives
  - Email archives
  - Files off-loaded from file servers
- Extract information from tapes (disk backup systems)
  - Server backup/recovery tapes
  - Enterprise backup systems for Network Attached Storage (NAS) or Storage Area Networks (SAN)
- Extract information from other communications devices
  - Mobile phones
  - Voicemail systems
  - PDAs and Blackberries
- Recovering legacy data from systems using software no longer supported by the client (older desktop software, former email systems, former backup software, etc.)

### *Forensic services*

- Certifying copies of electronic files using hash algorithms
- Cracking password protected files
- Recovering information from damaged or corrupted disks
- Retrieving information from encrypted media
- Retrieving information from storage compromised by viruses and other threats
- Retrieving deleted, hidden or temp information from drives

### *Harvesting and culling*

*(second extraction phase)*

- Exclusion of file types such as application software and related configuration files
- Exclusion of files, emails, database records and transactions that are not within the timeframe in question
- Extracting information from file directories and email or database accounts assigned to identified custodians and their correspondents
- De-duplication, under instruction from counsel and depending on nature of litigation:
  - Multiple copies of the identical file, as happens with replicant information on print servers, in Windows/temp files, and tape backups
  - Versions of drafts that precede the final version, ( e.g. earlier versions forensically recovered from disk)
  - Near duplicates stored in directories and email of different custodians
  - Email strings and discussion threads

- Filtering for likely sources
  - Using a more specific timeframe
  - Looking at exchanges of email between specific correspondents
  - Keyword, fuzzy and concept searching
  - Concept and context mapping
  - International language capabilities

### *Hosting*

- Support for review

### *Conversion*

- For loading into litigation support tools
- Capture of metadata and conversion to TIFF of text-related files

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