Thank you for joining
100+ diverse organizations / attendees
Valuable topic presented by 3 Modus SMEs
Interactive presentation – use chat window
Email recording / slides
Invite to upcoming webinar
SPEAKERS

- John Collins – Director, Discovery Services
- Matthew Verga – Director, eDiscovery Strategy
- Andreas Mueller – Senior Director, eDiscovery
TOPICS

- What is an ESI data map?
- Proactive vs. Remedial ESI data mapping
- The value of ESI data mapping
- How does an ESI data map get built? – 5 step process
- Common challenges to overcome
- ESI data mapping tips
- Modus ESI data mapping services
- Next webinar – “Data Targeting” on Sept 23rd
WHAT IS AN ESI DATA MAP?

- A specialized inventory of an organization's IT systems and infrastructure focused on those applications, platforms, or systems likely to be repositories of ESI sought in discovery.
- Captures essential information, including:
  - Current state
  - Background and context
  - History
WHAT AN ESI DATA MAP IS NOT

- Not a real-time inventory or tracking system
- Not a silver bullet
  - Does not replace interacting with IT
- Not an eDiscovery response plan
  - But a foundation for creating one
When trigger event to preserve arises, must identify:

- What ESI is available for discovery
- Where the ESI resides
- How to preserve or collect it
Challenges associated with reactive ESI data mapping

- Increases likelihood of overlooking ESI sources or missing key information about how systems function, retain, and dispose of data
- Inaccurate mapping due to “rushed” situation
- Disruptive to IT and business people
- Scheduling conflicts are almost inevitable
WHAT’S THE VALUE OF ESI DATA MAPPING?
CREATING, USING AND HAVING

MODUS
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1 - CREATING IT

- Framework for collaboration between IT, Legal and RIM
- Grassroots education for IT on legal process, discovery, and RIM principles
- Grassroots education for legal and RIM professionals about how things really work inside the black box of IT
2 - USING IT

- Demystifies IT systems and landscape
- Establishes baseline factual descriptions of systems
- Helps create effective eDiscovery processes and procedures:
  - On-point (instead of generic) questions to ask in custodian interviews
  - Who to contact to suspend purging of data
  - What systems may contain potentially responsive ESI
  - How to preserve ESI in target system
    - Is collection required?
    - Is preserve in place an option?
3 - HAVING IT

- Demonstrates effort to understand ESI repositories
- Less likely to miss potentially responsive ESI sources
- Helps reduce risk of spoliation claims
- Provides factual foundation for:
  - Protective orders
  - Asserting ESI is not reasonably accessible
  - Cost-shifting and proportionality arguments
HOW DOES AN ESI DATA MAP GET BUILT?

BLOOD, SWEAT AND TEARS
THE MODUS ESI DATA MAPPING PROCESS – 5 STEPS

1. IDENTIFY
2. PROFILE
3. TIER
4. GATHER
5. ANALYZE, VALIDATE, REVIEW AND PRESENT
ESI DATA MAPPING - STEP 1

1 IDENTIFY

- Looking to cast as wide a net as possible
- Most organizations will have some type of application inventory, application portfolio, or CMDB database
  - Gather this existing IT documentation
  - Typically 60-90% accurate
- Some organizations have multiple inventories, thus requiring creation of “master” inventory
- Looking for a place to start—augment with additional inventorying
  - Modus Applications, Platforms and Systems Survey
### Application Inventory from IT

<table>
<thead>
<tr>
<th>Application/Service Name</th>
<th>Application/Service Functionality</th>
<th>Aliases</th>
<th>Business/Service Owner</th>
<th>IT Support Group</th>
<th>Service Category</th>
<th>Key Biz Function</th>
</tr>
</thead>
<tbody>
<tr>
<td>Absentee Reporting</td>
<td>Downloads data from SAP CATS into Oracle DB for reporting at Narrows</td>
<td>Gate History</td>
<td>zzDisabled_On_2012_08_Kent, Sheri M, ABC</td>
<td>IT Support</td>
<td>Manufacturing</td>
<td>EHS</td>
</tr>
<tr>
<td>Access Enforcer (Legacy)</td>
<td>SAP Access ticketing system</td>
<td>AE;</td>
<td>Yellen, Tim, Plastic, Plant, Kris L, ABC</td>
<td>Governance Security</td>
<td>IT</td>
<td>Security</td>
</tr>
<tr>
<td>Accolade</td>
<td>To be replaced by CA Clarity. AR to do this still needs to be approved as of Aug. 11, 2010.</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>ACL Data Analysis Tool</td>
<td>It is a database analytics application to house, acquire, trend, slice and dice data. Audit use it on an ad hoc basis as audit needs or investigation needs require. Eg. they use Direct Link portion of ACL to get data directly from SAP to slice and dice the data.</td>
<td>ACL;</td>
<td>Kline, Larry, ABC</td>
<td>Formal Support</td>
<td>Corporate</td>
<td>Audit</td>
</tr>
<tr>
<td>ACS / Wireless</td>
<td>Moved from servers to appliances</td>
<td>ACS</td>
<td>Newton, Carol, ABC</td>
<td>Data Center Engineering</td>
<td>IT</td>
<td>Infrastructure Mgmt</td>
</tr>
<tr>
<td>Active Directory Services</td>
<td>User authentication and core services (ex: site containers, WINS, DNS)</td>
<td>AD;</td>
<td>Newton, Carol, ABC</td>
<td>Data Center Engineering</td>
<td>IT</td>
<td>Infrastructure Mgmt</td>
</tr>
</tbody>
</table>
Survey of Applications, Platforms, and Systems for ESI Data Map

Thank you for taking the time to complete this software and IT systems inventory survey.

The purpose of this survey is to identify, AS COMPLETELY AS POSSIBLE, the various software applications, programs, and systems used by your company. To the best of your ability, please mark an X in the box next to the software application, program, or systems used by your company.

While the following list is comprehensive, there may be applications, programs, and systems not listed which are used by your company. Where that is the case, please write-in the name of the application, program, etc.

IT Systems, Software, and Repository Categories

- 3D graphics
- Accounting software
- Analytical software
- Animation
- Arcade
- Audio file formats
- Battlefield simulators
- Baseline
- Blog
- Business workflow software
- Classroom Management
- Collaborative software
- Compiler Software
- Computer algebra systems
- Computer and Video Games
- Computer Languages
- Computer-aided design (CAD)
- Computer-aided engineering
- Content access software
- DAI/OP
- Data management
- Database management system (DBMS) software
- Day Trading software
- Desktop publishing software
- Diagramming Software
- Digital Asset management (DAM) software
- Digital media
- Digital tierboard
- Digital TV
- Driving simulator
- Enterprise infrastructure software
- Entertainment software
- Flight simulator
- Geographic Information System (GIS) software
- Graphic and illustration software
- Graphics software
- Hardware Engineering
- Handheld Game Consoles
- Games
- Hardware Engineering
- Help Desk
- Hybrid editor players
- Hypermedia editing software
- Image editing software
- Image organizer
- Information worker infrastructure
- Integrated Development Environments
- Java
- Learning/Training Management Software
- Maple
- Mathematica
- MATLAB
- Maxima
- Media content creation/editing
- Media content formats
- Media data formats
- Media development software
- Media file formats
- Media players
- Neural network software
- Numerical computing
- Personal Database
- Presentation software
- Product engineering software
- Remote graphics
- Reference software
- Sales/Revenue Software
- Scientific simulators
- Screenwriter
- Screen savers
- Service Desk
- Simulation games
- Simulations software
- Simulators
- Software Engineering
- Spread sheets
- Statistical packages
- Survey Management
- Task and Scheduling
- Time and Resource Management
- Twitter
- Vector graphics
- Vehicle simulators
- Video editing software
- Video game console games
- Video software
- Video file formats
- Video tape formats
- Video tape software
- Video game console games

Accounting Software

- 24SevenOffice
- ACCPAC
- Adaptive
- AdminPac
- Advanced
- Compuware
- Computer Mountain Software
- CVMA Systems
- QuickBooks
- Quicken
- Quicken
- Sage
- Sage Line 50
- SAP Business One
- SAP R/3
- Simply Accounting
- SQL Developer
- Sysworx
- Tally
- Talis
tiny ERP
- TurboCASH
- Weebill ERP
- Xero

Anti-Spam, Anti-Virus

- Advanced Media Services
- Aladdin-Audit
- Aladdin Knowledge Systems
- Altima
- Altaya Products
- Bitdefender
- Bandware Technologies
- CA
- CheckPoint
- CheckPoint Safe
- CheckPoint Secure
- CheckPoint Software
- Esoft Software
- Esoft Software
- GTI Software
- Hummingbird
- HyperStap
Much of the following information is captured via attorney and paralegal interviews:

- What types of litigation and investigations?
- Case sizes?
- Significant vs. routine/minor matters?
- Jurisdictions? Federal vs. state.
- What types of records, data and ESI are typically sought?
- What ESI sources are at risk?
- What elements of the IT landscape are of greatest concern?

Review past discovery requests

If available, obtain reports from matter-management system or other databases
### Identification of Key ESI Repositories
(Emphasis on Products Liability Matters)

<table>
<thead>
<tr>
<th>Document Category</th>
<th>Document</th>
<th>ESI Repositories</th>
</tr>
</thead>
<tbody>
<tr>
<td>Customer Complaints</td>
<td>Customer complaint records</td>
<td>E-mail</td>
</tr>
<tr>
<td></td>
<td></td>
<td>User's desktop or laptop computers</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Backup tapes</td>
</tr>
<tr>
<td></td>
<td></td>
<td>PDA/Handheld device</td>
</tr>
<tr>
<td></td>
<td></td>
<td>RightNow CRM</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Removable media such as CD, DVD, USB/thumb drive, floppy disk, etc.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>File and print servers</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Home directories</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Shared directories</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Public directories</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Departmental directories</td>
</tr>
<tr>
<td>Design Specifications</td>
<td>Design criteria (current and historical)</td>
<td>E-mail</td>
</tr>
<tr>
<td></td>
<td></td>
<td>User's desktop or laptop computers</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Backup tapes</td>
</tr>
<tr>
<td></td>
<td></td>
<td>PDA/Handheld device</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Removable media such as CD, DVD, USB/thumb drive, floppy disk, etc.</td>
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<td></td>
<td></td>
<td>File and print servers</td>
</tr>
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<td></td>
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<td>Home directories</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Shared directories</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Public directories</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Departmental directories</td>
</tr>
<tr>
<td>Drawings (and all related documents)</td>
<td>Drawing records (e.g. as built/assembly drawings, sketches)</td>
<td>E-mail</td>
</tr>
<tr>
<td></td>
<td></td>
<td>User's desktop or laptop computers</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Backup tapes</td>
</tr>
<tr>
<td></td>
<td></td>
<td>BackupExec backup tapes</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Time Machine backups (iMac workstation)</td>
</tr>
<tr>
<td></td>
<td></td>
<td>FDA/Handheld device</td>
</tr>
<tr>
<td></td>
<td></td>
<td>abc.com</td>
</tr>
<tr>
<td></td>
<td></td>
<td>ABC Co. Intranet</td>
</tr>
<tr>
<td></td>
<td></td>
<td>iMac workstation</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Removable media such as CD, DVD, USB/thumb drive, floppy disk, etc.</td>
</tr>
</tbody>
</table>
ESI DATA MAPPING – STEP 3

Tiering Levels
- Tier 1 – typically 5-15 applications
- Tier 2 - typically 10-25 applications
- Tier 3 - everything else

Collaborative process between IT, legal, RIM and business
- Tier assignments predicated on importance of application to discovery
- Other factors may include legal’s desire to understand a system
<table>
<thead>
<tr>
<th>Source Document</th>
<th>Tier</th>
<th>Tiering Discussion</th>
<th>IT Services Name</th>
<th>Brief Description</th>
<th>IT SME</th>
<th>Business Process and/or Data SME</th>
<th>Origin Institution</th>
</tr>
</thead>
<tbody>
<tr>
<td>ABC Bank IT Service Catalog, fr. Lisa</td>
<td>1</td>
<td>Tier 1 (likely predecessor bank app)</td>
<td>Jack Henry Disc</td>
<td>Input Information/Filing</td>
<td>TBD</td>
<td>A/P: Audrey Loman</td>
<td></td>
</tr>
<tr>
<td>Cotts/Application Services</td>
<td>1</td>
<td>Tier 1</td>
<td>OnBase</td>
<td>Cold Storage for images</td>
<td>Information Security</td>
<td>CTO: Bart Richmond</td>
<td></td>
</tr>
<tr>
<td>ABC Bank IT Service Catalog, fr. Lisa</td>
<td>1</td>
<td>Tier 1</td>
<td>Bankway Browser (Tempo) or Bankway Green Screen</td>
<td>Core Systems Application (current version)</td>
<td>Bart Richmond</td>
<td>Information Security</td>
<td></td>
</tr>
<tr>
<td>Cotts/Application Services</td>
<td>1</td>
<td>Tier 1</td>
<td>Bankway Server</td>
<td>Server supporting Bankway services</td>
<td>Bart Richmond</td>
<td>Information Security</td>
<td></td>
</tr>
<tr>
<td>ABC Bank IT Service Catalog, fr. Lisa</td>
<td>1</td>
<td>MS 365 Exchange/Email</td>
<td>MS Exchange hosted email provider</td>
<td>Information Security</td>
<td>Bart Richmond</td>
<td>Information Security</td>
<td></td>
</tr>
<tr>
<td>Cotts/Application Services</td>
<td>1</td>
<td>Tier 1</td>
<td>Erado</td>
<td>Email journaling system for ABC Investment Services</td>
<td>Information Security</td>
<td>Ist Annette Carr</td>
<td></td>
</tr>
<tr>
<td>Copy of Categories</td>
<td>1</td>
<td>On ABC Bank IT SVC Cat./Tier 1</td>
<td>Jack Henry</td>
<td>Audrey Loman</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Copy of Categories</td>
<td>1</td>
<td>On ABC Bank IT SVC Cat./Tier 1</td>
<td>Bankway/Tempo</td>
<td>Bart Richmond</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Copy of Categories</td>
<td>1</td>
<td>On ABC Bank IT SVC Cat./Tier 1</td>
<td>Bankway/Tempo Test</td>
<td>Bart Richmond</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Copy of Categories</td>
<td>1</td>
<td>On ABC Bank IT SVC Cat./Tier 1</td>
<td>OnBase</td>
<td>Bart Richmond</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Copy of Categories</td>
<td>1</td>
<td>Tier 1 (email)</td>
<td>Cisco Unified Messaging/Voicemail</td>
<td>Not listed</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>ABC Bank IT Service Catalog, fr. Susan Duncan/Application Services</td>
<td>2</td>
<td>Tier 2</td>
<td>Vendor Risk</td>
<td>Vendor Management software</td>
<td>Jim Brennan</td>
<td>Jack Alexander</td>
<td></td>
</tr>
<tr>
<td>ABC Bank IT Service Catalog, fr. Susan Duncan/Application Services</td>
<td>2</td>
<td>Tier 2</td>
<td>Connections</td>
<td>Customer Relationship Management</td>
<td>TBD</td>
<td>Emory Serviss</td>
<td></td>
</tr>
</tbody>
</table>
ESI DATA MAPPING – STEP 4

GATHER

- Gather facts / details about current and past landscape
- Try to minimize disruption to IT and business units
- Typically requires IT and business input
- Submit questionnaires to appropriate SME(s)
- Review any internal documentation maintained about applications
- Conduct follow-up interviews
  - Review, validate, clarify and expand
  - Typically employ a significant amount of white-boarding
GATHER APPROPRIATE DETAILS - EMAIL

Questionnaire, E-mail
Microsoft Exchange, 2010 On-Premise

Administrators and Contacts for E-mail

- Please list all individuals with Exchange 2010 system responsibility, including:
  - Exchange 2010 Administrators
  - Exchange 2010 Systems Engineers
  - Individuals responsible for setting up and deleting mailboxes
  - Individuals with responsibility for backup and disaster recovery of Exchange 2010
  - Individuals with responsibility for any 2nd party e-mail archiving tools
  - Individuals with responsibility for company provided SmartPhones and cell phones

<table>
<thead>
<tr>
<th>Name</th>
<th>Title</th>
<th>Phone</th>
<th>E-mail</th>
<th>ME/AM Assignment</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Version

<table>
<thead>
<tr>
<th>Question</th>
<th>Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
</tr>
</tbody>
</table>

E-mail Platform History

<table>
<thead>
<tr>
<th>Year</th>
<th>Email server and version</th>
<th>Email client and version</th>
<th>Was email migrated forward?</th>
<th>Do backup tapes still exist from this year in ANY location (regardless of reason or whether or not tapes can be read)</th>
<th>Could users create PST files or where they prohibited?</th>
<th>Were mailbox quotas in effect?</th>
</tr>
</thead>
<tbody>
<tr>
<td>2011</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2012</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2013</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2014</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Back-End Infrastructure

Please provide copies of any diagrams or schematics (logical, physical, conceptual) that depict the Exchange 2010 environment.

Mailbox Databases

<table>
<thead>
<tr>
<th>Question</th>
<th>Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
</tr>
</tbody>
</table>

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## Gather Appropriate Details - Email

### SmartPhones and Tablets

<table>
<thead>
<tr>
<th>Question</th>
<th>Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>Who is responsible for SmartPhone and cell phone management at your organization?</td>
<td></td>
</tr>
<tr>
<td>Does the organization have a BYOD policy?</td>
<td></td>
</tr>
<tr>
<td>• Yes, please provide a copy of the policy and any corresponding guidelines, protocols, procedures, manuals, etc.</td>
<td></td>
</tr>
<tr>
<td>• BlackBerry Enterprise Server (BES)?</td>
<td></td>
</tr>
<tr>
<td>• Yes, identify the user population (all, sub-set of users, etc.)</td>
<td></td>
</tr>
<tr>
<td>• Exchange Active Sync (EAS)?</td>
<td></td>
</tr>
<tr>
<td>• Yes, identify the user population (all, sub-set of users, etc.)</td>
<td></td>
</tr>
<tr>
<td>Are SmartPhones and cell phones managed using a mobile device management (MDM) platform such as Good, BoxTone, AnyWatch, etc.?</td>
<td></td>
</tr>
<tr>
<td>• Yes, which MDM platform is used?</td>
<td></td>
</tr>
<tr>
<td>• Who is responsible for this managing the MDM platform?</td>
<td></td>
</tr>
</tbody>
</table>

### Lync

<table>
<thead>
<tr>
<th>Question</th>
<th>Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>Are users permitted to enable the following features:</td>
<td></td>
</tr>
<tr>
<td>• Move instant message conversations to my email Conversation History folder</td>
<td></td>
</tr>
<tr>
<td>• Save Call Logs to my email Conversation History folder</td>
<td></td>
</tr>
<tr>
<td>Has your organization implemented a strict policy of Group Policy or other technical limitation which:</td>
<td></td>
</tr>
<tr>
<td>• Disables users ability to save instant message conversations</td>
<td></td>
</tr>
<tr>
<td>• Disables users ability to save call logs</td>
<td></td>
</tr>
</tbody>
</table>

### Exchange ActiveSync (EAS)

<table>
<thead>
<tr>
<th>Question</th>
<th>Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>Are there users who access email on a company provided device and a personal device (for example, the user has a company provided BlackBerry, but also uses a personal Phone to access email)?</td>
<td></td>
</tr>
<tr>
<td>Who is permitted to use non-BlackBerry devices (all or just certain employees)?</td>
<td></td>
</tr>
<tr>
<td>• If just certain employees, please explain (for example, only Director level and above, etc.)</td>
<td></td>
</tr>
<tr>
<td>Who is the contact to determine users of EAS-compatible devices (this can be done via the Exchange Management Shell, Get- cherished (where B._hasActiveSyncPreferences) select Name)</td>
<td></td>
</tr>
<tr>
<td>Are users permitted to use any type of PDA or smartphone that is EAS compatible or is usage limited just to iPhones?</td>
<td></td>
</tr>
<tr>
<td>Have you created any Exchange ActiveSync policies?</td>
<td></td>
</tr>
<tr>
<td>• If no, did you use the default Exchange ActiveSync policy?</td>
<td></td>
</tr>
<tr>
<td>NOTE. If you have not modified the default Exchange ActiveSync policy, please indicate this is the case by stating so in the answer field.</td>
<td></td>
</tr>
<tr>
<td>• If you used the default Exchange ActiveSync policy, please answer the questions below.</td>
<td></td>
</tr>
<tr>
<td>How many Exchange ActiveSync policies are in effect?</td>
<td></td>
</tr>
<tr>
<td>If there are multiple Exchange ActiveSync policies in effect, please explain (for example, a policy for executives, policy for</td>
<td></td>
</tr>
</tbody>
</table>
GATHER APPROPRIATE DETAILS - SAP

Questionnaire, SAP, Part I

Worksheet: SAP Modules and Features

SAP ERP Human Capital Management (HCM)

SAP ERP Financials

Worksheet: SAP Modules and Features

SAP ERP Financials

Worksheet: SAP Modules and Features

SAP ERP Financials
ESI DATA MAPPING – STEP 5

ANALYZE, VALIDATE, REVIEW AND PRESENT

- Identify gaps, areas requiring additional exploration, other systems to map, additional SMEs
- Compose reports
- Provide draft reports to application SMEs for their review
- Review draft reports with application SMEs
- Deliver reports to Legal and RIM stakeholders
SAMPLE ESI DATA MAPPING REPORTS

Visual ESI Data Map
Tier 1 Report, Clintrial
Tier 2 ESI Report
ESI Data Map Executive Summary
Tier 1 Report, MS Exchange
COMMON CHALLENGES TO OVERCOME

- Where do I start/It’s overwhelming
- It’s out of date as soon as it’s finished
- There’s too many changes in our environment / systems
- How much detail should I capture?
- IT is slow to respond
- Staff turnover
ESI DATA MAPPING TIPS
ESI DATA MAPPING TIPS, PART 1

- Obtain executive sponsorship from GC, CIO and CFO
- GET STARTED NOW!
  - SMEs retire, leave the company and capturing their institutional knowledge is essential
- Have Legal and RIM stakeholders participate in interviews
- Assign ownership to individual(s) with deep investment in ESI data mapping
- Update annually
  - Creates a framework for ongoing collaboration between Legal, IT and RIM
ESI DATA MAPPING TIPS, PART 2

- Gather appropriate detail – an art and a science
- Validate information gathered and make sure you are getting configuration and policy settings from the authority
- Educate IT and business people about Legal and RIM requirements, best practices and principles
  - Reduce the disconnect!
MODUS ESI DATA MAPPING SERVICES

4 OPTIONS TO CHART YOUR ORGANIZATION
1 - ESI DATA MAPPING WORKSHOP

- 3 hour on-site workshop
- Deep-dive review of ESI data mapping process tailored to the organization’s particular IT environment
- Structured dialog between Legal, RIM, IT and appropriate business stakeholders facilitated by the nation’s leading ESI data mapping consultant
- Minimal pre-workshop preparation required
- Provided for a flat fee
2 - ESI DATA MAPPING SEMINAR

- 1.5 day on-site program
- Detailed review of Modus proprietary ESI data mapping processes and procedures
- Pre-seminar analysis of IT landscape and Tiering recommendations
- Tier 1 systems briefings
- Access and single use license to Modus ESI Data Mapping Toolkit and example reports
- Includes 20 hours consulting
- Provided for a flat fee
3 - ESI DATA MAPPING ASSESSMENT

- Preliminary analysis of IT landscape and litigation / discovery profile
- Tiering of systems
- Mini interviews to gather high-level information about Tier 1 and Tier 2 systems (except e-mail)
- Full mapping of e-mail and associated systems (backup, smartphones, unified messaging, etc.)
- Creation of ESI Data Map Framework/Proposed ESI Data Map
- Detailed budget for full ESI data mapping
- Provided for a flat fee
- Conduct analysis and review of current IT landscape and litigation / discovery profile
- Collaborate with project stakeholders to assign IT systems to Tiers
- Conduct information gathering activities
- Analyze and validate data gathered
- Create ESI data map reports
- Provided on a flat fee or hourly basis
WALK-AWAYS TO REMEMBER

- It can seem overwhelming, but employing a reasonable good-faith process cuts it down to size
- Collaboration and education
- There is no easy button
- Value is significant and goes beyond just having an ESI data map
- Don’t wait! The institutional knowledge you need may be gone tomorrow
ENGAGE WITH MODUS

- Email you recording and slides
- Contact John Collins at 815.529.9851 or datamapping@discovermodus.com
- Visit us online at www.discovermodus.com/consulting-services
- Personal invite to webinar on Sept 23 on “Data Targeting”, visit www.discovermodus.com/webinars to register

Thank you!