



Office365 Overview – ARMA 2019

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Agenda

Getting started in Office365

Legal hold

Content search

Working with the results

Takeaways





TOPIC 1

Utilizing Office365





Getting started

- Out of the box
 - Two primary license packages (E3, E5)
– *which does your company use?*
 - Special access permissions required for some functions
- eDiscovery functions
 - Simplifies collection of what is in your O365 environment

Key Features





TOPIC 2

Implementing a litigation hold





What to Include in a Legal Hold

- O365 can create case-specific holds
 - Can select various sources of data (affiliated with O365)
 - Can place specific content under legal hold (i.e., if data hits on a specific search, it is placed under a legal hold)
 - Search must be broad enough to capture all the data required for the legal hold

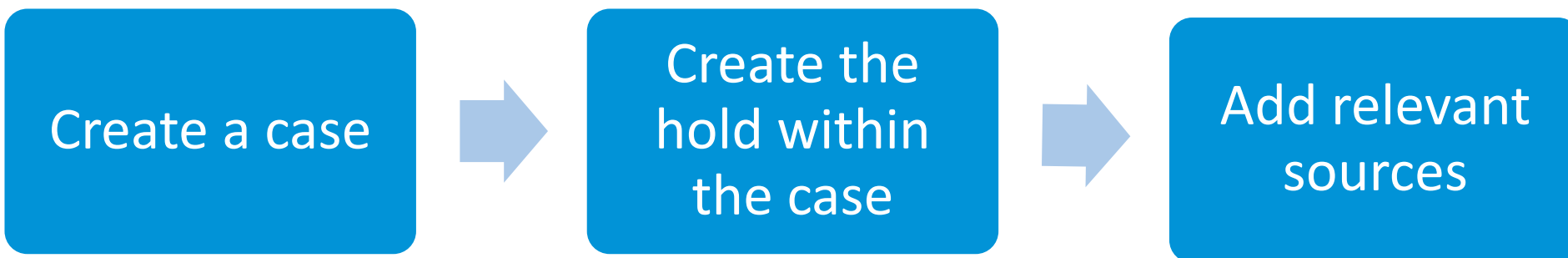




Implementing the hold

- Who should actually set up and implement the legal hold?
 - What is an eDiscovery manager?
- Using active Directory vs. Powershell Scripts

Creating the Hold





Benefits & Challenges

Challenges

Poor system of alerts/communication from O365

Group/chat functions require heavy customization

Benefits

Does not create duplicate copy

Keeps everything related to the custodian's mailbox

Custodian is not impacted

O365 is not a perfect eDiscovery tool. But we find the benefits generally outweigh the challenges.



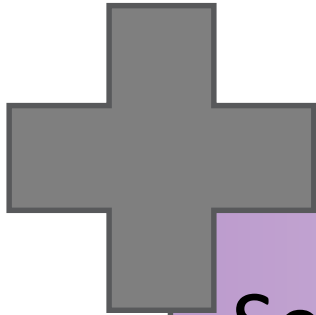
TOPIC 3

Content Search





What is Searchable



Searchable

- O365 indexes almost everything that has text
- MS Office-based files



Not Searchable

- Image files
- Password protected files
- Non-Microsoft encrypted items
- Files that exceed the maximum allowable size





Finding What You Want

- Web-based Content Search vs. Powershell scripts
 - Both utilize Boolean and proximity searches
 - Content Search features a user-friendly interface that can be easily customized
 - Powershell is typically for more advanced users
 - There are some limitations to search functions
- Searching data sources
- Leveraging advanced eDiscovery within Office 365 Security & Compliance Center (E5 licenses)





TOPIC 4

Results





Running Reports

- What kind of reports can Office365 create?
 - Search statistic reports and summaries
- What do these reports tell you?

Office 365 Exchange admin center

in-place eDiscovery & hold auditing data loss prevention retention policies retention tags journal rules

Search the mailboxes in your organization for email and other message types that contain specific keywords. You can create a new search, or edit and restart an existing search. Click Refresh below.

Export search results

NAME	OLD STATUS	MODIFIED DATE	CREATED BY
Search All Mailboxes	Estimate Succeeded	3/19/2014 11:06 AM	

Preview search results

Search All Mailboxes

Hold: None

Search Status: Estimate Succeeded

Run by: Administrator

Run on: 8/20/2014 5:04 PM

Size: 36 MB

Items: 647

Preview search results

Errors: None





Exporting Results

- What can I export out of O365?
 - Email – PST's
 - Non-email
- Load files for export to a review platform (E5)
- What can't be exported?





Things to Consider

- What should I consider when exporting from Office365?
 - PST's – Size
- The export location and how to access it
- Does data need to be processed for hosting and review?
 - O365 reduces the need for data processing; however, variables exist, including:
 - Non-O365 data – need to process and de-duplicate that data
 - Large search term lists or complex culling
 - Un-indexed items
 - Reporting
 - Complexity of search





Takeaways

Know before you go...

- Know which version of O365 your company uses and what user permissions are needed
- Understand data retention policies and data sources affiliated with O365

Identify legal goals; different goals have different action plans

- Defensibility – responding to a government subpoena or civil litigation
- Quick and dirty – Internal investigation or compliance review
- Keep costs low – Third party subpoena





Questions?

For help with any future challenges, please feel free to reach out to us:

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