

# Washington Records and Information Managers (WARIM) Forum Notes

## June 3, 2020

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### **Office 365 e-discovery presentation**

Our guest speaker was Cynthia Whaley, Public Records Officer, Department of Military. *Slides are located on WARM site.* Cynthia's presentation runs from the beginning of the recording to about minute 48.

Here are some questions that were raised during the presentation –

Question – If you don't share a case, is there a way for someone to have access to it if you leave the agency?

Answer – In Office 365, a tenant administrator can give rights to access case and its files. If that person leaves before transferring, WATech can provide access. WATech recommends setting up an "eDiscovery Group."

Q – Are search parameters visible to anyone in the tenant?

A – Yes, if you use basic content search. A tenant administrator at WATech can go into any case and see/export the results.

Quote from Microsoft: "The number of items on hold also includes unindexed items found in content locations. Note that if you create a query-based hold, all unindexed items in the content locations are placed on hold. This includes unindexed items that don't match the search criteria of a query-based hold and unindexed items that might fall outside of a date range condition." (Reference - Slide 15 – bullet #5)

Q – What does this mean, can someone explain this in further detail?

A – Unindexed data is data like pictures, attached voicemails (voicemail to email) and other records that are not text based. This data will be included in the search because Microsoft is making the assumption there may be relevant data in there. Today, you create search and put the data on hold. With Office 365, you put the data on hold, which will include unindexed items.

Q – When a search hold goes through the tenant, can the hold be placed on other agency's records as well?

A – Yes, however WATech is working with Microsoft to prevent cross-holds across tenants.

Q – When an entire mailbox is on hold, is there a resulting limit on the mailbox size?

A – No, storage is unlimited in Office 365 mailbox. *But be aware that holds are placed in "preservation folder" which does double an agency's costs and storage.*

Q – How does #7 work? If you must place a hold before searching, does this mean we can only search agency wide mailboxes without putting them on hold?

A – You do a query and whatever it produces, you put a hold on it. You may be able to put an “all agency group” on hold but it’s not clear if that’ll work at this time. (Reference - Slide 15, bullet #7)

Q – Would the search re-run need to be done with a date range?

A – If you wanted to narrow the search to a specific date range then yes but not usually. When exporting, it's going to re-run your search anyway.

Q – Does that re-run of the search open the door to the possibility that items will have changed since the original search?

A – Yes MS will automatically update the results. However, having a date range in your search query will severely limit the data from changing.

Q – Do you have a list of errors specific to the review (of records) in Outlook? Document types that don’t work or processes for legacy data that don’t work?

A – Yes MIL has a list but it needs to be updated. There is another document from WaTech that has some known challenges with O365.

Q – Is there a point where you can preview in e-discovery to see if your search was on target?

A – Yes, but unfortunately the pre-view doesn't highlight keywords from the search. O365 just does the search and then collects the data to be exported.

## **WARIM O365 Subcommittee** (starts about minute 49 in the recording)

Draft Scope: State records professionals interested in reviewing the current shared tenant administrative settings, specifically around information governance requirements, in detail and write recommendations as a unified body to submit to WaTech.

### Draft Goals:

- Write legal and business requirements
- Tenant retention labels and retention policies
- Consolidate training resources and find speakers
- Develop glossary/crosswalk of terms, best practices and procedures
- Attend WaTech committee meetings:
  - o WaTech’s Cloud Enablement Advisory Committee (CEAC)
  - o WaTech’s Fireside chats
  - o WaTech’s O365 User Group
  - o WaTech’s DAUG has changed to “eDiscovery and Records Retention meeting”

First meeting is scheduled for **6/16/20 from 3 - 4:30 pm** and the second meeting is scheduled for **7/2/20 from 2 - 3:30 pm** on Teams. This subcommittee will meet two times a month.

Contact [Carissa.bourdon@dfw.wa.gov](mailto:Carissa.bourdon@dfw.wa.gov) if you would like to attend this meeting and haven’t already gotten an invite.

**Anything good for the order:**

Q – What do other agencies identify as the “core policies” that are considered Archival in the Retention Schedule? (Difference between GS 10002 and GS 09028)

A – Though GS 10002 seems like Rule Making but is different. Most agencies don’t have core policies because if you are going to put something into law that affects the State of Washington you would put that into RCW. This of these as your “primary business objectives”. A core policy could be created as a result of an RCW, a Governor’s directive or a court order.

**Resources:**

[Microsoft 365 compliance documentation](#)

[Secretary of State’s dedicated site on Office 365](#)

Check out the “[external training](#)” link for FreeDoc’s training opportunities.

**Future meetings:**

<b>Date</b>	<b>Day</b>	<b>Time</b>	<b>Location</b>
July 16, 2020	Thursday	1 PM to 3 PM	Teams or Skype
September 8, 2020	Tuesday	9 AM to 12 PM	Natural Resources Building, Olympia
November 9, 2020	Tuesday	9 AM to 12 PM	Natural Resources Building, Olympia

*Please note all meetings might be online via Skype or Teams instead of physical location.*