IBM StoredIQ for Legal 2.0.1

IBM

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IBM StoredIQ for Legal V2.0.1 documentation

Welcome to IBM *StoredIQ for Legal* documentation, where you can find information about how to deploy, maintain, and use IBM *StoredIQ for Legal*.

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Start of change

What's new in StoredIQ for Legal V2.0.1

This topic summarizes the new features in StoredIQ for Legal Version 2.0.1.

New System Administrator and Process Administrator roles replace the original Administrator role

The Administrator role has been replaced by the System Administrator role with a reduced set of default privileges (user management and system configuration). The new Process Administrator role has the default set of privileges to manage users, create templates, administer content settings, and manage matters. Privileges within the roles can be modified. ⓘ Learn more...

New privileges for legal user roles

The System Administrator, Paralegal, Attorney and Data Ops roles now have different default sets of privileges. These privileges can be modified by an administrator with User Management privileges. ⓘ Learn more...

Attachments

Files can now be attached to hold notices. ⓘ Learn more...

Confirm custodians

Legal users with the Manage Matter privilege can now choose to confirm hold notices on behalf of custodians. ⓘ Learn more...

Custom roles

An administrator with User Management privileges can now define custom roles, and modify the set of privileges associated with existing roles. ⓘ Learn more...

Custom custodian attributes

A process administrator can now define custom attributes for custodians to be stored as user preferences. Legal users can then display, hide, or sort these attributes, for instance, while viewing recipients. ⓘ Learn more...

Data requests retain the data locales and data source types that were active at the time of creation

Data locales and data source types are no longer locked after a legal user creates a data request. A system administrator can now re-configure data locales and data source types at any time. As a result, new data boxes will use the new configuration while old data boxes retain the previous configuration. Legal users can see these changes in the box overview history. ⓘ Learn more...

Interviews

A process administrator can now create templates for interview questionnaires in a controllable and consistent fashion. Attorneys and Paralegals can create a questionnaire, send interview notifications automatically and repeatedly, and track the responses from the recipients. Recipients can also revise answers in a questionnaire and resubmit it. ⓘ Learn more...

Matter data reports

Legal users with the View Data Requests privilege can now run three types of reports on a matter: Notices As Sent Report, Matter List Report, and Audit Report. ⓘ Learn more...

Message editor enhancements

The StoredIQ for Legal text editor has been enhanced with more rich text functionality. ⓘ Learn more...

My notifications

Users can now opt to access all of their hold notices and interviews from one place, the Notifications page, rather than from each individual e-mail notification. ⓘ Learn more...

New ways to search

- You can now search for a matter by its Matter ID.
- You can now search for a user by Person ID (this attribute name can be customized).

- You can search and filter users by custom attributes.
- You can now search and filter users by the notices, interviews, data boxes, or custodian groups that they are assigned to.

Learn more...

Reason for an action

When you perform one of the following actions on hold notices or interviews, you must specify a reason in the message where you confirm the action:

- Add a custodian or recipient
- Remove a custodian or recipient
- Release a custodian or recipient

Learn more...

Suspend notice

In the Expand Details section of a hold notice, a legal user can now click the Suspend Notice button to permanently pause the hold notice from sending any further messages to the custodians. By suspending the notice indefinitely, legal users can replace active notices with new notices that have changes. Note that once a hold notice is in Suspended state, it cannot be resumed. Learn more...

System settings

A system administrator can configure various StoredIQ for Legal system settings such as dashboard caching and reports. Learn more...

Template enhancements

A process administrator can now create a new template starting from a copy of a preexisting template by clicking Duplicate next to it. You can also send a preview of the message as an e-mail to yourself or any users with the View Notices or View Interviews privilege. The notice message interface has been redesigned. Learn more...
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- **Parent topic:** Notices

IBM StoredIQ for Legal overview

You can use IBM® StoredIQ for Legal to automate your legal hold notification and compliance process, and to optimize your preservation and collection process.

StoredIQ for Legal provides the following key features to help you manage your legal processes and improve the communication and workflow between your legal and IT teams:

Legal matter management
    Allows you to manage legal matters including matter creation, hold notices, interviews, data identification, and data collection and preservation. The matters dashboard enables you to see a

complete list of matters, all notices and interviews associated with them, and their data requests and associated statistics. You can also filter, search, and sort the information in the dashboard.

People management
You can import users from your company's directory server, assign the users specific roles, and create custodian groups.

Hold notice management
Allows you to create, send, and manage hold notices, including follow-up and reminder notices. You can also create and maintain a library of notice templates for reuse.

Start of changeInterview management End of change
Start of changeAllows you to create, send, and manage interview questionnaires, and track the responses from the interviewees. You can also create and maintain a library of interview questionnaire templates for reuse. End of change

Data request management
Allows you to create and manage requests to identify, collect, and export matter-relevant data.

- System requirements
  Use the Software Product Compatibility Reports page to generate a report for supported operating systems, related software, hypervisors, hardware requirements, and detailed system requirements. You can also get support information related to product translations and product end of service.

Deploying and configuring StoredIQ for Legal

Complete the following steps to deploy and configure StoredIQ for Legal.

Before you deploy and configure StoredIQ for Legal, ensure that you meet all hardware and software requirements.

- Deployment overview
  IBM® StoredIQ Platform is a virtual appliance that you deploy and configure in a VMWare virtual host environment.
- Deployment preparation
  Conduct the planning activities that apply to your environment.
- Deployment tools
  IBM StoredIQ for Legal deployment uses the OVF file format and VMWare vSphere Client.
- Configuring IBM StoredIQ for Legal
  After you deploy IBM StoredIQ for Legal, power on the virtual machine and configure the network settings.

Deployment overview

IBM® StoredIQ Platform is a virtual appliance that you deploy and configure in a VMWare virtual host environment.

Software components

The StoredIQ for Legal system consists of a web client and server.

Web client
The web client is the primary interface to the StoredIQ for Legal system. Users run the web client in a web browser. StoredIQ for Legal administrative users use the web client to administer the system, and legal users (attorneys and paralegals) use it to create and manage legal matters, hold notices, and data requests.

Server

> The StoredIQ for Legal server provides the services to support the functions of the web client.

Deployment component

> StoredIQ for Legal is a virtual appliance that consists of a single Open Virtualization Format Archive (OVA) file.

- **Parent topic:** Deploying and configuring StoredIQ for Legal

Deployment preparation

Conduct the planning activities that apply to your environment.

- Open Virtual Appliance (OVA) configuration requirements
  StoredIQ for Legal is deployed as a virtual appliance and is only supported in VMware environments. You must have a virtual infrastructure that meets the StoredIQ for Legal hardware requirements.
- Virtual machine provisioning prerequisites
  Before you deploy IBM® StoredIQ for Legal, verify that you meet these prerequisites.

- **Parent topic:** Deploying and configuring StoredIQ for Legal

Open Virtual Appliance (OVA) configuration requirements

StoredIQ for Legal is deployed as a virtual appliance and is only supported in VMware environments. You must have a virtual infrastructure that meets the StoredIQ for Legal hardware requirements.

Virtual machine minimum specifications

- vCPU: 4
- Memory: 10 GB
- Start of changeStorage: 200 GB End of change

- **Parent topic:** Deployment preparation

Virtual machine provisioning prerequisites

Before you deploy IBM® StoredIQ for Legal, verify that you meet these prerequisites.

- At least one physical server with sufficient processor, RAM, and hard disk configuration for the planned management project.
- VMWare ESX or VMWare ESXi on CD/DVD or USB drive.
- IP addresses, cables, and physical switch ports for the VMWare ESX or VMWare ESXi interface and one virtual machine.
- Network connectivity that is enabled from the following locations:
  - Ports 9443, 9043, 443, and 22 from the administrative workstation to the virtual machine IP address
  - Outbound connections: In all cases, the port is configurable in the application user interface, and can be changed according to environment requirements.
  - LDAP: User information will come from an LDAP server supplied by you. Specific outbound ports can be configured in StoredIQ for Legal.

- SMTP: Email notifications to people are sent using an SMTP server supplied by you. Specific outbound ports can be configured in StoredIQ for Legal.
- IBM StoredIQ: If the data request features in StoredIQ for Legal are used, then the ports from the IBM StoredIQ configuration must be configured.

- **Parent topic:** Deployment preparation

Deployment tools

IBM® StoredIQ for Legal deployment uses the OVF file format and VMWare vSphere Client.

- Open Virtualization Format (OVF)
  An OVF is a file format that allows for the exchange of virtual appliances across products and platforms.
- Deploying the virtual appliance
  Use VMWare vSphere Client to deploy the virtual appliance to a VMWare ESX or VMWare vCenter server. One OVA file needs to be deployed.

- **Parent topic:** Deploying and configuring StoredIQ for Legal

Open Virtualization Format (OVF)

An OVF is a file format that allows for the exchange of virtual appliances across products and platforms.

The OVF format offers these advantages:

- OVF files are compressed, allowing for faster downloads.
- The VMWare vSphere Client validates an OVF file before it imports it and ensures that it is compatible with the intended destination server. If the virtual appliance is incompatible with the selected host, it cannot be imported, and an error message is displayed.
- An OVF can encapsulate multitiered applications and more than one virtual machine.

The basic differences between OVFs and OVAs are as follows:

- An OVF is a collection of items in a single folder. Most commonly, it is a description file (.ovf), a manifest file (.mf), and virtual machine state files (*.vhd or *.vmdk).
- An OVA is a single file. The OVA is the OVF folder contents that are all compressed into a single file. The OVA is used when you want to take an OVF and share it, or give it as a download. The OVA needs to be opened into the OVF before it can be used, although it is not necessary when you use VMware. This step is automatically conducted during import. Both OVF and OVA files can be directly imported into VMWare vCenter and VMWare vSphere.

- **Parent topic:** Deployment tools

Deploying the virtual appliance

Use VMWare vSphere Client to deploy the virtual appliance to a VMWare ESX or VMWare vCenter server. One OVA file needs to be deployed.

Before you begin

Ensure that all prerequisites for the deployment are met before you start this task.

About this task

Procedure

To deploy the virtual appliance:

1. Connect to the VMWare ESX server or VMWare vCenter server with the VMWare vSphere client.
2. From the File menu, select Deploy OVF Template. The Deploy OVF Template wizard is displayed.
3. In the Deploy OVF Template wizard, complete the following steps:
    a. In the Source page, click Browse, and then browse to and select the appropriate OVA file. Click Next.
    b. In the OVF Template Details page, review the OVF template details. These storage requirements are critical and are used to select a data store during deployment. Click Next.
    c. In the Name and Location page, enter the host name of the virtual machine and select the inventory folder in which to put the virtual machine. Click Next.
    Important: The host name must be unique within the inventory folder. Ensure that you select the correct folder in which to put the virtual machine.

    Also, the host name is used when you do the virtual machine network configuration and in the web address (URL) that is used by all users to connect to StoredIQ for Legal. Carefully choose the host name now, as it is frequently used.

    d. In the Host / Cluster page, enter the name of the VMWare host or cluster on which the template is deployed. Click Next.
    e. In the Resource Pool page, select the resource pool within which to deploy the template. Click Next.
    f. In the Storage page, select the destination storage for the virtual machine files. Click Next.
    g. In the Disk Format page, select the disk format of the virtual machine. Click Next.
    Tip: Selection of the Thin Provision option saves disk space, but can negatively affect performance. If disk usage is not a concern, select Thick Provision Lazy Zeroed.
    h. In the Network Mapping page, map the networks that are used in this OVF template to networks in your inventory. Click Next.
    i. In the Ready to Complete page, review the deployment settings and ensure that they are correct. If any settings are incorrect, click Back to the appropriate settings page, correct the settings, and click Next to the Ready To Complete page.
    Tip: Select the Power on after deployment check box to power on the virtual machine after deployment is complete.
    j. Click Finish to complete deployment of the OVF template.
    A window is displayed that shows that deployment is in progress and the deployment status. When the deployment completes, the window title changes to Deployment Completed Successfully.

- **Parent topic:** Deployment tools

Configuring IBM StoredIQ for Legal

After you deploy IBM® StoredIQ for Legal, power on the virtual machine and configure the network settings.

Before you begin

- If you are assigning a static IP address to your virtual machine, know the static IP address of your virtual machine before you complete this configuration task. If you do not know the IP address, contact your VMWare system administrator to get it.

- You cannot use an IP address for more than one virtual machine.

Procedure

To configure the network settings:

1. In VMWare vSphere Client, select the virtual machine that you deployed and right-click.
2. Click Open Console to start the virtual machine console.
3. Within the EULA screen, select I Agree to accept the license agreement, and press Enter.
4. Within the IBM EULA screen, select I Agree to accept the IBM license agreement, and press Enter.
5. Enter the new root password in the prompt and confirm it.
   Important: Record the root password for future reference. You need the root password later to log in to the VM from a console window.
6. Start of changeEnter the password for the bootstrap `ilgadmin` administrative account at the prompt, and then retype it to confirm.
   Important: This password can be changed at a later time by running the /usr/local/sbin/create_ilgadmin.sh script and then restarting the VM to propagate the change. End of change
7. In the console window, select either Static IP or Obtain IP via DHCP.
   - If you select the Static IP option, complete the following fields to configure the static address:
     a. Gather this information to complete the static IP configuration for this system: Host name, IP Address, Netmask, Gateway, and Primary DNS Host.
     b. In the Hostname field, enter the fully qualified host name and press Enter.
     c. In the IP Address field, enter the IPv4 address and press Enter.
     d. In the Netmask field, enter the netmask for the assigned IP address and press Enter.
     e. In the Gateway field, enter the IP address of the default gateway for the IP subnet and then Enter.
     f. In the Primary DNS Host field, enter the IP address for the domain name server and press Enter.
   - If you select the Obtain IP via DHCP option, complete the following fields:
     a. Gather the host name information to complete the DHCP IP configuration for the system.
     b. Select Hostname and enter a fully qualified host name.
8. Select Restart network services.
9. Select Next. The network services of the virtual machine are restarted.
   Attention: Depending on the performance of your virtual infrastructure, this process can be lengthy, taking from just minutes to multiple hours. Be patient.
10. At the login prompt, type `root` and press Enter.
11. Type the root password and press Enter.

   You are logged in to the StoredIQ for Legal virtual machine as the root user in a Linux console window.

12. Verify that you can log in to the StoredIQ for Legal server with the StoredIQ for Legal web client.
    a. Open a web browser on a host that has network access to the StoredIQ for Legal server machine.
    b. In the browser address field, enter a web address of the form

       ```
       https://siqserver/navigator
       ```

       where `siqserver` is to be replaced by either the fully qualified host name or IP address of the StoredIQ for Legal server machine. Push the Enter key.
       Important: All StoredIQ for Legal users will use this web address to log in to StoredIQ for Legal.

       The result is that the StoredIQ for Legal web client sign-in page is loaded.

c. Enter the login ID and password of the StoredIQ for Legal administrative user in the provided fields and click Log In to log in to the system. Start of changeThe default login ID of the administrative user is `ilgadmin` and the password is what you entered during the initial account configuration for this user.End of change On successful login, the Administration page is displayed.

13. If you need to reconfigure the virtual machine, you can run the following applications from the console window:

Task	Script command
Network configuration	`/siq/bin/netcfg`
SSL certificate configuration	`/siq/bin/cert_install`
Change system administrator password for the first time you boot the VM	![]Start of change `/usr/local/sbin/create_ilgadmin` ![]End of change
Change system administrator password	`/siq/bin/change_ilgadmin_password`
Logging configuration	`/siq/bin/logs`
Reset authentication	`/siq/bin/remove_secdom`

- Installing and removing custom SSL certificates
  IBM StoredIQ for Legal is already configured with self-signed certificates that are used with SSL connections. However, you can install your own certificates, either self-signed or from a certificate authority (CA), to be used instead of the preconfigured certificates.

- **Parent topic:** Deploying and configuring StoredIQ for Legal
Related reference:
- StoredIQ for Legal console tools

Administering your StoredIQ for Legal system

To get StoredIQ for Legal ready for your users, there are several system administration tasks that you must complete. There are also various ongoing tasks that you might need to complete to ensure that StoredIQ for Legal is running efficiently and that it meets your business requirements.

- Ingesting users from a directory server
  A system administrator must configure the directory server settings and ingest users into IBM® StoredIQ for Legal to populate the list of custodians and assign user roles.
- Configuring the email server
  The IBM StoredIQ for Legal email server is used for sending emails regarding a legal matter to the legal and administrative users. These emails typically contain hold notices, links to interviews, alerts, and reminders. You must configure the email server and specify the interval at which the emails are to be sent.
- Configuring the IBM StoredIQ server connection
  A system administrator must configure the IBM StoredIQ server connection so that IBM StoredIQ for Legal can connect to it.
- Configuring system settings
  A system administrator can configure various StoredIQ for Legal system settings. These settings affect the dashboard and the reports.
- Assigning and managing user roles
  A role is a function that a user serves within an organization. Each role has a default set of associated privileges, which allow users to view and modify particular business items and perform certain functions. To ensure that the right people have the appropriate access to complete their tasks, you must assign users one or more roles.

- Configuring roles and privileges
  An administrator with User Management privileges can customize the roles and privileges in StoredIQ for Legal.
- Creating a test user
  A system administrator can create test users in StoredIQ for Legal by using the web client.
- Managing the people in your company and creating groups
  An administrator with user management privileges can create groups to help the legal staff add multiple people to a matter, a notice, an interview, or a data request in one step. You can also modify the attributes of a person and assign a manager to a person.
- StoredIQ for Legal console tools
  You can use the following StoredIQ for Legal console tools to reconfigure the virtual machine.
- Backing up your StoredIQ for Legal system
  You can back up and restore your StoredIQ for Legal databases using the following script.
- Troubleshooting StoredIQ for Legal
  The following section provides guidance for troubleshooting your StoredIQ for Legal system.

Ingesting users from a directory server

A system administrator must configure the directory server settings and ingest users into IBM® StoredIQ for Legal to populate the list of custodians and assign user roles.

Before you begin

It is assumed that the directory server:

- contains a directory of users in an organization that can be users or custodians in the StoredIQ for Legal system.
- provides its services via the Lightweight Directory Access Protocol (LDAP).

Before you can configure the directory server to ingest users into the system, you must have the following information:

- Directory server host name or IP address
- Directory server port number (standard port numbers: LDAP: 389, LDAPS: 636)
- Base distinguished name (Base DN)
- Bind distinguished name (Bind DN)
- Directory server attribute mappings

Procedure

1. Log in to StoredIQ for Legal as a system administrator with the Manage External Servers privilege.
2. From the Admin menu, click Start of changeExternal ServersEnd of change and then click Directory Server.
3. In the Server host field, enter the directory server host name or IP address.
4. In the Server port field, enter the port number on which the directory server listens.
   Important: The standard LDAP server port number is 389. The standard LDAPS (secure LDAP over TLS or SSL) server port number is 636.
5. In the Base DN field, enter the distinguished name of the organizational unit from which to get users. Note that StoredIQ for Legal only supports a single directory tree search to find users. For example, you cannot find users in separate directory trees by specifying
   `ou=dept,ou=building,ou=location,o=company` or

`ou=dept,ou=city,ou=location,o=company`. Instead, you must specify `ou=location,o=company` to search both trees.

6. In the Bind DN field, enter the distinguished name of the user who has privileges to connect to the directory server and perform authentication queries.
7. In the Bind password field, enter the password for the user who is specified in the Bind DN field.
8. In the Filter field, enter the authentication query filter to select the users to be ingested from the directory server.
   Important:

   The authentication filter is not a regular LDAP query filter. Instead, it is a filter of the form `( & (<login_id_attribute>=%v)(<ldap_user_query_filter>) )`, where `login_id_attribute` is replaced by the directory server user attribute that you enter in the Attribute Mapping section for the 🖼Start of changeLogin ID🖼End of change custodian attribute.

   For `(<ldap_user_query_filter>)`, only `objectclass` parameters are supported in a user query filter. For example, a supported entry is `&(objectclass=user)(objectclass=person)`. If you want to filter users with organization unit (ou) parameters, then you must use the Base DN field instead.

9. For the Case sensitive option, click No to ignore case and Yes to not ignore case. This option applies to internal authorization only.
   Important: 🖼Start of changeThis option does not affect the user name and the password that you use to log in to StoredIQ for Legal. Login information is always case-sensitive.🖼End of change
10. For the SSL connection option, click Yes if the entry in Server port is for LDAPS. Otherwise, click No.
    Important: Ensure the Server port entry matches the SSL connection selection. If you click Yes, set Server port to the port configured for LDAPS. If you click No, set Server port to the port configured for LDAP.
11. For 🖼Start of changeSync frequency🖼End of change, select how often you want to refresh the list of users who are ingested from the directory server.

    After you initially ingest users from the directory server, changes can occur in the directory server. Typically you will want these changes to be synchronized to StoredIQ for Legal. Use the sync frequency to determine how often the ingested user data is updated. If you want to sync the data immediately, click Sync.

    Important: You must be logged in as the default system administrative user ilgadmin to change the sync frequency.

    For example, if you want to update the user list every two weeks, click Every 2 weeks.

12. 🖼Start of changeMap directory server user attributes to StoredIQ for Legal custodian attributes.

    🖼Start of changeIn the Attribute Mapping section, for each StoredIQ for Legal custodian attribute and its data type, enter the directory server user attribute (LDAP Key) that you want to map to that custodian attribute.🖼End of change

    🖼Start of changeEach unconfirmed attribute mapping displays an alert next to it until you confirm it. To confirm each attribute mapping, click Preview. A list of attribute mappings and associated directory server data is displayed. The format of the list is a row with an attribute mapping followed by the set of data that is returned from the directory server based on the mapping. Use this list to verify that you created the correct mappings. If you need to change the mappings, edit the LDAP Key values as necessary and click Reload to see the new mapped user data. If you need to change the directory server configuration, click Cancel, update your settings, and click Preview again. When you are satisfied with the mappings, click Confirm to save the changes.🖼End of change

    During data preview, data validation occurs to ensure that:

- Custodian attribute types are compatible with LDAP key types.
- LDAP keys are valid (they exist).
- Required custodian attributes, such as Login ID and Person ID, are mapped to LDAP keys (the LDAP key fields are not empty).

For any incorrect mappings, error messages are displayed.

Important: Ensure that all required attributes have valid mappings with no errors. Otherwise, the synchronization with the directory server can fail.

Important: StoredIQ for Legal automatically accepts your directory server's signer certificate if your directory server uses an SSL connection. The certificate acceptance might result in a few minutes delay in showing the user data table the first time that you click Preview.

Here is an example mapping of the attributes. This is only an example and is not intended for actual use.

Table 1. Attribute Mapping example

Attribute Name	Data Type	LDAP Key
Login ID	string	sAMAccountName
First Name	string	givenName
Last Name	string	sn
Email Address	string	mail
Department	string	department
Person ID	string	empNo

Important: At this point, no directory server data was ingested into the StoredIQ for Legal. To ingest data, you must complete the next step.

When you complete the configuration and ingest the directory server users into StoredIQ for Legal, the list of custodians in the Custodians page has the custodian attribute values that are populated with the mapped directory server user attribute values.

End of change
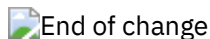
13. Click Save to save your changes.
14. Click Sync to ingest the directory server user data.

    If the directory server settings are valid and a connection is successfully made to the directory server, the following message is displayed: `Synchronization started: Directory server synchronization is in progress. You will be notified when the sync process is complete`. When the data ingestion completes, the following message is displayed: `Synchronization complete: Directory server synchronization completed with <number> people ingested from the directory server. Verify People`.

    Important: If you restart the StoredIQ for Legal server before you see the message that says the sync process completed, you will need to click Sync to ingest the remaining users. Otherwise, if you selected a sync frequency other than None, the remaining users will be ingested after the sync frequency time period passes.

15. Restart the StoredIQ for Legal server.

    You must restart the StoredIQ for Legal server in order to enable the ingested users to log in to StoredIQ for Legal. Otherwise, the login IDs and passwords of the ingested users will not be recognized.

    Important:

    Problems can occur with the directory server that prevent login by both the administrative user and ingested users. If the StoredIQ for Legal administrative user cannot log in after you restart the StoredIQ for Legal server, then you might need to change the StoredIQ for Legal server to use default

authentication so that the administrative user can log in while you fix the directory server problems. See the troubleshooting topic "Login fails due to LDAP referral errors".

16. If you want to synchronize the data with the directory server immediately without waiting for the sync frequency time period to pass, click Sync.

   When the synchronization completes, the following message is displayed: `Synchronization complete: Directory server synchronization completed with <number> people ingested from the directory server. Verify People.`

- **Parent topic:** Administering your StoredIQ for Legal system

Configuring the email server

Start of changeThe IBM® StoredIQ for Legal email server is used for sending emails regarding a legal matter to the legal and administrative users. These emails typically contain hold notices, links to interviews, alerts, and reminders. You must configure the email server and specify the interval at which the emails are to be sent.End of change

Before you begin

Ensure that the email server provides its services with the Simple Mail Transfer Protocol (SMTP).

Before you can configure the email server, you must have the following information:

- SMTP server host name or IP address
- SMTP server port number: 25 (SMTP or SMTP with STARTTLS default), 465 (SMTPS, secured with TLS or SSL)
- SMTP user name - user who the email server authorizes to send email
- SMTP password - password of user who the email server authorizes to send email
- Start of changeFrom address - email address that identifies the email senderEnd of change
- Start of changeRespond to address - email address that receives the reply to an email End of change
- Start of changeBase confirmation address - base URL that includes host name and, optionally, port number; it is used to create the links that are included in an emailEnd of change

Procedure

1. Log in to StoredIQ for Legal as a system administrator with the Manage External Servers privilege.
2. From the Admin menu, click Start of changeExternal ServersEnd of change and then click Email Server.
3. In the SMTP server field, enter the email server host name or IP address.
4. In the SMTP port field, enter the port number on which the email server listens.

   By default, the field is set to 25, which is the standard SMTP or STARTTLS with SMTP server port number.

5. For SSL connection, select one of the following options:

 | Option | Description |
   | --- | --- |
   | **SMTP with STARTTLS** | Secured with TLS/SSL, uses well-known port 25 |
   | **SMTPS** | Secured with TLS/SSL, uses well-known port 465 |
   | **No** | Unsecured, uses well-known port 25 |

   Important: Ensure the SMTP port entry matches the SSL connection selection.

6. For the Need authentication field, select Yes if the email server requires a user name and password to send emails.

   If you select Yes, enter the SMTP user name and password in the provided fields.

7. Start of changeIn the From address field, enter the email address that identifies the email sender. End of change

8. Start of changeIn the Respond to address field, enter the email address that is to receive the reply to an email. End of change

9. Start of changeIn the Base confirmation address field, enter the base URL that is used to create the links that are included in the emails. Specify the host name or IP address of either the StoredIQ for Legal server or a proxy server that routes requests to the StoredIQ for Legal server. If necessary, also include the port number. End of change

   Start of changeThe links allow the legal user to confirm the receipt of a hold notice or to access an interview, for example. End of change

   An example entry is `https://ilgserver.com`.

10. Start of changeFor Schedule manager, specify the interval at which the email server is to send the emails.

    For example, if you want the emails to be sent every 15 minutes, select 15min. If you want the emails to be sent immediately, click Send Now.

    End of change

11. Click Save to save all of the entries and selections you made and connect to the email server.

    If the email server settings are valid and a connection is successfully made to the email server, a pop-up message is displayed with the caption Email server connected.

- **Parent topic:** Administering your StoredIQ for Legal system

Configuring the IBM StoredIQ server connection

A system administrator must configure the IBM® StoredIQ server connection so that IBM StoredIQ for Legal can connect to it.

Before you begin

You must have a working IBM StoredIQ system that is installed and network-accessible to StoredIQ for Legal.

You must have the following information:

- IBM StoredIQ server host name or IP address.
- User name and password of an IBM StoredIQ system user with role SDK User.

Procedure

1. Log in to StoredIQ for Legal as a system administrator with the Manage External Servers privilege.
2. From the Admin menu, click Start of changeExternal Servers End of change and then click StoredIQ Server.
3. For the Enable StoredIQ option, select Yes

If you want to disable the connection to the IBM StoredIQ server, select No, click Save, and skip the remaining steps. For this change to take effect, you must restart StoredIQ for Legal.

4. In the Server host field, enter the host name or IP address of the IBM StoredIQ server. An example entry is `siqserver.mycompany.com`
5. In the Username and Password fields, enter the user name and password of the IBM StoredIQ system user with role SDK User.
6. Click Save to save all of the entries and selections you made and connect to the IBM StoredIQ server.

   If the entries and selections you made are valid and a connection is successfully made to the IBM StoredIQ server, a pop-up message is displayed with the caption StoredIQ Server Connected!

- **Parent topic:** Administering your StoredIQ for Legal system

Start of change

Configuring system settings

A system administrator can configure various StoredIQ for Legal system settings. These settings affect the dashboard and the reports.

Before you begin

The administrator must have the privilege to manage external servers.

Procedure

To configure the system settings, complete the following steps:

1. Log in to the StoredIQ for Legal web client as a system administrator.
2. Click Admin in the main menu and then click System Settings.
3. In the System Settings window, you can configure the following settings:
   - Dashboard Configuration

     Enable caching
     > If set to No, you always see the latest metrics when you open the dashboard. However, a large amount of matters, notices, and interviews increases the response time of the dashboard.
     >
     > If set to Yes, the metrics on the dashboard are, by default, updated every 30 minutes. However, the refresh of the dashboard takes less time than without caching.

     Refresh cache immediately
     > If set to Yes, the dashboard always shows the latest metrics. Use this setting only if you expect few changes to the matters to avoid an increase in the response time of the dashboard.

     Enable in-memory caching
     > If set to Yes, the cached metrics are stored in memory, which decreases the response time of the dashboard. However, if you have a large amount of matters, the response time might increase again.

   - Report Configuration

     Generate global custodian reports
     > Specify whether global custodian reports can be created.

Report retention period
    Specify how long the reports are kept before they are deleted. The default is 30 days.

4. Click Save to save the system settings.

- **Parent topic:** Administering your StoredIQ for Legal system

End of change

Start of change

Assigning and managing user roles

A role is a function that a user serves within an organization. Each role has a default set of associated privileges, which allow users to view and modify particular business items and perform certain functions. To ensure that the right people have the appropriate access to complete their tasks, you must assign users one or more roles.

About this task

An administrator with User Management privileges can assign users the following default roles (users can have more than one role), create a custom role, modify user privileges for the roles, delete a user (if they are not associated with a matter), or change a user's role (if they are not associated with a matter). Note that removing users from role management does not remove the record of the people themselves.

Attorney
    Users with the Attorney role are responsible for overseeing legal responsibilities and compliance. They can only view business items and activity in the system, including matters, notices, interviews, and data boxes.
Paralegal
    Users with the Paralegal role are the primary legal users of the product, and can work with business items in the system. They are typically responsible for creating and managing matters, notices, interviews, data boxes, and conducting the process around them. They are also usually the point of contact for custodians, and follow up when custodians do not respond to notices or interviews.
Data Ops
    Users with the Data Ops role typically do not log into a StoredIQ for Legal system. They are only needed to specify reference and contact user information for IBM® StoredIQ. They are only required if you plan to use Data Box functions. When Paralegal users use Data Boxes to identify, find, and preserve all data that is relevant to a legal matter, StoredIQ for Legal coordinates collaboration between the Paralegals working in the StoredIQ for Legal application and the Data Ops users working in the IBM StoredIQ system. See Requesting matter data for details.
    Important: All StoredIQ for Legal Data Ops users must have corresponding users in IBM StoredIQ with the same login IDs and with the role of Data User.
System Administrator
    Users with the System Administrator role can manage persons and configure integrations with other systems: directory, email, and IBM StoredIQ servers. The default user with the System Administrator role is ilgadmin. After you use the ilgadmin user to initially set up the system, create new System Administrator users for routine administration so that their actions can be audited.
Process Administrator
    Users with the Process Administrator role understand the domain thoroughly. They create, configure, and administer the processes for the organization using such legal entities as matter categories, notice templates, and interview templates.

If you do not assign a role to a user, the user has custodian privileges. Custodians have the minimum access required to respond to notices and interviews.

Procedure

To assign and manage user roles, complete the following steps:

1. Log in to the StoredIQ for Legal web client as an administrator with User Management privileges.
2. From the Admin menu, click Start of changeUser ManagementEnd of change and then click Start of changeUser InformationEnd of change.
3. Assign roles to a group of users by clicking the Assign Roles button and completing the required information. For more information, see Ingesting users from a directory server. You can assign roles to individual users as well.
4. Optional: You can create test users by clicking the Add User button. The Add User button is for non-production environments only, used to demonstrate users on a system without requiring a directory server. See Creating a test user for details.

- **Parent topic:** Administering your StoredIQ for Legal system

End of change
Start of change

Configuring roles and privileges

An administrator with User Management privileges can customize the roles and privileges in StoredIQ for Legal.

About this task

StoredIQ for Legal provides default roles with privileges already assigned to them. An administrator with User Management privileges can either configure the privileges of existing roles, or create new roles and assign privileges to them.

Procedure

To configure roles and privileges, complete the following steps:

1. Log in to the StoredIQ for Legal web client as an administrator with User Management privileges.
2. From the Admin menu, click User Management and then click Role and Privileges.
3. In the Role and Privileges window, click the Edit Role icon to modify the privileges for that role. See Default role privileges for a list of privileges and their defaults.
4. To create a new role, click New Role, type a Role Name, and select a Type. Checkmark each Privilege that you want to assign. Click the Create button.

What to do next

You can modify and create roles at any time. You can also delete roles by clicking the Delete Role icon next to the role.

- Default role privileges
  Users with the roles of System Administrator, Process Administrator, Attorney, Data Ops and Paralegal have privileges for specific areas and actions by default. An administrator with User Management privileges can add or remove these privileges, or create a custom role.

- **Parent topic:** Administering your StoredIQ for Legal system

End of change

Creating a test user

A system administrator can create test users in StoredIQ for Legal by using the web client.

About this task

Before you put StoredIQ for Legal into production, you might need to create test users in a test or demo non-production system.

To create a user for a non-production environment:

Procedure

1. Log in to the StoredIQ for Legal web client as an administrator with User Management privileges.
2. Start of changeFrom the Admin menu, click User Management and then click User Information. End of change
3. Click Add User.
4. In the Start of changeAdd User End of change window, fill in the fields. Start of changeLogin ID End of change, First Name, Last Name are mandatory.
   Restriction: The Start of changeLogin ID End of change must comply with the following rules:
   - Only letters (a-z, A-Z), numerals (0-9), and the underscore character (_) can be used.
   - The login ID must be unique.
   - The length must be 60 characters or less. **Recommendation:** Keep the length less than 20 characters to avoid display problems.
   - The login ID cannot start with `sql`, `sys`, or a numeral.
   - The login ID cannot be `ilgadmin`, `administrator`, `admin`, `user`, `guest`, `public`, `local`, or any SQL reserved word.
   - To prevent naming conflicts with LDAP users, adopt a naming convention for test users, such as `test_paralegal_1`, `test_attorney_1`, `test_dataops_1`, `test_administrator_1`, or `test_custodian_1`. Note that the password of test IDs cannot be changed, and defaults to the login ID.

   The rules are enforced at login time, not at the time that you add a user. If the login ID does not comply with the rules, the user might not be able to log in.

5. Optional: Specify an email address for the user.
6. Select a role.
7. Click Add.

- **Parent topic:** Administering your StoredIQ for Legal system

Start of change

Managing the people in your company and creating groups

An administrator with user management privileges can create groups to help the legal staff add multiple people to a matter, a notice, an interview, or a data request in one step. You can also modify the attributes of a person and assign a manager to a person.

Procedure

To manage the people, complete the following actions:

1. Log in to StoredIQ for Legal as an administrator with user-management privileges.
2. Click People in the main menu.

   On the People page, you can complete the following actions:

   - Create a group and set its name, description, and the list of people who are members of the group.
   - Modify the name and description of an existing group.
   - Add people to, or remove people from, an existing group.
   - Delete a group.
   - Modify the attributes of a person.

     If an attribute is mapped to an LDAP key, you must unmap it before you can modify it. To unmap it, go to Admin > External Servers > Directory Server, remove the LDAP key for the appropriate attribute, confirm your change in the preview, and then save and synchronize your change.

   - Assign a manager to a person.

- **Parent topic:** Administering your StoredIQ for Legal system

End of change

StoredIQ for Legal console tools

You can use the following StoredIQ for Legal console tools to reconfigure the virtual machine.

Network configuration

The `/siq/bin/netcfg` script reruns the network setup for StoredIQ for Legal, for example, to specify your hostname and type of IP. See Configuring IBM® StoredIQ for Legal for details.

SSL certificate configuration

The `/siq/bin/cert_install` script can remove and install SSL certificates. See Installing and removing custom SSL certificates for details.

Change system administrator password

You can change the password for the ilgadmin login ID using the following script.

To run the script, issue the following command: `/siq/bin/change_ilgadmin_password`

Reset authentication

If an LDAP user or system administrator cannot log into StoredIQ for Legal after the Directory Server has been configured and the server restarted, and both the liger.log and WebSphere® Application Server logs show LDAP partial results or referral errors (as in nested host not found exceptions), then the directory server might not be configured properly for referrals and the authentication configuration might be corrupted.

To delete restored authentication back to default settings, log into StoredIQ for Legal, run `/siq/bin/remove_secdom` and then restart the StoredIQ for Legal server. Afterward the default administrative account will be able to log in again and you can use this account to reconfigure your directory server once the referral issues have been resolved.

- **Parent topic:** Administering your StoredIQ for Legal system

Backing up your StoredIQ for Legal system

You can back up and restore your StoredIQ for Legal databases using the following script.

About this task

The script performs the following tasks automatically:

1. Locates the volume where the StoredIQ for Legal databases exist.
2. Shuts down the StoredIQ for Legal system.
3. Copies all StoredIQ for Legal database files.
4. Restores all StoredIQ for Legal services.

Procedure

1. To back up your StoredIQ for Legal system into a backup file, for example, data_2015.Apr.06_22.08.45.dat, issue the following command: `/siq/bin/backup create data_2015.Apr.06_22.08.45.dat` The filename is optional, and a -folder option can be used to specify where to put the backup file.
2. To list your available backups, issue the following command: `/siq/bin/backup list`.
3. To restore your StoredIQ for Legal system, issue the following command: `/siq/bin/backup restore data_2015.Apr.06_22.08.45.dat -p password1` where *password1* represents your system administration password.

- **Parent topic:** Administering your StoredIQ for Legal system

Troubleshooting StoredIQ for Legal

Start of change The following section provides guidance for troubleshooting your StoredIQ for Legal system. If you do not find a solution to your problem, contact IBM® Support. End of change

- Login fails due to an incorrect login ID
  When creating local users, administrators must self-enforce the StoredIQ for Legal restrictions for login IDs. Otherwise, the local user will not be able to login successfully.
- Login fails due to LDAP referral errors
  If an LDAP user or administrator cannot log into StoredIQ for Legal due to LDAP partial results or referral errors, you can run a script to reset the LDAP authentication.
- Login fails because a connection to the web client could not be established
  Your login can stop working for a variety of reasons.
- The email server does not send out any emails
  As system administrator, you want to send out all available emails immediately. However, an error occurs.

- **Parent topic:** Administering your StoredIQ for Legal system

Login fails due to an incorrect login ID

When creating local users, administrators must self-enforce the StoredIQ for Legal restrictions for login IDs. Otherwise, the local user will not be able to login successfully.

Symptoms

Login into StoredIQ for Legal fails because a login ID exceeds the maximum length or contains characters or keywords that are not allowed.

Causes

StoredIQ for Legal does not automatically block administrators from creating local users that violate the login ID restrictions.

Resolving the problem

When creating local users, administrators must ensure that they enforce the StoredIQ for Legal restrictions for login IDs. See Creating a test user for the restrictions.
- **Parent topic:** Troubleshooting StoredIQ for Legal

Login fails due to LDAP referral errors

If an LDAP user or administrator cannot log into StoredIQ for Legal due to LDAP partial results or referral errors, you can run a script to reset the LDAP authentication.

Symptoms

Login into StoredIQ for Legal fails. Both the liger.log and WebSphere® Application Server logs show nested host not found exceptions.

Causes

The LDAP server might not be misconfigured for referrals, or the security domain might be corrupted.

Resolving the problem

Delete your configured security domain and fix LDAP by completing the following steps:

1. Log into StoredIQ for Legal.
2. Run the `/siq/bin/remove_secdom.sh` script.
3. Restart the StoredIQ for Legal server.

Afterward all LDAP users should be able to log in again.
- **Parent topic:** Troubleshooting StoredIQ for Legal

Login fails because a connection to the web client could not be established

Your login can stop working for a variety of reasons.

Symptoms

Login into StoredIQ for Legal succeeded previously, but now fails because `A connection to the web client cannot be established using the following URL.`

Causes

- You logged out while the login page was still loaded.
- Your login session timed out due to lack of activity.
- You changed your LDAP password and your web browser has the old password saved.
- You lost your network connection.
- Your power went out.
- The StoredIQ for Legal server shut down.

Resolving the problem

Close your sessions, check your connection to the StoredIQ for Legal server, and retry the login.
- **Parent topic:** Troubleshooting StoredIQ for Legal

Start of change

The email server does not send out any emails

As system administrator, you want to send out all available emails immediately. However, an error occurs.

Symptoms

After you click Send Now on the Email Server page, you get the following message:

`An error occurred when the email server tried to send the emails.`

No emails are sent out.

Resolving the problem

Complete these steps:

1. Check the liger.log file for the cause of the problem.
2. If the log file does not help solve the problem, restart StoredIQ for Legal.
3. Log in again. Go to Admin > External Servers > Email Server and then click Send Now.
4. If you receive the message that all emails were sent out successfully, verify that the emails were sent. If no emails were sent or if you receive an error again, contact IBM® Support.

- **Parent topic:** Troubleshooting StoredIQ for Legal

End of change

Administering your StoredIQ for Legal processes

To get StoredIQ for Legal ready for your users, there are several process administration tasks that you must complete. There are also various ongoing tasks that you might need to complete to ensure that StoredIQ for Legal is running efficiently and that it meets your business requirements.

- Creating and configuring notice templates
  Notice templates define and standardize how a hold notice is processed. Users can create hold notices only after a process administrator creates notice templates.
- Creating and configuring interview templates
  Interview templates define and standardize how interview questionnaires are processed and are required to create interviews. The process administrator creates interview templates.
- Creating, updating, and deleting matter categories
  To improve matter management, you have the option of creating legal categories. For example, you might create categories for IP Related, Internal, Financial, Regulatory, and Securities.
- Configuring hold notice settings
  You can customize the confirmation page and confirmation link instructions for the legal hold notices that IBM® StoredIQ for Legal legal users send.
- Configuring data source types for requests
  You must configure the list of data source types in your enterprise so that the legal staff can select the locales when creating requests. A process administrator can assign source types to data locales, add locales, modify locales, and remove locales.
- Customizing custodian attributes
  Custodian attributes define information about each custodian, for example, login ID, first and last name, e-mail address, manager, and department. You can define custom attributes for your system.

Creating and configuring notice templates

Notice templates define and standardize how a hold notice is processed. Users can create hold notices only after a process administrator creates notice templates.

About this task

A hold notice notifies custodians of their obligations about a hold. Legal users, typically paralegals, select matters on the Matters page and create hold notices. When users create hold notices, they must select notice templates from the notice templates library.

Start of changeFrom the Templates page, you can activate draft notice templates, deactivate active templates, delete draft templates, duplicate templates, and preview templates.End of change

Attention:

- You cannot restore a draft template after you delete it. Delete is permanent.
- Start of changeA template can be deleted only before you activate it for the first time.
  End of change

Procedure

To create and configure a notice template:

1. Log in to the StoredIQ for Legal web client as a process administrator and click Templates.
2. To create a notice template, click New Template. Start of changeAlternatively, you can create a new notice template starting from a copy of a preexisting template by clicking Duplicate next to it.
   End of change
   a. Required: In the Template Name field, enter the name of the template. The notice template name must be unique from any other template name (including interview template names).
      Tip: Assign template names that are meaningful to the users who are responsible for creating legal notices so that they know which templates to select.

b. Optional: In the Description field, enter a brief description of the template.

The description is displayed only on the notice Template Details page and is not displayed to legal users who use the template.

c. Required: Start of changeIn the Type menu, select Notice Template. End of change

d. Click Create.

The Template Creation page is displayed in which you configure the notice template.

3. Configure the notice template. For detailed information about configuring a template notice, see Modifying notice templates

- Modifying notice templates
  A notice template defines how a notice is processed. It contains at least the initial notice and, optionally, follow-up messages, and reminder notices.
- Modifying the template for the initial notice
  An initial notice is the first hold notice that custodians receive for a particular preservation obligation. It can optionally ask them to confirm receipt of the hold notice. This template must be created and active before legal users can begin creating hold notices.
- Modifying the template for the follow-up message on the initial notice
  Follow-up messages are sent to custodians who did not respond to the initial notice. The custodians are asked to confirm receipt of the initial notice.
- Modifying the template for the reminder notice
  Reminder notices refresh the initial notice, and are sent to all custodians whether they responded to the initial notice or not. The reminder notices require a new confirmation, and have their own follow-up messages that notify the custodians to confirm.
- Modifying the template for the follow-up messages on reminder notices
  Follow-up messages are sent to custodians who did not respond to a reminder notice. The custodians are asked to confirm the receipt of a reminder notice.

- **Parent topic:** Administering your StoredIQ for Legal processes

Modifying notice templates

Start of changeA notice template defines how a notice is processed. It contains at least the initial notice and, optionally, follow-up messages, and reminder notices. End of change

About this task

Important: Start of changeOnce you activate a template, you cannot edit it again or delete it until you deactivate it. If a template is still active, then you can only duplicate it. End of change

Procedure

To modify a notice template:

1. Log in to the IBM® StoredIQ for Legal web client as a process administrator and click Templates.

   The Templates page is displayed with a list of templates, including their names (as hypertext links), status (draft, active, inactive) and modification dates.

2. Find the template in the list that you want to modify and click the template name to open the Template Creation page.

3. Optional: Start of changeTo modify the template name and the description, click Expand details. End of change
4. Optional: Start of changeIn the Edit Message Rules and Contents section, select Lock rules in hold notices that use this template to prevent the legal user from editing the rule set (the legal user will still be able to edit the message text). End of change
5. Start of changeTo modify the contents of the initial notice, click Initial Notice in the Contents section. The initial notice is required. See Modifying the template for the initial notice for detailed information about how to modify the initial notice. End of change
6. Click Save Draft in the title bar to save your changes without activating the template.
7. Start of changeTo modify the contents of the follow-up message on the initial notice, see Modifying the template for the follow-up message on the initial notice. End of change
8. Start of changeTo modify the contents of the reminder notice, see Modifying the template for the reminder notice. End of change
9. Start of changeTo modify the contents of the follow-up message on reminder notices, see Modifying the template for the follow-up messages on reminder notices. End of change
10. Optional: Start of changeClick Preview Template to see what the custodians see. You can also click Start of changeSend text message End of change to email a preview of any message to yourself or any users with the View Notices privilege. End of change
11. After you finish, you have the following additional options in the left pane:
    ○ Click Duplicate to duplicate the template.
    ○ Start of changeClick Delete to delete the template. A template can be deleted only before it is activated for the first time. End of change
    ○ Click Activate when you are ready to make the template available for use. Then, it can be used to create hold notices for matters.
      Important: Active templates can only be duplicated. To edit an active template, it must be deactivated first.

- **Parent topic:** Creating and configuring notice templates

Modifying the template for the initial notice

Start of changeAn initial notice is the first hold notice that custodians receive for a particular preservation obligation. It can optionally ask them to confirm receipt of the hold notice. This template must be created and active before legal users can begin creating hold notices. End of change

About this task

Important: You can modify notice templates that are in draft state. You cannot modify notice templates that are in active or inactive states.

Procedure

To modify the template for the initial notice:

1. Start of changeClick Initial Notice. End of change
2. Enter a subject in the Subject field.
3. Modify or enter the contents of the initial notice, including text with different formats and fonts, tables, and images.
4. Optional: Start of changeTo insert system variables into the content, select them from the System Variables list. End of change

The system variables represent dynamic data, such as the name of a custodian or the name of an attorney for the matter. When a notice is sent that contains system variables in the content, the system variables are replaced with actual values.

If you want custodians to confirm receipt of the hold notice, you can include a Confirmation Link variable. This variable automatically inserts a web link that the custodian opens to confirm receipt of the hold notice. A confirmation link is mandatory if you plan to send out follow-up messages and reminder notices.

- **Parent topic:** Creating and configuring notice templates

Modifying the template for the follow-up message on the initial notice

Follow-up messages are sent to custodians who did not respond to the initial notice. The custodians are asked to confirm receipt of the initial notice.

About this task

Important: You can modify notice templates that are in draft state. You cannot modify notice templates that are in active or inactive states.

Procedure

To modify the template for the follow-up message on the initial notice:

1. Start of changeIn the Rules section next to Initial notice, select the Require confirmation and follow-up check box. End of change
2. Configure how often the follow-up message is to be sent.
   a. Start of changeFrom the Follow-up frequency list, select the intervals between two follow-up messages. The first follow-up message is sent based on the send date of the initial notice and the follow-up frequency. End of change
   b. From the Repeat list, select the number of times that the follow-up message is to be sent.
   c. If you want to send a message to the manager of the custodian after the final follow-up message is sent, select Start of changeAllow escalation End of change.
3. Start of changeIn the Contents section, click Follow-Up - Initial Notice. End of change
4. Enter a subject in the Subject field.
5. Modify or enter the contents of the follow-up message, including text with different formats and fonts, tables, and images.
6. Optional: Start of changeTo insert system variables into the content, select them from the System Variables list. End of change

   The system variables represent dynamic data, such as the name of a custodian or the name of an attorney for the matter. When a notice is sent that contains system variables in the content, the system variables are replaced with actual values.

   Include at least the Confirmation Link variable so that the custodians can confirm receipt of the hold notice.

- **Parent topic:** Creating and configuring notice templates

Modifying the template for the reminder notice

Reminder notices refresh the initial notice, and are sent to all custodians whether they responded to the initial notice or not. The reminder notices require a new confirmation, and have their own follow-up messages that notify the custodians to confirm.

About this task

Important: You can modify notice templates that are in draft state. You cannot modify notice templates that are in active and inactive states.

Procedure

To modify the template for the reminder notice:

1. Start of changeIn the Rules section next to Reminder notice, select the Include reminder check box. End of change
2. Configure how often the reminder notice is to be sent.
    a. From the Follow-up frequency list, select the intervals between two reminder notices.
        Important: You must set the frequency number to a value greater than zero in order for the reminder notice to be sent.
    b. In the Repeat field, select the number of times that the reminder notice is to be sent. If you select Indefinitely, the reminder notice keeps going out until the hold notice is closed.
3. Start of changeConfigure the contents of the reminder notice.
    a. In the Contents section, click Reminder Notice.
    b. Enter a subject in the Subject field.
    c. Modify or enter the contents of the reminder notice, including text with different formats and fonts, tables, and images.
    End of change
4. Optional: Start of changeTo insert system variables into the content, select them from the System Variables list.End of change

    The system variables represent dynamic data, such as the name of a custodian or the name of an attorney for the matter. When a notice is sent that contains system variables in the content, the system variables are replaced with actual values.

    Include at least the Confirmation Link variable so that the custodians can confirm receipt of the hold notice.

- **Parent topic:** Creating and configuring notice templates

Modifying the template for the follow-up messages on reminder notices

Follow-up messages are sent to custodians who did not respond to a reminder notice. The custodians are asked to confirm the receipt of a reminder notice.

About this task

Important: You can modify notice templates that are in draft state. You cannot modify notice templates that are in active and inactive states.

Procedure

To modify the template for the follow-up message on reminder notices:

1. Start of changeIn the Rules section next to Reminder notice, select both the Require confirmation and follow-up check box. End of change
2. Configure how often the follow-up message is to be sent.
   a. Start of changeFrom the Follow-up frequency list, select the intervals between two follow-up messages. The first follow-up message is sent based on the send date of a reminder notice and the follow-up frequency.
      Important: You must set the frequency number to a value greater than zero in order for the message to be sent.
      End of change
   b. In the Repeat field, select the number of times that the follow-up message is to be sent.
   c. If you want to send a message to the manager of the custodian after the final follow-up message is sent, select Start of changeAllow escalation End of change.
3. Start of changeConfigure the contents of the follow-up message.
   a. In the Contents section, click Follow-Up - Reminder Notice.
   b. Enter a subject in the Subject field.
   c. Modify or enter the contents of the follow-up message, including text with different formats and fonts, tables, and images.
   End of change
4. Optional: Start of changeTo insert system variables into the content, select them from the System Variables list. End of change

   The system variables represent dynamic data, such as the name of a custodian or the name of an attorney for the matter. When a notice is sent that contains system variables in the content, the system variables are replaced with actual values.

   Include at least the Confirmation Link variable so that the custodians can confirm receipt of the hold notice.

- **Parent topic:** Creating and configuring notice templates

Start of change

Creating and configuring interview templates

Interview templates define and standardize how interview questionnaires are processed and are required to create interviews. The process administrator creates interview templates.

About this task

During a legal matter, attorneys and paralegals can email an interview questionnaire to gather information that helps define the nature and scope of the matter. Legal users, typically paralegals, create interview questionnaires from the Matters page by using the interview templates. When users create a new interview, they must select an interview template from the interview templates library.

From the Templates page, you can activate draft interview templates, deactivate active templates, delete draft templates, duplicate templates, and preview templates. Once you activate a template, you cannot edit it again or delete it until you deactivate it. If a template is still active, then you can only duplicate it.
Attention: You cannot restore a draft template after you delete it. Delete is permanent.

Procedure

To create and configure an interview template:

1. Log in to the StoredIQ for Legal web client as a process administrator and click Templates.
2. To create an interview template, click New Template. Alternatively, you can create a new interview template starting from a copy of a preexisting template by clicking Duplicate next to it.
   a. Required: In the Name field, enter the name of the template. The interview template name must be unique from any other template name (including notice template names).
      Tip: Assign template names that are meaningful to the users who are responsible for creating interview questionnaires so that they know which templates to select.
   b. Optional: In the Description field, enter a brief description of the template.

      The description is displayed only on the interview Template Details page and is not displayed to legal users who use the template.

   c. Required: In the Type menu, select Interview Template.
   d. Click Create.

      The New Template page is displayed in which you configure the interview template.

3. Configure the emails in the interview template. For detailed information about configuring an interview email, see Modifying interview templates.
4. Configure the questionnaire in the interview template. For detailed information about configuring an interview questionnaire, see Modifying the template for the questionnaire.

- Modifying interview templates
  An interview template contains at least the initial interview and, optionally, follow-up messages, and recurring interviews.
- Modifying the template for the initial interview
  The initial interview is the first interview that is sent to custodians that notify them of the interview questionnaire and that provides a link to the questionnaire. This template must be created and active before legal users can begin creating interview questionnaires.
- Modifying the template for the follow-up message on the initial interview
  Follow-up messages are sent to recipients who did not respond to the initial interview. They contain a link to the questionnaire and ask the recipients to complete and return the questionnaire.
- Modifying the template for the recurring interview
  Recurring interviews refresh the initial interview, and are sent to all recipients whether they responded to the initial interview or not. The recurring interviews include a link to the questionnaire and have their own follow-up messages that notify the recipients to complete and return the questionnaire.
- Modifying the template for the follow-up messages on recurring interviews
  Follow-up messages are sent to those recipients who did not respond to a recurring interview. They contain a link to the questionnaire and ask the recipients to complete and return the questionnaire
- Modifying the template for the questionnaire
  The questionnaire contains the questions and possible answers that are to help define the nature and scope of the matter.

- **Parent topic:** Administering your StoredIQ for Legal processes

End of change

Start of change

Modifying interview templates

An interview template contains at least the initial interview and, optionally, follow-up messages, and recurring interviews.

About this task

Important: You can modify interview templates that are in draft state only. You cannot modify interview templates that are in active and inactive states.

Procedure

To modify interview template messages:

1. Log in to the IBM® StoredIQ for Legal web client as a process administrator and click Templates. The Templates page is displayed with a list of templates, including their names (as hypertext links), status (draft, active, inactive) and modification dates.
2. Find the template in the list that you want to modify and click the template name to open the Template Creation page.
3. Optional: To modify the template name and the description, click Expand details.
4. Click Message.
5. Optional: In the Edit Message Rules and Contents section, select Lock rules in interviews that use this template to prevent the legal user from editing the rule set (the legal user will still be able to edit the message text).
6. To modify the initial interview, click Initial Interview in the Contents section. The initial interview is required. See Modifying the template for the initial interview for detailed information about how to modify the initial interview.
7. Click Save Draft in the title bar to save your changes without activating the template.
8. To modify the follow-up message on the initial interview, see Modifying the template for the follow-up message on the initial interview.
9. To modify the recurring interview, see Modifying the template for the recurring interview.
10. To modify the follow-up message on the recurring interview, see Modifying the template for the follow-up messages on recurring interviews.
11. Optional: Preview the template to see what interview recipients see.
    a. Click Preview Template.

    A page is displayed in your web browser that shows the interview portal as it appears to interview recipients after they click View the questionnaire in the interview email that they receive and log in to the interview portal. The page has two sections that are viewed separately:

    b. Click Message to see the interview email.
    c. Click Questionnaire to see the interview questionnaire.
    You can also click Send test message to send a preview of any message to yourself or any users with the View Interviews privilege.
12. After you finish, you have the following additional options in the left pane:
    - Click Duplicate to duplicate the template.
    - Start of changeClick Delete to delete the template. A template can be deleted only before it is activated for the first time. End of change
    - Click Activate when you are ready to make the template available for use. Then, it can be used to create interviews for matters.
      Important: Active templates can only be duplicated. To edit an active template, it must be deactivated first.

- **Parent topic:** Creating and configuring interview templates
End of change

Modifying the template for the initial interview

The initial interview is the first interview that is sent to custodians that notify them of the interview questionnaire and that provides a link to the questionnaire. This template must be created and active before legal users can begin creating interview questionnaires.

About this task

Important: You can modify interview templates that are in draft state. You cannot modify interview templates that are in active or inactive states.

Procedure

To modify the template for the initial interview:

1. Click Initial Interview.
2. Enter a subject the Subject field.
3. Modify or enter the contents of the interview message, including text with different formats and fonts, tables, and images.
4. Optional: To insert system variables into the content, select them from the System Variables list.

   The system variables represent dynamic data, such as the name of a recipient or the name of an attorney for the matter. When a interview is sent that contains system variables in the content, the system variables are replaced with actual values.

   If you want custodians to confirm receipt of the interview questionnaire, you can include a Confirmation Link variable. This variable automatically inserts a web link that the custodian opens to confirm receipt of the interview questionnaire.

- **Parent topic:** Creating and configuring interview templates

Modifying the template for the follow-up message on the initial interview

Follow-up messages are sent to recipients who did not respond to the initial interview. They contain a link to the questionnaire and ask the recipients to complete and return the questionnaire.

About this task

Important: You can modify interview templates that are in draft state. You cannot modify interview templates that are in active or inactive states.

Procedure

To modify an interview template follow-up message:

1. In the Rules section next to Initial interview, select the Require follow-up check box.
2. Configure how often the follow-up message is to be sent.
   a. From the Follow-up frequency list, select the intervals between two follow-up messages. The first follow-up message is sent based on the send date of the initial interview and the follow-up frequency.

b. In the Repeat field, select the number of times to send the follow-up message.

c. If you want to send a message to the manager of the recipient after the final follow-up message is sent, select Allow escalation.

3. In the Contents section, click Follow-Up - Initial Interview.

4. Enter a subject in the Subject field.

5. Modify or enter the contents of the follow-up message, including text with different formats and fonts, tables, and images.

6. Optional: To insert system variables into the content, select them from the System Variables list.

The system variables represent dynamic data, such as the name of a recipient or the name of an attorney for the matter. When a interview is sent that contains system variables in the content, the system variables are replaced with actual values.

If you want custodians to confirm receipt of the interview questionnaire, you can include a Confirmation Link variable. This variable automatically inserts a web link that the custodian opens to confirm receipt of the interview questionnaire.

- **Parent topic:** Creating and configuring interview templates

Modifying the template for the recurring interview

Recurring interviews refresh the initial interview, and are sent to all recipients whether they responded to the initial interview or not. The recurring interviews include a link to the questionnaire and have their own follow-up messages that notify the recipients to complete and return the questionnaire.

About this task

Important: You can modify interview templates that are in draft state. You cannot modify interview templates that are in active and inactive states.

Procedure

To modify an interview template repeat interview message:

1. In the Rules section next to Recurring interview, select the Include recurring interview check box.

2. Configure how often the recurring interview is to be sent.

a. From the Follow-up frequency list, select the intervals between two recurring interviews. Important: You must set the frequency number to a value greater than zero in order for the recurring interview to be sent.

b. In the Repeat field, select the number of times that the recurring interview to be sent. If you select Indefinitely, the recurring interview keeps going out until the interview is closed.

3. In the Contents section, click Recurring Interview.
   Recommendation: Reuse the text from the initial interview.

4. Enter a subject in the Subject field.

5. Modify or enter the contents of the interview message, including text with different formats and fonts, tables, and images.

6. Optional: To insert system variables into the content, select them from the System Variables list.

The system variables represent dynamic data, such as the name of a recipient or the name of an attorney for the matter. When a interview is sent that contains system variables in the content, the system variables are replaced with actual values.

If you want custodians to confirm receipt of the interview questionnaire, you can include a Confirmation Link variable. This variable automatically inserts a web link that the custodian opens to confirm receipt of the interview questionnaire.

- **Parent topic:** Creating and configuring interview templates

Modifying the template for the follow-up messages on recurring interviews

Follow-up messages are sent to those recipients who did not respond to a recurring interview. They contain a link to the questionnaire and ask the recipients to complete and return the questionnaire

About this task

Important: You can modify interview templates that are in draft state. You cannot modify interview templates that are in active and inactive states.

Procedure

To modify the template for the follow-up message on recurring interviews:

1. In the Rules section next to Recurring interview, select both the Require follow-up check box.
2. Configure how often the follow-up message is to be sent.
   a. From the Follow-up frequency list, select the intervals between two follow-up messages. The first follow-up message is sent based on the send date of the recurring interview and the follow-up frequency.
   Important: You must set the frequency number to a value greater than zero in order for the follow-up message to be sent.
   b. In the Repeat field, select the number of times that the follow-up message is to be sent.
   c. If you want to send a message to the manager of the recipient after the final follow-up message is sent, select Allow escalation.
3. Configure the contents of the follow-up message.
   a. In the Contents section, click Follow-Up - Recurring Interview.
   b. Enter a subject in the Subject field.
   c. Modify or enter the contents of the follow-up message, including text with different formats and fonts, tables, and images.
4. Optional: To insert system variables into the content, select them from the System Variables list.

The system variables represent dynamic data, such as the name of a recipient or the name of an attorney for the matter. When a interview is sent that contains system variables in the content, the system variables are replaced with actual values.

If you want custodians to confirm receipt of the interview questionnaire, you can include a Confirmation Link variable. This variable automatically inserts a web link that the custodian opens to confirm receipt of the interview questionnaire.

- **Parent topic:** Creating and configuring interview templates

Modifying the template for the questionnaire

The questionnaire contains the questions and possible answers that are to help define the nature and scope of the matter.

About this task

Important: You can modify interview templates that are in draft state only. You cannot modify interview templates that are in active and inactive states.

Procedure

To modify template for the questionnaire:

1. Log in to the IBM® StoredIQ for Legal web client as a process administrator and click Templates.

   The Templates page is displayed with a list of templates, including their names (as hypertext links), status (draft, active, inactive) and modification dates.

2. Find the template in the list that you want to modify and then click the template name to open the template.
3. Optional: Modify the template name and the description.
4. Click Questionnaire.
5. Optional: Next to Questionnaire Rules, select the Lock rules in interviews that use this template check box if the questionnaire must not be edited when it is active.
6. To add a question, click New Question and specify the Question title, Question text, Description, and Question type. The following question types are supported:

Option	Description
Single-select - radio button	Recipient selects one answer from a list of radio button choices. Select Follow-up action required to enable an alert. Reorder the options by clicking the Reorder icon ☰.
Single-select - drop-down	Recipient selects one answer from a drop-down list. Select Follow-up action required to enable an alert. Reorder the options by clicking the Reorder icon ☰.
Multi-select - check boxes	Recipient selects one or more answers from a multiple-choice list. Select Follow-up action required to enable an alert. Reorder the options by clicking the Reorder icon ☰.
Single-line text	Recipient types the answer into a single field.
Paragraph text	Recipient types the answer into a text box.

   Select Required question to mark the question with a red asterisk (*) and prevent the recipient from skipping it.

7. In the answers section, complete these steps:

   a. Specify all possible answers. To add an answer, click Add Answer. To let the recipients specify an answer, click Add "Other".

   b. If an answer requires a follow-up action by the paralegal, select the Follow-up action required check box. The paralegal is informed by an email when one or more recipients select this answer.

   c. If an answer requires a follow-up question, click the Create a conditional question icon ⛓. Then, complete the conditional question.

   d. Optional: To reorder the answers, click the Reorder icon ☰ and then drag and drop the answer. Alternatively, click in the answer field and then press Ctrl and the Up or Down Arrow key.

8. Optional: To duplicate or delete a question, use the icons to the right of the question headline.

- **Parent topic:** Creating and configuring interview templates

End of change

Creating, updating, and deleting matter categories

To improve matter management, you have the option of creating legal categories. For example, you might create categories for IP Related, Internal, Financial, Regulatory, and Securities.

About this task

You can also make changes to the categories in the system, and delete any categories that are not yet associated with a matter.

Procedure

To create, update, and delete a matter category, complete the following steps:

1. Log in to the StoredIQ for Legal web client as a process administrator with Content Settings privileges.
2. Start of changeClick Admin in the main menu and then click Content Settings then Matter Category. End of change
3. In the Matter Category window, you can complete the following:
    - Create a new category by clicking the New Category button and completing the required fields.
    - Update the name of a category by entering the new name in the field of an existing category. This new name will also appear in the details of any matter using the category.
    - Deactivate a matter category by dragging it into the Inactive matter category space (the inactive matter category count will be updated).
    - Delete a category by clicking the X next to the category name. Note that if a deleted category is in use, then the category value in matters will be cleaned up.
    - View the list of categories in the system.
4. Click Save to save the changes.

- **Parent topic:** Administering your StoredIQ for Legal processes

Configuring hold notice settings

You can customize the confirmation page and confirmation link instructions for the legal hold notices that IBM® StoredIQ for Legal legal users send.

Procedure

1. Log in to the StoredIQ for Legal web client as a process administrator with Content Settings privileges.
2. Start of changeClick Admin > Content Settings > Hold Notice.End of change
3. Start of changeUnder Confirmation Page, in the Confirmation question field, enter the text that is to be displayed before the Confirm button in the confirmation page.End of change
4. Start of changeClick Preview to display the confirmation page with text that you entered in the Confirmation question field.End of change
5. Under Confirmation Link, in the Link descriptor field, enter the text that is to be displayed before the confirmation link in the notice message that the custodians receive.
6. Click Save to save the changes you made.

- **Parent topic:** Administering your StoredIQ for Legal processes

Configuring data source types for requests

Start of changeYou must configure the list of data source types in your enterprise so that the legal staff can select the locales when creating requests. A process administrator can assign source types to data locales, add locales, modify locales, and remove locales.End of change

Procedure

To configure the data source types for your system, complete the following steps:

1. Log in to the StoredIQ for Legal web client as a process administrator with Content Settings privileges.
2. Start of changeClick Admin in the main menu and then click Content Settings then Data Request. End of change
3. In the Data Request window, you can complete the following:
   - Define a new data locale by clicking the New Locale button and specifying the required information.
   - Modify existing volume types by dragging and dropping them.
   - Delete previously defined data locales.

Start of change

What to do next

If you re-configure the data source types or locales after a legal user has already created a data request, then that data request will retain the old configuration but any new requests will use the new configuration.
End of change
- **Parent topic:** Administering your StoredIQ for Legal processes

Start of change

Customizing custodian attributes

Custodian attributes define information about each custodian, for example, login ID, first and last name, e-mail address, manager, and department. You can define custom attributes for your system.

About this task

Requirement: Start of changeBoth the Login ID and Person ID are system required attributes. The Login ID identifies the unique ID that each custodian logs in as. The Person ID is intended to identify each custodian by a unique corporate identification string. For example, you can use Person ID to store each custodian's employee serial number, and rename the attribute to Employee Serial Number. Legal users could then search for, filter, and sort custodians by employee serial number. Note that the Person ID can only be modified through the original LDAP record.End of change

Procedure

To define the custom custodian attributes for your system, complete the following steps:

1. Log in to the StoredIQ for Legal web client as a process administrator with Content Settings privileges.
2. Click Admin in the main menu and then click Content Settings then Custodian Attributes. An ordered list of the existing custodian attributes displays.
3. In the Custodian Attributes window, click New Attribute.

4. Specify the Attribute Name.
5. Select the Data Type and click the advanced configuration tool icon to specify the options for it (options with a red asterisk (*) are required):

Option	Description
String	A string attribute. You must specify a maximum String Length. Once the String Length value is set in a custom attribute, it cannot be modified.
Number	A number attribute. You must specify the Decimal Places, which denotes the number of digits to the right of the decimal point. For example, 0 would make the number an integer. Once the Decimal Places value is set in a custom attribute, it cannot be modified.
Date	A date attribute.
Boolean	An attribute with a value of either true or false.
Choice List	A list of multiple-choice options. You must specify Choice List options. Choice List options can be added or removed later.

6. Optional: Reorder the attributes by dragging and dropping the ordered number, or by focusing on the attribute name and pressing Ctrl plus the up/down arrow keys.
7. Optional: Click Delete to remove a custodian attribute that is not in use yet. You cannot remove attributes that have values set in them.
8. Click Save to save the custodian attributes, or click Revert to discard all of the changes you made since the last save.

- **Parent topic:** Administering your StoredIQ for Legal processes

End of change

Managing legal matters

You can use StoredIQ for Legal to manage the lifecycle of a matter, including creating and managing matters, matter hold notices, and preservation requests.

- Managing notifications
  The Notifications page is a custodian portal that consolidates all of a custodian's hold notices and interviews in one place.
- Managing matter lifecycles
  Legal users with Matters privileges can use StoredIQ for Legal to manage the lifecycle of a matter. They can create a matter, create related hold notices, interviews, and data requests, and close a matter when all of the related tasks are complete.
- Managing notices
  A notice, typically in email, is a formal instruction to custodians to preserve documents and information that is relevant to a matter, and suspend normal retention and destruction schedules.
- Managing interviews
  Legal users with Interview privileges can use interviews to send email questionnaires to custodians to identify information that pertains to legal matters.
- Editing email contents
  When you edit a message for a hold notice or interview, StoredIQ for Legal displays a number of message edit buttons above the text box.

- Requesting matter data
  A key step in the legal matter management process is identifying, finding, and preserving all data that is relevant to the legal matter. Legal users with Data Requests privileges can use StoredIQ for Legal to complete the tasks of identifying, finding, and preserving data that is relevant to the matter by creating requests.
- Legal matter reports
  To help paralegals and attorneys manage legal matters, StoredIQ for Legal provides the Global Custodians and Matter Data reports (in the form of CSV files). The reports are in the Reports tab in the StoredIQ for Legal web client.

Start of change
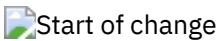
Managing notifications

The Notifications page is a custodian portal that consolidates all of a custodian's hold notices and interviews in one place.

About this task

The Notifications page allows custodians to access all of their hold notices and interviews from a single location rather than from each individual e-mail notification. By default, the hold notices and interviews that require a response are listed first.

Procedure

To manage notifications:

1. Log in to StoredIQ for Legal.
2. Click Notifications.
3. Expand Attention Required to list the hold notices and interviews that require your response or review. Any hold notices and interviews that have been flagged as Escalated because the required time to respond or review has elapsed automatically moves to the top of the list.
4. In the same pull-down menu, select Done to see completed notifications or All to see all notifications. You can also sort the list in Ascending or Descending order by Date Issued or Last Modified.
5. Click the hold notices or interviews with a status of Response Required. After you complete them, their status will change to Responded.
6. Optional: If you already submitted an interview but would like to submit a change, revise your answers in the questionnaire and click Resubmit.

- **Parent topic:** Managing legal matters
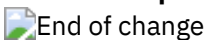
End of change

Managing matter lifecycles

Legal users with Matters privileges can use StoredIQ for Legal to manage the lifecycle of a matter. They can create a matter, create related hold notices, interviews, and data requests, and close a matter when all of the related tasks are complete.

About this task

A matter is used to structure and group legal activities. Examples of matter include intellectual property disputes, malpractice claims, workplace discrimination allegations, and so forth.

When a matter arises, the legal team must be prepared to meet preservation and eventually discovery requirements. Any document that falls in the scope of the matter falls under the obligations to preserve and eventually produce.

- Creating a matter
  Create a matter to manage the lifecycle of a legal matter. In StoredIQ for Legal, a matter is a container that encapsulates all of the data that you are gathering for an actual or potential legal case.
- Modifying matter information
  In the matters page, a legal user with Matters privileges can modify the matter details, such as change the matter category, change the attorney and the paralegal, modify the matter attachments, or add more attachments.
- Managing a matter
  The matter dashboard provides a summary view of the matters that you are associated with and a high-level overview of the status of matter notices, interviews, and data boxes (data requests). You can also see details about the various aspects that pertain to the matter.
- Closing or deleting a matter
  When all of the notices and requests that are associated with a matter are closed Start of changeor suspendedEnd of change, a legal user with the Close Matters privilege can close a matter. If there are no notices, interviews, or data requests that are associated with the matter, a matter can be deleted.

- **Parent topic:** Managing legal matters

Creating a matter

Create a matter to manage the lifecycle of a legal matter. In StoredIQ for Legal, a matter is a container that encapsulates all of the data that you are gathering for an actual or potential legal case.

Start of change

Before you begin

Before you create a matter, matter categories must be available, and you must be assigned a role with the Manage Matters privilege such as Attorney, Paralegal, or Data Ops. Contact your administrator for more information.End of change

About this task

In StoredIQ for Legal, all legal processes start with the creation of a matter. To put a matter into action, you create hold notices, interviews, or data boxes.

Procedure

To create a matter:

1. Log in to StoredIQ for Legal as a legal user with the Manage Matters privilege.
2. Go to Matters and click New Matter.
3. Start of changeIn the Create Matter window, enter the necessary information or select from the drop-down menu options, as applicable.

Table 1.

Field name	Description
Matter name	A unique name for the matter. The matter name appears on the matter dashboard page and provides an efficient way to identify the matter. You can click the matter name (a hypertext link) to open the matter. This field is required.
Matter ID	A non-unique ID for the matter. The matter ID appears on the matter dashboard page and provides an efficient way to identify the matter. You can click the matter ID (a hypertext link) to open the matter and you can search for a matter with its matter ID throughout StoredIQ for Legal. This field is required.
Category	The matter category. This field is optional.
Description	The matter description. This field is optional.
Attorney	The attorney who is associated with the matter. You can select only 1 attorney. This field is optional.
Paralegal	The paralegal who is associated with the matter. You can select only 1 paralegal. Paralegal is required to send notice emails.
Data Ops	The user that serves as the legal operations contact for the matter. The users in the list are pre-populated by the StoredIQ for Legal system administrator. You can select only one Data Ops contact. Data Ops is optional and cannot be added if a IBM® StoredIQ server is not configured. Data Ops is required if the data box functionality is required.
Attachments	Attachments that are related to the matter (limit of 50 MB per file).

End of change

4. Click Create to create the matter.

Results

The new matter appears in the matters dashboard.
- **Parent topic:** Managing matter lifecycles

Modifying matter information

In the matters page, a legal user with Matters privileges can modify the matter details, such as change the matter category, change the attorney and the paralegal, modify the matter attachments, or add more attachments.

Procedure

To modify the details for a matter:

1. In the matters page, click the matter name to open it.
2. Click Expand Details.
3. Modify the details. You can also add more attachments (limit of 50MB).
4. Click Save and Collapse Details.

- **Parent topic:** Managing matter lifecycles

Managing a matter

The matter dashboard provides a summary view of the matters that you are associated with and a high-level overview of the status of matter notices, interviews, and data boxes (data requests). You can also see details about the various aspects that pertain to the matter.

About this task

At a high-level, the matter dashboard comprises the following main areas.

Matter dashboard landing page
>   When you log in to StoredIQ for Legal as a legal user with Matter privileges, the web client displays the matter dashboard. The matters that you are associated with are shown and you can open the matters to work with them or view status. You can also create a new matter from the main page of the matter dashboard.
>
>   You can also search for matters by using the simple or advanced search feature. When you run a search, you can enter search criteria to narrow the results. You can sort the results to make it easier to understand the list of results.

Matter page
>   Legal users with Matters privileges can open a matter from the matter dashboard landing page, which provides an overview of the hold notices and data boxes that are associated with the matter. If you need to modify or get specific details for a notice or request, you can complete those actions from the matter details page. You can also create notices or data boxes from the matter page.

Notices page
>   When legal users with Notices privileges select a particular notice from the matter details page, an overview of all notices that are associated with the matter are shown. From the page, you can create a new notice. You can also open a specific notice to get more detailed information and modify the notice, such as add or release custodians.

Start of changeInterviews page End of change
>   Start of changeWhen legal users with Interviews privileges select a particular interview from the matter details page, an overview of all interviews that are associated with the matter are shown. From the page, you can create a new interview. You can also open a specific interview to get more detailed information and modify the interview, such as add or release custodians. End of change

Data Box page
>   From the matter details page, legal users with Data Requests privileges can access the Data Box page, which provides a summary of all of the data boxes for the matter. In the Data Box page, you can see an overview of the number of data boxes for the matter, the state of the data boxes, and so forth.
>
>   You can also create a new request. By opening a specific request, you can modify it or view the status and other request details.

- **Parent topic:** Managing matter lifecycles

Closing or deleting a matter

When all of the notices and requests that are associated with a matter are closed Start of changeor suspended End of change, a legal user with the Close Matters privilege can close a matter. If there are no notices, interviews, or data requests that are associated with the matter, a matter can be deleted.

Procedure

To close or delete a matter:

1. Log in to the StoredIQ for Legal web client as a user with the Close Matters privilege.
2. Go to the Matters page and locate the matter that you want to close or delete.
3. In the column that contains the date that the matter was modified, click the Close link to close the matter, or Delete to delete the matter if there are no associated notices or requests. You can also click the matter name to open it, and then select Close or Delete from the Actions menu.

- **Parent topic:** Managing matter lifecycles

Managing notices

A notice, typically in email, is a formal instruction to custodians to preserve documents and information that is relevant to a matter, and suspend normal retention and destruction schedules.

About this task

Notices provide details about the nature of a matter and the information that must be preserved. Legal users with Notice privileges can configure a notice to require confirmation from custodians that the information will be preserved (until you are notified that the information can be safely deleted). They can also configure a notice to be resent periodically to remind custodians about any new information that must be preserved.

A custodian who receives a hold notice is considered to be on hold until they are released from the preservation requirement.

Attention: Before you can create a notice, the following tasks must be complete:

- The email server must be configured.
- The custodians must be created.
- A notice template must be created with, at minimum, an initial message.

- Creating and sending hold notices
  Hold notices advise people to preserve documents and information that are pertinent to a legal case, and to suspend normal retention and destruction schedules.
- Receiving and responding to hold notices
  Custodians receive hold notice emails that contain instructions on how to respond along with a confirmation web link.
- Viewing hold notice response and confirmation status
  Legal users with Notices privileges can view the status of hold notice custodian responses and confirmations in the matters dashboard, individual matters and published hold notices.
- Updating custodians for a published notice
  A legal user with Notices privileges can add or remove custodians after a notice is published. Also, a legal user with the Manage Matter privilege can confirm notices on behalf of custodians.

- **Parent topic:** Managing legal matters

Creating and sending hold notices

Hold notices advise people to preserve documents and information that are pertinent to a legal case, and to suspend normal retention and destruction schedules.

Before you begin

Requirement: Your process administrator must create a hold notice template first. You are required to select a hold notice template before you can create a hold notice.

About this task

Each hold notice describes the type of information that needs to be preserved and the responsibilities of the custodians. Optionally, you can insert a confirmation variable that requires the custodians to confirm that they understand their obligations and that they must comply. You create a hold notice by selecting a notice template, and then modifying the notice as needed. You then send it to a set of custodians in an email.

Procedure

To create a hold notice:

1. Log in to the StoredIQ for Legal web client as a user with Notices privileges and click Matters.
2. Click the name of the matter, which is a hypertext link, for which you want to create the hold notice.
3. Click New Notice.
4. Required: On the Create Notice page, enter the notice name in the Name field. If you ever plan to add the notice name variable into the email message, make sure that the Name is unique and meaningful to the custodians who receive the notice.
5. Optional: Enter a brief description in the Description field.

   If you want the custodians to see the description text in the email message, you can use the notice description variable.

6. Click Create.
7. In the Select a Template to Start page, select a template from the list or using the search.

   Start of changeThe Message page shows the message rules and the contents of the hold notices and the follow-up messages, as defined in the selected template.End of change

8. Start of changeIf the message rules are not locked, you can change them.End of change
9. Start of changeUnder Contents, change the contents of the hold notices and the follow-up messages, as necessary.End of change

   If you want the custodians to confirm the receipt of a hold notice, you can include a Confirmation Link variable. This variable automatically inserts a web link that the custodian opens to confirm receipt of the hold notice. The Confirmation Link variable must be included if you plan to send out follow-up messages and reminder notices.

   Restriction: You cannot drag images into the message content.

   In addition to the initial notice, the following items can be sent:

   Start of change

Follow-up - Initial notice
> Enabled by selecting the Require confirmation and follow-up check box in the Initial notice section. Follow-up messages are sent to the custodians who did not respond to the initial notice, notifying them to confirm the receipt of the initial notice. The first follow-up message is sent based on the send date of the initial notice and the specified follow-up frequency. The Allow escalation option sends a message to the manager of the custodian after the final follow-up message is sent.

Reminder notice
> Enabled by selecting the Include reminder check box in the Reminder notice section. A reminder notice refreshes the initial notice, and is sent to all custodians at the specified follow-up frequency, regardless of whether the custodians responded to the initial notice. A reminder notice becomes the new notice (thereby resetting all previously recorded metrics for the notice in the custodian status reports), requires a new confirmation, and has its own follow-up messages. If a reminder notice is set to repeat, then each new issuance is treated as a new notice. If a reminder notice repeats Indefinitely, then the reminder notice keeps going out until the hold notice is closed.

Follow-up - Reminder notice
> Enabled by selecting the Require confirmation and follow-up check box in the Reminder notice section. Follow-up messages are sent after the reminder notice is sent to notify custodians to confirm. The first follow-up message is sent based on the send date of the reminder notice and the specified follow-up frequency. The Allow escalation option sends a message to the manager of the custodian after the final follow-up message is sent.
>

10. Click Save Draft to save all changes. Note that the changes do not affect the notice template.
11. Optional: Send a preview of the message contents to selected users who have the View Notices privilege, including yourself, by clicking Send test message. You can preview a particular message or all the messages, and you can specify an email address to send the messages to. You might want to send it to yourself first to verify that the contents is correct. You can modify it and preview it again repeatedly. After you are satisfied with the contents, you can preview it again and send it to the matter attorney for final approval before you publish it.
12. Click Custodians to list the custodians that will receive the notice. You can search for custodians or sort the list by clicking on the column headings. You can also hide or display columns by clicking on the custodian attributes button.
13. Click + Custodians and select the check box next to each custodian that you want to receive the notice. You can search for specific users by entering their names in the search field at the top of the list. You can also filter the list of recipients to choose from by selecting a group in the pull-down menu:

    Matter Custodians
    > List of notices and interviews. If you select one, all custodians in that notice or interview display.

    Groups
    > List of custodian groups created by your system administrator. If you select one, all members in that group display.

14. On the Review page, specify a reason for adding the custodians. Then, click Add Custodians to add them.
15. Review the hold notice for accuracy and make any necessary changes.
16. Click Publish to publish the hold notice.

Results

You can see confirmation responses by opening the published notice, where a timeline graph is also included. You can also notice metrics such as confirmations and escalations in both the Matters and Notice dashboards.

The exact time that the hold notice is sent is determined by the email settings, which are set by a system administrator.

- **Parent topic:** Managing notices

Related reference:

- Editing email contents
- System variables

Receiving and responding to hold notices

Custodians receive hold notice emails that contain instructions on how to respond along with a confirmation web link.

Before you begin

The custodians must have valid email accounts on the email server that is configured in the IBM® StoredIQ for Legal Admin > External Servers > Email Server page. Otherwise, StoredIQ for Legal cannot detect transmission errors (unless the domain is incorrect) and an undeliverable notice email is sent to the matter paralegal.

It is assumed that custodians have an email application that they use to connect to the email server to read and send email.

Procedure

To respond to hold notice emails:

1. In the email application, open the hold notice email.

   Start of changeThe email explains what you (the custodian) must do to comply with the legal hold request. It typically includes the Click to Respond confirmation link, and might contain one or more attachments.End of change

2. Click Click to Respond.

   The StoredIQ for Legal login page is displayed in the web browser.

3. Log in to StoredIQ for Legal with your user name and password.

   The Notice Confirmation Details page is displayed. It contains further instructions on how to comply with the hold request and a confirmation link.

4. Click Confirm to confirm receipt of the hold notice email.

   A pop-up window is displayed to verify that you want to continue.

5. Click Confirm.
6. If you want to be contacted by the StoredIQ for Legal user who sent you the hold notice, click Contact Me.

- **Parent topic:** Managing notices

Related tasks:

- Managing notifications

Viewing hold notice response and confirmation status

Legal users with Notices privileges can view the status of hold notice custodian responses and confirmations in the matters dashboard, individual matters and published hold notices.

Procedure

To view the status of hold notice custodian responses and confirmations:

1. Log in to the IBM® StoredIQ for Legal web client as a user with the Paralegal or Attorney role and click Matters.

   A list of matters is displayed. Next to each matter is a set of metrics that summarizes the status of all published hold notices for the matter. The metrics include a Total Files donut chart and a Custodians donut chart that are color-coded. Each color-coded segment of the Custodians donut chart shows the percentage of custodians with a particular status. For example, gray for released custodians, yellow for rejected custodians, blue for contact custodians, and orange for escalation and transmission errors. To see the percentage of any status type, hover the mouse pointer over the shaded segments of the donut chart.

2. Click the name of a matter, which is a hypertext link, to open the page for that matter and click Notices. A set of metrics is displayed for all hold notices that are associated with the matter that includes the following information:
   - A donut chart that shows the total number of custodians who were notified with all published hold notices (Notified)
   - A count of the total number of custodians who confirmed receipt of all hold notices (Confirmed)
   - A count of the total number of custodians who asked to be contacted for all hold notices (Contact)
   - A count of the total number of custodians who did not receive hold notices due to transmission errors and for whom there is a notice escalation (Attention)

   A list of hold notices for the matter is also shown. Next to each hold notice is a color-coded bar that shows the status of the custodians for that hold notice. Each color-coded segment shows the relative percentage for each custodian status type. The colors and their associated statuses match the colors that are displayed in the donut chart at the beginning of the page.

3. In the list of hold notices, click the name of a published hold notice, which is a hypertext link.
   The Hold Notice Overview page is displayed. It contains a timeline chart, which is updated once a day, that shows the status of the custodians who were sent the hold notice as a function of time. The chart shows the following status types, each of which has an associated number of custodians:
   - Sent
   - Confirmed
   - Contact
   - Attention
   - ![]Start of changeSuspended![]End of change
   The timeline chart has two axes:
   - Custodians (vertical axis): the number of custodians who were sent the notice
   - Date (horizontal axis): points in time since the notice was sent
   To see the status for all custodians on a specific date, move the mouse pointer over the icons. You see the following information:
   - Date of the status

- ○ Active custodians
- ○ Sent
- ○ Confirmed
- ○ Contact
- ○ Attention

You can hover the mouse pointer over various points on the graph to see the status of the custodians.

You can filter a list of custodians, for example, searching only for custodians who confirmed, rejected, or responded to a hold notice.

4. Start of changeClick Notice Contents to see the contents of the hold notice. End of change
5. Optional: Start of changeTo see details about the hold notice such as description, matter, and dates, click Expand Details.
    Restriction: The Suspend Notice button permanently pauses the hold notice from sending any further messages to the custodians. Note that once a hold notice is in Suspended state, it cannot be resumed. End of change

- **Parent topic:** Managing notices

Updating custodians for a published notice

A legal user with Notices privileges can add or remove custodians after a notice is published. Also, a legal user with the Manage Matter privilege can confirm notices on behalf of custodians.

About this task

If you add one or more custodians after a notice is published, the custodians that you add receive the initial notice, even if the publish date is passed. The custodians that you add also receive follow-up notices at regular intervals that start from the initial notice date. For example, if the initial follow-up interval is one week, then every follow-up message is sent on the same day each week beginning from the initial notice date, regardless of when the target custodian was added. If a custodian was added some time after the initial notice date, then they still receive the follow-up one week after the initial notice date as opposed to one week after the date they were added.

Hold notice reminders are sent on schedule with the original publish date.

When you release a custodian after the hold notice is published, a release notice is sent to the custodian.

Users who belong to other hold notices that are in draft or sent state are automatically added to a matter custodians list. Users who got released or deleted from the hold notices (draft) state are removed automatically.

 Start of changeLegal users with the Manage Matter privilege can also confirm hold notices on behalf of custodians by selecting them and clicking Confirm (a Reason for action is required). As a result, the status of those custodians changes to Confirmed with an asterisk (*) next to it and your name as the action performer. End of change

You cannot add, remove, or confirm custodians after the notice is closed, and you cannot reopen or reactivate a closed notice to be active.

Procedure

To add or release a custodian:

1. Log in to the IBM® StoredIQ for Legal web client as a user with the Paralegal or Attorney role and click Matters.
2. In the Matters page, click the appropriate matter to open it.
3. In the Notices section, click the name of the published notice that you want to modify.
4. To add one or more custodians, click Add Custodian to open the Add Custodians window.
5. Search for custodians or select from the list, and then click Review Selection.
6. Review the list of custodians and related messages information, then click Add Custodians.
7. To release a custodian, select the custodian from the list and click Release.
8. In the Release Custodians window, enter a reason for releasing the custodian and then click Release.

- **Parent topic:** Managing notices

Start of change

Managing interviews

Legal users with Interview privileges can use interviews to send email questionnaires to custodians to identify information that pertains to legal matters.

About this task

Paralegals and attorneys typically need to submit detailed questionnaires to custodians to find out which information custodians might have that pertains to a legal matter. Paralegals and attorneys create interviews for a matter to define and distribute questionnaires in a controlled and consistent way, and track the responses from the custodians. With an interview, you can create a reusable questionnaire, send interview notifications automatically and repeatedly, and define an escalation process for custodians who do not respond in a timely manner.

Attention: Before you can create an interview, you must complete the following tasks:

- The email server must be configured.
- The custodians must be created.
- An interview template must be created with, at minimum, an initial message.

- Creating and sending interviews
  Legal users with Interview privileges can create and send interviews to identify information that pertains to legal matters.
- Viewing and acting on interview results
  Legal users with Interview privileges can view the status of interview responses in matters and published interviews, and download all interview answers in a CSV file. If the answer of an interviewee requires a follow-up action, the paralegal user is informed and can take the appropriate action.
- Receiving and responding to interview requests
  Custodians receive email notifications of interview requests that contain questionnaires that they must answer.

- **Parent topic:** Managing legal matters

End of change
Start of change

Creating and sending interviews

Legal users with Interview privileges can create and send interviews to identify information that pertains to legal matters.

Before you begin

About this task

Each interview contains a questionnaire that the recipients must answer. You create an interview by selecting an interview template and modifying the interview as needed. You then send the interview to a set of recipients in an email.

Procedure

To create an interview:

1. Log in to the StoredIQ for Legal web client as a user with Interviews privileges and click Matters.
2. Click the name of the matter, which is a hypertext link, for which you want to create the interview.
3. Click Interviews
4. Click New Interview.
5. Required: On the Create Interview page, enter the interview name in the Name field. Ensure that the name is unique and meaningful to avoid confusion with other interviews.
6. Optional: Enter a brief description in the Description field.
7. Click Create.
8. Select an interview template from the list.
   Important: You must select a template to continue with creation of the interview.

   The Message page shows the message rules and the contents of the interview messages and the follow-up messages, as defined in the selected template.

9. If the message rules are not locked, you can change them.
10. Under Contents, change the contents of the interview messages and the follow-up messages, as necessary.
    Important: You must include the *{Interview Link}* system variable in the initial interview and the recurring interview. A web link is substituted for the variable in the email that is sent to a recipient and the recipient opens the link to see the questionnaire and respond.
    In addition to the initial interview, the following items can be sent:

    Follow-up - Initial interview
        Enabled by selecting the Require follow-up check box in the Initial interview section. Follow-up messages are sent to the recipients who did not respond to the initial interview, notifying them to complete the questionnaire. The first follow-up message is sent based on the send date of the initial interview and the specified follow-up frequency. The Allow escalation option sends a message to the manager of the recipient after the final follow-up message is sent.
    Recurring interview
        Enabled by selecting the Include recurring interview check box in the Recurring interview section. A recurring interview refreshes the initial interview, and is sent to all recipients at the specified follow-up frequency, regardless of whether the recipients responded to the initial interview. A recurring interview becomes the new interview (thereby resetting all previously recorded metrics for the interview in the recipient status reports) and has its own follow-up messages. If a recurring interview is set to repeat, then each new issuance is treated as a new interview. If a recurring interview repeats Indefinitely, then the recurring interview keeps going out until the interview is closed.

Follow-up - Initial interview

> Enabled by selecting the Require follow-up check box in the Recurring interview section. Follow-up messages are sent to the recipients who did not respond to the recurring interview, notifying them to complete the questionnaire. The first follow-up message is sent based on the send date of the recurring interview and the specified follow-up frequency. The Allow escalation option sends a message to the manager of the recipient after the final follow-up message is sent.

11. Create the questionnaire.

    Create the list of questions that comprise the interview.

    a. Click New Question.
    b. In the Question title field, enter a title for the question.
    c. In the Question text field, enter the question.
    d. In the Description field, enter a brief description of the question.
    e. From the Question type list, select the type of control that is to be displayed to the interviewee.

       The possible controls include radio buttons, drop-down selection lists, check boxes, and text input fields.

       Select Required question to mark the question with a red asterisk (*) and prevent the interviewee from skipping it.

    f. In the answer section, continue as follows:
       - Specify all possible answers.
       - If an answer requires a follow-up action that is to be completed by the paralegal, select the Follow-up action required check box. The paralegal is informed by an email when one or more recipients select this answer.
       - If an answer requires a conditional question, click the Create a conditional question icon ⚙. Then, complete the conditional question.
       - If you want a conditional question to be shown for only one answer to the parent question, select the answer in A conditional question of in the conditional question.
       - If you want a conditional question to be shown for more than one answer to the parent question, click + Add Condition for each additional answer. Each click of + Add Condition adds another A conditional question of list box which you can use to select an additional answer.
       - To reorder the answers, click the Reorder icon ≡ and then drag and drop the answer. Alternatively, click in the answer field and then press Ctrl and the Up or Down Arrow key.

       Important: If you create dependencies between questions, be careful when you move and delete questions to not create an invalid or confusing questionnaire.
    g. To add an answer, click + Add Answer. To let the interviewees specify an answer, click Add "Other".

12. Select the recipients to receive the interview request.
    a. Click Recipients to list the users that will receive the interview. Start of changeYou can search for users or sort the list by clicking on the column headings. You can also hide or display columns by clicking on the attributes button. End of change
    b. Click + Recipients and select the check box next to each user that you want to receive the interview emails. You can search for specific users by entering their names in the search field at the top of the list. You can also filter the list of recipients to choose from by selecting a group in the pull-down menu:

       Matter Custodians

       > List of notices and interviews. If you select one, all custodians in that notice or interview display.

Groups

List of custodian groups created by your system administrator. If you select one, all members in that group display.

c. Click Review Selection. The list of recipients you selected is displayed. You can revise the list as needed.

d. When you are satisfied with the list, specify a reason for adding the recipients. Then, click Add Recipients to save the recipients list.

13. In the left pane, click Save Draft to save your changes. The changes do not affect the interview template.

14. Optional: Send a preview of the message contents to selected users who have the View Notices privilege, including yourself, by clicking ![]Start of changeSend test message![]End of change. You can preview a particular message or all the messages, and you can specify an email address to send the messages to. You might want to send it to yourself first to verify that the contents is correct. You can modify it and preview it again repeatedly. After you are satisfied with the contents, you can preview it again and send it to the matter attorney for final approval before you publish it.

15. Review the interview for accuracy and make any necessary changes.

16. Click Publish to send the interview.

Results

You can see interview responses by opening the published interview, where a timeline graph is also included. You can also see interview metrics, such as responses and escalations, in both the Matters and Interview dashboards.

The exact time that the interview is sent is determined by the email settings, which are set by a system administrator.

- **Parent topic:** Managing interviews

Related reference:

- Editing email contents
- System variables

![]End of change

![]Start of change

Viewing and acting on interview results

Legal users with Interview privileges can view the status of interview responses in matters and published interviews, and download all interview answers in a CSV file. If the answer of an interviewee requires a follow-up action, the paralegal user is informed and can take the appropriate action.

Procedure

To view the status of interview responses:

1. Log in to the IBM® StoredIQ for Legal web client as a paralegal user and click Matters.

   A list of matters is displayed.

2. Click the name of a matter, which is a hypertext link, to open the page for that matter and click Interviews.
   For all interviews that are associated with the matter, a set of metrics is displayed that includes the following information:

- - A color-coded donut chart that shows:
    - - The total number of recipients (custodians) who were sent interviews (Sent)
    - - The total number who responded to the interviews (Responded - blue segment)
    - - The total number who did not respond (Pending - gray segment)
    - - The total number who did not receive the interviews due to transmission errors (Attention - red segment)
    - - The total number of recipients that the interview was concluded for (Concluded - black segment)
  - - A count of the total number of recipients who responded to interviews (Responded) along with the number of follow-up actions required.
  - - A count of the total number of recipients who did not respond to interviews (Attention) along with those recipients who did not receive interviews due to transmission errors.

  A list of interviews for the matter is also shown. Next to each interview is:
  - - A color-coded bar that shows the status of the recipients for that interview. Each color-coded segment shows the relative percentage for each recipient status type. The colors and their associated statuses match the colors that are displayed in the donut chart at the beginning of the page.
  - - The date the interview was created, published, or updated.
  - - The name of the interview template that is used to create the interview.
  - - The number of follow-up actions required.
  - - The number of interview recipients (custodians).
3. In the list of interviews, click the name of a published interview, which is a hypertext link.

   The following tabs are displayed that contain interview results information:
   - - Overview (selected by default)
   - - Results
   - - Rules and Contents
4. Click Overview.

   The Overview page is displayed that contains:
   - - The number of interview recipients who responded.
   - - The number of follow-up actions required.
   - - The list of recipients.
   - - The status of each recipient.
   - - The custodian attributes of each recipient.
5. Click Results.

   The Results page is displayed.

   a. Click View by Question to display:
      - - A drop-down list of interview questions from which you can select.
      - - For each interview question:
        - - A pie chart (1 answer) or bar chart (multiple answers) that shows the numbers and percentages of the different possible answers to the question.
        - - The list of recipients with their answers to the question.
        - - If an answer requires a follow-up action, a check box is displayed in the Follow-Up Action column. Select this check box after you complete the required action. In the Note column, you can specify a comment on your action.
   b. Click View by Recipient to display:
      - - A drop-down list of interview recipients from which you can select.
      - - For each recipient:
        - - The recipient's profile, including given name, surname, person ID, email address, department, manager, status, and note that are entered by the paralegal.
        - - The list of questions and the recipient's responses. If the recipient did not respond, the question list is not displayed

- If an answer requires a follow-up action, a check box is displayed in the Follow-Up Action column. Select this check box after you complete the required action. In the Note column, you can specify a comment on your action.
6. Click Rules and Contents to see the message rules and the contents of the individual messages.
7. In the Issuance pull-down menu, you can switch to the initial interview or a recurring interview.

- **Parent topic:** Managing interviews

End of change

Start of change

Receiving and responding to interview requests

Custodians receive email notifications of interview requests that contain questionnaires that they must answer.

Before you begin

The custodians must have valid email accounts on the email server that is configured in the IBM® StoredIQ for Legal Admin > External Servers > Email Server page. Otherwise, StoredIQ for Legal is not able to detect transmission errors (unless the domain is incorrect) and an undeliverable interview request email is sent to the matter paralegal.

It is assumed that custodians have an email client application that they use to connect to the email server to read and send email.

Procedure

To respond to interview request emails:

1. In the email application, open the interview request email.

   The email explains what the interview request is about and includes the Take the questionnaire link.

2. Click Take the questionnaire.

   The StoredIQ for Legal login page is displayed in the web browser.

3. Log in to StoredIQ for Legal with your user name and password.

   The page with the questionnaire is displayed.

   Important: If the interview page status is `Response Required`, you must complete the questionnaire.
4. Complete the questionnaire. During idle periods, unsaved questions are saved automatically.
5. Click Submit.

   A pop-up window is displayed to confirm that you want to submit your responses.

6. Click Submit.

   The interview page status changes to `Responded` and the date and time of the response are displayed.

7. If necessary, you can reopen the questionnaire and change your responses.
   a. Click the Questionnaire link to open the questionnaire.
   b. Click the Revise Answers link to change your responses.

Note: Submitted responses are read-only by default, so you must click Revise Answers to change them.

   c. Change the responses as needed and click Resubmit.

     A pop-up window is displayed to confirm that you want to submit your responses.

   d. Click Submit.

- **Parent topic:** Managing interviews

Related tasks:

- Managing notifications

End of change

Start of change

Editing email contents

When you edit a message for a hold notice or interview, StoredIQ for Legal displays a number of message edit buttons above the text box.

The edit buttons complete the following functions:

Undo
>Reverses your last edit.

Redo
>Restores the last edit that you undid.

Insert

>Link
>>Makes the text that you highlight (or if no text is highlighted, the default text in the Text to display) into a hyperlink that points to the URL. You must make sure that the URL contains the full web link that includes `http://` or `https://`. You can specify the Target as Same Frame (display the page in the browser window that is being used), New Window (display the page in a new browser window), Whole Page (display the page in the entire browser window), or Parent Frame (display the page in the window that the current window is nested in).

>>To view the settings of an existing link, double-click the link to see the window. You can also highlight the link and click InsertLink to see the window with the link settings.

>Image
>>Upload a graphic into the message.

>Media
>>Embeds code to a video.

>Table
>>Creates a table with the number of rows and columns you highlight.

>Special Character
>>Inserts a special character.

>Horizontal Rule
>>Creates a horizontal line in the message.

Styles
>Stylizes text as a heading, sub-heading, or paragraph.

Bold
>Applies bold style to the text.

Italic

Applies italic style to the text.

Underline
Applies underline style to the text.

Alignment

Align Left
Applies left justification to the text.

Align Center
Centers the text.

Align Right
Applies right justification to the text.

Align Justify
Expands text to align on both the left and right margins. Justify applies only to text that expands the length of the message.

Unordered List
Creates a bulleted list.

Ordered List
Creates a list that is ordered with letters or numbers of your choice.

Indent Less
Shifts text margin to the left.

Indent More
Shifts the text margin to the right.

Blockquote
Indents both margins of the text.

Font Menu

Font
Applies a specific font to the text.

Size
Applies a specific size to the text.

Color
Changes the color of the text or the background shading of the text.

Superscript
Shrinks text to a superscript size.

Subscript
Shrinks text to a subscript size.

Strikethrough
Applies strikethrough style to the text.

Remove Formatting
Returns the text to its plain default.

Find / Replace
Searches for keywords that you type and can replace them with another keyword.

Full Screen
Toggles between expanding and contracting the message window within the full size of the browser window.

Settings

Word Count
Displays the number of words and characters in the message and the text that you have highlighted.

Spell Check
Underlines possibly misspelled words in the message with a red squiggly.

> Capitalization
>> Auto-capitalizes the first word in a sentence.
>
> Help
>> Displays keyboard shortcuts, accessibility instructions, markdown formatting guidance, and an
>> about the text editor.

> Attachment
>> Include one or more files (limit of 50MB) with the e-mail message. Users can also retrieve the
>> attachments from their Notifications page.

- System variables
  System variables can be used as placeholders in all message types, hold notices, and hold notice
  templates.

- **Parent topic:** Managing legal matters

End of change

Requesting matter data

A key step in the legal matter management process is identifying, finding, and preserving all data that is
relevant to the legal matter. Legal users with Data Requests privileges can use StoredIQ for Legal to complete
the tasks of identifying, finding, and preserving data that is relevant to the matter by creating requests.

About this task

In StoredIQ for Legal, you can create a data box to request data that might be relevant to a matter. A data box
is a container for a specific request for data within a matter. A data box can contain information such as
status, identifying information (name, description), and the current artifacts that are associated with the data
box request. The data box serves as the object for handling both submitting requests to a IBM® StoredIQ Data
User, and reviewing responses. The data box type (identification, collection, export) helps you to quickly
determine the next action you might take on the request.

Requirement: You must have a Data Ops user with Data Requests privileges to assign the data box to (see
Assigning and managing user roles for details).
The types of data boxes and the actions you can complete on each type is as follows:

Table 1. Data box type and applicable actions

Data Box Type	Actions that you can complete
Identification data box	- Revise - Refresh - Create Export Data Box - Create Collection Data Box - Create Data Report, Term Hit Report, CSV - Complete - Delete
Collection data box	- Refine - Create Export Data Box - Create Data Report, Term Hit Report, CSV - Complete
Export data box	- Create Data Report, Term Hit Report, CSV - Complete

Data box statuses might change based on actions that are selected by the legal user or based on responses to requests that are being delivered. Data boxes can have the following statuses:

Status	Description
Draft	The data box is not yet published and can be deleted. You can delete data boxes that are only in draft status and only identification data boxes can be in the draft status.
Pending	The status of the data box immediately after it is created and published. Also, the status of the data box during refresh. You can click **Cancel** to abort the request and return it back to Draft status.
Open	The data expert fulfilled the request and you can start working with the data box contents, such as refresh, investigate, verify, validate, or close.
Close	The work that is related to the box is complete.
Start of change Rejected End of change	Start of changeThe data expert did not fulfill the request and returned it back to the legal user.End of change
Transmission Error	The request might not be delivered because the IBM StoredIQ server was not available. StoredIQ for Legal automatically retries to deliver the request. If the transmission error status does not change, contact your system administrator.

The flow of the request process in StoredIQ for Legal generally goes in the following order:

1. Identify matter relevant data by creating an identification data box.
2. Ensure that matter relevant data cannot be deleted or modified by transitioning the identification data box to a collection box.
3. Review and refine the collected data.
4. Request to export the data by transitioning a collection data box to an export data box.

- Creating a matter data request
  Identifying data is the first step in the e-discovery process, and to begin that process, you create a request. In StoredIQ for Legal, legal users with Data Requests privileges create a request by creating an identification data box, which serves as a container for identifying, collecting, and exporting matter-relevant data.
- Managing and modifying data box requests
  You might have many requests that you must manage. To help manage requests, a legal user with Data Requests privileges can go to the Data Box overview page.
- Closing a request
  When a request is fulfilled and no additional work needs to be done with a request, a legal user with Data Requests privileges can close the request.
- Deleting a request
  A legal user with Data Requests privileges can delete requests that are in draft state.

- **Parent topic:** Managing legal matters

Creating a matter data request

Identifying data is the first step in the e-discovery process, and to begin that process, you create a request. In StoredIQ for Legal, legal users with Data Requests privileges create a request by creating an identification data box, which serves as a container for identifying, collecting, and exporting matter-relevant data.

Before you begin

Before you can create an identification data box, a matter must be created. You create data boxes only within the context of a matter. Also, you must have a Data Ops user with Data Requests privileges to assign the new data box to (see Assigning and managing user roles for details).

About this task

Matter data identification is based on key scoping condition information such as data type, date range, custodian, and Matter. When you create an identification box, you define the information scoping conditions.

An identification data box is the only type of box that you can create in StoredIQ for Legal. An identification data box can be transitioned to a collection and export data box.

Procedure

To create an identification data box:

1. In the matter dashboard, click the matter for which you want to create a request.
2. Go to the Data Box section and click New Data Box.
3. In the Create Data Box window, enter a name for the request. You can also enter a description, which is optional.
4. Click Create.
5. In the Request Criteria window, specify the required information.

Table 1. Identification data box criteria

Field	Description
Locale	The type of data source, where the data is located. You must select at least 1 locale. The options include fileshares, email, desktops, content repository, and collaboration.
Date	The start and end date range for the data. If you do not specify a date, the request spans all possible dates.
Type	The types of data, such as email messages, word-processing documents. The Type field is required.
Search Terms	Litigation terms on which to search.
Notes	Instructional information for the data box expert. The notes field has a limit of 2,000 characters.

6. Click Custodians, and select one or more custodians from the list.
7. After you specify the criteria and add custodians, click Request to send the request to the IT group. You can also discard your changes or save the data box as a draft.

Results

The request appears in the Data Box section within the matter it applies to. The initial status for the data box is pending, and changes to open when the request is fulfilled. If you want to abort the request and return it back to Draft state, click Cancel.

- **Parent topic:** Requesting matter data

Managing and modifying data box requests

You might have many requests that you must manage. To help manage requests, a legal user with Data Requests privileges can go to the Data Box overview page.

About this task

The Data Box overview page provides a high-level visual representation of the requests for a matter, such as the total number of requests, request status, and date request history. In addition, you see a request summary that provides the status, the number of associated files and their size, modified date, and the number of custodians that are associated with the request.

For Data Boxes in Open state, you can refresh, revise, and transition a request. You can also run detailed reports for a request.

Procedure

To manage and modify a request:

1. Log in to the IBM® StoredIQ for Legal web client as a user with Data Requests privileges and click Matters.
2. In the matters dashboard, click the matter for which you want to manage or modify a request.
3. Go to the Data Box section.
4. To see details for a request, click the request to open it. The request details are displayed, which include a visual representation of the data and a list of the first 100 files that are associated with the request. You can view a bar chart or treemap of the request data.
5. To revise a request:
   a. Click the request, and then click Start of changeActions > Revise End of change.
   b. Select Refine existing box or Expand box, and then specify the request criteria.
   c. When you are done specifying the criteria, click Create Request.
   When you revise a box, a new request is created.
6. To refresh a request, hover over the ellipses (...) next to the request in Open state and click Refresh.
7. Run a report for the request.
   a. Open the request and click Start of changeActions > Report > Run Reports End of change.
   b. Select which reports to generate and click Run Reports.
   When the report is generated, a notification `Reports available` is displayed, and New is displayed next to the Report menu.
8. View a report for the request.
   a. Open the request and click Start of changeActions > Report > View Reports End of change.
   b. Click the download icon of the report and save the file.
9. To transition a request, click the request to open it, and then click Start of changeActions > Transition End of change. You can select to transition the box to Collect or Export state. A collection box collects data for preservation when it is approved. An export box retains specific data when it is approved for export.

- Refining or expanding the scope of a request
  A legal user with Data Requests privileges can transition the data that is in a collection data box by refining, constraining the source data or by expanding the scope of the request. When you refine or expand a data box, a new box is created. If you expand the scope of the request, the new data box is restarted.
- Refreshing matter data
  A legal user with Data Requests privileges can refresh matter data for requests that are in Open state only.
- Running reports for matter data
  A legal user with Data Requests privileges can run reports for matter data for requests that are in Open state.
- Requesting to preserve data for a matter
  In StoredIQ for Legal, a legal user with Data Requests privileges can transition an identification data box to a collection or export data box to request that data related to a matter be preserved.

- Requesting to export data for a matter
  When a request for data is fulfilled, a legal user with Data Requests privileges can choose to request that the data is exported by transitioning a data box to an export data box. An export box retains specific data when it is approved for export.

- **Parent topic:** Requesting matter data

Refining or expanding the scope of a request

A legal user with Data Requests privileges can transition the data that is in a collection data box by refining, constraining the source data or by expanding the scope of the request. When you refine or expand a data box, a new box is created. If you expand the scope of the request, the new data box is restarted.

About this task

When you refine a data box, you are adding extra scope conditions to the previously defined identification box to refine or constrain the scope. When you expand a data box, you begin with the conditions specified in the identification data box. However, you set a new scope by removing and changing some of the conditions.

When you refine or expand a data box, you are not transitioning what is in the data box. What was collected stays collected and what was exported stays exported.

Procedure

To refine or expand a request:

1. In the matters dashboard, click the matter for which you want to refresh the data box.
2. Go to the Data Box section.
3. To refine a request:
   a. Click the request to open it, and then click ![icon]Start of changeActions > Revise![icon]End of change.
   b. Select Refine existing box, and then specify the request criteria.
   c. When you are done specifying the criteria, click Create Request.

   You can also refine a data box by using the data map to specify the currently selected slice as the new scope.

   A new data box is created.
4. To expand a request:
   a. Click the request to open it, and then click ![icon]Start of changeActions > Revise![icon]End of change.
   b. Select Expand box, and then modify the request criteria.
   c. When you are done modifying the criteria, click Create Request.

- **Parent topic:** Managing and modifying data box requests

Refreshing matter data

A legal user with Data Requests privileges can refresh matter data for requests that are in Open state only.

Procedure

To refresh a data box:

1. In the matters dashboard, click the matter for which you want to refresh the data box.
2. Go to the Data Box section.
3. In the data box listing page, hover over the ellipses (...) next to the request in Open state that you want to refresh, and click Actions > Refresh.

Results

As a result, a new child request is created with a Pending status. The child request appears and the original request in Open state is not visible.

What to do next

Alternatively, you can also refresh matter data by clicking Actions > Refresh in the Data Box Details window.
- **Parent topic:** Managing and modifying data box requests

Running reports for matter data

A legal user with Data Requests privileges can run reports for matter data for requests that are in Open state.
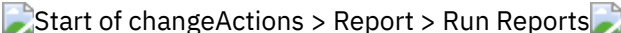
About this task

You can generate the following reports for a data box:

- CSV Infoset Data Object Export
- Data Topology Report
- Data Assessment Report
- Compliance Report
- Overlay Hit Report
- Duplication Summary Report
- Term Hit Report
- Content Collector Manifest File CSV Export
- CSV All Audited Objects Export

Procedure

To run reports on a data box:

1. In the matters dashboard, click the matter for which you want to run reports.
2. Go to the Data Box section and from the list of data boxes, open the data box that you want to run the report for.
3. Click Actions > Report > Run Reports.
4. Select which reports to generate and click Run Reports.

Results

When the report is generated, a notification `Reports available` is displayed, and New is displayed next to the Report menu. Click Actions > Report > View Reports to download them.
- **Parent topic:** Managing and modifying data box requests

Requesting to preserve data for a matter

In StoredIQ for Legal, a legal user with Data Requests privileges can transition an identification data box to a collection or export data box to request that data related to a matter be preserved.

Before you begin

Before you can transition an identification data box to a collection data box, you must verify and refine the data in the identification data box.

Procedure

To transition an identification data box to a collection data box:

1. In the matter dashboard, open the matter for which you want to make a preservation request.
2. Go the Data Box section, and click the identification data box that you want to transition.
3. Revise, expand, or transition the data box:
    - To revise the data box, complete the following steps:
        a. Click Start of changeActions > ReviseEnd of change.
        b. Select Refine existing box, and then specify the request criteria.
        c. When you are done specifying the criteria, click Create Request. A new data box is created.
    - To expand the data box, complete the following steps:
        a. Click Start of changeActions > ReviseEnd of change.
        b. Select Expand box, and then modify the request criteria.
        c. When you are done modifying the criteria, click Create Request. A new data box is created.
    - To transition the data box to a collection box, complete the following steps:
        a. Click Start of changeActions > Transition > CollectEnd of change.
        b. In the Collection Request window, enter the information for where to store the data, and then click Request.

Results

Your request is sent to the IT department for a data expert on the IBM® StoredIQ end to fulfill your request.
- **Parent topic:** Managing and modifying data box requests

Requesting to export data for a matter

When a request for data is fulfilled, a legal user with Data Requests privileges can choose to request that the data is exported by transitioning a data box to an export data box. An export box retains specific data when it is approved for export.

Procedure

To transition a data box to an export data box:

1. In the matters dashboard, click the matter for which you want to transition the data box.
2. Go to the Data Box section and from the list of data boxes, click the data box that you want to transition. You can transtition an identification or collection data box to an export data box.
3. From the menu, click Start of changeActions > Transition > ExportEnd of change.
4. In the Export Request window, specify the following information:

Table 1. Export request information

Attribute	Description
Target location	A description that instructs the data expert where to place the exported data.
Export format	The formats available.
Email format	The output format for emails.
DocID prefix	The prefix for the DOCID. If a DocID prefix is not specified, the matter name is used.

5. Click Request.

* **Parent topic:** Managing and modifying data box requests

Closing a request

When a request is fulfilled and no additional work needs to be done with a request, a legal user with Data Requests privileges can close the request.

Procedure

To close a request:

1. In the Matters dashboard, click the matter for which you want to close the request.
2. Go to the Data Box section and in the list of data boxes, click the Close option next to the data box that you want to close. The data box must be in Open state for you to close it. You might need to associate an information set with it and complete it to move it to Open state.

* **Parent topic:** Requesting matter data

Deleting a request

A legal user with Data Requests privileges can delete requests that are in draft state.

Procedure

To delete a request, you can hover over the icon of the data box in draft state and toggle the icon to delete. Alternatively, you can complete the following steps:

1. In the matters dashboard, click the matter for which you want to delete a request.
2. Go to the Data Box section and from the list of data boxes, click a request that is in draft state to open it. The Request Criteria window is displayed.
3. Click Delete Draft from the menu to delete the request.

* **Parent topic:** Requesting matter data

Legal matter reports

To help paralegals and attorneys manage legal matters, StoredIQ for Legal provides the Global Custodians and Matter Data reports (in the form of CSV files). The reports are in the Reports tab in the StoredIQ for Legal web client.

Global Custodians reports

The Global Custodians report lists the people who were identified as custodians in a matter across all matters. The report includes the custodian information, the name of the matter that the custodian is associated with, and various details about the notices that are associated with a custodian.

Start of changeTo access these reports, log in as a user with the View Notices privilege, click Reports, and click Global Custodian Reports.End of change

The system generates a daily Global Custodians report (in the form of a CSV file) that provides metrics for custodian statuses for Initial Notices and the initial follow-up. When a Reminder is sent, it becomes the new notice and all previous recorded metrics reset. The Notice Details and Global Custodian Report contain the responses recorded for the current notice only.

Reports are saved for 30 days before they are automatically deleted. You can filter the reports by date, and by specifying the date range on the page.

The file encoding for the report must be set to UTF-8 to view the Globalization Verification Test (GVT) characters in the report.

Start of change

Matter Data reports

The Matter Data reports provide you with details about the notices and data requests for a matter in a report format.

To access these reports, log in as a user with the View Data Requests privilege, click Reports, and click Matter Data Reports.

Click Run Report to generate them for a matter. You can request the following types of reports to be generated:

Notices As Sent Report
    Lists all hold notices that have been published (along with reproductions of the notices themselves), and lists the notices' recipients.
Matter List Report
    Lists all users who have been declared to be in the scope of the matter. Lists holds, interviews, and boxes (along with their names).
Audit Report
    Lists the audit record history for the matter and its notices, including users and their actions.

When you receive a pop-up notification that a new report is done generating, or if you see a dot next to the Reports, click View Reports to list them. You can filter the reports by date, and by type. You can also click the download button to download a report as a CSV file.

End of change
- **Parent topic:** Managing legal matters

Start of change

Glossary

The glossary explains terms that are used in this information. Terms that are shown in italics are defined elsewhere in this glossary. To view glossaries for other IBM® products, go to http://www.ibm.com/software/globalization/terminology/.

A

alert
> A notification, by email, that one or more follow-up actions are required.
> A visual notification next to an input field.

C

collection

> After the scope of a matter is determined, relevant documents must be gathered. The legal team usually works with the IT team to locate and collect relevant documents from the data sources, but the legal team can also enlist individual custodians. At the end of the collection process, the documents are presented to the opposing legal team.

> See also *data box*.

conditional question
> An additional question that is asked based on the answer that was given in a previous question.

> For example, if a recipient answers the question "Do you know of another person who has knowledge of this legal matter?" with "Yes", a conditional question might be "What is the name of this person?".

custodian
> A person who owns or maintains information that might be pertinent to a legal matter. Custodians are legally obligated to preserve information that is on hold. Custodians are typically expected to acknowledge receipt of a hold notice and expected to agree to preserve the relevant information until either the information is collected from the data source or the custodian is released from the hold.

D

data box
> A container for a specific request for data within a matter. It can contain information such as status, identifying information, and the current artifacts that are associated with the data-box request. The data box serves as the object for submitting requests to a StoredIQ for Legal user, and for reviewing responses.

H

hold
> Also called *legal hold*. The process that an organization uses to preserve information that is potentially relevant to a matter. A method of stopping the normal disposition of data, documents, or other relevant information, usually because of court cases or investigations.

hold notice
> A formal notice, typically in an email, that instructs custodians to preserve relevant documents and information, and suspend normal retention and destruction schedules. Hold notices provide details about the nature of a matter and the information that must be preserved.

> The custodians who receive a hold notice are considered on hold until a release disobliges them of the preservation requirement.

> See also *initial notice* and *release*.

I

initial interview
:   The first interview that specific custodians receive regarding a legal matter. Depending on how the interview is configured, the initial interview can be followed by the following items:

- Follow-up messages, which are sent to the recipients of the interview who have not yet responded. If a recipient continues to not respond, the manager can be informed by an email.
- Recurring interviews, which are sent to the recipients of the initial interview. Recurring interviews are used to determine whether any of the information that was returned for a prior interview, has changed in the meantime.
- Follow-up messages on each recurring interview, which are sent to the recipients of the interview who have not yet responded. If a recipient continues to not respond, the manager can be informed by an email.

Each time an interview or a follow-up message is sent out, the recipients receive an email with a link to the interview.

initial notice
:   The first hold notice that specific custodians receive for a particular preservation obligation. Depending on how the hold notice is configured, the initial notice can be followed by the following items:

- Follow-up messages on the initial notice, which are sent to custodians who have not yet confirmed the preservation. If a custodian continues to not respond, the manager can be informed by an email.
- Reminder notices, which inform the custodians that the obligation is ongoing.
- Follow-up messages on the reminder notice, which are sent to custodians who have not yet confirmed the preservation. If a custodian continues to not respond, the manager can be informed by an email.

Each time a hold notice or a follow-up message is sent out, the custodians receive an email. The email can contain a confirmation link.

interview
:   A questionnaire that is sent to more than one custodian to obtain information that pertains to legal matters. See also *initial interview*.

L

legal hold
:   See *hold*.

M

matter
:   An actual or potential court case or another legal action; an issue under consideration in a lawsuit. It is the broadest organizational entity for legal activities. Examples of matter include intellectual property disputes, malpractice claims, and workplace discrimination allegations.

When a matter arises, the legal team must step in quickly to prepare for discovery. Any document that might include information about the matter that is in the possession of the enterprise can be used as evidence.

You might create a matter, for example, when there is a complaint by an adversary who is threatening a lawsuit. To put a matter into action, you create holds, collections, and interviews that drive the discovery process.

R

recurring interview

>See *initial interview*.

release

>The removal of a preservation requirement, usually upon the termination of the matter at issue.

reminder notice

>See *initial notice*.

role

>A designation, such as attorney or system administrator, that represents a set of permissions. Individual users are given roles to grant them access to particular objects and functions.

S

system variable

>A context-sensitive variable that can be added to a hold notice or interview. Such a placeholder represents dynamic data, such as the name of the interview recipient or the name of the attorney for the matter. When the system sends the notice or interview, it replaces the placeholder with an actual value.

>Some placeholders define how a recipient can respond to a hold notice or can access an interview. For example, by adding the {Confirmation Link} variable to a hold notice, the recipient respond to this hold notice by clicking the confirmation button.

user

>A person who is assigned a role, and thus can view and manage basic information in the system.

End of change