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Discovery Accelerator 8.0

Differences

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Introduction

This whitepaper introduces the changes made to Discovery Accelerator (DA) in the 8.0 release. It will explain how the new features can help provide industry leading discovery search and review functionality as well as the various components and technologies employed to do this.

This whitepaper assumes a reasonable level of knowledge of previous versions of Discovery Accelerator, up to the 2007 release, and will not explain basic Discovery Accelerator concepts or functions

Discovery Accelerator Changes Overview

There are number of enhancements made to Discovery Accelerator in version 8.0. The high level list of improvements are as follows:

- New Discovery Accelerator client
- New Research Folders function (including Promote to Case)
- New Custodian Manager function
- Changes to Marks and Tags
- New Analytics Engine for enhanced review

We will look at the enhancements individually shortly but first let us understand what has changed in the architecture to provide for these improvements:

- 1) Most significantly Discovery Accelerator has evolved from being solely accessed via a web browser (for both administrative and end users). In previous versions of DA this method of access represented a cost effective and versatile option, however remote application technologies have moved on and Discovery Accelerator 8.0 now takes full advantage of these changes. The client interaction with Discovery Accelerator is therefore now via a smart client application installed on a users workstation.
- 2) Discovery Accelerator now has the ability to fully synchronize custodian history from LDAP directories such as Active Directory and Domino Directory. This means that a users history of group membership, SMTP address ownership, name changes can all be recorded and utilized when searching to ensure search terms are accurate. This history is maintained and stored by the new Custodian Manager element.

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- Discovery Accelerator has a new Analytics engine which provides advanced searching and reviewing functionality. Analytics provides DA users with the ability to perform such actions as search within a search results set, automatically mark a number of items in a results set based on custom rules and more easily analyze conversation threads between individual custodians.

Client Changes

The new Discovery Accelerator 8.0 smart client is implemented using Windows Presentation Foundation (WPF) and Direct3D vector based graphics. So what does that mean? It means that the look and feel from an end users experience has changed dramatically. Figure 1 shows a screen shot of the new client interface.

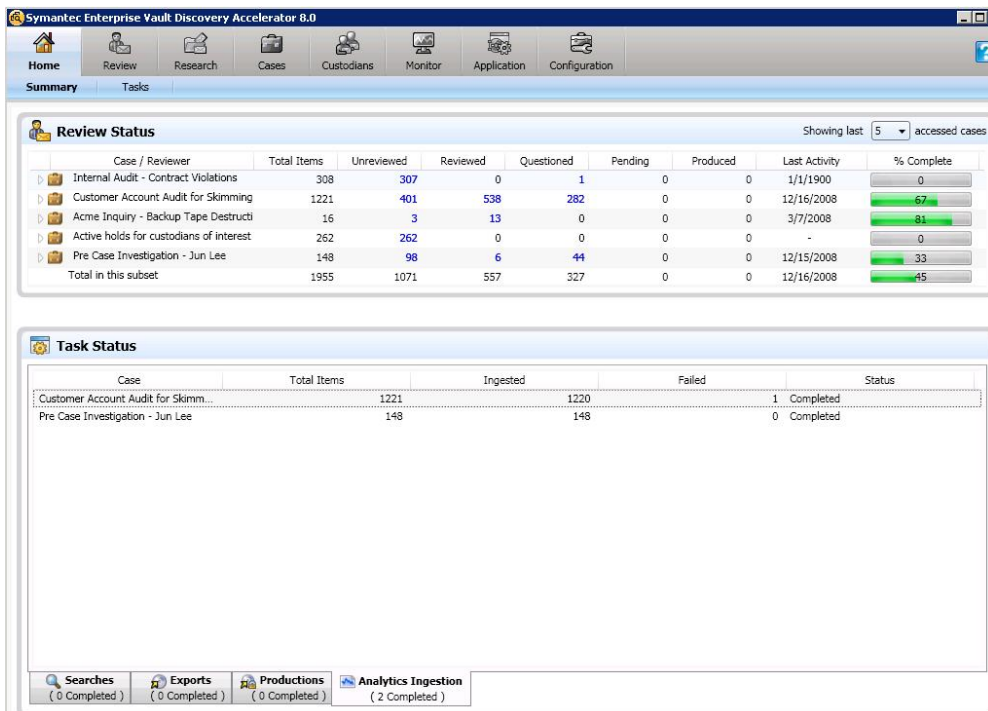


Figure 1. Discovery Accelerator Client

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This new client interface replaces the old customer website and provides amongst other benefits a richer and easier to navigate user interface, better responsiveness, lower bandwidth utilization, better caching and ability to utilize local resources. All functionality is accessed by a series of options on the primary navigation bar across the top of the client. When selected each option opens a series of secondary options on a secondary tab below the primary navigation bar. See Figure 2 for an example of the “Cases” option selected.

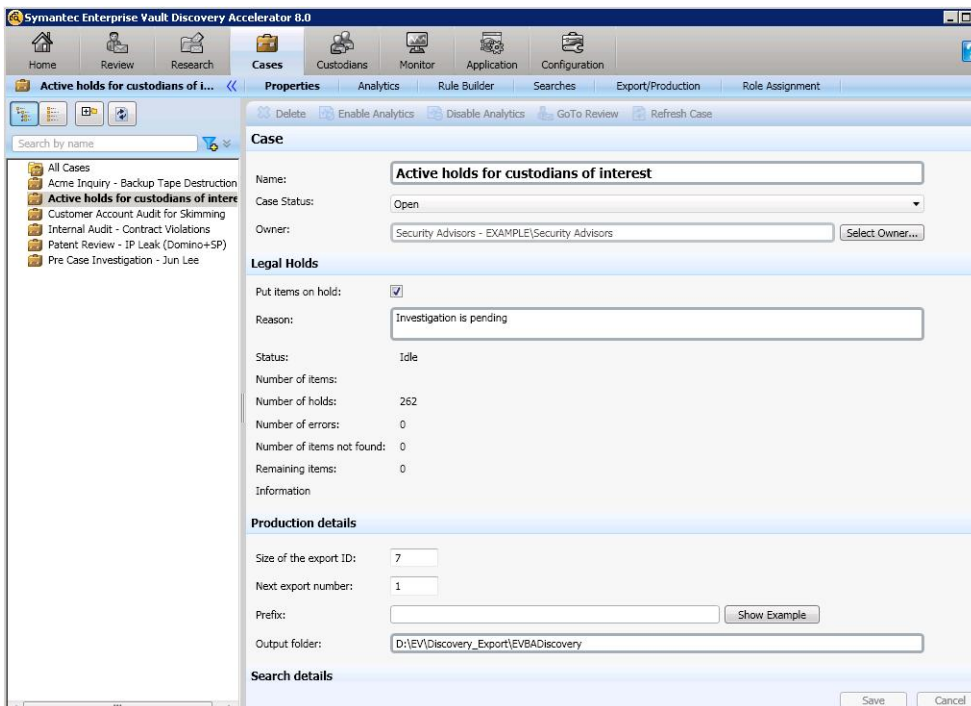


Figure 2. Discovery Accelerator Client. ‘Cases’ option selected.

Object Explorer

The Object Explorer is a critical component of the Discovery Accelerator client. It allows end users to select, locate, search and filter, and organize content within the application. Object Explorer is typically located along the left hand side of the client window. When an item is selected in Object Explorer, all functions and information relevant to that object become accessible in the right hand pane.

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In the screenshot from Figure 2 the user has selected the “Cases” primary option, and Object Explorer is now displaying a list of all cases this user has permissions to view. The user has selected the second listed case and the case properties are now displayed in the right hand pane. Object Explorer is used widely within the DA Client for various

Searching

Searching in Discovery Accelerator 8.0 has also received a facelift. The search functionality itself has not changed drastically with all of the same search parameters available as before, however the way in which the search page itself is presented has altered.

The new search form (show in Figure 3 below) presents the various search options in an easy to understand tabulated format. Each tab can be expanded or contracted to reveal/hide related search parameters.

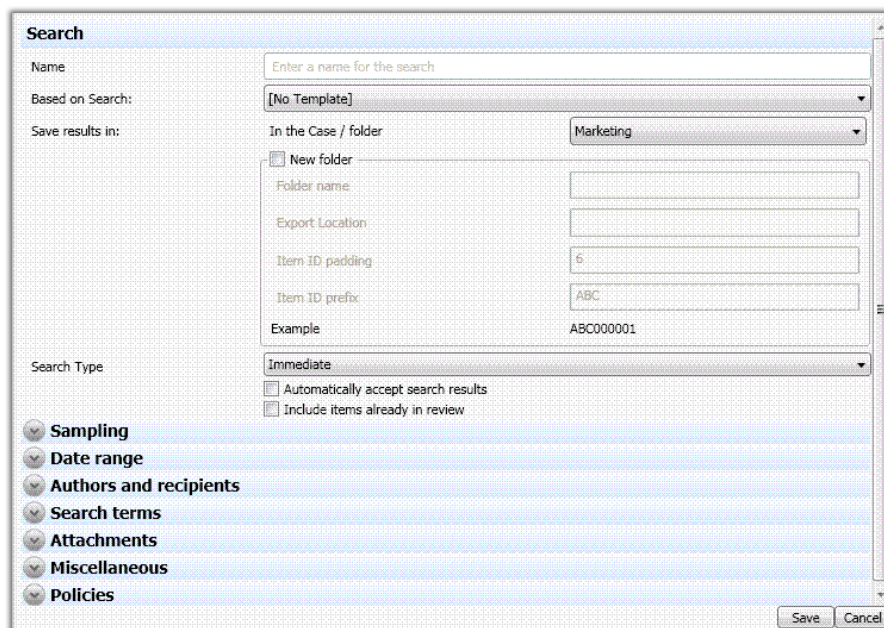


Figure 3. Discovery Accelerator 8.0 Search Form.

Each Discovery Accelerator case can run multiple searches with varying search terms. This means that at any moment there can be many searches happening (or scheduled to happen) at the same time. Monitoring and management of these searches is therefore crucial and is possible via the Monitoring primary navigation button. Figure 4 shows the Monitoring screen and a search in progress.

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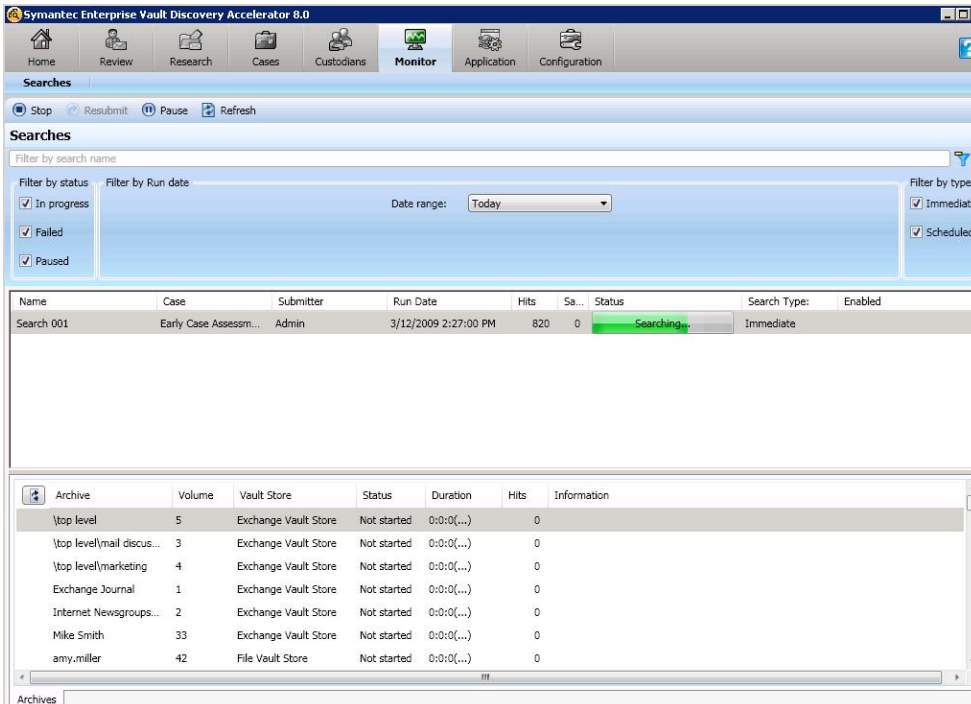


Figure 4. Discovery Accelerator 8.0 Search Monitoring

Any in searches that are in progress, failed or paused are shown and monitored via this page.

Research Folders

Searching in Discovery Accelerator is typically started as a preliminary investigation. These early case assessments can be performed within Research Folders and they allow DA users to perform searches to understand what kind of items would be found when using specific search terms without linking those searches to a case.

Research Folders and their searches can be deleted relatively easily if the results are not of interest or yield too many results. However if they contain interesting results they can also be promoted to a Case, where other case related functionality and workflow can be applied.

Other advanced Discovery Accelerator review functions can also be applied to Research Folders such as analytics auto categorization, search within search and conversation threading.

Custodian Manager

Custodian Manager is a new, optional, feature in Discovery Accelerator 8.0. It provides a central repository for storing Custodians¹ and Custodian Groups. Any changes made to any of these Custodians or Groups over time will be audited and tracked within Custodian Manager to provide a history of that object. This history can then be employed when searching in Discovery Accelerator so that current or historical data can be used.

Custodian Manager automatically synchronizes with Active Directory and/or Domino Directory to keep the Custodian information up to date. Changes to names, email addresses or group membership are recorded in the history log for each Custodian or Group.

In previous versions of Discovery Accelerator, Targets and Target Groups were used to store static, manually updated custodian information. When a Target or Target Group changed no history of that object was maintained for future use. In Discovery Accelerator 8.0 Targets and Target Groups are still available to use, however the use of Custodian Manager should supersede this function.

Custodians and Custodian Groups can be selected when defining a new search using the search form shown in Figure 3.

Marks and Tags

The concept of marking items in review is nothing new. During the review cycle DA users apply a mark to each item they have reviewed which determines its relevance to the case they are working on; the marks available currently are Relevant, Not Relevant, Pending and Query. Discovery Accelerator 8.0 takes this concept one step further with the introduction of Tags. Tags can be compared to Extra Marks found in earlier versions of Discovery Accelerator but are more flexible.

An item in Discovery Accelerator can only be assigned one mark but it can be assigned multiple tags. These tags therefore help to further categorize items by applying additional descriptive information. Example tags are "Technical", "Legal" and "Contract". This can help in later phases where grouping and sorting by mark is not sufficient; for example a DA user may want to export all data that has been marked as Relevant and tagged as "Technical".

Tags can assigned to items either manually in review or automatically using the Automatic Categorization engine which is discussed in the next section.

¹ What is a Custodian ? It is defined as a person having control of a network, computer or specific electronic files.

Review

Review is one of the areas within Discovery Accelerator 8.0 where there have been lots of changes. Some of these changes are due to the introduction of the new client, and some are simple enhancements to the product to help improve end user usability and performance.

Figure 5 shows the new review screen in Discovery Accelerator

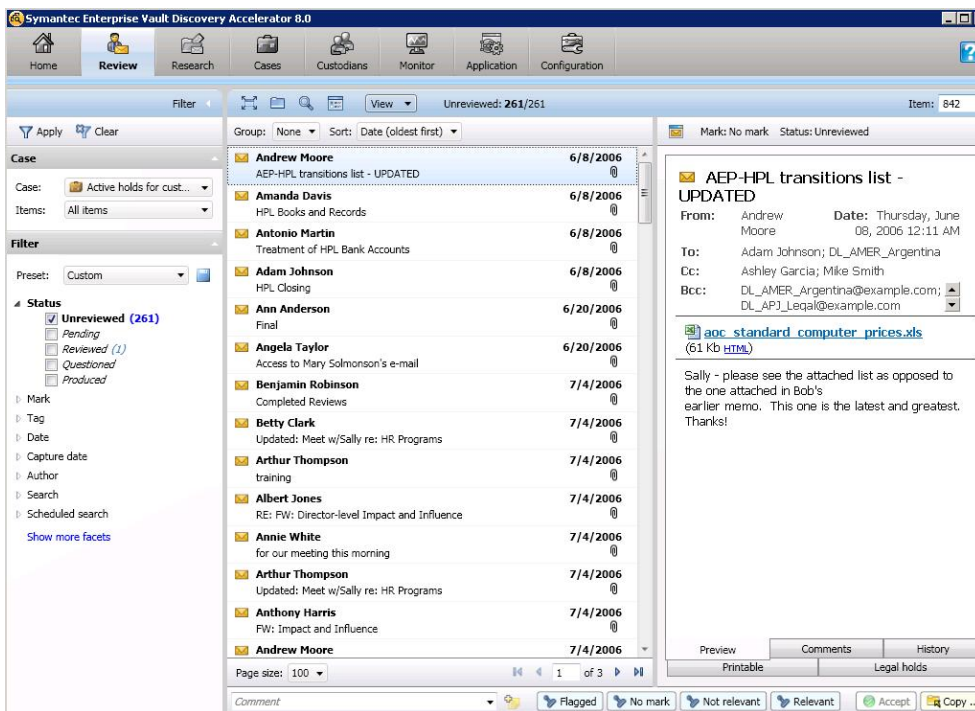


Figure 5. Discovery Accelerator 8.0 Review

There are three main sections to the screen; The brand new filter pane on the left where users can filter available review items using various criteria and facets (a term that will be explained shortly), the familiar list view middle pane which shows the actual items in review and the detail pane on the right. Buttons used to apply Marks and Tags can be found on a lower bar below the list and detail panes.

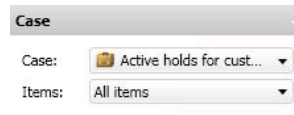
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Let's take a look at the filter pane in a little more detail. The top section is the case selector. Here the user can choose from a drop down a list of cases to which they have permissions to review items. Using this functionality, users can easily change between cases without having to leave the review screen.

Earlier we introduced the concept of facets, but what are they? Facets or faceted searching is a way of searching or finding items based on the classification for that item². Each facet has a one or a number of possible values; for example the "Status" facet (shown right) has 5 possible values; Unreviewed, Pending, Reviewed, Questioned and Produced. Users can select one or more of these facets to see those items in the middle list pane for review. One or more facets can be easily applied together to view items that share only very specific values. There is no limit to how many facets can be employed in the same filter.

Standard facets available include Status, Mark, Tag, Date, Capture Date, Author, Search, Scheduled Search, Type, Direction, Last Marked by, Comment, Size and Number of Attachments.

The example on the right shows a DA user has applied a faceted search to only view email items that are marked as "Unreviewed", and sent from "Amanda Davis". Note that a count for each facet is maintained in blue after each of the facet values.



² Faceted searching is popular on many on-line stores web sites to allow customers to browse to exactly the item they want to purchase purely based on classification of that object; for example MP3 Player, >\$50, Black, >10GB.

Review with Analytics

We have seen how the review function has changed in Discovery Accelerator 8.0 with the advent of the new review screen format and faceted search. There remains however a major piece of new functionality still to explain; Analytics. Analytics is the process by which Discovery Accelerator 8.0 can further analyze items found by searching, and apply advanced searching and categorization functions³ to it. Any case or research folder (and its search results) can be enabled for analytics investigation.

These analytics functions are as follows:

- Additional facets – More facets become available to the end user when analytics is enabled to allow even more granular classification of review items.
- Search within Search – Allows users to apply a new freeform search criteria to an existing searching result set.
- Automatic Categorization – This allows the creation of rules that can dictate the automatic application of Marks and Tags to items based on their content.
- Conversation View – Provides the reviewing user with the ability to select a single email item and choose to view any related conversations threads for that item.

Additional Facets and Search within Search

Figure 6 shows the review screen in Discovery Accelerator 8.0. with analytics enabled. Notice that there are several changes to the filter pane on the left.

Firstly there are a number of additional facets available in the facets filter list. Extra facets available to be used with analytics enabled are : recipient, marked by rule, tagged by rule and ingestion status.

Secondly notice the new Search window within the filter pane. This is where users can apply a new search to the existing search review set being. A Search within search can be combined with a facet filter, for example a search might specify items with “Stock” in the subject or content and the facet filter might specify items that are unreviewed and a mail sent date of March 2009. It is easy to see how powerful this feature might be during a review process.

³ Over and above those provided by the product as explained thus far.

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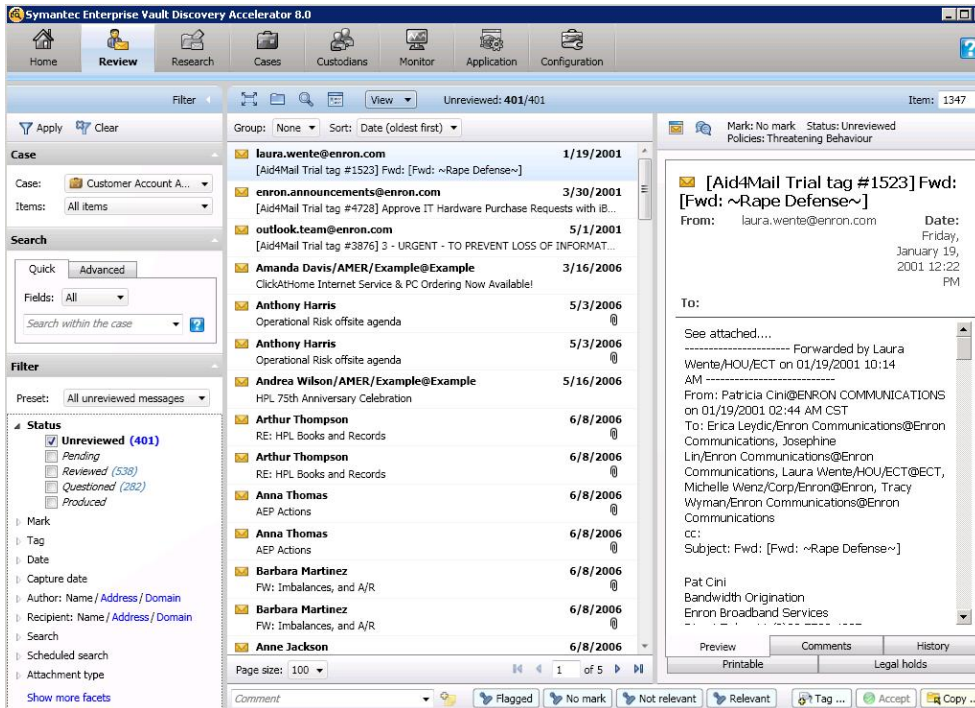


Figure 6. Discovery Accelerator 8.0 Review with Analytics

Automatic Categorization

The Automatic Categorization feature is broadly split into two parts; the rule builder interface and the rule engine itself. The rule builder interface allows the user to define rules that allow automatic marking and tagging of items depending on specific attributes of those items. The example shown in Figure 7 shows a rule that will automatically mark all items sent from Jun Lee in 2009 as relevant, and additionally apply a tag of “Legal Implications”.

Any number of rules can be defined and the rules engine will automatically evaluate the items in that case against these rules, applying marks and tags wherever necessary.

Given the (sometimes great) expense and time involved in the manual review process, especially for those cases where thousands or even hundreds of thousands of items are discovered, automating even a part of the review can greatly reduce the burden of this workload.

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The screenshot displays the 'Rule details' window for an automatic categorization rule. The rule is named 'All items from Jun Lee in 2009' and is currently enabled. The rule conditions are defined as: Author contains 'Jun Lee' and Mail Date is greater than 1/1/2009. The rule query is 'Author CONTAINS 'Jun Lee' And MailDate > "1/1/2009"'. Under rule condition settings, search custodians and group distribution lists are set to 'Email addresses', with an option to expand the distribution list. The rule actions include marking items as 'Relevant' with a priority of 1, and tagging items with 'Legal Implications' selected from a list of categories including Violations, Misleading or Inappropriate, Project Related, and Legal Implications. The interface includes 'Apply' and 'Cancel' buttons at the bottom right.

Rule conditions				
	Author	Contains	Jun Lee	
And	Mail Date	Greater Than	1/1/2009	

Rule query

```
Author CONTAINS 'Jun Lee'
And
MailDate > "1/1/2009"
```

Rule condition settings

Search custodians by:

Search group distribution list by: Expand distribution list to include members

Rule actions

Mark item as Rule priority as

Tag item as

- Violations
- Misleading or Inappropriate
- Legal Implications
- Project Related

Figure 7. Discovery Accelerator 8.0 Automatic Categorization Rule Builder

Conversation View

When a case or research folder is enabled for analytics investigation each item is evaluated to determine whether it is part of an email conversation thread. If this is the case then this fact is recorded. DA users when reviewing email messages can therefore select an item and ask to view any related emails in order to better make a judgment on whether the item is relevant to the case they are working on. An item's relevance is often easier to determine once the context of the item can be established; for example searching for the word "Kill" does not necessarily determine criminal intent during a discovery process as the word can be used in everyday language and further evidence of why this word was used may be necessary. Figure 8 shows an example conversation view thread. The DA user is able to browse and read through all the relevant emails on this conversation thread before making a judgment on the item in question.

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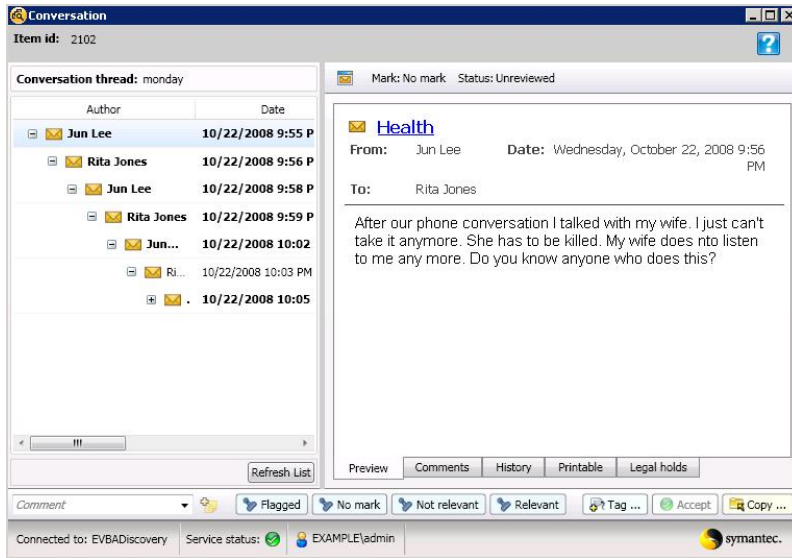


Figure 8. Discovery Accelerator 8.0 Conversation View

Conclusion

Discovery Accelerator 8.0 represents a huge leap forward for customers who leverage the application as part of their eDiscovery workflow. The new feature rich smart client interface makes using the application easier to navigate and more performant than ever before. Custodian Manager makes managing, tracking and recording custodian information and history simple especially with regards to changes made in Active or Domino directory environments. Finally leveraging the new client interface, the improved review process with optional analytics functions make reviewing search results for eDiscovery easier to manage, more accurate and quicker to mark and complete than ever before.

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