

ESI "101" for Legal and Records & Information Management Professionals

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Part I

1. Program Goals
 - 1.1. Demystify corporate IT infrastructure
 - 1.2. Enable and empower more productive interaction with IT (and business)
 - 1.3. Provide foundation for understanding the IT infrastructure as a framework for ESI
 - 1.4. Provide details (from RIM and discovery perspective) about certain "key" systems (e-mail, file servers, SharePoint, SAP, Instant Messaging, and data warehousing)
2. Overview of the Electronic Discovery Process
3. Teaching method: macro vs. micro
4. Data (ESI) dimensions in the corporate IT environment
 - 4.1. The Information Technology "Eco system"
 - 4.2. Data domains
 - 4.2.1. Production data
 - 4.2.2. Backup data
 - 4.2.3. High availability data
 - 4.2.4. Archived data
 - 4.2.5. Deleted data
 - 4.3. Data types
 - 4.3.1. Structured
 - 4.3.1.1. Databases explained and de-mystified
 - 4.3.2. Unstructured
 - 4.4. Infrastructure domains
 - 4.4.1. Corporate operated data center(s)
 - 4.4.2. Outsourced data center(s)
 - 4.4.3. Information Technology Outsourcing
 - 4.4.4. Outsourced business function
 - 4.4.5. Cloud
 - 4.4.6. Hybrid
5. PC: how computers store ESI
 - 5.1. Hardware
 - 5.2. Hard drive
 - 5.3. RAM
 - 5.4. CD
 - 5.5. USB thumb drive
 - 5.6. NIC
6. Software
 - 6.1. Operating system
 - 6.2. Network operating system
 - 6.3. Application software
 - 6.4. Utility software
7. The enterprise IT infrastructure: what does it consist of?
 - 7.1. "The" network
 - 7.1.1. Clients
 - 7.1.2. Servers
 - 7.1.3. Networking hardware
 - 7.2. Data storage
 - 7.2.1. PC based
 - 7.2.2. Server based
 - 7.2.3. Networked
8. Cloud computing explained and de-mystified

Part II Microsoft Exchange and Outlook E-mail

1. History of Microsoft Exchange and Outlook
2. On-premise, hosted, and hybrid options
3. Office 365 for Enterprise Service Descriptions
4. What is the POTENTIAL functional footprint of an Exchange and Outlook 2010 environment?
 - 4.1. "Traditional" footprint
 - 4.2. Unified Messaging adds new ground to the footprint
 - 4.3. OCS and Office Communicator integration
5. Outlook and SharePoint
6. Key elements of a Microsoft Exchange and Outlook 2010 environment
7. Locations where e-mail may be found
8. PST files in detail
9. Deleted e-mail
10. Compliance (E-discovery, Messaging Records Management)
11. Messaging records management
12. How the managed folder assistant implements retention policies
13. Putting a mailbox on retention hold
14. Putting a mailbox on litigation hold
15. Dumpster 2.0
16. Discovery searches
17. Protecting content

Part III Enterprise Instant Messaging in Microsoft Office Communications Server 2007

1. Overview of OCS 2007
 - 1.1. Unified Communications platform
 - 1.2. Enterprise server system
2. Key usage scenarios
 - 2.1. IM
 - 2.1.1. Two party
 - 2.1.2. Multi-party (IM Conferencing)
 - 2.2. Presence
 - 2.3. Conferencing
 - 2.3.1. IM
 - 2.3.2. Web
 - 2.3.3. A/V
 - 2.3.4. Telephony
 - 2.4. Group Chat
3. Meeting Compliance
4. Remote Access and Federation
 - 4.1. Federation
 - 4.2. Remote access
5. Public IM
6. Voice mail
7. Archiving and monitoring servers
 - 7.1. Archiving server
 - 7.2. Monitoring server
8. Backup
9. Configuring server settings
10. Clients
 - 10.1. Microsoft Office Communicator 2007
 - 10.2. Microsoft Live Meeting 2007
 - 10.3. Conferencing Add-in for Microsoft Office Outlook
 - 10.4. RoundTable
 - 10.5. Microsoft Office Communicator Web Access: a web based version of the Office Communicator client...file transfer, A/V conferencing, and whiteboard sessions are not available with CWA
 - 10.6. Office Communicator Mobile
 - 10.7. Office Communicator phone experience

Part IV ERP Systems

1. What is ERP?
 - 1.1. Definitions
 - 1.2. Evolution of ERP
 - 1.3. ERP vendors
2. Who is SAP?
3. SAP Platforms
 - 3.1. ERP
 - 3.2. Integrated/cross functional
 - 3.3. NetWeaver
4. What types of data are in SAP?
 - 4.1. Transactional data
 - 4.2. Master data
 - 4.3. Organizational data
5. SAP IT landscape
 - 5.1. Application Layer
 - 5.2. Database
 - 5.3. User Interface
 - 5.4. ERP eco system
 - 5.5. Backup in SAP environment
 - 5.6. Archiving in SAP environment
6. Case study
7. Oracle E-Business Suite

Part V Microsoft SharePoint

1. Introduction to SharePoint
2. Seven ways in which SharePoint may be used
 - 2.1. Public web site
 - 2.2. Extranet
 - 2.3. Intranet
 - 2.4. Collaboration
 - 2.5. Application development
 - 2.6. Portal
 - 2.7. Enterprise Content Management (ECM) Suite
 - 2.8. SharePoint versions
3. Primary elements of a SharePoint environment
 - 3.1. IT infrastructure
 - 3.2. Administration
 - 3.3. Content creators
 - 3.4. End-users
4. Detailed Review of a real-world example of a SharePoint deployment: review

Part VI File Servers

1. File servers
 - 1.1. What is a file server?
 - 1.1.1. definition
 - 1.2. How are file servers used?
 - 1.2.1. centralized vs. decentralized
 - 1.2.2. types of shares
 - 1.2.2.1. Home directory
 - 1.2.2.2. Departmental shares
 - 1.2.2.3. Public shares
 - 1.2.2.4. Application shares
 - 1.3. Type of data stored on file shares

- 1.4. File server features and functions of interest from RIM and legal discovery perspective
 - 1.4.1. file system types
 - 1.4.1.1. FAT, FAT16, FAT32
 - 1.4.1.2. NTFS
 - 1.4.2. Offline Access (Caching)
 - 1.4.3. Folder Redirection
 - 1.4.4. File and Folder Permissions

Part VII Backup Systems

- 1. "Traditional" Backup Systems
 - 1.1. Purpose of backup systems
 - 1.2. What are some of the things backup systems are NOT designed to do?
 - 1.3. Elements of the backup system
 - 1.4. Tape media primer
 - 1.5. Backup system technologies: snapshots
 - 1.6. Backup system technologies: disk to disk to tape backup
 - 1.7. Backup system technologies: multistreaming
 - 1.8. Backup system technologies: multiplexing
 - 1.9. Backup system technologies: spanning
 - 1.10. Backup system technologies: virtual tape library
 - 1.11. Ongoing litigation holds and stockpiled backup tapes
 - 1.12. Backup tape processing
 - 1.12.1. Standard restore
 - 1.12.2. Non-native
- 2. Backup systems typically deployed by organizations
 - 2.1. Native tools
 - 2.2. Commercial backup software
 - 2.2.1. Backup Exec
 - 2.2.2. NetBackup
 - 2.2.3. Tivoli Storage Manager
 - 2.2.4. CommVault