

# ACEDS Presents eDiscovery For Slack

Best Practices



Webinar

# Agenda



01. Introductions
02. Slack In The Age of Remote Work
03. Understanding Slack Data
04. Considerations for Slack eDiscovery
05. A Proactive Approach To Slack eDiscovery
06. Onna for Slack
07. Q&A

# 01. Introductions

# Who We Are



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President  
ACEDS



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Director, Legal (Product Counsel)  
Slack



**Nicole Thompson**

Head of Client Success  
Onna

*The views and opinions expressed in this presentation are solely the views and opinions of the speakers who express them and are not necessarily shared by, and should not be attributed to, the other speakers or the organizations they represent.*

# 02. Slack In The Age of Remote Work



helps teams work together as easily  
online as they do in person, bringing  
people and projects together

# Between February 1<sup>st</sup> & March 25<sup>th</sup>..

+9K

paid customers

Slack added 9,000 paid customers.

22%

increase

The amount of **connected time** increased by 22% in major US cities.

20%

increase

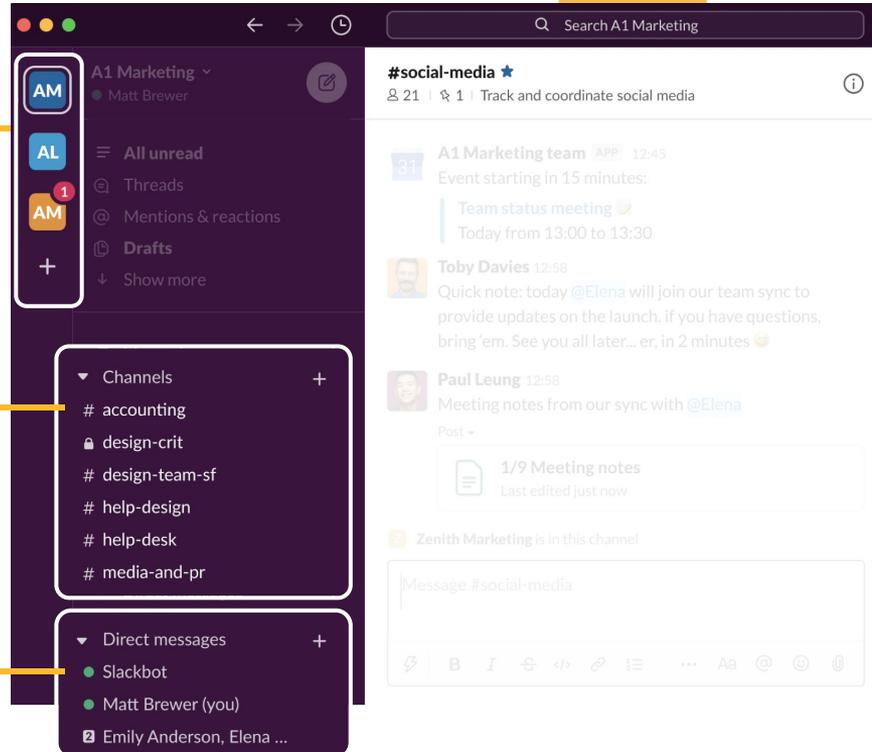
The **number of messages sent** daily increased by 20%.

# 03. Understanding Slack Data

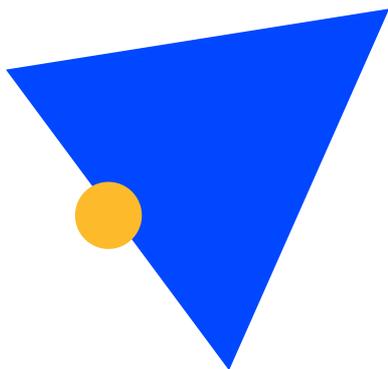
Workspaces

Channels

Direct Messages



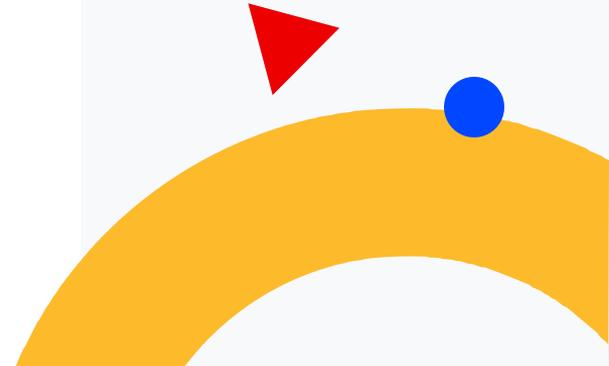
# User Roles & Permissions



- ⤴ Owners
- ⤴ Admins
- ⤴ Members
- ⤴ Guests

# Slack is loaded with dynamic features & functionalities, such as:

- Message threads
- Workflow Builders
- Shared Channels
- Reactions / Reactjis
- Third-Party integrations
- File sharing
- Gifs, Videos & Images



# 04. Considerations for Slack eDiscovery

# Understand Your Slack Plan

## Standard

- Custom retention policies for messages and files

## Plus

- Custom retention policies for messages and files
- Corporate exports for all messages

## Enterprise Grid

- Custom retention policies for messages and files
- Corporate exports for all messages
- Support for integrations with data loss prevention (DLP), e-Discovery and offline backup providers
- Security, compliance, billing, and platform integration management in a single view
- Enterprise Mobility Management (EMM) integration
- Audit logs API

# Understand Data Retention

## Message Retention

- Keep everything
- Keep all messages, but don't track edits and deletes
- Delete messages and their edits and deletes
- Let workspace members override settings

## File Retention

- Keep all files
- Keep all files for a certain number of days

# Understand Your Options for Data Collection

```
{
  "client_msg_id": "508bb955-aa92-4df5-ac6a-e22d693518a9",
  "type": "message",
  "text": "<@U8JHR4L14> did you share the image on DB?",
  "user": "U8QQRTME",
  "ts": "1542192000.000900",
  "team": "T8HRZJKL5",
  "user_team": "T8HRZJKL5",
  "source_team": "T8HRZJKL5",
  "user_profile": {
    "avatar_hash": "g922bbbc52ce",
    "image_72": "https://secure.gravatar.com/avatar/322bbbc52cece006563a4eadb661c10c.jpg?s=72&d=https%3A%2F%2Fa.slack-edge.com%2F00b63%2Fimg%2Favatars%2Fava_0011-72.png",
    "first_name": "",
    "real_name": "Nerea",
    "display_name": "Nerea",
    "team": "T8HRZJKL5",
    "name": "nerea",
    "is_restricted": false,
    "is_ultra_restricted": false
  }
},
{
  "client_msg_id": "812102b1-14c0-4765-bd68-2ceec7004d48",
  "type": "message",
  "text": ":+1:",
  "user": "U8QQRTME",
  "ts": "1542192055.001500",
  "team": "T8HRZJKL5",
  "user_team": "T8HRZJKL5",
  "source_team": "T8HRZJKL5",
  "user_profile": {
    "avatar_hash": "g922bbbc52ce",
    "image_72": "https://secure.gravatar.com/avatar/322bbbc52cece006563a4eadb661c10c.jpg?s=72&d=https%3A%2F%2Fa.slack-edge.com%2F00b63%2Fimg%2Favatars%2Fava_0011-72.png",
    "first_name": "",
    "real_name": "Nerea",
    "display_name": "Nerea",
    "team": "T8HRZJKL5",
    "name": "nerea",
    "is_restricted": false,
    "is_ultra_restricted": false
  }
}
```

Sources > Slack Enterprise > Private channel #cpsp JJ, Jonathan and 4 others

Private channel #cpsp JJ, Jonathan and 4 others - 2018-11-14 (UTC)

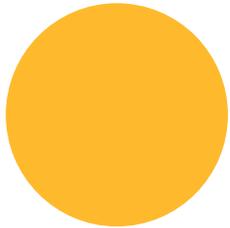
Daniel, JJ, Nerea and Nick

Has Deletions Has Edits

- D Daniel  
@daniel has joined the group 5:30:10 AM
- Did you get the information we needed on Calypso? 5:39:13 AM
- Did you get the information we needed on C? 5:39:53 AM
- Did you get the information we needed on C? 5:41:48 AM
- J JJ  
Yes, Clarence is going to help. 5:39:36 AM
- N Nerea  
@daniel did you share the image on DB? 5:40:00 AM
- J JJ  
@Nerea all taken care of 5:40:10 AM
- N Nerea  
👍 5:40:55 AM

# 05. A Proactive Approach To Slack eDiscovery

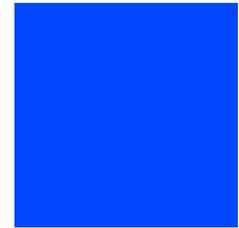
# Step 1: Understanding Your Needs



- How big is my company?
- How regulated is my industry?
- How frequently do we encounter litigation?
- How are my people engaging with Slack?
- Which third-party applications are being used?
- How often are my people engaging with Slack?
- How many custodians do I need to collect from?

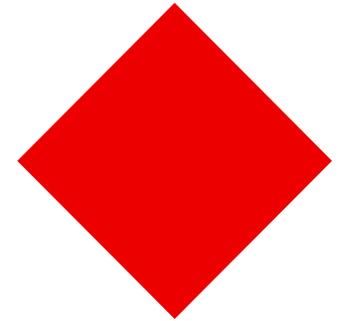
## Step 2: Reassess your Slack Plan & Retention Settings

- Does Your current Slack plan and retention settings meet your needs?



## Step 3: Establish a Company Slack Policy

- Expectations
- Usage & Monitoring
- Confidentiality
- Retention policies



# Step 4: Implement a Discovery Solution

Your solution should be able to:

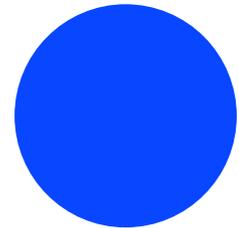
- Connect directly to Slack's Discovery API
- Give you the power to choose what Slack data you collect & preserve
- Continuously sync and archive specific workspace data
- Turn JSON files into contextual information
- Indicate edits and deletions in messages
- Place custodians on legal hold



# Step 5: Create a Long-Term eDiscovery & Preservation Plan

Make Sure to Consider:

1. The big picture
2. The longevity of your eDiscovery solution



# 06. Onna for Slack

# With Onna, Slack customers can:

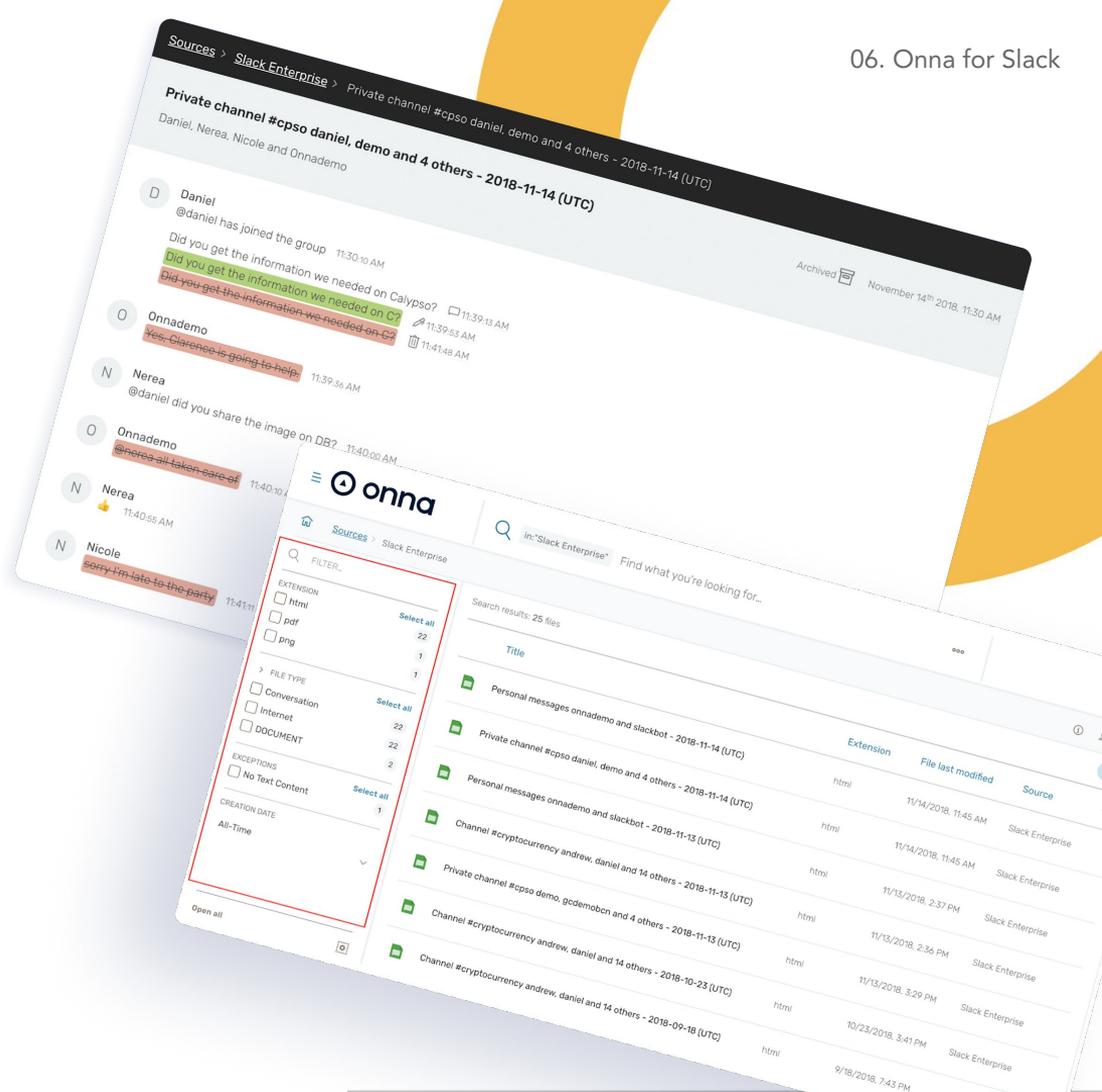
- Conduct real-time eDiscovery collections across their entire Slack workspaces or specific channels and users
- Maintain an audit log of all eDiscovery collections
- Run advanced searches across entire Slack workspaces, including specific channels and user
- Export Slack data in multiple formats to upload to document review platforms
- Setup smart alerts to notify organizations anytime there is sensitive or important information being transmitted
- Create groups within Onna with service providers and outside counsel to collaborate on matters and discovery requests
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- Initiate legal holds across specific Slack workspaces, users, and/or channels

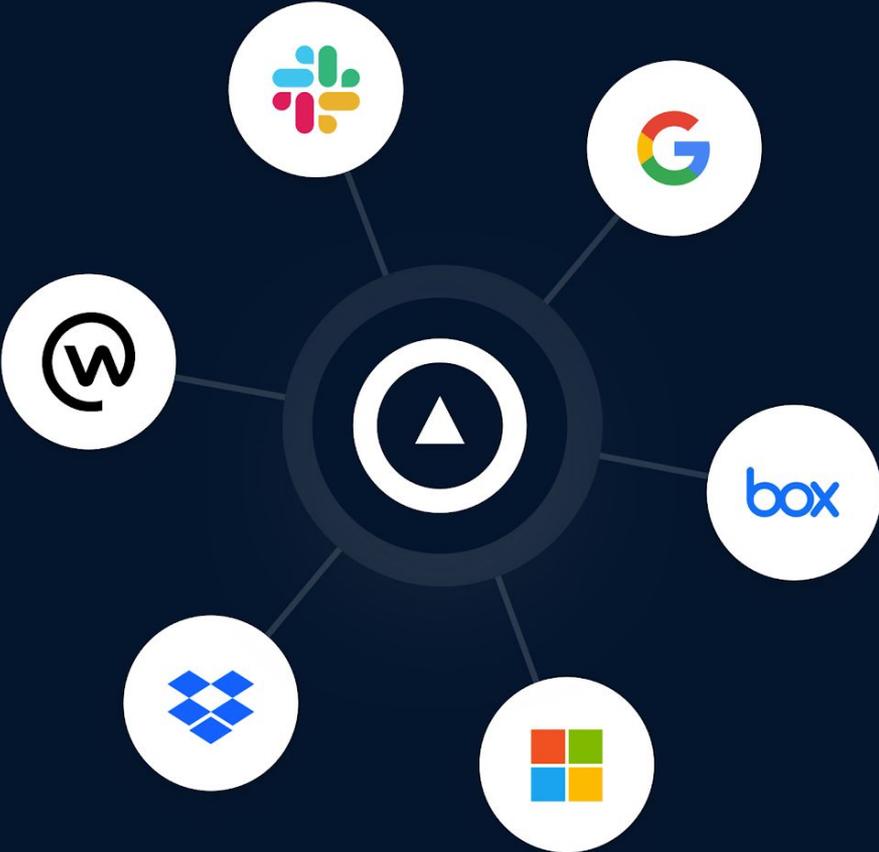
## Edited & Deleted Messages

Archived channels, edited messages, and deleted messages are collected and preserved (only available if 'Keep Everything' is selected as a setting in Slack Enterprise Grid).

## Review & Audit Logs

Onna maintains a comprehensive audit trail of collection and preservation activities, so you can maintain a defensible process at all times.





# 07. Q&A

# Thank you!



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