Agenda / Flow

Time	Topic	Speaker
0:00- 2:00	Intro	Katie
2:00-4:00	What are we seeing from Cx?	Stef
4:00-7:00	Identifying Teams content	Stef
7:00-11:00	Collecting Teams content	Nick
11:00-17:00	Reviewing Teams content	Stef
17:00-27:00	Demo	Nick
27:00-29:00	Closing	Katie
29:00-45:00	Q&A	Answers in chat

Microsoft

How to use Advanced eDiscovery with Microsoft Teams

Katie Anderson, Sr Product Marketing Manager
Stefanie Bier, Sr Program Manager
Nick Robinson, Principal Program Manager

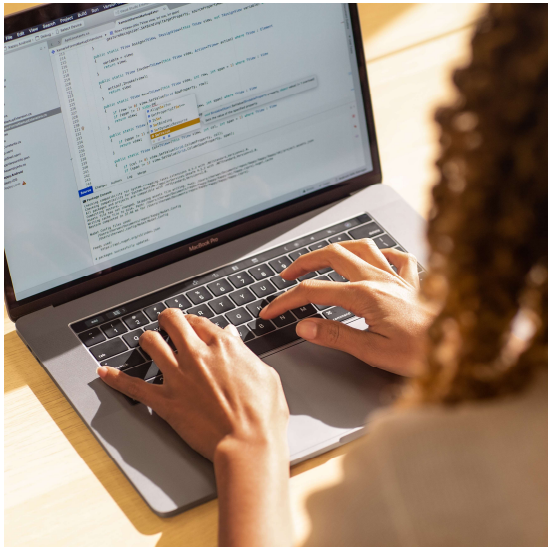
Agenda

- What we are hearing re: eDiscovery and Microsoft Teams
- Using Adv eDiscovery for Microsoft Teams
  - Identifying
  - Collecting
  - Reviewing
- Demo
- Q&A

What customers are saying

"Teams enables true collaboration, from document sharing to workflow automation to integration with 3rd party apps. Investigations can be a formidable task without an understanding of where data is stored."

"Our users are now using Teams more than email as their go-to communication tool – that means our eDiscovery processes and tools have to quickly adapt"



"We have seen such an exponential growth of data created in Teams that understanding what is relevant is challenging"

eDiscovery ask:
How do I identify the location of Teams content ?

with Advanced eDiscovery:
Custodial workflows help you identify Team membership

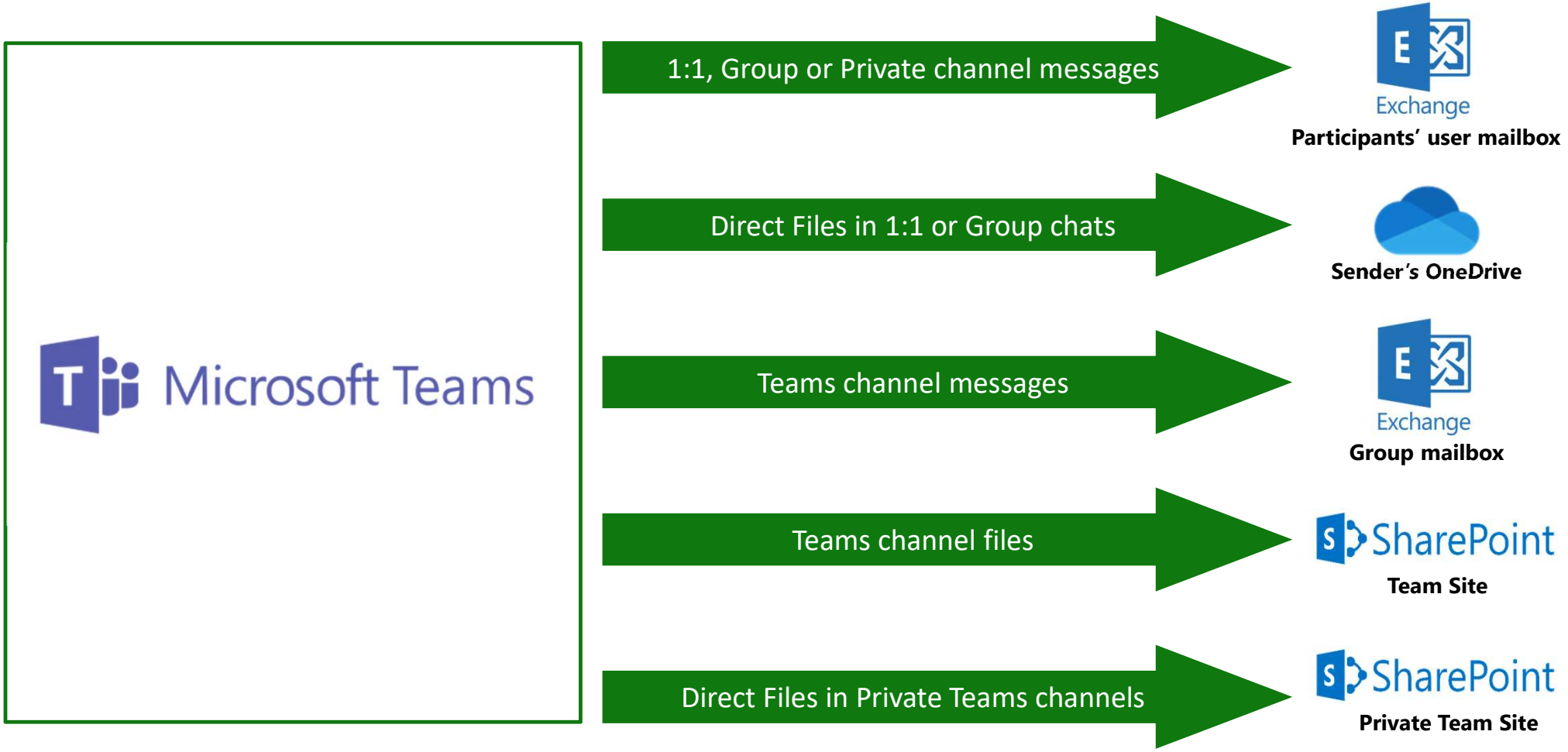
Microsoft "Adv eDiscovery for MS Teams" webinar, December 2021

4 Main Types of Teams messages

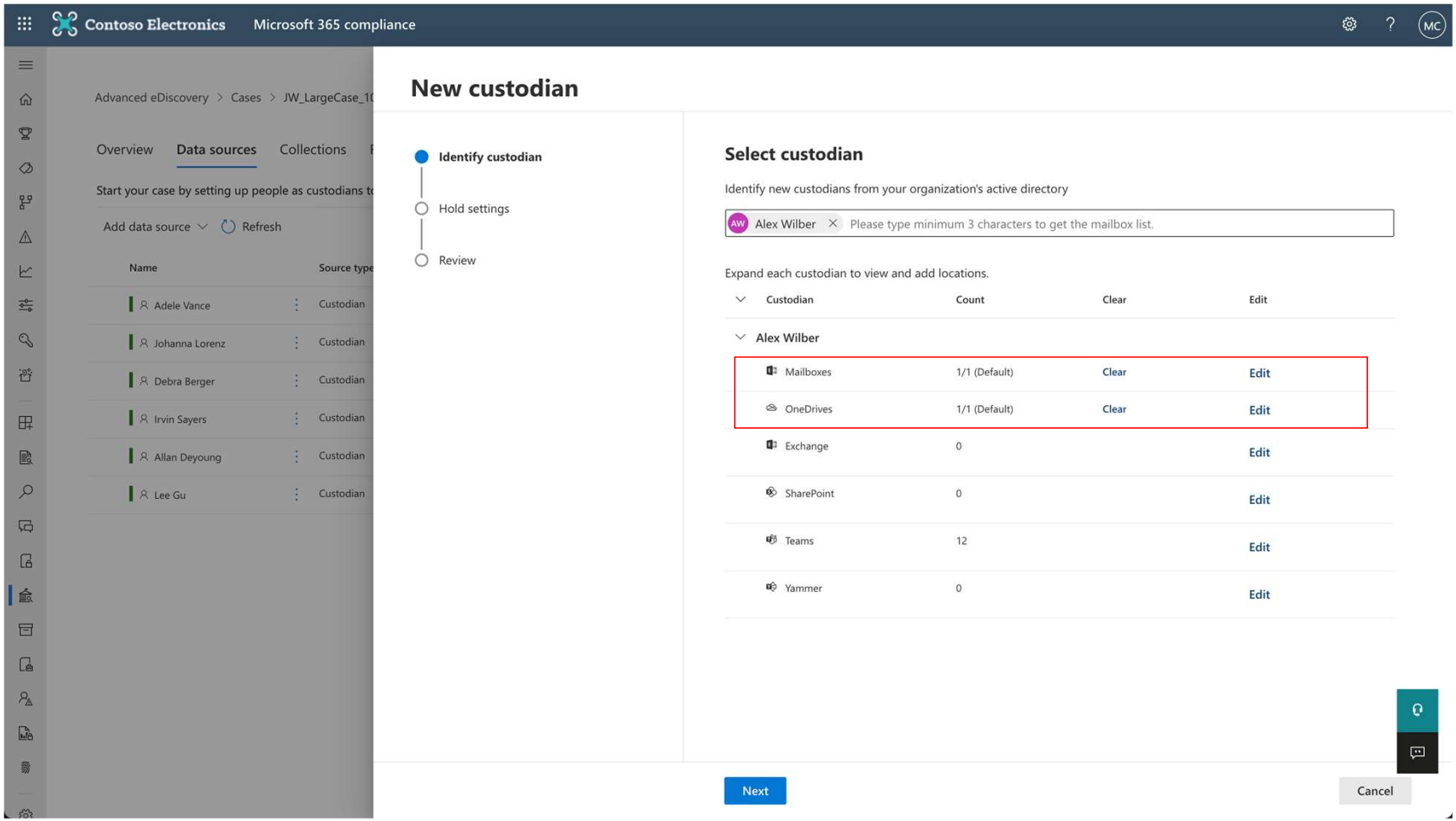
Teams 1:1 Chats	Teams Group Chats
Chat messages, posts, and attachments shared in a Teams conversation between two people	Chat messages, posts, and attachments shared in a Teams conversation between three or more people

Teams Channels	Private Teams Channels
Chat messages, posts, replies, and attachments shared in a Teams channel	Message posts, replies, and attachments shared in a private Teams channel

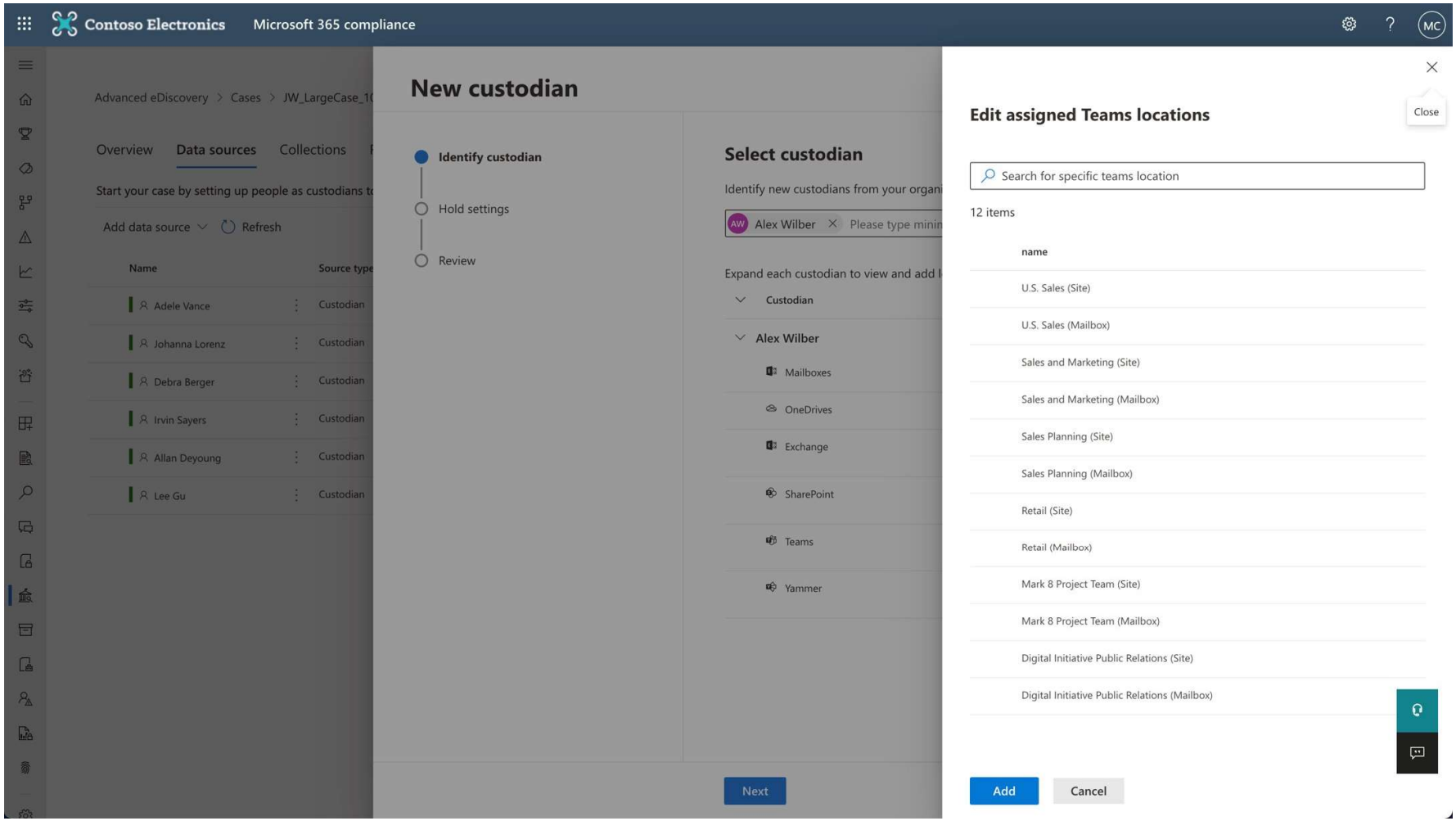
Where is your Microsoft Teams data stored?



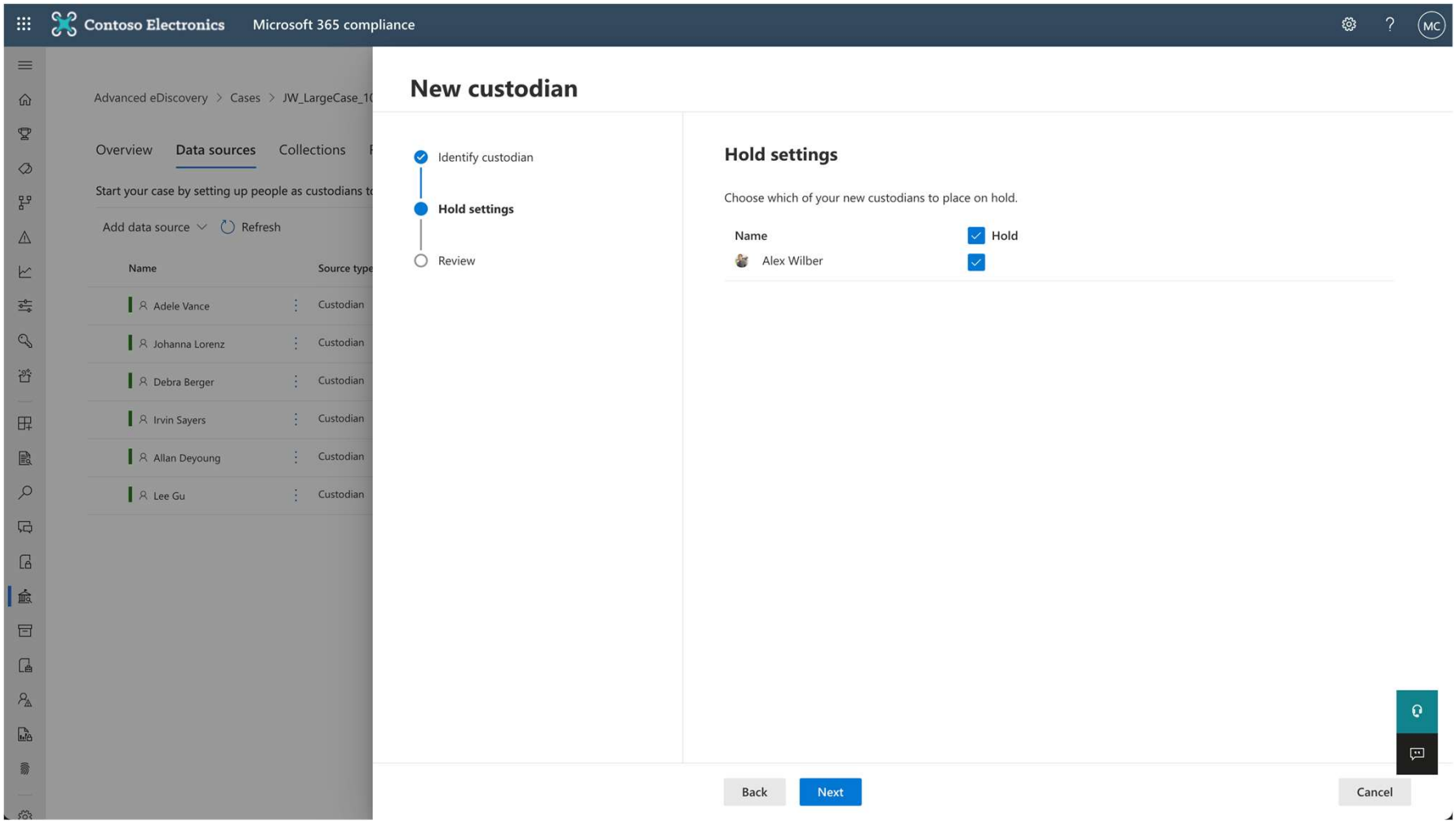
Identifying Teams 1:1 and group chats



Identifying Teams based on custodial membership



Preserving Teams locations



eDiscovery ask:
How do I **collect** Teams content ?

with Advanced eDiscovery:
Conduct targeted collections of Teams content

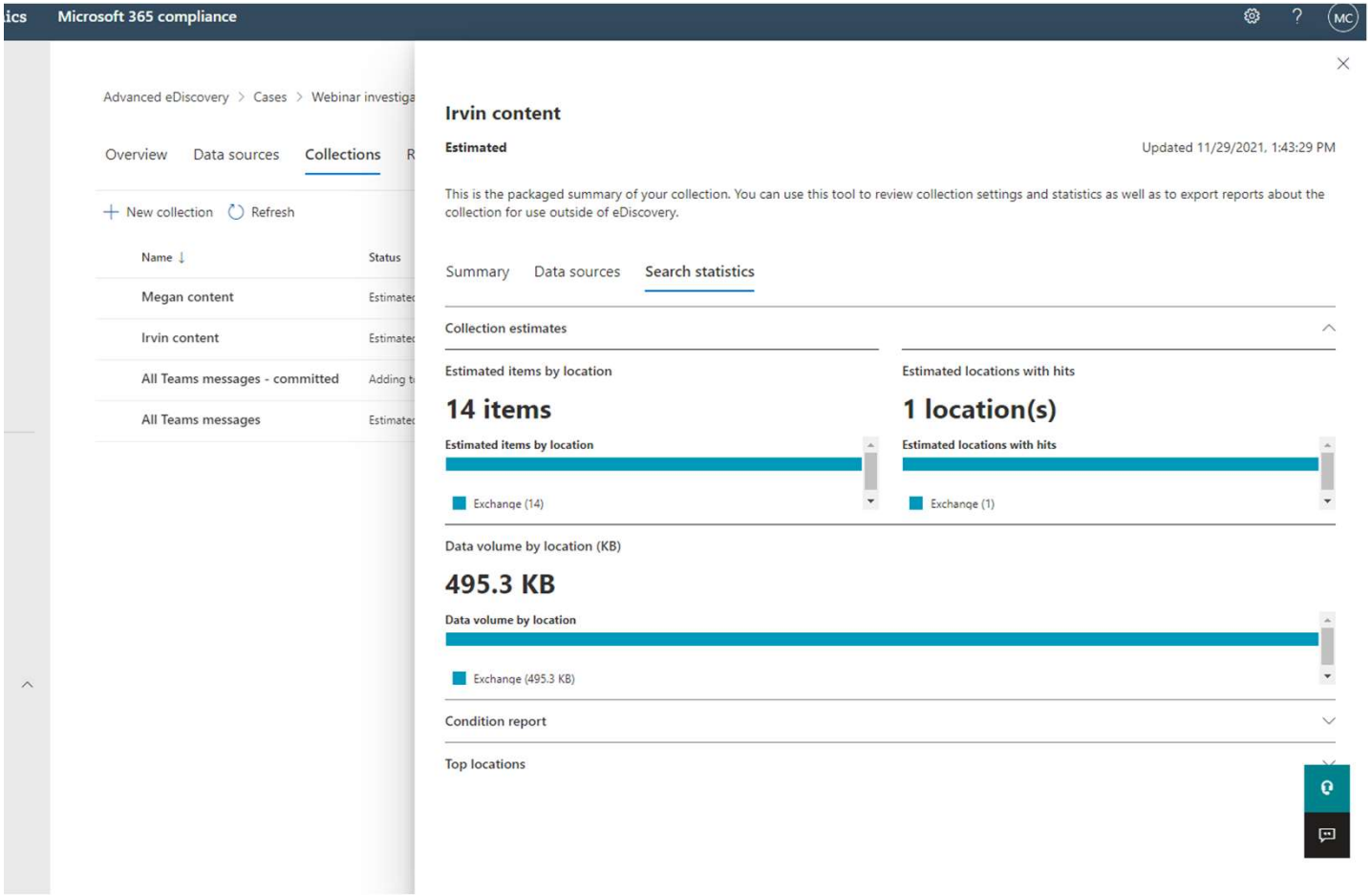
Microsoft "Adv eDiscovery for MS Teams" webinar, December 2021

Quickly search for and collect Teams content

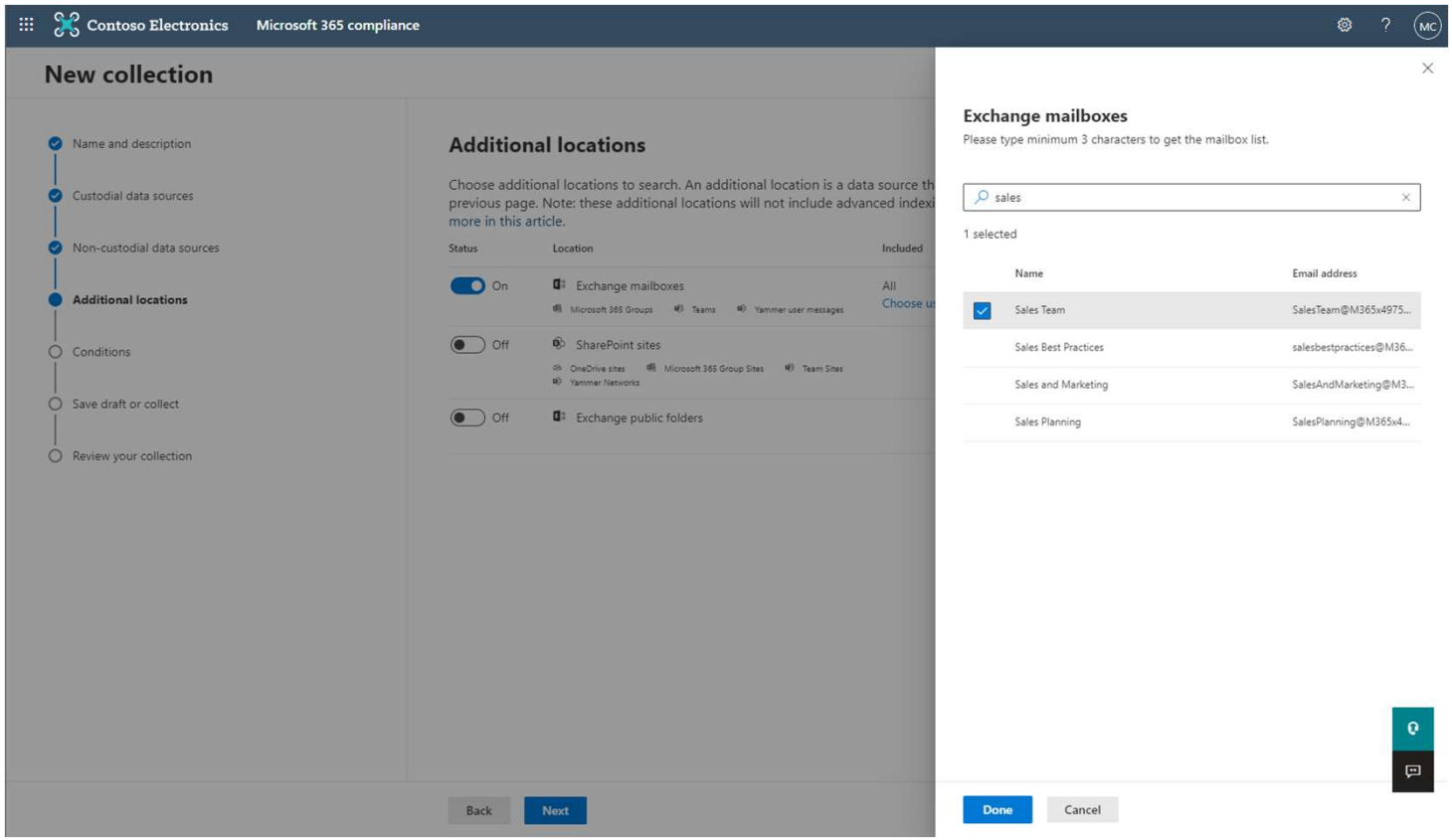
By custodian or location

Using queries and conditions

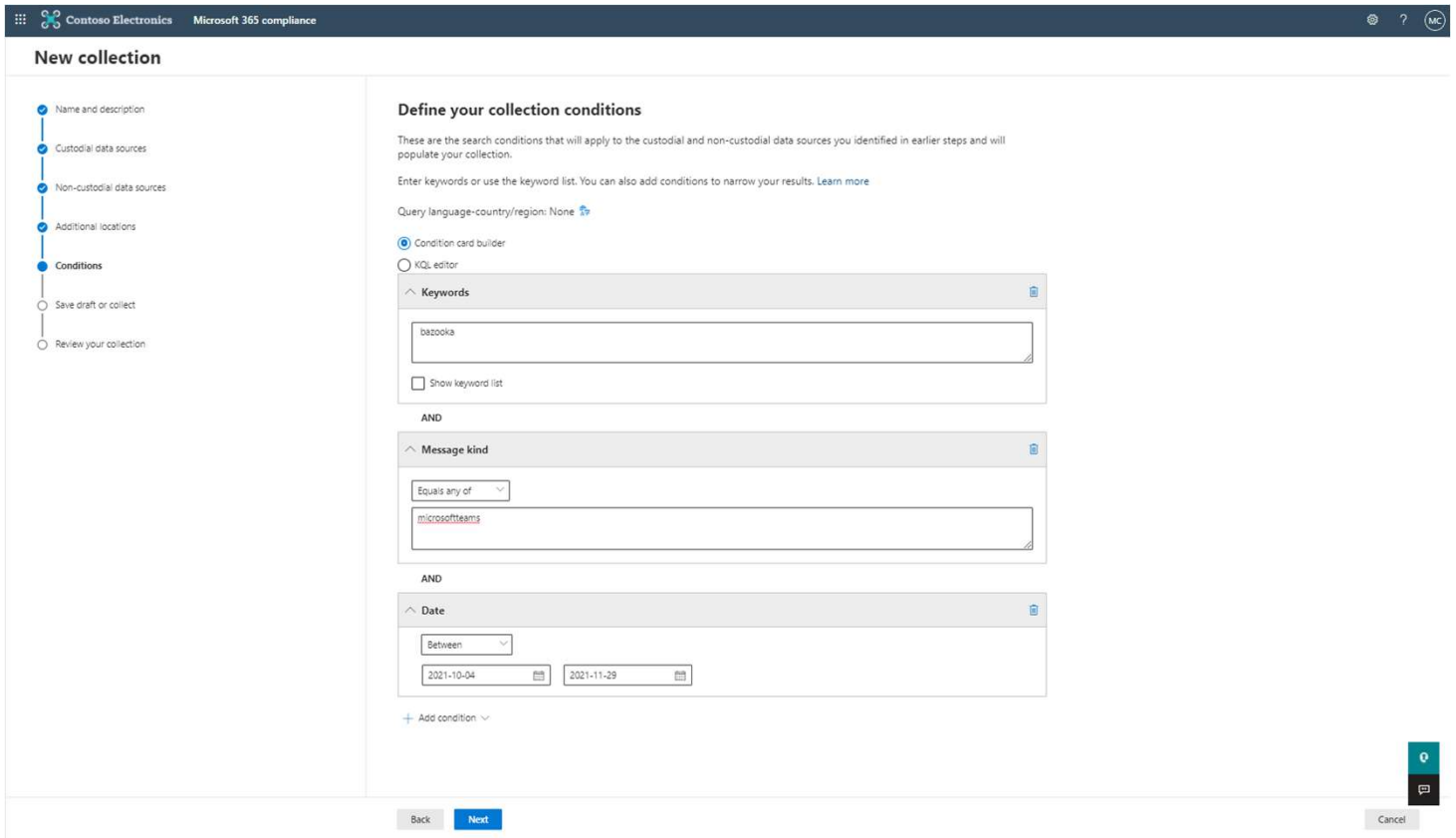
Including cloud attachments shared



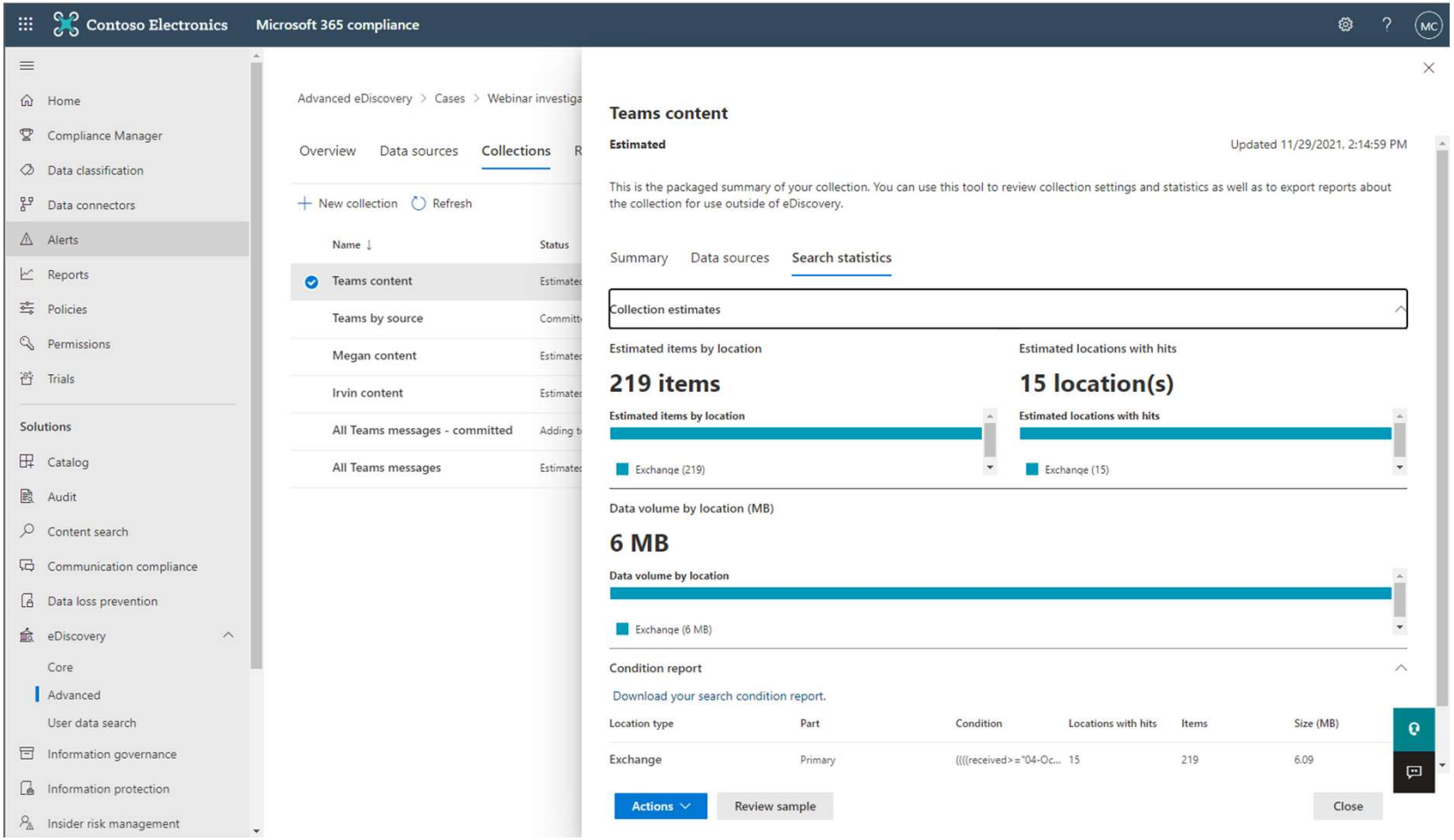
Collect by Custodian (employee) or Team



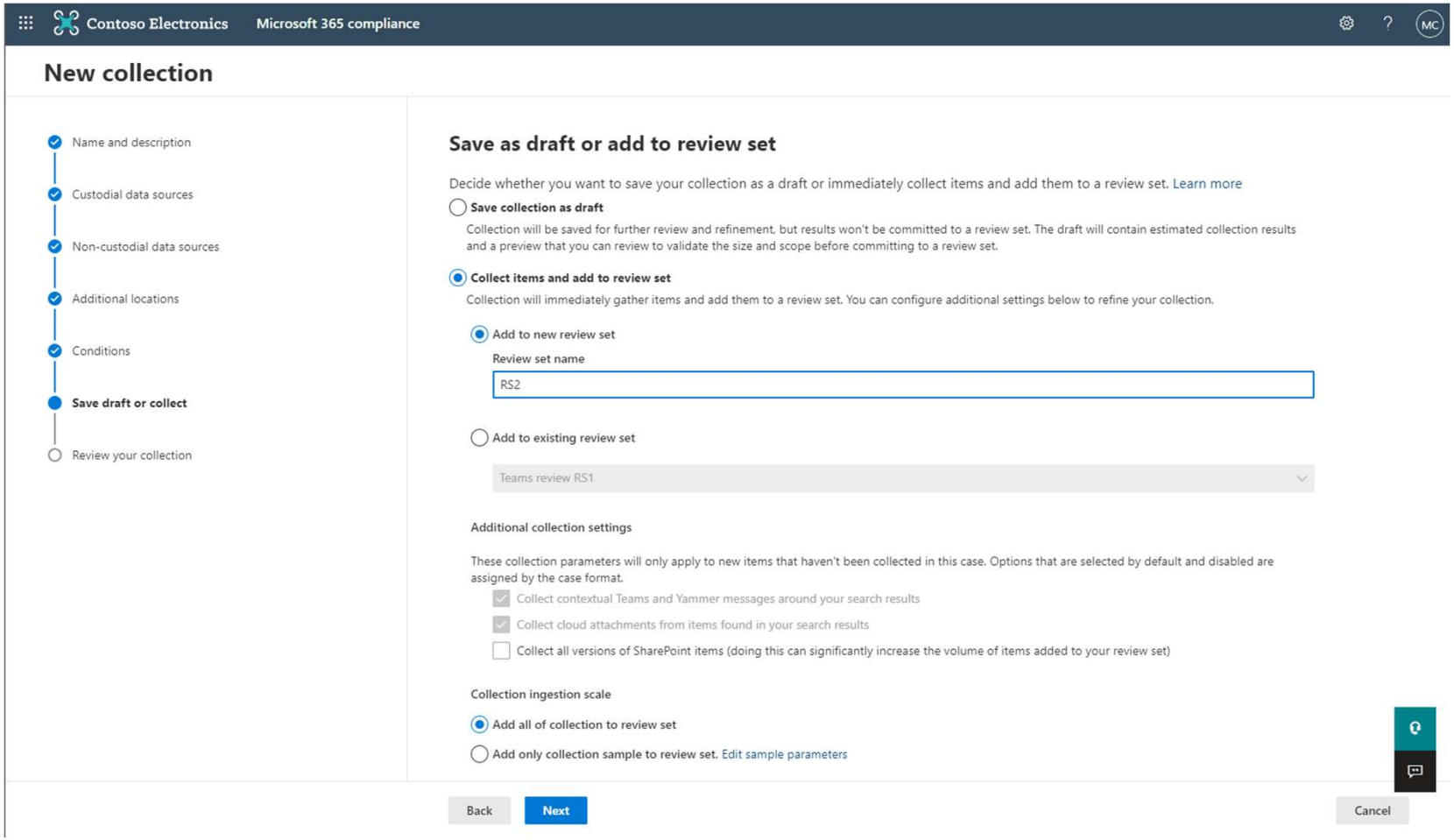
Target Teams content with conditions & queries



Get estimates before committing collection



Include Cloud attachments relevant to your search



eDiscovery ask:
How do I review Teams content ?

with Advanced eDiscovery:
Thread Teams content for better contextual review

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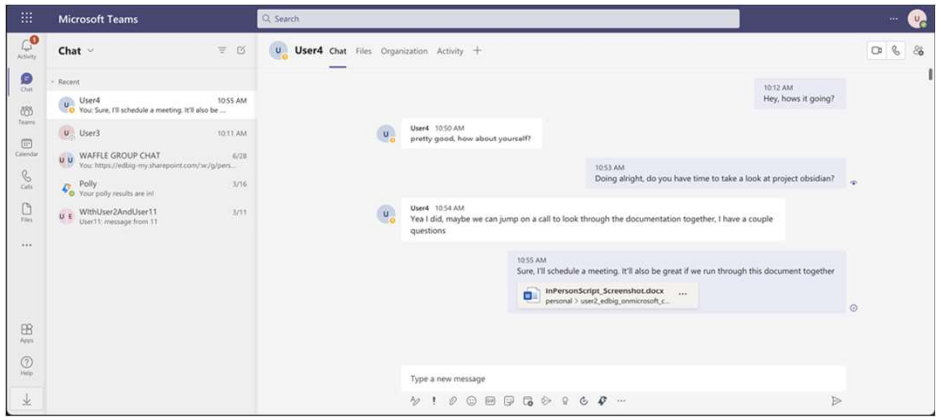
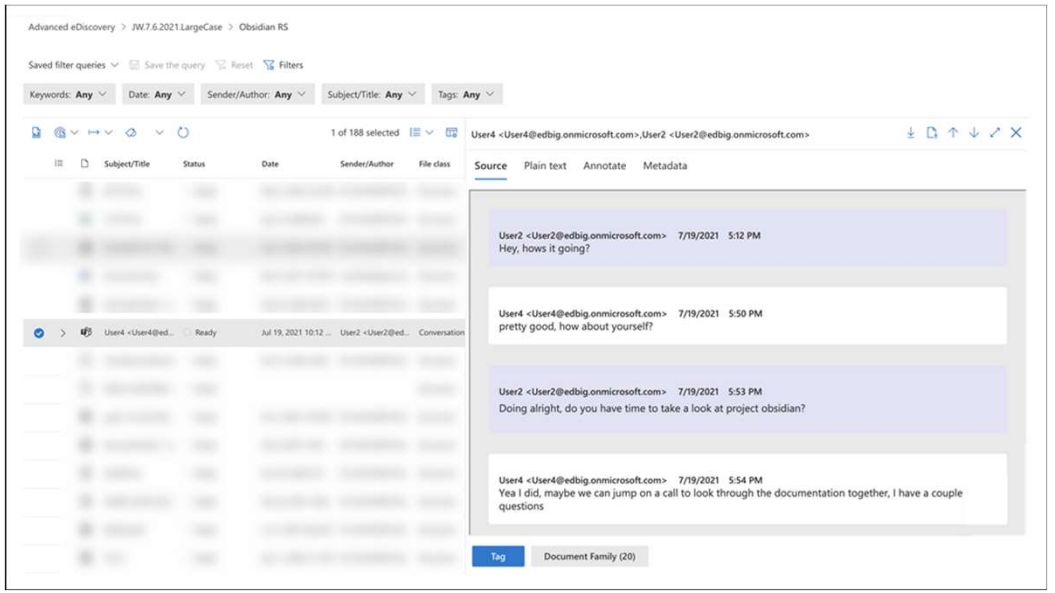
Threaded messages for Teams 1:1 or group chats

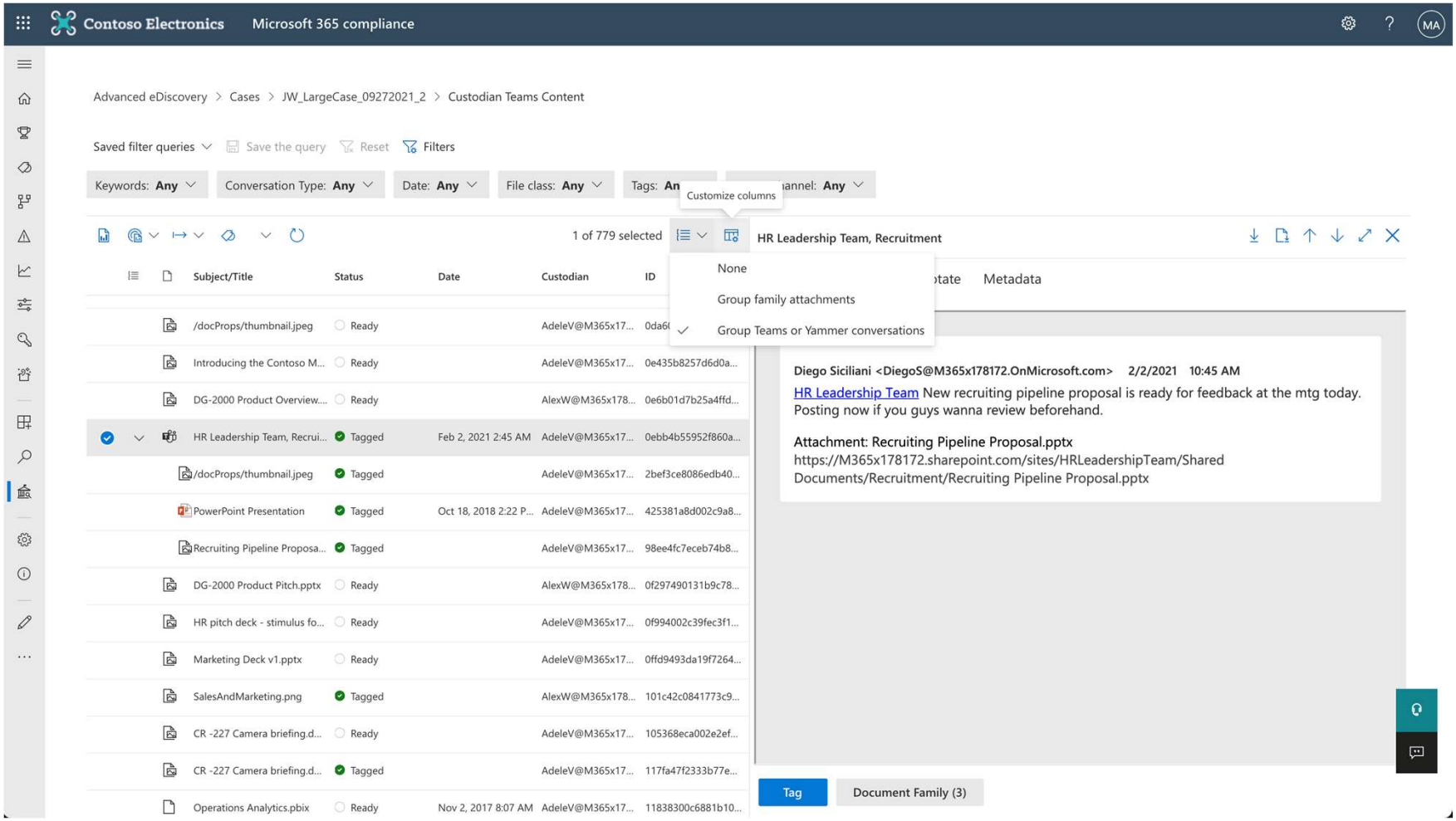
What a Teams user sees:



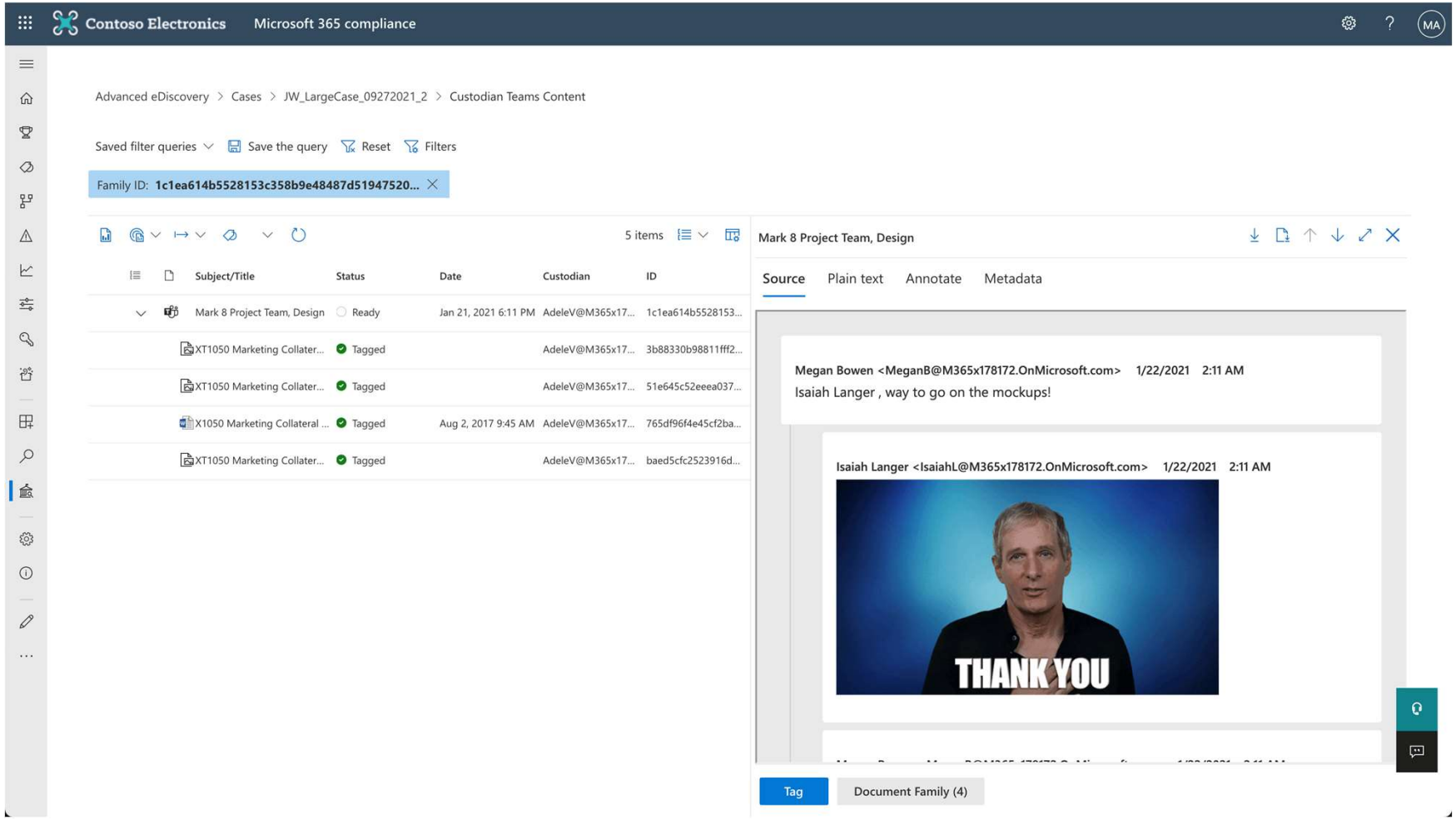
What an eDiscovery manager sees with threaded transcript view in Advanced eDiscovery:



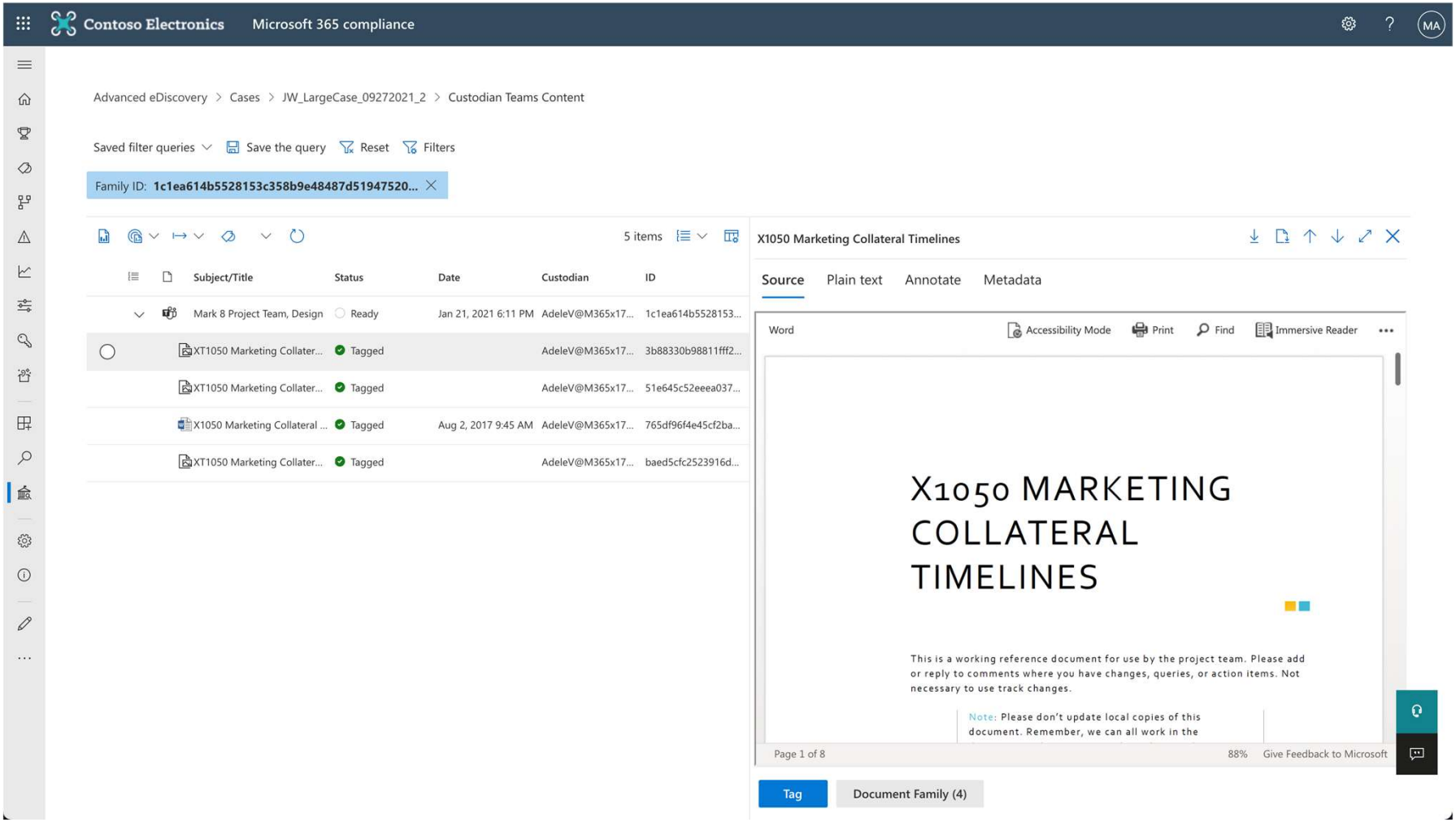
Reviewing 1:1 or group chats



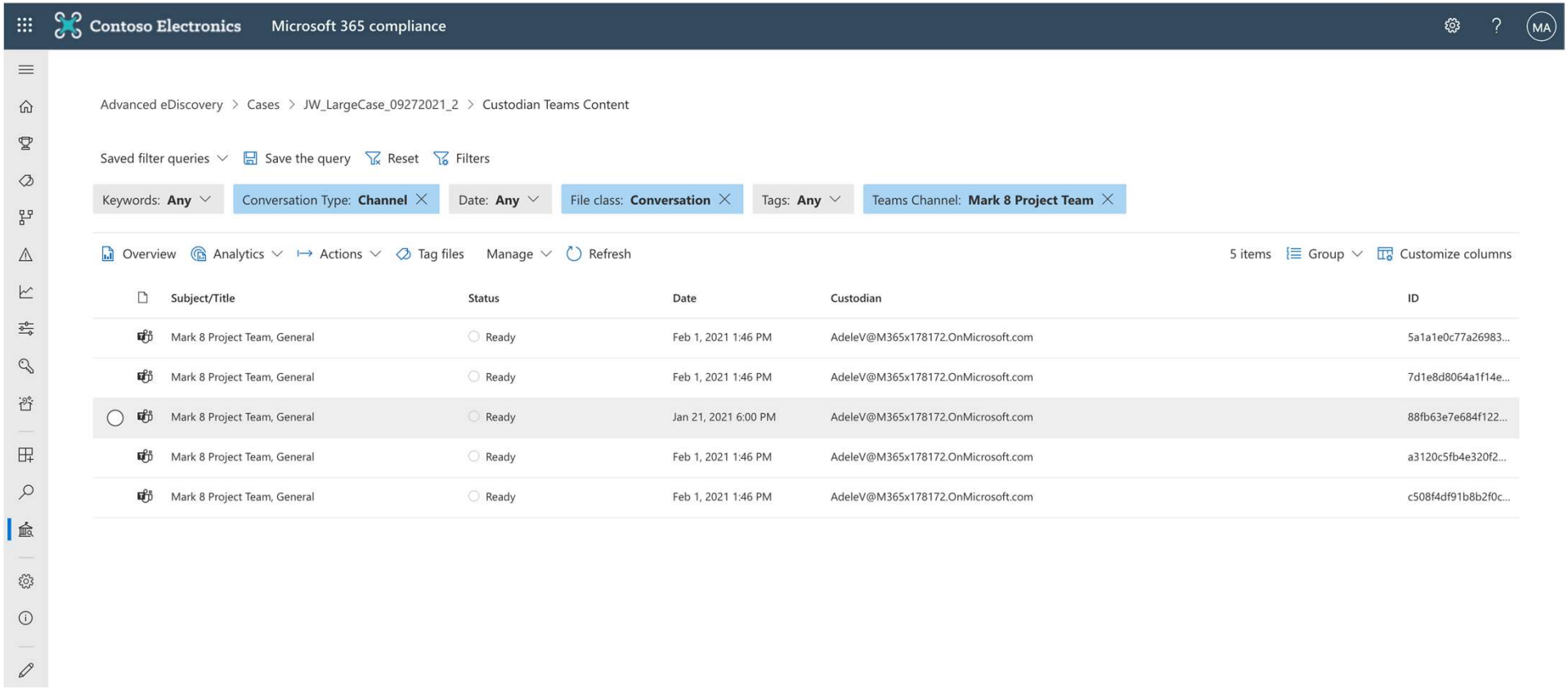
Reviewing Teams Channel posts



Reviewing Cloud Attachments



Filters for Teams conversations



Demo

KA0

7 Best Practices for using Adv eDiscovery with MS Teams

1. Leverage the “New” Advanced eDiscovery case type
2. Understand where your Teams content is stored
3. Read comprehensive documentation at aka.ms/edisco
4. Place relevant locations on hold in order to capture edits and deleted messages
5. Evaluate Teams html transcripts and export format to ensure compatibility with any downstream processes
6. Subscribe to Microsoft 365 Roadmap & Message Center posts for updates to Teams and our M365 compliance solutions
7. Test, validate and submit feedback!

Slide 24

KA0 [@Stefanie Bier] [@Nick Robinson]
Katie Anderson, 2021-11-29T18:27:50.453

KA0 0 [@Nick Robinson] awesome updates
Katie Anderson, 2021-11-30T22:05:47.869

Microsoft 365

Using Advanced eDiscovery for Microsoft Teams

A Reference Guide

Best Practices for using Advanced eDiscovery for Microsoft Teams

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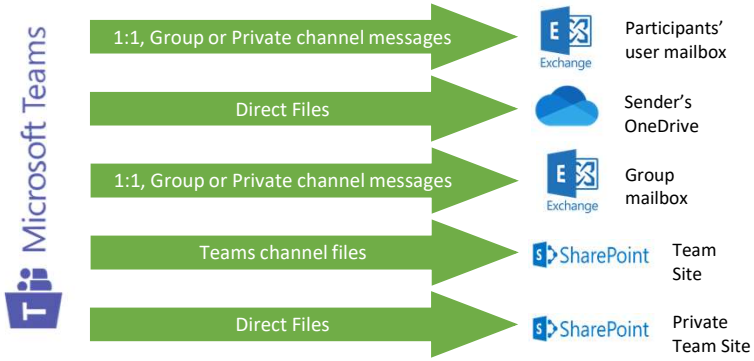
7. Test, validate and submit feedback!

Microsoft Teams data locations



Microsoft Advanced eDiscovery Resources

- "Become an Advanced eDiscovery Ninja": https://aka.ms/ediscoveryninja
- Latest blog: https://aka.ms/ediscoveryblog
- Learn eDiscovery (Microsoft Learn Track): https://aka.ms/learnediscovery
- Microsoft Teams workflow for Advanced eDiscovery: http://aka.ms/ediscoveryandteams

Microsoft 365

Using Advanced eDiscovery for Microsoft Teams

A Reference Guide

		Teams 1:1 Chats	Teams Group Chats	Teams Channels	Private Teams Channels
Type	**Content type**	Chat messages, posts, and attachments shared in a Teams conversation between two people	Chat messages, posts, and attachments shared in a Teams conversation between three or more people	Chat messages, posts, replies, and attachments shared in a Teams channel	Message posts, replies, and attachments shared in a private Teams channel
Identify	**Location of chat messages / posts**	Messages in 1:1 chats are stored in the Exchange Online mailbox of all chat participants	Messages in group chats are stored in the Exchange Online mailbox of all chat participants	All channel messages and posts are stored in the Exchange Online mailbox associated with the team	Messages sent in a private channel are stored in the Exchange Online mailboxes of all members of the private channel
	Location of files and attachments	Files shared in a 1:1 chat are stored in the OneDrive for Business account of the person who shared the file	Files shared in group chats chat are stored in the OneDrive for Business account of the person who shared the file	Files shared in a channel are stored in the SharePoint Online site associated with the team	Files shared in a private Channel are stored in a dedicated SharePoint Online site associated with the private channel
Collect	**Queries with search parameters**	Messages posted 12 hours before and 12 hours after responsive items are grouped with the responsive item in a single transcript file	Messages posted 12 hours before and 12 hours after responsive items are grouped with the responsive item in a single transcript file	Each post that contains responsive items and all corresponding replies are grouped in a single transcript file	Each post that contains responsive items and all corresponding replies are grouped in a single transcript file
	Queries with date ranges	Messages in a 24-hour window are grouped in a single transcript file	Messages in a 24-hour window are grouped in a single transcript file	Each post that contains responsive items and all corresponding replies are grouped in a single transcript file	Each post that contains responsive items and all corresponding replies are grouped in a single transcript file
Review	**Grouping messages by family**	Transcript + attachments + extracted items have the same FamilyId. Each transcript has a unique FamilyId	Transcript + attachments + extracted items have the same FamilyId. Each transcript has a unique FamilyId	Each post + all replies + attachments are saved to its own transcript. This transcript + all its attachments and extracted items share the same FamilyId	Each post + all replies + attachments are saved to its own transcript. This transcript + all its attachments and extracted items share the same FamilyId
	Grouping messages by conversation	All transcript files and family items within the same conversation share the same ConversationId, including all extracted items and attachments of all transcripts, transcripts for the same chat conversation, custodian copies of each transcript	All transcript files and family items within the same conversation share the same ConversationId, including all extracted items and attachments of all transcripts, transcripts for the same chat conversation, custodian copies of each transcript	Each post and its attachments and extracted items have a unique ConversationId	Each post and its attachments and extracted items have a unique ConversationId

Want to learn more about Advanced eDiscovery?

eDiscovery Resources

- "Become an Advanced eDiscovery Ninja" page: https://aka.ms/ediscoveryninja
- Homepage: http://aka.ms/ediscovery
- Latest blog: https://aka.ms/ediscoveryblog
- Learn eDiscovery (Microsoft Learn Track): https://aka.ms/learnediscovery

Great documentation on the Advanced eDiscovery workflow for Teams content : https://aka.ms/ediscoveryandteams

Thank you!

Please complete our survey!
https://aka.ms/ediscoverysurvey3

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