

OnitX Legal Holds Management 3.5 Release Notes

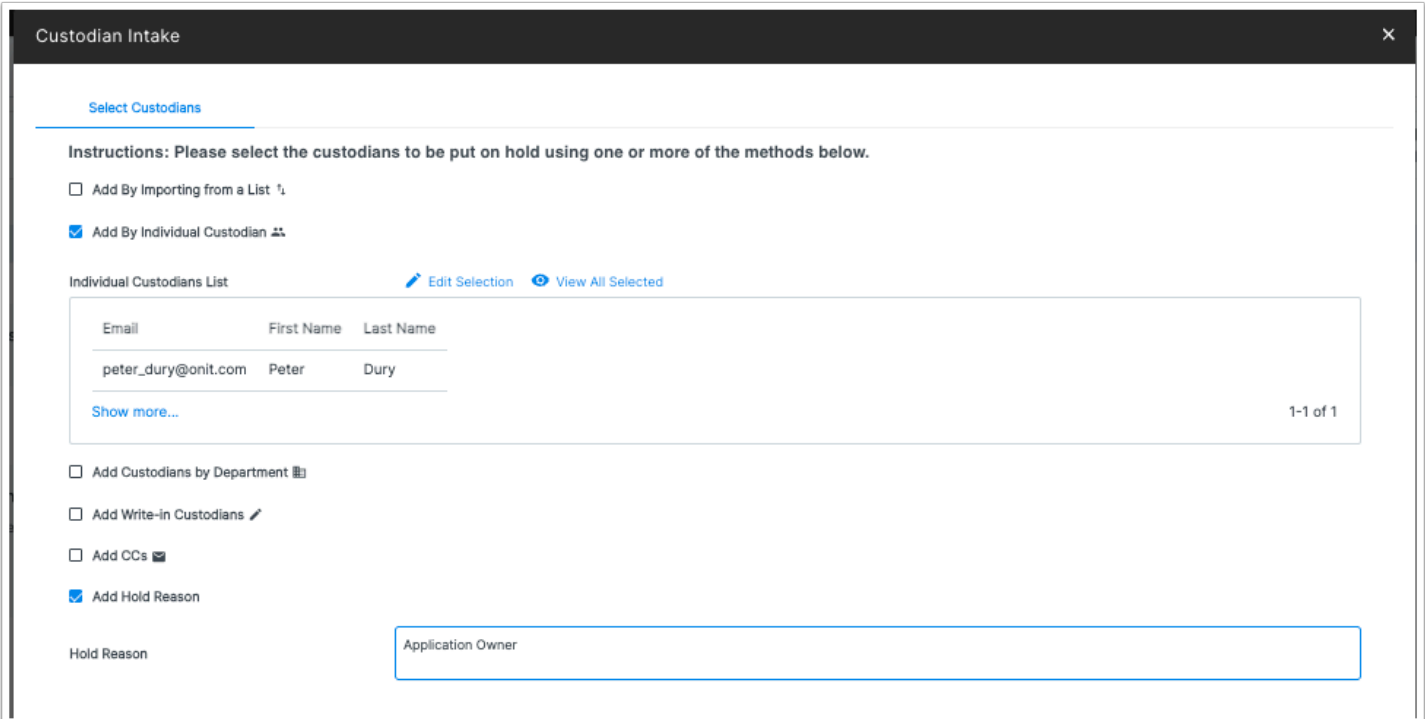
As part of the Legal Holds Management 3.5 release, we have improved performance and responded to customer feedback to improve our Custodian Intake and Notification Approval workflows as well as our Preservation Logs.

Configuration Required - May Require Services

New Features

Hold Reason

- Capture a Hold Reason or other comment related to the addition of new Custodians
 - OnitX Legal Holds Management now provides two ways to capture a Hold Reason or comment for Custodians.
 - On the Custodian Intake form, users can select the option for Hold Reason and enter the appropriate text for the Hold Reason which will be applied to all Custodians for that Intake set.



The screenshot shows the 'Custodian Intake' form. At the top, there's a header 'Custodian Intake' with a close button. Below it, a tab 'Select Custodians' is active. The main instructions state: 'Please select the custodians to be put on hold using one or more of the methods below.' There are four methods listed with checkboxes: 'Add By Importing from a List' (unchecked), 'Add By Individual Custodian' (checked), 'Add Custodians by Department' (unchecked), and 'Add Write-in Custodians' (unchecked). Below the 'Add By Individual Custodian' method, there's a section titled 'Individual Custodians List' with links for 'Edit Selection' and 'View All Selected'. It contains a table with columns 'Email', 'First Name', and 'Last Name'. The table has one row with the data: 'peter_dury@onit.com', 'Peter', and 'Dury'. Below the table is a 'Show more...' link and a page indicator '1-1 of 1'. At the bottom, there's a section for 'Add Hold Reason' which is checked. It includes a label 'Hold Reason' and a text input field containing the text 'Application Owner'.

Email	First Name	Last Name
peter_dury@onit.com	Peter	Dury

- On the Unacknowledged Custodians, Acknowledged Custodians, and Released Custodians tabs, the Hold Reason can be updated through a Bulk Action.
 - Legal Hold provides two Hold Reasons out of the box: "Relevant Witness" and "Application Owner". These can be modified or expanded as needed through configuration.
- On the Preview Custodians or Revise Custodians tab, the Hold Reason field can be manually edited as needed at the Custodian level.
- The Hold Reason field is not visible on these tabs by default but can be added through the Select Fields option.

Hold Guide	Unacknowledged Custodians	Released Custodians (3)	Correspondence (17)	Log (38)
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Custodians

View: Custodians - Legal Holds - Unacknowledged Data View

Restore View

Save View

Actions

Release Custodian

Data Fix - Set Dates

Set Hold Reason as Relevant Witness

Set Hold Reason as Application Owner

Filters Applied

Filter type

Simple

Advanced

Filters

Refresh

Export

Select Fields

Type	Selection Type	Hold Name	Hold Start Date
old	Internal	Release Me	Apr 16, 2024
<input checked="" type="checkbox"/> user2@ont.qcld	Regular Hold	Internal	Release Me
<input type="checkbox"/> user2@ont.qcld	Regular Hold	Internal	Release Me
<input type="checkbox"/> intester3@ont.qcld	Regular Hold	Internal	Release Me
<input type="checkbox"/> Sales User	Regular Hold	Internal	Release Me
<input type="checkbox"/> admin1@ont.qcld	Regular Hold	Internal	Release Me
<input type="checkbox"/> intester2@ont.qcld	Regular Hold	Internal	Release Me
<input type="checkbox"/> huser2@ont.qcld	Regular Hold	Internal	Release Me
<input type="checkbox"/> huser2@ont.qcld	Regular Hold	Internal	Release Me

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New Approval Preview

- View the final notification for approval
 - When a Legal Hold notification is sent for approval, the approver can now click on the new Preview Notice tab to see a more finalized version of the notification that includes most of tokens filled in with their appropriate value.
 - The Custodian Name and Custodian List tokens will still appear as tokens as those details are not finalized until the Legal Hold is created but all other tokens will be populated with their appropriate value.
 - Any changes made on the Draft Notice tab will immediately update the Preview Notice tab.

Draft Notice

Preview Notice

Template *

Demo Hold

☐ Save as New Template

Available Tokens

Copy and paste from the list below into your template to use specific Legal Hold information in your notice.

Matter	Legal Hold	Custodian	Legal Hold
[[Matter Description]]	[[Hold Name]]	[[Custodian Name]]	
[[Matter Name]]	[[Hold Start Date]]	[[Custodian List]]	
[[Outside Counsel]]		[[Custodian Hold List]]	

Email Subject *

Automation Regular Temp for Hold - [[Hold Name]]

Email Body

Hi [[Custodian Name]],

This is a Legal Hold Notification. You are added as a custodian for Hold: [[Hold Name]]

This Hold belongs to the Matter: [[Matter Name]]

Along with you, the below listed are the other custodians added on this Hold. [[Custodian List]]

Please acknowledge this Notice every time you receive this mail after [[Hold Start Date]].

Thank You,

Regards,

Your Friendly Neighborhood Outside Counsel

Attachment

Adding an attachment or changing the template will replace the attachment from the current template - custodian_import_template(24).xlsx

☐ Remove Attachment From Hold

Edit

Draft Notice
Preview Notice

Subject: Automation Regular Temp for Hold - Your Legal Hold

Hi [[Custodian Name]],

This is a Legal Hold Notification. You are added as a custodian for Hold: Your Legal Hold

This Hold belongs to the Matter: Jay v Demos

Along with you, the below listed are the other custodians added on this Hold. [[Custodian List]]

Please acknowledge this Notice every time you receive this mail after 2024-04-25.

Thank You,
Regards,
Your Friendly Neighborhood Outside Counsel

Usability Enhancements

Additional Options when Adding Custodians by Importing from a List

- Easily capture Silent Hold Status during Custodian Intake
 - Users that utilize the Add By Importing from a List function for Custodian Intake can now capture a mix of Silent Custodians and Standard Custodians in one spreadsheet.
 - The Legal Hold Custodian Import Template now contains an additional "Is Silent" field.
 - This field is a Yes \ No field where a value of Yes will capture the Custodian as a Silent Custodian while a value of No will capture the Custodian as a Standard Custodian.
 - This field can be left blank if not needed and all Custodians without a value will be considered Standard Custodians.

A	B	C	D	E	F	G	I
<div> <div>onit</div> <div>Legal Hold Custodian Import Template</div> <div>A unique Email Address is required to properly import custodians into the Onit Legal Hold System</div> </div>							
Email	Contact ID	Last Name	First Name	Title	Business Unit	Department	Is Silent
Sales1@onit.zone	177bffc7-7172-40e6-857b-7349f9a492f1	Engineer	Sales				
lhadmin1@onit.gold	ba3a7f2f-bf92-4f85-a2a4-d9fec151544e	Personnel	Administrative				Yes
peter_dury@onit.com	e534a60c-9415-4289-9ca2-ef8094fed74c	Dury	Peter				

Improved Preservation Logs

- View more up to date detail of preservation status
 - When Preservation fails because a specific Custodian does not have an account on that system, the error message will include that information so the preservation doesn't need to be rerun.

<input type="checkbox"/>	Preservation System	Request Type	Request Execution Status	Request Execution Result	Preserved Custodians	Un-preserved Custodians
<input type="checkbox"/>	Google	Start Preservation	FAILURE	Hold_15 march -5 - failed to Preserve all custodians. - 24346@gmail.com - Not Found	user2@onit.zone	24346@gmail.com
<input type="checkbox"/>	Google	Add Custodians	FAILURE	Hold_15 march -5 - failed to Preserve all custodians. - aateridgeik@squarespace.com - Not Foundjabreakwelllr@photobucket.com - Not Found		aateridgeik@squarespace.comjabreakwelllr@photobucket.com
<input type="checkbox"/>	Google	Release Custodian	SUCCESS	Custodian (user2@onit.zone) Released Successfully.		
<input type="checkbox"/>	Google	Stop Preservation	SUCCESS	Google Hold Removed Successfully.		

- Additionally, if Preservation is disabled manually from outside OnitX Legal Holds Management, a Preservation Status Check can be run that will capture that information in the Preservation Logs.
 - These entries will appear as Request Type Preservation Status Check and will indicate a Failure Status until the preservation is restored or the Custodian is released.

Hold Guide

UnAcknowledged Custodians ...

Released Custodians (1)

Correspondence (10)

Log (23)

Preservation Log (6)

Preservation Tracker

Restore View

Save View

Actions

Filter type

Simple

Advanced

Filters

Refresh

Export

Select Fields

<input type="checkbox"/>	Preservation System	Request Type	Start	Request Execution Status	Request Execution Result	Preserved Custodians	Un-preserved Custodians	Request Call Status	Request Call Error	Name
<input type="checkbox"/>	Slack	Start Preservation	Apr 3, 2024 07:34 AM	SUCCESS	3rdApril_Slack_preservatio n_check-1- Preserved Successfully.	divyanka.sangle@onit.com roopsh anti.tupe@onit.com kalpesh.dixit @onit.com mahesh.adhal@onit.co m		SUCCESS		Q
<input type="checkbox"/>	Slack	Preservation Status Check	Apr 4, 2024 02:11 AM	FAILURE	mareshadhal@onit.com- No longer preserved.					ak
<input type="checkbox"/>	Slack	Preservation Status Check	Apr 4, 2024 08:41 AM	FAILURE	mareshadhal@onit.com- No longer preserved.					ak
<input type="checkbox"/>	Slack	Release Custodian	Apr 4, 2024 12:12 PM	SUCCESS	Custodian frooshanti.tupe@onit.com			SUCCESS		Q

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Issues Resolved

- The "Custodian added or Revised in the Revision" option no longer appears as an option during Hold Revision if no Custodians were added.
- Removed unnecessary Calculated Fields to improve performance.
- Removed duplicative Business Rules to improve performance.
- Updated all Legal Holds apps to be using FormsBuilder.
- Emails are now validated prior to sending out notifications.
 - The Is Valid Email field will appear in the Preview Custodians tab to highlight any invalid emails.
 - This basic validation confirms that each email imported includes a . and a @ symbol. Further validation can be customized as needed but may impact performance.
 - Users will be prevented from sending out Notifications until all invalid emails are corrected or released.

Hold Guide

Preview Custodians (5)

Log (2)

Actions

FILTERS APPLIED

Filter type

Simple

Advanced

Filters

Refresh

Export

Select Fields

<input type="checkbox"/>	Is Silent	First Name	Last Name	Email	Is Valid E...	Proxy Email	Proxy Name	Contact Id	Business Unit	Title	Type	Exists in System?	Last Activity
Type: Imported (5 Items)													
<input type="checkbox"/>	Yes			shewta.Diana@gmail.com	Yes						Imported	No	Mar 4, 2024 08:08 AM
<input type="checkbox"/>	Yes			d	No						Imported	No	Mar 4, 2024 08:08 AM
<input type="checkbox"/>	Yes			Roy.Hil@gmail.com	No						Imported	No	Mar 4, 2024 08:08 AM
<input type="checkbox"/>	Yes			sd@p.co	Yes						Imported	No	Mar 4, 2024 08:08 AM

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Known Product Limitations

- Bulk Actions for updating Hold Reason are pre-set values that can be updated only through config. These actions only affect the Unacknowledged Custodians, Acknowledged Custodians, Released Custodians, and Silent Custodians tabs. The Preview Custodians and Revise Custodians tabs can be manually edited for Hold Reason but will not display the results of Bulk Actions performed on the other tabs.
- When the Preservation Sync detects a failure due to a custodian that is no longer preserved, that failure will appear again each time the sync is run. If the issue is corrected, no success message will appear, but the subsequent syncs won't add another failure record.
- The Preservation Sync only runs on active matters, so if a matter is deleted from an external system without first releasing holds in the matter, the sync will not detect the custodians that are no longer preserved in that matter.
- If a 500 Internal Server Error occurs during preservation, Legal Holds will attempt to retry one more time before reporting an error. If the error persists, user will have to resolve in the preservation application.