Relativity Legal Hold Quick Reference Guide

This guide provides step-by-step instructions on the key tasks in administering a hold in Relativity Legal Hold 9.5 and above. These tasks are:

- Setting up a hold
- Adding custodians to a hold
- Sending communications to custodians
- Creating a report of questionnaire responses

This guide makes the following assumptions:

1. An existing Legal Hold Template ("Project") exists.
2. The Legal Hold Template comes with existing template Communications.
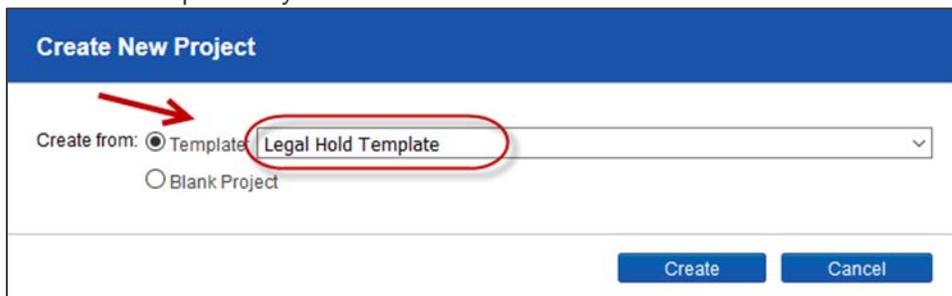3. List of People is available in the Custodians tab.

Setting up a hold

Complete the following steps to create a hold from a template:

1. Select your Legal Hold Workspace in your Relativity Instance.
2. Click **New Project**.
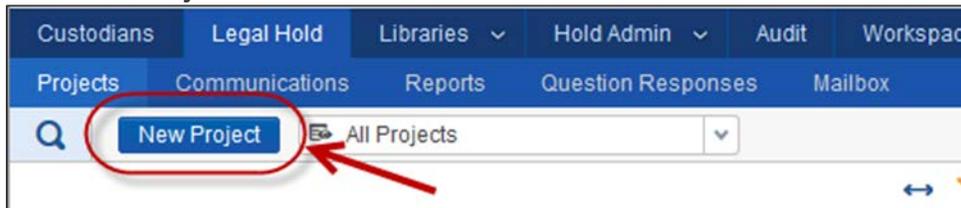
3. Select the template of your choice

4. Fill out the relevant information on the Project Details Page, and then click **Save**.

Project Details

|	
Name:	IP Litigation - Vandelay Corp.
Owner:	Simon Kramer
Owner Email:	skramer@vandelay.com
Type:	Legal Hold ▼ Manage
Preservation Case:	Select... Add
Subject Matter Start Date:	[ ] [...]
Subject Matter End Date:	[ ] [...]
Description:	IP Litigation Surrounding Vandelay Corp.
Favorite:	○ Yes ◉ No
Use as Template:	○ Yes ◉ No
General Counsel:	Elane B
External Counsel:	George C
Send Release Notices for Legacy Projects:	○ Yes ◉ No

Assigning custodians to a hold

Complete the following steps to assign custodians to a hold:

1. Select your Legal Hold project on the Projects tab, and then click **Assign** from the Project console.
2. Complete the following in the modal:
   a. Select from the list of people on the left. You can filter by various fields.
   b. Define the roles the people will play, in this case, **Custodian**.
   c. Click **Select** to move the custodians to the right.
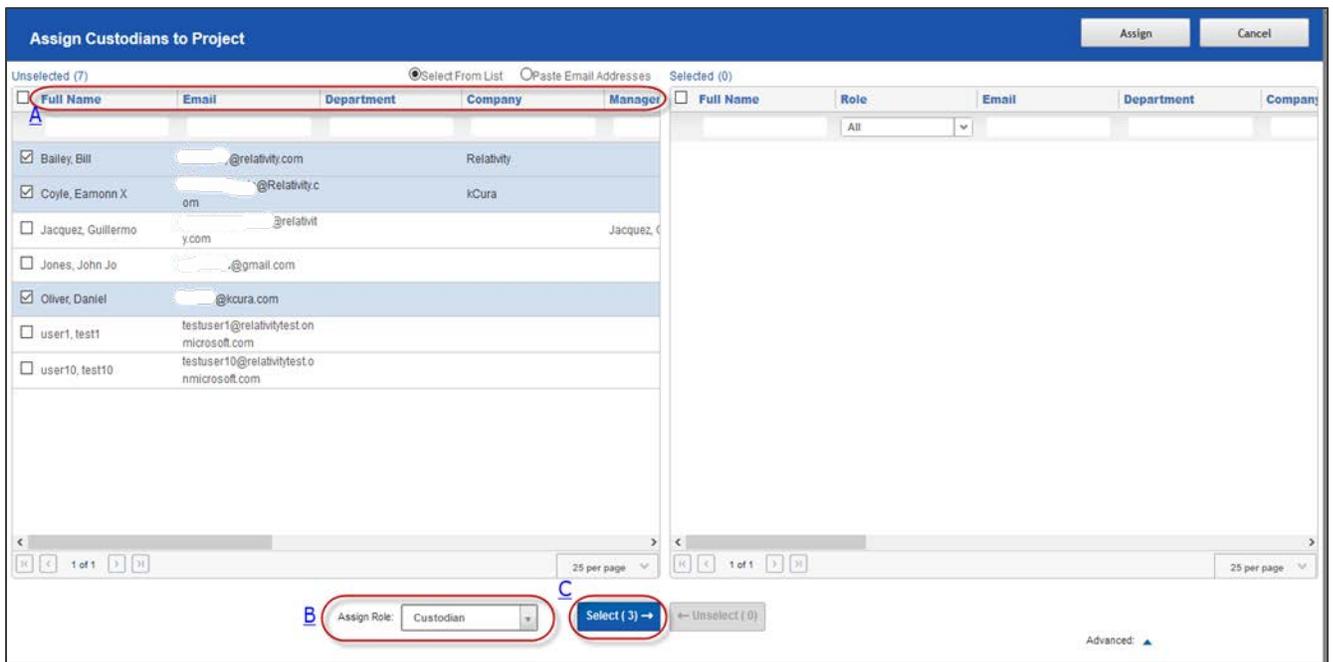
3. Once you've selected people and defined their roles, the modal looks like the following:
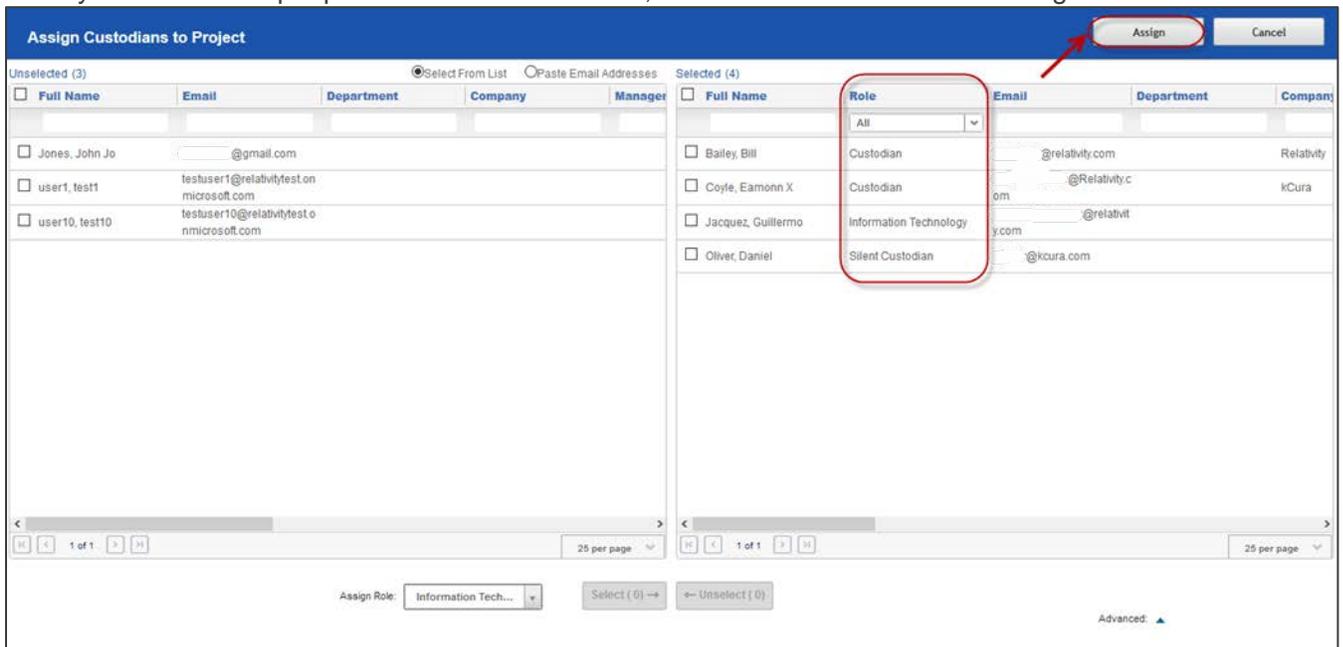
At this point you can click **Assign** to assign the custodians to the hold.

4. Once you've assigned custodians, the Custodians tab appears at the bottom of the window. The names of the custodians on the hold along with their role in the project are listed.

Sending a communication for a hold

Complete the following steps to send a communication for a hold:

Note: Your project template should have a communication template included. If the template does not include a communication template, you must create a new communication. See the Relativity Documentation site for more information.

1. Click the name of your Legal Hold project to open the Project Details page.

2. Click **Edit** next to the appropriate Communication Notice.

3. Make the necessary changes to the existing template communication, including (but not limited to) the following fields, and then click **Save**.

   a. Name

   b. Response Due Date

   c. Email || Subject

   d. Email || Body

   e. Portal Content || Acknowledgment Required

   f. Portal Content || Attachments

   g. Portal Content || Questionnaire

   h. Portal Content || Portal Detail

        i.   Reminder and Escalation

4.   Optionally, you can select the following from the console and make any necessary edits:

      a.   Send a Preview Email

      b.   Preview the content of the Portal (as would be seen by the custodians)
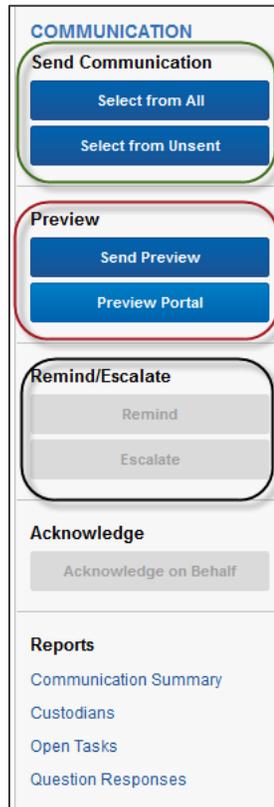
5.   Once the review from the previous step is complete, you can choose to send the communication by selecting one of the following:

      •   Selecting from All Custodians

      •   Selecting from Unsent Custodians

4.   Complete the following in the modal:

      a.   Select the custodians from the list of people on the left. You can filter by various fields.

      b.   Click **Send** to send the communication to those custodians.
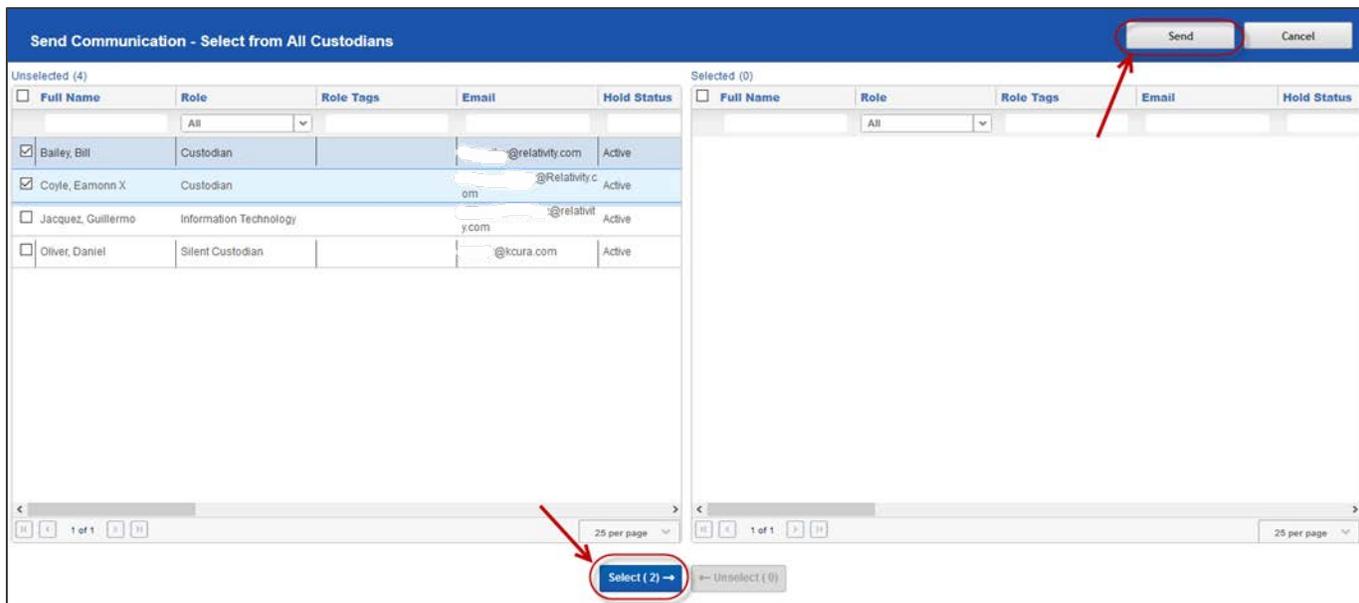
Communications best practices

Here are some recommended best practices and options with your communications:

- Think about setting up Communications based on roles of the custodians. For example, set up a different communication for C-Level vs. Mid-management vs. Employees, etc. Some of the advantages of such a setup are:

  o Distinct language for each tier of user.

  o Different reminder and escalation schedules/frequencies.

  o Different language for portal content.

- Take advantage of setting up communications that can be acknowledged via emails vs. the portal. You can also choose to layer this with the different tiers of custodians.

- Set up language for Reminders and Escalations (if needed) and configure them so the system will automatically send it out.

- Reminders and Escalations performed using the console buttons do not count to your Reminders and Escalations setup with your communications, so you can take advantage of them if necessary.

# Reporting on questionnaire responses

Complete the following steps to create a report of questionnaire responses:

1. Navigate to the **Questions Responses** tab (under the Legal Hold parent tab).
2. By default, you land on the All Submitted Responses view, which provides all of the results of the responses submitted by custodians to all of your questionnaires across all holds in that workspace.
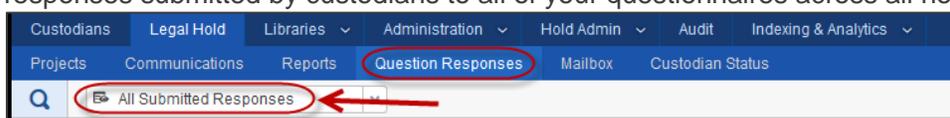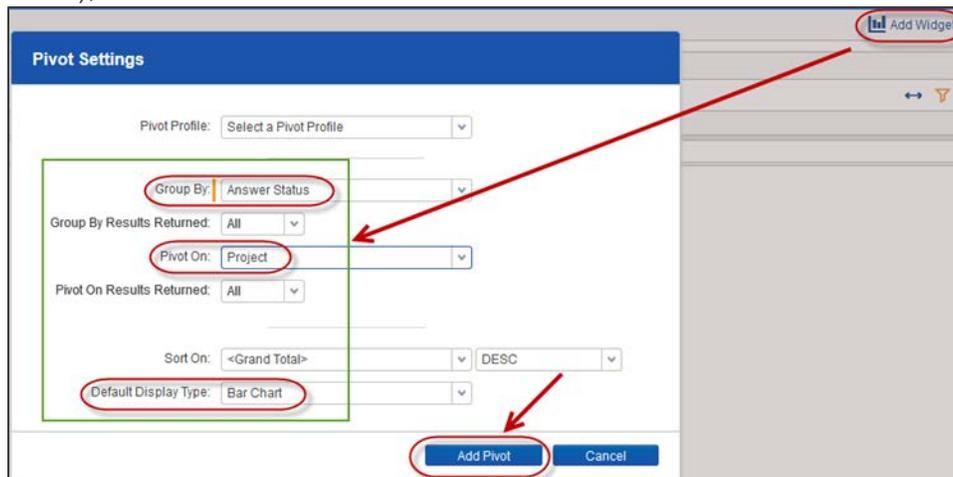
3. This is a recommended (but optional step) to setup Dashboards for easy analysis:
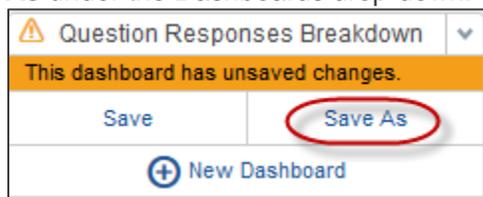
   a. Click **Add Widget** to create a pivot for **Custodian by Project** (similar to the screenshot below), and then click **Add Pivot**.
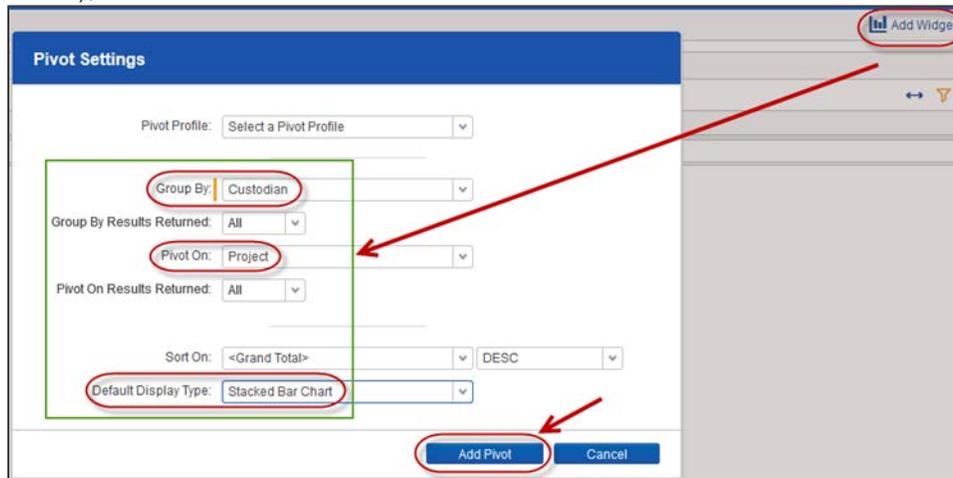
   b. Click **Add Widget** to create a pivot for **Answer Status by Project** (similar to the screenshot below), and then click Add Pivot.

   c. Once these pivots above are setup, you can save them to a dashboard by clicking on **Save As** under the Dashboards drop-down.

Setting up the dashboards provides an easy way to analyze and interact with the results using the filters available on the views. Once you narrow down the results to the subset of data you are interested in, you can export the information to Excel using the **Export to File** mass operation at the bottom left of the screen.