

PROPOSED EDEN Standard No. 9

PROCESS DOCUMENTATION WEBMAIL DATA CAPTURE

EDEN members performing webmail data capture contemporaneously document the process.

Please submit comments, suggestions, and inquiries to: standards@edenhub.com.

COMMENTARY

By its nature, electronic data is fragile and readily subject to accidental or intentional alteration, corruption, or other manipulation. Thus, maintaining the integrity of electronic data is a critical aspect of all e-discovery services.

For e-discovery service providers supporting litigation, the ability to prove the integrity of data is as important as the actual maintenance of that integrity. Without such documentation, e-discovery service providers and their clients risk facing unanswerable questions regarding the integrity of electronic evidence; questions that can diminish the impact or lead to outright exclusion of critical evidence at trial.

Thorough process documentation is an integral part of sound, defensible chain of custody protocols and EDEN members are encouraged to consider Standard No.4 – E-Discovery Chain of Custody in association with this Standard.

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PROCESS SUPPORTING STANDARD

Successful chain of custody protocols must be grounded in form-based documentation. The consistent use of properly created and regularly revised forms minimizes the risk of error that is inherent in reliance on fallible human memory, unstructured technician note-taking, and other informal methods.

Forms developed in advance and informed by practical experience can serve as a helpful guide to technicians engaged in data extraction under the pressures of the field, ensuring that important details are not overlooked.

A model Webmail Data Acquisition Log supporting Proposed EDEN Standard No. 9 is available to EDEN members for review and comment in the member portal at: <http://edenhub.com/resourcesMem.html>.

The model Webmail Data Acquisition Log documents the steps required to capture email and other content from a typical Gmail webmail account. Forms for documenting webmail captured from other popular services, such as Hotmail, Yahoo! Mail, and Me.com can be also be created based on this model.



EDEN members are a diverse group, and although EDEN makes every effort to develop model forms that are useful in a broad range of contexts, members are reminded that the EDEN forms are examples intended for a broad audience that should be tailored as necessary to individual needs and practices.

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