

Technical Brief – Enterprise Vault 12.3

Privileged Delete



Privileged Delete

Feature Description

Enterprise Vault 12.3 and Discovery Accelerator 12.3 offer a new feature called Privileged Delete. The feature has the following benefits:

- This feature will help customers to comply with regulations, such as GDPR, by enabling action on Subject Access Requests for deletion.
- The ability to perform bulk delete from Discovery Accelerator is protected by Role Based Access (RBA). Only users having the “Perform Privileged delete” permission can delete items permanently from Enterprise Vault archives.
- Prior to Enterprise Vault 12.3, there was no way to delete items in bulk in Enterprise Vault while preserving rich auditing and history of activities such as review before deletion.
- Other use cases include:
 - Deleting unintentional emails
 - Bulk emails
 - Newsletters
 - Reducing risk by deleting items
 - Complying with regulations around Personally Identifiable Information (PII)
 - Removing potential malicious content
 - Removing illegal content like movies and MP3

Business Value

Privileged Delete extends Discovery Accelerator’s abilities to take Administrative actions against content within Enterprise Vault. Customers who have tasks to complete such as deletion of specific content in bulk would be the target users of this feature.

Regulatory compliance requirements, such as those included in the GDPR regulation, require customers to remove content based on specific search criteria and business usage. Discovery Accelerator provides an audited, compliant workflow to help customers fulfil these requirements.

Underlying Principles

This feature requires that both Enterprise Vault and Discovery Accelerator be upgraded to the 12.3 version in order to use the feature. The upgrade procedure for both products is similar to previous releases. The Discovery Accelerator client application will also need to be upgraded.

All operations for Privileged Delete occur in the Discovery Accelerator client. A Discovery Accelerator user must have the “Regulatory Reviewer” role assigned on each defined case in Discovery Accelerator in order to perform privileged delete functions. This role must be assigned by a case owner and is not automatically granted.

A search in the Case must be already configured and accepted before items can be deleted. The delete function is part of the review process. There are several different options for deleting items:

- By selecting one or more items in review and then clicking on **Actions → Delete**
- Right-clicking on any item in the review and selecting **Delete all xx items in the set ...** where xx is the number of items
- If wanting to remove items from a particular author in the review, right-click on an item sent by the author and then selecting **Delete all archived items in this set from <author>**

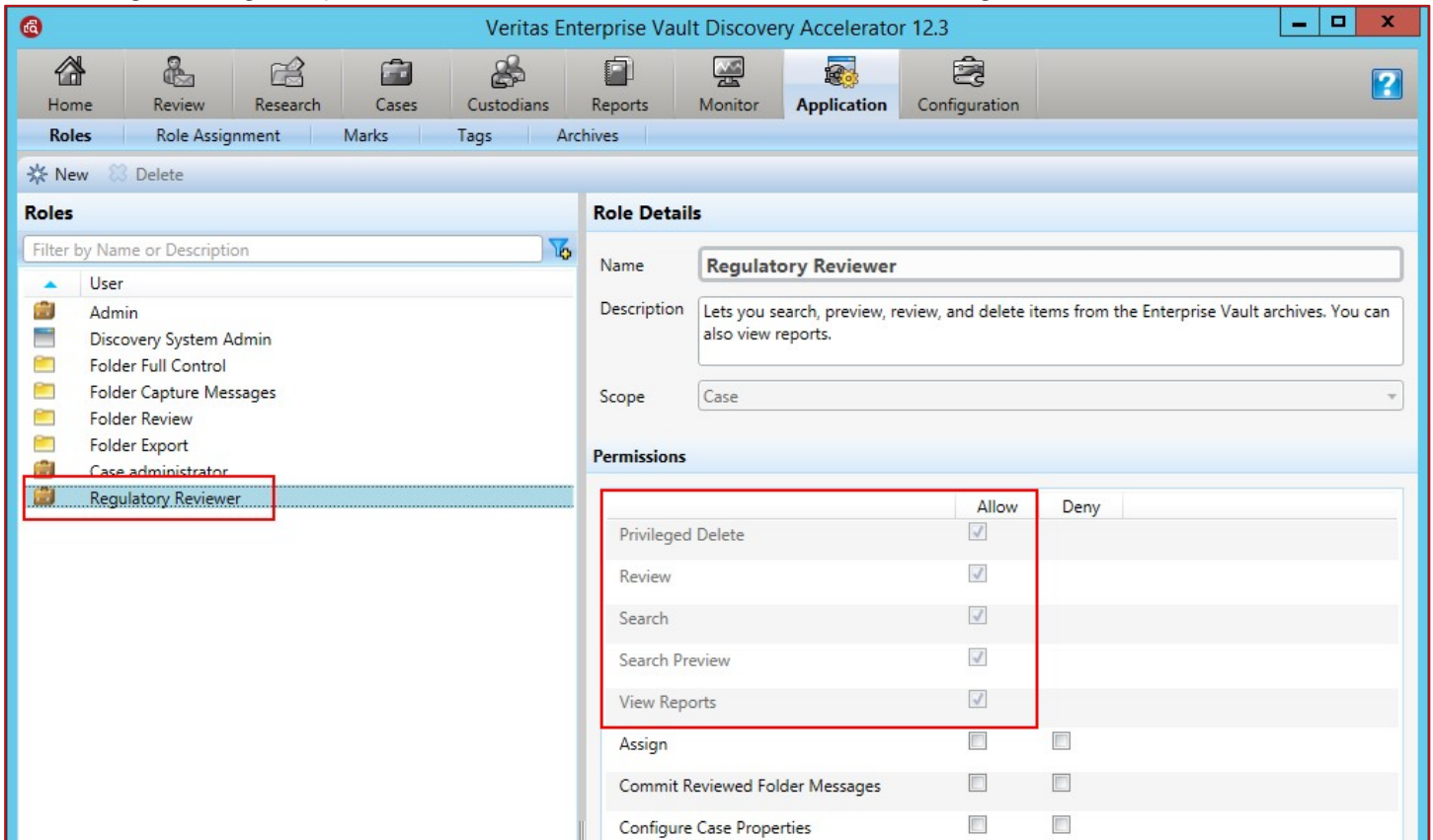
It should be noted that items **cannot be deleted** if the Case has Legal Hold enabled.

Privileged Delete

Guided Tour

Assigning Roles

A Discovery Accelerator user cannot delete items without first being assigned the “Regulatory Reviewer” role. This role is visible by clicking on **Application** in the Discovery Accelerator client and then selecting **Roles** as shown in Figure 1. A case owner would then need to assign the “Regulatory Reviewer” role within the case itself to a user as shown in Figure 2.



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Figure 1 – Regulatory Reviewer Role

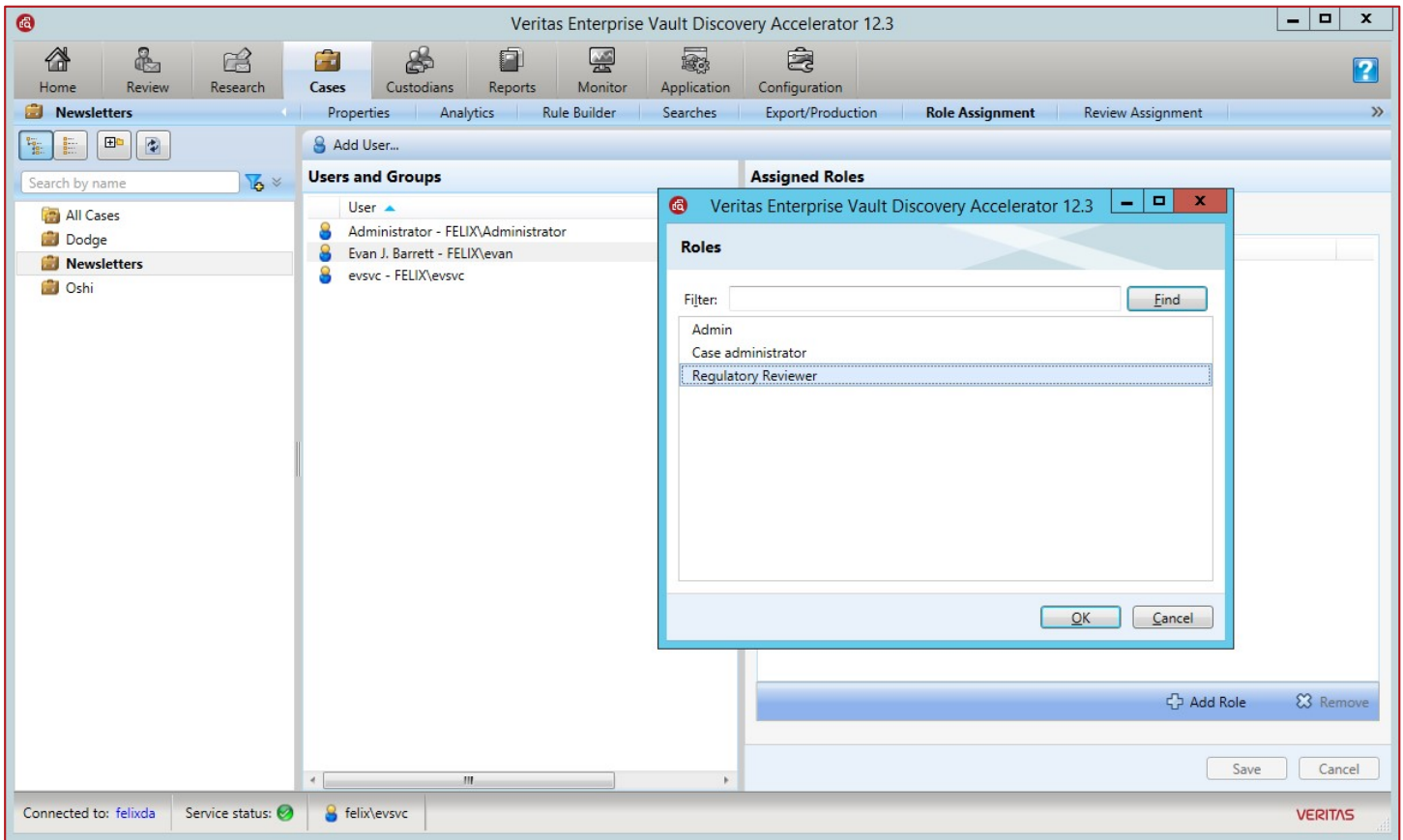


Figure 2 – Assigning the “Regulatory Reviewer” role to a user for a Discovery Accelerator case

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Reviewing and Deleting Items

A Discovery Accelerator user can delete items from the Review section for a Case in the Discovery Accelerator Client. There are several ways that a user can delete items from archives:

- Selecting one or more items in review and clicking on **Actions** → **Delete** as shown in Figure 3. The user will then need to confirm the delete.

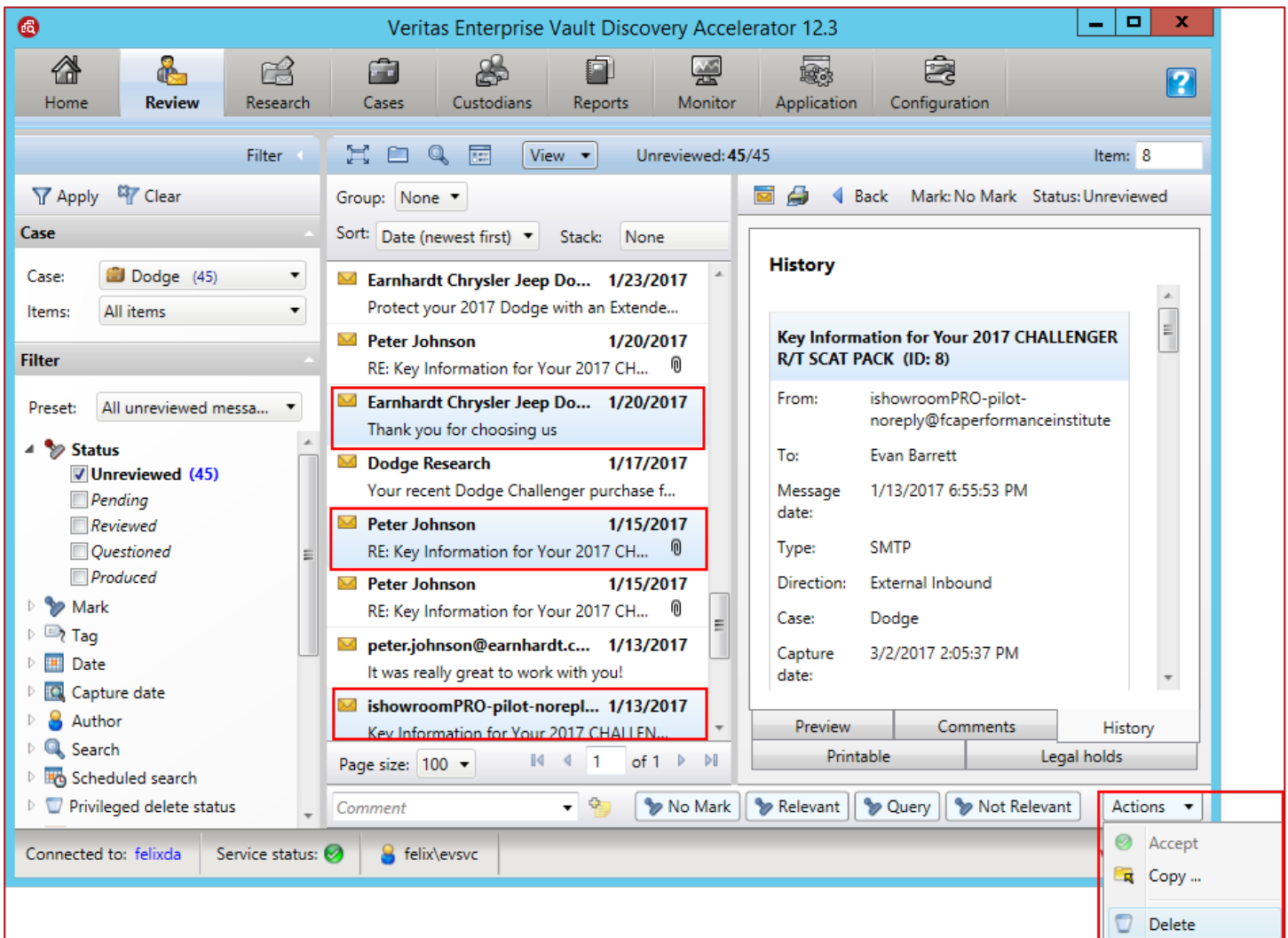


Figure 3 – Selecting one or more items in review for delete

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- A user can delete all items in the review set by right-clicking on one item and then selecting **Delete all xx archived items from the set** as shown in Figure 4. The user will need to confirm the delete.

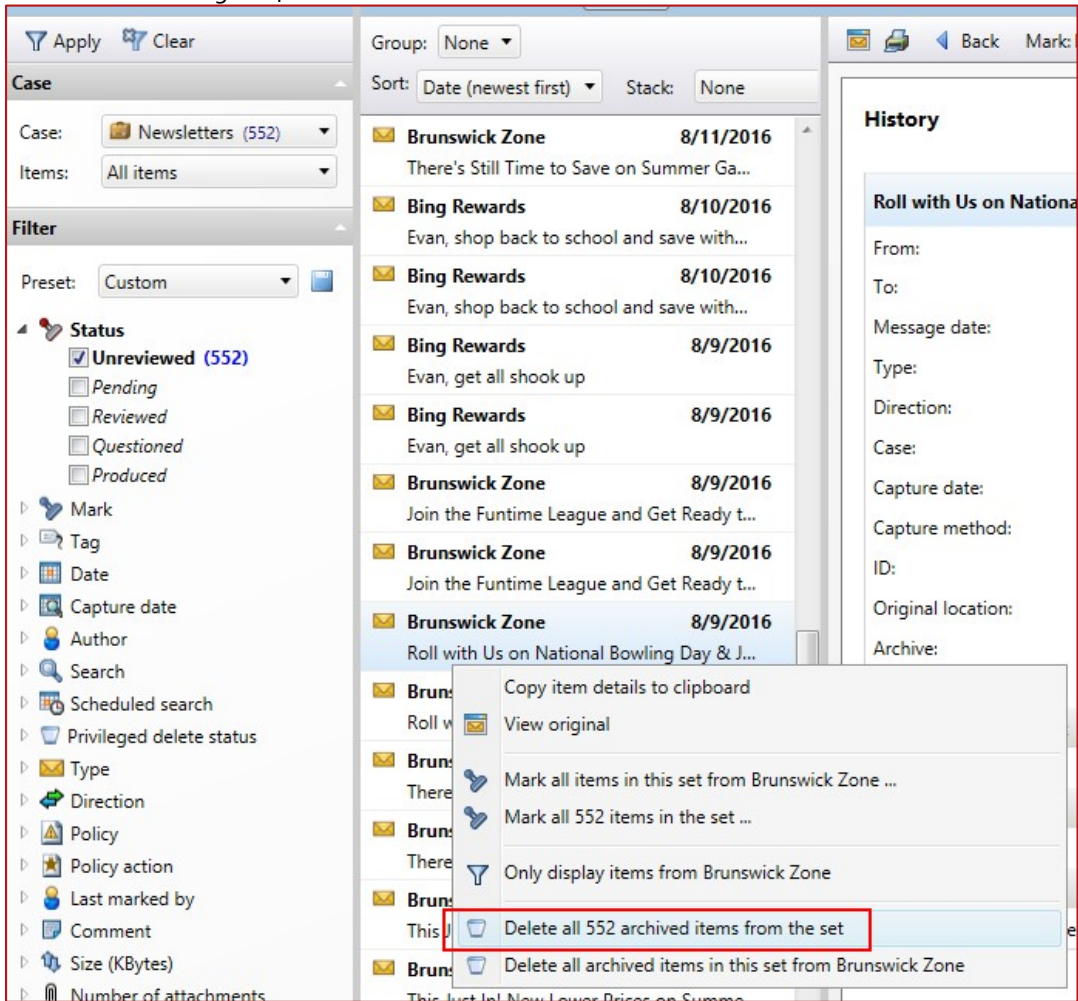


Figure 4 – Deleting all items in the review set

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- A user can delete all items in the review set sent by a particular author. The user would need to right-click on an item from the author and then select **Delete all archived items in the set from <author>** as shown in Figure 5. The user will need to confirm the delete.

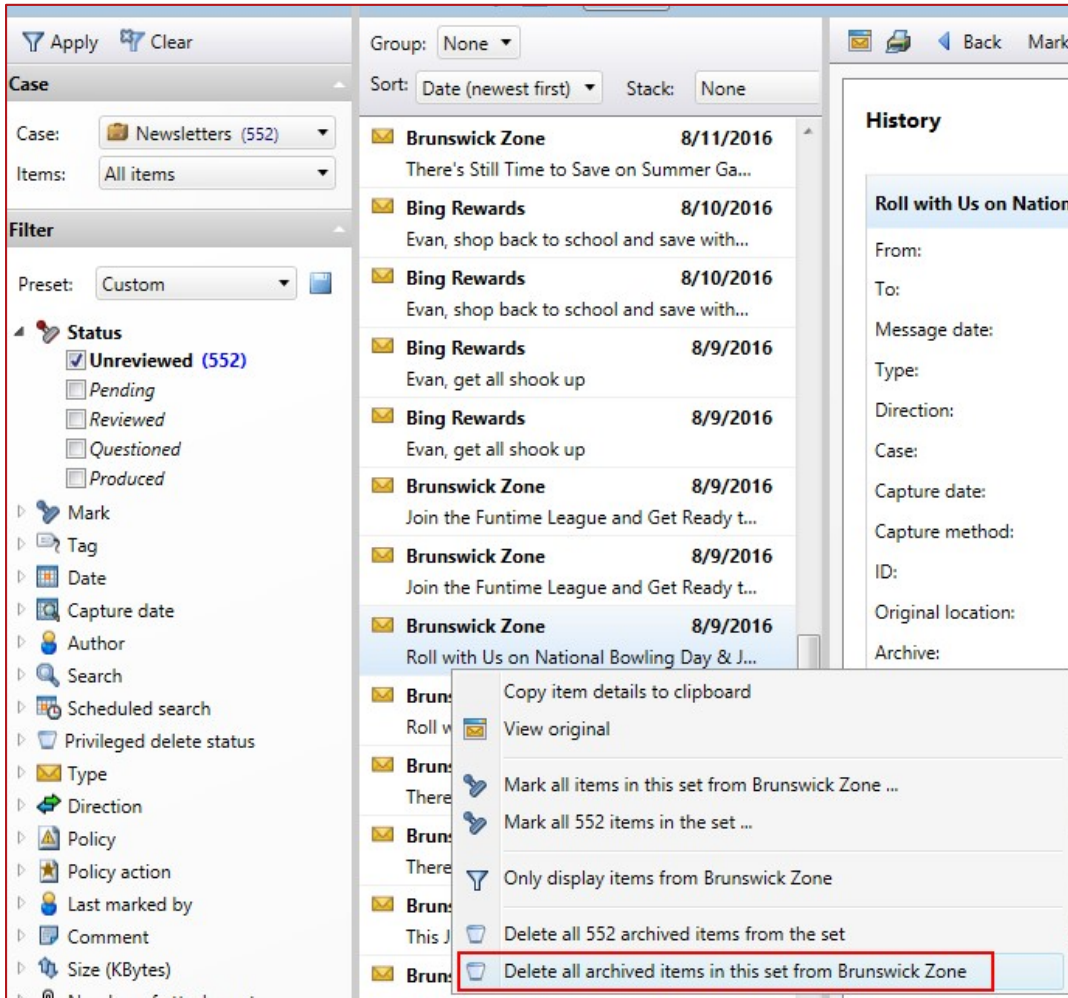
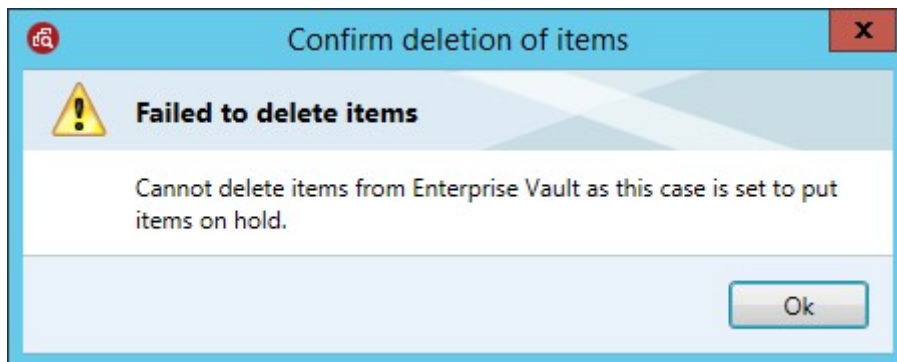


Figure 5 – Deleting items from a particular author

If the Case is on legal hold and the user attempts to delete items, the user will see the message as shown in Figure 6.



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Figure 6 – Attempting to delete items from a Case on Legal Hold

Auditing and Reporting

Discovery Accelerator will record the privileged delete event on each item that has been deleted. Figure 7 shows the delete history for an item (from the Review pane).

History						
QuickBooks & More (ID: 46255)						
From:	Groupon					
To:	itskyb@gmail.com					
Message date:	10/19/2016 10:00:12 AM					
Type:	IMAP (Internet Mail)					
Direction:	External Inbound					
Case:	Newsletters					
Capture date:	3/8/2018 9:00:09 AM					
Capture method:	Search					
ID:	46255					
Original location:	Inbox					
Archive:	itskyb					
Policy action:	Include					
Date	Event	Description	Type	Subtype	Rule	User
3/8/2018 9:00:53 AM	Privileged Delete	The item is successfully deleted from the archives.	Deleted successfully	None		evsvc
3/8/2018 9:00:38 AM	Privileged Delete	The item is queued for deletion from the archives.	Pending delete	None		evsvc
Policy name		Policy type				

Figure 7 – Item history

A Case History report will also show privileged delete history as shown in Figure 8.

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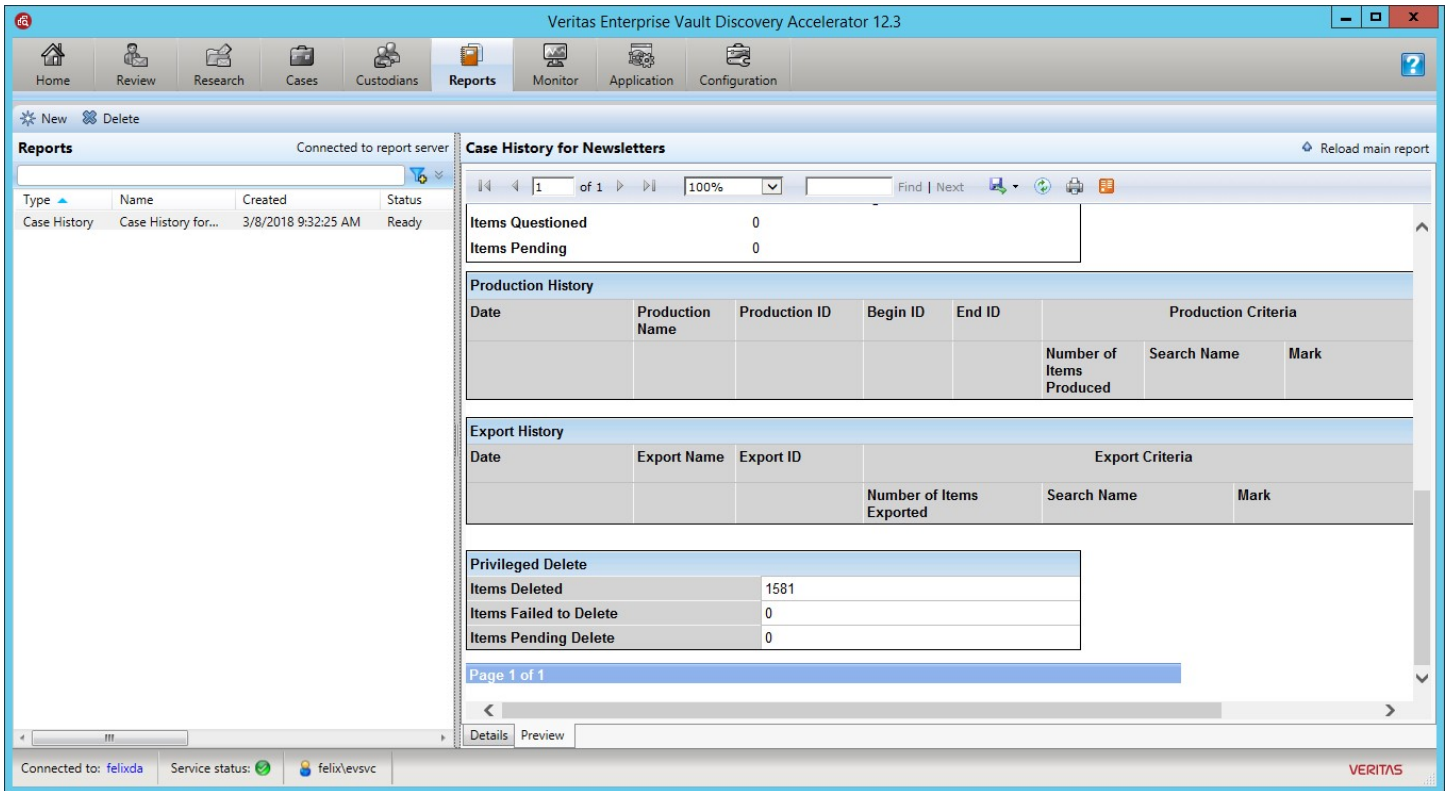


Figure 8 – Case History Report

Licensing and Support Considerations

Privileged Delete is included with any Archive Discovery or Discovery Accelerator license.

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