

# What's New with Guardian 2020

Learn about the latest updates for Guardian 2020 for Content Server  
and Guardian 2020 for eDOCS from Wertheim Global Solutions.

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GLOBAL SOLUTIONS LLC

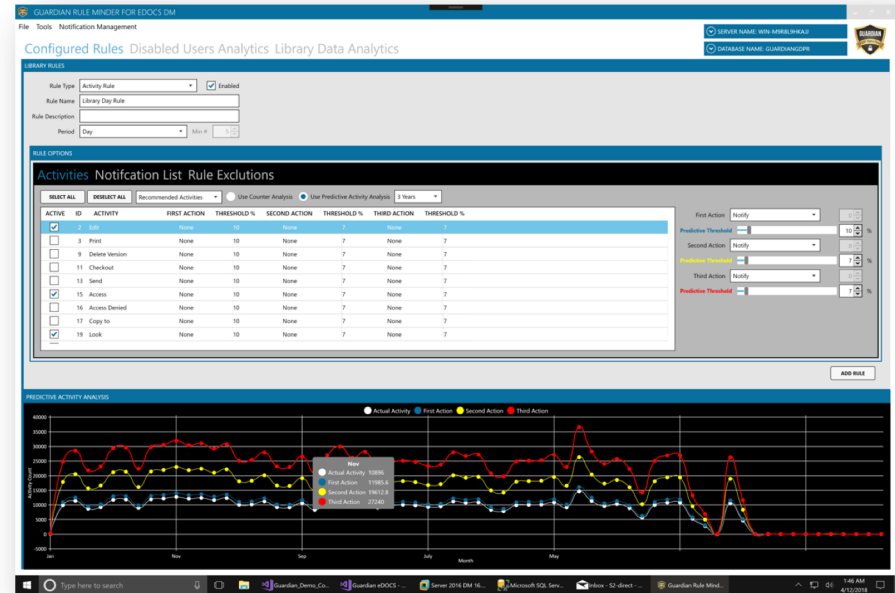
# What's New

- AI-Powered Predictive Thresholds
- Create Rules for Multiple Activities at Once
- Threshold Levels and Notification Setting Options
- Account Exclusions
- Customize Notification Texts
- Additional Email and Text Notification Options
- Additional Analytics by Library, Group, User, etc.
- Customize Thresholds by Meta Data
- Set Rules on All Items or Secured Items Only

# Predictive Thresholds

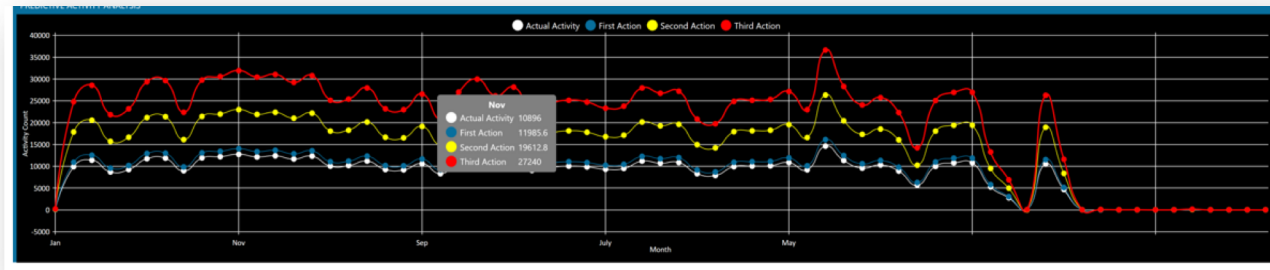
Admins can select a threshold as a percentage above normal activity levels.

- New AI advancements compare current user activity to average activity, in real time, to determine when thresholds are crossed.
- Thresholds are now dynamic. As user behavior changes, thresholds adapt to those changes.



# Predictive Thresholds

Instead of trying to determine what thresholds should be, you simply decide what percentage you are comfortable allowing users to exceed their normal activity levels.



Guardian's Activity Graph displays the historic levels for selected activities, and the thresholds based on the percentages that were selected for each activity.



# Predictive Thresholds

Quickly configure Guardian for your enterprise with the ability to create multiple rules at once.

- Set parameters for the rules.
- Select activities to be covered.
- Add the rule.

The screenshot displays the 'Guardian Rule Minder for EDOCS DM' application. The interface includes a menu bar (File, Tools, Notification Management) and a toolbar with buttons for 'Configured Rules', 'Disabled Users Analytics', and 'Library Data Analytics'. The main area is titled 'LIBRARY RULES' and contains a form for creating a new rule. The 'Rule Type' is set to 'Activity Rule' and 'Enabled' is checked. The 'Rule Name' is 'Library Day Rule' and the 'Rule Description' is empty. The 'Period' is set to 'Day'. Below the form is a table of activities with columns for 'ACTIVE', 'ID', 'ACTIVITY', 'FIRST ACTION', 'THRESHOLD %', 'SECOND ACTION', 'THRESHOLD %', 'THIRD ACTION', and 'THRESHOLD %'. The table lists activities such as 'Edit', 'Print', 'Delete Version', 'Checkout', 'Send', 'Access', 'Access Denied', 'Copy to', and 'Look'. The 'First Action' column is set to 'Notify' for all activities. The 'Threshold %' column is set to '10' for all activities. The 'Second Action' column is set to 'Notify' for all activities. The 'Third Action' column is set to 'Notify' for all activities. The 'Threshold %' column is set to '7' for all activities. The 'Add Rule' button is located at the bottom right of the table.

| ACTIVE                              | ID | ACTIVITY       | FIRST ACTION | THRESHOLD % | SECOND ACTION | THRESHOLD % | THIRD ACTION | THRESHOLD % |
|-------------------------------------|----|----------------|--------------|-------------|---------------|-------------|--------------|-------------|
| <input checked="" type="checkbox"/> | 2  | Edit           | None         | 10          | None          | 7           | None         | 7           |
| <input type="checkbox"/>            | 3  | Print          | None         | 10          | None          | 7           | None         | 7           |
| <input type="checkbox"/>            | 9  | Delete Version | None         | 10          | None          | 7           | None         | 7           |
| <input type="checkbox"/>            | 11 | Checkout       | None         | 10          | None          | 7           | None         | 7           |
| <input type="checkbox"/>            | 13 | Send           | None         | 10          | None          | 7           | None         | 7           |
| <input checked="" type="checkbox"/> | 15 | Access         | None         | 10          | None          | 7           | None         | 7           |
| <input type="checkbox"/>            | 16 | Access Denied  | None         | 10          | None          | 7           | None         | 7           |
| <input type="checkbox"/>            | 17 | Copy to        | None         | 10          | None          | 7           | None         | 7           |
| <input checked="" type="checkbox"/> | 19 | Look           | None         | 10          | None          | 7           | None         | 7           |

Easily create a rule for all of the selected activities.



# New Threshold and Notification Options

**Guardian offers three thresholds with email notification customizations available at each level. This allows more leeway for user behavior before disabling an account.**

## First Threshold

- User activity 50% higher than normal (most common alert).
- Notifications sent to an admin.

## Second Threshold

- User activity 100% higher than normal (less-frequent alert, may indicate wrongdoing).
- Notifications sent to department head. Account is temporarily disabled, pending review.

## Third Threshold

- User activity 150% higher than normal (infrequent alert, requires immediate attention and temporary disabling of the user's account)
- Notifications sent to security and/or IT personnel. Account is temporarily disabled, pending review.



# Exclusions

**Temporary exclusions from Guardian rules can be established for users and/or groups.**

**Users can work uninterrupted on special projects that fall outside normal workloads.**

**For example:**

If a user is performing discovery for a court case, that user's account can be excluded during those tasks as to not trigger false alerts or temporary account disabling.

# Meta Data Rules

**Rules can be created based on meta data.**

**I.e. client, matter and/or document type**

If there is a particularly sensitive matter (contracts, personal data, financial information, etc.), lower thresholds can be established by meta data to ensure anyone accessing those documents is doing so appropriately.



# Customize Notification Text

Use the Guardian template to create custom notification messages.

The screenshot shows the 'GUARDIAN RULE MINDER FOR EDOCS DM' application. The 'Notification Management' tab is selected, and the 'Email Message Customization' sub-tab is active. The interface includes a left sidebar with a tree view containing 'Global Library Rules', 'Global Group Rules', 'Global User Rules', 'Content Rules', and 'Content Rule Validation'. The main area contains fields for 'Rule Name', 'Rule Description', 'Period' (set to 'None'), and 'Min #' (set to '5'). There is an 'Enabled' checkbox and a 'Select/Deselect All' button.

Including specific instructions to different users leaves less ambiguity over what action should be taken when a notification is received.

The screenshot shows the 'RULE VIOLATION EMAIL NOTIFICATIONS' dialog box. It has a title bar with a close button. The main content area is titled 'Violation Notification' and 'Disable Notification'. It contains a 'Subject' field with the value 'Guardian Notification'. The 'Body' section is divided into three parts: a top section with the text 'A Guardian Rule has exceeded an established threshold.', a middle section with a template for a rule violation (e.g., 'A [rule level i.e. library, group, person] Rule has exceeded its limit'), and a bottom section with a template for a threshold action (e.g., 'Threshold for Action [number] has been exceeded by # [violation count]'). Below the body sections is a 'Violation Information' table with columns for 'Document Number', 'Document Name', 'Author', and 'Applicatio'. At the bottom right are 'SAVE' and 'CLOSE' buttons.



# Additional Email Options

- Use the existing SQL mail option for sending notifications or designate an SMTP server.
- Send test messages to aid in the configuration and setup of Guardian.

The screenshot displays the 'MESSAGING & NOTIFICATION ADMIN SETTINGS' window, which is divided into several sections for configuring email and modem settings.

- MS SQL EMAIL PROFILE:** This section is currently **Enabled**. It features a dropdown menu for 'SQL Mail Profile' set to 'Guardian' and a text field for 'SQL Admin Email' containing 'kmoppert@csglaw.com'. There are 'TEST' and 'SAVE' buttons at the bottom right of this section.
- MODEM SETTINGS:** This section is currently **Disabled**. It includes fields for 'Device', 'Port', 'Baud Rate' (set to 9600), 'Data Bits' (set to 8), 'Parity', and 'Stop Bits'. An 'OPEN MODEM' button is located to the right of these fields.
- MODEM TEST:** This section contains two rows, 'TX' and 'RX', each with a red status indicator and a text input field. To the right of these fields are 'AT' buttons and a 'SEND' button.
- MESSAGING SERVICE:** This section is currently **Disabled**. It includes fields for 'SMTP Server Address' (set to 'smtp.live.com'), 'Port' (set to 587), 'User Name', and 'Password'. Below these are fields for 'Cellular Provider Test' (set to 'Verizon Wireless'), 'Phone Number', and a '@vtext.com' domain. A large text area for 'Message' is at the bottom, followed by a 'SEND' button.

At the bottom left of the window, it says 'Guardain Version - 16.5.0.x'. At the bottom right, there is a 'CLOSE' button.



# Rules for Secured Items vs. All Items

**Not all documents in your repository may need to be monitored by Guardian.**

To reduce the number of false alarms, you can now select whether a rule covers all items in your repository or only those that have security applied.

|                                     |                          |
|-------------------------------------|--------------------------|
| Received:                           | 11/16/2017 7:30:00 AM    |
| Follow Up                           | <input type="checkbox"/> |
| <input checked="" type="checkbox"/> | Security                 |

|                          |                          |
|--------------------------|--------------------------|
| Received:                | 11/16/2017 7:30:00 AM    |
| Follow Up                | <input type="checkbox"/> |
| <input type="checkbox"/> | Security                 |



# For more information on Guardian 2020

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