Repstor custodian™

Configuration Guide

Contents

1. Introduction to Repstor custodian

Repstor custodian™ is a case document management system utilizing SharePoint (Either O365 or On Premise) as the repository for case documents and other content, including case email and exploiting Repstor affinity™ for accessing case content in Microsoft Outlook.

This document provides a description of the configuration options available with the custodian product.

There are configuration choices that define how case content is presented within the Outlook UI to exploit the Repstor affinity and Repstor assist™ client technology for content management (documents and email) and filing.

Additional general information can be found on the Repstor web site at www.repstor.com.

2. Installation

Installation of the software is described in the installation documentation - available for on-premise and cloud/Office365 deployments. The app can be installed to multiple sites to address different departmental or enterprise requirements, and each individual app instance can be managed and configured to meet different needs.

Prior to installation of the custodian app, the site or site collection that will host the app should be created.

The configuration of the site(s)/site collection(s) to be used should be given some consideration to ensure that it is appropriate. As an example if there are to be >1 custodian app deployments, if you wish to have separate administration groups for the individual deployments, the app deployments must be within separate site collections (since group membership is defined at the site collection level).

Also if your organization has a defined information architecture which defines the properties/metadata appropriate for your business that has been configured on SharePoint then it likely makes sense to utilize a template that includes that configuration.

3. Repstor custodian Overview

High-level architecture

Repstor custodian consists of a web application, a provisioning engine and a SharePoint app.

SharePoint Online customers will normally use the Repstor hosted custodian service in Azure which is maintained by Repstor, but a dedicated service can also be supported.

On Premise SharePoint/Office365 customers can opt for an on-premise installation of custodian or a custom hybrid architecture.

Functional concepts

Repstor custodian is used to manage and provision SharePoint locations such as site collections, sites, and lists (e.g. document libraries). Usually these are organized into a hierarchy. For example, law firms refer to 'Clients' and 'Matters'. Logical ways to configure custodian in this scenario could be:

- Clients stored as Site Collections, and matters stored as subsites within their client site
- Clients stored as sites, and matters stored as subsites within their client site
- Clients stored as websites, and matters stored as document libraries in their client site
- Clients with no storage, and matters stored as sites

Any combination of site collections, sites, and lists is possible. Indeed, a hierarchy level (e.g. clients) does not necessarily have to have any SharePoint storage and can simply be an organizational entity.

When a matter or client is created in SharePoint, this process is called provisioning. When provisioning takes place, it is performed using a template. A template is simply a SharePoint Site or List with an appropriate configuration that is copied to the new location.

The below diagram illustrates a Client->Case->Work Item hierarchy; the text in red illustrates examples of templates used to provision the relevant sites.
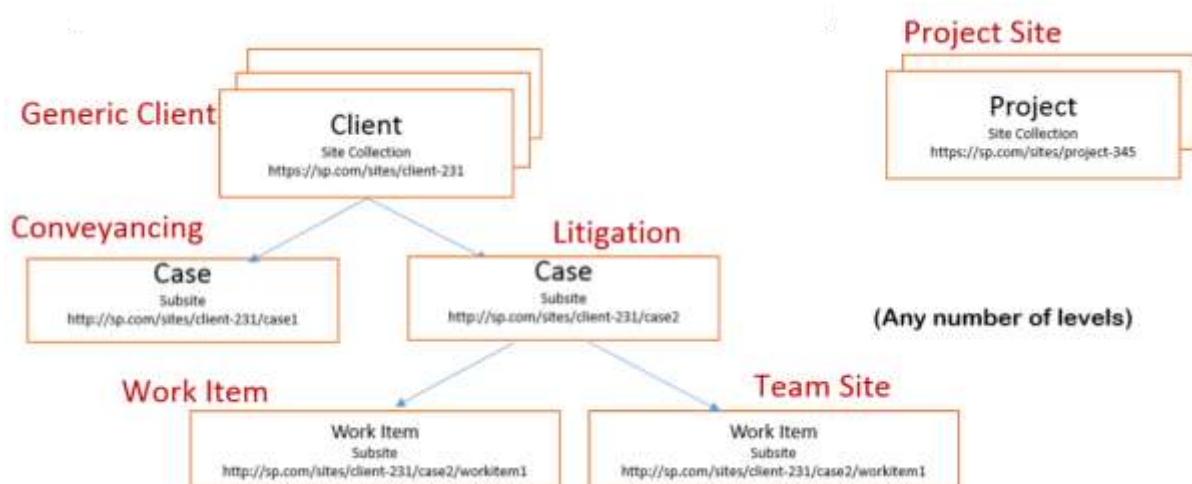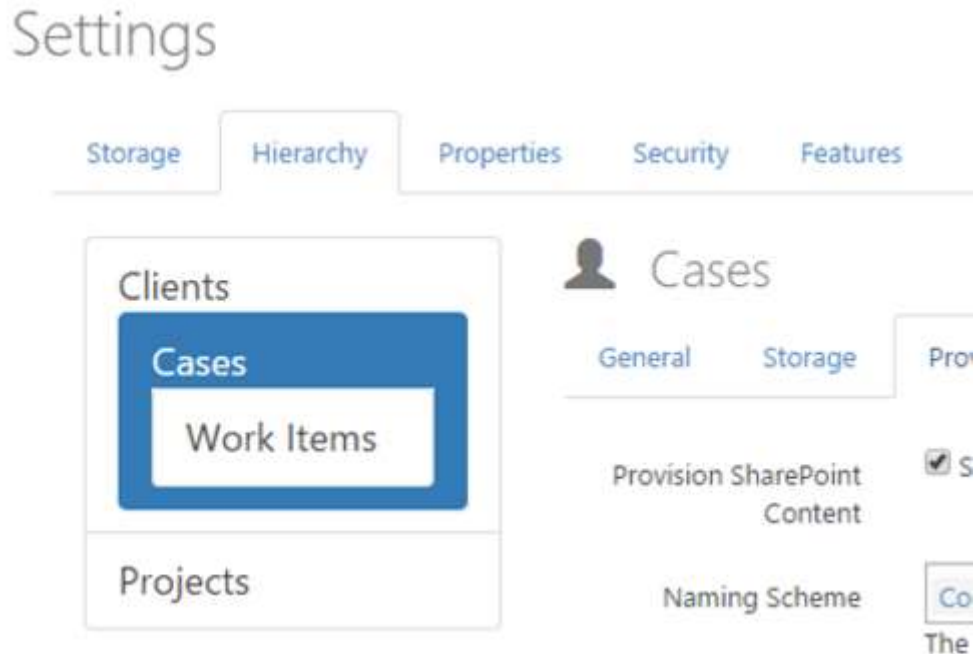

Figure 1 - Hierarchy example

In custodian, this hierarchy appears as shown:

Figure 2 - Hierarchies in custodian

The Clients/Cases/Work Items/Projects hierarchy is visually presented reflecting how SharePoint provisioned sites and subsites will be created.

Templates

Templates are stored in SharePoint, normally under the 'Templates' subsite. Site templates are stored as subsites, and when a new site (e.g. for a Client) is provisioned, this site template will be copied to the new site, with property default values replaced by the app according to the configuration associated with the hierarchy and template.

List templates similarly are stored as lists within the Templates subsite, and their contents as well as configuration is copied when a new item is provisioned as a list.

Template content is updated via SharePoint. For example, to add a document to a template, simply browse to the appropriate document library in the SharePoint template and upload the document.

Case/Matters List

Each hierarchy level has an associated data list. For the 'Matters' example, new matters are stored in the Matters List. This stores the title, template used, custom property values, matter code, status code and the SharePoint location where it was provisioned.

Repository List

Each hierarchy level has an associated repository list. This is called, for example, "My Matters". It performs two duties:

- Represents items in My Matters (matters currently in progress/of interest to individual users)

- Repstor affinity reads this list to select content to make available in Outlook to individual users

This means that if a user adds a matter to My Matters, its content will automatically be synchronized to Outlook.

4. Key configuration choices

There are a number of configuration items that should be carefully considered in order to ensure that the system is optimized for the case document management scenario to be supported.

Configuration and planning includes:

Installation
On-Premise or Office365 deployment
Additional on-premise requirements (e.g. availability of corporate app store)
Availability of an appropriate site where the app is to be installed
Ensuring that sufficient resources to meet the needs short, medium and long term are considered.

Users and Roles
Administration roles
User roles
User privileges

How and where content is organized, named, and stored in the SharePoint repository
If Client/other sites are to be utilized for aggregation of cases
Site names and locations of system data
URL naming
List configuration

Hierarchy configuration
What levels are to be used and what they represent (Default is Client/Matter, but multiple levels can be defined including multiple aggregations at the top level)
Storage/Reporting/Provisioning/Security/Appearance/Status/affinity settings for each level
Case Template detailed requirements (Structures/properties/reporting etc.)
Naming conventions and structures
Appearance of the structures within Outlook

Information Architecture

Configuration and/or selection of user and site properties and content types to be available for use in the system to meet the information architecture needs for organization, tagging and findability of the content to be stored.

Feature Selection

Consider which custodian features are to be enabled (e.g. Following/Document Precedents/Template access)

5. Repstor custodian Roles

Repstor custodian roles are defined in the SharePoint system, so that for example members of the custodian administrators group within the site where the app is installed will have access to the administrative menus and functions. Other roles can be applied when new cases are created to limit user right son specific content.

6. Repstor custodian Configuration

This chapter outlines the options available when configuring Repstor custodian once the custodian app has been installed to a SharePoint site. Note that the site template used when creating the site where the app is installed will define which properties/metadata fields are available when configuring the system.

Note also that if the specific custodian app needs to be administered by a specific administrator group the app should be deployed to a separate site collection in order that the custodian administrators group membership can be set specifically for that app instance.

The configuration is carried out using the custodian web client to configure the various settings and features. This client has a number of tabs and sub tabs which are described below.

Note that access to the configuration parts of the web client is restricted to administrator roles.

App settings - "Storage" Tab

The Storage Tab includes general settings for the particular custodian App instance defining where various system lists are stored and their names, and provides the central repository set up for the affinity client. Many of the settings are appropriately defaulted but should be reviewed to ensure they fit the particular use case.
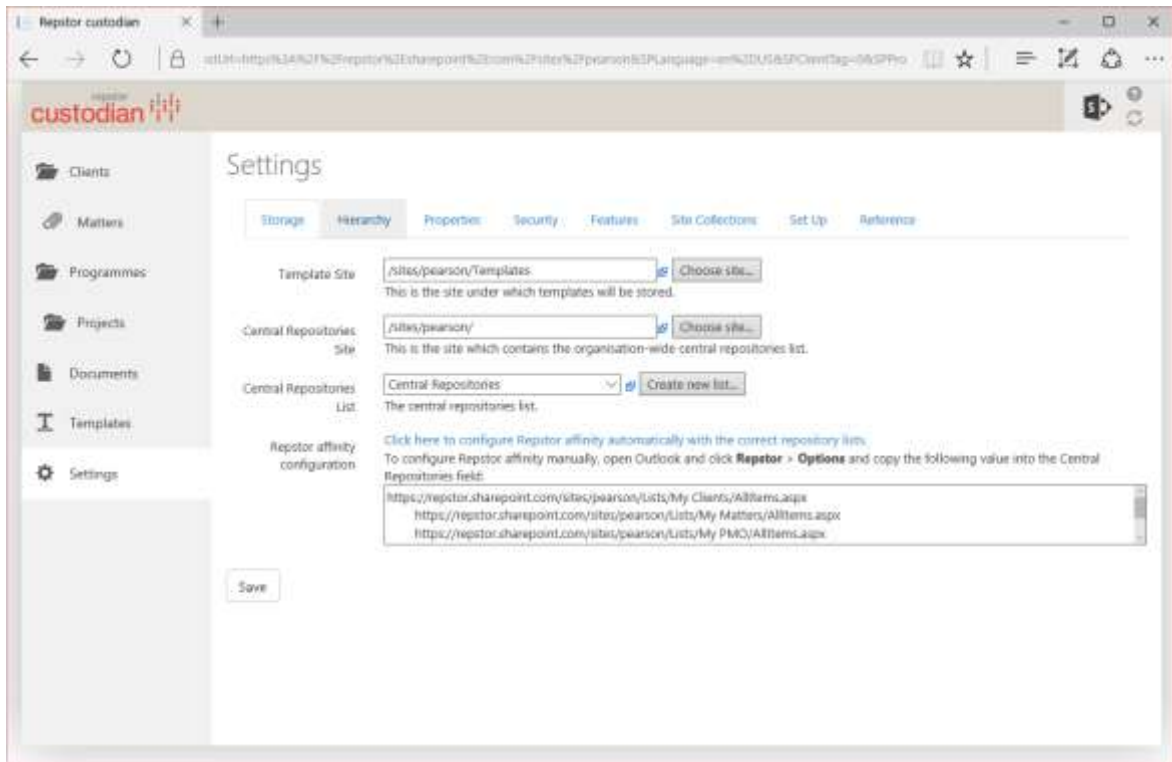
Figure 3 – Main Storage Tab

Templates site	This is the site that will contain the Case Templates (this by default is a subsite of the installation site – default name is "Templates")
Central Repositories site	This is the site where the lists that include case details and control which cases are pushed to users (by default this is the installation site)
Central Repositories List	The list that contains associated content such as template/precedent documents (by default this is called Central Repositories)
Repstor affinity configuration	This provide the appropriate URL's for the central repositories in the affinity client, clicking on the "Click here…." URL will set this in the client (if the affinity client is installed and the Outlook client is running).

"Properties" Tab

The "properties" Tab allows selection of existing SharePoint Properties that are available on the site where the app is installed (either defined or inherited) for use with templates. This often inherits from a higher level site collection, and this should be carefully considered to ensure that the appropriate properties are available. These properties are then available for selection when defining templates.
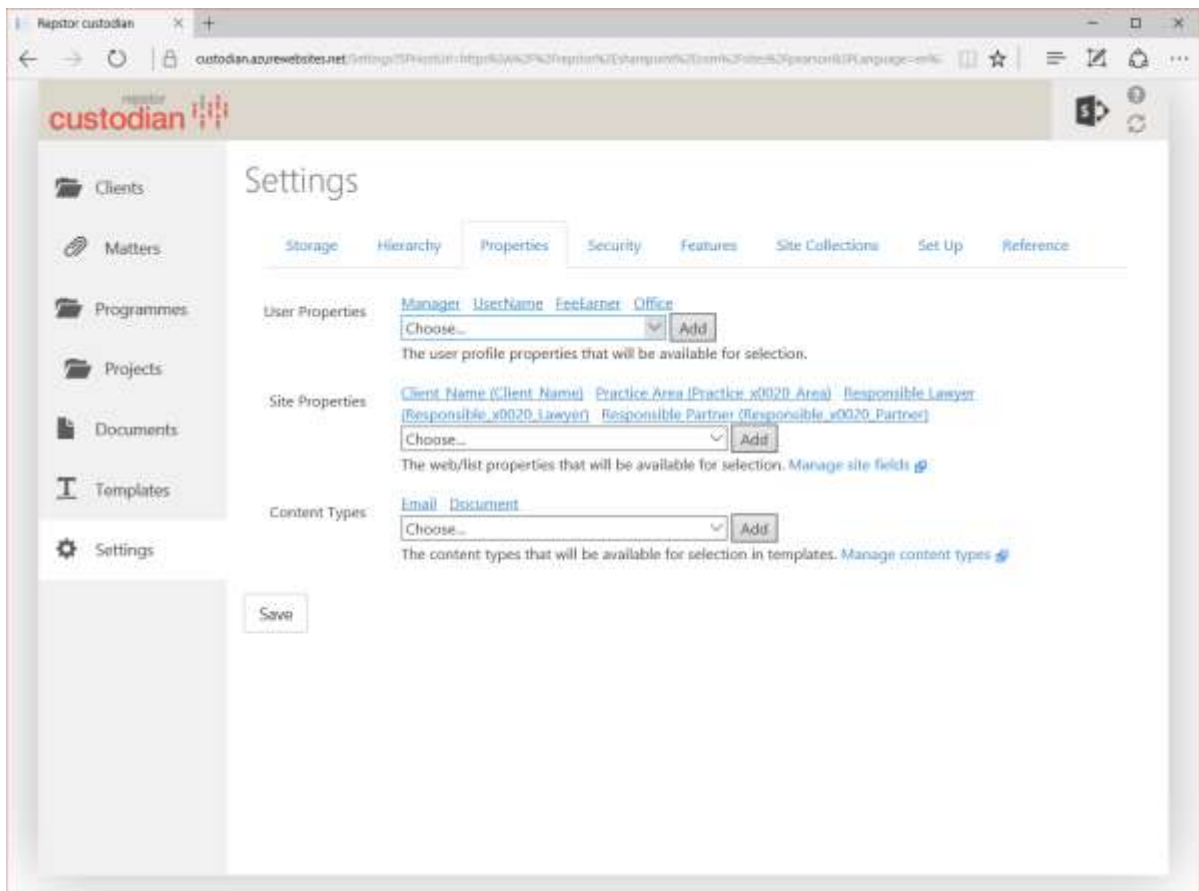

Figure 4 - "Properties" Sub-Tab

User properties	Properties that are defined on the SharePoint user profiles (e.g. department or manager and similar) can be selected from a dropdown list to make them available for use within templates.
Site Properties	Properties that are defined on or inherited by the SharePoint site where the app is installed can be selected from a dropdown list to make them available for use within templates.
Content Types	Content types that are defined on or inherited by the SharePoint site where the app is installed can be selected from a dropdown list to make them available for selection within templates.

Where a symbol is shown, the relevant SharePoint configuration screens can be accessed. When updating SharePoint directly it may be necessary to reset the app cache (on the 'setup' tab)

in order for changes to be activated (this is notified when clicking on the link).
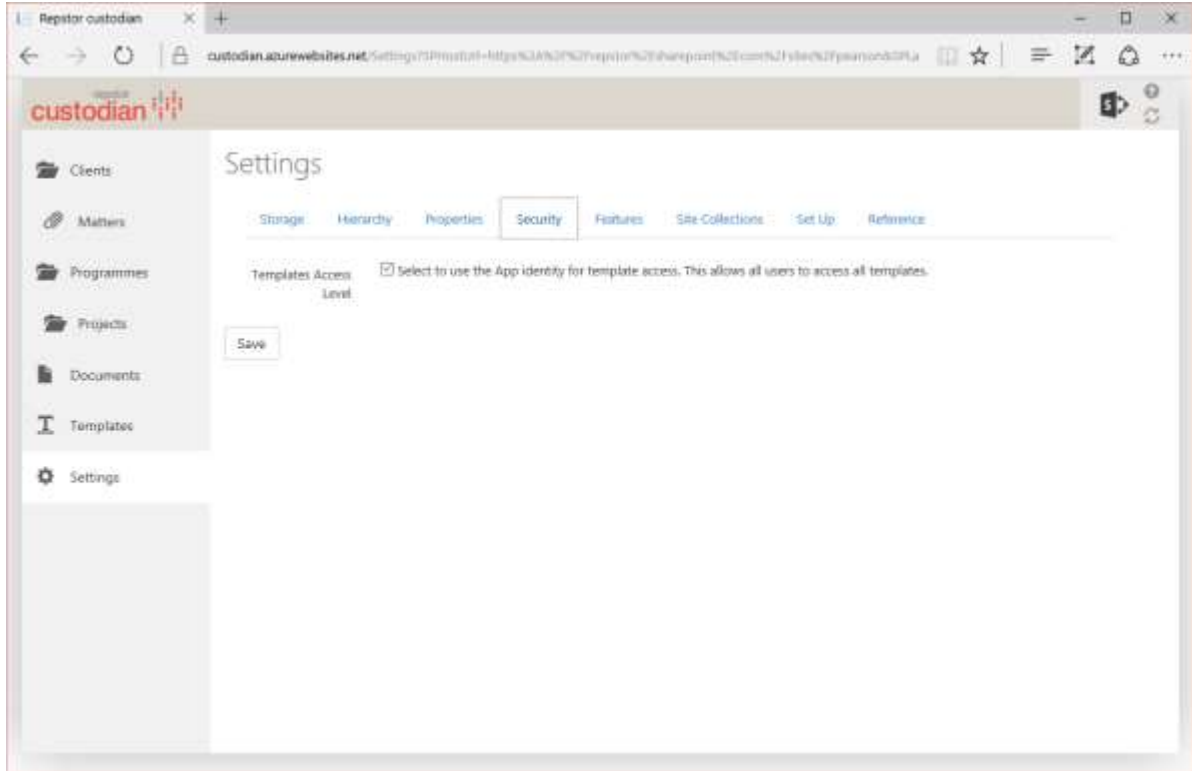
"Security" Tab

Figure 5 - "Security" Sub-Tab

Templates Access Level	Template access can be set to either allow access to users who have specific access to the Templates in SharePoint or can be set so that all users have access to all templates (using the app identity/privileges)

"Features" Tab

The "Features" Tab allows selection of Features for the specific app deployment.
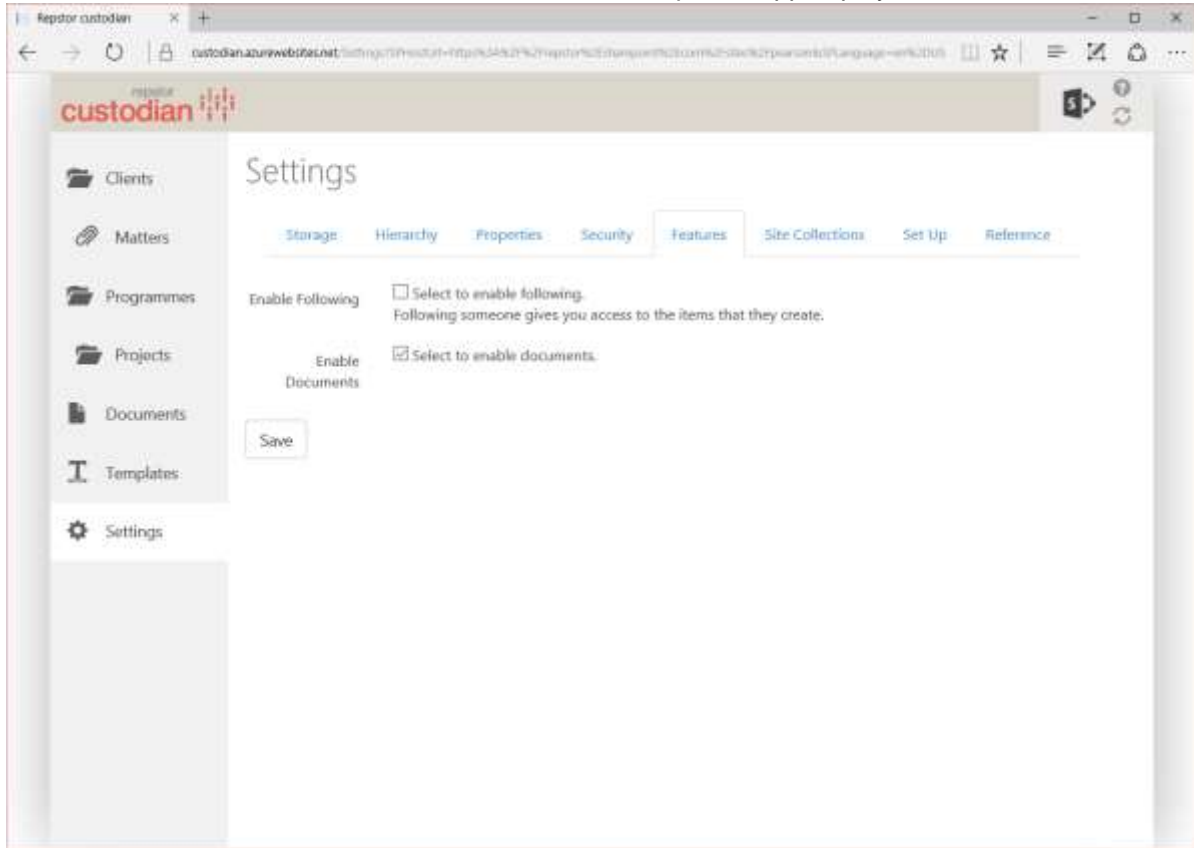
Figure 6 - "Features" Tab

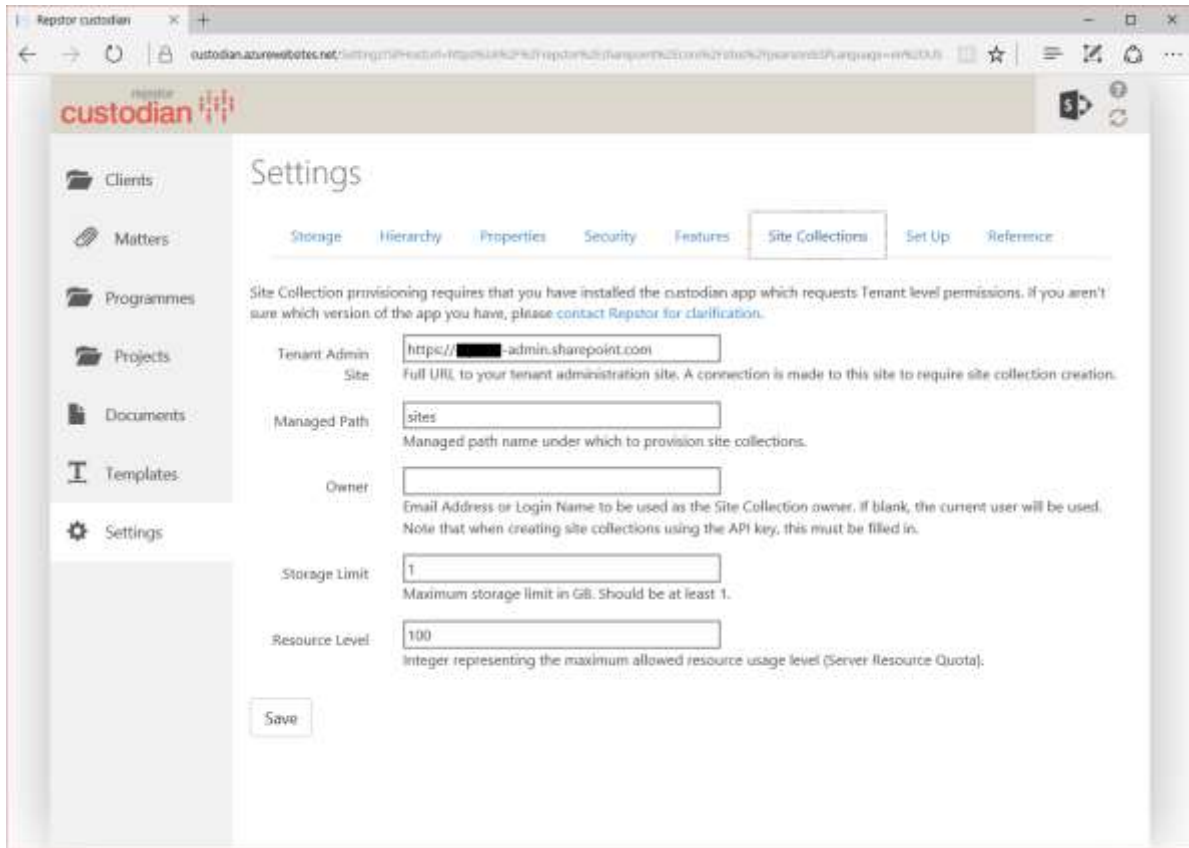| Following	If Following is enabled, then a user following a user will be given access to items that are created by that user.
Enable Documents	This feature allows template documents to be defined and associated with templates. The terminology can be set in the Set-Up Tab.

"Site Collections" Tab

Figure 7 - "Site Collections" Tab

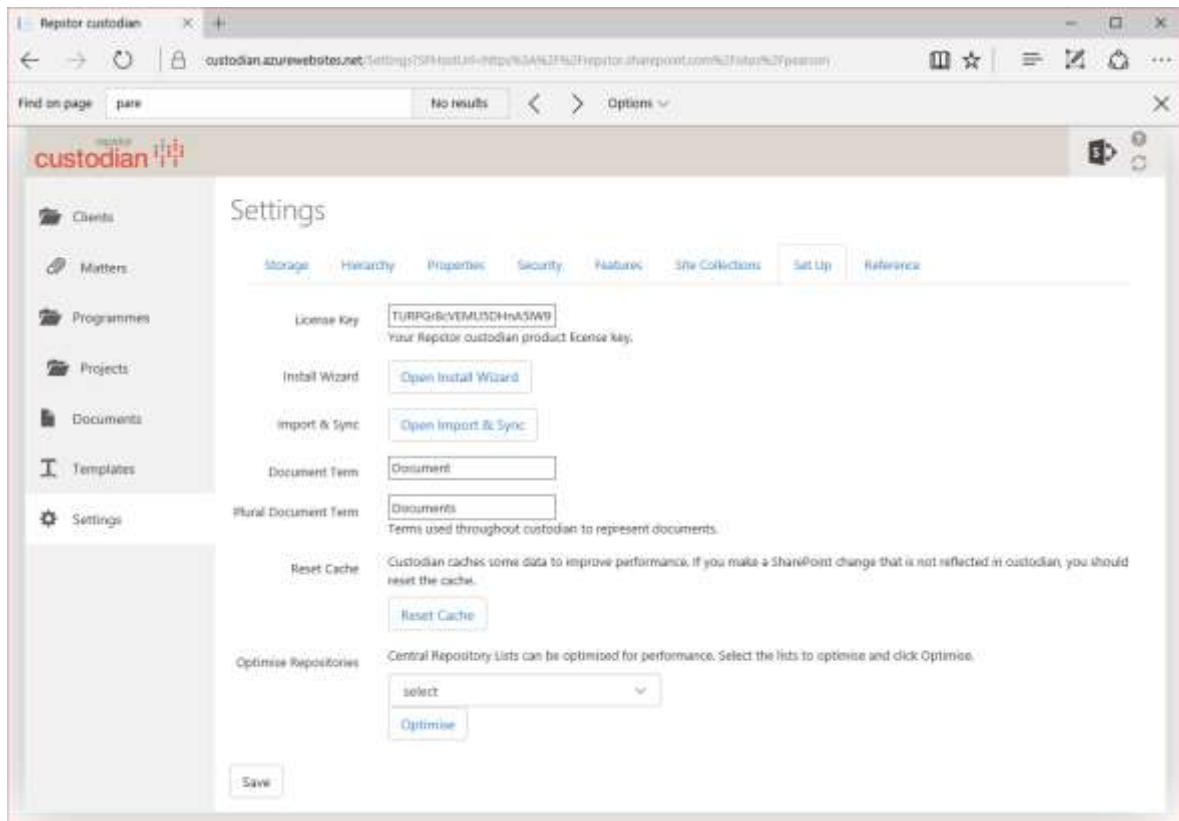| Tenant Admin Site	Full URL to your tenant administration site. A connection is made to this site to require site collection creation
Managed Path	Managed path name under which to provision site collections.
Owner	Email Address or Login Name to be used as the Site Collection owner. If blank, the current user will be used. Note that when creating site collections using the API key, this must be filled in.
Storage Limit	Maximum storage limit in GB. This should be set to a level appropriate to the type of use that is envisaged. Storage limits can be managed/altered should this defined limit be breached.

"Set Up" Tab

Figure 8 - "Set Up" Tab

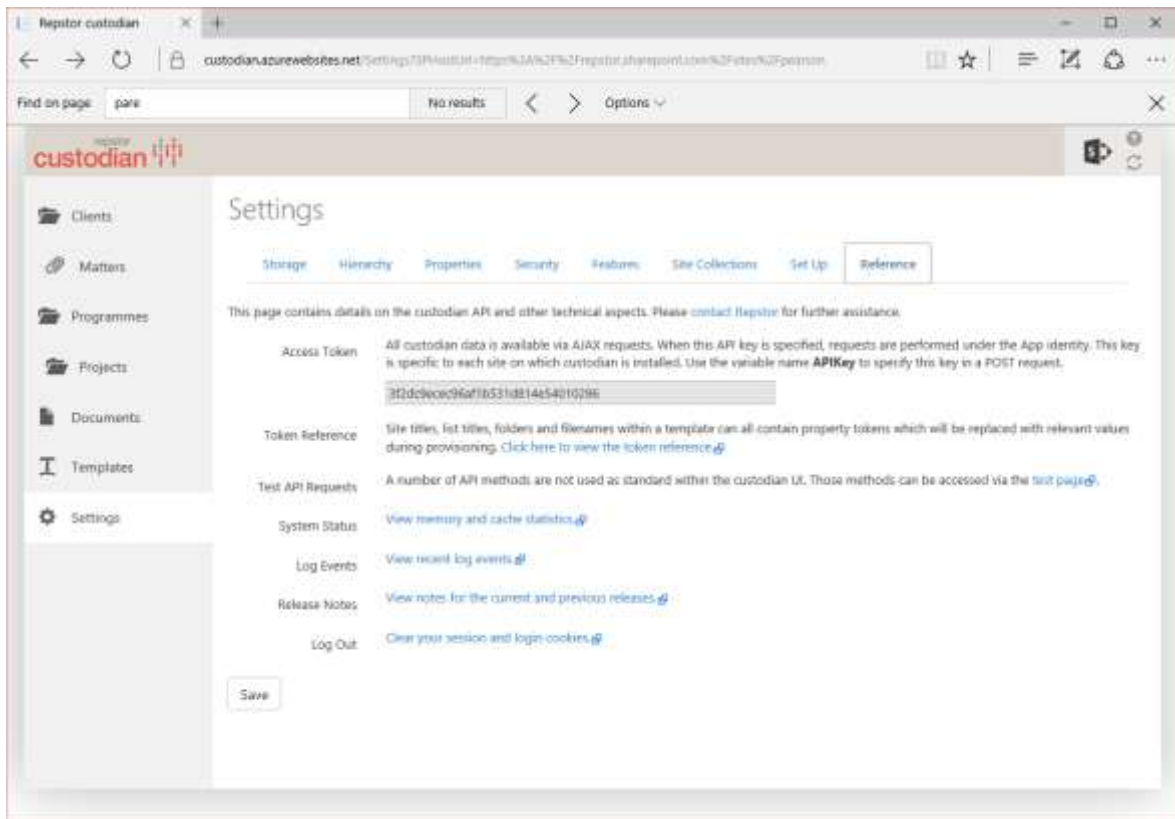| License Key	This is where the license key must be entered.
Install Wizard	This restarts the install wizard.
Import and Sync	This allows import of items for any level in your hierarchy. Importing involves creation of SharePoint content structures where provisioning is enabled, and a Template ID is present in the data list and setting the Parent Title where it is blank but a Parent Code is present.
	Before importing, you should ensure that your hierarchy is configured correctly within Settings.
Document Term	This is the term to use for template documents (e.g. precedent or document or Template)
Plural Document Term	Plural of above
Reset Cache	This allows resetting of the REDIS cache to allow changes in the SharePoint set up to be picked up, or to deal with any other cache related issues.
Optimise Repositories	This process optimizes and de-duplicates the selected repository list.

"Reference" Tab

Figure 9 - "Reference" Tab

Access Token	This is where the license key must be entered. All custodian data is available via AJAX requests. When this API key is specified, requests are performed under the App identity. This key is specific to each site on which custodian is installed. Use the variable name APIKey to specify this key in a POST request.
Token Reference	Site titles, list titles, folders and filenames within a template can all contain property tokens which will be replaced with relevant values during provisioning, example shown below.

Figure 10 - Token references

Test API requests	A number of API methods are not used as standard within the custodian UI. Those methods can be accessed via the test page.

Figure 11 - API Reference

System Status	This shows various statistics regarding system status around memory usage and cache management.

Log Events	This shows log events including errors.
Release Notes	The release notes relating to the current installed version are included here for reference.
Log Out	This will log the user off and clear any login cookies.

"Hierarchy" Tab

The "Hierarchy" is where the case virtual and actual storage hierarchy for cases is defined (e.g. in a typical basic legal scenario this would be Client->Matter with matters being created within a client site (as a sub site or document library)), or in a project scenario this might be Department->Project->Work Item or similar.

Each individual node in the Hierarchy can have individual configuration to define naming convention and schemes (e.g. for URL's) , individual central repository lists, Reporting property set up, available "case" templates, security set up, code formats, status set up and how the hierarchy will appear in Outlook.

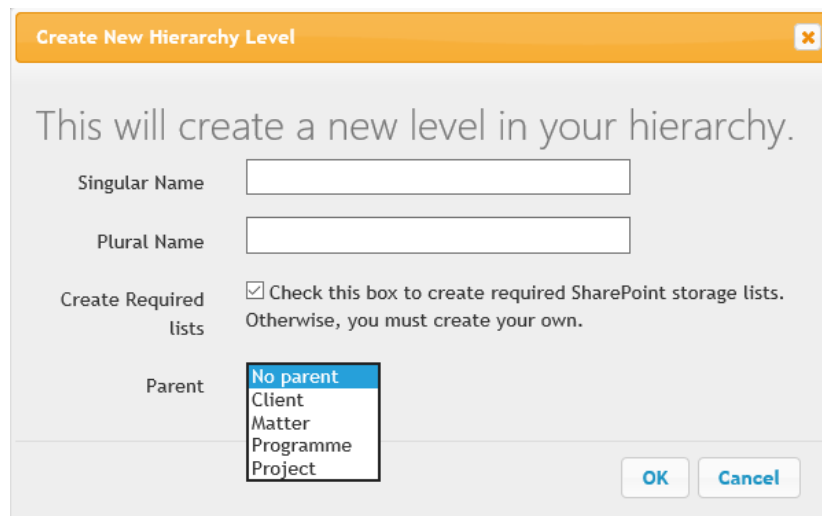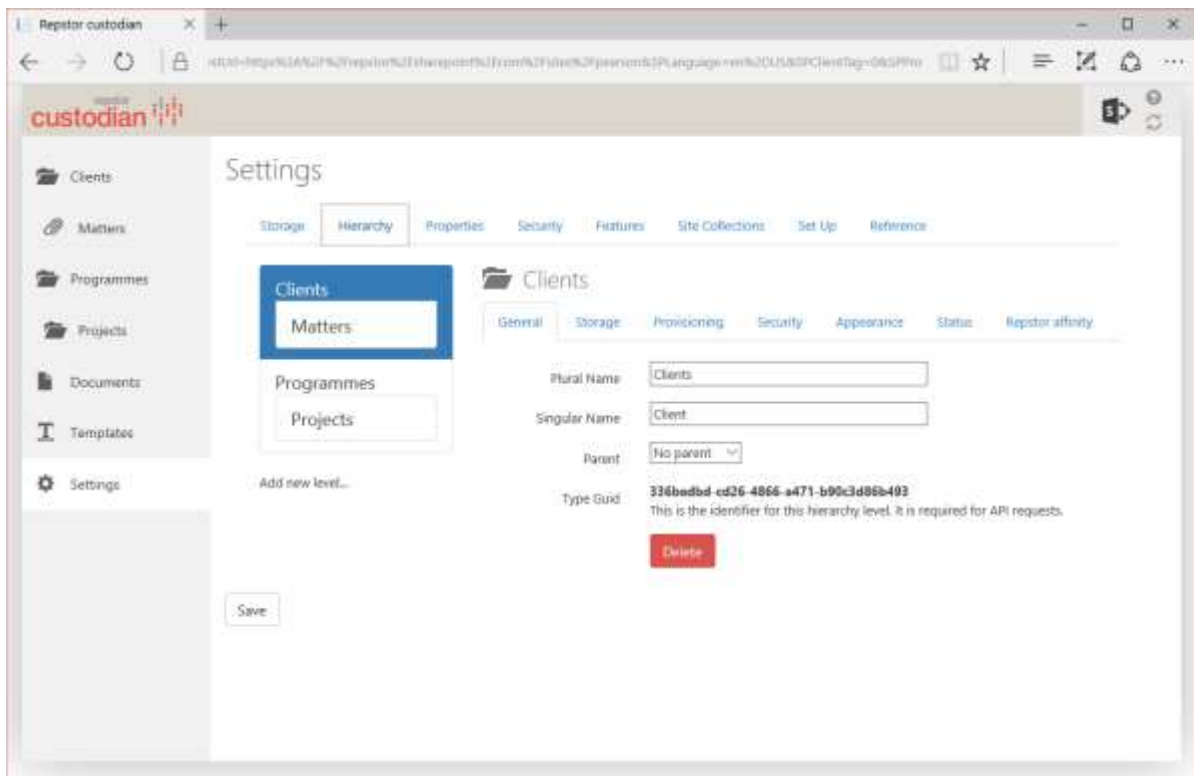The hierarchy is also reflected in the Web UI in the left hand menu.

Figure 12 - "Hierarchy" Tab and "Case" General sub tab

"General" Hierarchy Sub-Tab

The "General" Sub Tab as shown above in Figure 12 allows the setting of the terminology for this level, in the example above Client is the top level term, with Engagement as the second level. There are also Contracts as separate top level entities and a separate hierarchy for Property related projects. New levels can be added to any existing level or as a new top level (No parent).

"Case" Terminology **Plural Name** **Singular Name**	These are the terms to be used for this level of the hierarchy.
Parent	This drop down allows any the position in the hierarchy to be set and includes existing levels and "No Parent" (use for top level).
Type Guid	Used for API requests to address this level of the hierarchy.

When a level is added the following dialogue is presented and the appropriate names should be entered and Parent selected to ensure the level is inserted in the correct location in the hierarchy. The appropriate lists will be automatically generated with default names unless you wish to manually create these with alternative names (if you wish to do this untick the checkbox).

Figure 13 - Adding a level to the hierarchy

"Storage" Hierarchy Sub-Tab

The "Storage" Sub-Tab Includes definition of the lists where details of this level will be stored, and where properties will be stored for reporting.
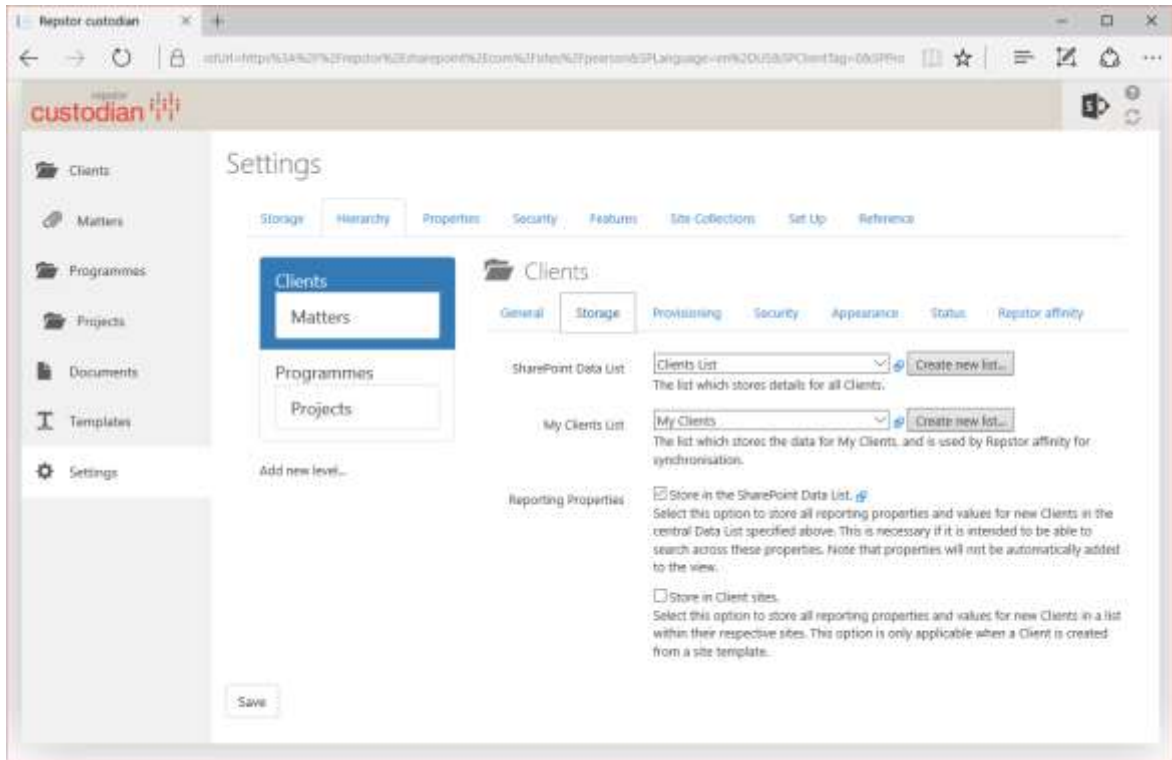

Figure 14 - "Storage Sub Tab"

SharePoint Data list	This is the name of the list where information relating to the provisioned items at this level (e.g. Clients or Matters) will be stored.
My "Items" List	This is the list that will be utilized to store information regarding which of the items at this level have been pinned by users.
Reporting	Used for API requests to address this level of the hierarchy.

"Provisioning" Hierarchy Sub-Tab

The "Provisioning" Sub-Tab allows definition of the provisioning activities relating to the selected part of the hierarchy.

If it is at the top level then there is also selection of the site where provisioning will happen for that part of the hierarchy (e.g. a Site where all Client sites will be provisioned).

For lower levels the provisioning typically happens in the appropriate higher level site (e.g. for Client >Matter setups where Clients are provisioned as Sites, the Matters are provisioned to the Client Site for the Client that is selected when the Matter is being created).
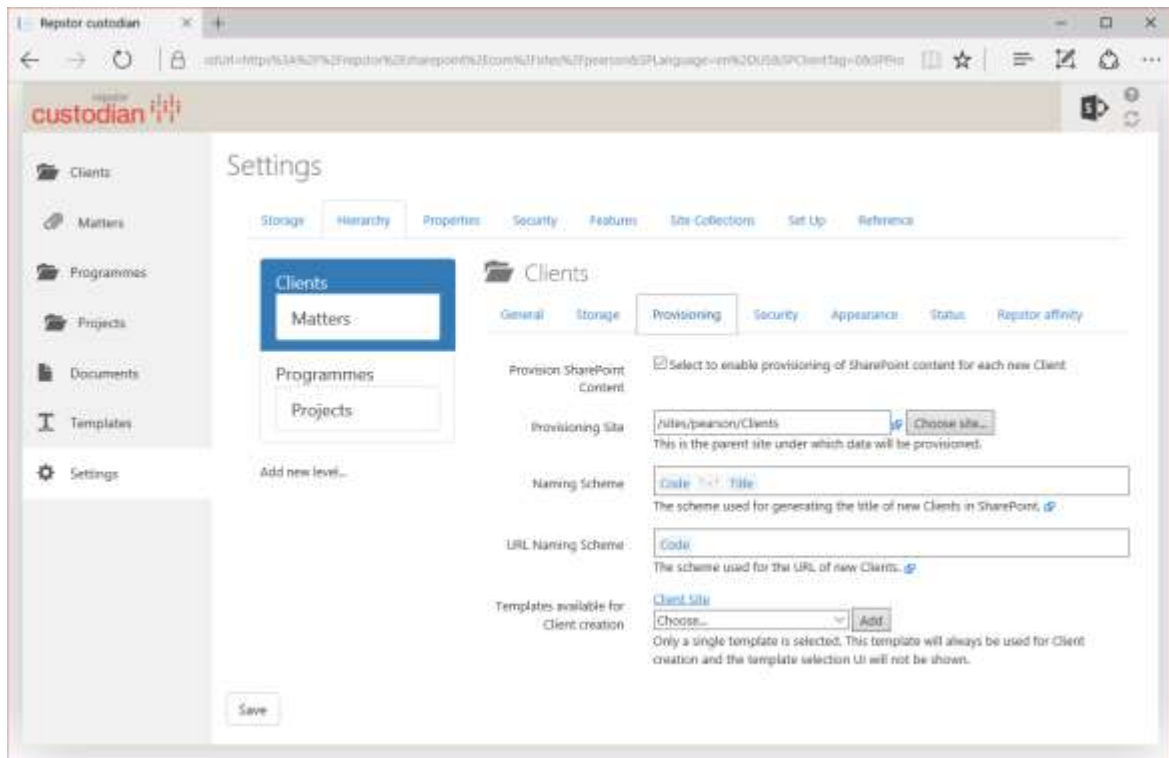

Figure 15 - "Provisioning" Sub-Tab

These include enabling provisioning for the level (i.e. that there is SharePoint structures or content allowed at this level.

Provision SharePoint Content	This checkbox defines if SharePoint structures can be provisioned for this level. If unticked then when creating items at this level no option for a template is provided and the item is created only as an item in a list with no associated SharePoint content or structure.
Provisioning Site	This is the site below which items of this type will be provisioned when created, in the above example any new Client Site will be created in the /sites/pearson/Clients site.
Naming Scheme	This is the naming scheme for new items at this level. In the example above if a new client is created, the client site provisioned will have a name of the form Client Code-Client Name. ("ACM - ACME Corp" here as there is a three letter code and the client name provided is Acme Corp)

URL Naming Scheme	This is the naming convention for the URL's of provisioned sites – in the above case the URL ends with "/sites/pearson/Clients/ACM"
Templates Available for Client creation	Specific templates can be selected from the drop down, these are then presented or available for provisioning at this level (in the example above only the Client site template is allowed when provisioning new Clients.

When defining Naming schemes, the conventions is can include specific text or properties (e.g. creation year, and others) drawn from the properties defined when provisioning the item. (E.g. the Matter/case code can be utilized). By typing in the box, properties matching what is being typed will be presented – example shown below if a "c" is typed at the end of the existing convention all matching properties are listed for selection, or the Literal value can be used.
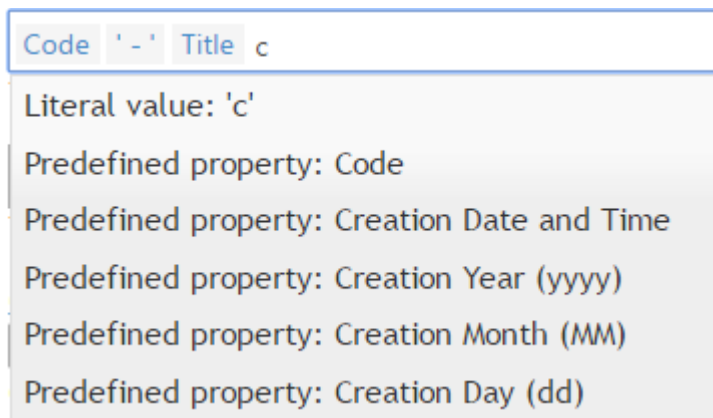

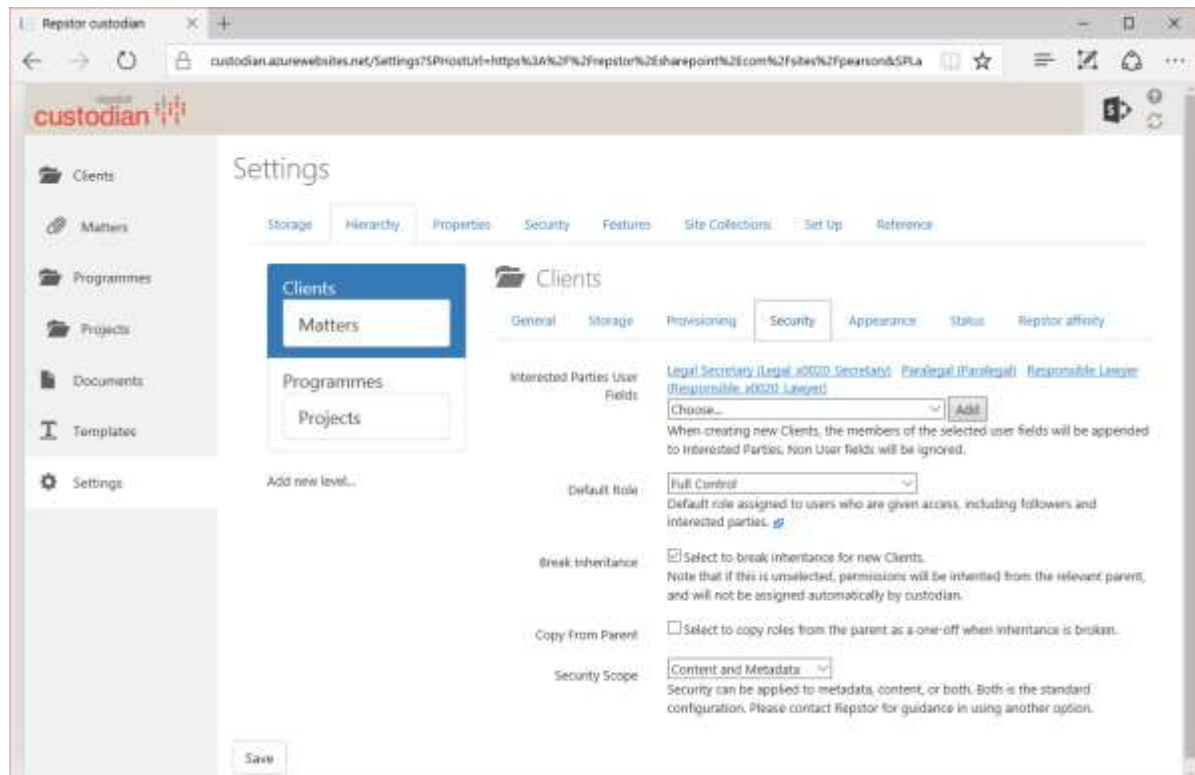**Figure 16 - Setting naming schemas**

"Security" Hierarchy Sub-Tab

Figure 17 - "Status" Sub-Tab

The "Security" sub-Tab allows specific security set up for this part of the hierarchy.

|	
Interested Parties User Fields	Properties associated with the individual item at this level that are defined on creation can be utilized to set the security of the content related to the item. This is in addition to having groups/users included in the interested parties defined as part of the templates.
Default Role	This is the role that will be assigned to interested parties/followers when an item is provisioned
Break Inheritance	If unchecked then items will inherit the security settings from the relevant provisioning site.
Copy From Parent	This is only available if inheritance is broken, and if checked will by default copy roles and security from the parent at creation, however the item will have individual security and changes to the parent item will not be inherited. If selected another checkbox is available to allow creation of secure Opportunities when creating new items (breaks inheritance and does not copy roles and security on the individual item being created).
Security scope	Security can be applied to content and/or metadata. If applied to metadata users who are not included in the case security cannot see the existence of

| | the case within the custodian lists. |
| | |

"Appearance" Hierarchy Sub-Tab

The "Appearance" Sub-Tab allows definition of various Appearance activities relating to the selected level.

If it is at the top level then there is also selection of the site where Appearance will happen for that level (e.g. a Site where all Client sites will be provisioned).

For lower levels the Appearance happens in the appropriate higher level site (e.g. for Client >Matter setups where Clients are provisioned as Sites, the Matters are provisioned to the Client Site for the Client that is selected when the Matter is being created).
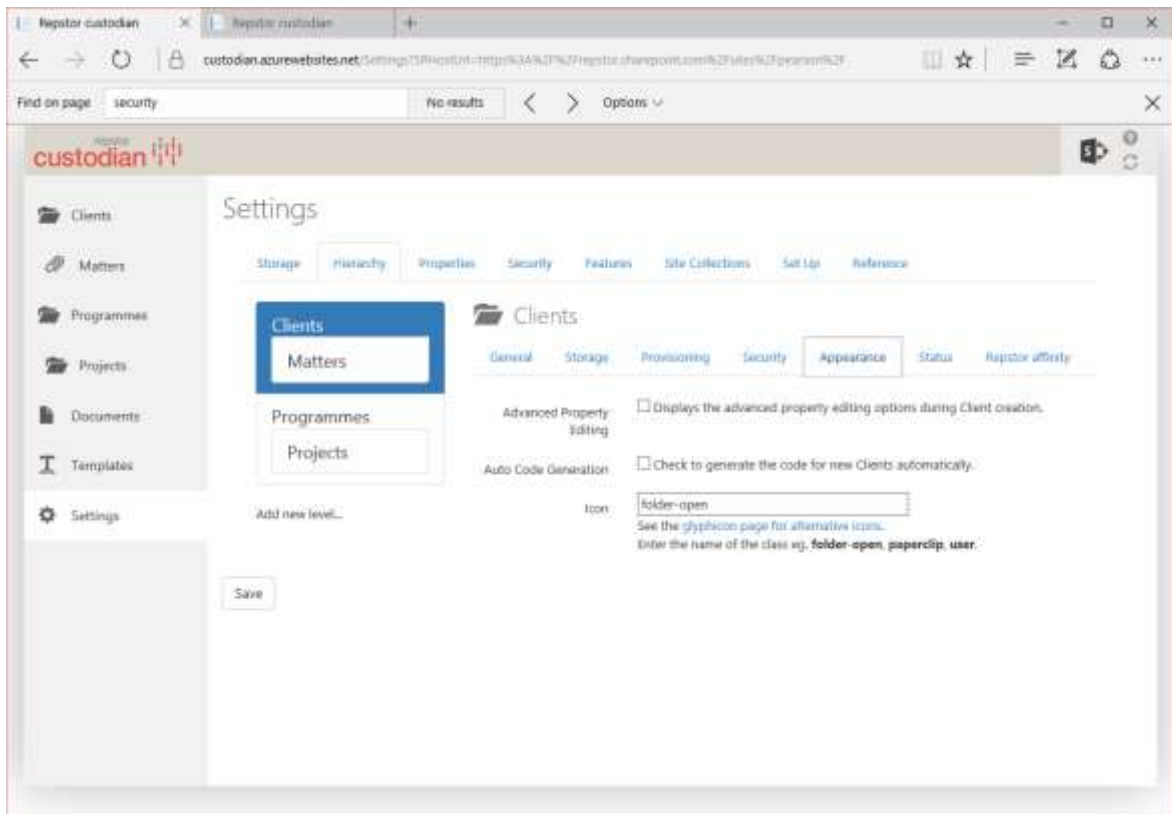
Figure 18 - "Appearance" Sub-Tab

These include enabling Appearance for the level (i.e. that there are SharePoint structures or content allowed at this level.

Advanced Property Editing	If this checkbox is selected additional options are available in the property dialogues when creating a new item (i.e. whether the properties are to be cascaded to content as well as being set on the item being created, and if the property is to appear in views, and if it is to be Read Only)
Auto Code Generation	If this checkbox is selected then codes are auto-generated and users do not have the ability to set this manually when creating new items. If it is checked then there is an additional dialogue to define the naming scheme.

Icon	This slows the definition of the icon to be utilized in the custodian UI for this part of the hierarchy. Simply enter the name of the glyphicon to be utilized (e.g. (Star, Heart, Folder-Open and so on). A link to the list of available glypicons is provided for reference.

"Status" Hierarchy Sub-Tab

The "Status" Sub-Tab allows definition of various states of items, these states can then be utilized for workflow and other purposes (e.g. state can show if an item is "open" or "closed" and this can be utilized as a trigger for records management purposes). Specific Glypicons can be selected to show the status within the custodian UI.
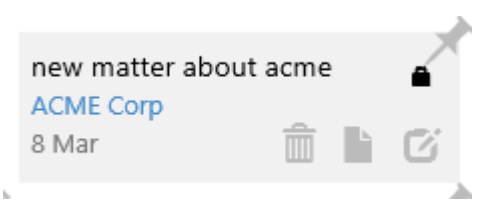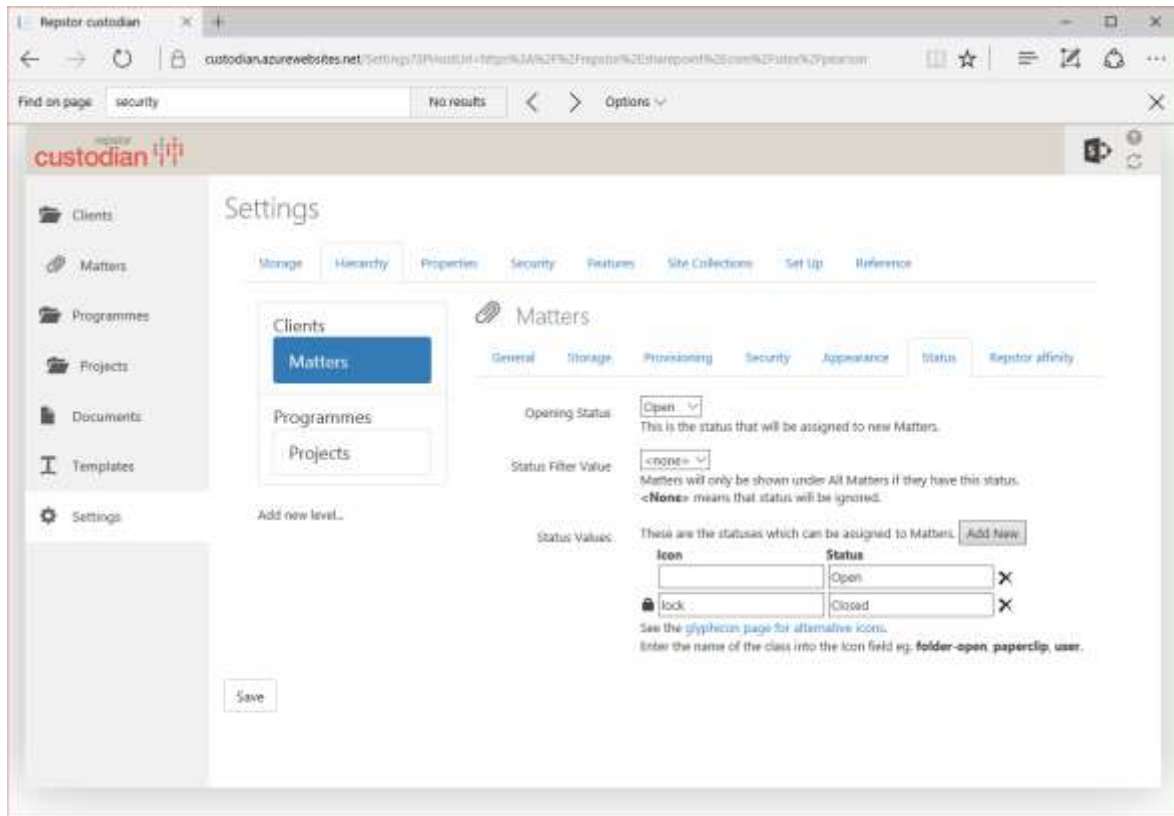

Figure 19 - "Status" Sub-Tab

Opening Status	This is the status that will be applied on creation of the item.
Status Filter Value	Items may be filtered if they have a specific status (e.g. show only open items).
Status Values	Additional statuses can be defined, along with a related icon. An example of how this is shown in the custodian UI is below (closed item). new matter about acme ACME Corp 8 Mar

"Repstor affinity" Hierarchy Sub-Tab

The "Repstor affinity" Sub-Tab allows definition of how the items are displayed within the Outlook client using the Repstor affinity product.
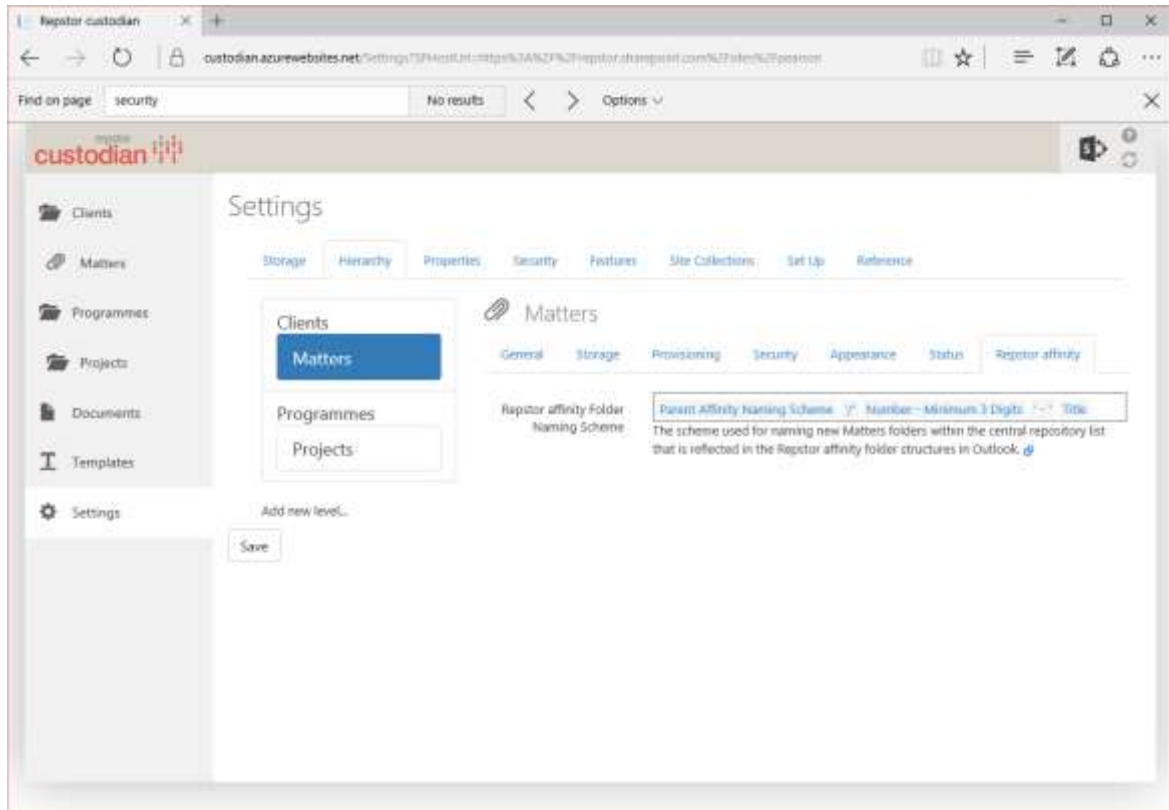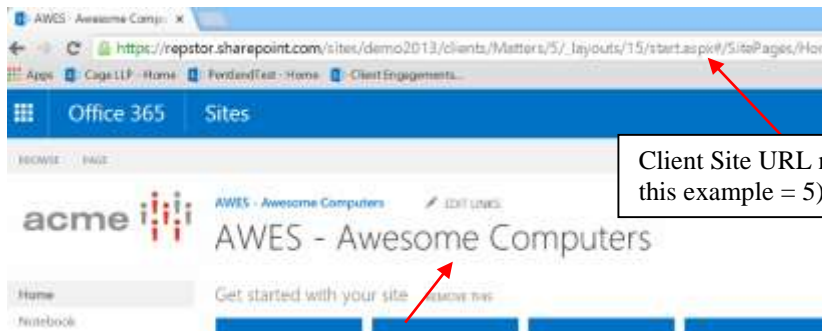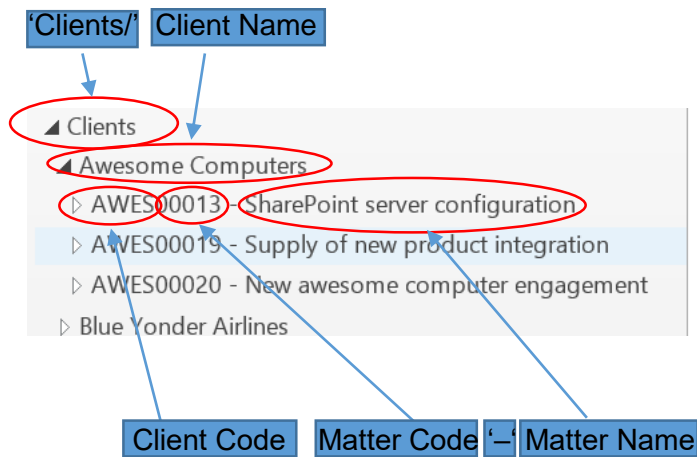

Figure 20 - "Repstor affinity" Sub-Tab

Repstor affinity Folder Naming Scheme		The naming scheme defined here refers to the folder structure displayed in Outlook. The naming scheme can utilize any properties defined for the item to facilitate grouping of items. E.g. grouping matters within a Client folder, or by case type within Clients. Example here shows the naming set to Client Name->Matter Name-Matter code. The "Parent Affinity naming Scheme" will copy the upper part of the folder hierarchy from the parent.

Naming and URL naming scheme examples

Client Site URL naming = Client ID (In this example = 5)

Site Naming Scheme = Client Code '-' Client Name
(AWES – Awesome Computers in this example)

'Clients/'   Client Name

▲ Clients
  ▲ Awesome Computers
    ▷ AWES00013 - SharePoint server configuration
      ▷ AWES00019 - Supply of new product integration
      ▷ AWES00020 - New awesome computer engagement
  ▷ Blue Yonder Airlines

Client Code   Matter Code   '–' Matter Name

Custodian SharePoint structures

There are a number of SharePoint structures that are deployed by Custodian according to the configuration choices, the key structures are described here:

Custodian Sites

Installation Site – this is the SharePoint site where the Custodian app has been installed (typically this site name reflects the Case management scenario to be supported)

Templates site– this is the site that will contain the Case Templates (this is a subsite of the installation site and typically reflects the terminology to be used in the scenario)

Provisioning site – This is the site under which case sites or lists will be located (this is often a subsite of the installation site)

Central Repositories site – this is the site where the lists that include case details and control which cases are pushed to users (by default this is the installation site)

Custodian Lists

SharePoint data lists (per hierarchy node)

These list controls which items within the hierarchy are pushed to individual users and may contain specific metadata for reporting

Central repositories list

This is the central repositories list that holds custodian instance wide information (e.g. where precedents are stored)

APPENDIX A – Custodian Properties

Property	
Id	Auto-increment unique numeric ID assigned to a client
Id – Minimum 5 Digits	Same as Matter Id, but with leading zeroes to ensure it is at least 5 digits long
Parent Id	The ID of the Parent item to which this item is related
Parent Code	The co
Parent Title	
Parent affinity naming scheme	
Parent Naming scheme	
Number	
Number – Minimum 3 digits	
Number – Minimum 5 digits	
Code	
Creation Date and Time	UTC date/time of creation
Creation Year(YYYY)	Year in Which Matter was created in form YYYY
Creation Month(MM)	Month in Which Matter was created in numeric form MM
Creation Day(DD)	Day of Month in Which Matter was created in numeric form DD