



# How Social Media Has Transformed eDiscovery

*By DSi*

May 27, 2014

Social media has transformed the way we communicate. Whether it's connecting with friends in a Facebook chat or retweeting an article on a company's Twitter handle, social media is a forum for discussions. Therefore, it's no surprise that social media has become an important source of information in eDiscovery.



As eDiscovery evolves to include the demands of social media platforms, it's increasingly necessary to learn and understand the best practices involved in collection.

Perhaps the most revealing element in social media is metadata, which we learned in a recent [blog post](#) is vital to the NSA's arsenal. This is also true for social media collection, as you can see in the following examples.

**Facebook/Twitter:** Facebook and Twitter can provide a glimpse into an individual's life, and with eDiscovery data collection, these platforms can reveal much more.

For each post, there is a series of metadata attached to it, including the date, time and location it was posted as well as those who are tagged or those who commented or liked the post.

Once this data is collected, forensic analysts search to find key words and key custodians. This information is analyzed, reviewed and coded just as it's done with traditional documents to see which custodians were most active or involved with the content.

**Snapchat:** Private-messaging service Snapchat has made headlines recently for its security vulnerabilities. Since the app was hacked earlier this year, much research has been done about whether or not there is metadata associated with “snaps.”

Decipher Forensics exposed that, on Snapchat for Android phones only, images are recoverable and not lost forever once expired. This is because there is metadata stored for images, both expired and unexpired.

Other [researchers](#) found that Snapchat for iOS creates a file called “user.plist,” which contains metadata on images received and sent, including the time the photos were



sent and received and the identity of the sender and receiver. This same information was found in Samsung devices.

As social media continues to transform eDiscovery, there will be new means to collect data in forensic and legal investigations. At DSi, our focus is to incorporate these new processes seamlessly into traditional data collection in order to yield quick and easy solutions for clients.

*Photo Credit: Yoel Ben-Avraham*

To learn more about DSi, visit our [blog](#).  
[Original article here](#). © 2015 DSicoverly



#### **About DSi**

*Serving law firms and corporate legal departments worldwide, DSi is a litigation support services company that provides advanced eDiscovery and digital forensics services. Through five core business processes—DSicollect, DSintake, DSinsight, DSireview, DSisupport—DSi's highly trained staff will help you harness today's most forward technology to gain a competitive advantage. DSi is headquartered in Nashville, Tenn. with offices in Knoxville, Tenn., Cincinnati, Ohio, Charlotte, N.C., Minneapolis, Minn.,*

*Philadelphia, Penn., Atlanta, Ga. and Washington D.C. For more information, please visit DSi at [www.dsicoverly.com](http://www.dsicoverly.com) or follow us on Twitter at: [@DSicoverly](https://twitter.com/DSicoverly).*