



ILTA '06: EVOLVING TOGETHER

# Attorney Support: Extending the Office

# Session Speakers



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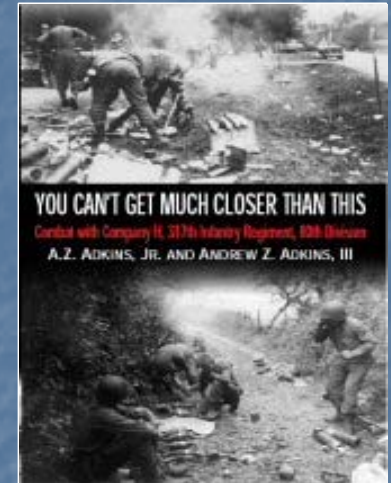
# Agenda

- Introductions
- IT Functions within a Firm
- Outside the Firm
- Define the Term "Reasonable"
- The Next Five Years
- Q & A



# Andrew Z. Adkins III

- University of Florida Levin College of Law
  - Director, Legal Technology Institute
  - Associate Director, Technology Services
- Legal Tech Consultant – 17 Years
- Co-Chair, LegalTech Conferences
- Chair ABA TECHSHOW 2000, 2001
- Author
  - *WordPerfect Law Office Solutions (multi-author)*
  - *Computerized Case Management Systems*
  - *You Can't Get Much Closer Than This*



# IT Functions within a Firm

# IT Functions

- Behind the Walls
  - Servers, Network, Communications, Infrastructure, Network Software, Backups/Restores
- End User Support
  - Desktop Systems, Printers, Scanners, Application Software, Virus Protection, PDAs/Smart Phones
- Training
- Internet, Intranet, Extranet
- Telephone System
- Technology Planning, Budgeting
- Litigation Support, Trial Presentations
- Miscellaneous



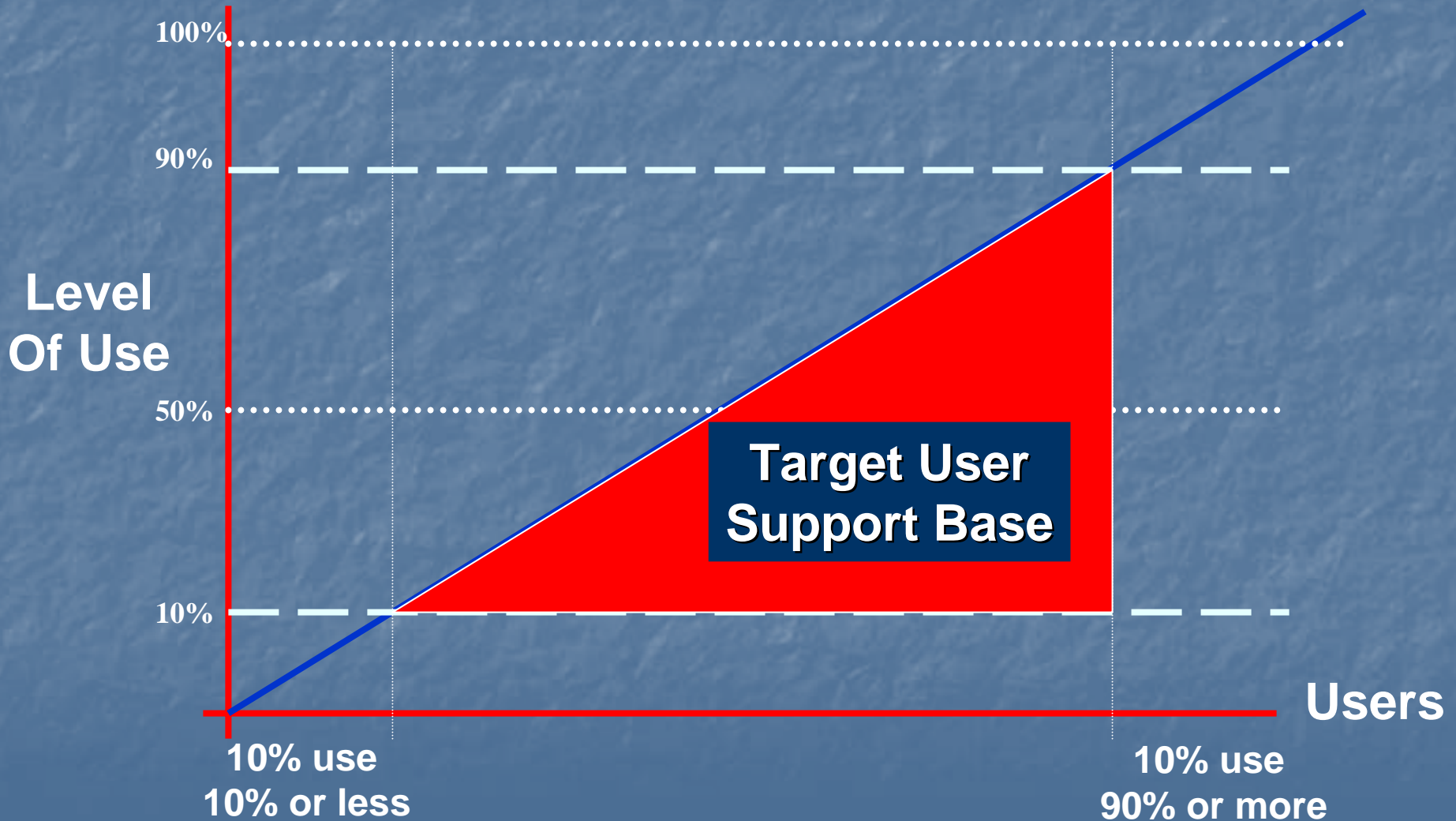
# Common IT Issues/Battles

# Common Issues

- Support
  - On-demand Support
  - After Hours Support
  - Remote Support
  - Laptop Support
  - PDA/Smart Phone Support
- Up-to-date Technologies
- Software Application Upgrades
- Training
- Budget



# The 80/20 Principle



# What Technologies Do Attorneys Use Outside the Office?

- “Core” Application Software
  - MS Office Apps, T&B, DMS
- Specific Application Software
  - Litigation Support, Case Management, Deposition Software, Trial Management
- What Can Be Accessed Remotely?
- What is Used via Laptop?

# Support Outside the Office

- Remote Access
- Laptop Support
- Application Assistance
- PDA/Smart Phone Support
- What are the Expectations?
- What is "Reasonable" Support?



# Outsourcing IT

# Outsourced Technology (Y or N?)

- File & Data Storage
- Help Desk Support
- Financial Management
- Litigation Support
- Payroll
- Internet Web Site

# The Next Five Years

- Everything will be:
  - Smaller, Cheaper, Faster
- More Complex Software Systems
  - DMS, CMS, Knowledge Management
- Users will Demand More of their Systems
- Higher Demand for End User Support
- More Support Outside the Office?



# If I Were in Charge . . .

- I'd be planning for more remote access, higher bandwidth, after hours support, additional technologies (more complex), and
- Training, training, training
  - Did I say training?

"The No 1 reason for success implementations is training...  
The No 1 reason for failed implementations is LACK of  
training"

*-- Andrew Z. Adkins III*

# Questions

# Thank You

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