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April 2-4, 2009
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Telecommuting 101: Take the First Step

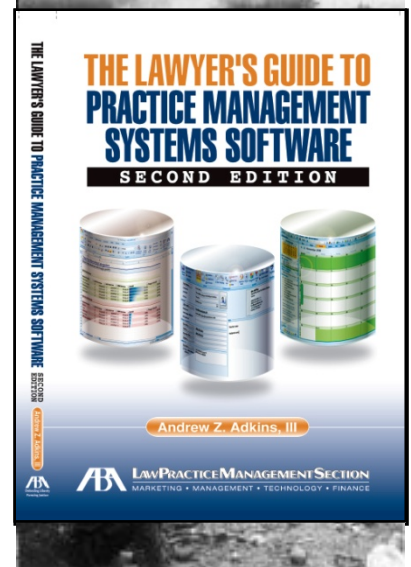
Presenters:
Andrew Z. Adkins III
Ben Schorr

Agenda

- Introductions
- Definitions
- Working Away from the Office
- Available Technologies
- Change Management
- Summary, Questions, Tips

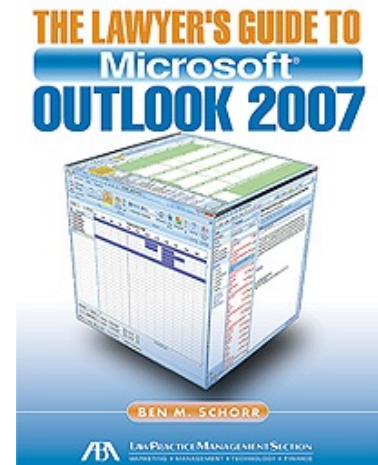
Andrew Z. Adkins III

- University of Florida Levin College of Law (1997 – present)
 - Director, Legal Technology Institute (1997 - present)
 - Adjunct Professor, Law Practice Management (2001 - present)
 - Associate Director, Technology Services (2003-2007)
 - Executive Director, ICAIR (1998 – present)
- Legal Technology Consultant (1989)
 - More than 325 consultations with Law Firms, Law Departments, Judiciary, Legal Verticals
- Author
 - *Three Years, Eleven Months, 29 Days* (2009)
 - *The Lawyer's Guide to Practice Management Systems Software* (2009)
 - *You Can't Get Much Closer Than This* (2005)
 - *Computerized Case Management Systems* (1999)
 - *WordPerfect Law Office Solutions* (1995)
 - *The KM Study, The ASP Study, The Internet Study*
 - More than 200 articles published on legal technology
- Chair ABA TECHSHOW 2000, 2001
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Ben M. Schorr

- Chief Executive Officer at Roland Schorr & Tower, a Honolulu-based technology consulting firm.
- IT Director at Damon Key Leong Kupchak Hastert from 1996-2004.
- 20+ years experience in legal technology.
- Microsoft MVP since 1997 in the Outlook and OneNote product groups.
- Author of “The Lawyer’s Guide to Microsoft Outlook 2007” and “The Lawyer’s Guide to Microsoft Word 2007” both published by ABA.
- Frequent speaker, columnist and writer on technology subjects.
- Telecommuter.



Your Turn

- How many took a vacation this year?
 - New place or revisit?
- How many **often** work more than 40 hours at the office?
 - More than 50?
- How many **often** work on weekends?
 - Do you get more done?
 - Why?

- 
- How many check email after hours or on weekends?
 - What about holidays?
 - How many carry a cell phone, Blackberry, TREO, or iPhone?
 - Yours or firms?
 - If you had to work after hours or on weekends, how many would rather work from home?
 - How many *REALLY* took a vacation this year?
 - Did you check e-mail, v-mail, or do any work while on vacation?

Telecommuting - Defined

- From Wikipedia
 - *“Telecommuting, e-commuting, e-work, telework, working at home (WAH), or working from home (WFH) is a work arrangement in which employees enjoy flexibility in working location and hours. In other words, the daily commute to a central place of work is replaced by telecommunication links.”*

Telecommuting or Remote Access?

- Remote Access describes “how” someone remotely connects to the office to do work.
- Telecommuting describes “what” that someone does when working remotely.
- Telecommuting has more to do with “attitude” than it does with “technology.”

Benefits

- Reduce the “carbon footprint”
 - Less gas, less electricity at work
- Reduce non-productive time
 - Driving to/from work; traffic congestion
- Increase productive time
 - Telecommuters may be able to get more done at home than at work
 - More “billable time” than just at the office
- Possible recruiting benefits



Disadvantages

- Workload may increase
- Distractions at home
- Fellow employees may resent telecommuters
- Telecommuters may lose “space” at home
- Confidential data now outside office
- Communications barriers
- Telecommuting = alienation?
- Increased technology requirements



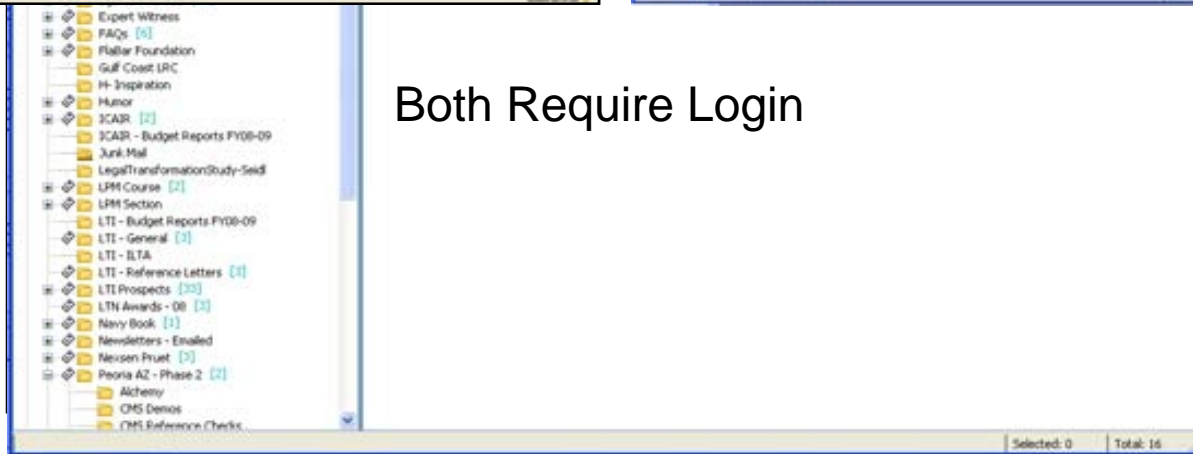
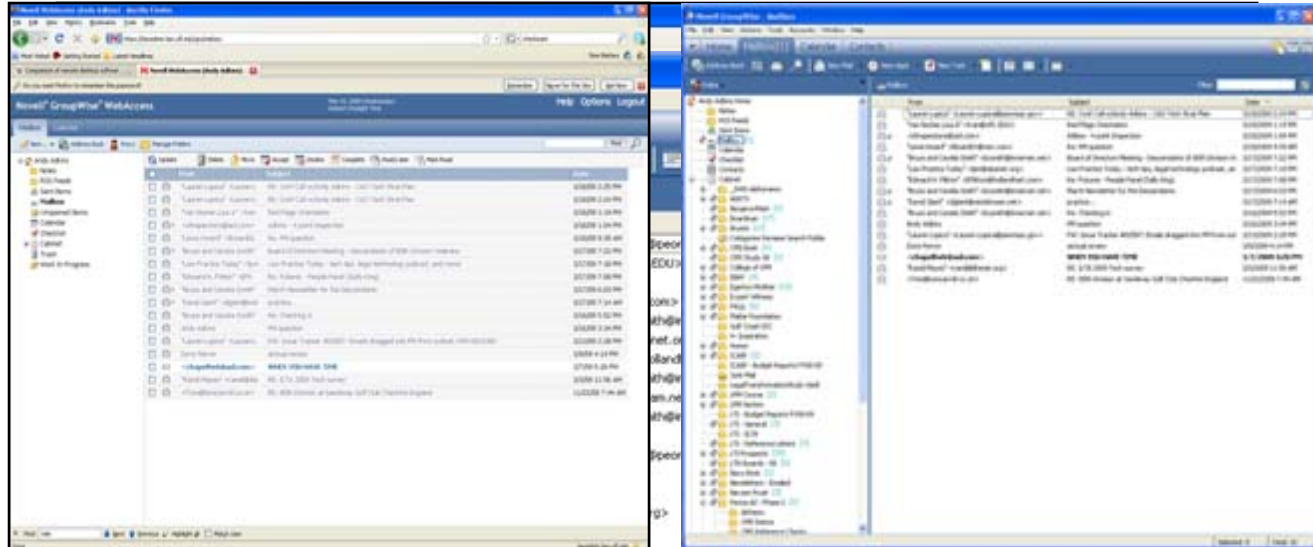
Observations

- “Management by Objectives”
 - Management style must be based on end results and not on actual time.
- Decentralize the Office
 - Face time is decreased
 - Technology must be increased
- Lay out Expectations

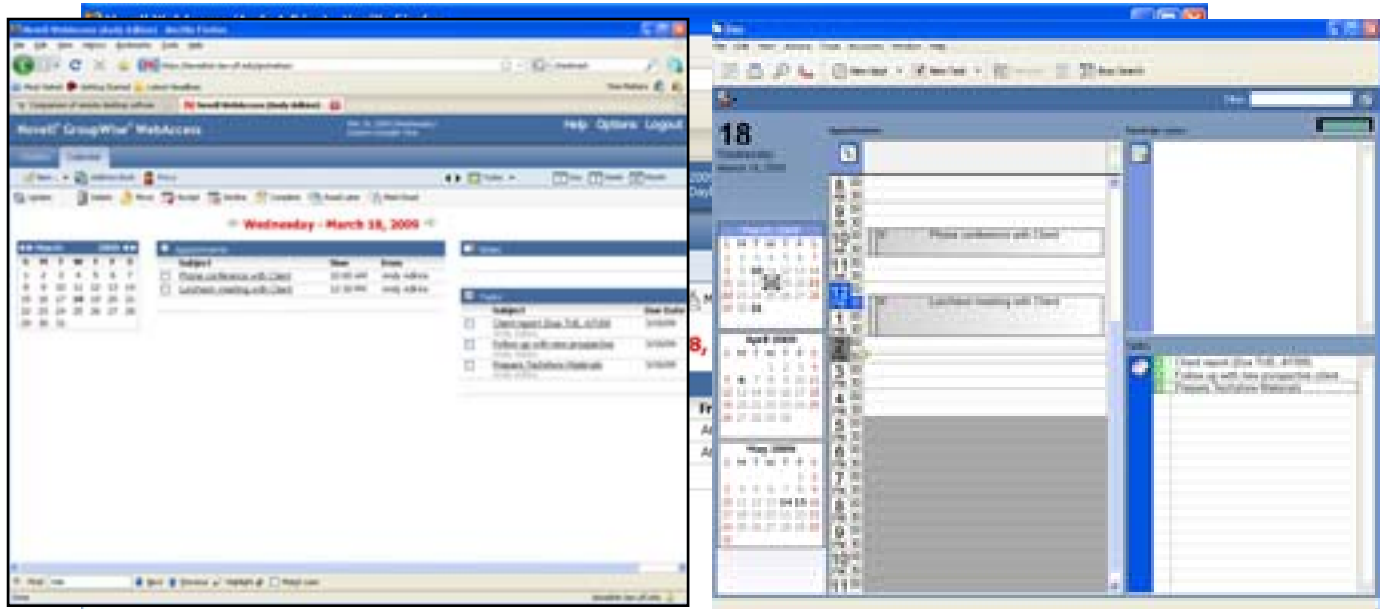
What Office Information Do You Need?

- E-mail
- Calendar
- Address Book
- Documents (Electronic)
- Document Files (Paper)
- Time & Billing
- Case Management
- Legal Research
- Other?

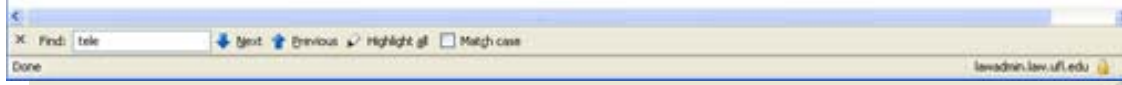
E-Mail: Web or Client?



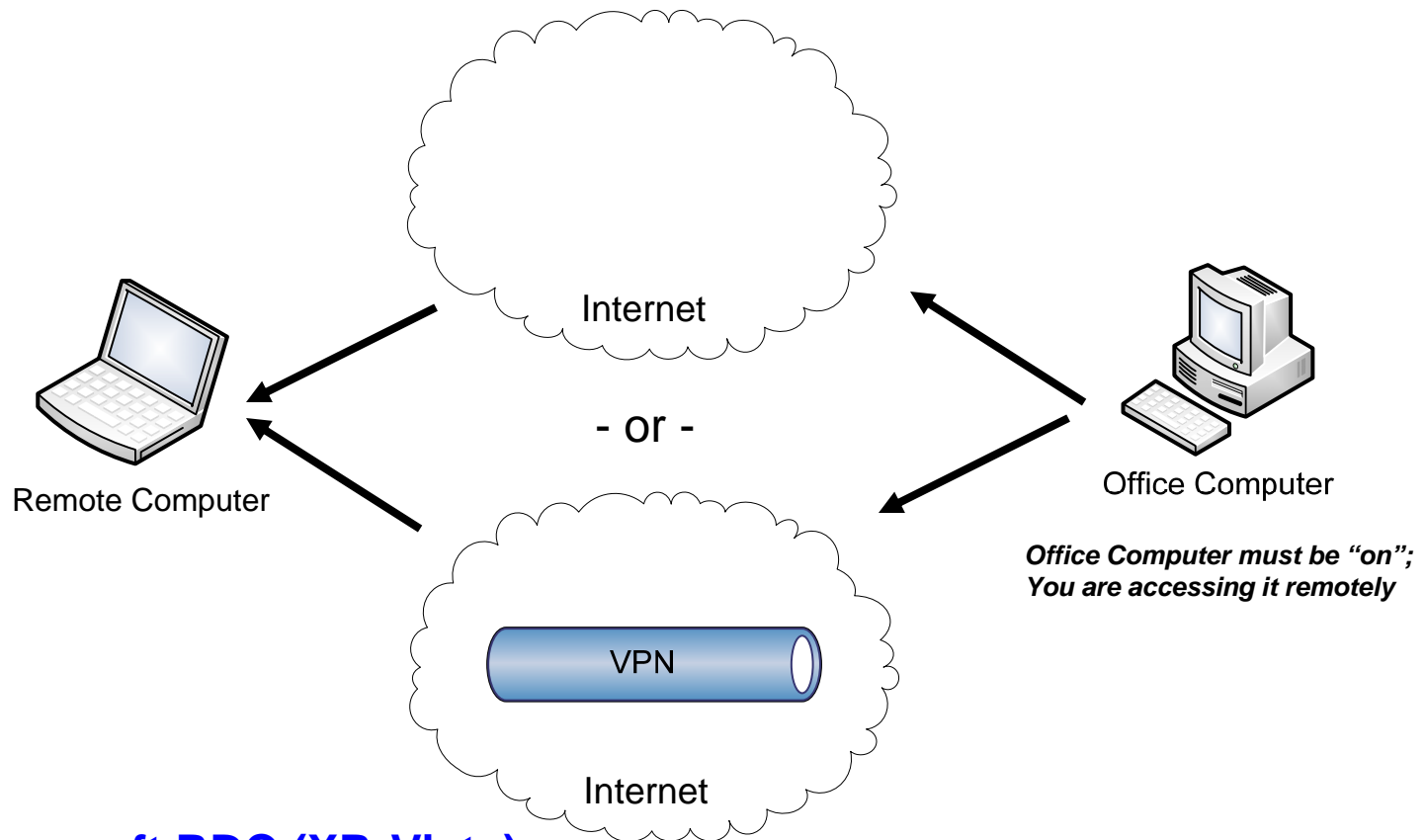
Calendar: Web or Client?



Both Require Login

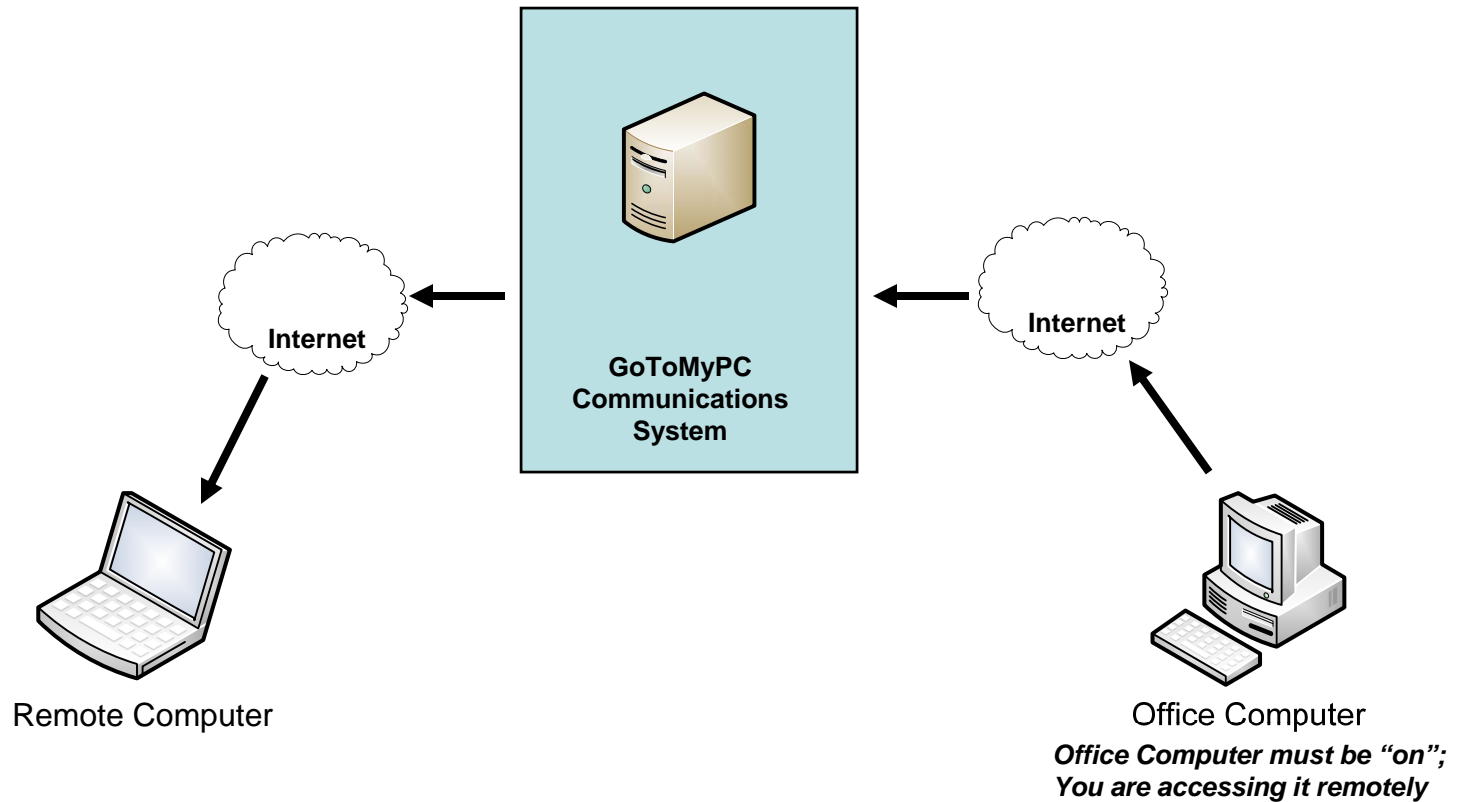


Remote Desktop Software Solution [Point-to-Point, no 3rd Party Host]

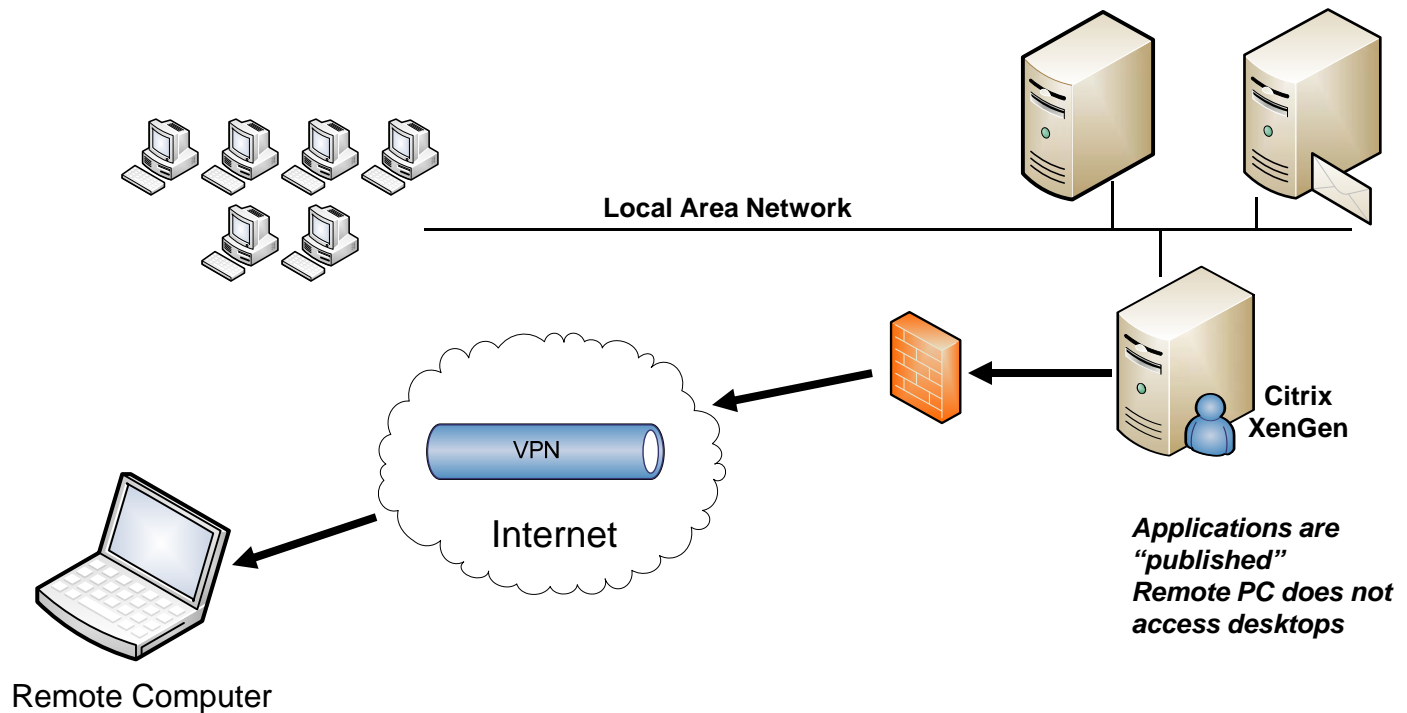


Microsoft RDC (XP, Vista)
Symantec pcAnywhere

Remote Desktop Software Solution [Point-to-Point, with 3rd Party Host]



Remote Access – Citrix XenApp Server



Remote Access Technologies

- Internet
- FTP (“File Transfer Protocol”)
- Citrix XenApp
- Microsoft Terminal Services
- Remote Desktop Software

Remote Desktop Control Systems

- GoToMyPC
- LogMeIn
- Symantec pcAnywhere
- Microsoft Windows XP, Vista Remote Desktop
- Others?

Remote Access

- LogMeIn Pro
 - \$12.95/mo (single machine)
 - \$69.95 annual cost
 - \$19.75/mo (five computers)
 - \$199.75 annual cost
 - Access remote computer's drives
 - Transfer files between remote and local with drag & drop
 - Print files from remote computer on local printer
 - Synchronize files between local and remote computers



Are You a Candidate for Telecommuting?

- Do you have designated space in your home?
- Do you have uninterrupted time at home?
- Are you organized?



Is Your Firm a Candidate for Telecommuting?

- Do you need this person in the office during the day?
- Can your firm support the necessary technologies?
- Will other staff rebel?
- Will attorneys rebel?

Develop a Telecommuting Policy

- Define Telecommuting
 - The “What”
- Eligibility
 - The “Who”
- Technology to be used
 - The “How”
- Duration
 - How long telecommuting lasts
- Guidelines
 - Specific details
- Ownership
 - Who owns the equipment/technology?
- Insurance
 - Who is responsible for the equipment?

In Summary...

- Telecommuting is one of those issues that will surface sooner rather than later.
- You have to ask yourself, is this good for the firm or good for the telecommuter?
 - If Yes/Yes, the decision is made
 - If Yes/No or No/Yes, maybe it's not a good idea
 - If No/No, the decision is made
- What is the ROI?
 - Will the firm make/recover enough money to pay for it?