

Application Service Providers

*An In-Depth Look into the
Future Use of ASPs in the Legal Profession
– Spring 2000 –*

Grand Prize Drawing
Five (5) Palm
Handheld Computers
Complete & Return by 06/30/2000

The purpose of this national study is to provide important information to the legal industry about how legal professionals view Application Service Provider technology. We have selected your name at random. Your input to this survey is crucial to obtaining credible data. This survey is being conducted by the Legal Technology Institute at the University of Florida Levin College of Law.

This survey has been designed to make your entries as effortless as possible. We have estimated it will take approximately 15 - 20 minutes to complete this survey questionnaire. All those completing the survey will be entered into a grand prize drawing: five (5) Palm Handheld Computers will be given away. The winners of the grand prize drawing will be notified by October 31, 2000.

Please complete and return the survey to us in the enclosed self-addressed envelope as soon as possible so we may analyze all completed surveys and publish the results. All surveys must be postmarked by June 30, 2000 in order to qualify for the grand prize drawing. Thank you for your time, your consideration, and your valued input to the survey.

Final published results and additional information will be found at: <http://www.law.ufl.edu/lit/projects/asp>.

Please PRINT clearly.

***Even if you are not familiar with ASPs, your input is vital AND
you will be entered into the Grand Prize Drawing.***

Section I. General Information about You

(This section must be completed for you to be entered into the final prize drawing)

1. Name: _____

Firm/Company: _____

Mailing Address: _____

City, ST, Zip: _____

Phone: _____

Email: _____

2. **Which best describes your title/position?**

- | | | |
|--|------------------------------------|---|
| <input type="checkbox"/> Managing Partner | <input type="checkbox"/> Partner | <input type="checkbox"/> Associate |
| <input type="checkbox"/> Legal Administrator | <input type="checkbox"/> Librarian | <input type="checkbox"/> Information Services |
| <input type="checkbox"/> Legal Assistant | <input type="checkbox"/> Academic | <input type="checkbox"/> Judicial |
| <input type="checkbox"/> Other _____ | | |

3. **Age Range**

- | | | |
|--------------------------------|--------------------------------|--------------------------------|
| <input type="checkbox"/> 20-25 | <input type="checkbox"/> 26-30 | <input type="checkbox"/> 31-40 |
| <input type="checkbox"/> 41-50 | <input type="checkbox"/> 51-65 | <input type="checkbox"/> 66+ |

4. **Gender**

- | | |
|-------------------------------|---------------------------------|
| <input type="checkbox"/> Male | <input type="checkbox"/> Female |
|-------------------------------|---------------------------------|

5. **Which of the following publications do you read?**

(Select all that apply)

- | | |
|---|--|
| <input type="checkbox"/> ABA Journal | <input type="checkbox"/> Law Office Computing |
| <input type="checkbox"/> ACCA Docket | <input type="checkbox"/> Law Practice Management |
| <input type="checkbox"/> The American Lawyer | <input type="checkbox"/> Law Technology News |
| <input type="checkbox"/> AmLaw Tech | <input type="checkbox"/> Lawyer's Weekly |
| <input type="checkbox"/> Corporate Counsel Magazine | <input type="checkbox"/> Legal Assistant Today |
| <input type="checkbox"/> Corporate Legal Times | <input type="checkbox"/> Legal Management |
| <input type="checkbox"/> Info World | <input type="checkbox"/> National Law Journal |
| <input type="checkbox"/> Information Week | <input type="checkbox"/> Trial Magazine |

Our sincere gratitude to the sponsors of this survey for their generous support and contributions to this project:

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Section II.**General Information about Your Practice**

6. **Type of practice** (*Select one only*)
 Private Govt Corporate
 Academic Judicial Not-in-practice
7. **Number of years in practice/position**
(Select one only)
 1-2 3-5 6-10 11-15
 16-20 21-25 26+ N/A
8. **What are your primary practice areas?**
(Select all that apply)
 Administrative Law
 Admiralty/Maritime
 Agriculture Law
 Alternative Dispute Resolution
 Antitrust & Trade Regulation
 Banking & Finance
 Bankruptcy
 Business and Commercial Law
 Civil Rights
 Communications & Media Law
 Constitutional Law
 Construction Law
 Criminal Law
 Computer & Technology
 Education Law
 Election Campaign & Political Law
 Electronic Commerce
 Employment & Labor Law
 Energy & Utilities Law
 Entertainment, Sports & Leisure Law
 Environmental Law
 Estate Planning
 Ethics & Professional Responsibility
 Family Law
 General Practice
 Health & Healthcare Law
 Immigration & Naturalization Law
 Insurance Law
 Intellectual Property Law
 International Law
 Litigation & Appeals
 Military Law
 Native Peoples Law
 Personal Injury
 Probate & Estate Administration
 Products Liability Law
 Professional Malpractice Law
 Real Estate Law
 Science & Technology Law
 Securities Law
 State, Local and Municipal Law
 Taxation Law
 Toxic Torts
 Transportation Law
 Worker's Compensation Law
 Year 2000 Law

Section III.**General Information about Your Firm**

9. **Number of lawyers in your firm/law dept.**
(Select one only)
 Solo 2-5 6-10
 11-15 16-25 26-40
 41-70 71-100 101-250
 251-500 501+ Not applicable
10. **Number of office locations.**
(Select one only)
 1 (No Branch offices)
 2
 3+
11. **In which of the following geographic areas does your firm/law dept have offices?**
(Select all that apply)
 United States
 Africa
 Asia
 Australia
 Canada
 Central/South America
 Europe
 Mexico
12. **If your corporate or government law dept uses outside counsel, how many different law firms do you retain?** (*Select one only*)
 1-5
 6-10
 11-50
 51-100
 101+
 Don't know
 Not applicable
13. **Has the firm/law dept received an increase in the number of requests during the past year by clients to provide real-time access to case-related information (e.g. client collaboration, case management)?**
 Yes No Don't know
14. **Does your firm/law dept have a technology committee?**
 Yes No Don't know
15. **How many years does your firm/law dept target between desktop replacements?**
(Select one only)
 Annual
 2 years
 3 years
 More than 3 years
 When they quit working
 Don't know

Section IV. Application Service Providers

Application Service Providers (ASPs) are emerging in the computer industry as a new concept of providing software to businesses; the legal profession is no exception.

The definitions of ASPs vary. For many legal professionals, ASPs represent a new "model" for purchasing software: renting software applications that run on the vendor's platform and are accessed via the Internet.

The purpose of this part of the survey is to determine the legal professionals' understanding of ASPs, to determine the decision drivers and issues for law firms to evaluate ASPs, and to help determine factors affecting the market and potential pricing models for ASPs.

16. **How familiar are you with Application Service Providers (ASPs)?**

(1=not at all familiar; 5=extremely familiar)

1	2	3	4	5
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

17. **Where have you heard about ASPs?**

(Select all that apply)

- Bar publications
- Colleagues
- Computer publications
- Conferences
- Internet
- Legal technology publications
- Sales calls
- Other _____

18. **How would you define an ASP?**

(Select all that apply)

- Online software rentals
- Outsourcing computer services
- Web-based applications
- Access to software and other services
- Access to sharing documents and information
- Access to court case information

19. **Have you heard of the following legal specific ASPs? (Select all that apply)**

- 1st Legal
- casecentral.com
- ELF Technologies
- Elite.com
- IKON Virtual Filing Room (VFR)
- Judicata.com
- Legal Anywhere Collaborator
- Merrill Corp.
- Network Alternatives
- Serengeti
- Other _____

20. **Does your firm/law dept currently use ASPs?**

- Yes No Don't know

21. **If yes, which of the following functions are provided by ASPs? (Select all that apply)**

- Backups
- Brief Banks
- Calendaring
- Case Management
- Contact Management
- Court Access
- Court Reporting Service
- Discovery & Investigation Tracking Tools
- Document Management
- Document Repository
- Email
- Legal Research
- Litigation Support
- Real-time Collaboration
- Time, Billing, Electronic Invoicing
- Trial Transcripts
- Video Conferencing
- Word Processing
- Other _____

22. **If yes, how satisfied are you with your current ASP? (1=not at all satisfied; 5=extremely satisfied)**

1	2	3	4	5	N/A
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

23. **Whether or not you currently use an ASP, what do you see are the primary perceived barriers in your firm/law dept regarding use of ASPs?**

(Select all that apply)

- Already have heavy investment in computers
- ASPs are an unproven concept
- ASPs are not a cost-effective solution
- Concern about integrating ASP with current system
- Concerned about quality and support of an ASP
- Concerned about reliability of an ASP
- Concerned about security when using an ASP
- Concerned about the long-term viability of ASP
- Cost of maintaining IT department
- Cost of computer upgrades for ASP solution
- Firm doesn't outsource
- Firm prefers to purchase the application
- Lack of ability to customize software on an ASP
- Lack of local control of key data on an ASP
- Most ASPs provide only one application

24. **What do you consider to be the best aspect of using ASPs? (Select one only)**

- Low initial cost of ASP
- Low maintenance cost of ASP
- Low technology investment for firm
- Easy to integrate into firm
- Easy to support
- Easy to share information and work with clients
- Monthly payment versus total up-front payment

25. **What do you consider to be the biggest problem with ASPs?** (Select one only)

- Integration into the firm/law dept
- Security
- Reliability
- Support, Service
- Total Cost of ASP
- Understanding the concept of an ASP

26. **How likely is it that your firm/law dept would consider an ASP?** (1=very unlikely; 5=extremely likely)

- 1 2 3 4 5

27. **When considering a move to an ASP model, who within the firm/law dept has significant input into the decision?** (Select all that apply)

- Managing Partner
- Partner
- Associate
- Legal Administrator
- Librarian
- Information Services

28. **Please rate the following applications which your firm/law dept would consider adapting as an ASP model.** (1=not at all likely; 5=extremely likely)

	1	2	3	4	5	N/A
Backups	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Brief Banks	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Calendaring	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Case Management	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Contact Management	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Court Access	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Court Reporting Services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Discovery Tracking Tools	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Document Management	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Document Repository	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Email	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Legal Research	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Litigation Support	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Real-time Collaboration	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Time, Billing, Invoicing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Trial Transcripts	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Video Conferencing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Word Processing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other _____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

29. **Please rank the order of preference for ASP price models?** (1=most important)

- ___ Per user, per application
- ___ Per user, unlimited applications
- ___ Per firm, limited number of users
- ___ Per firm, unlimited number of users
- ___ Per firm, unlimited users, unlimited applications

30. **Would your firm/law dept upgrade or install a high-speed Internet connection (if necessary) to gain use of ASPs?**

- Yes No Don't know

31. **Of the following, please rank the top five (5) in order of importance the decision drivers to move to an ASP?** (1=most important)

- ___ Access to ASP anytime, anywhere
- ___ Availability of most advanced software
- ___ Centralized control and billing for given ASP
- ___ Clients requesting the firm to use an ASP
- ___ Concentrate on practicing law & not technology
- ___ Free up IT staff for other internal issues
- ___ Greater Security for Confidential Data
- ___ Guaranteed performance levels & uptime
- ___ Lack of firm/law dept computer support
- ___ Quicker implementation of hosted applications
- ___ Predictable technology costs
- ___ Software upgrades are automatic
- ___ Try software before buying
- ___ Other _____

32. **When considering competitive ASPs, can you rank the order of importance in choosing one ASP over other(s)?** (1=most important)

- ___ Brand/name recognition
- ___ Multiple applications on single ASP
- ___ Ability to utilize 3rd party services through ASP (e.g. copy services, court reporters, etc.)
- ___ Cutting edge technology
- ___ Ease of use
- ___ Experience in the marketplace
- ___ Number of clients
- ___ Price
- ___ Services, Support
- ___ System reliability

33. **Please rank the order of importance.** (1=least important; 5=most important)

	1	2	3	4	5	N/A
Applications on single ASP	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Encryption for ASP security	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Data storage with 3 rd party	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3 rd party billing for providers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Digital certificates for ASP authentication	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

34. **If your firm/law dept switched to an ASP model, when would you expect the Return on Investment (ROI)?** (Select one only)

- Immediate
- Within 3 months
- Less than 1 year
- More than 1 year
- No expectations

35. **Would your firm/law dept consider using an ASP to deliver legal services (i.e., have clients subscribe to the firm/law dept ASP)?**

- Yes No Don't know

Section V. General Computer Information

36. **Do you feel the desktop computer systems you use today are more or less reliable than systems used 5 or more years ago?** (Select one only)
- Today's systems are *more* reliable
 Today's systems are *less* reliable
 About the same
37. **Which network operating system does your firm/law dept use?** (Select one only)
- Novell
 Microsoft Windows NT
 Don't have a LAN
 Don't know
 Other _____
38. **On average, how often does your firm/law dept plan a major network upgrade?** (Select one only)
- Every 2 years Every 3 years
 Every 4 years Every 5 years
 More than 5 years Don't know
39. **When do you plan on the next major upgrade or change to your network?** (Select one only)
- 6 months 12 months
 2 years More than 2 years
 Don't know
40. **Does your firm/law dept have a wide area network (WAN)?**
- Yes No Don't know
41. **Do you have remote access to your office network?**
- Yes No Don't know
42. **Which of the following word processors are used in your office?** (Select all that apply)
- WordPerfect DOS (5.1,5.1+, 6.0, 6.1)
 Corel WordPerfect for Windows 6.1
 Corel WordPerfect for Windows 7.0/8.0
 Corel WordPerfect Office 2000 (ver 9.0)
 Microsoft Word for Windows 2.0
 Microsoft Word for Windows 95/97
 Microsoft Word 2000
 Don't use word processor
 Don't know
 Other _____
43. **Which word processor program is used most widely in your office?** (Select one only)
- Corel WordPerfect
 Microsoft Word
 Don't use word processor
 Don't know
 Other _____
44. **Which integrated desktop suite is used most widely in your office?** (Select one only)
- Corel WordPerfect Office
 Microsoft Office
 Lotus Notes
 Claris Works
 Don't use desktop suite
 Don't know
 Other _____
45. **Which time & billing system is used most widely in your office?** (Select one only)
- Barrister Javelin Quickbooks
 CMS Open TABS III
 Computrac Timeslips
 Elite PCLaw/PCLaw Jr.
 Juris
 Don't use time & billing
 Don't know
 Other _____
46. **Which docket/calendar program is used most widely in your office?** (Select one only)
- Amicus Attorney Microsoft Outlook
 CLAS Manager Novell GroupWise
 CompuLaw TimeMatters
 Elite Tussman
 Don't use computer docket/calendar
 Don't know
 Other _____
47. **Which document management system is used most widely in your office?** (Select one only)
- iManage SoftSolutions
 Novell GroupWise WORLDOX
 PC DOCS
 Don't use document management system
 Don't know
 Other _____
48. **Which case management system is used most widely in your office?** (Select one only)
- Abacus Law Elite
 Amicus Attorney PINS/Needles
 Case Master III TimeMatters
 Don't use case management system
 Don't know
 Other _____
49. **Which electronic mail program is used most widely at your desktop to communicate with others outside your organization?** (Select one only)
- America OnLine Lotus Notes
 Eudora Netscape Email
 Microsoft Outlook Novell GroupWise
 Don't use email
 Don't know
 Other _____

50. **What type of computer(s) do you use at work?**
(Select all that apply)
- PC desktop
 PC portable
 Macintosh desktop
 Macintosh portable
 Minicomputer
 Don't use computer at work
 Don't know
 Other _____
51. **What is the operating system of your primary work computer?** (Select one only)
- Microsoft Windows 2000
 Microsoft Windows NT
 Microsoft Windows 98
 Microsoft Windows 95
 Microsoft Windows 3.x
 DOS (without Microsoft Windows)
 MacintoshOS
 UNIX
 LINUX
 Don't know
 Not applicable
 Other _____
52. **What is the processor chip in your primary work computer?** (Select one only)
- Pentium III
 Pentium/Pentium II
 '486, '386, '286
 Macintosh
 Don't know
 Not applicable
 Other _____
53. **Do you currently use Adobe Acrobat Reader to view documents in portable document format (PDF)?**
- Yes No Don't know
54. **Do you currently have a license to Adobe Acrobat Writer to save word-processing documents to PDF?**
- Yes No Don't know
55. **Does your firm/law dept use video conferencing with clients, other lawyers or witnesses?**
- Yes No Don't know
56. **If yes, is the video conferencing secure?**
- Yes No Don't know
57. **Do you use "white-boarding" or some other form of electronic real-time collaboration?**
- Yes No Don't know
58. **If yes, which "white-boarding" system do you use?**
- _____

Section VI.

Internet Use and Access

59. **Do you personally use the Internet at work?**
- Yes No
60. **If your firm/law dept does not currently access the Internet, what are the reasons?**
(Select all that apply)
- Cost to upgrade computer
 Cost to access Internet
 Concern about accuracy of content
 Concern about security on the Internet
 Don't know enough about the Internet
 Not enough content applicable
 Consider the Internet unproductive
 Not applicable
 Other _____
61. **If not, do you plan to obtain access to the Internet at work within the next 6 months?**
- Yes No Don't know
62. **How long have you had access to the Internet at work?**
(Select one only)
- Less than 6 months
 6 months to 1 year
 1 - 2 years
 More than 2 years
 Don't know
 Not applicable
63. **Who in the firm/law dept has access to the Internet?** (Select all that apply)
- Everyone
 Managing Partner
 Partners
 Associates
 Legal Administrator
 Office Manager
 Librarians
 Information Services
 Legal Assistants
 Investigators
 Secretaries
 No one
 Other _____
64. **What hardware method do you use to access the Internet at work?** (Select one only)
- Single modem on your computer
 Communications server
 Direct Internet router connection
 Through the firm's Wide Area Network
 Don't know
 Not applicable
 Other _____

65. **What is the speed of your Internet connection at work?** (Select one only)

- 33.3 kbps or less
- 56.6 kbps
- ISDN
- T-1
- DSL
- Cable Service
- Don't know
- Not applicable
- Other _____

66. **Through which online service do you access the Internet at work?** (Select all that apply)

- AT&T
- America OnLine
- CompuServe
- EarthLink
- MCI/Cable & Wireless
- Microsoft Network
- Mindspring
- Netcom
- Local Internet Service Provider (ISP)
- Don't know
- Not applicable
- Other _____

67. **Which Web browser do you primarily use?** (Select one only)

- Netscape Communicator, Navigator
- Microsoft Internet Explorer
- America OnLine
- CompuServe
- Opera
- Don't use Web browser
- Don't know
- Other _____

68. **Do you ever download software from the Internet?**

- Yes
- No

69. **How concerned are you about the following Internet issues?**

(1=no concern at all; 5=extremely concerned)

	1	2	3	4	5	N/A
Speed, performance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Computer viruses	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Secure transactions	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Email security	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Confidentiality	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Internet reliability	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Content authenticity	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

70. **In the next year, do you think your firm/law dept use of the Internet will increase, decrease or stay the same?** (Select one only)

- Increase
- Decrease
- Stay the same

71. **Does your firm/law dept have an Intranet (e.g. provide access to internal resources that you view through a Web browser)?**

- Yes
- No
- Don't know

72. **If no, does your firm/law dept plan to have an Intranet in the future?** (Select one only)

- 6 months
- 1 year
- 2+ years
- Never
- Don't know
- Not applicable

73. **Does your firm/law dept have an Extranet, which is the extension of an Intranet that allows selected clients to access some of the firm's/law dept's private data?**

- Yes
- No
- Don't know

74. **If no, does your firm/law dept plan to have an Extranet in the future?** (Select one only)

- 6 months
- 1 year
- 2+ years
- Never
- Don't know
- Not applicable

75. **If yes, is your firm/law dept paying for the costs of building and maintaining Extranets for the clients, or are you passing along the costs?** (Select one only)

- The firm pays costs
- Costs are passed along to client(s)
- Costs are split between firm and client(s)
- Don't know
- Not applicable
- Other _____

76. **If yes, with what percentage of your client base are you using Extranets?** (Select one only)

- 1-10%
- 11-25%
- 26-50%
- Over 50%
- Don't know
- Not applicable

77. **If yes, what functions do you primarily use on the Extranet?** (Select all that apply)

- Calendaring
- Case information
- Case-related documents
- Firm contact information
- Firm/law dept resources (e.g. library, brief bank)
- Time & expense information
- Not applicable
- Other _____

78. **Does your firm have an Internet Web site?**
 Yes No Don't know
79. **If no, does your firm/law dept plan to have a Web site within the next 6 months?**
 Yes No Don't know
80. **If yes, where is the Web site hosted?**
(Select one only)
 In-house Web server
 External Web host
 Both
 Don't know
81. **Do you use Internet email for the following?**
(Select all that apply)
 Email only - colleagues within firm
 Email only - co-counsel
 Email only - opposing counsel
 Email only - clients
 Email only - courts
 Email with attachments - colleagues within firm
 Email with attachments - co-counsel
 Email with attachments - opposing counsel
 Email with attachments - clients
 Email with attachments - courts
82. **Do you use encryption or other additional security when sending confidential e-mail to clients using the Internet?**
 Yes No Don't know
83. **Does your firm/law dept electronically file documents with the court or other public agencies?**
 Yes No Don't know
84. **In your opinion, how secure is your current system at work? (e.g. desktop computer, computer network, Internet access, communications)**
(1=not at all secure; 5=extremely secure)
 1 2 3 4 5 N/A
85. **What is the speed of your Internet connection at home?** *(Select one only)*
 33.3 kbps or less
 56.6 kbps
 Cable Service
 DSL
 ISDN
 T-1
 Don't use Internet at home
 Don't know
 Not applicable
 Other _____

Section VII.
Computer Department & Budget

86. **How many people are in the firm/law dept computer department?** *(Select one only)*
 None 1 2-5
 6-10 11-20 Over 20
 Don't know
87. **What has been the experience with turnover among computer department staff?**
(1=no turnover at all; 5=extreme turnover)
 1 2 3 4 5 N/A
88. **What is the responsibility of the computer department staff?** *(Select all that apply)*
 Recommend technology
 Purchase technology
 Hardware installation
 Software installation
 Network installation
 Hardware maintenance
 Software maintenance
 Network maintenance
 Training
 Help desk support
 Don't know
 Not applicable
89. **Is the firm/law dept satisfied with the level of service provided by the computer staff?**
(1=not at all satisfied; 5=extremely satisfied)
 1 2 3 4 5 N/A
90. **Does the firm/law dept believe the computer staff adds a competitive advantage in delivering value to the firm's clients?**
(1=no value at all; 5=extremely valuable)
 1 2 3 4 5 N/A
91. **According to independent studies, the average law firm spends \$500 per attorney per month on technology-related expenses (including the initial and on-going equipment cost, staff and administration, support, maintenance, etc.). Would you estimate your cost to be:**
 Higher Equivalent Lower
 Don't know
92. **Does your firm/law dept outsource any of the following?** *(Select all that apply)*
 Payroll
 Office Equipment Lease
 Legal Research
 Computer Support
 Other _____