

60 Tips in 60 Minutes: Technology & Law Office Management

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Oklahoma Bar Association
October 2016



Technology Competence

ABA Model Rules of Professional Conduct Comment 8 to Rule 1.1, which addresses competence, states:

“To maintain the requisite knowledge and skill, a lawyer should keep abreast of changes in the law and its practice, including the benefits and risks associated with relevant technology, and engage in continuing study and education.”



http://bit.ly/LS_Tech_Competence

AGENDA

• TIP TOPICS FROM THE MANAGEMENT ASSISTANCE FIELD

- Digital Client Files
- Projecting an Image of Technology Competence
- Document Assembly
- Productivity
- Managing the Finances and Trust Accounts
- Task Management and Efficiency of Operations
- Cyber Security
- Risk Management
- Locating Assistance Resources for Technology Tools

Digital Client Files

1. Scanner



THIS NOT THIS



Digital Client Files

2. Practice Management Solutions

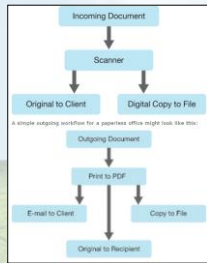
- Contact management and conflict checking
- Document management
- Calendar and task management
- Email (perhaps secure)
- Time and billing, sometimes including IOLTA/trust accounting functionality



PracticePanther

Digital Client Files

3. Law Office Management Policies, Procedures, Workflows and Checklists

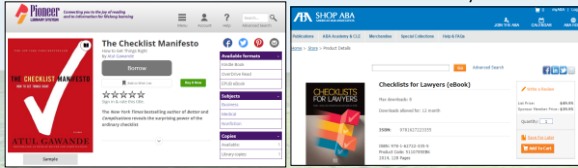


http://bit.ly/ABAGPSOLOdigital_Workflow

Digital Client Files

4. Resources providing guidance on law office management policies, procedures, workflows and checklists

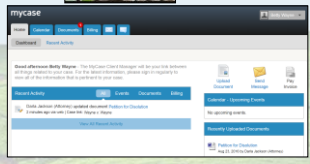
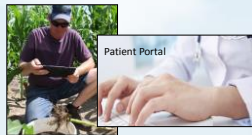
- Checklist Manifesto
- Checklists For Lawyers



Projecting an Image of Technology Competence

5. Client Portal

- Provides 24/7 secure entry point
- Clients log in to an area where they can communicate, view and download documents
- Collaborate on document editing
- Upload private information
- View and Pay Invoices



Projecting an Image of Technology Competence

6. Websites



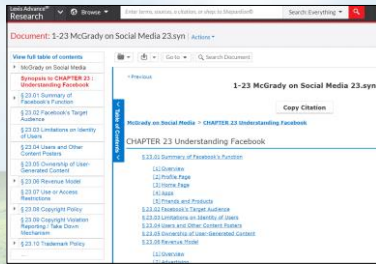
http://bit.ly/DigitalEdge_Web

http://bit.ly/ABAJournal_Websites

Projecting an Image of Technology Competence

7. Social Media

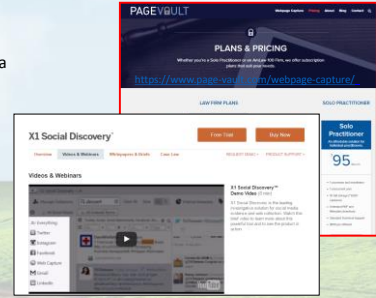
- Characteristics of particular social media resources
- Advising client on use and preservation of client's social media



Projecting an Image of Technology Competence

8. Social Media

- How to search social media of opposing party and witnesses
- How to capture social media when it is discovered



Projecting an Image of Technology Competence

Community Sourcing Legal Authority & Research



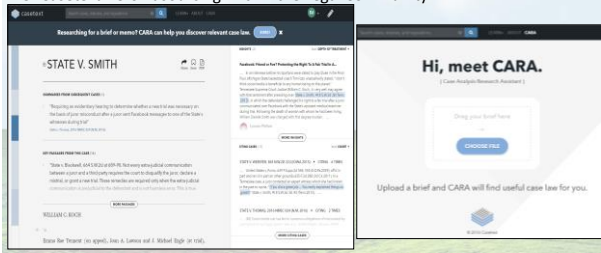
I didn't know anything about lawyers when we started. Turns out, they don't like technology, and they don't like to share things.

Apoorva Mehta, founder of defuncted Lawford & founder of successful grocery-delivery service Instacart

http://bit.ly/Lawsites_CrowdsourcingResearch

Projecting an Image of Technology Competence

Community Sourcing Legal Authority & Research
9. Casetext - Crowdsourcing Within the Legal Community



Projecting an Image of Technology Competence Community Sourcing Legal Authority & Research

10. RECAP



Projecting an Image of Technology Competence

11. Fastcase7 – Data Visualization



Projecting an Image of Technology Competence

12. Ravel Law - Data Analysis and Data Visualization

The screenshot displays the Ravel Law interface for a search of 'Blades v. Monsanto Co.'. It features a search bar, a sidebar with filters for 'Attorney Type' and 'Firm', and a main area showing search results. The results include the case name, court information (Federal District Court of Appeals, Eighth Circuit), and a list of attorneys such as 'Blades, Ronald W.' and 'Monsanto, Ronald W.'. A vertical URL 'http://ravel.law' is visible on the right side of the image.

Productivity - Document Assembly

13. Pathogoras

The screenshot shows the Pathogoras document assembly tool. On the left, there is a form with fields for 'Customer Name', 'Customer Address', and 'Customer City/State'. Below the form is a 'Preview' section showing a document snippet. On the right, there is a preview of a document titled 'Document Assembly for Trial Lawyers' with a logo for 'attorneyWORK'. A URL 'http://bit.ly/AAW_DocAutomation' is visible at the bottom of the image.

Productivity - Document Assembly

14. TheFormTool

The screenshot displays TheFormTool software. The main window shows a legal form titled 'PETITION FOR DISSOLUTION OF MARRIAGE' from the 'STATE OF CALIFORNIA'. The form includes fields for 'PETITIONER', 'RESPONDENT', and 'DATE OF MARRIAGE'. A sidebar on the left shows a list of form components. At the bottom, there are logos for 'TheFormTool', 'Doxser', and 'Doxser DB'. A URL 'http://bit.ly/YouTube_TheFormTool' is visible at the bottom of the image.

Productivity - Document Assembly

15. Practice Management Solutions: Document Templates with Rocket Matter

The image shows two overlapping screenshots from the Rocket Matter software. The top screenshot displays a document assembly interface with fields for 'Client Name', 'Client Work Product', and 'Document Type'. Below these fields is a 'How to create a Document Template' guide. The guide includes the following steps:

1. Navigate to your Admin section, and click "Document Templates".
2. You can use the existing sample. You click on your account to search from, or you can create your own. Templates have search filters to filter documents.

Productivity

16. Quick Parts in Microsoft Word

The image is a screenshot of a YouTube video player. The video title is "Save Time with Microsoft Office Quick Parts". The video content shows a Microsoft Word document with a "Quick Parts" task pane open on the right side. The video player includes a progress bar and a URL: <https://www.youtube.com/watch?v=RiGllUgpo6M>.

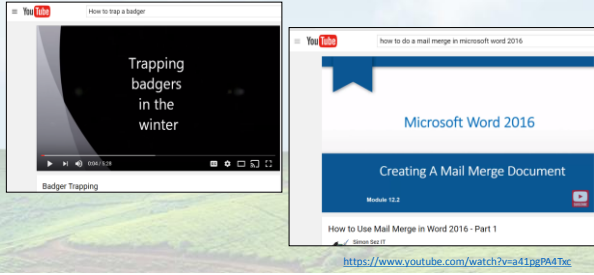
Productivity

17. Tell Me What You Want to Do

The image shows a screenshot of the Microsoft Word ribbon. The 'Tell Me What You Want to Do' search box is highlighted with a red circle. The search box contains the text "Tell Me What You Want to Do". The ribbon also shows the 'Font' and 'Paragraph' groups.

Productivity

18. YouTube – Find Out How to Do Anything



Productivity

19. Don't Spend time Searching the Browser History or Doing Another Google Search to Locate Web Information Because the Browser was Accidentally Closed

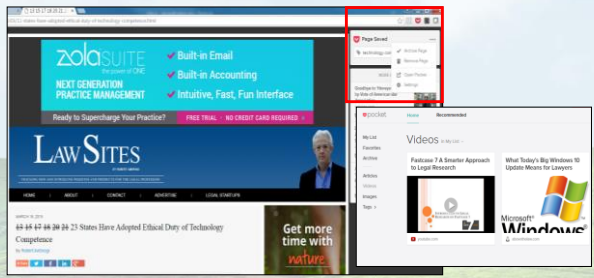
Wait, I didn't mean to close that tab!!

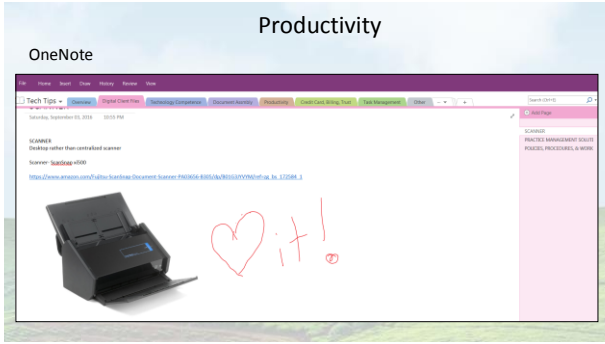
CTRL+SHIFT+T

- To open that browser tab you just accidentally closed
- Works in all major browsers

Productivity – Organizing Info from the Web

20. Pocket – Organizing (And Preserving) Information from the Web





Productivity – Speech Recognition


24. Dragon

 <p>Dragon Premium Version 13 Interact with your PC by voice, with greater freedom and flexibility. Now \$174.99</p>	 <p>Dragon Premium Wireless Interacts to your computer with a Dragon wireless Bluetooth headset. Now \$299.99</p>	 <p>Dragon Premium Mobile Transcribe on the go with the included Nuance-certified Philips Digital Voice Recorder. Now \$299.99</p>
 <p>Dragon Professional Individual New in 2015 \$300</p>	 <p>Dragon Legal Individual New in 2016 Starting at \$500</p>	 <p>Dragon Anywhere for Android and iOS - New in 2015 \$15 per month to \$150 per year</p>

Productivity – Speech Recognition

Dragon

- Training is relatively short and easy, but set up a different profiles if using different locations.
- It is a resource hog, so the more memory (RAM) the better.
- Toggle off and on using the + key on the numeric keypad



Productivity – Speech Recognition

25. You Need a good Microphone to Use with Speech Recognition Software

- If you don't like a head set consider the MXL AC404 USB Conference Microphone.



MXL AC404 USB Conference Microphone
 by VHS Video
 ★★★★★ • 283 customer reviews | 72 answered questions
 Price: \$83.99 & FREE Shipping Details

Productivity

Navigating Within a Word Document

27. Where You Last Used a Word - Using the Find Function (CTRL + F) & Other Shortcuts

26. Where You Left Off (Shift + F5)

1. MICROSOFT OFFICE
 Ben Schick, Andrew DeWitt & Trevor

Ever been working on a long Microsoft Word document and decided to call it a day? Then, the next day, you reopen your document and have to page down, page down...to try and find the spot you were at when you stopped editing? If so, page down no more.

Next time you open that document, just press Shift+F5, and Word will take you right back to the last spot you were editing.

Three things you need to know about this feature:

1. It also works within a document you're working on. In case you accidentally (or intentionally) jump to another part of the document and want to go back to where you just were, press Shift+F5. Press it again to go to the place you were editing before that. Press it again, and it'll take you back to where you started. This feature only saves the last three editing points.
2. It doesn't always work in versions of Word prior to Word 2010. The feature was there, but it was somewhat clunky. Word 2010 fixed that.
3. Word 2013 brings the feature to the forefront. When you open a previously edited document in Word 2013, it'll ask you if you want to go back to where you left off.



http://bit.ly/SCH13_Prod_Tips

<http://jimcalloway.typepad.com/tipsheet.pdf>

Productivity

28. Seven Microsoft Word Hacks Every Legal Professional Should Know

<http://www.onelegal.com/blog/7-microsoft-word-hacks-every-legal-professional-know/>

- Compare Two Documents
- Combine Track Changes From Multiple Authors
- Mark Your Documents as Final
- Use Styles
- Create a Table of Contents
- Create a Table of Authorities
- Save time with Keyboard Shortcuts




Productivity

29. Seven Microsoft Word Hacks Every Legal Professional Should Know <http://www.onelegal.com/blog/7-microsoft-word-hacks-every-legal-professional-know/>

• Use Styles

#4 Use styles

Styles are a huge and important feature in Word. Essentially, a style is a set of defined formatting characteristics that you use throughout a document. For example, say you want a bold centered, capitalized heading in size 18 font. Instead of going through all those steps, you can store this formatting in a style and then apply it whenever you need to in your document.



By default, Word will use its "normal" style — a pretty ugly set of blue and black — but in fact comes with 18 style sets to choose from, as well as the ability to edit both colors and fonts. Just click on the change style button (based on the Home tab). Once you're happy with your changes, you can save it as your new default by clicking **Set as Default**.

The law school at Georgetown University have produced a detailed and comprehensive guide to Word Styles — access it [here](#).

Productivity

30. How to Format an Appellate Brief (Or Any Complex Document)

- Step One: Build the Skeleton with Sections
- Step Two: Format Headings (Using Styles)
- Step Three: Write Your Appellate Brief
 - Step Three Caveat: Drop in Text from Another Brief (Carefully!)



Do memos violate copyright law?

Why only a memo—two pictures, tables and text? It's not the format that's the problem. It's the case of the Society for Creative Anachronism, the annual pageant for medieval reenactors, that's a real problem for the original pageant company, Medieval Pageant. The pageant company has a long history of using the same background images for its annual pageant brochures.

For more press coverage, Jeff's colleague I contacted the pageant website to see if they could create some pages of "more memos" (handwritten with an "authentic" "handwritten" font), a subsequent section may be useful for references to the record or other appellate.

Even if you plan on using **whichever copy and paste resources** from the previous blog, it's helpful to start with a blank Microsoft Word document and insert the original content.

Productivity

31. Legal Technology Assessment – Assessment and Training

Could you pass this in-house counsel's tech test? If the answer is no, you may be losing business

By Casey Hickey



After a week in the ABC annual Law News blog that has been a mix of Casey Hickey's legal practice and business news, Casey Hickey has written a column for the ABC annual Law News blog. The ABC annual Law News blog is a mix of Casey Hickey's legal practice and business news. The ABC annual Law News blog is a mix of Casey Hickey's legal practice and business news.

http://bit.ly/ABAL_LR_LTA

A Firm Finally Passed The Legal Tech Audit

By Casey Hickey



For more press coverage, Jeff's colleague I contacted the pageant website to see if they could create some pages of "more memos" (handwritten with an "authentic" "handwritten" font), a subsequent section may be useful for references to the record or other appellate.

http://bit.ly/Lawyerist_Pass_Tech_Assess

Productivity

Legal Technology Assessment – Assessment and Training

Legal Technology Assessment – Assessment and Training

What does the LTA cost? <http://www.techassessment.legal/>
LTA scores are free to clients. Prices for LTA administration vary based on the type of entity requesting the LTA (e.g., law department, law firm, government agencies, non-profits) and the number of people who will be assessed. Please contact us for a quote.

What is the LEGAL TECHNOLOGY ASSESSMENT?
The LTA is a comprehensive assessment of the current state of technology use in your legal practice. It is a multi-step process that involves a series of questionnaires, interviews, and a final report. The LTA is designed to help you identify areas of inefficiency and provide you with a roadmap for improvement.

<https://www.procertas.com/offering/legal-technology-assessment/>

LEGAL TECHNOLOGY ASSESSMENT

Productivity

32. For Fun - SnuzNLuz from ThinkGeek.com

SnuzNLuz - Wifi Donation Alarm Clock
Price: \$39.99

Perfect for the election season!

If you hit snooze, it donates your \$\$\$ to an organization (or candidate) you detest (Wi-Fi enabled)

Financial - Credit Card Payment, Billing & Trust Accounting

33. LawPay and Practice Management Software - Clio

Benefits of Clio Payments:

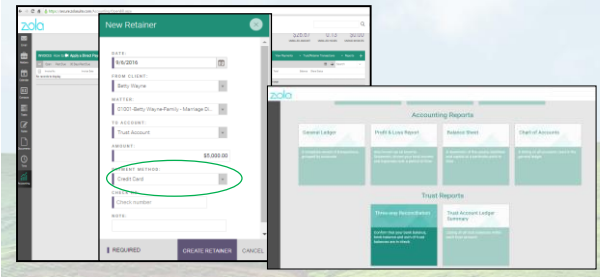
- Improve your cash flow:** Clio Payments, powered by LawPay, helps you track your cash flow and manage your accounts receivable. You can track your payments and get paid faster.
- Keep track of payments:** Clio automatically notifies you of your payment status. You can track your payments and get paid faster.
- Improve operational efficiencies:** Clio allows you to manage your accounts receivable and track your payments. You can track your payments and get paid faster.
- Getting set up is quick and easy:** Clio makes the process of getting set up as easy as possible. You can track your payments and get paid faster.

The Engine Behind Clio Payments

<https://lawpay.com/cliio/>

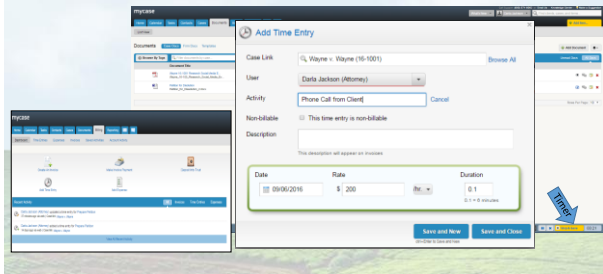
Financial - Credit Card Payment, Billing & Trust Accounting

34. Zola Suite, MyCase & CosmoLex



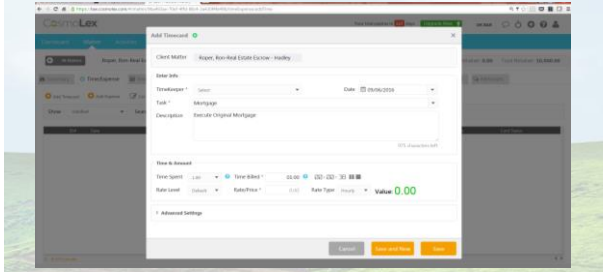
Credit Card Payment, Billing & Trust Accounting

Zola Suite, MyCase & CosmoLex



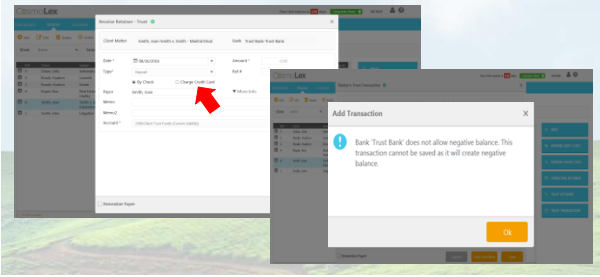
Credit Card Payment, Billing & Trust Accounting

Zola Suite, MyCase & CosmoLex



Credit Card Payment, Billing & Trust Accounting

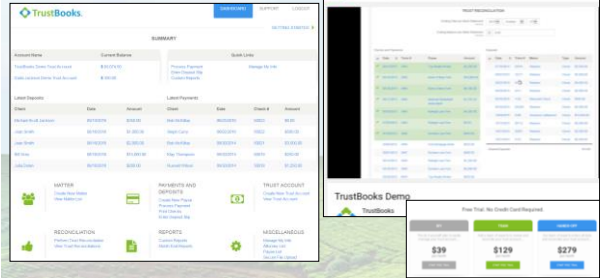
Zola Suite, MyCase & CosmoLex



Financial - Stand Alone Trust Accounting

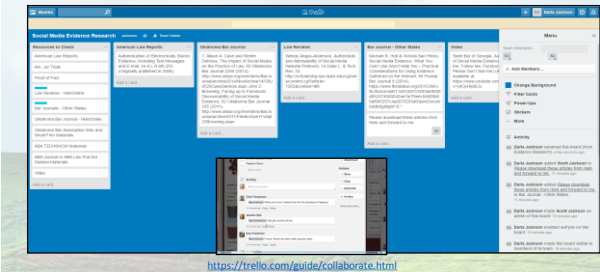
35. TrustBooks

<http://bit.ly/youtubeTrustbooks>



Task Management & Efficiency of Operations

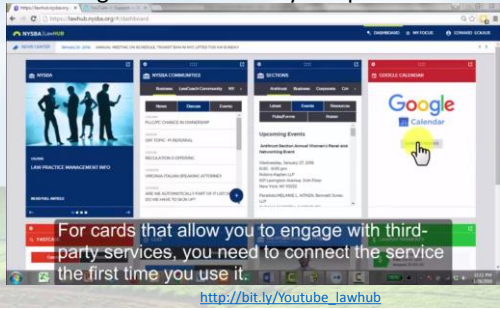
36. Trello - <https://trello.com/>



<https://trello.com/guide/collaborate.html>

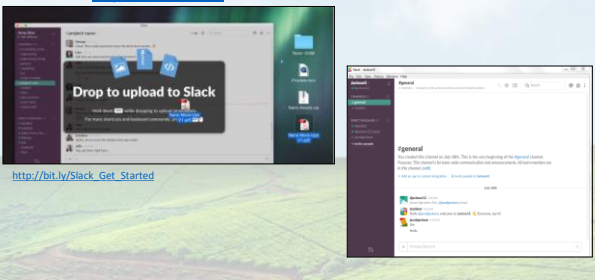
Task Management & Efficiency of Operations

37. LawHUB



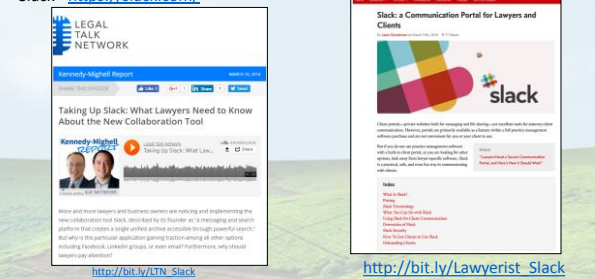
Task Management & Efficiency of Operations

38. Slack - <https://slack.com/>



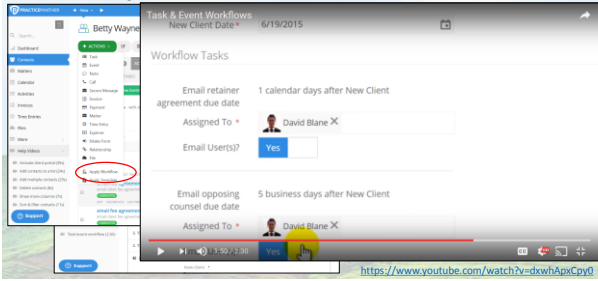
Task Management & Efficiency of Operations

Slack - <https://slack.com/>



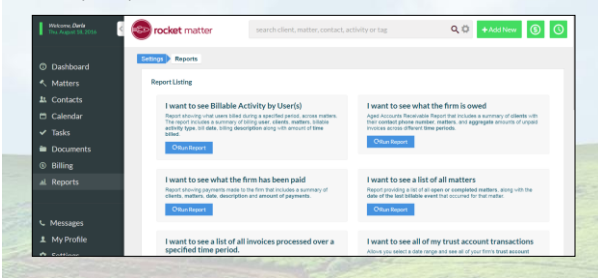
Task Management & Efficiency of Operations

39. Task Management – Workflow - PracticePanther



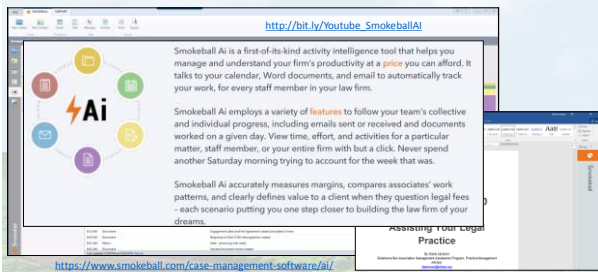
Task Management & Efficiency of Operations

40. Analysis Reports – Rocket Matter



Task Management & Efficiency of Operations

41. Data Analysis by Task Type – SmokeBall Ai (Activity Intelligence)



Task Management & Efficiency of Operations

Data Analysis by Task Type – SmokeBall AI (Activity Intelligence)

SmokeBall: AI in Practice Management Software
Posted on April 16, 2016 by [dbravprage](#)

The best is fun of **SmokeBall** for a while, but I am finally getting around to doing a review. How I am not discussing all the other features, but what stands out for me the most is the AI feature.

Artificial intelligence, **SmokeBall** is practice management software that sets them apart from their competitors is their use of artificial intelligence to track your time for you! I don't emphasize this enough, but I had a hunch that of my time. There are companies that have awesome timers and will let you click on a clock to start and stop tracking your time while you work on a matter, but not one does it for you automatically by tracking your activities.

Not only does it track your time for you, but it breaks it down so you can look at the time you spent on every matter and each task (see image below). If you're spending too much time on a matter rather than substantive work, you can adjust your practice and set aside 1 hour a day to manage emails and make sure you spend the most drafting documents instead. It's data you can use.

http://bit.ly/Disrupt_SmokeBall_AI

ABOVE THE LAW

A Robot That Automatically Tracks Your Billables? Meet

One of the biggest hassles for law firms, big time or small, is tracking time done. Billable hours. Your clients have to have a lawyer charge for lawyers' billable hours. Something else you are doing or your firm, especially if you are a solo, billing to a business. Either you have time (OCT) about your billable or, worse, you generate. Practice management software like **SmokeBall** that tracks your activity and records your time with some accuracy is a good. When a **SmokeBall** other billable and handles, but the use of artificial intelligence is the fun addition.

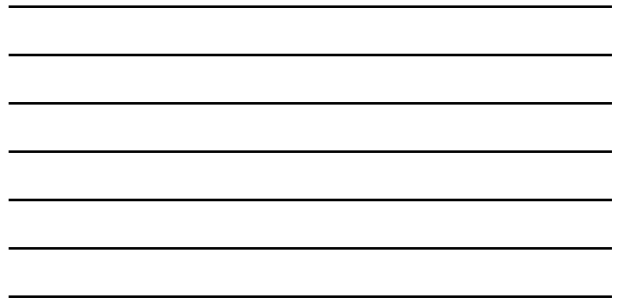
You might recall **SmokeBall** AI from our conversation last week with the former CEO and founder, **SmokeBall**. **SmokeBall** AI tracked the first product ever on the market to track and bill actual matter time spent in the legal work, independent of billable. It's not only a great product that artificial intelligence could be one of the legal tech needs to look, so it's a good to see that practice is giving our client feedback on the tool. We also track on **ATL**, the leading Chicago lawyer, VP of marketing and communications at **SmokeBall**, to help other law firms learn how the marketplace works, and how artificial intelligence is changing the legal industry.

Powered by **ReplyAll**

Check out **SmokeBall** AI. Tell us a little more about the story behind your company. Why had the idea to use AI to make time tracking a less painful experience?

Check out **SmokeBall** AI. Tell us a little more about the story behind your company. Why had the idea to use AI to make time tracking a less painful experience?

Check out **SmokeBall** AI. Tell us a little more about the story behind your company. Why had the idea to use AI to make time tracking a less painful experience?



Task Management & Efficiency of Operations

42. Data Lists by Practice Area - PracticePanther

The screenshot shows a software interface with a sidebar menu on the left containing categories like 'Matters', 'Cases', 'Disputes', 'Litigation', 'Regulatory', 'Compliance', 'Corporate', 'Real Estate', 'Tax', 'Banking', 'Insurance', 'Intellectual Property', 'Labor & Employment', 'Bankruptcy', 'Construction', 'Energy', 'Healthcare', 'Technology', 'Transportation', and 'Other'. The main area displays a table of matters with columns for Name, Type, Status, and Date. A yellow arrow points to the 'List by practice area' option in the sidebar.



Cybersecurity - Email

THE FEDERAL BUREAU OF INVESTIGATION
UNITED STATES DEPARTMENT OF JUSTICE
Special Report
April 2015

DISSEMINATION PRACTICES
To help the State Department reduce the risk of unauthorized disclosure and protect sensitive information, the FBI has identified the following dissemination practices:

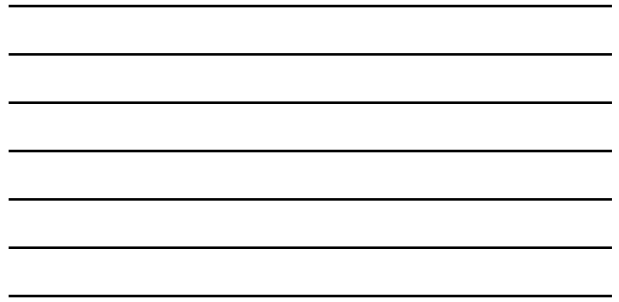
STATEMENT OF FACTS
1. Legitimate for those few sensitive clients to track how, whether any person from, use email in a matter. When the email provides the ability to track, identify, and analyze communications, it is not a good idea. The FBI has found that in some circumstances, the use of email is not a good idea for dissemination of sensitive information.

2. Being that email is not a secure way to send and receive information, agencies should consider whether the confidentiality of the information will be protected if disseminated by email and whether it is prudent to use encrypted email or another form of communication. Examples of such circumstances are:

1. communicating highly sensitive or confidential information via email or unencrypted email connections.
2. sending an email to or from an account that the email sender or recipient shares with others.
3. sending an email to a client when it is possible that a third person could be a recipient of the email or that the client's work email account, or to an individual client at that client's work email account, especially if the email relates to a client's employment dispute with his employer (see ABA Comm. on Ethics and Prof'l Responsibility, Formal Op. 14-479 (2015)).
4. sending an email from a public computer or a business computer or where the lawyer knows that the email and lawyer work are being read on a public or business computer or on an unsecured network.
5. sending an email to the lawyer knows that the email recipient is accessing the email on a device that is potentially accessible to third persons or is not provided by a provider, or
6. sending an email to the lawyer is concerned that the NSA or other intelligence agency could find the lawyer's email communications, with or without a warrant.

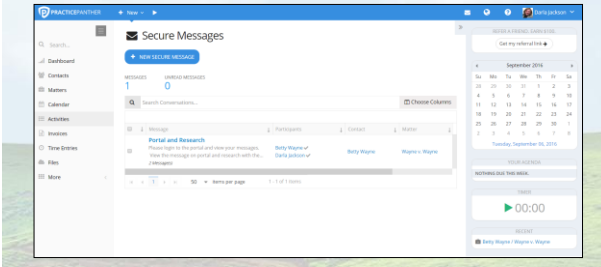
In general, considering the present state of technology and email usage, a lawyer should consider whether the confidentiality of the information will be protected if disseminated by email and whether it is prudent to use encrypted email or another form of communication. Examples of such circumstances are:

In the event circumstances such as those identified above are present, to prevent the unauthorized or inadvertent disclosure of confidential information, it may be appropriate for a lawyer to advise and caution a client as to the dangers inherent in sending or accessing emails from computers accessible to persons other than the client. A lawyer should also consider whether circumstances are present that would make it advisable to obtain the client's informed consent to the use of email communication, including the use of unencrypted email . . . Additionally, a lawyer's evaluation of the lawyer's email technology and practices should be ongoing as there may be changes in the risk of interception of email communication over time that would indicate that certain or perhaps all communications should be sent by other means.



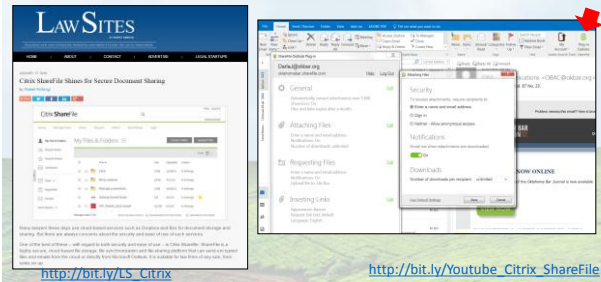
Cybersecurity

43. Practice Management Solutions – PracticePanther – Secure Email



Cybersecurity

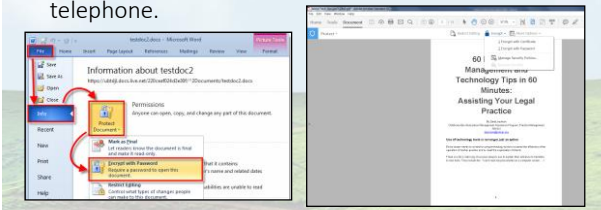
44. Citrix ShareFile



Cybersecurity

45. Simple, quick Encryption – Password protect a Word or PDF

Password protect a Word document or PDF file and give the recipient the password over the telephone.



Cybersecurity

46. Use Your Phone to Encrypt Communications

- Facetime is encrypted communication and has an audio only mode.
- iMessage is encrypted, but only iPhone to iPhone (or iPad) Blue text bubbles are encrypted. Green are not.
- For Android phones or make certain everything is encrypted, use apps like Signal Private Messenger.

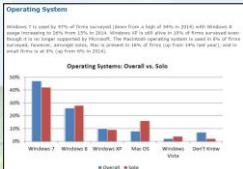
http://bit.ly/bgr_phone_encrypt



Cybersecurity

47. Windows 10 & Anniversary Update

- Lawyers Using Unsupported Windows XP are vulnerable to security risk and need to update now
- Windows 10 has increased security measures



Advancing Security for Consumers and Enterprises at Every Layer of the Windows 10 Stack

By the authors of Program Management, Windows Enterprise and Security

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We are truly in the midst of a revolution of cyber threat and, to everyone's frustration, attack from both the adversary and up into our line. The adversities that enterprises face today are increasingly well-funded and they are experts at breaching well fortified environments and deriving economic value from the attack. The reality is that the types of adversaries (as opposed to employees) are regularly exceeding what the platform and security infrastructure were designed to defend against. Leading organizations in real-time are being hit as if they were in a state. Even organizations with the largest security budgets are getting breached regularly.

http://bit.ly/Win10_advSecurity

http://bit.ly/2015ABATechRpt_OpSys

Cybersecurity

Windows 10 & Anniversary Update

Anniversary Update

- includes biometric security features (good or bad)
- Windows Information Protection - enables businesses to separate personal and organizational data and helps protect corporate data
- Windows Defender Advanced Threat - (WDATP) detects, investigates, and responds to advanced malicious attacks on networks by providing a more comprehensive threat intelligence and attack detection

Today's cyberattacks have gotten more frequent and more complex, costing organizations an average of \$2 million per incident - spreading across corporate networks, stealing data, breaching privacy, and destroying customer trust.

Windows Defender Advanced Threat Protection (WDATP) detects, investigates, and responds to advanced malicious attacks on networks by providing a more comprehensive threat intelligence and attack detection. This service is informed by the world's largest array of sensors and expert advanced threat protection, including a team of security experts from Microsoft working in-house and security partner intelligence. WDATP now covers more than 300,000 endpoints and is being used to guide more than 500 active enterprises participating in its country around the world.

To help protect businesses from accidental data leaks - the biggest source of lost data - the Anniversary Update delivers **Windows Information Protection**, formerly referred to as enterprise data protection. Windows Information Protection enables businesses to separate personal and organizational data and helps protect corporate data when using apps.

<http://bit.ly/2016Win10AnniversaryUpdate>



Cybersecurity

48. iPhone – Customized Pin - More Than 4 Digits

PASSCODE	HACKED BY COMPUTER	HACKED BY HAND
Four characters numbers	7 minutes	208 days with the fastest attack on existing personal devices for Apple
Four characters alphanumeric (letters + numbers)	19 hours*	29 days**
Four characters alphanumeric + space character	7 days	8 months
Six characters numbers	11 hours	17 days
Six characters alphanumeric	103 years	33 months
Six characters alphanumeric + space character	72 years	2,700 years

Source: Apple, Sam Galbraith, CRN, Tech of Bits

http://bit.ly/Time_Hack_Pass

Cybersecurity

49. Portable Hotspot plus Data Plan

<http://bit.ly/2015ABATechRptMobile>

http://bit.ly/risk_public_wifi

Cybersecurity

50. For Fun - Pokemon Go – Should it Go?

<http://bit.ly/ABCPokemon2GO>

<https://www.engadget.com/2016/07/15/dont-believe-the-pokemon-go-privacy-hype/>

Cybersecurity

51. Two Factor Authentication

- Something you know (Password or PIN)
- Something you have (Phone, keychain dongle)
- Something you are (Fingerprint, retina scan)





<https://www.google.com/landing/2step/>

http://bit.ly/WIRED_2FACTOR

Cybersecurity

52. Web browser – SILO


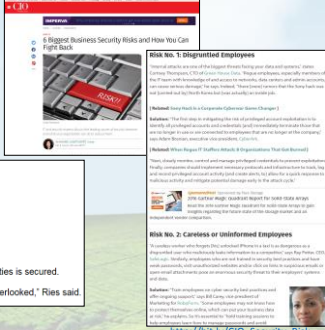
<https://www.authentic8.com/overview/>




http://bit.ly/LS_Silo_Browser

Cybersecurity

53. Train Your Staff

http://bit.ly/ABAJ_Employees_Cyber

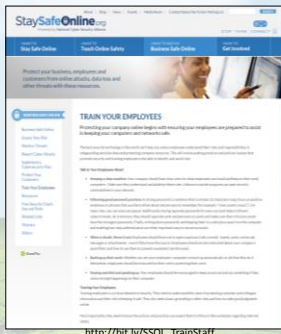
http://bit.ly/CIO_Security_Risk

Cybersecurity

Train Your Staff

Cyber attackers have the upper hand – they only need to be successful once. Your people – all of them – have to be aware and capable to make the right decisions, every time they're exposed to different cyber risks. **Nick Wilding, AXELOS Head of Cyber Resilience**

- **Training - General principals and best practices**
 - Keeping a clean machine
 - Following good password practices
 - When in doubt, throw it out
 - Backing up work
- **Training - Office specific policies and procedures (BYOD, Social Media)**



Cybersecurity

Zero Knowledge Cloud Storage Tools

54. SpiderOak - <https://spideroak.com/features/zero-knowledge>

On paper, SpiderOak beats Dropbox in both pricing and security features, but this counts for little if you or your users can't get to your data when, where, and how you need to. Generally speaking, SpiderOak is a much more flexible product than Dropbox, but the added security and flexibility come at the expense of user-friendliness.



Cybersecurity

SpiderOak



But which cloud storage service should you use? This is a question we get asked quite frequently all too often we hear that law firms and corporations are transmitting confidential information and even evidence via Dropbox. Not a good thing, especially if you have read the terms of service (TOS) instead of continually clicking "I accept" and "I accept." The reality is that most of the cloud storage providers have a way to decrypt your data stored on its servers. If you read the TOS for OneDrive, Dropbox, Cloud, Box, Google Drive, etc., you will see a provision that states that the cloud provider will turn over the data to law enforcement or any other entity if served with proper court documents. This means they can decrypt the data in storage.

The exception and our recommendation is SpiderOak. SpiderOak is a "zero knowledge" service. You control the encryption keys when you create your ID and password. SpiderOak can't decrypt the data since there is "zero knowledge" of the encryption key. To securely store your data in any cloud service, the user should be the one controlling the encryption key and NOT the vendor. If you want the world to see your trade secrets, go ahead and use Cloud - otherwise select a secure storage service. [Editor's Note: While we do not disagree with Sharon's astute recommendation, your practice management advisors at the OBA Management Assistance Program want to point out that having no recovery ability whatsoever if an encryption key is lost or forgotten carries its own potential risk of catastrophe.]

<http://www.okbar.org/members/MAP/LPMArticles/EncryptionMadeEasier.aspx>

Cybersecurity

55. Password Manager

The first screenshot is titled "55. Password Manager" and features an article by Jim Calloway from Law Practice Tips Blog. It includes the sub-header "Are you securing important data with a weak password?" and discusses the importance of password management. The second screenshot is titled "The Best Password Managers of 2016" and features a table ranking various password managers. The table has columns for Product, Price, Security, Usability, and Performance, with rows for LastPass, 1Password, Dashlane, and others.

Cybersecurity

Zero Knowledge Cloud Storage Tools

56. Tressorit - <https://tresorit.com/>

The first screenshot is a comparison table titled "Compare Tresorit to other file sharing & cloud storage services". It lists competitors like OneDrive, Dropbox, and Google Drive, and compares them on features like Encryption, Sync, Collaboration, and Offline Access. The second screenshot shows the Tressorit interface with the heading "Share files with partners and customers without losing control". It includes a search bar, file list, and sharing options.

Cybersecurity

57. Mobile Device Management

The screenshot shows an article header for "Mobile device management (MDM): The foundation for a secure mobile enterprise". Below the header is a sub-header "Secure devices that access business critical data". The main text discusses the importance of MDM for law organizations, mentioning that MDM is the "bare minimum" for organizations allowing BYOD. It lists security options like MDM, mobile application management, and mobile virtualization. A quote from the ABA Cybersecurity Handbook is also visible.

Cybersecurity

58. Disaster & Recovery Plan

Resources for Lawyers & Law Firms

ABA Center for Disaster Response and Preparedness

ABA Disaster Law Center

ABA Technology Resource

ABA eDiscovery Resource

ABA Insurance Resource

ABA Privacy Resource

ABA Security Resource

ABA Social Media Resource

ABA Trade Show Resource

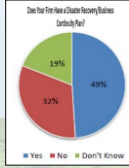
ABA Webinars Resource

GP SOLO

New Backup Options to Protect Your Work

There is a real disconnect between the coverage of the various insurance companies, and that of our different language. It is not hard to determine exactly what your purchasing needs have made us appear to require comparison.

http://bit.ly/GPSOLO_Recovery



http://www.americanbar.org/groups/committees/disaster/resources/resources_for_lawyers_law_firms.html

http://bit.ly/ABATechhpt2015_Security

http://bit.ly/GPSOLO_Recovery



Cybersecurity

59. Professional Liability Insurance, including Cyber Coverage

GP SOLO

Cyber Insurance for Law Firms

There is a real disconnect between the coverage of the various insurance companies, and that of our different language. It is not hard to determine exactly what your purchasing needs have made us appear to require comparison.

<http://bit.ly/GPSOLOCyberInsurance>

There is a real disconnect between the coverage of the various insurance companies, and that of our different language. It is not hard to determine exactly what your purchasing needs have made us appear to require comparison.

What if there is a real disconnect between the coverage of the various insurance companies, and that of our different language. It is not hard to determine exactly what your purchasing needs have made us appear to require comparison.

Not surprisingly, with all the confusion, better coverages have come up in the market. It is not hard to determine exactly what your purchasing needs have made us appear to require comparison.

One of the major developments of 2015 was that insurance companies were beginning to offer "business interruption" coverage as part of their "cyberinsurance" policies. This is definitely something you want to inquire about.

Another major development of 2015 was the headline "We Don't Cover Fraud" in which an insurance company had rejected a bid for a "fraud" settlement as a "fraud" settlement. This was a real issue for many law firms because it allowed the fraud to be covered. This was a real issue for many law firms because it allowed the fraud to be covered.

<http://bit.ly/2016TechshowAudit>

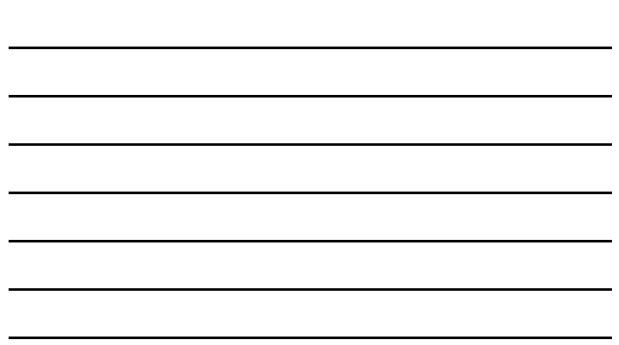
Cyber Insurance Coverage

Availability of Cyber Insurance

Professional Liability	100%
Commercial General Liability	85%
Commercial Auto	75%
Commercial Property	65%
Commercial Crime	55%
Commercial Umbrella	45%
Commercial Fire	35%
Commercial Earthquake	25%
Commercial Flood	15%
Commercial Tornado	10%
Commercial Wind	5%
Commercial Hail	5%
Commercial Lightning	5%
Commercial Vandalism	5%
Commercial Theft	5%
Commercial Burglary	5%
Commercial Fire	5%
Commercial Earthquake	5%
Commercial Flood	5%
Commercial Tornado	5%
Commercial Wind	5%
Commercial Hail	5%
Commercial Lightning	5%
Commercial Vandalism	5%
Commercial Theft	5%
Commercial Burglary	5%

<http://bit.ly/2015ABATechReport>

<http://bit.ly/ABAShopCyberInsurance>



Getting and Giving Help

60. ABA TECHSHOW

This Week is Legal Tech: The Best Legal Tech Conferences For Small-Firm Lawyers

ABOUT THE LAW

This Week is Legal Tech: The Best Legal Tech Conferences For Small-Firm Lawyers

<http://bit.ly/LegalTechshow>

Extra - Practice Management Advisors and Bar Associations

AMERICAN BAR ASSOCIATION

Practice Management Advisors

Small Firm Assistance - Practice Management Advisors

<http://bit.ly/PracticeManagementAdv>



Getting and Giving Help

Extra - Access to Justice Through Technology

- Free Legal Answers



If you fall behind, you are NOT on your own.

Questions?