Legal Aid Tech Assessment

1. Agency Facts

As part of our effort to bring enhanced technology tools to civil legal service providers in New York, we need to understand the current use of technology by providers. The first step in this process is gathering information from your organization about your use of technology. Below please find a survey that we would like for you to complete. Feel free to enlist the assistance of others in your organization if you feel that they may have more complete answers to the survey. Please answer questions to the best of you ability and skip questions that you are unable to answer.

Thanks in advance for your participation.

***1. What is your fully agency name?**

2. How many locations/offices/partner sites does your agency have/use?

- 1
- 2
- 3
- 4
- 5
- 6
- 7
- 8

More than 8 (please specify)

3. How many employees does the agency have?

4. How many volunteers use agency technology?

5. Over the course of a year, what is the approximate number of users (staff or volunteer) who are new to the agency?

6. How does your agency primarily support or assist users with troubleshooting problems? How does it train users?

2. IT Related Questions - Network Infrastructure

7. Please provide a brief description of your network configuration. To the extent it is readily available, please provide a list of network switches and routers, manufacturer and model.

8. If you have a WIRELESS network, please provide a brief description of your setup. To the extent it is readily available, please provide a list of the equipment used (including manufacturer and model) and how it is encrypted.

9. Do you provide employees with the ability to remotely access your network? If so please be specific (e.g., Citrix, Windows Remote Desktop, Logmein, VPN)

10. Do you have a wide area network (WAN) installed among multiple locations (if applicable)? If so and to the extent the information is readily available, please describe, the type of connection (DSL, Ethernet over Copper, Fiber, T-1, etc.), bandwidth, providers, and any backup network connections in case the primary WAN fails.

11. What type of internet service do you have? To the extent the information is readily available please indicate: how much bandwidth, how provided (cable modem/DSL/Ethernet/fiber/etc.), any backup, if it is configured with a proxy Web/URL filtering system.

3. IT Related Questions - File, Print, and Application Servers

12. Please indicate the number of servers that your agency currently uses. To the extent the information is available please list for each server its role, physical location, manufacturer, model, age, detailed specifications (e.g. RAM, hard drives, CPUs) and OS. Are any of the servers virtualized? (Please be sure to include your email server(s) in your answer.)

13. What non-email applications are installed on the servers? (check all that apply)

- ☐ General legal office software – MS-Office.
- ☐ Databases - client/product data, statistics, etc. (case management, timekeeping)
- ☐ Accounting/Finance systems
- ☐ Client Relationship Management (private fundraising, government and foundation grant management)
- ☐ Records Management (Retention, Retrieval, Destruction)
- ☐ Knowledge Management (brief bank)
- ☐ Document Management (Hummingbird, SharePoint, iManage)
- ☐ Document Assembly (e.g. HotDocs)
- ☐ Macro creation
- ☐ Metadata scrubbing
- ☐ Other legal practice specific software (please specify)

14. Are any of these applications hosted in the “cloud"?

- ○ No
- ○ Yes (please specify which applications are cloud hosted)

4. IT Related Questions - Email

15. Is your e-mail hosted externally (Gmail, HotMail, Office 365, etc.) or internally?

- Externally
- Internally

16. Which email server software and version does your agency use?

17. Please describe your email retention/destruction policies?

18. What, if any, mailbox size limits do you have? (please describe those limits)

19. Do you utilize a SPAM filter or Email Firewall? (If so, please specify the vendor(s) and model(s) you use.)

20. Do staff or volunteers use non-agency email for agency related work?

- Yes (At least some staff or volunteers use non-agency email accounts)
- No (Everyone uses agency email accounts)

5. IT Related Questions - Legacy Systems

21. Does the company maintain legacy systems (systems that are no longer supported by the vendor)?

- ○ No

Yes (please describe)

22. How is the legacy data stored? (check all the apply)

- ☐ It is on active infrastructure
- ☐ It is stored on archive infrastructure
- ☐ It is stored on backup tapes

6. IT Related Questions - Office Phone System

23. What type of phone system does your agency use? (check all that apply)

- ☐ Key System
- ☐ PBX
- ☐ Centrex
- ☐ VoIP

Other (please specify)

24. Is (Are) the phone system(s) hosted internally or externally?

- ☐ Internally
- ☐ Externally

25. Do agency staff administer the system?

- ○ Yes - We do at least some administration
- ○ No - We outsource all phone system administration

26. Do agency staff troubleshoot, repair, and upgrade the system as needed?

- ○ All - Agency staff do all such work
- ○ Some - Agency staff do some of the work
- ○ None - Agency staff do no such work

27. What type of voicemail system do you have?

28. Are voice mails sent to email?

- ○ Yes
- ○ No

7. IT Related Questions - End User Workstations

29. Describe all the types of workstations used? (desktops, laptops, tablets)

30. With respect to end user workstations:

1. What operating system(s) are used?

2. Identify which devices use disk encryption software.

31. What applications are installed on user workstations? Please include application name (s) and version(s).

32. Do any staff or volunteers use their own computers for business purposes? How are the files transferred between work and personal computers? How are those personal computers secured? Kept up-to-date?

33. Describe any procedures for assigning, sharing or rationing devices (e.g. two laptops are shared among our five housing attorneys; only the ED has a company cell phone).

34. What kind of technology and access to data do temps/volunteers have?

35. Are users able to install their own software, add personal files (music, pictures, videos, etc.) or is your desktop environment locked down in some way?

8. IT Related Questions - Mobile Computing

36. What types of mobile devices and model versions do you use for agency business purposes? For example do you have any tablets, smartphones, and laptops? Please identify all types, models, and operating systems of the devices.

37. Are devices owned by employees, the agency, both?

- Agency owned
- Employee owned
- Both Agency and Employee owned
- Other (please specify)

38. Is text messaging used to communicate business with other employees or clients?

- Yes
- No

Other (please specify)

39. Please describe your security measures to manage and update these devices (e.g. active sync, Good Technology, BES Server)?

40. What happens when a device is lost?

9. IT Related Questions - Data Storage and Organization

41. How are local electronic documents stored?

- ☐ On private home directories found on file servers
- ☐ On network shares designated for each user or group/unit
- ☐ On local computer (desktop/laptop/table) storage devices
- ☐ On usb keys

Other (please specify)

10. IT Related Questions - Social Media and Awareness

42. Does the agency utilize social media such as Twitter or FaceBook to post information to provide information to the public?

- Yes
- No
- Other (please specify)

43. Does your agency website provide legal education information to the general public or client communities?

- Yes
- No

Please elaborate

44. How often is information updated?

45. Who is allowed to add or modify content on social media or the web site?

11. IT Related Questions - Backup Procedures/Policies

46. What are the agency's current backup policies and procedures?

47. What backup software is utilized? (e.g. ARCserve, Cloud-based, CommVault, Backup Exec, AppAssure, other)

48. What type of data is backed up? (email, file server, other)

49. How is your backup data stored? (tapes, hard drives, NAS, SAN, Cloud backup solution, etc.)

50. How are your backups managed (e.g. we label and index are backups, we store are backups in a safe, we rotate our backups weekly to secure off-site location, we destroy backups that are over 7 years old, etc.)?

- No

Yes (Please describe timeframe of data stored on your existing backup tapes, how they labeled, and whether there an index or other tracking mechanism)

51. Are backups conducted network-wide? Does each environment get backed up to a separate set of backups or do multiple environments get backed up to a single tape, hard drive library, cloud account?

52. Where is the backup data stored? (in a locked closet, in a safe, in the cloud) If stored on site, how often are the backups sent off-site? How long are backups kept?

12. IT Related Questions - Policies & Procedures

53. Does your have a staff and volunteer computer user policy?

- Yes (please provide a copy)
- No
- Other (please specify)

54. Do you have data retention policies and procedures in place?

- Yes (please provide a copy)
- No

Other (please specify)

55. How strongly do you agree with the following, "Our agency has implemented and actively monitors our IT policies and procedures".

- Strongly agree
- Agree
- Neither agree nor disagree
- Disagree
- Strongly disagree

56. Does your agency have any IT security policies?

- Yes (please provide a copy)
- No

Other (please specify)

57. Does your agency have disaster recovery procedures?

- Yes (please provide a copy)
- No

Other (please specify)

58. Which of these basic account security features has your agency implemented?

	Yes	No
Do you use Active Directory to manage user and machine accounts?		
Are all users given unique accounts (no shared accounts)?		
Are users required to change their passwords at least annually?		
Are users required to use complex (e.g. require special characters, numbers, capitalized letters, etc.) and longer (greater than 12 characters) passwords?		

13. IT Related Questions - Systems and End User Support and Management

59. Are IT services provided primarily by in-house staff or outsourced to a vendor?

- In-house
- Outsourced

Other (please specify)

60. Does the senior IT person report to the Executive Director (or equivalent)?

- Yes
- No

Other (please specify)

61. Describe the size and complexity of your IT staff (e.g. total number, FTE's, ratio of IT to end-users, any specialties).

62. Are there automated network and server management tools used?

- Yes
- No

63. How are servers, desktops, and laptops kept up-to-date with operating system, security, application patches and upgrades?

64. How are network/computing moves, adds, and changes managed and implemented?

65. Do you have maintenance contracts on all hardware and software? Are they current?

66. Do you have a technology refresh plan (e.g. scheduled re-assessment of needs along with the replacement of older hardware and software)?

- Yes (please provide a copy)
- No

Other (please specify)

67. Do you have annual IT operating and capital budgets?

- Yes (please provide copies)
- No

Other (please specify)

68. Describe the IT planning, budgeting and purchasing processes including the staff involved.