

COVID-19

Getting Your Legal Program Setup for Remote Working

For Legal Services Providers

April 1, 2020



Facilitating Today's Conversation

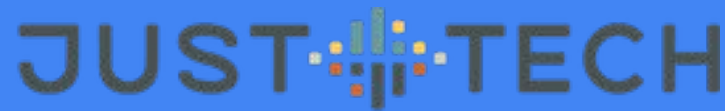
- Glenn Baum



- Cecilia Dougherty

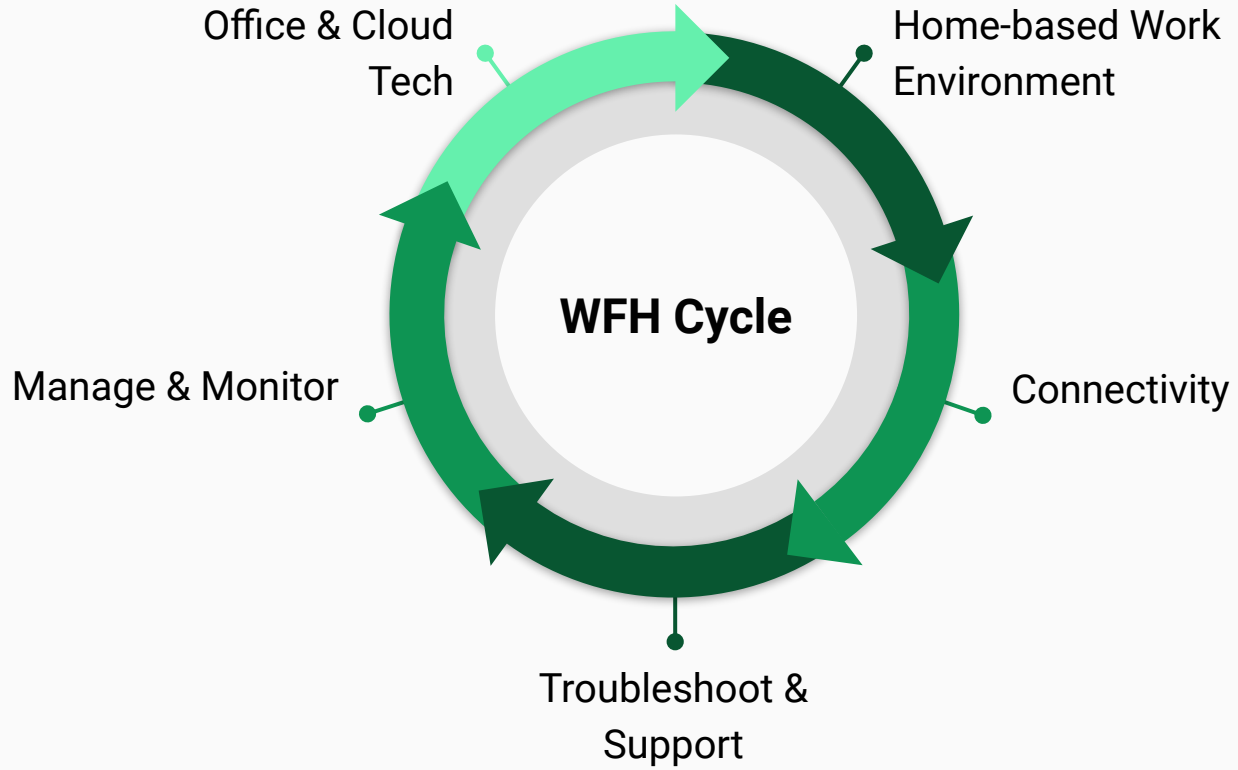


- John Greiner



Different Starting Points and Needs

- Before Covid-19, Remote Work & Work from Home Varied Significantly
- Different Tech Environments
- Geographic Requirement & Issues
- Varying Engineering & Support Capacity



Office/Cloud Technology

- What data, software, services do staff need?
- Needs vary based on their role? (Attorney, HR, Fin, Support Staff)
- How is it normally accessed and used?
- How can it be accessed remotely?
- Are there additional challenges related to Covid-19?
- Access by web browser, RDP, Citrix, VPN, a combinations?
- Is there sufficient Internet, system and service capacity for everyone?
- How can capacity be increased on-site or using the cloud?
- Do we need to change our systems to provide proper access?
- Hardware or software staff need to effectively use the technology?

Home-based Work Environment

- Hardware and software is needed?
- The ideal hardware environment includes? (monitors, printers, external keyboards, headsets, etc.)
- Minimum Internet requirements?
- Will staff need softphones, VoIP phones, or cell phones?
- Will it work if the equipment is staff-owned?
- How will it get setup? (New equipment, relocating equipment, repurposing personal equipment)
- Will users be supported during setup?
- Will the environment work over time?
- What about space? Shared space?
- Confidential conversations?
- Can you get the hardware? Funds?

Connectivity

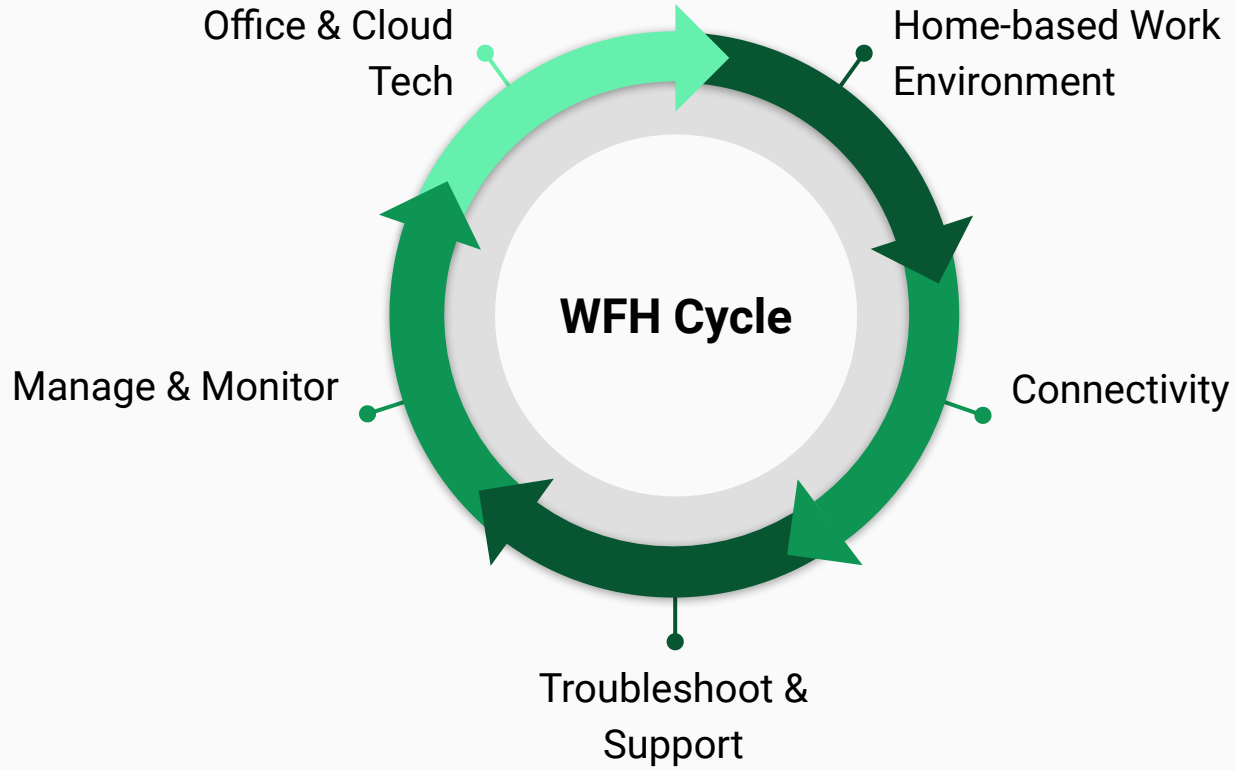
- Internet access (Cable, DSL, Cell)
- Soft phone or physical phone configuration (may require changes to system/firewall/network)
- Staying in touch/being accessible (Microsoft Teams, Slack)
- Meeting with staff and clients (Teams, Zoom, GotoMeeting, etc.)
- Collaborating - Document Management Solutions
- Staff out of pocket costs?
- Availability of cable, fiber, cell service?
- Is it a temporary phone setup or should it be made permanent?
- Do we require new uses of technology? (E.g. the use of office calendars, such as Outlook or Google Calendar, to manage availability and manage time/timekeeping?)

Troubleshoot and Support

- Surge in initial support to get setup
- Training on new systems and tech
- There will be more troubleshooting because there are more variables
- More support work as there will be more equipment/software needing to be updated, patched, managed, & modified
- Some support may take longer because it will be done remotely
- Documentation is critical
- Photographing setup & environment
- Remote access and management tools
- Using Google Hangouts / FaceTime as needed for some troubleshooting
- Managing expectations

Manage & Monitor

- Manage more complex environment
- Manage security of all devices (including staff-owned) & configs
- Manage new technologies (likely)
- Monitor use and make changes
- Are staff following new practices?
- How is the environment working?
 - User experience
 - System performance
- Additional security challenges
- Documentation, documentation, documentation
- Coach/support staff to get folks to use the systems and tools well
- More capacity or new tools over time
- After social distancing, will data be a mess or will it be easy to go back to working in an office?
- What should be permanent?
- Identify improvements and celebrate



REPEAT

Questions?

Glenn Baum

- gbaum@legalaidthbuffalo.org

Cecilia Dougherty

- cdougherty@sffny.org

John Greiner

- jgreiner@just-tech.com