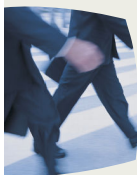




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March 2007

eLegal Connection

KEEPING LEGAL PROFESSIONALS CONNECTED

People Are Part of the Process

Technology requires change – think of your end users!

Careful consideration at the end user level should be given any process, technology or application upgrade.

Beyond the cost of the servers, equipment, software, licenses, integration and downtime, is going through it all only to have very few adopt the upgrade or, just as bad, use the upgrade as little as possible.

Now, it's only human nature – everyone resists change (even you). This is why it is imperative that you consider your end users early in the selection of any technology.

A few things to mull over include:

- Use familiar tools where possible. Lots of things can be done with just a phone these days!

- Try not to add another physical thing to be cared for, charged or carried around. Web based solutions such as unified messaging do not require anything other than an e-mail address or internet connection.
- If you do add another piece of equipment, try to have it perform double duty. A Treo is the equivalent of a Blackberry™ + cell phone (+PDA; +mp3 player, etc.)
- If you can improve upon a known process – all the better! Definitely upgrade rather than introduce new.
- End user training is vital. Factor in the cost for one on one, group or on line training for each type of user.
- Along with training, add end user manuals, reference materials and on line access to support for improved adoption.



Lack of training is often heard as the reason new technology fails. However, not all users are accomplished software manipulators nor even typists for that matter! If a software or technology requires all users to become so, it may not be your best option.

In the end, tailor the upgrade to the end user and not the other way around for the best possible return on your technology dollar investment.

**SMARTER
TECHNOLOGY**
Experience
Counts



USE YOUR END USERS

Poll your firm's power users – those in the trenches – about what they like and don't like about the processes, technology and software they use each day to perform their functions.

Also ask about the software and processes used at previous employers and if they liked it better (and why).

It is surprising how many proficient users of various applications many firms already employ without knowing it!



The Ins & Outs of:

E-mail Security

The increasingly popular use of e-mail should be raising some security flags. Let's face it, the law can barely deal with spam, let alone harmful electronic content!

To begin, the common perception that e-mail is as secure as US post mail is misplaced. If you're thinking in those terms – consider e-mail more of a postcard than a sealed envelope.

The US Mail has a secure process in place which includes controlled physical access to your communications only by approved and monitored personnel. In comparison, each e-mail message travels through an unknown number of servers, switches, routers, etc., bouncing along the digital superhighway on its way to the intended recipient. On the technical side, anyone with the applied knowledge and time can intercept, review and alter any e-mail message which touches their equipment.

Along with worrying about the confidentiality and security of your outgoing communications, you also must worry about the e-mails being received by your domain and downloaded into your firm's e-mail application. Just one wrong "OK" by you or an employee can wreak havoc for the entire network!*

***QforIT:** *Where are copies of e-mails received and sent by your firm stored? Are e-mails included in routine back up procedures?*

Three of the most common incoming e-mail threats are:

1. PHISHING

According to the free encyclopedia www.wikipedia.com, phishing is any attempt to fraudulently acquire sensitive information, such as passwords and credit card details by masquerading as a trustworthy person or business in an electronic communication. Phishing is typically carried out using e-mail and instant messaging.

You've probably received messages like this – from banks, Paypal, credit card companies and financial institutions – many of whom you've never heard of or have an account with (that's why it's called "fishing"). These messages may look real enough with appropriate logos and great motivational copy about something wrong with your account; but don't be fooled!

Never navigate to your bank or other on line service provider through an e-mail you receive. Instead, log in through a new, secure browser and look for information from customer support in your account.

2. VIRUSES

A computer virus is a program that can copy itself to a computer without permission or knowledge of the user/owner. A computer

virus reproduces by making copies of itself in the computer's memory, storage, or over a network.

3. WORMS

A computer worm is a self-replicating computer program. It uses a network to send copies of itself to other computers on the network.

Unlike a virus, a worm does not need to attach itself to an existing program. Worms typically harm the network, whereas viruses infect or corrupt files on a targeted computer.

In many instances, computer viruses and worms are an attachment to or a link embedded in an e-mail.

This is why you and your employees should **never** open an attachment or click on a link in an e-mail you have received from an unknown recipient.

WHAT TECHNOLOGY ISSUES KEEP IT MANAGERS AWAKE AT NIGHT?

According to a recent *Thomson Elite survey*,* top concerns for IT Administrators:

1ST

SECURITY

2ND

DISASTER RECOVERY

3RD

MIGRATIONS TO NEW PLATFORMS

4TH (TIE)

SPAM; TRAINING & INTEGRATION DIFFICULTIES

Looks like LegalTypist has all of those covered and more! ;)

*<http://technology.findlaw.com/articles/01046/010488.html>

Quick

PICK

LegalTypist Links

- www.tigerdirect.com
great site for closeout and overstock deals on computers, laptops and electronic equipment
- www.google.com
just for researching anything – now includes patents!
- www.logmein.com
secure remote access to your desktop from any internet connection and it's FREE!
- www.flylady.net
provides advice and tips on managing your house as well as your time

Technology2Go...

because mobility is key

Whether you want to be outdoors working when the nice weather hits, or you want to have a portable office for when you are on the go, a laptop certainly is a great addition to any mobile professional's arsenal of tools.

There are downsides, however. First, I don't recommend that a laptop ever be considered to replace a desktop PC. Simply put, a laptop is not as reliable (laptops do get dropped quite frequently); stable (PCs usually have a hard connection to the internet) and secure (desktops and the information stored on them are rarely stolen!).

What to Consider When Purchasing

- **Weight** – while an ounce or two will not make or break – factor in the weight of a laptop bag, charger cable and the other peripherals which need to travel with the laptop
- **Battery Life** – there's no point in not being chained to a desk if you're chained to an outlet! Consider any disk work as a big drain on power – instead use a jump drive or SD card to transfer information.
- **Keyboard** – many laptops have small keyboards with different "feeling" keys which can seriously impede productivity
- **Mouse** – IBM ThinkPads have a navigational button in the middle of the keyboard. Other laptops have touch pads and two or more buttons to control mousing.
- **Software** – you will need compatible software to what you already use. Make sure to get the same version operating system and software to avoid potential issues.
- **CPU** – avoid Celeron processors – IBM Pentium and AMD Athlon are reported faster and more reliable.



Over 600,000 laptop thefts occurred in 2004, totaling an estimated \$720 million in hardware losses and \$5.4 billion in theft of proprietary information.

Safeware Insurance, 2004

What to Consider Re: Security

- Set and use a password. Use letters and numbers and do not share this password with ANYONE
- Use common sense – a laptop is a very expensive piece of equipment that generally remains completely useful after being stolen
- Communicate employee responsibility – without a commitment on the part of your employees, chances of theft are much greater
- Label everything – laptop, cables, peripherals and even the laptop bag. Conspicuous labels deter would be thieves.
- When in public, I recommend keeping one hand on the unit at all times. Certainly do not walk away from your laptop – even for a second!
- Keep the laptop out of sight when not in use. This includes in your car – throw a newspaper, jacket or other visual barrier over the laptop and its carrying case.
- Store a minimal amount of information on your laptop.

There are third party products to help secure and recover your laptop.

1. Computrace® LoJack® for Laptops

A theft protection service that tracks, locates and recovers stolen laptop computers.

Through software installed on the laptop, LoJack® works behind the scenes to silently and securely contact the monitoring center to report the location of the stolen laptop. Optional technology also allows you to erase your data.

<https://www.lojackforlaptops.com/learn-more-lojack-for-laptops.asp>

2. Cables

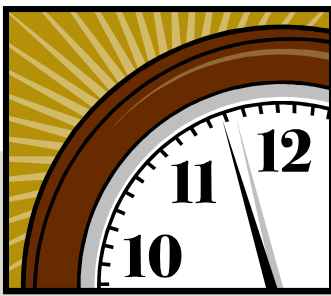
Most laptops on the market today are equipped with a Universal Security Slot which allows a cable to attach your laptop to a secure surface much the same way as a bicycle gets secured to a bike rack or post.

When used properly, a cable will effectively deter casual thieves. Most cables cost about \$40 and can be found at office supply stores or online.

In addition to the quality of the cable, consider the quality of the lock – tubular locks are best.

Remember: Cables will only work if used properly. This means you need to tether your laptop to a strong, immovable and unbreakable object.

One of the hardest parts of owning a laptop is keeping the information on it current and syncing updated files to your desktop. Remote desktop software from companies such as www.logmein.com and www.gotomypc.com allow you to securely transfer files over the internet.



DAY LIGHT SAVINGS – is your PC ready?

Starting this year, Daylight Saving Time is different – it will start three weeks earlier (March 11) and end one week later (November 4). Not such a big deal for us humans, however, this may affect your PC's operating system, Outlook and other calendaring software which have been programmed to change the first Sunday in April.

In order to keep your PC's time straight, Microsoft has put together the **Microsoft Daylight Saving Time Help and Support Center** (http://support.microsoft.com/gp/cp_dst) – which asks you certain questions and advises you what to do, if anything. I noted it requires XP users to have Service Pack 2 installed. If you do not patch your PC, you simply need to be cognizant of the time change and your appointments during this four week period.

A few tips from fellow VA, **Naomi Skarzinski** of www.topshelfva.com: Do the update on the weekend. If you are going to have any headaches, you might as well not have the phones ringing, e-mails coming in, and deadlines on your mind—the less stress, the better. Also, **open each of your appointments and type in the time of the appointment in parenthesis, then save.** This way, once you download and update your computer, if the current appointments move by an hour, you know where they really should be, and can easily move them back to the appropriate time.

By the way, this change also affects cell phones, smart phones and other devices. Check with the manufacturer of your particular device for updates and fixes.



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A happy person is not a person in a certain set of circumstances, but rather a person with a certain set of attitudes.