

## MOVING TO A NEW PRACTICE MANAGEMENT (A.K.A CASE MANAGEMENT SYSTEM) – CHECKLIST

- ❖ ARE WE MOVING TO A “CLOUD-BASED” SYSTEM, OR A “TERRESTRIAL” (SERVER BASED) SYSTEM?
  - WHERE DO WE PLAN TO STORE OUR DOCUMENTS?
    - THE CASE MANAGEMENT SYSTEM (IF SO, DOES IT HAVE THE FEATURES WE REQUIRE?)
    - A SEPARATE CLOUD OR TERRESTRIAL-BASED **TRUE DOCUMENT MANAGEMENT SYSTEM** SUCH AS NETDOCUMENTS, IMANAGE, WORLDOX, SHAREPOINT, ETC.
    - A CLOUD **FILE STORAGE SYSTEM** SUCH AS DROPBOX, ONEDRIVE, GOOGLE DRIVE OR BOX
    - FILE FOLDERS ON OUR LOCAL SERVER IN OUR OFFICE
    - SOMEONE IS HOSTING A SERVER FOR US AND MAKING THE DOCUMENTS AVAILABLE REMOTELY
  - DO WE REQUIRE BILLING FEATURES IN THE SYSTEM? IF SO, CAN IT HANDLE OUR BILLING NEEDS?
  - DO WE REQUIRE ACCOUNTING FEATURES IN THE SYSTEM? IF SO, CAN IT HANDLE OUR ACCOUNTING NEEDS?
  - DO WE PLAN TO INCORPORATE DOCUMENT OR EMAIL TEMPLATES IN THE SYSTEM? IF SO, CAN IT HANDLE THESE NEEDS? DO WE USE A DOCUMENT ASSEMBLY PROGRAM? IF SO, DOES IT INTEGRATE WITH THE CLOUD-BASED CASE MANAGEMENT SYSTEM?
  - HOW WOULD WE DESCRIBE OUR SYSTEM PREFERENCES WHEN IT COMES TO CUSTOMIZATION AND SOFTWARE AUTOMATION?
    - WE WANT SOMETHING BASIC AND EASY TO USE. NEED VERY LITTLE CUSTOMIZATION
    - WE WOULD LIKE SOMETHING SIMPLE TO USE THAT HAS A DECENT AMOUNT OF CUSTOMIZATION AND REPORTING OPTIONS. WE PLAN TO CUSTOMIZE AT A LATER STAGE.
    - WE WOULD LIKE SOMETHING SIMPLE TO USE THAT HAS A DECENT AMOUNT OF CUSTOMIZATION AND REPORTING OPTIONS. WE PLAN TO CUSTOMIZE NOW.
    - WE NEED SOMETHING THAT IS VERY IN DEPTH AND HEAVILY CUSTOMIZABLE. WE WANT TO AUTOMATE EVERYTHING POSSIBLE. WE PLAN TO INVEST HEAVILY IN TRAINING AND BUILDING THE SYSTEM TO MANAGE OUR WORK FLOW PROCEDURES. WE REQUIRE IN-DEPTH REPORTS.
  - SHARED CALENDARS (SHOULD OUR STAFF BE ABLE TO ACCESS EACH OTHER’S CALENDARS? IF SO, SHOULD THEY HAVE RIGHTS TO CREATE NEW APPOINTMENTS, DELETE APPOINTMENTS, ETC.?)
  - WHAT DO WE USE FOR OUR CALENDARS NOW (OFFICE 365, MICROSOFT EXCHANGE, GOOGLE CALENDAR, ETC)?

- MOST CASE MANAGEMENT SYSTEMS WORK BEST WHEN USED AS THE PRIMARY CALENDARING INTERFACE. DO WE WANT TO “SYNC” OUR EXISTING CALENDARS INTO THE NEW SYSTEM?
- WHAT ARE OUR “CASE TYPES”? (WHEN YOU GO TO ADD A NEW CASE, THE SYSTEM WILL ASK YOU WHAT TYPE OF CASE IT IS. MAKE SURE YOU COME UP WITH A LIST)
- PARTIES FOR EACH CASE TYPE (A.K.A THE PEOPLE INVOLVED IN EACH TYPE OF CASE). FOR EXAMPLE, LET’S SAY YOU DO ESTATE PLANNING. FOR EP CASES, YOU PROBABLY WANT TO TRACK THE CLIENT, SPOUSE, RESPONSIBLE ATTORNEY, PARALEGAL. YOU WILL WANT TO IDENTIFY THE PEOPLE YOU ANTICIPATE BEING INVOLVED IN EACH TYPE OF CASE.
- DO WE WANT TO IMPORT DATA? DO WE HAVE CONTACTS IN OUTLOOK OR ANOTHER LOCATION? DO WE HAVE A LIST OF MATTERS IN A SPREADSHEET?

## ❖ HELPFUL TIPS

- **CONTACTS** – IF YOU PLAN TO IMPORT CONTACTS FROM OUTLOOK OR ANOTHER LOCATION, IT IS IMPORTANT TO GET THEM ALL INTO ONE ACCOUNT / LOCATION. THIS CAN BE A BIT OF A PROJECT SOMETIMES AS EACH PERSON IN THE FIRM MAY HAVE THEIR OWN CONTACTS. YOU WILL WANT TO MAKE SURE YOU HAVE ONE LIST OF CONTACTS, AND IT IS FREE OF DUPLICATE ITEMS.
- **DOCUMENTS** – IT IS VERY IMPORTANT TO KNOW WHERE ALL YOUR DOCUMENTS LIVE. IT IS BEST THAT THEY ARE ALL STORED IN ONE CENTRAL BACKED UP LOCATION THAT EVERYONE HAS ACCESS TO. THIS WILL MAKE THE MIGRATION OF DOCUMENTS EASIER.
- **WORK FLOW** (PROCEDURES FOR CASES) – IF YOU PLAN TO AUTOMATE YOUR WORK FLOW PROCEDURES, IT’S A GOOD IDEA TO BEGIN ITEMIZING WHAT YOU DO FOR EACH TYPE OF CASE. YOU WILL WANT TO LIST EVERYTHING THAT NEEDS TO BE DONE, WHEN IT SHOULD BE DONE, AND WHO SHOULD BE RESPONSIBLE FOR EACH ITEM. IF YOU WANT TO BE THOROUGH, START TO THINK ABOUT HOW YOU CAN MANAGE YOUR CASES IN “STAGES”. WHAT NEEDS TO BE ACCOMPLISHED IN EACH STAGE. IT IS ALSO A GOOD IDEA TO DESCRIBE WHAT DOCUMENTS SHOULD BE CREATED IN EACH STAGE.
- **PATIENCE** – IMPLEMENTING A NEW SYSTEM IS **PROJECT** AND REQUIRES PATIENCE. THERE WILL BE HURDLES TO OVERCOME IN THE PROCESS, BUT IF YOU USE THE SERVICES OF SOMEONE WITH GREAT EXPERIENCE, THEY CAN GUIDE YOU THROUGH THE MINEFIELD AND HELP YOU TO OVERCOME ISSUES. EXPECT A CHALLENGE BUT KNOW THAT SOLUTIONS CAN BE FOUND.