

ALA Law Firm Management Essentials

Operations Management

Find your current technology plan. Check for the following elements. Include them if you are building a new plan.

Technology Plan Elements

- Hardware: servers, routers, switches, cabling, desktops, laptops, pipes (communication lines), SAN (storage)
- Peripheral Hardware: printers, copiers
- Phone System (VOIP)
- Personal Devices: tablets, phones
- Operating Systems
- Email System
- Office, Document Management, Records
- Database, SQL
- Practice specific pieces of software (e.g. litigation, patent)
- Administrative Software: new business intake and conflicts, CRM, payroll, employee data, benefits, performance management, recruiting
- Remote Access
- Security: Encryption, firewalls
- Business Continuity: backups, redundancy, remote access, testing
- Internets, Intranets, Extranets
- Service Providers: internet, phone, hardware/software vendors, consultants

