



---

**Strategic Questions for Technology Success**

---

**Management Support**

- Who are the decision makers for the project/ technology?
- What is the level of management support for the project/ technology?
- Is there a leader in the firm championing / supporting the project/ technology?

**Strategy / Plan**

- What is the success strategy?
- What is the rollout plan?
- What is the communication plan?
- What is the training plan?
- What is the integration plan, if necessary?

**End User Buy-in**

- Are the attorneys supporting the decision to purchase/implement?
- What are the attorneys expectations regarding the project/ technology?
- Are there any attorneys who you think may not be supportive of the project/ technology?
- Are there any cultural issues that need to be taken into consideration?

**Level of Support**

- What is the motivation for focusing on project/ technology now?
- How much of a priority would you consider this project/ technology to be among the firm's other commitments?

**Goals**

- What are the firm's goals for the project/ technology?
- What features / functions would the firm/attorneys like to have?
- What processes or functions are you trying to automate or facilitate?
- What are the biggest problems you think the project/ technology will help you solve?
- What types of reports do anticipate needing?

**Success**

- What would a successful project/ technology implementation look like?

**Issues / Challenges**

- Are there any other roadblocks you anticipate to project/ technology?

**Resources**

- What budget will be required for the project/ technology?
- What staff will be required for the project/ technology?
- What other resources will be required for the project/ technology?



---

**Selection / Implementation**

- What are the most important criteria for selection / implementation?
- What systems would you consider?
- What would the ideal vendor/provider look like?

**Timeline**

- What is the timeline for selection / implementation?