



Automating the Small Office:

How to Run a Small IT Dept.... and Live to Tell About IT

Automating the Small Office

3 Firms : 3 Emphases



Holt Satterfield

50 Users
3 Offices



Julia Baumann

1,000 Users
10 Offices



Patrick Lumpkins

90 Users
1 Office



Small Firms



- Automating the Network
- Automating Monitoring
- Automating Security

Small Firms



- Automating Level 1 Helpdesk Calls
- Automating Project Management
- Automating CPE and Ticket Tracking

Small Firms



Other Considerations

- Multiple Office Sites
- DR & Business Continuity
- Office 365

Small Firms



Other Personnel Options

- Outsourcing document production
- Microsoft Office Certifications
Required By Assistants
- What Attorneys Don't Know They
Don't Know

Small Firms



Security References

<http://krebsonsecurity.com/2013/06/windows-security-101-emet-4-0/>
<http://krebsonsecurity.com/2014/05/antivirus-is-dead-long-live-antivirus/>
<http://www.sans.org/critical-security-controls>
<http://www.asd.gov.au/infosec/top35mitigationstrategies.htm>
<http://krebsonsecurity.com/2011/05/krebss-3-basic-rules-for-online-safety/>
<https://www.microsoft.com/security/pc-security/password-checker.aspx>
<http://securityintelligence.com/>
www.issa.org
www.sans.org
www.virusbtn.com
<http://isaca.org/COBIT>
www.ultimatewindowssecurity.com
www.lumension.com
www.securosis.com
www.Sophos.com
www.wombatsecurity.com
<http://www.adaptivesolutions.com/block-cryptolocker-and-other-ransomware/>
<http://tech-wreckblog.blogspot.ca/2014/06/20-critical-controls-for-effective.html>



Small Firms

Outsourcing

<http://www.secretary-outsource.com/>

<http://www.legaltypist.com/testimonials/>

<http://www.integreon.com/insights/articles/why-law-firms-should-consider-outsourcing-secretarial-and-document-production-tasks.html>

Project Management

<https://asana.com/>

Ticket Tracking

<http://office.microsoft.com/en-us/templates/desktop-call-tracker-TC010206879.aspx?CategoryID=CT101428241033&av=ZAC000>

Tech Trends

<http://www.forbes.com/sites/ekaterinawalter/2014/03/18/from-flying-cars-to-3-d-printed-candy-hottest-tech-trends-and-brands-at-sxsw/>

<http://sxsw.com/>

Questions

We'll now open it up for questions

Thank You

