

Contents

Part I Introduction to Technology Competence

1	Introduction to Ethics and Technology	3
2	Technological Competence	5
3	Outsourcing	9
4	Receipt of Privileged Information	15

Part II The History of Technology Competence

5	What Is Technology?	21
5.1	What IS Technology?	22
5.2	Identifying Technology Risks	22
5.3	Identifying Technology Benefits	24
5.4	Conclusion	25
6	How Did We Get Here?	27
7	Technology: Then and Now	29
7.1	The Network	30
7.2	Backdoor Access	31
7.3	Historical Context	31
7.4	Moore's Law	34
7.5	Where Are We Now	34
8	Benchmarking Technology Competence	37
8.1	Looking Beyond Legal	37
8.1.1	ISO Certifications	37
8.1.2	PMP	38
8.1.3	Six Sigma	38

Part III Technology in Litigation

9	Introduction to eDiscovery	43
10	Authenticity	47
10.1	The Problems and Their Solutions	48
10.1.1	Tender of Electronic Information to Establish That the Information was on a Website	48
10.1.2	The Internet Archive—"The Way Back Machine"	49
10.1.3	Communications Using the Internet	50
10.1.4	Text Messages and Instantaneous Communications	52
10.1.5	Social Media Postings and Tweets	53
10.1.6	Computer Generated Data	55
10.1.7	Business Records	57
10.1.8	Self-authentication	59
11	The "Ethics" or Lack of Them During Negotiations	61
12	Technology Assisted Review	65

Part IV Strategies for Achieving Competence

13	Transparency	71
13.1	Defining Transparency	71
13.2	The Growing Need for Transparency in eDiscovery	72
13.3	Beyond eDiscovery: Transparency in Transactional Matters	74
14	Effective Communication	75
14.1	Establishing Roles and Responsibilities	75
14.2	Sharing Knowledge Among Team Members and Stakeholders	76
14.3	Efficiently Responding to Emergent Circumstances	77
15	Achieving Consistency	79
15.1	DMAIC	80
16	Managing Variable Needs	87
16.1	What Is Scalability?	87
16.2	Capability	88
16.3	Availability	89
16.4	Repeatability	89
16.5	The Challenges	90
16.6	Solutions	91
17	Effective Supervision	93
17.1	Six Criteria for Effective Supervision	98

18 Using Technology for Improved Billing and Business 103

 18.1 A Brief History of the Billable Hour 103

 18.2 Using Technology to Develop Alternative Fee
 Arrangements 104

 18.3 Buying and Selling Legal Technology 105

 18.4 Understanding Business Impact of Competence Failures
 in Technology. 105

Appendix A: Case Study: Network Security 107

Appendix B: Case Study: Backdoor Access 109

Appendix C: Scalability Tools 111

**Appendix D: Case Study—Contract Management Meets M&A
 (Role Play). 113**

Appendix E: Sample RFP Questions 123

Appendix F: Legal Technology Product Index 125

Glossary 135

Index 139

Legal Citations 141

The Legal Technology Guidebook

Williams, K.; Facciola, J.M.; McCann, P.; Catanzaro, V.M.

2017, XI, 142 p. 3 illus. in color., Hardcover

ISBN: 978-3-319-54522-6