

Law Office Management Chapter 10

Chapter 10

Tab Text

Technology in the Law Office

OBJECTIVES

After completion of this chapter, you should be able to:

- Define the types of software most commonly used in a law office.
 - Describe the origin of the Internet.
 - Understand the essential elements of access to the Internet and the factors that contributed to its growth.
 - Describe a Web site and its elements.
 - Locate information on the Web.
 - Search for information on the Web.
 - Bookmark a Web site.
 - Determine whether information on the Web is reliable.
 - Know the features and benefits of an intranet and an extranet.
 - Protect the confidentiality of information transmitted via the Internet.
 - Subscribe to a listserv or newsgroup.
 - Exhibit good netiquette.
 - Write an appropriate e-mail message.
 - Manage e-mail messages.
 - Identify a potential ethical problem of a Web site.
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Key Terms

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1. **Add-ons (plug-ins):** A software application that can be purchased to enhance the features of another software application.
 2. **Bookmarking:** A part of browser software that marks a Web site so that its URL is accessible without searching for it.
 3. **Boolean search:** A method of defining search criteria.
 4. **Brief bank:** A collection of documents used as a template to prepare new documents.
 5. **Browser:** A software program that allow viewing and interaction with various kinds of resources available on the Internet.
 6. **Case sensitive:** Requiring that all letters be in a specific case. If a letter is the wrong case, the information cannot be read.
 7. **Cryptography:** The method of scrambling information so it is unreadable except by the person who holds the key to unscramble the information.
 8. **Cybersquatter:** A person who registers a trademarked domain name to extort money from the trademark holder.
 9. **Decrypt:** A way of decoding information so that it may be read.
 10. **Digital ID:** A personal ID number that is encrypted and can be read only by the extranet.
 11. **Domain name:** A unique name that identifies an Internet site.
 12. **Download:** The method by which users access and retrieve a document, software, or other files from a central computer to their computers.
 13. **Electronic mail (e-mail):** An electronic message sent from one person to another through their computers.
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14. **E-mail filters:** Software that manages e-mail and can be programmed to delete e-mails that contain profanity or offensive material.
 15. **Emoticons:** Symbols used to express feelings in written e-mail communication.
 16. **Encrypt:** A way of coding the information so that if it is intercepted by a third party, it cannot be read.
 17. **Extranet:** Web-based interface to a private network; used to communicate directly with clients.
 18. **File Transfer Protocol (FTP):** A protocol that allows files to be transferred between computers.
 19. **Firewall:** A protective electronic barrier constructed around a network so that unauthorized persons cannot get through.
 20. **Flame:** An angry or derogatory e-mail message.
 21. **Freeware:** Free software.
 22. **Gopher:** A protocol that organizes Internet information for search and retrieval.
 23. **Groupware:** Software created for and used by an intranet or extranet.
 24. **Home page:** The starting point of a Web presentation that contains a table of contents for the information that is available at the Web site, offering direct links to the different parts of the site.
 25. **Hyperlink:** A connection to another page or site that allows a person to navigate the Web.
 26. **Hypertext Markup Language (HTML):** A software language used by documents posted on the World Wide Web.
 27. **Hypertext Transfer Protocol (HTTP):** The protocol used by the World Wide Web.
 28. **Integrated software:** A program that combines
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many different software applications into one program to make it easier to use.

29. Internet Service Provider (ISP): A private company that provides access to the Internet for a fee.

30. Intranet: A private collection of information that is viewed by Internet Web browser software and is accessible only to authorized members of a private network; a private Internet site.

31. Listserv: A group of people who exchange information about a particular topic on the Internet.

32. Lurking: Not responding to messages posted on a listserv.

33. Modem: A device that allows remote computers to transmit and receive data using telephone lines; short for modulator/demodulator.

34. Netiquette: An informal code of conduct that governs e-mail communication.

35. Network: Two or more computers connected to each other so they can share resources.

36. On-line: Connected to the Internet or the World Wide Web.

37. Pathname: The URL address showing the path of where a certain document may be found on a Web site.

38. Protocol: The set of rules that two computers use to communicate with each other.

39. Scanned: Entering text or graphics into a computer by electronically changing the characters into a computer-readable format.

40. Search engine: An independent company that has indexed Internet sites and categorized them so that they can be found easily.

41. Server: A large computer that contains a large amount of information and directs customers' inquiries to the Internet.

42. **Shareware:** Software that is distributed without initial cost. If the user likes the software, a nominal payment is expected.
43. **Snail mail:** The process of sending mail through the U.S. Postal Service.
44. **Source codes:** The coding used by HTML to program a Web site's material.
45. **Spamming (Spam):** To send unsolicited commercial e-mail messages to large numbers of people on the Internet indiscriminately.
46. **Telnet:** A protocol that allows a computer to connect with a remote computer.
47. **Template:** A form document used as a guide to prepare new documents.
48. **Type identifier:** A suffix attached to a domain name that identifies the type of organization.
49. **Uniform Resource Locator (URL):** An address of a Web site that directs a person to the information.
50. **Web site:** A collection of linked pages grouped in a certain order.
51. **Web-based technology:** Internet-like software applications.
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Internet Projects

Tab Text

Ethics Opinions

The following ethics opinions relate to Internet or electronic communications.

1. **ABA (#99-4133/10/99)**: There is no automatic duty to encrypt Internet e-mail to protect client confidences and secrets. Although there is a "reasonable expectation of privacy" in Internet email, lawyers should still consider the dangers associated with the transmission of client confidences via any medium and reach an understanding with their clients regarding appropriate means to transmit sensitive client information.

The summary of the opinion states, "A lawyer may transmit information relating to the representation of a client by unencrypted e-mail sent over the Internet without violating the Model Rules of Professional Conduct because the mode of transmission affords a reasonable expectation of privacy from a technological and legal standpoint. The same privacy accorded U.S. and commercial mail, land-line telephonic transmissions, and facsimiles applies to Internet e-mail. A lawyer should consult with the client and follow his/her instructions, however, as to the mode of transmitting highly sensitive information relating to the client's representation." (7/15/99) The Report of the Commission on Multidisciplinary Practice to the ABA House of Delegates is available online at <<http://www.abanet.org/cpr/mdpfinalreport.html>> (5/6/99) The ABA Standing Committee on Ethics and Professional Responsibility published the full text of ABA 99-413, which states that there is a reasonable expectation of privacy in e-mail. Although the opinion states that there is no automatic duty to encrypt Internet e-mail, lawyers should still consider the dangers associated with the transmission of client confidences via any medium

and reach an understanding with their clients regarding appropriate means to transmit sensitive client information. (4/17/99) The ABA Standing Committee on Ethics and Professional Responsibility formal opinion was renamed to ABA Formal Opinion 99-413 (previously designated #1999-01). (4/15/99) The ABA Standing Committee on Ethics and Professional Responsibility approved formal opinion (#1999-01) addressing the need to protect confidentiality of unencrypted e-mail (March 10, 1999). The essence of the opinion is that a lawyer may transmit information relating to the representation of a client by unencrypted e-mail sent over the Internet without violating the Model Rules of Professional Conduct. The rationale supporting this is that the mode of transmission affords a reasonable expectation of privacy from both a technological and legal standpoint. The opinion noted that the same privacy accorded U.S. and commercial mail, land-line telephone transmissions and facsimiles also applies to Internet e-mail. In addition, like other ethics opinions issued on the subject to date, the opinion states that a lawyer should consult with the client and follow the client's instructions as to the mode of transmitting highly sensitive information relating to the client's representation. (11/01/98) The ABA Center for Professional Responsibility now offers headnote summaries of recent ABA ethics opinions.

2. **Alabama** (#RO-96-07, 10/23/96): Information made available to the public, regardless of means used, must comply with Rules of Professional Conduct.

3. **Alaska** (98-2, 1/16/98): E-mail communications need not be automatically encrypted to protect client confidences; attorneys should discuss the issue with their clients.

4. **Arizona** (#97-04, 4/7/97): Discusses advertising "housekeeping" requirements, such as need to include the cities where the lawyer has offices and/or will actually perform work (citing ER 7.1); client consent needed before providing a

list of existing clients; and explanations regarding whether or not firms are affiliated if site provides links to other firms. ~ R 7.1(p). Direct email to a prospective client may be a solicitation if the lawyer initiates the contact and the client has a known legal need for a particular matter. If it is solicitation, then specific disclosure must be made and copy must be sent to Clerk of Supreme Court. Lawyers probably may not join an on-line referral service. Generally, lawyers need not submit copy of Web site to State Bar and Supreme Court. Lawyers must retain copy of Web site in some retrievable format AND record of when and where the Web site was used. (2/16/99) Arizona now offers ethic opinions on line.

5. **Colorado** (#90, 11/14/92): Lawyer must exercise reasonable care to protect client confidences from inadvertent disclosure when using electronic communications devices such as telephones, cellular phones, and facsimile machines. The opinion does NOT specifically address e-mail but is included to show prior treatment of inadvertent disclosure rules.

6. **Connecticut** (#97-29, 10/22/97): Advertising Rules apply to Web site advertising, but Rule 7.3 '5 solicitation rules does not as a general mailer. The applicability of Connecticut's rule to out-of-state advertisements by lawyers is a question of law and beyond the ethics committee's jurisdiction. (1/16/99) Added a reference in the opinions list to Connecticut Informal Opinion (#97-29) dealing with the applicability of advertising solicitation rules to Connecticut and out-of-state lawyer Web sites.

7. **District of Columbia** (#281, 2/18/98): In most circumstances, transmission of confidential information by unencrypted electronic mail does not per se violate the confidentiality rules of the legal profession. However, individual circumstances may require greater means of security. (1/14/99) Added a link in the opinions list to DC Bar's Legal Ethics Committee Opinion (#281) entitled "Transmission of Confidential

Information by Electronic Mail.”

8. **Illinois** (#96-10, 5/6/96): Web site equivalent to telephone directory yellow pages. Participation in bulletin board, chat group, or similar service may implicate solicitation rules. If lawyer seeks to initiate an unrequested contact with a specific person as a result of participation in a chat room or bulletin board, then lawyer subject to solicitation rules and messages must be labeled as advertising materials.

9. **Illinois** (#94-11, 11/19/94): Confidentiality of cellular telephone use and participation in legal advice service. Included in materials for treatment of referral services.

10. **Iowa** (#96-1, 8/29/96): Web sites must include disclosures required under rules DR 2-101(A), (C), and DR 2-105(A)(3). Disclosures must be set forth in full on home page and in any location where there appears biographical matter other than the name, address, telephone and fax numbers” If Web site is sponsored by an entity other than the lawyer and contains references other than name, address, telephone and fax numbers, all required disclosures must be located on the page or screen where the lawyer information is presented. (#97-11, 9/18/97): Discussed lawyer referral service issues. (#97-01, 9/18/97): Amending opinion 96-01 and Iowa’s e-mail encryption requirement; now client consent needed, not necessarily encryption. (#96-33, 6/5/97): Describing meaning of sensitive material” as the term relates to e-mail encryption requirements. (#96-14, 8/29/96): Advertisements by out-of-state firm with offices in Iowa must comply with Iowa’s ethics rules. Can have two separate, unconnected Web sites. (#96-02, 8/29/96): addressing some issues associated with Web site language (e.g., specialization, disclosures). (#96-01, 8/29/96): E-mail encryption (see 97-01 for amended version) and Web site disclosure requirements. (#95-211, 2/22/96): Addressing Bulletin Board Internet lawyer referral services.

11. **Kentucky E-403** (July 1998): This official advisory opinion authorizes unencrypted e-mail communications and characterizes Web pages as advertising, rather than solicitation.

12. **Massachusetts (#1998-2, 5/29/98)**: Applicability of advertising and lawyer referral rules where bar association intends to establish an Internet site that contains membership directory and links to member home pages. (#1997-130, 9/18/97): Addresses issues associated with publication of Web directory of lawyers and lawyer referral services (see 1998-2 for formal opinion). (#94-5; 3/22/94): Lawyers should disclose dangers regarding disclosing confidences when speaking with client on cellular telephone.

13. **Michigan (#RI-276, 7/11/96)**: Web sites regulated by Rule 7.1 and copies retained pursuant to Rule 7.2. E-mail to one or more e-mail addresses must follow rules relating to general and direct mail solicitation (Rule 7.3). A “chat room” interactive communication is like a direct solicitation and outside the activity permitted by Rule 7.3. Lawyers may not solicit legal business unless follow Rule 7.3.

14. **Missouri: (#990007)** deals with the scope of a client consent form relating to the use of e-mail between the lawyer and client. The opinion notes that it would be difficult to create a comprehensive form to cover all concerns raised by e-mail. Lawyers are encouraged to discuss with their clients the risks associated with e-mail communication and storage. (#97-10): A lawyer who sets up a Web site referring to a specific area of practice, invites people to send the attorney e-mail on that area, and lists the Web site address and the e-mail address on letterhead should include in the Web site a statement that e-mail is not necessarily confidential. (5/20/99) Missouri released opinion 990007 dealing with the scope of a client consent form relating to the use of e-mail between the lawyer and the client. The opinion notes that it would be difficult to

create a comprehensive form to cover all concerns raised by e-mail. Lawyers are encouraged to discuss with their clients the risks associated with e-mail communication and storage.

15. **Nebraska** (#95-3): Lawyers may not participate in a "for-profit" Internet lawyer referral program.

16. **New York** (1998-2, 12/21/98): The Association of the Bar of the City of New York Committee on Professional and Judicial Ethics opinion says that a law firm should maintain a copy of its Web site for at least one year, but need not file a copy with the Departmental Disciplinary Committee. A law firm that establishes a discussion area on its Web site should exercise caution and vigilance to avoid the establishment of an attorney-client relationship and impermissible advertising or solicitation. A law firm may not pay a fee to an Internet service provider calculated by reference to fees earned by the law firm from the provision of on-line services. A law firm may not post a form for a new customer to request a trademark or copyright search, but may do so for existing clients. A law firm need not encrypt all e-mail communications containing confidential client information, but should advise its clients and prospective clients communicating with the firm by e-mail that security of communications over the Internet is not as secure as other forms of communications.

(5/14/97): Lawyer may advertise in Internet Web site sponsored by another organization, though use of title "Attorney Referral Board" is potentially misleading. #709 addressed the question whether an attorney may operate and advertise a trademark practice over the Internet. The NYSBA Committee on Professional Ethics held that using the Internet to take orders for trademark searches, conduct trademark searches, render legal opinions and file trademark applications is analogous to conducting a law practice by telephone or facsimile machine and is permissible, subject to the same restrictions applicable to communication by those means. Importantly, the Committee also addressed

other Internet-related issues: (1) lawyers should post a Statement of Clients Rights and Responsibilities on a Web site similar to the requirement that lawyers post the Statement in the office in a manner visible to clients (citing 22 N.Y.C.R.R. 1210); (2) lawyers practicing law for clients by means of the Internet must avoid conflicts and not undertake a new representation without checking to assure that it does not create an impermissible conflict; (3) the duty of competence requires that attorneys take care to assure that the information obtained on the Internet is reliable; (4) "lawyers may in ordinary circumstances [use unencrypted Internet e-mail to transmit confidential information without breaching their duties of confidentiality . . . to their clients, as the technology is in use today. Despite this general conclusion, lawyers must always act reasonably in choosing to use e-mail for confidential communications, as with any other means of communication. Thus, in circumstances in which a lawyer is on notice for a specific reason that a particular e-mail transmission is at heightened risk of interception, or where the confidential information at issue is of such an extraordinarily sensitive nature that it is reasonable to use only a means of communication that is completely under the lawyer's control, the lawyer must select a more secure means of communication than unencrypted Internet email. . . . It is also sensible for lawyers to discuss with clients the risks inherent in the use of Internet e-mail, and lawyers should abide by the clients wishes as to its use"; (5) lawyers who accept payment by credit card via the Internet to assure that the privacy of the client's credit card information will be preserved; (6) Internet advertising is permissible and must comply with advertising rules; (7) "any Internet advertisement should inform a potential client of the jurisdiction in which the attorney is licensed, and should not mislead the potential client into believing that the attorney is licensed in a jurisdiction where the attorney is not licensed"; and, (8) to the extent that the attorney invokes his or her professional legal judgment in conducting

trademark searches or filing trademark applications, the business becomes the practice of law and practicing under a trade name is prohibited. (3/10/99) The Association of the Bar of the City of New York Committee on Professional and Judicial Ethics released an opinion 1998-2 on December 21, 1998. The opinion deals with Web site advertising, referral services, and encryption. For further information, check out the opinions listing. (10/23/98) Added New York 709 to the opinions list. Opinion 709 addressed the questions whether an attorney may operate and advertise a trademark practice over the Internet. The opinions addressed a number of ethical issues as noted in the summary in the opinions list. Following the vast majority of other opinions addressing the associated confidentiality issue, the NYSBA Committee on Professional Ethics stated, "In considering the ethical issue, we believe that the criminalization of unauthorized interception of e-mail certainly enhances the reasonableness of an expectation that e-mails will be as private as other forms of telecommunication. That prohibition, together with the developing experience from the increasingly widespread use of Internet e-mail, persuades us that concerns over lack of privacy in the use of Internet e-mail are not currently well founded."

17. North Carolina (#RPC 215 (4/13/95): Lawyers must minimize the risk of disclosing confidential information when using cellular phones or Technology in the Law Office 83 e-mail. If the lawyer is aware that the communication can be intercepted, the lawyer must notify the parties to the conversation. (#RPC 239, 7/25/96): Must indicate the jurisdictions in which the lawyer is licensed to practice and the geographic location of the lawyer's principal office. Listing may indicate areas of concentration or interest. Lawyer must retain copy of advertisement and a record of when and where it was used. Compliance with this requirement by print hard copy of all screens of site and any material changes in format or content.

(#RPC 241, 10/16(96): Lawyer may participate in Internet directory of lawyers, but listing must indicate the jurisdictions in which the lawyer is licensed to practice and the geographic location of the lawyer's principal office. Listing may indicate areas of concentration or interest.

(7/12/99) The North Carolina State Bar disciplined an attorney for posting "misleading" information on his law firm Web site (Action #99 DHC-3). More details about the disciplinary action and censure decision are available in the article Internet Advertising Now 'On the Radar Screen' of State Bars, by Michael Bowden published in the In Practice section of Lawyers Weekly USA on July 12, 1999 (1999 LWUSA 643-44).

18. North Dakota (#97-09, 9/4/97): Lawyers need not use encryption to send routine e-mail to clients.

19. **Oregon** (# 1994-137, 8/94): Lawyers may participate in online, self-help legal information system providing information on substantive, procedural, and jurisdictional matters.

20. **Pennsylvania** (#98-85, 7/24/98): Discusses jurisdictional issues associated with lawyer Web site publication. (#97-130, 9/26/97): Analyzing ethical obligations relating to e-mail and confidentiality. (#96-17, 5/3/96): Addressing Web site advertising requirements. Retain copy of ad along with record of when and where it was used. (Rule 7.2(b)). Also disclose the geographic location of office in which the lawyer who will actually perform the services principally practices law. (#98-6, 3/98): Ethical issues associated with lawyer participation in Internet discussion groups and chats. (11/22/98) Added a copy of Pennsylvania Inquiry 98-85, which deals with jurisdictional issues associated with lawyer Web site publishing.

21. **South Carolina** (#97-08): Discussing e-mail confidentiality issues. Finds a reasonable expectation of privacy when sending confidential information through electronic mail (whether direct link, commercial service, or Internet). The Opinion

also states that the use of electronic mail will not affect the confidentiality of client communications under South Carolina Rule of Professional Conduct 1.6. This opinion revisited the e-mail confidentiality issue as originally addressed in Opinion 94-27 addressing on-line legal advice. (#94-27): Addressing advertising and e-mail issues. Must identify the geographic limitations of the lawyer's practice, so that it is clear that he may not practice law except in those states in which he is admitted to practice. (citing Rule 7.2(a)).

22. South Dakota (#98-10, 1/12/99): Finds that a South Dakota lawyer may not participate in an Internet Referral Service taking an advertising fee and a share of legal fees to refer cases to South Dakota lawyer but providing no legal services. (2/01/99) South Dakota now offers ethic opinions on line. South Dakota also issues opinion #98-10 (1/12/99) finding that a South Dakota lawyer may not participate in an Internet Referral Service taking an advertising fee and a share of legal fees to refer cases to a South Dakota lawyer but providing no legal services.

23. Tennessee (#98-A-650(a), 11/19/98): Amends Advisory opinion 98-A-650 to allow the use of email to transmit client confidences and secrets via the Internet. Notes that "[t]he reasoning in these new opinions [SC 97-OS and DC 281] is that the technology involved in e-mail is now better understood and the use of e-mail is more widespread. The technology has also improved. It is generally accepted that the security of e-mail is probably no more problematic than the security of a non-cordless telephone line." (#98-A-650, 5/22/98): Note: amended by opinion [98-A-650(a).] Use of e-mail to transmit client confidences and secrets is not permitted under DR 4-101, "unless the client has consented, the message has been encrypted, or the e-mail is via a non-Internet service provider which has been previously determined to be secure." The opinion does not specify what makes a non-Internet provider "secure" suggesting only that they

should have installed "special security safeguards." Moreover, there is no discussion or analysis of the issues from a technical, Internet-based perspective. The opinion relies on several outdated authorities (South Carolina 94-27 and, apparently, Iowa 96-01) to reach its conclusion. It also states that attorneys should not rely on disclaimers to protect confidences: "It has been suggested that privilege warnings, such as those used on facsimile transmissions, be placed on email communications. While such warnings may be desirable, they are not solutions as the risk of disclosure remains significant. (#95-A-576, 7/6/95): Advertising/publicity rules generally inapplicable when an lawyer responds through private electronic mail to an individual inquiry on a legal matter posted to the Internet. (#95-A-570, 5/17/95): Newsgroup postings are a form of improper solicitation similar to unsolicited phone contacts. Web sites must contain certification disclaimer if an area of practice is listed CDR 2-101(C) and it must contain statement "This Is An Advertisement" (2-101). The lawyer must furnish a copy to the Board of Professional Responsibility 3 days before it is placed on the Web (2-101(F)). Canter Disciplinary Judgment (#95-831) Posting on bulletin board is violation of Tennessee DR 1-102(A)(l),(5),(6), and DR 2-103. Must include "This Is An Advertisement" disclaimer. Description as "Immigration Attorneys" presented the attorneys as specialists without the requisite disclaimer. Additional violation for failure to send a copy to Board 3 days prior to publication. (7/19/99) Tennessee releases formal ethics opinion 99-F-144 on June 14, 1999, noting that lawyers listing areas of practice on the Internet, including listings on law directories, should comply with certification of specialization requirements under applicable state rule 2-101(C). (1/15/99) Added a reference to the opinions list to Tennessee Advisory Opinion (#98-A-650(a)) dealing with the question of encryption and e-mail. This opinion amends opinion 98-A-750 to permit the use of e-mail via the Internet to transmit client confidences and secrets.

24. **Utah** (#97-10, 10/24/97): Addressing lawyer Web site, e-mail, newsgroup, and chat use for advertising purposes.

25. **Vermont** (#97-5): General advertising rules apply to Web sites, but the opinion may change with push technology where lawyers can direct information to subscribers. This could raise solicitation and direct mail issues. "Internet home page" is not "directed to a specific recipient" and is similar to a phone book's "yellow pages." Importantly, the Vermont Committee stated specifically that it did NOT address the use of push technology, chat rooms, newsgroups, discussion groups, or other "potentially interactive means of communicating." **Virginia A-Otto** (04/14/98): The Virginia State Bar's Standing Committee on Lawyer Advertising and Solicitation issued this advisory opinion dealing with Internet lawyer advertising. It states that Web sites are covered by the existing advertising rules, but that additional rules may need to be drafted. In addition, lawyers who communicate on the Internet in "real-time" chat rooms must abide by the restrictions on solicitation. Moreover, a lawyer who solicits employment in a "real-time" chat room may not solicit employment in personal injury or wrongful death cases by communicating with victim or their immediate family.

26. **Virginia** (#1702, 11/24/97): Addressing duty of zealous representation and inadvertent receipt of information transmitted via e-mail and facsimile.

Answers to Chapter Review Questions

Law Office Management Chapter 10



The screenshot shows a software interface with a sidebar on the left containing six buttons: 'Key Terms', 'Internet Projects', 'Answers to Chapter Review Questions', 'Examples for Discussion', 'Possible Answers to Assignments', and 'Quiz'. The main content area is titled 'Answers to Chapter Review Questions' and contains the following text:

Following are answers to the Chapter Review Questions found in the text.

1. The difference between custom computer applications and off-the-shelf computer applications is that a custom software application is created exclusively for the user and off-the-shelf applications are created for all members of the general public p. 326).
2. Add-on computer applications add features to a software program (p. 327).
3. A substantive software application is developed for use in a specific area of law (p. 329).
4. A protocol is a set of rules that ensures that different network software products can work together (p. 333).
5. The World Wide Web is managed by the World

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 2. Add-on computer applications add features to a software program (p. 327).
 3. A substantive software application is developed for use in a specific area of law (p. 329).
 4. A protocol is a set of rules that ensures that different network software products can work together (p. 333).
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5. The World Wide Web is managed by the World Wide Web Consortium, also known as the World Wide Web Initiative. Its purpose is to promote the Web by developing specification and reference software that is available to everyone (p. 334).

6. The four main elements of a URL are:

- A. Protocol;
- B. Address of server;
- C. Domain name; and
- D. Type identifier (p. 336).

7. A Boolean search creates sets of words so a search engine can narrow the search (p. 337).

8. An intranet is an internal information distribution that is based on Web technology. It provides employees with the ability to access a variety of resources through one source (p. 339).

9. An extranet is a Web-based interface to a private network. It is intended for private use of its members and selected outside entities (p. 341).

10. A firewall is an electronic barrier that will not allow an unauthorized person to get through protected areas. It serves as a buffer between a firm's internal network and a number of external networks (p. 344).

11. Cryptography is the method of scrambling information so it is unreadable except by the person who holds the key to unscramble the information. Its purpose is to secure data transmitted from one user to another (p. 345).

12. The three main parts of an e-mail address are:

- A. User's name;
- B. Domain name; and
- C. Type identifier (p. 346).

13. A listserv is a group of people that exchange information about a particular topic. A newsgroup is a public discussion on various topics (p. 347).

14. Netiquette is a form on on-line etiquette. The

users themselves enforce it (p. 348).

15. E-mails to clients must be kept confidential to protect the attorney-client privilege (p. 352).

Examples for Discussion

Tab Text

1. Never-Lose-a-Case

The domain name <www.never-lose-a-case.com> violates Rule 7.1 because it is a comparison with other lawyers and is misleading. It also creates an unjustified expectation about the results a lawyer can achieve.

2. Common Software Applications

Individual student response.

3. Intranet and Extranet

Individual student response.

Possible Answers to Assignments

Law Office Management Chapter 10



Key Terms

Internet Projects

Answers to Chapter Review Questions

Examples for Discussion

Possible Answers to Assignments

Quiz

Possible Answers to Assignments

Following are possible answers to Assignments provided in the text. The responses below are a guide to what an instructor would look for within the student's response. Some assignments are based solely on individual experience and/or opinion, and a general response for such questions is not provided.

1. Individual student response.
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3. Individual student response.
4. Individual student response.
5. Individual student response
6. Individual student response

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1. Individual student response.
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 5. Individual student response
 6. Individual student response
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Quiz

Law Office Management Chapter 10

Quiz

[Click here to take the Chapter Quiz.](#)

Key Terms

Internet Projects

Answers to Chapter Review Questions

Examples for Discussion

Possible Answers to Assignments

Quiz

A screenshot of a web browser window. The title bar at the top reads "Law Office Management Chapter 10" and includes standard navigation icons. The main content area features a vertical sidebar on the left with six buttons: "Key Terms", "Internet Projects", "Answers to Chapter Review Questions", "Examples for Discussion", "Possible Answers to Assignments", and "Quiz". The "Quiz" button is highlighted in a darker shade. To the right of the sidebar, the word "Quiz" is displayed at the top of a content area, followed by a blue hyperlink that says "Click here to take the Chapter Quiz."

Tab Text

[Click here to take the Chapter Quiz.](#)
