

Law Office Management Chapter 11

Chapter 11

Law Office Management Chapter 11

The screenshot shows a digital learning interface. At the top, a dark header bar contains the text "Law Office Management Chapter 11" and navigation icons. Below this is a sidebar with several blue buttons: "Key Terms", "Answers to Chapter Revie...", "Examples for Discussion", "Possible Answers to Assignments", "System Development S...", "Checklist Worksheet", "Master Task List", and "Quiz". The main content area is titled "Chapter 11" and "Law Office Systems". It lists "OBJECTIVES" and states: "After completion of this chapter, you should be able to:" followed by a bulleted list of seven objectives.

Tab Text

Law Office Systems

OBJECTIVES

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

- Define the goals and purpose of systems in a law office.
 - Describe the four types of systems and how they function.
 - Identify the components of the four stages of system development.
 - Explain the difference between administrative and substantive microsystems.
 - Develop a system including forms, checklists, and written instructions.
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- Discuss common problems with systems development.
- Explain how systems evolve.
- Describe third-party systems.

Key Terms

Key Terms

1. **Administrative microsystem:** A system relating to the management of a firm.
2. **Backup:** Substitute; in computer systems, copy of a system on a different disk.
3. **Blind insert:** An entry in a form document alerting the preparer to insert material; seen on the computer screen but not printed.
4. **Cross-index:** To mark document so that it can be easily found in a system.
5. **Form files:** A collection of copies of form documents or frequently used documents; these documents act as a guide when developing similar documents.
6. **If clause:** A clause inserted in a form document alerting the preparer to insert the appropriate paragraph.

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5. **Form files:** A collection of copies of form documents or frequently used documents; these documents act as a guide when developing similar documents.

6. If clause: A clause inserted in a form document alerting the preparer to insert the appropriate paragraph.

7. Substantive microsystem: A system of providing legal services to a client.

8. Telephone tag: A situation in which someone calls a person who is unavailable and leaves a message and then is unavailable when the person returns the call.

Answers to Chapter Review Questions

Law Office Management Chapter 11



Key Terms

Answers to Chapter Review...

Examples for Discussion

Possible Answers to Assignments

System Development S...

Checklist Worksheet

Master Task List

Quiz

Answers to Chapter Review Questions

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

1. The five basic goals of a system are to maximize productivity, minimize waste, conserve resources, reduce errors, and produce high quality work (p. 365).
2. The four types of systems are macrosystems, microsystems, minisystems, and subsystems (p. 365).
3. A law firm has one macrosystem; two microsystems, substantive and administrative; many minisystems; and many subsystems. (p. 366).
4. The four stages of systems development are analysis, synthesis, organization, and finalization (p. 370).
5. The four steps of stage 1, analysis, are: review,

Tab Text

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2. The four types of systems are macrosystems, microsystems, minisystems, and subsystems (p. 365).

3. A law firm has one macrosystem; two microsystems, substantive and administrative; many minisystems; and many subsystems. (p. 366).

4. The four stages of systems development are analysis, synthesis, organization, and finalization (p. 370).

5. The four steps of stage 1, analysis, are: review, separate, evaluate, and communicate (p. 371).
 6. The three steps of stage 2, synthesis, are: eliminate, delegate, and consolidate (p. 374).
 7. The two steps of stage 3, organization, are: establishing a chronological sequence and developing a master task list (p. 374).
 8. The four steps of stage 4, finalization, are: prepare forms and checklists, write instructions, check the system and follow up, and revise the system (p. 377).
 9. To develop a system, a paralegal must have sharp analytical skills, knowledge of the law, good work habits, good planning and scheduling skills, and good time management skills (p. 382).
 10. Systems evolve with the development of documents and procedures after working in an area for some time. (p. 384).
 11. When purchasing a third-party system, management should consider whether the system is current, whether it can be expanded or changed, and whether it complies with court requirements. (p. 384).
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Examples for Discussion

Tab Text

1. What Happened?

Student responses to this question will vary. Most people have experienced or observed a business or service that was totally disorganized. Contrarily, most people have experienced a business or service that was organized and had all necessary information needed to serve its customers readily available. The purpose of this exercise is to make students aware of the various types of systems and the important role systems play in our everyday lives.

2. The Wrong Form

1. The step in the system process that was overlooked is the updates. Brad did not update the system to include the change in the form.
 2. Brad must be sure to update the system each time a change occurs. If the change is small, such as a revised court form, updates are easily overlooked. As more changes occur, the system will become unmanageable if not updated regularly.
 3. A step that could be added to ensure that Brad updates the system regularly is to put the system update in a tickler file, or come up file. Brad will be reminded to update the system on a regular basis.
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Possible Answers to Assignments

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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.
 2. Individual student response.
 3. Individual student response.
 4. Individual student response.
 5. Individual student response
 6. Individual student response
 7. Individual student response
 8. Individual student response
-

System Development Sheet

Tab Text

An example.

System Development Evaluation Sheet

Step	Who	Comments

Master Task List

Tab Text

An example.

MASTER TASK LIST		
Task	Who	When/How

Quiz

Tab Text

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