

Aug / Sep 2016
Vol. 2016, No. 4

TECHNOLOGY



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How Much is Your Old
Technology Costing You?

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Should I Click that Link?
Education is the First Step
in Data Security

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Biggest IT Need for Law
Firms Isn't Security Alone,
but also Compliance

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THE VERDICT STAFF

Editor

Gretchen Luessenheide
Daniels & Kibort PLLC
763.235.2093
gluessenheide@danielskibortlaw.com

Advertising

Kimberly (Kim) A. Ess
Nilan Johnson Lewis PA
612.305.7619
kess@nilanjohnson.com

Letters to the Editor

Letters to the Editor of *The Verdict* are welcome and can be e-mailed to gluessenheide@danielskibortlaw.com. In your letter, please include your name, firm name, mailing address, daytime phone number, and e-mail address. Letters that do not contain full contact information cannot be published. Letters typically run 150 words or less and may be edited. Your letter may be on any topic. You will be contacted before your letter is published. Thank you.

2016 - 2017 ALAMN OFFICERS & DIRECTORS

OFFICERS



PRESIDENT

Sarah Didrikson
Nilan Johnson Lewis PA
612.305.7614
sdidrikson@nilanjohnson.com



PAST PRESIDENT

Katherine M. Hubbard
Madigan Dahl & Harlan P.A.
612.604.2585
hubbard@mdh-law.com



PRESIDENT-ELECT

Sarah Evenson, JD, MBA
Barnes & Thornburg LLP
612.367.8717
sarah.evenson@btlaw.com



DIRECTORS



ADMINISTRATIVE DIRECTOR

Laurie Greenberg, SPHR
Briggs and Morgan, P.A.
612.977.8608
lgreenberg@briggs.com



COMMUNICATIONS DIRECTOR

Abby Rooney, PHR, SHRM-CP
Foley & Mansfield
612.216.0369
arooney@foleymansfield.com



FINANCE DIRECTOR

Philip Rush
Moss & Barnett
612.877.5402
phil.rush@lawmoss.com



EDUCATION DIRECTOR

Theresa G. Stewart, PHR
Felhaber Larson
612.373.8450
tstewart@felhaber.com

ALAMN has adopted ALA's Mission Statement

To improve the quality of management in legal services organizations; promote and enhance the competence and professionalism of legal administrators and all members of the management team; and represent professional legal management and managers to the legal community and to the community at large.

2016 - 2017 ALAMN COMMITTEES & SIGs

ALAMN COMMITTEES serve as liaisons between membership and the respective director, representing the ALAMN Board of Directors.

BUSINESS PARTNER AND CONFERENCE

David Astramecki 612.347.9189 dastramecki@meagher.com
Tracey Grill 612.333.8844 tgrill@gustafsongluek.com

COMMUNICATIONS

Shannon Bonnett 612.305.7615 sbonnett@nilanjohnson.com

COMMUNITY SERVICE

Cheryl Nelson, CLM 612.349.0806 cnelson@robinskaplan.com
Norma Thayer 612.341.0400 norma.thayer@zimmreed.com

COMPENSATION & BENEFITS SURVEY

Jodi Schmidt 612.632.3321 jodi.schmidt@gpmlaw.com
Tammy Warren 612.492.7120 twarren@fredlaw.com

DIVERSITY & INCLUSION

Curtis Okerson 612.492.7552 cokerson@fredlaw.com

EDUCATIONAL PROGRAM

Rebecca Vaughn 612.349.6969 rvaughn@anthonyostlund.com
Neil Simmons 612.337.9200 nsimmons@kennedy-graven.com

HUMAN RESOURCES

Kelly Thaemert 952.746.2170 kthaemert@hjlawfirm.com
Kim Hansen 612.977.8554 khansen@briggs.com

LARGE FIRM

Tracey 612.371.5211 tskjeveland@merchantgould.com
Skjeveland, CLM

MEMBERSHIP DEVELOPMENT

Deb O'Connor 651.332.8315 deb@aj-law.com

NOMINATING

Katherine Hubbard 612.604.2592 hubbard@mdh-law.com

SMALL & MEDIUM FIRM

Jessica Gerhardson 952.885.1294 jgerhardson@mmblawfirm.com
Kim Pepera 651.351.2129 kpepera@eckbergglammers.com

ALAMN SPECIAL INTEREST GROUPS (SIGs) are educational forums specific to functional specialty. Special Interest Group (SIG) meeting attendees need not be ALAMN members.

FACILITIES MANAGEMENT

Michelle Brauch 612.492.7589 mbrauch@fredlaw.com
Kelly Thaemert 952.746.2170 kthaemert@hjlawfirm.com

FINANCIAL MANAGEMENT

Bob Jackson 612.607.7248 rjackson@oppenheimer.com
Julie Zierden 612.216.0321 jzierden@foleymansfield.com

INTELLECTUAL PROPERTY

Val Studer 612.573.2008 vstuder@dbclaw.com
Susan Sutton 612.349.5764 sutton@ptslaw.com

LEGAL PROJECT & KNOWLEDGE MANAGEMENT, PRICING AND PROCESS IMPROVEMENT

Bree Johnson 612.335.7101 bree.johnson@stinsonleonard.com
Adam Barvels 612.349.8500 abarvels@robinskaplan.com

ST. CLOUD

Ann Entenmann 320.656.3538 aentenmann@rinkenoonan.com

SYSTEMS & TECHNOLOGY

Craig Wilson 612.604.6455 cwilson@winthrop.com



ALAMN CALENDAR OF EVENTS

AUGUST

SU	MO	TU	WE	TH	FR	SA
31	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30	31	1	2	3

AUGUST

- 3 Large Firm Administrators Meeting**
12:00 p.m.
Location: Robins Kaplan
- 4 Systems and Technology SIG Meeting**
12:00 p.m.
Location: Winthrop & Weinstine
- 4 ALA Webinar: Creating High Performance Practice Groups**
2:00 p.m.
Location: Best & Flanagan
- 9 ALAMN General Meeting Information Technology Medley**
11:30 a.m.
Location: Robins Kaplan
- 11 Finance SIG Meeting**
12:00 p.m.
Location: Winthrop & Weinstine
- 16 Cookie Cart**
11:00 a.m.
Location: Cookie Cart 1119 W. Broadway Ave.
- 16 Membership Development Committee Meeting**
4:00 p.m.
Location: Yost & Baill
- 17 St. Cloud SIG Meeting**
12:00 p.m.

- 17 ALA Webinar: Client Intelligence is the New Competitive Intelligence**
2:00 p.m.
Location: Best & Flanagan
- 18 Small/Medium Group Meeting**
11:30 a.m.
Location: Town and Country Club
- 24 Communications Committee Meeting**
12:00 p.m.
Location: Briggs & Morgan
- 25 Diversity & Inclusion Committee Meeting**
8:30 a.m.
Location: Fredrikson & Byron

SEPTEMBER

- 1 ALA Webinar: Developing Leaders in Your Law Firm**
2:00 p.m.
Location: Best & Flanagan
- 6 HR Committee Meeting**
11:30 a.m.
Location: Briggs & Morgan
- 6 ALA Webinar: USPTO New Patent Center Tool**
2:00 p.m.
Location: Best & Flanagan
- 7 Large Firm Administrators Meeting**
12:00 p.m.
Location: Winthrop & Weinstine

SEPTEMBER

SU	MO	TU	WE	TH	FR	SA
28	29	30	31	1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	1

- 8 Finance SIG Meeting**
12:00 p.m.
Location: Nilan & Johnson
- 13 ALAMN General Meeting – Salary Survey Results**
11:30 a.m.
Location: Stinson Leonard Street
- 15 Small/Medium Group Meeting**
11:30 a.m.
Location: Town and Country Club
- 20 Facilities SIG Meeting**
12:00 p.m.
Location: Maslon Law Firm
- 20 Membership Development Committee**
4:00 p.m.
Location: Yost & Baill
- 21 Community Service Committee Meeting**
11:30 a.m.
Location: Robins Kaplan
- 21 St. Cloud SIG Meeting**
12:00 p.m.
- 21 ALA Webinar: Punctuation Matters**
2:00 p.m.
Location: Best & Flanagan
- 22 Diversity & Inclusion Committee Meeting**
8:30 a.m.
Location: Fredrikson & Byron
- 28 Communications Committee Meeting**
12:00 p.m.
Location: TBD

*PLEASE NOTE: SPECIAL INTEREST GROUP (SIG) ATTENDEES NEED NOT BE ALAMN MEMBERS

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ALAMN NEW MEMBERS

Please welcome the following ALA members who recently joined ALAMN:

Cassie Kirscht

Firm Administrator
Yost & Baill, LLP
612-244-2914
ckirscht@yostbaill.com

David Allen

Chief Financial Officer
Best & Flanagan, LLP
612-341-9734
dallen@bestlaw.com

Sheila Guzik

Controller
Best & Flanagan, LLP
612-341-7121
sguzik@bestlaw.com

Robin S. Asleson

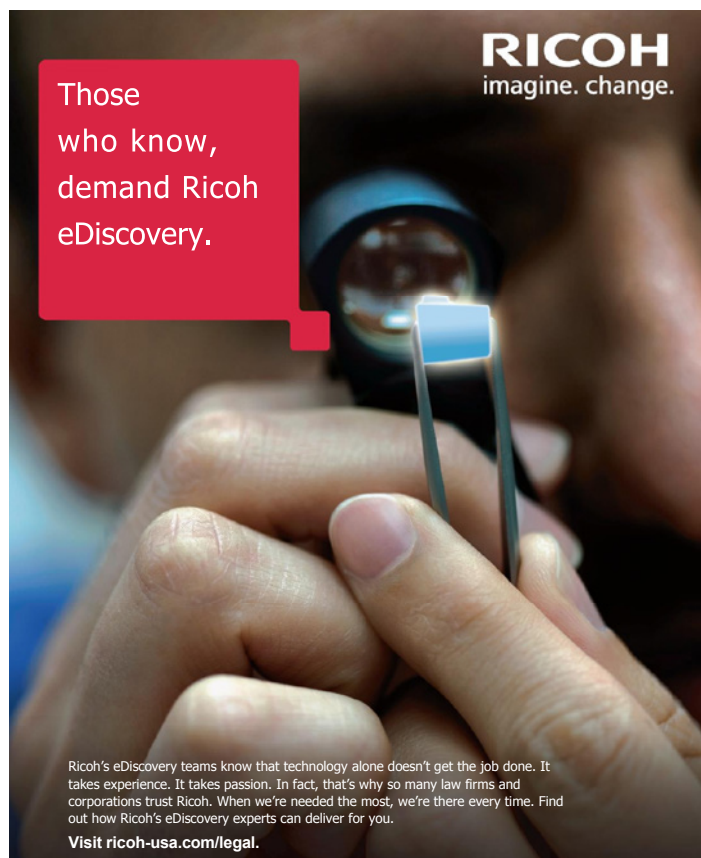
Office Administrator
Henson & Efron, P.A.
612-252-2820
rasleson@hensonefron.com

Vicki Dennis

Accounting Coordinator
O'Meara, Leer, Wagner & Kohl, P.A.
952-806-0433
uldennis@olwklaw.com

Sue Suchy

Office Administrator
Jones Day
312-269-4350
ssuchy@jonesday.com



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ALAMN 2016-2017 SCHOLARSHIP WINNERS

Through the incredible support of our business partners, ALAMN has the good fortune to offer a number of Scholarships to our Regular Members every year.

These Scholarships provide ALAMN Regular Members the opportunity to attend ALA-sponsored conferences, experience an amazing selection of educational sessions, meet other ALA Association members from around the world, and access ALA business partners from around the country, all in one venue.

The ALAMN Board of Directors is pleased to announce the following winners/recipients:

PAST PRESIDENT'S SCHOLARSHIP: \$1,700

Regular Members who are a Past President of ALAMN are included in a drawing for the Past President's Scholarship. The winner and recipient of this year's **Past President's Scholarship** is: **Mark Brauch, Larkin Hoffman Daly & Lindgren Ltd.**

NEW MEMBER SCHOLARSHIP: \$1,700

New ALAMN Regular Members who have joined the Chapter since the last scholarship drawing are entered into a random drawing for the New Member Scholarship. The winner and recipient of this year's **New Member Scholarship** is: **Frank Elsenbast, Zelle LLP.**

GENERAL MEMBERSHIP SCHOLARSHIP: \$1,700

All ALAMN Regular Members are entered into a random drawing for the General Membership Scholarship. The winner and recipient of this year's **General Membership Scholarship** is: **Rebecca Jenness, Fish & Richardson P.C.**

OUTSTANDING MEMBER SCHOLARSHIP: \$1,700

To be considered for the Outstanding Member Scholarship, an ALAMN Regular Member must be nominated by another ALAMN Regular Member. All nominations are reviewed by the Board.

The ALAMN Board is pleased to announce that the winner of the **2016/2017 Outstanding Member Scholarship** is: **Kathy Hubbard, Madigan, Dahl & Harlan, P.A.** Kathy was nominated for the outstanding member scholarship due to her many years of service to the Chapter in various leadership roles and for her continued service on several Committees. The ALAMN Board and entire Chapter thank Kathy for her commitment to the Chapter.

FIRST-TIME ATTENDEE SCHOLARSHIP: \$1,700

To be considered for the First-Time Attendee Scholarship, an ALAMN Regular Member must apply to the Administrative Director of the ALAMN Board of Directors.

We are pleased to announce that the winner and recipient of the **First-Time Attendee Scholarship** is: **Julie Zeirden, Foley & Mansfield, PLLP.**

OPPORTUNITY SCHOLARSHIP: \$1,700

To be considered for the Opportunity Scholarship, an ALAMN Regular Member must apply to the Administrative Director of the ALAMN Board of Directors.

We are pleased to announce that the winner and recipient of the **Opportunity Scholarship** is: **Deb O'Connor, Anastasi Jellum, P.A.**

On behalf of the ALAMN Board of Directors, please join us in congratulating all of these Members.

Please also join us in extending a heartfelt THANK YOU to our business partners for their continued support of ALAMN.

REGIONAL CONFERENCES

ALA is gearing up for their upcoming regional and specialty conferences in September and October. Find out more information on the ALA website at www.alanet.org/events. The regional conferences are great opportunities for you to network with others as well gain insight on hot topics in the legal industry. All three regional conferences will have the same top notch education. Many Minnesota members will be attending the conferences in Indianapolis on October 27-29. There will be a few others from Minnesota attending the conference in Boston and Phoenix. The ALAMN Board will work to connect everyone who is attending the regional conference in each city.

CHAPTER LEADERSHIP INSTITUTE

Did you know that every year members of the ALAMN Board attend the Chapter Leadership Institute through ALA? The Institute provides an opportunity for leaders in all ALA chapters to come together to network and learn how we can improve the chapter. We are always looking for ways we can improve and bring a better experience to you. We love feedback, so feel free to provide us with any ideas you may have.

And the next ALAMN Shining Star is...

The Board is pleased to announce David Astramecki as the next Shining Star of our chapter. Dave is the Director of Finance at Meagher & Geer, P.L.L.P and has been a member of ALAMN since 2008. Dave has been actively involved on the Business Partner and Conference Committee (BPCC) for many years. He served two terms as co-chair from 2013-2015 and stepped up again this year to help lead this committee's important work. Dave's co-committee members describe him as smart, funny, engaging, well-organized, and someone who really understands the importance of the relationships with the chapter's business partners. Thank you, Dave, for your contributions and commitment to the success of our chapter!



David Astramecki



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COMMITTEES & SPECIAL INTEREST GROUPS

Community Service Committee

The Community Service Committee met on May 18, 2016 at Robins Kaplan. The group's discussion included a recap of recent events, including the Easter basket project at Ronald McDonald, making cookies with teens at Cookie Cart, and packing food at Second Harvest; and upcoming events, including the Simpson Shelter BBQ, working with teens on interviewing skills at Cookie Cart, birthday party project at People Serving People, Ronald McDonald House meal, and blessing bags and charitable organizations to consider as recipients. The committee also discussed increasing event participation with members and business partners, the committee's budget, and the responsibilities of co-chairs and event coordinators.

The next meeting will be held on September 21 at Robins Kaplan. If you are interested in joining the Community Service Committee, please contact Cheryl Nelson or Norma Thayer.

Diversity and Inclusion Committee

The Diversity and Inclusion Committee met on May 19, 2016 at Fredrikson & Byron. The committee's 2016 goals include: promoting scholarship program to increase participation, organizing 2016 career fair for high school students to increase pipeline, implementing ALA Chapter Diversity Scorecard action items, promoting Diversity Scorecard for Law Firms to ALAMN membership, maintaining diversity and inclusion website on ALAMN, referring diversity and inclusion speakers to the Education and Conference Committees for 2016, communicating diversity and inclusion goals to membership, and creating opportunities for under-represented groups. The committee's 2017 goals include: assessing scholarship program and making any adjustments, assessing career fair program and possibly plan the 2017 event, implementing ALA Chapter Diversity Scorecard action items, promoting Diversity Scorecard for Law Firms to ALAMN membership, refreshing Diversity and Inclusion website on ALAMN, communicating Diversity and Inclusion goals to membership, creating and sharing Diversity and Inclusion resources, and growing committee membership and broadening value to committee members.

The next meeting will be on August 25, 2016 at Fredrikson & Byron. If you are interested in joining the Diversity and Inclusion Committee, please contact Curt Okerson.

Facilities SIG

The June 21, 2016 Facilities SIG held a round-table open discussion. Topics included: copy center outsourcing – which firms outsource vs. use in-house staff, which firms partner with companies, what services were included, and whether or not equipment was included in the agreement; the number of conference rooms firms have and whether the number was increased or decreased during a remodel or move; A/V equipment and which department sets-up and runs the equipment; types of security changes firms are implementing – securing public from private areas, panic buttons, security systems, visitor badging; and hosting of non-business related meetings and after-hour meetings.

The next meeting will be held on September 20, 2016 at Maslon Law Firm. If you are interested in joining the Facilities SIG please contact Michele Brauch or Kelly Thaemert.

Financial Management SIG

The Financial Management SIG met on Thursday, July 14, 2016 at Foley & Mansfield. The topic of discussion was staffing. Guest speakers were Lisa Breiland and Sarah Paisley with Robert Half. Our guest speakers provided the group with an update on current market trends. A summary is provided below.

The employment market is experiencing more competition for talent. Demand is higher than supply; which lends to higher salaries, multiple offers/counteroffers, and signing bonuses. Firms are getting innovative and are offering more perks, such as flexibility, training, telecommuting, and casual dress policies in attempts to attract top talent.

The practice areas in the greatest demand are litigation, general business/commercial law, health care, real estate and intellectual property. Average increases for starting salaries are 3.1%.

Next month's Financial Management SIG meeting will be held on August 11, 2016 at Winthrop & Weinstine. If you are interested in joining the Financial Management SIG please contact Bob Jackson or Julie Zierden.

COMMITTEES & SPECIAL INTEREST GROUPS - CONTINUED

HR Committee

Jack Duffy of Gallagher Benefit Services, Inc. joined the HR Committee meeting on June 28, 2016 at Fredrikson and Byron. He spoke with the group about the increasing need for HR systems and solutions that provide the data and services necessary to drive improvements in Onboarding, Employee Benefits, Wellbeing, Engagement, Social Collaboration and Recognition, and Data Analytics.

The next meeting is scheduled for September 6, 2016 at Briggs and Morgan. If you are interesting in joining the HR Committee please contact Kelly Thaemert or Kim Hansen.

Intellectual Property SIG

The Intellectual Property SIG met on June 2, 2016 at Patterson Thuente Pedersen. The group discussed managing accounts payable and foreign associate vendors.

If you are interested in joining the Intellectual Property SIG please contact Val Studer or Susan Sutton.

Small & Medium Firm SIG

Jan Lehman, productivity expert and CTC Productivity founder, spoke at the last Small & Medium Firm group meeting. The presentation was called Optimize Your Time & Maximize Resources = Bill More Hours. Her presentation raised awareness about the power of better time management and how to delegate effectively; provided a forum for sharing challenges in your industry and identify best practices on how to be more effective (including how to manage your inbox!); provided practical organizing and productivity tips that can be implemented immediately; and taught ways to work smarter, not harder.

Our August meeting will be on Thursday, August 18, 2016, and we plan to poll the group to see what topics they would like to discuss. In September we will have Joan Bibelhausen from Lawyers Concerned for Lawyers speaking regarding lawyers' having a higher incidence of alcohol use disorder and depression issues, and she will tell us how to identify the signs, how to get them support, how to protect your firm, and how firms can support them when they return to work.

If you are interested in joining the Small & Medium Firm SIG, please contact Jessica Gerhardson or Kim Pepera.

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UPCOMING EVENTS

Information Technology (IT) Medley

Tuesday, August 9, 2016 at 11:30 a.m.

Robins Kaplan LLP
800 LaSalle Avenue, Suite 2800
Minneapolis, MN 55402

A panel presentation on a variety of IT topics of common interest to law firms. *There will be a drawing for an Amazon Echo.*

The Panel:

Ryan Helmer, Information Technology Manager, Greene Espel;
Cheryl R. Thompson, Technology Director, Moss & Barnett;
Craig A. Wilson, Director of Information Services, Winthrop & Weinstine

2016 ALAMN Compensation Survey Results

Tuesday, September 13, 2016 at 11:30 a.m.

Stinson Leonard Street
150 South Fifth Street
Suite 2300
Minneapolis, MN 55402

The ALAMN Compensation Survey is one of the most valuable services we provide to our members. We are pleased to present the results of the 2016 ALAMN Compensation Survey compiled by MRA **on Tuesday, September 13, 2016**. All participants will receive their finalized survey, and members of the Compensation Survey Committee will provide an overview of the compensation data.

A big thank you to the Compensation Survey Committee: Ellen Drasin, Gloria Oanes, Karen Davis, Jennifer Lind-Sadow, Jodi Schmidt - Co-Chair, and Tammy Warren - Co-Chair.

ALA Regional Legal Management Conferences

East (Regions 1&2)
September 8-10, 2016
Westin Boston Waterfront
Boston, MA

West (Regions 5&6)
October 6-8, 2016
Sheraton Grand Phoenix
Phoenix, AZ

Central (Regions 3&4)
October 27-29, 2016
JW Marriott Indianapolis
Indianapolis, IN

ALA's Regional Legal Management Conferences provide identical education across three U.S. locations, and include networking opportunities and round tables based on region. The high-caliber educational content is geared toward the needs of legal management leaders and functional specialists.

UNSUNG LEGAL HEROES

Congratulations to all who were named by Minnesota Lawyer as Unsung Legal Heroes of 2016. The list of "heroes" can be found by [clicking here](#).

COMMUNITY SERVICE - SIMPSON SHELTER BBQ

On Wednesday, June 22, 2016, ALAMN members and business partners had a wonderful evening grilling and serving about 120 people at Simpson Shelter, located at 2740 1st Ave S. in Minneapolis.

The BBQ is an annual event that is always popular with the guests at Simpson Shelter. They are so appreciative of the chicken and brats that are grilled to perfection, along with pasta salad, baked beans, and strawberry shortcake to top it all off.

For over 30 years, Simpson's mission is to house, support and advocate for people experiencing homelessness. Check out their website for volunteer opportunities and other ways you and your organizations can help: www.simpsonhousing.org.



Thank you to the following volunteers who helped prepare and serve a delicious BBQ meal to Simpson Shelter guests:

Alexandra Tseffos	CBRE
David Elert	Complete Graphics, Inc.
Traci Shellum	Depo International
Dave Hecker	Gardner Builders
Carissa Okerson	Guest
Janet Tschida/ Eric Okerson	Innovative Office Solutions
Dan Leavitt	Loffler Companies, Inc.
Bryan Bataille	Ricoh
Jess Ahern/Andrew Lennox	Robert Half Legal
Scott Wyninger	Success Computer Consulting
Pat Stender	Cousineau McGuire
Moira Webster	Fafinski Mark & Johnson
Terri Stewart	Felhaber Larson
Paul Stewart	Guest
Tom Millin	Guest & former Grill Master
Kathy Hubbard	Madigan, Dahl & Harlan
Pam Gerads	Merchant and Gould
Wendy Cornelius	Metropolitan Airports Commission
Cheryl Nelson	Robins Kaplan
Tracy Smith	Smith Gendler Shiell Sheff Ford & Maher
Norma Thayer	Zimmerman Reed, LLP
Phillip Thayer	Guest



JUST BECAUSE YOU'RE PARANOID DOESN'T MEAN THEY AREN'T AFTER YOU

By Katherine Hubbard, Madigan, Dahl & Harlan, P.A.

This famous quote from Joseph Heller in *Catch-22* popped into my head and stayed there the entire time I was preparing for this article. We are going to explore the scary and very real world of cyber security!

Much like protecting your personal identity, you can never get ahead of the “bad guys”; what you can do is make it hard for them to make you a victim. How do you do that? The following are my top three low-tech suggestions for law firms to seriously consider:

1. **Data retention/destruction policy.** The more data you retain, the more data you have available to be breached. Creating and enforcing a firm-wide data retention/destruction policy will aid in maintaining the size of data that needs to be managed. These policies need not be complex, as long as they are consistently followed. Examples would be that all emails and client data are destroyed after four years, or that all emails are destroyed once opened and responded to. Again, consistency is the key.
2. **Phishing and Educational Programs.** End-user training is too often overlooked. In spite of your firm's having all the best security products and services

in place with the greatest protocols, an ill-trained employee can expose your firm's data without breaking a sweat, or even realizing they have done so in many cases. Classes on security measures have short-term effectiveness. It is recommended that your firm employ irregularly scheduled phishing email campaigns to see which users are following firm security protocol and which users need more assistance in that area. After your irregularly scheduled phishing email campaigns, follow up with educational emails that explain how to avoid falling victim to real phishing emails.

3. **Data Access.** Ensure users are only authorized to view the data they need to do their jobs. This makes it harder for hackers to use an entry-level user as the portal to your firm's data. Again, any firm's greatest asset, and potentially their greatest threat, regarding firm cyber security, is its users.

Your firm, no matter its size, can rather easily implement the above suggestions. They are low-cost and low-tech, but the potential benefits are high-yield. So what are you waiting for? Get moving. You know the bad guys are!



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SUMMER SOCIAL

The 2016 ALAMN Summer Social was held on Thursday, July 14, 2016 at the Crowne Plaza Northstar.

Despite being rained out and moving indoors, the Summer Social was a great success. There were 122 registered members and Business Partners with over 100 attending. Everybody enjoyed good food and drinks while reconnecting with friends and colleagues. There was a drawing for five scholarships for members who attended, provided by our Platinum and Gold sponsors. There was a putting contest where a member and business partner were paired up, and gift cards for \$25 were given to 1st and 2nd place. Also, an artist was on hand providing caricature portraits of our members and Business Partners.

Thank you to all the Business Partners for your support.

Putting Contest Winners:

First Place: Robert Karau, Robins Kaplan / Aaron Fulton, Staples Advantage

Second Place: Darlene Downs, Henson & Efron / Mike Murtaugh, Bertelson One Source

Scholarship Winners:

Marco – Karen Van Buren, Barnes & Thornburg

Alerus – Mallory Shuck, Stinson Leonard Street

Associated – Robert Karau, Robins Kaplan

Emergent – Nick Manty, Manty & Associates

Staples – Sheila Johnson, Hennepin County Bar Association



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HOW MUCH IS YOUR OLD TECHNOLOGY COSTING YOU?

By Steve Knutson



A report released this week revealed that the U.S. government is spending about three quarters of its technology budget maintaining aging computer systems. In some cases, the platforms are more than 50 years old. This covers everything from Social Security and Medicare to the Treasury and Transportation Department's Hazardous Materials Information System.

This raises the question: How much is your old technology costing you?

It is common for organizations to have new smartphones and even laptops while traditional phone systems, servers, and even printers age. If it's not broken, don't fix it, right?

I get it, and appreciate the older things in life, too. I enjoy classic cars, but you won't see me driving them to work every day or on a long family trip.

It does not make sense economically. Fuel efficiency has significantly improved, and that has a direct impact on what it costs to operate the vehicle. In addition, although the cool factor is high with classic cars, the safety features and amenities (like air conditioning) of newer vehicles far exceed the older models. The same is true with technology.

So how do you know if your old technology is weighing you down? Here are three key elements to consider:

1. Downtime

One of the first indicators that your technology – or even service provider – is costing your organization is downtime. Today it has become more common to find Service Level Agreements with 99.9 percent uptime because of the desire – and often need – for reliability.

Unexpected downtime costs organizations significant dollars and can even cripple an entity altogether. The widely shared average cost of unplanned network downtime is \$5,600 a minute or \$300,000 per hour. But this varies significantly from organization to organization.

Business disruption is a real cost. Do you know what it is for your organization? Take the time to calculate the cost of downtime per minute and determine how long is too long for your organization. Then, assess your systems, service provider and business continuity plans accordingly.

2. Support & Maintenance

This is often the most overlooked area, but the one that will drain – and even deplete – an organization's budget in even a year. Maintenance and support costs are why Microsoft has ended support for older versions of its software.

Ten years ago, the average maintenance costs accounted for \$6 out of \$10 spent on technology. However, that is changing. The rapid pace of technology is reducing the life cycle, and now it can be more economical to replace hardware and software than maintain them.

Gartner Inc. reported that organizations can reduce their software support and maintenance costs by up to 50 percent by taking a closer look. Assess the time and attention you are giving to keep your technology running. While this can be challenging to pinpoint, focus on a snapshot in time. Consider asking your employees to track downtime and time spent helping their coworkers for one month – or even one week – to get a better pulse on the costs.

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HOW MUCH IS YOUR OLD TECHNOLOGY COSTING YOU? - CONTINUED

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3. Slow Performance

This is the hidden cost. As a laptop or other piece of hardware ages, its pace and capabilities slow. The costs can quickly stack up in the extra time it takes to do a task. Multiply that by employees who need instant access to information and the ability to collaborate today. One person's slow down can affect a team of people – inside and outside of your organization.

Newer technology typically provides increased speed and performance, and in virtually every industry, time is money – or at minimum, better service.

Managing Costs

Gartner reports that up to 80 percent of IT costs occur after the initial purchase. Understanding and better managing these costs for your organization can have a significant impact on your technology budget and bottom line.

The advent of managed services and cloud computing make it easier for organizations to get the technology and support they need and keep it updated – at a manageable cost. Both turn a traditional capital expense into a monthly operating cost to make the switch easier.

While the cloud certainly has its benefits, it is not a silver bullet that eliminates all challenges with downtime, support, maintenance, and performance. Take the time to evaluate what the move will mean for your organization and who is the best provider to help you through the process to ensure you get the results you desire.



Author Bio:

Steve Knutson is Chief Technology Officer (CTO) and VP of service at Marco, a leading technology services company that serves over 28,000 clients throughout the Upper Midwest and nationally.

Steve joined Marco in 1999 as a Senior Network Systems Engineer and later became the Director of Professional Services for the Voice/Data Networking and Copier Solutions divisions. Steve became CIO/CTO and VP of service in 2004.

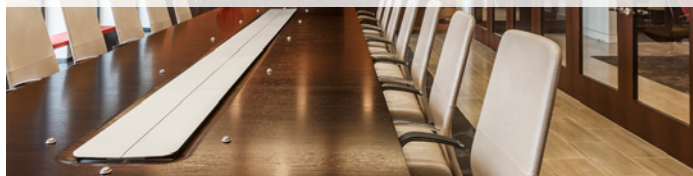
Today Steve leads Marco's progressive IT strategy as Chief Technology Officer and helps customers apply technology solutions based on their business goals.



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SHOULD I CLICK THAT LINK? EDUCATION IS THE FIRST STEP IN DATA SECURITY

No matter the size of a law firm, hackers have their sights set to attack. According to Law360, New York (September 22, 2015), almost half of attorneys say their firms have no data breach response plan in place, leaving themselves and clients extremely vulnerable.

Protecting data has become more important than ever, as evidenced by an American Bar Association survey last year that found that one in four law firms with at least 100 attorneys had experienced a data breach due to a hacker, website attack, break-in, or lost or stolen computer or smartphone.

If these concerns and challenges sound familiar, you are not alone. A 2015 ILTA Survey found that 42% of surveyed law firms find security and risk management to be one of their top three technology annoyances. So how do you protect yourself, your firm, and your clients? The best defense is education.

In the “old days” malicious online behavior focused on defacing web sites or crippling servers through denial of service attacks, activity that could be serious but more often was simply an annoyance.

But more recently, security attacks have become much more sophisticated, focused, and dangerous. These aren’t teenagers showing off their hacking skills. These are talented programmers with the primary objective of stealing and exploiting your critical business data.

It starts with every employee understanding the problem and the risks and recognizing unusual activity. Multilayer network security is a great start, but nothing beats a vigilant workforce. The criminals will continue to attempt to exploit poor network security from the outside, but the majority of data breaches occur from something an employee has done on the inside – often by simply clicking on a link from

a spam message. The result provides the criminals access to the company network – in dramatic cases, the entire network – allowing them to find the most sensitive data.

Understand who in your company has access to which systems. Many staff members have unnecessary access to critical data. Update and restrict those authorizations.

Make sure your business has security processes and that they are followed. In many cases these threats were identified by staff, not by systems, because a transaction or process was not following standard procedures.

Secure your technology infrastructure. Encrypt your data – in your data center and on workstations and laptops. Enforce strong passwords, better yet, a passphrase. In addition, locking down systems to prevent new applications from downloading, diligently applying security patches, updating antivirus software, leveraging all the threat-management features of your firewall, restricting access to your data and data center, and electronic logging of access of all of your critical systems.

Security is truly an on-going, diligent process and should not be done on your own.

Gregg Eastin

Strategic Account Executive – Legal Solutions
Loffler Companies

952.925.6879 • geastin@loffler.com

Dan Leavitt

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BIGGEST IT NEED FOR LAW FIRMS ISN'T SECURITY ALONE, BUT ALSO COMPLIANCE

By Kevin Willette, CEO/President of Verus

IT security is a huge concern for law firms, but it is important to realize that security alone is not enough. More and more, in addition to needing to have layered security, law firms need to be cognizant of data compliance requirements for their clients – and those requirements will be different from one client to the next.

A Minneapolis law firm IT director recently expressed this to Verus: "My job has become less of a manager of our IT infrastructure, and more of a compliance manager to make sure we are meeting the data requirements of our varied clients. What one client needs is quite different from the next."

The security issue is still important. And it is crucial to make sure the security takes on many layers – from firewall to local AV, from anti-malware to multi-factor authentication, the more layers you have in place, the better.

But securing the data and remaining in compliance with such government regulations for said data, like the Gramm-Leach-Bliley Act of 1999 ("GLB"), the Health Insurance Portability and Accountability Act ("HIPAA") and the Sarbanes-Oxley Act ("SOX"), are another story. In fact, 46 of 50 states, along with the District of Columbia, Puerto Rico, and the U.S. Virgin Islands, have specific data security statutes or regulations designed to prevent or minimize data breaches, and some require mandatory data destruction.

There are several steps we recommend for law firms to protect their sensitive data, and to do it in compliance with the law.

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BIGGEST IT NEED FOR LAW FIRMS ISN'T SECURITY ALONE . . . - CONTINUED

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The first step is perhaps the most important in terms of getting a handle on your firm's data – conduct a thorough risk assessment of your data. This will help you identify any gaps in your data confidentiality and privacy, including your mobile devices.

The second step is to deploy a very-layered and advanced security defense, focused on stopping malware, zero-day vulnerabilities, and data loss.

Once you have the security defense in place, the next step is to ensure all databases and the apps using them are secure. This means locking down access, encrypting the data, and regularly scanning the databases and apps for any misconfigurations or vulnerabilities. Proper patching of updates is also essential in this step.

The fourth step, much like fire and tornado drills, is to have a breach response plan in place. Make sure you know who is doing what if the worst case scenario occurs and you are reacting to an attack. You can also take a more proactive approach, and implement a plan that includes scanning the IT system BEFORE an attack is underway, and hopefully preventing it in the process.

The next key step to consider is whether or not you can rely on a managed service provider to help alleviate some of the responsibility of the data security/compliance. With an experienced and knowledgeable MSP, it takes much of the worry out of your hands and into theirs. This will let you focus on the day-to-day operations of your law firm, and take away the need to feel as if you are managing a data center.

Another key component of helping your law firm maintain security and compliance is educating your workforce. Every attorney, paralegal, and support staff member needs to be educated not only about direct cyber attacks, but also about social engineering attacks that depend on human vulnerabilities. Social engineering attacks are successful because they don't require guessing or breaking passwords, but instead just require a person who is not paying attention to a request for information from someone pretending to be someone they are not.

The final step for you to ensure you stay compliant and secure with your clients' data is to stay involved in various industry groups, such as ALAMN, for ongoing training, support, and new technology news. When new best practices are developed, you will likely hear about them first from groups like this.

**Author Bio:**

Kevin Willette is CEO/President of Verus Corporation. Kevin received his B.S. in Sales and Marketing from Minnesota State University, Mankato in 2000. He started his career at Eschelon Telecom, where he met Verus co-founders/owners Jamison Masters and Scott Anderson.

The three of them started Verus in 2002 as a small IT consulting firm that has grown over the years to become one of only 12 global Platinum Partners with WatchGuard's WatchGuardOne Partner Program, as well as a recognized expert in managed and hosted IT services and providing IT solutions for IT departments. Kevin lives in Ham Lake, MN with his wife and two children. In his spare time he enjoys camping and four wheeling up north.

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JOIN A COMMITTEE

Are you looking for more ways to get involved in the Minnesota Chapter? Currently we are looking for volunteers on four of our service committees. If you are interested in volunteering for any of these committees or would like help with deciding which one would fit you best, please contact ALAMN President Sarah Didrikson.


Business Partner and Conference Committee: The committee develops and oversees the Business Partner Sponsorship Program, plans the summer and fall social, and coordinates all aspects of the Annual ALAMN Educational Conference and Exhibition.

Communications Committee: The committee provides an opportunity for chapter members to get involved in chapter communications including: *The Verdict*, email communication, and the website.

Educational Programming Committee: The committee is responsible for planning six educational luncheon meetings and the leadership event in the fall.

Membership Development Committee: The committee's responsibilities include creating and implementing membership recruitment and retention plans; assigning peer mentors to new members as they join the association; and hosting a "welcome event" for new members, their peer mentors, and the Board of Directors, as needed. We are always looking for new ideas and creative ways to achieve our goals.



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GET TO KNOW YOUR ALAMN BOARD

What did you do this summer?

Sarah Didrikson, President

On July 15th my husband and I celebrated 10 years of marriage. We took the day off and ventured up to Taylors Falls for a day of hiking.

Sarah Evenson, JD, MBA, President-Elect

Took golf lessons, went to the lake and spent a lot of time at Target Field.



Katherine Hubbard, Past President

In June I attended the high school graduation of my youngest child and will officially be an empty nester with my lovely husband Doug. In late July I will be “running” my first, and most likely last, 5K. It was a bucket list item that I can now gladly cross off.

Laurie Greenberg, SPHR, Administrative Director

Earlier this summer my husband, John, and I took a road trip to Austin, Minnesota, famous for the Hormel Historic Home and the Spam Museum. There we picked up our newest 4-legged family member, Teagan. Teagan is a 4-year-old, female Yorkie who was surrendered to the Mower County Humane Society for reasons we still can't figure out. Much of the last few weeks have been spent potty training and getting her acclimated to her Maltese siblings, Lexi and Mikki. Three dogs are definitely more fun, and more work, than two!

Abby Rooney, PHR, SHRM-CP, Communications Director

We've spent some fun weekends catching frogs with the boys.

Philip Rush, Finance Director

On my summer vacation I went to a music festival in Tennessee called Bonnaroo. There were 80,000 people there. We camped in a farmer's field and walked to the music stages every day. It was fun and we met a lot of people from all over the country. Plus, we listened to new music. Tennessee in the summer is hot but there was a fountain you could go under to cool off. We even got pulled over by the police.

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