

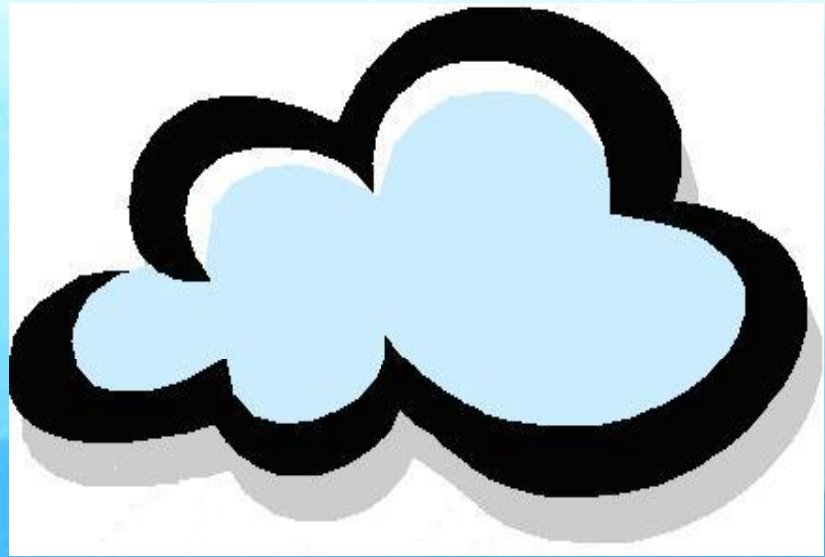
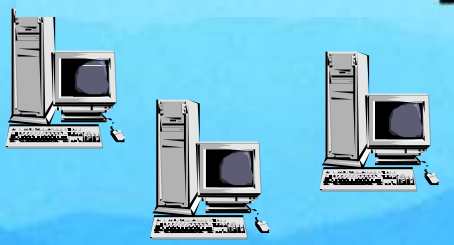
Cloud Computing

(A Law Firm View)

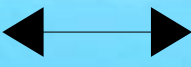
Lane Lowman
CALSM Presentation
August 19, 2009



Third Party



Vendor Service



LAW FIRM Wide Area Network (WAN)



New York



Chicago



San Francisco



Los Angeles

What is "Cloud Computing"?

- **First Gen = Cloud**
Next Gen = Air (it just happens)
- **Cloud computing is everywhere, any time**
- **“THE BIG SWITCH” (Nicholas Carr book)**
 - ~ubiquitous like electricity
 - ~power grid
 - ~new possibilities

What is "Cloud Computing"?

- **"Web 2.0"**
 - Tim O'Reilly of O'Reilly Media
 - NEW direction of Internet
- **Applications and Storage OFF the local computer**
- **SaaS (Software as a Service)**
- **Increased ACCESS to the Web (omnipresent)**
- **GLOBAL network**
- **"The device that connects to the big computer that we are all collectively building" ~O'Reilly**

What "Cloud Computing" is **NOT**

- Cloud computing is **NOT** an office system on the LAN or WAN
 - “A network of all connected devices, a network of networks...virtualization” ~O'Reilly
 - Available everywhere but secure

What "Cloud Computing" is **NOT**

- Cloud computing is **NOT** a big install, a fat client
 - It's a thin world after all
- Cloud computing is **NOT** software or hardware per se
 - Activity on a remote server
 - All you need is an Internet connection
 - “Sleeping at night knowing your servers won't go down” and
 - “Knowing your operations person can actually go on vacation” ~ Tom McGovern, Snaps.com

What "Cloud Computing" is **NOT**

- **NOT NEW** per Frank Gillett of Forrester
 - Marketers are coming out and spray-painting clouds on their services, re-labeling it as “cloud computing”
- **Re-defining everything they already do** ~ Larry Ellison, CEO of Oracle
 - It is like how “orange is the new pink”

What is "Cloud Computing"?

- **Depends on who you ask**
 - **end user** = it is the new thing
 - **mammoth software and hardware provider** = what they have done before
 - ...just making it easier for the consumer
 - ...*THEIR* network and operations people aren't getting any sleep but yours are

What is “Cloud Computing”?

A Law Firm View

- PAST: **Application Service Provider (ASP)**
- PRESENT (Painting Clouds): hosted time entry, financial data, record access, work product, deal rooms, document management, image and e-file Discovery repositories
 - My focus: Litigation / Discovery
- Cloud Test:
 - Install required? (this is **NOT** Cloud Computing)
 - Is it thin?
 - Available anywhere?

A Law Firm View

- **Driving forces to Cloud Computing?**
 - PAST: remote access, collaboration, resources, geographic & party diversity
 - PRESENT: reduce data volume, time & cost

A Law Firm View

- **Primary desired results from Cloud Computing?**
 - **#2: ↑ Technology + ↑ Services**
 - **#1: Predict + Control Costs**

A Law Firm View

- **Main ISSUES with delivery of services**
 - **#2: Security**
 - User access and protection of data
 - co-mingling of data?
 - chain of custody documented?
 - **#1: Control**
 - bandwidth & redundancy
 - “UP TIME” SLA
 - limit to functions or features?
 - data delivery format / inoperability of data?

A Law Firm View

- **Control Issue (cont.)**
 - **production control**
 - production vs. power?
 - distributed processing but can I produce my clients documents on time?
 - do I have to QC deliveries?
- **Ultimate test: does the service save me work or make more work for me?**

A Law Firm View

The Benefits

- **Scale on demand**
 - Up OR Down
- **Short-term commitment**
 - Capital purchase vs. rental
- **Use of greater technology**
- Examples: increased culling and concept clustering lead to reduced data and faster review

A Law Firm View

The Benefits

- **Greater efficiency**
 - LPO – Legal Processing Outsourcing document review (service behind the cloud)
 - contract attorney review rate
 - metrics on SQL and Oracle systems

A Law Firm View Diligence

- **Cloud Computing vs. Pie In The Sky**
 - Is there true substance?
 - Are all clouds the same?
 - Who is responsible to know?
 - Who is ultimately responsible for Cloud Computing to work in the law firm?
 - Formal diligence process? Documented?
 - Good faith effort to reduce risk? Can you prove it?

The Vendor View?

- **Do you provide Cloud Computing? How?**
- **What is your compelling draw?**
- **What features / technology are offered?**
 - **Are there trade-offs to keep it outside the 4 walls?**
- **Risk vs. Benefits? What are your guarantees?**
- **Where is the future of Cloud Computing heading?**