



IT Sourcing / Keeping it all together
Bar Leaders' Conference
State Bar Annual Meeting
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❖ **Being in the IT Business is as difficult as it looks**

- ❑ You are in the IT business and you may not even realize it
- ❑ Using sourced talent is not about sending jobs overseas
- ❑ Sourcing is about finding the best / affordable talent available to perform a job
- ❑ Managing sourcing arrangements requires an investment of time and your attention
- ❑ The size of your Bar does not exclude you from this discussion
- ❑ This effort is required to protect and preserve the interests of your membership and your Bar



❖ Today's discussion

- ❑ Examine the best use of Sourcing relationships for a Bar
- ❑ How to acquire IT talent
- ❑ How to manage IT relationships



❖ Finding Talent

- ❑ We are all competing for the best, brightest, and most capable talent
- ❑ Keeping and retaining great staff requires an investment
- ❑ No single person can be an expert in all things



❖ IT Begins at the desktop

- ❑ Buying PC's is more than going to Best Buy and getting a good deal
- ❑ Fixing the computer is the most critical component
- ❑ Buying name brand is worth it
- ❑ Buying extended on-site warranty is important
- ❑ Knowing your vendor is critical
 - Who they are / How quickly they respond / Do you like the service that you are getting from them
- ❑ Having an up-to-date spare on-site is important and can keep people working



❖ Printing is the next stop

- ❑ Setting up shared network printers is the best use of resources
- ❑ Printers with on-site maintenance is the best use of resources
- ❑ Buying name brand is worth it
- ❑ Buying extended on-site warranty is important
- ❑ Knowing your vendor is critical
 - Who they are / How quickly they respond / Do you like the service that you are getting from them



❖ Software on the PC

- ❑ We are all pretty much tied to Microsoft
- ❑ For Bar's that can access State wide pricing
 - Microsoft has a licensing agreement for you
 - Software assurance is a valuable consideration
- ❑ Keeping software current no more than 1 year or 1 version is critical
 - Software patches
 - Security patches
 - Protecting your environment



❖ Software on the PC

- ❑ Virus detection on the PC is critical
- ❑ Protecting from MALWARE can save your environment
- ❑ Have a plan, keep to it
- ❑ You do not need outside help to do this but you can outsource your desktop support



❖ E-Mail is a nightmare

- ❑ E-mail is a mission critical resource
- ❑ E-mail traffic is one of the key methods for attacking your network, computers and PC assets
- ❑ E-mail can be an e-discovery nightmare
- ❑ Backup and retention of e-mail requires skill and expertise
- ❑ Free e-mail services can work but you get what you pay for
 - Size limitations on attachments
 - Limited ability to recover e-mail
 - Generally secure and used
 - This is an outsourced service
- ❑ Blackberry's / BES servers / Treo's need management



❖ Now we get to the wiring and your network

- ❑ Wiring is a commodity and can generally be done correctly by any vendor
- ❑ Protecting your network is one of the primary keys
- ❑ Routers require frequent patching and maintenance to ensure that all latest security updates are provided
- ❑ Firewalls will work out of the box but to be most effective they need custom configuration
- ❑ IT can all work but not work correctly and you get a false sense of security
- ❑ There are local / affordable vendors that can assist and provide this service to you



❖ Web Site

- ❑ WEB 1.0 is about static content and can be provided with basic and available skills
- ❑ WEB 2.0 and providing e-services requires skilled expertise (JAVA, .NET)
- ❑ WEB security has to be a key pillar to your environment
- ❑ LOCAL ISACA can provide assistance and audit assistance, Big and smaller accounting firms can help
- ❑ Independent auditing can be an eye opener



- ❖ **WHO / HOW / WHERE do we buy these services**
 - ❑ Trust and trusted relationships are critical
 - ❑ Competition among vendors is key
 - ❑ Use the RFP process to gauge interest, stimulate competition, and have clarity on scope
 - ❑ There is no single “Throat to Choke” for these services. Size and funding of bar is not exclusionary
 - ❑ No one in this business is quite as good as they will tell you
 - ❑ We are all competing for the same talent / Real talent has costs
 - ❑ You can defer paying attention to these things but you will eventually pay and it will be considerable



❖ How do we manage these services

- ❑ Verify then trust
- ❑ Use a second source to validate
- ❑ Establish on-going procedures and check lists and make sure that they are complete
- ❑ Talk regularly to your vendors
 - Question what they are doing
 - Question timing
- ❑ Competition among vendors
- ❑ Audit and review on a regular basis

