

Legal Aid Technology Challenges and Solutions

MPLP IT Fifth Friday Webinar, Oct 2022

- Jason O'Brien, Director of Program Operations at LAWM
- Desiree Smith, Chief Administrative Officer at LSEM
- Amanda Revels, Technology and Operations Manager at MAP
- Glenn Boyd, IT Supervisor at LLA
- Scott Ellis, IT Systems Administrator at MAP




Fifth Friday Webinar Series

Schedule for Fifth Friday Webinars in 2023: TBD

Recordings of and supporting materials for previous webinars available at:

- <http://www.mplp.org/Taskforces/technology>



What have been some important and/or exciting IT-related projects your organization has undertaken during the past two years?

Jason -- Laptops for all case handlers, Docusign, tech assessment and security audit

Desiree -- FH App, RingCentral and Virtual onsite interview

Amanda -- RingCentral, Sharepoint/365, Intact, OpeNVPN, Cybersecurity audit (in process),
goodbye to servers :)

Glenn -- Barracuda email security – Power Automate – Tech Audits

Scott -- Device management of corporate and personal devices, Single Sign On for everything,
email encryption, securely sharing data with external partners



What have been some of the challenges you've faced with these projects and how did your IT team address them?

Desiree -- FH App--1st development project--subsequent build outs

Amanda -- Manpower with staff growth, new IT staff, staff adoption, challenges of remote staff at home

Glenn -- Rollouts with hybrid environments.

Scott -- Balancing testing/customizations with need for faster implementation by working in small teams. Shout out to our wonderful IT staff, CRPs, GoBots and all superusers.

Jason -- Staffing for quickly replacing most of our computers over a short period of time. Expected challenges with the cost of implementing the recommendations of the assessment and audit.



From a technologist perspective, what keeps you awake at night?


Amanda -- Detail of plan in event of a breach situation, balancing security and efficiency with budget

Glenn -- Security Security, Yep Security

Scott -- Worrying that one of our systems has caused confidential, MAP-intrusted information to be lost or stolen.

Jason -- Cybersecurity, finding enough time to get projects don

Desiree -- Tech LSC Audit, cybersecurity, finding best product for need



What are some big and/or exciting IT projects your organization has planned for the next two years?

Glenn -- New LMS integration for training, Automations for tedious data collections/management.

Scott -- JusticeServer integrations with SharePoint, Email, Mapping, Calendar, IT Projects, Uses for FormAssembly, etc.

Jason -- Implementation of recommendations from ArchTech tech assessment and security audit including replacing our phone system and increasing security of our systems. Moving a few systems to the cloud (bankruptcy software, accounting software). Revising all tech policies.

Desiree -- Website overhaul, client portal, kiosks

Amanda -- Disaster Recovery Plan, ticketing system and inventory in SF



What are your predictions for the next five years for Legal Services/Nonprofit technology?

Scott -- More collaboration between internal and external partners. More client use and engagement with LA technology driving the need for greater usability.

Desiree -- More streamlining and platform integration

Jason -- Increased automation

Amanda -- More automation/less overhead for IT staff and more competitive prices making more services available to LA orgs with budget

Glenn -- More and more automation



Thank you! Any questions?

We are:

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