












A Quarter Past

October, 2012

The Monthly Meeting Educational Session was held on October 9, 2012. Joshua Friedlander, Chief Human Resources Officer of Latham & Watkins, addressed "*Why Diversity Matters in Your Firm—A Business and Long-Term Strategic Perspective*." Members had an opportunity to learn how diversity can impact your firm's bottom line, and what steps firms can take to ensure a culture of diversity inclusion.

The ALA Region I Conference was held in Mashantucket, Connecticut, on October 18-20, 2012. Many of our members were able to attend, and the educational offerings were so beneficial that we were able to plan future educational sessions featuring some of the regional conference speakers.

On October 29, 2012, Superstorm Sandy visited New Jersey. Many of our members and member firms were greatly impacted. It would be hard to record the past quarter without recognizing what impacted our Association. What is important is that we prevailed.

November, 2012

The Monthly Meeting Educational Session was held on November 13, 2012. William Wright, Esq., a partner of Fisher & Phillips, presented the ever timely, post-election, "*Healthcare Reform Upheld—Time to Get to Work!*" Members had a great opportunity to get a picture of what it is their firms should be doing, and what may come. *[Editor's note: For another perspective of Healthcare Reform, read Mark Shore's article in this edition.]*

December, 2012

The December Social was held on December 4, 2012, at the Canoe Brook Country Club in Summit. Members enjoyed a great dinner and music along with prizes provided every hour by our business partners. A great time was had by all.

Save The Date!

The NJALA Past Presidents

will be hosting their

8th Golf Outing on Monday, June 17, 2013

at the

Hyatt Hills Golf Course
1300 Raritan Road
Clark, New Jersey 07066

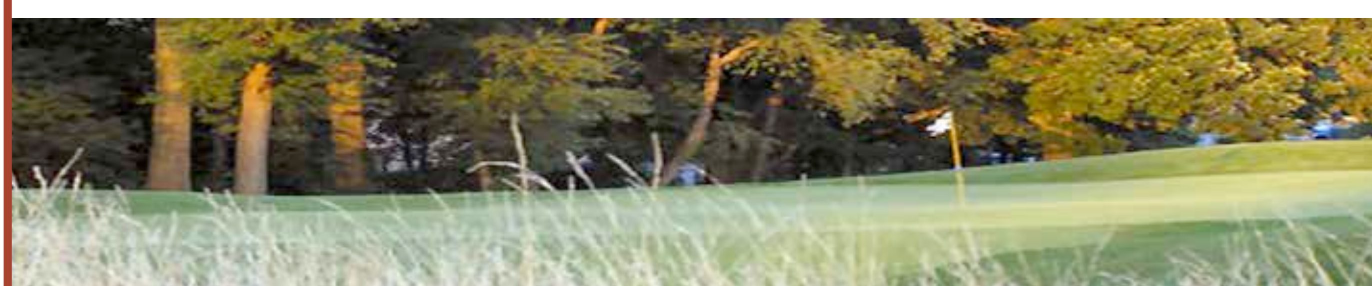
No prior golf experience is necessary! Whether you are a seasoned player or brand new to the game, a fun time will be had by all!! Join us this year.

Schedule

12:30 p.m.	Registration and light lunch
1:00 p.m.	Golf Clinic (A two-hour golf clinic for both experienced players and novices
3:00 p.m.	Shotgun start Best Ball Scramble Format
6:00 p.m.	Cocktails and a Buffet Dinner
7:30 p.m.	Prizes

For more information, please contact one of the following event coordinators:

Sarah Clark..........................973-565-2004
Ken Bailey 973-560-9000
Patricia McGovern..............201-799-2121
Anita Setaro 973-424-2061



Enabling Others to Act

By Natalie Loeb

I have something important happening in my life this week. I am having lunch with three of the most important people in my career. Sharon was my first manager at Skadden, Arps over 20 years ago. Gayle was the Director of Human Resources while Sharon was my manager. And Hank was a Labor Partner at the firm while both Sharon and Gayle held their positions. It took me months, but I finally got all of us scheduled for lunch at the same table in the same restaurant in the same city at the same time.

SAVE THE DATE!
Natalie Loeb will be the featured speaker at the NJALA April 9, 2013, meeting. Mark your calendar now!

The purpose of lunch is to thank them. Recently, I asked Hank and Gayle to be interviewed for an article on leadership. While trying to identify two exemplary leaders in law firms, I turned to Sharon and asked for her thoughts. Having benefitted from the same excellent leadership I did, without hesitation, Sharon immediately said; "How about Hank and Gayle?" As I expected, Sharon's judgment was right on target!

Hank and Gayle agreed to contribute to an upcoming leadership article profiling leadership in the legal industry. It has been years since we have worked together, yet the spirit of support and collaboration continues. I am convinced their contributions to the article will inspire thinking and foster collaboration for future leaders in the legal industry.

Their agreement to participate started me thinking about what it was about working for Sharon, Gayle and Hank that made my job as the "Support Staff Training Coordinator" at Skadden such a pivotal part of my career. What did they do to help build my self-determination and confidence? How did the 10 years I spent at Skadden shape me into the type of leader I am today? Looking back, it's really quite simple. Sharon and Gayle and Hank did one simple thing ... consistently. They "enabled me to act." They gave me the information, knowledge and tools to succeed. They showed me confidence in my ability and created a climate for me to "take a risk" and try something new. If something didn't occur exactly as I/we wanted it to, they would ask me, "What can we learn?" And, "What would I do differently next time?"

The HR Four: Natalie Loeb, Hank Baer, Gayle George, Sharon Armstrong

Here's what it looked like:

- I clearly remember Sharon supporting me to other senior leaders when a project I led didn't go exactly as planned. On a conference call with me present, Sharon reminded these senior leaders of my abilities and then privately engaged me in a two way dialogue afterwards on what I could do differently next time.

- I remember Gayle saying "yes" when I asked if I could lead one of our in-house management workshops instead of hiring an outside vendor. Not only did she say yes, Gayle sat in the front row at this first workshop, actively participated, provided constructive feedback and encouraged me to do it again.

- I remember Hank asking for my opinion as he gathered information for an important decision that would impact our department and the firm. He sought my perspective, listened actively and thanked me for my input.

I have often wondered if Sharon, Gayle and Hank know of the impact they had on me. I have wondered if they know that the leadership they demonstrated enabled me to grow as a leader and find the courage to launch my own consulting business. I wonder if they know that they so perfectly exemplified the fourth exemplary practice of Kouzes and Posner's five practices of exemplary leadership; Enable Others to Act. What I do know is I will be forever grateful to them for their leadership and the impact it had on me.

I can't wait to tell them while at lunch at the same table in the same restaurant in the same city at the same time.

Natalie Loeb is the founder and lead coach at Loeb Consulting Group, a proud business partner sponsor of the NJALA She can be reached at (866) 987-4111 or by email at nloeb@loebconsultinggroup.com.

The Power is Out and No Recovery Plan – Now What Do We Do?

Superstorm Sandy and its Effect on IT

By Richard Schulman

September 11, Hurricane Katrina, Superstorm Sandy, The Lexington Avenue Steam Pipe Explosion, and a broken pipe over the room housing the firm's server equipment all have one thing in common. They are all potential disasters that can affect the operations of a law firm. Obviously, the catastrophic events of 9/11 and nature's fury of a hurricane are catastrophic, but a small pipe flooding a firm's server room can have similar effects on a firm's ability to function, long term, if not prepared in advance for the possibility.

Whether it's weather or act of terror, or even an accident, all events can cause far-reaching pain to the operation of a law firm and its ability to service its clients, and in an extreme case, can cause the firm to fail.

In the past, the cost to prepare for a potential disaster was not only high, but also something that was not even a concern to many firms. September 11, 2001, changed that to a large degree, and disaster recovery and subsequently business continuity became a major concern. The days, weeks and even months following that terrible day saw many firms "overreact," spending hundreds of thousands of dollars to protect their data from another such event. While disaster recovery and business continuity should have been a consideration moving forward, many simply threw dollars at a fear, versus properly planning for a "potential" future disaster.

Let's take a quick moment to clearly define both of the terms above. Disaster recovery is the process of regaining access to the data, hardware and software necessary to resume critical business operations after a natural or human-induced disaster. A disaster recovery plan (DRP) should also include plans for coping with the unexpected or sudden loss of key personnel. DRP is part of a larger process known as business continuity planning (BCP). In plain language, BCP is how an organization prepares for future incidents that could jeopardize the organization's core mission and its long-term health. Incidents include local events like building fires, regional incidents like earthquakes, or national incidents like pandemic illnesses.

As for the most recent disaster, Superstorm Sandy, were you prepared for the impact this storm had on the region? Had the firm reviewed their strategy regarding IT preparedness prior to the storm impacting the area? The strategy not only includes hardware, software and access to the firm's data, it also pertains to communication with employees, courts, clients, etc. A complete disaster plan includes all of the above as well as preparing for worst-case scenarios (which could also be required as a result of a water pipe destroying the firm's data center/server room, as mentioned above).

It is important to realize that although local and regional events may affect clients as much as the firm, those firms with clients outside the affected area may be perceived to be delivering unresponsive service to those clients, and that may be the difference between keeping or losing their business.

As for a synopsis of the current data protection market:

- Rapidly changing customer needs that are driven by data growth, regulatory issues and the growing importance to access data quickly by retaining it online
- An ever-shrinking time frame for backing up data, which is burdening conventional tape backup time

Some of the key elements of a full plan are:

- Backups sent off-site in regular intervals
- Includes software media as well as all data information, to facilitate recovery
- Create an insurance copy on PDF, ROM, or similar and store the records off-site
- Use a Remote backup facility if possible to minimize data loss
- Storage Area Networks (SANs) over multiple sites are a recent development which make data immediately available without the need to recover or synchronize it
- Uninterruptible Power Supply (UPS) and/or Backup Generator
- Fire Preventions — more alarms, accessible extinguishers
- Communication
- Personnel — notify all key personnel of the problem and assign them tasks focused toward the recovery plan.
- Customers — notifying clients about the problem minimizes panic

(Continued on page 26)

The Power is Out

(Continued from page 25)

- Recall backups — If backup tapes are taken offsite, they must be recalled. If using remote backup services, a network connection to the remote backup location (or the Internet) will be required.
- Facilities — having backup hot sites or cold sites for larger companies. Mobile recovery facilities are also available from many suppliers.
- Prepare your employees — during a disaster, employees are required to work longer, more stressful hours, and a support system should be in place to alleviate some of the stress. Prepare them ahead of time to ensure that work runs smoothly.
- Business information — backups should be stored in a completely separate location from the company
- Testing the plan — provisions, directions, frequency for testing the plan should be stipulated.

Therefore it is important to note the following changes within the DR/BC solution:

- Simple Tape Back-Up – Firms, at the very least, had been backing-up to tape their operating environment, then removing those tapes on a daily basis – ensuring protection in the event of a disaster (fires, floods, etc.). This practice became less viable and productive as the firm's back-up volume increased substantially. Although an effective manner to secure the firm's data, recovering from a disaster would often be slow.

- Off-Site backup facilities have become popular versus relying only on tapes. This practice is less viable and productive, however, as the firm's back-up volume increases substantially, given the cost of the solution is based on the volumes of data to be stored. This solution is an effective manner to secure the firm's data, but once again, recovering from a disaster would be a painfully slow process.

- The inclusion of BC as part of a DR plan. Although each solution is similar in that they will both provide levels of protection against a disaster befalling the firm, Business Continuity has become more and more an acceptable solution within the industry today.

- Many firms today are not satisfied with the knowledge that should a disaster strike, their data would be accessible "in time." There has been a strong need to ensure that, in the event of an outage of any length of time, the firm will still be in a position to access e-mail and data immediately. Access to information is a critical need of all business today.

- Business Continuity solutions have evolved from synchronizing key applications (such as e-mail and documents) only, to providing real-time synchronization of all data and applications, either to a remote office of the firm, a third party hosting provider, or a co-location provider.

Business continuity would not only secure the firm's data from loss due to a disaster, but also provide immediate access to all from remote locations, should the need arise.

Products such as VMware, SANs (Storage Area Network devices), as well as other products, have created an environment whereby firms may now implement Disaster Recovery and/or Business Continuity solutions, effectively and efficiently.

In closing, it is highly recommended that all firms, regardless of size, implement either a DRP, a BCP, or a combination of both. The solutions are now cost effective and extremely reliable. There are solutions that are affordable for all types of firms, regardless of size and budget.

Richard Schulman is the Legal Services Practice Director at All Covered - IT Services from Konica Minolta. He can be reached at (631) 559-5050 or by email at rschulman@kmbs.konicaminolta.us.

Up to The Minute . . .

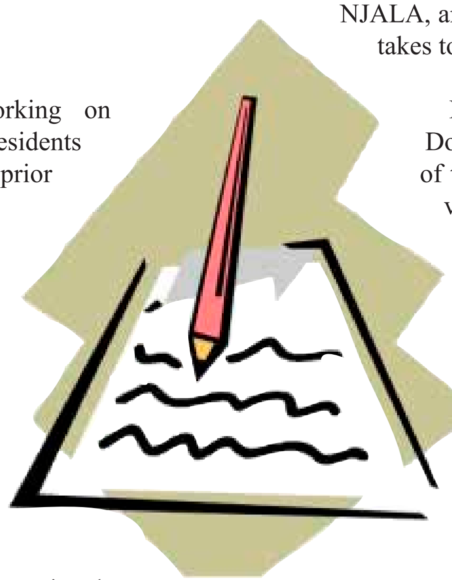
Summary of Minutes of the NJALA Executive Board Meetings Held November, 2012 through January, 2013

By Doreen Marino

Board Members are Mary Ellen Dolan, President; Audrey Serban, Vice President, Programs; Robbin Dolan, CLM, Vice President, Membership; Michael Harrison, Treasurer; Doreen Marino, Secretary; Gayle Englert, Immediate Past President; Fran Puntillo, CLM, Trustee; Jackie Pampinella, Trustee; Mary Beth Donoghue, Trustee; Mitchell Rait, Trustee; Jim Van Leir, Trustee; Kurt Brown, Alternate Trustee; Nancy Harris, Alternate Trustee; Teri Siegle, Alternate Trustee; and Louise Ruffo, Alternate Trustee.

President's Report

The NJALA has been actively working on submissions for ALA Awards. The Past Presidents have volunteered to review all applications prior to submission to the ALA.



The Board unanimously agrees that education is the best service that can be provided to the members. Therefore, the Board decided to utilize funds to provide for educational scholarships to be given out at the February Educational Meeting. Two drawings for membership attendance and one drawing for volunteers will be given at this meeting. The NJALA has been requested by ALA National to change the fiscal year to match that of the national ALA. The Board has decided to takes steps to support this transition. Mary Ellen Dolan agreed to provide the Board with a list of challenges to consider in the conversion.

Workshop Report

Nancy Harris will be taking over the educational workshops. Robbin Dolan will be transitioning this role to Nancy. The Board feels the investment in Workshops has proven to be fruitful.

Community Challenge

The Board has decided to participate in a Habitat for Humanity project to be held in the spring. The committee members are weighing options for a site that would be accessible by all.

Newsletter

The co-editors of the newsletter, Elli Albert and Anita Setaro, will be stepping down from the newsletter come June, 2013. The Board agreed that their dedication was insurmountable and would be difficult to replace. This is a great impact to the NJALA, and we thank Elli and Anita for the dedication it takes to keep the newsletter running.

Mary Ellen Dolan announced that Robbin Dolan has agreed to assume a co-editor position of the Newsletter in June, 2013. Kurt Brown has volunteered to research the cost of converting the newsletter to an electronic version. The Board further discussed the impact of converting to an electronic version to the cost of producing the newsletter. The Board will bring researched results to the next Board Meeting.

Website

The Board has decided to research an upgrade to the NJALA website. The potential of having the website function more as a resource center will be more beneficial to the members and worthy of investment. The Board decided to research the cost involved and analyze the cost effectiveness to members.

Socials

The June social will be held at the Rock Spring County Club with a date and theme to be announced shortly.

Doreen Marino is the Human Resources Director of Lerner David Littenberg Krumholz & Mentlik, LLP in Westfield

What's on Tap

ALA and NJALA 2013 CALENDAR OF EVENTS

Tuesday, March 12, 2013 (6:00-8:30 pm)
Monthly Meeting and Workshop at the Highlawn Pavilion in West Orange. "The Bill & Phil Show—Bring on the Bling: Technology Gadgets and Apps to Make You a Star," presented by Bill Ramsey of Neal & Harwell, and Phillip Hampton of LogicForce Consulting. A buffet dinner will be served.

Wednesday, March 20, 2013 (2:00 pm)
ALA Webinar. Topic: "Initiating Alternative Fee Arrangements," presented by Frederick J. Esposito, Jr., CLM, Director of Administration of Meyer, Suozzi, English & Klein, PC. CLM credit available..

Tuesday, April 9, 2013 (6:00-8:30 pm)
Monthly Meeting and Workshop at the Highlawn Pavilion in West Orange. "Enabling Others to Act," presented by Natalie Loeb of Loeb Consulting Group. A buffet dinner will be served. *(See preview article by Natalie Loeb in this edition on page 24.)*

April 14-17, 2013
Don't miss this year's **ALA Conference & Exposition** to be held April 14-17, 2013, at the Gaylord National Resort & Convention Center, National Harbor, Maryland. The conference will feature relevant workshops, networking, business partner exposition, and more. Registration is underway! See *www.alanet.org* for more information

Wednesday, April 17, 2013 (2:00 pm)
ALA Webinar. Topic: "Mentoring: It's Déjà Vu All Over Again." presented by Michael Moore, J.D., of Moore's Law. CLM credit available

Tuesday, May 14, 2013 (6:00-8:30 pm)
This year's **Managing Partner Night** will feature renowned speaker and author, Ari Kaplan, who will present "Recovery, Renewal and Reinvention: Navigating the Next Decade," at The Manor in West Orange. As always, you and your managing partner—or other firm partner—are invited to attend. A festive buffet dinner will be served.

Wednesday, May 15, 2013 (2:00 pm)
ALA Webinar. Topic: "Marketing (Mis)Alignment: Closing the Gap Between Marketing and Law Firm Leadership," presented by Michael B. Rynowecer, President and Founder of The BTI Consulting Group. CLM credit available

Monday, June 17, 2013 (12:00 noon-8pm)
If you've ever attended a **Past Presidents' Golf Outing,** you know that this is an event you do not want to miss! The annual golf outing is a fun-filled day of golf lessons, a round of Best Ball golf, lunch, dinner, and networking with our business partners. This event is perfect for novices to expert golfers. Save the date! More information will follow soon.

Wednesday, June 19, 2013 (2:00 pm)
ALA Webinar. Topic: "Leveraging Technology for Small Firms," presented by Debbie Foster of Affinity Consulting Group. CLM credit available.

For information about:

Monthly meetings – Please contact Audrey Serban of Fisher & Phillips at 908-516-1061.

Educational Workshops – Please contact Nancy Harris, Gordon & Rees at 973-549-2500

NJALA Socials – Please contact Jackie Pampinella of Fox Rothschild at 973-992-4800.

ALA Webinars: Registration and general information is posted on the ALA site, www.alanet.org/education/regconf/telesem.html.

SAVE THE DATE!

NJALA presents

Managing Partner Night

Tuesday, May 14, 2013, 6:00 p.m.
at The Manor, West Orange

Ari Kaplan

"Recovery, Renewal and Reinvention: Navigating the Next Decade"

Driven by the dramatic shift in the manner in which legal professionals practice, value their effort, and deliver their services, there is a new model of creating opportunity that will propel the profession forward. It is a culture supported by collaborative tools, a flatter global landscape and an increasingly rapid pace of expert analysis. This program guides participants through the catalysts for the change and offers techniques for meeting higher expectations that are requiring them to reinvent their profiles in the recovery.

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ABOUT ARI KAPLAN

The New York Law Journal called Ari Kaplan's first book, <u>The Opportunity Maker: Strategies for Inspiring Your Legal Career Through Creative Networking and Business Development</u> (Thomson-West, 2008), a "must-have treasure box of marketing ideas," and CEOs have described his new book, <u>Reinventing Professional Services: Building Your Business in the Digital Marketplace</u> (Wiley, 2011), which Akishobo released in Japanese last fall, as "an essential guide" that "expertly showcases the multitude of opportunities the digital age has brought to the professional services market."

After nearly nine years practicing with large law firms in Manhattan, Kaplan, named to the inaugural Fastcase 50 list of innovators in the law, has become a leading copywriter and industry analyst in the legal community. He has shared ideas with lawyers and administrators worldwide, including as the keynote speaker for the ABA Techshow in Chicago, the BigHand user conference in London, and the Australian Legal Practice Management Association Summit in Brisbane. He also delivered the closing address for the ALA's Law Firm Financial Management Conference in Chicago and was a featured presenter at The Law Office Management Association Conference in Collingwood, Ontario.

Client Crisis Communication Plans

By Ed Miller

As we all know, Superstorm Sandy caused more chaos and destruction than any of us could have imagined—so much so that the best of law firm disaster plans turned out to be insufficient to deal with the magnitude of this storm and its aftermath.

They say every cloud has a silver lining. Perhaps this is a stretch when it comes to the clouds of a hurricane, but maybe, just maybe, we can take away a little good as a result of Sandy. First, because the storm had such a wide impact, many of our firms and our clients were in the same situation, which may have included the loss of power for a week or more, limited or no communications, the inability of employees to get to work, and other related issues. These problems, combined with the unprecedented media attention, I think, caused our collective clients to be more understanding than they would be under "normal" circumstances when it came to having access to and responsiveness from their attorney. In other words, we all were cut a break because of the enormity of the storm and its effects. Second, we are able to reassess what we did well and where we need to improve for the next time we have an emergency, which may not be as daunting as Sandy and where our clients may not be as understanding.

This article is intended to offer tips on how a law firm can implement an effective crisis communications plan so that the firm's clients can be informed in the event of a disaster—big or small.

Without question, social media, websites, and e-communications should be major parts of a client communications plan. I particularly like Twitter™ as a tool because it is easy to create a firm profile, simple to maintain, can be accessed and updated from virtually anywhere, including smartphones, and can be easily viewed by your clients. Obviously Twitter™ is hosted on its own servers so you need not worry about getting messages out in the event of a power failure at your firm.

The trick to using Twitter™ effectively is to make sure your clients will know to actually look for you on Twitter™. Therefore, after creating a firm page, I suggest implementing an aggressive marketing campaign to get your clients to "follow" the firm's Twitter™ page. I would further suggest that your campaign specifically tells your clients that they will be able to receive information, instructions, and updates on the firm's Twitter™ page. Of course, not all clients will heed this advice, so the use of other tools goes hand in hand nicely with Twitter™. I recommend that you follow the same process for the firm's LinkedIn™ and Facebook™ pages. Both of these sites also can be updated and accessed from virtually anywhere. One more word of advice with regard to social media: Make sure your firm has more than one person who can make updates on these sites, because you never know when the person with the main responsibility will not have power at home or cell phone access.

Along with creating firm social media pages and telling clients that they can reference each for updates, your firm should have a plan in place to update the firm's website. I suggest posting whatever message needs to be communicated in a bold, large font right on the firm's homepage. Replace whatever marketing message you have on the homepage with your emergency instructions. It may seem like common sense but do not hide it anywhere else in the site. Whether you handle website updates in-house or outsource to a third party, your firm should have a plan in place to make sure the site can be updated no matter the circumstance. Again, have several people available who are trained to make updates from any location where there is still internet access.

Post-Sandy, I received many emails from firms explaining what their firm went through, and that now things were back to normal. Perhaps the reactive approach is better than nothing, but I think more effective strategy would have been to blast out an email in real time explaining what was going on. Of course, if your firm had no power, it is unlikely that you could have sent such a blast. I suggest researching and working with a third party vendor who handles email campaigns—there are many of them out there. The point is to try to stay ahead of your clients.

I certainly learned some lessons as a result of Sandy. Since the storm, I have used the above-mentioned tools to communicate to my firm's clients for minor problems, including a power outage in one of our offices and phone service down at another. Let's all hope that Sandy was a once in a lifetime event, but don't rely only on hope. Be prepared, because next time your clients may not be so understanding.

Ed Miller is the Chief Marketing Officer of Norris McLaughlin & Marcus in Bridgewater

Presenting… Our Business Partners

By Mary Ellen Dolan and Nancy Fosina

The following Business Partner Sponsors continue to support the NJALA with their generous donations and the sharing of their expertise in their respective fields. We thank them for their support and applaud their efforts in bringing their knowledge and expertise to our members. In appreciation, please support all of our Business Partners whenever you can.

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Fred Levine, Legal Account Management
212-502-1447
www.cbps.canon.com

On January 1, 2013, Océ Business Services, Inc., officially changed its name to Canon Business Process Services, Inc., a wholly owned subsidiary of Canon U.S.A., Inc. The company, acquired by Canon in 2010, continues with the current management team headquartered in New York City.

Canon Business Process Services (CBPS) is one of the world's leading providers of managed services and technology to law firms helping to reduce costs, increase efficiency, mitigate risk and improve operational performance. Every aspect of the document lifecycle is managed with a special focus on applying quality management principles and tools such as Six Sigma® to advance performance to a higher level.

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For more information contact Fred Levine, legal account manager, at *flevine@cbps.canon.com* or 212-502-1447 or visit Canon Business Process Services at *www.cbps.canon.com*.

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Richard Puzo, Partner and Director of Law Firm Industry Practice
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With origins dating back to 1919, CohnReznick is currently the 11th largest accounting, tax, and advisory firm in the United States, combining the resources and technical expertise of a national firm with the hands-on, entrepreneurial approach that today's dynamic business environment demands. The firm was formed out of the combination of J.H. Cohn and Reznick Group in October, 2012. Headquartered in New York, NY, CohnReznick serves its clients with more than 280 partners, 2,000 employees, and 25 offices nationwide. The firm is a member of Nexia International, a global network of independent accountancy, tax, and business advisors.

For more information contact: Richard Puzo, Partner and Director of CohnReznick's Law Firm Industry Practice, *richard.puzo@cohnreznick.com*, 973-364-6675; or Rocco Marotti, Senior Manager, *rocco.marotti@cohnreznick.com*, 732-380-8676. Visit our website at *www.cohnreznick.com*.

(Continued on page 33)

Presenting Our Business Sponsors
(Continued from page 32)

Jamison

Herbert L. Jamison & Co., LLC
George Rawding, Senior Vice President, Business Development
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Loeb Consulting Group, LLC

Natalie Loeb, Founder and Leadership Coach
866-987-4111
www.loebconsultinggroup.com

Loeb Consulting Group is a management and leadership development company dedicated to cultivating high potentials in law firms. We provide expert training and executive coaching services to all levels of leaders and managers, delivering measurable results by combining training and coaching expertise with a passion that paves the way to success. Services include customized on-site management training, open enrollment workshops for legal managers offered in NY, NJ, Washington DC and Boston, and one-on-one leadership coaching.

Our clients include top tier legal service firms that place a priority on excellent management, exemplary leadership, respectful communication, diverse work cultures and collaborative work environments.

Contact Loeb Consulting Group to:

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- Provide coaching and training to assist support staff and attorneys as they strengthen their leadership skills and navigate through the ever changing/merging world of complicated legal firms
- Discuss leadership coaching services for your current and future leaders

For more information, *visit www.loebconsultinggroup.com*, call 866-987-4111 or contact us at *info@loebconsultinggroup.com*. We look forward to supporting the development of your leaders and managers through our creative coaching and training methods

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Micro Strategies provides end-to-end solutions for our law firm clients. We are strategically positioned to serve as the single source solutions provider who can design, coordinate and deliver all strategy, integration, implementation, training, and support

(Continued on page 34)

Presenting Our Business Sponsors

(Continued from page 33)

tailored to meet the law firm's specialized needs including:

- *Document Management*
- *Cloud Solutions*
- *Mobility*
- *Security*
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- *Desktop/Server Infrastructure*
- *Records Management*
- *Disaster Recovery*
- *Intranet & Extranet Design*
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(Continued on page 36)

Hatches, Matches & Dispatches

By Cindy Landis

The past few months have been busy for all of us; Superstorm Sandy, Thanksgiving, Hanukkah, Christmas and the New Year. I would like to personally wish all of you a very healthy and happy 2013.

My son, Steven, who is in his second year at Quinnipiac School of Law, began the fall semester competing for the Mock Trial team. He was one of 20 who were accepted, and is preparing for his first competition in Nashua, New Hampshire in February. He also is continuing his work with the ACLU in Connecticut while attending classes. My daughter, Carol, and her husband, John, have begun the search for their first home in Maryland. While my husband and I should be painting our own home, helping our children is always more important. I will be on the lookout for cute overalls.

Congratulations to **Robbin Dolan (Laddey, Clark & Ryan),** who recently received her Senior Professional in Human Resources (SPHR) certification after months of studying and fretting. She reports it was harder than the CLM, for those of you who are wondering… What's next, Robbin, perhaps a Ph.D?

Baby Julia at her birthday party

Kathryn Krylowski (Golden Rothschild) has lots of news! She reports that niece Roseanne was married in May 2012. Niece Kim graduated Kean College in June 2012. Nephew Christopher became a certified Physician's Assistant in June 2012. Nephew Jonathan graduated high school in June 2012. Great niece Julia Marie turned 1 in August 2012. Great nephew Ryan turned 1 in September 2012. Niece Christine was married in October 2012. Nephew Greg is to be wed in April 2013. Nephew Nick, ROTC Officer, will graduate high school in June 2013 and has been accepted to Montclair University. Niece Sarah will graduate high school in June 2013. Niece Shannon, in her sophomore year, continues on the traveling basketball team. Niece Colleen, in eighth grade, continues her jazz dance. Nephew Patrick, in his sophomore year, continues on the school soccer team. Niece Angela is to be wed in October 2013. Aunt Kathy, while busy and broke, is very happy and proud. Along with husband Paul, she continues the never ending restoration projects on their circa 1865 historic home in Long Valley. *[Editor's note: We couldn't publish all of Kathy's photos from these happy events … but the adorable baby always wins!]*

Kurt Brown (Einhorn Harris) is off on another one of his wild adventures, this time exploring the rainforests of Panama from the Pacific Ocean to the Caribbean Sea. In addition, he will take passage by ship through the Panama Canal and ride the historic Panama Railroad. If time permits, he plans to rent a kayak and paddle a small portion of the canal. Kurt has made several trips through Central and South America, but this is his first time visiting Panama. Safe travels, Kurt!

Ken Bailey (Fishman McIntyre) and wife, Peg, had a busy fall. After losing power for 12 days they went on a river cruise with Peg's friends to Paris and Normandy. Two days after they retuned home, they crossed the Atlantic again and went to Israel for a nephew's wedding, and toured for 10 days. It was a wonderful memorable experience they will always cherish. (They also note they spent a lot of money buying souvenirs for their eight grandchildren!)

Miss Trudy and the boys!

Bernie Merer (Saiber): That's Miss Trudy with the twins on a recent visit from Ohio. Harris and Dylan celebrated birthday number four on January 8th, which Bernie reminds us is Elvis's birthday as well. Bernie notes: "Funny, she doesn't look like a Grandma to me, but sadly I'm as old as I look." BAM!

(Continued on page 36)

Hatches, Matches & Dispatches

(Continued from page 35)

Angela Segal (Latham & Watkins) and **Steve Segal (Podvey Meanor)** announce the engagement of their son, Andrew, to Marissa Carullo, to be married June 21 at the Newark Club. Let's hope they don't want to move in with the groom's parents after they're married!

Lucia, the newest "Sherman"

Sheila Sherman (Marcus, Brody) have done a good deed. She and husband, Joe, rescued a one-year old mixed breed (Schnauzer/Scottish terrier/Poodle) named Lucia. Sadly, they had just lost their beloved Sheltie, Mabel. Mabel's sister, Carly, a one-and-a-half year old Sheltie, was very lonely, so they decided to rescue a dog and found Lucia on Petfinders.com. Enjoy the "kids," Sheila!

I am looking forwarding to hearing all the dish in 2013! Take out your camera, take a picture. I will be asking you to pass it along for the next *Jer-Z-Journal* sooner than later.

Cindy Landis is the Office Administrator of Gennet Kallmann Antin & Robinson, Parsippany

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(Continued from page 34)

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Q&A: TODAY

By Anita Setaro

Q: What lessons did you take away after Superstorm Sandy?

Robbin Dolan, CLM, of Laddey, Clark & Ryan, LLP: We were just not adequately prepared. We had a business continuity plan in place, but it did not account for losing electricity for two weeks. Because we were told that "electricity would be on soon," we did not set up an alternate site. In hindsight, I wish we had done that.

Audrey Serban of Fisher & Phillips, LLP: Always keep a list at home of everyone's personal contact information. Since I was only able to communicate with most by text, this proved extremely helpful.

Sarah Clark, CLM, of McElroy, Deutsch, Mulvaney & Carpenter, LLP: I learned that we needed to purchase a generator to power our home office in Morristown. We lost power there for seven days and were unable to work even in the other offices that had power, because of this outage. Thankfully, that is no longer an issue, and shortly after Sandy, a snowstorm interrupted power in Morristown once again, and we powered up the generator and were able to work fine in all offices. In addition, we need to prepare for long-term outages. Our New York office was unable to re-open until the Monday after Thanksgiving, and while we were able to get by with remote access, it was a huge lesson in the need for disaster preparedness.

Carol Zieleniewski of Tompkins, McGuire, Wachenfeld & Barry: I learned: It could happen to you. At home, we were basically prepared after listening to the news, but did not expect to be without power for two weeks. As for the office, we lucked out. The entire building was out for two days, but as soon as we received power, we were up and running. Business interruption was minimal.

Sara Diaz of Chasan Leyner & Lamparello, PC: We were very lucky and did not even lose power thru the storm. That being said, I am giving more thought to things I can do for the next storm: little things to get your office prepared in advance even if you don't go into full "disaster preparedness" mode! For example, taking important information off-site, including insurance policies, videotaping some offices and conference rooms to show your insurance company proof of any loss, speaking to your network consultant to see what options may be suitable for your firm, etc. I've done some of these things already, but there is no reason I shouldn't review what I've done and add any missing pieces.

Angela Segal of Latham & Watkins, LLP: I want to buy a generator for my home!

Marcia Geller of Wells, Jaworski & Liebman, LLP: We need a disaster recovery plan! We need a generator installed on the premises and we need to get our emails into the cloud. We also need alternate email addresses and smartphone numbers for our staff so we can send out email and phone blasts.

Karen Steinberger of Saiber LLC: We had established a phone chain system among the administrative staff years ago for emergency notification, which worked fine until Superstorm Sandy hit. Some members of the team were without phone service and could not be part of the plan, placing the burden on those who were able to communicate. We are in the process of setting up an emergency notification system with an outside vendor to avoid this possibility in the future. We also very quickly (within 24 hours) had our e-mail up and running in the cloud and have continued that service so that, in case of an emergency, we will have e-mail readily available.

Elli Albert of Berman Sauter Record & Jacobs, P.C.: My office was totally without power for three days, and then with only 30% power for the next ten days. We actually managed pretty well, mostly because what I learned from the storm is that my name is really "MacGyver"!

Anita Setaro is the Office Manager of Duane Morris, LLP in Newark

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