

| | |
|---|----|
| TABLE OF CONTENTS | 2 |
| INTRODUCTION & SUMMARY OF SOME MAIN FINDINGS | 5 |
| RETENTION POLICIES | 5 |
| VOICEMAIL/EMAIL | 5 |
| RECORDS IMAGING | 5 |
| BAR CODING | 6 |
| RFID | 6 |
| OFFSITE STORAGE | 6 |
| WINNING COOPERATION FROM ATTORNEYS | 7 |
| DEPARTMENTAL ORGANIZATION | 7 |
| RATIO OF RECORDS PERSONNEL EMPLOYED TO TOTAL NUMBER OF LAWYERS EMPLOYED IN LAW FIRMS | 7 |
| THOMPSON HINE | 8 |
| BASIC DESCRIPTION OF THOMPSON HINE | 8 |
| RETENTION POLICIES | 8 |
| BUSINESS INTAKE AND RECORDS | 9 |
| RECORDS IMAGING | 9 |
| BAR CODING | 9 |
| RFID TECHNOLOGY | 10 |
| OFFSITE STORAGE | 10 |
| INTEGRATION OF EMAIL WITH OTHER RECORDS | 10 |
| ONSITE STORAGE | 11 |
| FUTURE INVESTMENTS | 11 |
| ADVICE FOR PEERS | 11 |
| DEWEY BALLANTINE | 13 |
| RECORDS STAFF | 13 |
| RETENTION POLICIES | 13 |
| ONSITE STORAGE | 14 |
| TRACKING RECORDS COSTS FOR BILLING PURPOSES | 14 |
| SWITCHING WAREHOUSE SUPPLIERS | 15 |
| DIGITIZATION OF RECORDS | 16 |
| CHANGES IN RECORDS DEPARTMENT WORK FLOW | 16 |
| ADVICE FOR PEERS | 17 |
| HOW TO OUTSOURCE RECORDS MANAGEMENT | 18 |
| KAYE SCHOLER | 19 |
| RECORDS DEPARTMENT STAFFING | 19 |
| COMMUNICATING WITH THE LAWYERS | 19 |
| SPACE NEEDS OF THE RECORDS DEPARTMENT | 21 |
| DOCUMENT IMAGING STRATEGY | 21 |

| | |
|---|----|
| INTEGRATION OF IMAGED RECORDS WITH PAPER RECORDS IN THE INDEXING SYSTEM | 22 |
| DIRECT ATTORNEY ACCESS TO FILES | 22 |
| IMAGE PROCESSING WORK FLOW | 23 |
| TOTAL COST OF THE IMAGING PROJECT | 23 |
| OFFSITE STORAGE | 24 |
| RECORDS RETENTION POLICY | 24 |
| VOICEMAIL/EMAIL | 25 |
| KNOWLEDGE MANAGEMENT | 25 |
| RFID | 25 |
| DESCRIPTION OF KILPATRICK STOCKTON LLP | 26 |
| CENTRALIZATION POLICIES | 26 |
| RECORDS ROOM ORGANIZATION | 26 |
| ATLANTA STAFF SIZE AND COMPOSITION | 27 |
| IMAGING PRACTICES | 29 |
| RECORDS ROOM STAFF | 30 |
| OFFSITE RECORDS STORAGE | 30 |
| FILING SHELF SPACE, CABINETS AND SYSTEMS | 30 |
| MANAGING RECORDS IN OUTLYING OFFICES | 31 |
| USE OF BARCODING SOFTWARE | 32 |
| LIISTSERVS/BLOGS USED | 32 |
| REQUEST TRACKING | 33 |
| RECORDS DEPARTMENT BUDGET | 33 |
| POLICIES ON THE ELIMINATION OR RETENTION OF DOCUMENTS | 33 |
| ADVICE FOR PEERS | 34 |
| THOMAS M COOLEY LAW SCHOOL | 35 |
| DESCRIPTION OF THE ELDERLAW CLINIC OF THE THOMAS M. COOLEY LAW SCHOOL | 35 |
| INFO SYSTEM | 35 |
| FILE RETENTION/ELIMINATION POLICIES | 36 |
| DATA STORAGE AND BACK UP | 37 |
| COSTS OF THE SYSTEM | 37 |
| ACCESS TO THE SYSTEM | 37 |
| BEYOND THE SECRETARIAL STAFF | 37 |
| ONLINE SYSTEM IS IDEAL FOR EDUCATIONAL NEEDS | 38 |
| COMPREHENSIVENESS OF THE ONLINE SYSTEM | 38 |
| TRAINING | 39 |
| BENEFITS | 39 |
| ADVICE | 39 |
| BLACKWELL SANDERS PEPPER MARTIN LLP | 41 |

| | |
|---|----|
| RECORDS DEPARTMENT STAFF | 41 |
| SECURING ATTORNEY COOPERATION | 42 |
| EXCEPTIONS TO THE RULES: TRUSTS & ESTATES | 43 |
| RETENTION POLICIES | 44 |
| DOCUMENT IMAGING PRACTICES | 45 |
| PERCENTAGE OF THE FIRM'S RECORDS TO BE DIGITIZED | 47 |
| EMAIL INTEGRATION WITH RECORDS MANAGEMENT | 47 |
| VOICEMAIL INTEGRATION | 48 |
| OFFSITE SPACE | 48 |
| COSTS OF IMAGING | 48 |
| ADVICE FOR PEERS | 49 |
| THE ROLE OF THE NATIONAL ARCHIVES IN LEGAL RECORDS FOR THE FEDERAL GOVERNMENT | 50 |
| SETTING RETENTION POLICIES | 51 |
| RECORDS IMAGING | 52 |
| LONG TERM COSTS OF MAINTAINING INFORMATION IN ELECTROINC FORMATS | 52 |
| US COURT SYSTEM FOR THE DISTRICT COURTS | 54 |
| DIGITIZATION EFFORTS OF THE U.S. COURTS | 54 |
| ASSURING RETENTION | 55 |
| COST SAVINGS FROM DIGITIZATION | 55 |
| IMAGING OLD RECORDS | 56 |
| PDF AS THE PREFERRED VEHICLE | 56 |
| RECORD RETENTION POLICIES | 56 |
| PACE OF DIGITIZATION | 57 |
| PDF LOCKDOWN | 57 |
| PAPER RETENTION | 57 |
| FULBRIGHT & JAWARSKI | 59 |
| BASIC DESCRIPTION OF FULBRIGHT & JAWARSKI | 59 |
| LEGAL RISKS IN SLOPPY ELECTRONIC RECORDS RETENTION PRACTICES | 59 |
| PREVAILING PRACTICES OFTEN INEFFICIENT AND LEGALLY RISKY | 60 |
| FULBRIGHT & JAWARSKI RECORDS MANAGEMENT REGIME | 61 |
| ADVICE FOR PEERS | 62 |
| DARBY & DARBY | 63 |
| IMAGING CENTER | 63 |
| ONSITE STORAGE | 63 |
| OFFSITE STORAGE | 63 |
| BAR CODING and RFID | 64 |
| RETENTION POLICY | 65 |
| EMAIL ARCHIVING | 65 |

| | |
|--|----|
| KNOWLEDGE MANAGEMENT | 65 |
| COOPERATION FROM ATTORNEYS | 65 |
| PLANS FOR THE FUTURE | 66 |
| OTHER REPORTS FROM PRIMARY RESEARCH GROUP INC. | 67 |