## **INDEX**

## **APPLICATION SERVICE PROVIDERS, 35**

**AUTHENTICATION SCHEMES, 99-100** 

# BACKUP, ONLINE, see also BUSINESS SOFTWARE

benefits, 14 drawbacks, 15

## BENEFITS TO CLOUD COMPUTING

budgeting for technical support, 18-19 hybrid environment, 80-83 integration with other applications, 20-21 low friction to sample and acquire, 19 mobility support, 18 networked instantly, 19-20 storage flexibility, 17

BILLING, 78

## **BROADBAND AND WIRELESS DATA COSTS, 24**

## **BUSINESS SOFTWARE**

cloud search, 69-70 collaboration, 70-71 data management, 56-57 electronic document signing and storage, 70 email, 62-64 encryption, 64 fax, 65 internet printing, 68-69 productivity utilities, 55-56 remote backup, 60-61 remote storage, 57-60

## **BUSINESS SOFTWARE** — continued

research notebooks, 66-67 voicemail, 65 word processing, 53-55

## **CLOUD COMPUTING**

challenges of
access by others, 24-25
broadband and wireless data costs, 24
information, portability of, 26-27
internet access required, 23-24
provider going out of business, 25-26
considerations in selecting
due diligence, 30
operations, 29-30
definition, 5, 9-10
hybrid environment, 80-83
vs. regular office technology, 13

## **COLLABORATION, ONLINE, 70-71**

## **CONFIDENTIALITY**

generally, 83 reasonable precautions

Alaska Rules of Professional Conduct, 86

American Bar Association Model Rules of Professional Conduct, 85-86

Arizona Rules of Professional Conduct, 86, 87

California Rules of Conduct, 87-88

Law Society of British Columbia Professional Conduct Handbook, 86

Law Society of Upper Canada Rules of Professional Conduct, 86

North Carolina, Proposed 2011 Formal Ethics Opinion 6, 88-89

Pennsylvania Bar Association Committee on Legal Ethics and Professional Responsibility, Formal Opinion 2011-200, 90

technology vs. paper, 83-85

#### **COSTS**

broadband and wireless data, 24 free vs. freemium service, 33, 51-52 support, 32-33 system availability, 31-32 technical support, budgeting for, 18-19

DATA ESCROW, 35-36

DATA MANAGEMENT, 56-57

**DATA OWNERSHIP, 36-37** 

**DOCUMENT MANAGEMENT, 77-78** 

**DUE DILIGENCE, 30, 89** 

**ELECTRONIC DOCUMENT SIGNING, 70** 

#### **ENCRYPTION**

contractual leverage, limits on, 44 email, 64 encryption at rest, 40-42 encryption in motion, 39-40 generally, 38-39, 95 key management, 42-44 mobile devices, and, 50

## **FAX**, 65

#### **FILE STORAGE**

electronic document signing and, 70 flexibility, online, 71 remote, 57-60

FIVE NINES (99.999%) SERVICE LEVELS, 31-32

FREE VS. FREEMIUM SERVICE, 33, 51-52

FREEDOM OF INFORMATION AND PROTECTION OF PRIVACY ACT, see PRIVACY

**HYBRID ENVIRONMENT, 80-83** 

## **INFORMATION**

portability, 26-27, 33-35 recovery – data escrow, 35-36

## INFRASTRUCTURE-AS-A-SERVICE

definition, 11

**INTERNET ACCESS**, 23-24

**KEY MANAGEMENT, 42-44** 

## LAW PRACTICE SOFTWARE

document management, 77-78 hybrid environment, creation of, 80-83 litigation support, 79-80 practice management, 73-77 time and billing, 78

## LEGAL RESEARCH

generally, 5-6 research notebooks, 66-67

**LITIGATION SUPPORT, 79-80** 

**LOW FRICTION ACQUISITION, 19** 

**METADATA, DISCLOSING INFORMATION IN, 93-94** 

#### **MOBILITY**

apps, Smartphones and tablet users and, 49-50 data, 49-50 support, 18

# NATIONAL INSTITUTE FOR STANDARDS AND TECHNOLOGY (NIST)

definition of cloud computing, 9-10

**NETWORKING, 19-20** 

PASSWORDS, 96-99, 100-103

PERSONAL INFORMATION PROTECTION AND ELECTRONIC DOCUMENTS ACT (PIPEDA), see PRIVACY

#### PRACTICE MANAGEMENT, 73-77

## PRINTING, INTERNET, 68-69

#### **PRIVACY**

disclosing information in metadata, 93-94 overlap of confidentiality and privacy obligations, 91 personally identifiable information America lawyers, 92-93 Freedom of Information and Protection of Privacy Act, 93 Personal Information Protection and Electronic Documents Act (PIPEDA), 91-92, 93

## **PRODUCTIVITY UTILITIES, 55-56**

## PUBLIC v. PRIVATE CLOUDS

generally, 45 private clouds not cloud computing, 47 virtualization, 45-47

## **RECOVERY OF INFORMATION, 35-36**

**REMOTE STORAGE, 57-60** 

**RESEARCH NOTEBOOKS**, 66-67

SEARCH, CLOUD, 69-70

SECURED SOCKETS LAYER (SSL), 39-40, 60, 87

## SECURITY, ONLINE

authentication schemes, 99-100 passwords, 96-99, 100-103

**SERVER LOCATION, 37-38** 

**SERVER VIRTUALIZATION, 45-47** 

SOFTWARE, see BUSINESS SOFTWARE and LAW PRACTICE SOFTWARE

#### **SOFTWARE-AS-A-SERVICE**

application service providers, 35 applications available, 53 definition, 11-12

## **SOFTWARE-AS-A-SERVICE** — *continued*

free software, 51-52 integration between service and Microsoft applications, 20 internet access required, 23 location of server, 37-38 web browser, reliance on, 49

## STORAGE FLEXIBILITY, ONLINE, 17

## SYSTEM AVAILABILITY

downtime, 32 five nines (99.999%) service levels, 31-32 guaranteed service uptime, value of, 32 uptime, 31

## **TECHNICAL SUPPORT**

budgeting for, 18-19 cost of – free vs. freemium service, 33

## USA PATRIOT ACT, see SERVER LOCATION

VOICEMAIL, 65

**WIRELESS DATA COSTS, 24** 

WORD PROCESSING, see also BUSINESS SOFTWARE benefits of cloud, 15