



ODC & OFFICE 2007 – A YEAR OF PROJECTS

In 2008, ODC had the opportunity to assist a number of organizations with their transition to Office 2007, including Riemer & Braunstein LLP, Cambridge College, and Massachusetts Legal Assistance Corporation (MLAC). Here, we talk to one Training Manager about her firm's experiences rolling out Office 2007.

The Edge recently sat down with **Patricia Ryan**, IT Training Manager for Goulston & Storrs, P.C., to find out what projects they've been working on in 2008.

This year, Goulston took on some major initiatives, including the rollout of all new desktop hardware, upgrading to Office 2007, and converting their formerly internal Help Desk to an outsourced solution. Any one of these things is a major undertaking for most firms, but Pat Ryan seemed to take the changes in stride. "It all went very, very well, as smoothly as we could have wanted," Ryan said. A good part of the success, particularly with the Office 2007 rollout, can be attributed to excellent preparation and a very organized training plan, Ryan explained.



"We started planning around June, and we knew we were going to have a very tight training schedule. From start to finish, we did the Boston office in four weeks." Four weeks for an office of 350 people, including 170 attorneys – can that be done? According to Ryan, it was really all a matter of good planning. "We trained a randomly-selected pilot group of people – attorneys, secretaries, admin staff, you name it – so they could point out things in the image we needed to adjust before we went live."

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ODC CONTINUES TO EXPAND ITS HEALTHCARE OFFERINGS

by [John Wood](#)

President-elect Barack Obama has a vision for reviving this nation's flagging economy that includes many important strategic initiatives. Accelerating research to develop clean, renewable energy sources, providing tax relief for a majority of struggling Americans, establishing a much needed stability and accountability for our country's financial institutions, and building programs that will stimulate job creation are all part of his first term agenda.

One area on which he has chosen to focus immediate attention is our nation's healthcare system. The health of the nation's people is, in many ways, a prerequisite to the health of the nation's economy. Obama has articulated an incredibly aggressive goal—and a formidable challenge—for the healthcare industry: computerize and standardize all healthcare records by 2014.

For many years, ODC has been working with a number of hospitals in southern New England, supporting their efforts to constantly improve in-house, information technology systems. As part of this effort, we have provided, consulting, training, help desk services, desk-side support and database development.

Much of our work with these organizations had always revolved around the "administrative" side of a hospital's information systems. A hospital has all of the information technology training, consulting and support needs that any other large business organization has. But like the legal industry, where ODC honed its initial consulting expertise, healthcare has its own set of industry-specific needs. A very large part of hospital information technology

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WEBETTE SCHEDULE

How much can you learn in 20 minutes? Register for an ODC [webette](#) and find out! What's a webette? It's a short, information-packed webinar that you can attend right from your desktop. Or, better yet, sign on with a couple of co-workers in a conference room. **Best of all...The webettes are FREE!** Here's what's coming up next:

The Importance of Establishing a Firm Metadata Management Policy

Metadata awareness has increased significantly in the legal community over the last few years, in large part as a result of the December 2006 amendments to the Federal Rules of Civil Procedure. Law firms are struggling to understand the complexities of electronic discovery, and reeling with the burden of attempting to comply with requests for electronic evidence. But even while they are wrestling with the logistics of electronic discovery compliance, they can – and should – be taking easy and quick steps to **prevent the unnecessary and unintentional exposing of privileged information**. It's important that firms implement a comprehensive metadata management plan. This webette examines some of the important components of that plan.

Friday, February 20th

**three sessions available:
9AM 10AM 11AM
(all times EST)**

Office 2007 New Features

It's not your father's Microsoft Office! This new version of Office sports the most changes in the suite since the mid-1990s. It has a totally new user interface and new file formats. It has Ribbons, a new Office Button and Galleries. Take 20 minutes and see your future.

Wednesday, February 25th

**three sessions available:
9AM 10AM 11AM
(all times EST)**

To register call 866-632-2720 or email us at registrar@odcllc.net.

IT'S EASY TO BE GREEN WITH ODC

ODC has always supported technologies that make life easier as well as help to reduce stress on our environment. We have long known that even small changes in how we do business can have a positive impact, but more and more we see that in addition to being green, many of these changes also help our clients save some green!

For several years, ODC has been using **WebEx** web conferencing for internal staff meetings, which helps reduce our carbon footprint. We've recently also expanded our training offerings to include **web-based training** for our clients, which can save you on costs.

Many people know that sending **e-cards** at holiday time is a great way to reduce paper consumption, and ODC is committed to recycling of all paper in our offices. But did you know that many of our course materials and documentation are available for purchase in electronic form? Rather than buying bulky off-the-shelf manuals that are written for a general audience, save time and money and buy **ODC's electronic documentation** that you can customize yourself, and print only what you need. Now that's green!

You're very likely reading this **e-newsletter** online, which makes it a green alternative to us sending out paper newsletters. Hopefully, you're even learning a few new things about ODC. However, did you realize that ODC also produces **e-learning content**? E-learning modules can be designed for virtually any business application or process.

In addition to helping the earth, going green makes good economic sense, especially in these troubled economic times. And here's another way to be green: attend one of ODC's **free webettes**, which will help you stay current without leaving your desk. Check out the webette schedule on this page.

Planning an Office 2007 rollout and panicking about what you're going to use for documentation?

Don't recreate the wheel – ODC has Office 2007 curriculum already developed for you to customize to your environment.

PARTNER SPOTLIGHT: ESQUIRE INNOVATIONS, INC.

Esquire Innovations, Inc., is a leading provider of Microsoft Office integrated practice management software services and applications for the legal market. Founded in 1999 by [Randall Farrar](#), the company counts more than 550 law firm and in-house counsel clients worldwide.

The company enjoyed a significant increase in downloaded product licenses in the last half of 2008, demonstrating that law firms are continuing to invest in technology. “Despite challenging industry and economic times, law firms continue to invest in excellent solutions and extraordinary support in the legal software arena,” said Farrar. “We are thrilled that more clients continue to seek out Esquire and our products.”

The company expects to continue its steady growth as it enters 2009 by releasing new versions of all products (such as [iCreate 7](#), its popular document production, repurposing and formatting software and [iRedline 7](#), enhanced Word document comparison) that utilize Microsoft's OpenXML technology and .Net Framework 3.

ODC has been a partner with Esquire since 2003. To find out more about the Esquire suite of products, please contact Susan Evans at 866.632.2720.

PARTNER UPDATE:

ODC's partner Cole Valley Software released a new system to manage relationship discovery. This new Contact Ease Relationship Discovery system automatically captures relationship information from email, calendar and phone logs. This allows you to quickly and easily discover and leverage the valuable relationships that your firm has developed.

ODC's partner TutorPro: has a list of new tools that includes Global Help on Demand and e-learning content for Office 2007.

Check out ODC's partner list on the [web](#).

ASK OLIVIA

...ABOUT OFFICE 2007!

Dear Olivia,
I find the Mini Toolbar distracting when editing my document. Is there a way to turn it off?



Yes! You can turn off the feature by clicking the Microsoft Office Button and choosing Word Options. In the Popular section, click the **Show Mini Toolbar on Selection** check box to clear it. Then click OK. Now the Mini Toolbar is disabled and will not appear the next time you select it. (It will appear, however, when you right-click selected text.)

Here's another great Olivia tip for making Word 2007 more efficient for you while editing documents:

Is your Status Bar displaying the information that will help you most as you edit and format your document?



Look at the bar at the bottom of your Word window. It currently displays Page 1 of 1. To turn on additional items, right click on it and check the items that you want to appear when you are working in your documents. Formatted Page Number, Section and Track Changes are three items that you may find helpful. You can also click on any items that are currently checked to turn them off. Word Count, Signatures and Permissions are three items that you may not need.

HEALTHCARE

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involves clinical applications which require specialized training and support.

Moving into 2008, ODC realized the enormous challenges that face hospitals in meeting the goals set forth by Obama and decided to adapt the training and support methodologies that we had designed for our law firm clients for use in healthcare's clinical application environments. There is a massive effort underway to develop and implement a cohesive net of healthcare electronic record management systems across the country and this endeavor will require a large population of people to be advised, trained and supported. As with the legal IT world, healthcare electronic records management presented our ODC team with new learning and skill development paths to navigate, but by mid-2008, ODC was engaged in a large advanced, clinical information system rollout with a major hospital system here in southern New England.

ODC looks forward to enhancing our healthcare ERM offerings in the current year. We will continue to establish strategic partnerships with healthcare software manufacturers and healthcare information systems integrators allowing us to provide our healthcare clients with the high quality consulting, training and support they will need to meet the challenge ahead.

GOULSTON

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As every IT manager knows, much of the success of any software rollout falls on the training of end-users. Goulston hired ODC to prepare and deliver the training, and Ryan was very pleased with the skill and level of organization the ODC trainers brought to the project. "They were very organized, with documentation, training files, handouts. People here responded very well to the training. They had a very clear way of delivering the material...the trainers explained the new features of Office 2007 in a way that made it seem less complicated, and people really liked that."

As far as the ever-present question, *did you get your attorneys to attend training?*, Ryan responded with the

fact that many did – she estimates about 70%, but that they also offered a good deal of one-on-one training for the users at their desk after the conversion. ODC assisted with this as well.

Even more surprising than how smoothly this rollout went, was the fact that in the middle of it all, Goulston moved from an in-house IT HelpDesk to an outsourced solution, Intelliteach. When asked if that added any complication to the rollout, Ryan said not really. "We had some overlap – our internal HelpDesk was here at the beginning," and added that the fact that the external helpdesk staff was already very familiar with Office 2007 made it a much easier transition, actually.

"People here responded very well to the training...[ODC] had a very clear way of delivering the material..."
- Pat Ryan, of Goulston & Storrs

After converting the Boston office, Ryan trained the Washington, D.C. office. On slate next is upgrading the Citrix server, which is used by both the London and New York branches. That will happen just after the first of the year.

So what's next on the docket for 2009? Not much, according to Ryan. "Now that the users have all new hardware, as well as the most up-to-date software, we're really in good shape for 2009."

Sounds like everyone at Goulston has earned some well deserved rest – especially the Training Manager!

HIRING FREEZE? WE CAN HELP.

In this tough economy, companies are smart to be cautious. Restrictions on spending, cutbacks on extras, and hiring freezes are all a matter of course when the future looks uncertain.

Unfortunately, upgrades and projects still must go on, and without the right staff to get the job done, the employees you have – as well as the work they need to do – could suffer more.

That's where we can help. Fill-in your short-term needs with ODC consultants on a per-day basis, to help get you through these uncertain times without needing to commit to a full-time hire. Call us for details.

The Edge is published by Overall Domain Concepts, LLC. To learn more about ODC, or to add your name to our mailing list, please check out www.ODCLLC.net.

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