

THOMSON REUTERS REMOTE WORK CHECKLIST 2020

THE TECHNICAL CLIENT MANAGERS (LEGALTECH) TEAM AT THOMSON REUTERS PROVIDES A LIST OF CONSIDERATIONS FOR LAW FIRMS WHEN THEIR EMPLOYEES ARE WORKING REMOTELY.

Part 1: Technology Teams Checklist

Part 2: Law Firm Employees Checklist

Part 1: Core Working Remotely Checklist for Technical Team to Consider:

- Do you have a remote work policy?
- How will important decisions, updates, and working guidelines be communicated to employees?
- Can all employees VPN into the office network (if applicable)?
- Have you enabled Two Factor Authentication to any sensitive applications accessed remotely?
- Do you have a service like Zoom/WebEx/Teams so that employees can collaborate more easily?
- Can all employees reach email and file shares?
- Are company files and data secure?
- Is email using encryption?
- Are the phone systems extendable to remote employees?
- Are all employees receiving phone calls to their home or cell phones?
- Can they dial out through the company phone system to mask their personal numbers?
- Are cloud based services accessible outside of the network via login without SSO/SAML?
- Do you have a printout of all your vendor names and primary contact numbers and email addresses?
- Do you have a list of all applications users will need to use and if they work remotely?
- Are you using systems that have IP restrictions to access?
- Have you enabled Microsoft Cloud 365 or other, so that users could leverage tools like MS Office from a home computer by signing into their company account?
- Have you set a schedule for updating:
 - Operating Systems
 - Anti-Virus Software
- Are your employees equipped with home office equipment?
- Are your employees equipped with the technology they need to work from home?
- Have your employees been provided with the training they need to work from home successfully?

Part 2: Legal Employees Remote Work Checklist:

Each user should test some basics before they are officially working remotely by doing the following:

- Does your laptop connect to the VPN (if applicable)?
- Does your laptop reach www.google.com when on your home network?
- Can you print to your home printer (you may have to disconnect from your VPN)?
- Do you know your logins for your most important services, e.g. Westlaw, West km, HighQ etc.?
- Do you have a password manager to assist with the above?
- If applicable, can you access your drafting tools e.g. Drafting Assistant, from Microsoft Word?
- Does your laptop reach files on the server? Can you open those files? Can you save to that drive?
- Can you open your email on your laptop?
- If you place a test phone call from your personal home phone to your office phone number, does it ring on the desired destination (for example, your cell phone)?
- If you call into the company phone system and dial out, does it allow you to place a call?
- Can you connect to Zoom/Teams/WebEx?
- If applicable, can you access your eDiscover platform of choice e.g. eDiscovery Point, from home?

Equipment:

- Laptop or Home Computer
- Monitor (Additional screens?)
- Webcam (Integrated or not?)
- Headset
- Keyboard and Mouse
- Desk
- Chair
- Lighting

About this Checklist: Technical Client Managers

We offer a host of various services to help with our customers surrounding consultation of legal technology, technical assistance on our products and services, and assistance on integration of services like Westlaw. Please see the full host of services available from Thomson Reuters Legal at www.TRLegalTech.com.