Lesson 1

Configuring Worldox

When you save a document using Word, Windows Explorer shows you a directory structure, or *tree*. Worldox replaces this directory structure with a profile form (called File Save or File Save As) with fields to be completed. The fields are organized into containers called Cabinets. The typical fields are Client, Matter, and DocType (documents), which correspond to what you might find in Windows Explorer when you save your files to a client or matter number or sometimes a type of document (e.g., correspondence). However, Worldox relies on an index, not a directory tree, so searches are qualitatively faster than in Windows Explorer.

The key principle in designing a Worldox system is that what you put into it (how you create the Cabinets and Document Types) depends on what you want to get out of it. Thus you have to think backward: start from the goal and then design the system to achieve it. Normally, a Client/Matter/DocType structure is sufficient for most firms, together with an Administration Cabinet for confidential documents and areas (HR, financial, management committee), a Personal Cabinet for users' personal documents, a Workspaces Cabinet, and a Legacy Cabinet to manage old documents. Generally speaking, less is more. My rule of thumb is that the optimum search turns up just about one screen's worth of results. More than that and you may need to narrow down your search. Less than that and your search may be *too* narrow. Think of Google: How many times do you go beyond the first page (or at most second page) of results?

People who are used to directory structures as a substitute for any significant search capabilities frequently want to micromanage Worldox. After a certain point, this is counterproductive and leads not to better results but to more mistakes. If you have six different Document Types for motions or 10 different Document Types for agreements, there will inevitably be confusion and error.

Lawyers often tell me, "I need a directory structure because I want to see all the documents for a given matter." Fair enough, but why? A too-broad search is essentially worthless on a case of any size. If "all the documents for a given matter" turns up 500 to 1,000 files (not unusual, especially if you are integrating emails and scanned documents), then you have to spend time whittling them down to a usable number. An indexed search will do exactly the same thing and do it much faster. Your Worldox implementation will benefit greatly if end users have a well-thought-out default design as a basis for making any desired adjustments.

The goal of a thorough preparation for installation is to get the system 90 percent (or better) complete. It is impossible to get it 100 percent complete out of the gate—there will always be something you hadn't thought of or that someone didn't tell you was needed. But if the system is 90 percent complete, users will accept that it has to be tweaked and may even feel secretly pleased when they find something that has been overlooked. However, if it is only 60 percent complete, you will get a lot of blowback, because every time anybody does *anything*, something has to be fixed (or so it seems). Making clear decisions and adopting standards concerning the following options should get the firm to the initial 90 percent level.

How Many Cabinets Will the Firm Need?

Generally speaking, small or midsize firms do not need more than a few Cabinets, one of which is the main document repository:

- A basic Cabinet for all documents based on a Client/Matter/Doc-Type structure. (Only rarely do I encounter a valid argument for more than one main Cabinet.)
- An Administration Cabinet for confidential documents: human resources, accounting, management committee. (Frequently this group resides on a totally different file share that most people do not have access to. The exact configuration here will depend on the firm's structure and culture.)

- A Personal Cabinet for an individual's personal documents. (These documents should be truly personal, not drafts or something that a person just doesn't feel like putting on the network.)
- A Projects or Workspaces Cabinet if the firm plans to make significant use of this feature (see Lesson 9).
- A Legacy Cabinet to manage old documents in the process of integrating them into Worldox.
- An Electronic Court Filings Cabinet. (Litigation firms may want to add this profile, which can be used to organize internal case dockets, making them paperless and available in a single step.)

One client commented to me: "If we had to establish this all over again, I would have a more limited profile structure than we ended up with even on our second try. The problem was that we thought about profiles the same way we thought about Windows Explorer and our billing system; instead, we needed to be thinking about it in terms of searches and what would have been best for tailoring searches."

Use a certified Worldox reseller to assist with the best profile configuration for your firm. This is a key step; leveraging the experience of a consultant will save you from making mistakes at this critical juncture.

How Should the Cabinets Be Structured?

In some instances, a firm might need to supplement the three-layer Client/Matter/DocType configuration for the basic Cabinet. Following are additional fields that some firms might want to include:

- Court/Venue for a firm that does a lot of litigation in different jurisdictions.
- Date Filed in Court. (This will likely be different from the date of the document and the last modified date.)
- A date field, if you need to track the date of an actual document, which will usually be different from the date the document was saved or scanned (which is what Worldox tracks).
- A matter/submatter structure. In a relatively small number of cases, this can be useful. For example, a firm that represents real

estate management companies might want to have a structure that includes Management Company, Property Being Managed, and submatters for each tenant. Financial services firms may have several clients under a central organization and need this type of structure. Any firm that deals with holding companies might also find this structure helpful. Corporate legal departments or the general counsel of a university might also have special needs. However, renaming Client/Matter/DocType to, for example, Division/Dept/File Number or College/Dept/Matter does not change the basic structure that is needed. These configurations can also track the outside counsel that is being used for a project.

A firm that deals with many contracts might want to have a field listing the state governing law of contracts. Similarly, a field listing expiration/renewal dates of insurance or other policies can be useful. This enables the firm to generate a report listing all contracts or policies due to expire in, say, the next three months.

Remember, what you put in depends on what you want to get out. A typical Worldox configuration frequently represents a compromise between best practices and the firm culture and demands of specific practice areas.

Categories

Categories are metatags that explain the *status* of a document assigned to a given Document Type. For example “needs review” or “executed copy.” You can create any number of public Categories, and end users can create their own personal Categories. The most important element of Categories, however, is that you can assign more than one Category to a single document (as opposed to Document Types). The following examples show some ways in which Categories can be useful:

- Litigation—You might have Categories for “needs redaction,” “question about privilege,” or “privileged” or other similar litigation support–type Categories such as “helps other side,” “hurts other side,” or “key document.”
- Workflow—“draft,” “final,” “executed,” “needs review.”

- You could also use Categories as a kind of sub-DocType. For example, if you have a DocType of "Pleading," you could create different Categories for various types of motions.
- Directory-based Categories—an example would be for scanned documents or specific matters. If you have, say, a dozen depositions for a given case, you could create a Category for each deposition ("Jones depo") and assign it in addition to the generic "Deposition" DocType.

As with Document Types, it is desirable to give some thought to what firm-wide Categories should be created before allowing end users free rein.

How Many Document Types Does the Firm Need?

Generally, 30 to 50 Document Types is a reasonable number. Worldox ships with a list of DocTypes, but it's fairly generic, and firms will need to remove and add types to get a list that best suits their needs. Again: less is more. Micromanaging DocTypes will only produce confusion.

Client/Matter Lists

Where will the firm get its Client/Matter lists? Does the firm have a time-and-billing or practice management program and want to import those Client/Matter lists into Worldox? This is frequently the case, and the preparation period offers an opportunity to review how the billing system is structured and perhaps simplify what is imported into Worldox. How will the lists be maintained on an ongoing basis? Will the firm need a third-party add-in to automate the link between the time-and-billing system and Worldox? In addition to the Client/Matter lists, you will also need a list of users, including their initials and their network logins (not passwords, just logins) in an Excel or a CSV format. It is easy for authorized users to add Client/Matter information. See the Advanced Topics lesson for instructions on doing this.

Forms Bank/Brief Bank

Worldox makes it very efficient to organize your standard forms (or briefs) into a forms bank. This would be a separate Client/Matter listing or even a Cabinet administered by a forms librarian. The forms can be edited only by the librarian or other designated individuals. Users copy them as a basis for creating new documents. This enables the firm not only to systematize the use of the best forms it has developed over time but also to provide training for new lawyers; in other words, "these are the forms we use and this is why." It is somewhat of a mystery to me why more firms don't take advantage of this capability.

TIP If you currently have forms that are password protected, you can save yourself a lot of trouble if you remove the passwords before importing them into Worldox and let Worldox handle security.

Security

Do specific practice areas need to set up security groups for their own files (aside from the Administration Cabinet)? Are there any ethical walls or other security requirements to prevent some users from viewing certain documents? This is an administrative issue but one that is critical for the firm to consider. Individual cases can be addressed as needed, but it is desirable to set up existing instances prior to rolling out Worldox.

Implementing Passwords

There are a number of functions in Worldox for which the firm must implement passwords; in others, setting passwords is optional.

- The Worldox administration program, which governs central settings and security, should definitely have a password.
- Almost all of my clients require a password for end users to exit Worldox. To maintain the integrity of the document store, it is essential that users not be able to exit the program at will.
- It is also desirable to require a password to use the "Save outside Worldox" function on a one-time basis (if you absolutely had to save documents in your My Documents folder, for example). Users need to opt out separately each time they want to do this.
- The firm can also require a password for opting out of saving emails to Worldox, but most firms do not bother with this.