Moving a law practice is, in the best and more organized of circumstances, a daunting task. While every practice and every move are unique, the following checklist (with annotations and suggestions in Italics) might prove useful. Each co-author recently moved his practice, a solo-practice and a mid-size firm practice, and have drawn on their experiences (and stress) to develop the following checklist. Martin maintains solo-practice and moved to a new office building, while Robert is a partner in new 30+ lawyer (almost 60 total personnel) firm that split from a 70+ lawyer firm. Clearly our experiences are different in many ways but similar in many others. No attempt was made to differentiate steps for smaller, mid-size or larger firms since some ideas will be useful to firms of varying size.

Even for a practice that is paperless it can be helpful during the planning and carrying out of the move to have physical records. The checklist below is organized in a manner that readily lends itself to being utilized as a table of contents for a series of loose-leaf binders holding original documentation so that all documentation for the new premises can be well organized as a post-move resource.

**General**

It can be helpful to initially list alphabetically by name (although some might prefer by category) each contact person involved in the move. The captions below indicate titles of different people/contacts used in a move.

1. Contacts
   a. Brokers
      i. Old law firm premises.
      ii. New law firm premises.
      iii. New landlord broker.
   b. Alarm
      i. Alarm company to deactivate old premises.
      ii. Alarm company (if different) to install and activate new premises.
   c. Computer Wiring.
      i. During the bid process it might be helpful to list each company giving a bid.
   d. Architect.
      i. New landlord architect.
      ii. Law firm architect.
      iii. Law firm space designer.
   e. Network/Computers.
      i. If multiple vendors list and indicate responsibility of each.
   f. Phone system.
      i. If multiple vendors list and indicate responsibility of each.
   g. Picture Hanger.
      i. There is almost an endless list of specialists to coordinate and utilize in a move.
ii. A space designer or interior designer might address hanging artwork. However, this might be better handled by a specialist skilled in hanging fine art.

h. Carpet cleaners.
   i. For cleaning expensive oriental rugs a different vendor might be advisable than one used for cleaning general installed carpets.

i. Movers.
   i. If multiple vendors list and indicate responsibility of each.

j. Real Estate Litigation counsel
   i. If the old lease has to be broken early and your firm does not have the expertise to negotiate the settlement, consider hiring counsel.

k. Lease counsel
   i. If your firm does not have the expertise to negotiate the new lease, consider hiring counsel.

l. Decorator
   i. If multiple vendors list and indicate responsibility of each.

m. Internet provider.
   i. If multiple vendors list and indicate responsibility of each. For example, it can be prudent to have a secondary or back up internet provider in the event one provider experiences a service interruption.

n. Granite/Marble/Tile.
   i. If multiple vendors list and indicate responsibility of each.

o. Kitchen appliances, Sink/Faucet.
   i. If multiple vendors list and indicate responsibility of each.

p. Paint and Wallpaper.
   i. If multiple vendors list and indicate responsibility of each.

q. Clean out company
   i. The market for old office furniture is very difficult in some areas and some furniture and equipment may not be feasible to re-use or sell. Line up a clean out company to assure that any remaining furniture or equipment is removed from the old lease premises before the lease term ends to avoid surcharges from the old landlord.

r. New landlord contacts.

s. Signage.
   i. The new landlord may address building signage but signage for the firm suite and internal signage may be the firm’s responsibility.
   ii. Arrange for a name plate to be installed temporarily on the suite’s door to facilitate deliveries prior to the official move.

2. Calendar.
   a. While key dates may be entered into a firm general calendar it can be incredibly helpful to include a general calendar of key deadlines in list format in the move checklist. Isolating move related matters into a single listing may help identify bottlenecks and other issues that might be missed in a traditional calendar format.

3. Reserved
4. Reserved

**Old Office**

5. Lease termination.
   a. *Documentation relating to the timely or early termination of the firm’s prior lease.* This might include an analysis of the prior lease termination provisions (was there a guarantee? By whom? Is there a provision governing early surrender? Is there cause to justify a surrender as a basis of negotiation? If there is no provision for early surrender is there a negative consequence from doing so? Etc.), correspondence with the old landlord, and if applicable communications with real estate litigation counsel.

6. Premises turnover/surrender.
   a. *If there is a formal turnover procedure, retain documentation.* In all events photographs and video the empty premises prior to vacating to maintain a record that the premises was turned over in proper condition. This can be as simple as a smartphone video and photos saved to the firm’s computer network after the move.

7. Furniture and equipment disposal/acquisition.
   a. *Create an inventory of all existing equipment and furniture that will be moved or disposed of.* If new acquisitions are required list them as well. One approach is to list these items by category and color code them to minimize the risk of mix ups. The list below identified charities and others taking used furniture and equipment and those items to be moved by the firm to its new location. The cost of disassembling and reassembling used furniture, and moving it, can be unreasonable when compared to the cost of simply purchasing new. Also, the nature of the practice of law has changed dramatically in the last decade. It is not uncommon that an office 10 years ago had a tremendous number of file cabinets and bookcases for paper/hard copy items that are now maintained in electronic format and simply not needed (or if needed, in a substantially smaller ratio per attorney). Not only have technology developments changed but so too has the practice environment. Offices may be smaller than in the past thereby obsoleting existing office furniture. More common areas for meetings may be common but these might be furnished and decorated quite differently than a traditional conference room.

   b. *What many firms might find is that a substantial portion of existing furniture and equipment simply has to be donated or disposed of.* There may, however, be some creative ways to repurpose existing furniture. For example, conference room tables may be reused as desks. Reception area tables might be repurposed in new meeting rooms for attorneys. An old library card catalogue might make a creative and decorative supply cabinet alternative. The following lists have been presented in truncated format to illustrate what might be done. Labels for each were printed on color copy paper matching that in the list and then placed on each piece of furniture to assure each charity/mover/clean-out company took the correct
items. This was a simple low-tech approach that could work quite efficiently.

c. Firm furniture to move to new office. Black/White
   i. List remaining items with locations and descriptive details.

d. Charity 1. SKY BLUE
   i. 1 desk (near kitchen).
   ii. Kitchen table.
   iii. 4 chairs cloth seats (back secretary office).
   iv. 2 Floral chairs.
   v. Magazine rack (by secretary desk).
   vi. List remaining items with locations and descriptive details.

e. Charity 2. – Mover to deliver to charity address. GRAY
   i. 1 Kitchen and 4 chairs
   ii. 2 bookcases with doors in medium conference room plus matching 3rd bookcase from back of office.
   iii. Hutch.
   iv. Printers.
   v. List remaining items with locations and descriptive details.

f. Separate law practice. YELLOW
   i. As part of any firm move or restructuring it is common for one or more practitioners or splinter groups to break off or not move. Identify the terms of that arrangement and list and color code the equipment and furniture they may be taking. This eventuality has not been listed above and the outline should be revised to reflect a formal agreement, if any with one or more of such groups.
      1. Wall decorations.
      3. Leather couch,
      4. 2 chairs
      5. Extra fabric that matches meditation room chairs.

g. Clean-out company – Orange.
   i. File cabinets.
   ii. Desks.
      1. Office – M12. Determine how to identify clearly each room and location for each item of furniture and equipment. It is common, especially for a larger office, to have each room numbered on a floorplan. Those numbers can be used to code the location for each charity, clean-out company, etc.
      2. Office M14.
      3. Office M22.
   iii. Wood bookcases.
   iv. Scanners and printers.
      1. Color printer.
      2. Flat bead scanner.
      3. 2 Fujitsu scanners.
v. Phone system.
vi. Camera security system.
vii. Smart board medium conference room.

8. Reserved.

**Move**

9. Mover.

a. List contact data (repetitive of Tab 1 above) but will all relevant detail, contract/quote terms, date of move or moves, etc. It may prove easier to complete the move out of furniture and equipment to charities, etc. during a downsizing prior to the actual move.

b. Old office details.
   i. Determine the date and requirements of the old office move out procedure. A certificate of insurance and other prerequisites may be required from the mover and all others including charities taking furniture and equipment. Service elevators will have to be reserved. Building designated move hours respected and other requirements addressed.

c. New office details.
   i. Determine the date and requirements of the new office move in procedure. A certificate of insurance and other prerequisites may be required from the mover and all vendors delivering furniture and equipment. Service elevators will have to be reserved. Building designated move hours respected and other requirements addressed.

   ii. Do not assume that complying with building requirements alone is sufficient. The building will have no criteria for how wood or other delicate floor surfaces in your premises are protected. Masonite sheets or other protective measures may be advisable and not all, even professional law-office experienced movers, will assuredly take these steps if not prompted. Identify height and other size limitations for building loading docks. Be certain that the mover is aware of these and sends appropriate sized trucks if feasible. For example, using a larger number of smaller trucks that can back up to a loading dock may be quicker and ultimately less costly than larger trucks.

   iii. After you have made all your plans, what happens if the service elevator is broken the day of the move, large conference room tables will not fit into regular elevators and the mover’s trucks in spite of all advance precautions do not fit the loading docks? Murphy’s Law seems to reign regardless of the quantum of advanced preparation.

d. Day one.
   i. Sequence the move with the mover and others involved. What items can and should the movers pack. What items would be more efficient for staff to pack. What days might different steps be taken
and how can it all best be coordinated to minimize work downtime? For items movers are to pack, prepare labels in advance so everything will be properly identified.

e. Day two.
   i. List steps in each phase.

f. “Plan B.”
   i. What if the new office lease improvements, regardless of commitments and all possible efforts are not ready in time? If this is even a remote possibility have a “Plan B” in place for extending the stay in the old leased premises if possible and if not to have furniture and equipment held in storage temporarily and offsite work arrangements made. A key to making such a stopgap emergency viable might be the extent to which the firm has migrated its computer systems to the cloud. Cloud based systems should not be interrupted or affected by the move so that remote computing from any location can keep the practice operational during contingencies as well as move day itself. If the firm has not taken these steps these may be ideal changes to evaluate as part of pre-move planning. Migrate the firm’s facsimile lines to a virtual facsimile number/arrangement. That will assure continuity of the facsimile number, ease administration, eliminate physical facsimile machines and avoid any interruption of facsimiles during the move. The firm’s phone lines could also move to a virtual setting so that the phone number would be ported to the virtual provider once. With on line controls it could be easy to route attorney’s virtual phone lines on the firm’s virtual phone system to their personal cell phones for the day before, during and after the move. No client would be aware of this yet phone service could be retained uninterrupted. If email and calendar functions are on the firm’s server migrating those to the cloud can, as noted above, avoid any disruption of services during the move.

10. Tech/Electrical.
   a. Chandeliers, sconces and other decorative lighting may have to be removed from the old premises, packed and reinstalled in the new premises. Replacement fixtures or capping the old wires and holes may be required under the terms of the old lease or by code. These steps might be feasible to arrange before the actual move and while they might render the old office less visually aesthetic, it might make the move process easier.

   b. Cable, internet and phone equipment may have to be returned to the vendor after being disconnected. Be certain to assign responsibility to avoid unnecessary charges and assure proper termination of service.

   c. Network/computer move/destruction. Plan for what should be done with each component of the old and new computer/network systems. Moving may be the inflection point to upgrade a server and equipment, etc. However, it might be safer for purposes of a seamless move to move an
existing server, reconnect it and then migrate to new servers following the completion of the move so that there are fewer critical items in play at the same time.

d. Preservation of key telephone and facsimile lines may be vital to the firm’s smooth operation and preserving goodwill from prior marketing and other efforts. Securing the same phone number may require porting it to a new vendor that serves the new location. See further comments below.

11. Reserved.

Notifications


a. Consider all the vendors, suppliers, clients and others that must be notified of the move. This is something that should, if feasible, be addressed long in advance of the move especially in light of the reality that it seems that few vendors or clients quickly respond to address change requests. Many vendors have layers of data in their disparate systems so notifying one customer care department may not effect an update in contact data across that vendor’s entire system.

13. Address change notifications.


i. Many time and billing systems permit the addition of optional text fields at the end of the bill. Consider beginning several months before the move to notify all clients via a footer on all bills of the new address. Following the move modify that footer appropriately but consider continuing it for several months.

b. Mailing a move notification.

i. Post-card mailings may be far more visible and effective at notifying clients and others on the firm’s contact list, and much more cost effective, then traditional placard mailings in envelopes.

ii. Consider when designing the post card how to make its message clear and visible. Also, if the firm is incurring the expense of a mass mailing to its entire data base are there other messages to get across to the recipients? Has the firm grown? Merged? Achieved something new? If the firm is downsizing the message that downsizing does not mean something negative but potentially something positive should be communicated.

iii. Perhaps the postcard announcing the move could promote recent accomplishments or inform recipients that a particular article, book or other publication might be provided if they request it. Coordinate all of this with the firm’s PR consultant well in advance of the move so it can be completed, vetted, designed, printed and mailed in advance.

c. New letterhead, etc.

i. Plan, design and order all new custom printed documents in advance. This is an opportune time to take inventory of all printed items. Assure that they are all coordinated in terms of information,
style, etc. Evaluate whether items that might have been used in the past (e.g., printed appointment reminder cards) may no longer be necessary, and perhaps new items should be added.

ii. Determine appropriate quantities of old letterhead, etc. to retain until move day while trying to minimize moving volumes of no longer relevant paper.

d. Post-office filing.
   i. File appropriate move notices with the post-office.
   ii. If the firm does not use a post office box for mail consider this as part of the evaluation of new move steps. If the firm is moving, what happens with the listing of the firm address in potentially thousands of prior documents as an address for notice purposes? If the firm had a post office box as its official mailing address for legal notice purposes in documents that will not be affected by the move and even if a new post office box is opened the old one can be retained for a period after the change at what is likely a modest cost.

e. Firm newsletter.
   i. List an announcement of the move in the firm newsletter before and after the move.

f. Email blast.
   i. If the firm newsletter uses a different data base (e.g., the newsletter is mailed in hard copy) consider an email blast to that list announcing the move.

g. Website update.
   i. Is a new website necessary or advisable? At minimum the office location, directions, contact information, photographs, etc. on the firm website should be updated to reflect the move. If the move, as in Robert's case, entailed a change in firm a complete new website might be essential.
   ii. Consider an interim step of a notice on the website of the move pending a complete update.

**New Lease - New office**

14. Lease.

a. Negotiate the new lease. Evaluate problems or shortcomings with the old lease arrangement and how the firm has evolved and endeavor to incorporate those into the new lease. Is there adequate signage? What types of building directory listings might be needed now or in the future? Can some flexibility be incorporated into the lease? Where is parking located and are adequate reserved spots provided for? How are building overhead costs allocated? Is the percentage proposed by the landlord consistent with the square footage being leased? What types of guarantees are required? Can they be minimized? What types of special accommodations for the firm’s hours, emergency hours, IT equipment etc. might be required? Does the lease include a relocation clause? Can it be
eliminated or if not modified in light of the incredible disruption moving will have on the practice?

b. Review regulations/rules of the new building. Do they create any issues for the practice?

15. Landlord Correspondence and Construction.
   a. Building permits, etc.
      i. While the contractor, subcontractors and vendors should handle this obtaining copies to have for future reference should an issue arise is recommended. Also, many town building codes are antiquated and not always clear with respect to the low voltage wiring (alarm systems, computer networks, phone systems) as to who must obtain what type of permit or whether there are any conflicts. While this can all be delegated to the landlord if the landlord is handling leasehold improvements the firm will almost assuredly have additional steps it is responsible for.

   b. Construction.
      i. It might prove helpful to organize construction notes in some instances by room (e.g., partner offices) and in others by finish or sub-contractor.
      ii. Alarm and Security.
          1. See “tech” below.
      iii. Computer Wiring.
          1. See “tech” below.
      iv. Architectural.
          1. The new landlord might have an architect charged with designing the leasehold improvements. The law firm, as tenant, might benefit from hiring an interior designer, space consultant, and even its own architect. Landlord architects often will have a limited budget of time that they can spend on the design, will not be able to interface with the practice to assure that the space is optimally designed, etc. Also, the practice will have to determine how much more it wants to spend beyond the landlord allowance for improvements.
      v. Kitchen.
          1. What types of improvements will be made? Which vendors will be used? Has it been designed to fit the law firm’s real use of it or the interior designer’s vision of what an office kitchen should be? Who is coordinating the various suppliers? Finishes? Etc.
          2. Is more than one kitchen area advisable? For larger practices coffee areas and other locations may be essential to service staff, conference rooms, etc.
      vi. Lights:
          1. General office lighting should be addressed with great care. Most landlord standard lighting is unpleasant in appearance and light. Indirect lighting and other upgrades may be
advisable throughout the premises. Also, introducing chandeliers, sconces and picture lights over selected artwork can provide a much more elegant and warmer (or whatever effect is desired to be consistent with the message of the practice) appearance to the entire office for what, compared to other improvements, is a modest cost. However, this will require exact advance planning since the location of each decorative item, painting and table will be required. Thus, a detailed final furniture plan is a prerequisite to a proper lighting plan.

2. Who will hang these special fixtures? What will the landlord charge? Will it be preferable to have an outside electrician retained to handle this? All this must be coordinated to assure fixtures are installed prior to final building inspection. If this is not feasible (see comments above suggesting removing fixtures to be reused from the old premises in advance of the move to facilitate earlier installation) installing inexpensive temporary fixtures for the inspection may be necessary.

vii. Glass:
1. See comments below under decorating.
2. Traditional law firms were solid walls and solid doors. The newer dynamic/environment is more open space. But for law firms, ever wary of confidentiality, might achieve both with the creative use of glass partitions that can provide a feeling of openness while nonetheless providing sound barriers important for confidentiality.

viii. Wood:
1. Wood floors or paneling can provide a sophistication and elegance. Incorporating different materials in different parts of the office, especially in unconventional uses, can create a visual appealing and polished environment.

ix. Upgrades:
1. When planning leasehold improvements landlord standard improvements will often be inadequate for the image the firm wishes to convey. In addition to lighting upgrades (see above), consider ceiling panel upgrades, carpet upgrades, etc.
2. See comments above concerning the practice hiring its own space designer, architect, etc. to consider, among other matters, upgrades to building standard.

x. Wallpaper:
1. Wallpaper can add a nice finish to the office. Many of the vinyl papers available look rich, not tacky, and can create surfaces that are easily cleaned to maintain the desired appearance for many years to come.
2. Paint will tend to get discolored and marked much more quickly.

xi. Paint:
   1. Determine which surfaces should be paneled, painted and wallpapered.
   2. Consider using standard colors and saving the color chart to avoid issues and costs of special mixed colors or to make it easy to match existing paint in the future.

xii. IT Closets/Rooms:
   1. How many separate IT “areas” will be necessary to service the practice? What plans can be made at this stage for outages and redundancy? For example, a larger practice might have a number of servers and other equipment that can provide redundancy in the event of equipment failures. Even a small practice might address this. For example, Martin’s old server was retained on the new rack and is fully integrated as a redundant back up in the event the new server fails. This required insignificant additional cost and effort.
   2. Determine what special provisions must be made. These will need to address additional outlets and power supply, ventilation (e.g., air-conditioning vent into the IT room, fans for off-hours when the building air-conditioning supply may be lowered or shut off, and if feasible a dedicated air-conditioning unit for cooling. In some instances lower cost creative design solutions (access openings to adjacent closets, door cuts, louvers, etc. can be used to achieve the necessary ventilation at a lower cost.).

xiii. Insurance:
   1. Coordinate insurance coverage on the new premises. Insurance may need to be effective before the move in date. At what date should contents coverage be added? Don’t assume that the prior office premises coverage is relevant as a guideline for new coverage. Create an inventory of new furniture and equipment for purposes of determining the appropriate level of coverage. There may be dramatic reductions in some types of furniture, new furniture may be more or less costly, and technology figures may be far greater.

xiv. Outlets
   1. A complete and final furniture layout is essential to determine the location of outlets. Be certain to factor in the location of panels behind desks and their exact measurements to determine where outlets (and network/phone ports) should be located. Determine where each piece of equipment (computer, printer, and phone) will
be located and be certain that the electrical plan includes outlets as appropriate.

2. Visualize yourself sitting in each office and conference room and how it might be used to determine from a practical perspective where outlets should be located. Confer with IT consultants and staff as to extra outlets by networked printers, IT closets/rooms, etc.

3. Ask several attorneys that will be using different offices and conference rooms to go through the exercise of visualizing any possible use in a room. Often the attorneys/users will identify possibilities tech consultants may not.

4. Be certain to factor in outlets for cleaning personnel (where can the building cleaning people plug in a vacuum without disconnecting equipment). Where can visitors plug in laptops, etc.?

   xv. **Furniture:**
      1. See comments above.

16. Escalations; Post-Signing Documents.
17. Lease Negotiations/Broker.
18. Insurance.
19. Reserved.
20. Reserved.

**Floorplan/Decorating**

21. Floorplan/Layout.
   a. As noted above a complete and exact furniture layout is required to assure furniture fits, glass partitions and other special finishes can be installed properly, outlets for electric and computer can be located, lighting can be located, etc.
   b. The more time that is spent perfecting the furniture layout and floor plan together the better the office will function. Too often designers or architects focus on the floorplan/design or the furniture independently. Both must be addressed. Then the lighting, outlets, computer wiring, phone wiring, etc. must be overlayed on the floorplan/furniture layout.
   c. Also consider the physical layout of each desk and piece of furniture. Modesty panels on desks may block the location of outlets and network ports. Address this in advance.

22. Photographs.
   a. *Digital photographs of each stage of construction are inexpensive and simple to take and save. These can be invaluable later if an electrical line, etc. needs to be identified.*

23. Furniture and equipment.
   a. *Include a room by room listing of each piece of furniture and equipment.*

24. Furniture POs/Backup.
a. Arrange a system to file and save the documentation, extra parts, etc. that come with most furniture, equipment, etc. so that they can be readily accessed if needed in the future. If there are multiples of the same item (e.g., 20 executive chairs of the same type) organize the materials to avoid unnecessary duplication of instructions, but think carefully before discarding extra screws, etc. that come with some furniture. The room by room details above can be used to correlate to a hard copy loose-leaf binder with items organized in the same numbered fashion in plastic pouches, etc.

25. Decorating.
   a. Organize each item/topic and list notes to assure coordination. Samples of every finish should be organized in a sample “pack” to be used when any new items are selected. The pack should include samples of each floor finish, wallpaper, tile, granite, etc. For paint it is preferable that a piece of sheetrock be obtained and painted with the paint selected. This is the only way to coordinate the colors and textures to be certain that they either match or that they blend well. It can be obvious when this approach is not used. Many offices, while clearly quite costly in appearance just “don’t go together.” Using the sample pack when picking a new finish, furniture, etc. will enhance the likelihood of the end product being coordinated and appealing. Even if the firm hires an interior designer the person making these decisions for the firm should have the same collection of samples so that they can continually refer back to them.
   b. Carpets.
   c. Oriental rugs.
      i. List each rug by type and size.
      ii. Be certain to purchase (if on hard floor and not on carpet) appropriate thin non-skid matting. Ideally these should be custom cut for each carpet. Be wary of the prepackaged matting carpet stores sell as they are often not particularly skid-resistant or durable.
   d. Paint.
      i. List details of each paint and where used.
   e. Wallpaper.
      i. List details of each paper and where used.
   f. Curtains/Shades.
      i. List details
   g. Granite/Marble.
      i. List details of each paper and where used.
      ii. List details of vendors, styles, etc.
   h. Signage.
      i. Picture hanging.

26. Furniture refinishing.
27. Art and knickknacks.
   a. Cabinetry.
b. Granite.
c. Knobs.
d. Refrigerator.
e. Dishwasher.
f. Faucet.
g. Sink.

29. Reserved.
30. Reserved.

Tech/Equipment
31. Electrical requirements.
   a. Outlet locations.
   b. Chandeliers, sconces, picture lights and other special items.
   c. Special outlets for equipment.
32. Cable/FIOS/telephone.
33. Wiring.
   a. Confirm building requirements. For example, the building may require that all computer and phone wire be plenum rated. If this is not done wiring may have to be removed and redone in order to pass inspection or meet building standards.
   b. Think carefully through all possible wring for the use of each room under the planned for use, and even for possible adaptations to other use. The cost of wiring additional outlets, network ports, etc. for raw space is rather insignificant. The cost in terms of both dollars and practice disruption to add these at a later date can be significant.
34. Computer closet
   a. Construction.
      i. Direct air conditioning vent into IT closet.
      ii. Louvers in doors.
      iii. Cuts on bottom of IT closet doors.
      iv. Plywood to be installed by contractor doing wiring for patch panels.
      v. Dedicated quad outlets.
      vi. Special lines for back up batteries.
   b. Components.
      i. New Server.
      ii. Wireless router.
      iii. Backup batteries.
      iv. Backup hard drives.
      v. Net Documents push back.
      vi. Jumbo tape drive.
35. Computers and Network.
      i. If multiple vendors list and indicate responsibility of each. For a sole practitioner, clearly help desk and network support will be outsourced. A key question for a larger firm is the point at which an in-house, full time tech support person is required. This is an issue
for help desk function mainly. The maintenance of the network likely will be outsourced until well after the firm needs an in-house help desk person.

b. If multiple vendors list and indicate responsibility of each.

c. Internet Providers
   i. Consider a primary provider and a backup. This is one area where the size of the firm is significant. Martin, practicing alone, has FIOS (fiber optic) and after consideration of having a second or back up provided but opted not to do so based on the reliability of FIOS and the availability of a hot spot, cell phones, etc. with other carriers. Robert’s firm, with almost 60 network users, has a primary internet provider with 1,000Mbps service and a back-up service providing 35Mbps download and 5Mbps upload.

d. It is prudent to have a secondary or back up internet provider in the event the primary provider experiences a service interruption.

e. 36. Network printers.
   37. Other printers/scanners
   38. Phone system.
      a. See comments above about a virtual phone system. Be certain to address porting of key existing phone numbers. The features available are legion but most seem available for all new systems. Who will be responsible for what aspects of phone conversion?
   39. Alarm system
      a. Even if the building has security and fire protection, what additional or even redundant items might the firm wish to install?
         i. Water bugs by coolers, bathrooms, dishwashers.
         ii. Motion detector in reception areas and by exterior doors.
         iii. Glass breakage detection.
         iv. Panic buttons by late night reception.

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