

ABA | GPSolo  
**TECHNOLOGY**<sup>e</sup>**REPORT**  
The Online Supplement to GPSolo Technology & Practice Guide

Volume 4, Number 3 • September 2005

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## Choose Your Words Wisely

Effective word use is vital for anyone active in the law: the lawyer arguing a case or preparing a brief; a jurist writing an opinion; or the law student struggling on an assignment. Words provide the power to make a point. But what if a word is too critical—or too favorable—for what you want to convey? Then, it's time to consult a thesaurus. [More.](#)

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## Notice

If you have an interest in technology and the ability to write about it, please contact Jeff Allen, editor of *GPSolo Technology eReport* and *GPSolo's Technology & Practice Guide* at [jallenlawtek@aol.com](mailto:jallenlawtek@aol.com). Both publications actively seek new authors on a regular and continuing basis to prepare articles and/or product reviews.



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# Issue Highlights

**Welcome to the September 2005 issue of the *GPSolo Technology eReport*.**

Are you using videoconferencing in your practice yet? If not, should you start? See what Harold German has to say about [how to use videoconferencing in your practice](#).

Worried about spyware? If not, you should be! See Brett Burney's "[Stay Away From Spyware](#)" for insight into your risks and how to minimize your exposure.

Tony Vittal tells you about the evolution of data storage devices in [TechNotes](#).

Jeffrey Allen talks about Apple's decision to build its computers around Intel microprocessors in [MacNotes](#).

See what Jennifer Rose has to say about Thunderbird (not the car—the email client) in [SurvivingEmail](#).

Check out [ProductNotes](#) for reports on the HP 8200 series laptop computers, The Missing Sync, PocketMac for Blackberry, and NextClient web building and sponsoring.

Finally, don't miss [DivisionNotes](#) for information about the Division's upcoming meetings and activities.

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# ABA | GPSolo TECHNOLOGY *e* REPORT

## Growing Your Law Firm with Videoconferencing

By Harold German

With so many efficiency-boosting technologies available today to help you manage and grow your law firm, it is sometimes difficult to identify the right ones to implement. Given recent trends, it is abundantly clear that law firms will focus their investments on technologies that can have the greatest impact on growing their bottom line. Due to its numerous benefits, including significant productivity gains, cost savings, and employee safety, videoconferencing tops the list. Law firms have used videoconferencing for many years.

Recent developments have made it affordable for even the smallest firms. You can purchase

equipment that cost tens of thousands of dollars only a few years ago for a fraction of that cost today. The products have become more reliable, easier to use, more compact, even portable, and manufacturers have greatly enhanced their capabilities and features. Popular thinking seems to indicate that now is the time to get your firm started with videoconferencing, but not surprisingly, many firms encounter unnecessary technical obstacles and setbacks due to poor planning.



Here are some questions you should ask before getting started with videoconferencing:

### **How will you be utilizing videoconferencing? Can video depositions and video-based communications help grow my practice?**

For many law firms, videoconferencing is first used as a way to reduce traveling for internal meetings between practices located in different cities. But there are other factors to consider. How far are the courthouses your firm serves? Do they allow video depositions or other video-based communication for legal procedures? Are some of the firm's clients equipped with videoconferencing?

If the addition of videoconferencing will save many, or all, of your lawyers significant time in

commuting and improve their productivity, then videoconferencing can definitely help to grow your practice and improve your bottom line.

### **What kind of resources will you need?**

With respect to network considerations, although many firms still use ISDN (Integrated Services Digital Network), for optimal business quality videoconferencing you should use an IP (Internet Protocol) network. If you have 384 kilobytes of bandwidth available to and from each videoconferencing device, you should be able to enjoy a high-quality video call. Realize, however, that if your network is shared with other resources, it may compromise the quality of your conferences. A dedicated network specifically for videoconferencing, or a managed IP video network, would ensure the best user experience.

Once you define your network, you need someone to manage it. Will you do it yourself? Does your firm have an IT department? If so, will the IT department handle it? Although, your firm's technical staff may have the ability to manage your conferencing network, you can find more efficient ways to ensure steady and healthy performance of your videoconferences. Some conferencing providers perform "managed services" that take all of the work out of your hands. Such a service provider, allows you to reap all of the benefits of videoconferencing and eliminates the need to purchase expensive network equipment and, perhaps, to hire additional support staff.

### **How many of your lawyers have used the technology before and are ready to implement it into their work day?**

Talk with your lawyers and identify those individuals who are ready to reap immediate benefits from the technology—those who would be ready and willing to start using videoconferencing right away.

### **How much ROI can I expect?**

Once you define the extent of usage, you can calculate the amount of time that your lawyers will be freed up to work on other cases. In many instances, the time saved adds up to dozens of hours per month, per lawyer. With more time available, they can work on additional cases, thus growing the practice.

### **Have I created the right budget?**

As with most technology implementations, videoconferencing is best executed in phases. You should implement those features that satisfy the office's most important needs in the first phase. Define what you need, find out what it costs, and budget for that phase. As need and demand grow, you can budget for future implementations as they arise. Always work with conferencing providers that create scalable solutions.

### **Can I afford videoconferencing?**

Do some simple math. Once you define how much usage your firm will have, you can

compare that figure to your budget.

## **A User's Perspective**

**User:** Hal M. Stewart

**Firm:** Wilson, Elser, Moskowitz, Edelman & Dicker LLP

**Title:** Chief Executive Officer

**Size :** 21 U.S.-based offices

**Headquarters :** New York, NY

It's amazing how some of the most basic things can be so critical when it comes to laying out a plan for videoconferencing. Things like security, a simple and friendly user interface, and preprogrammed intrafirm conference numbers all help to create comfort and ease-of-use, which is key when you are starting out. Of course, probably the most important thing is to make sure you select the right vendor. We use Polycom products throughout our nationwide network of offices, and the units work very well for us. We use them primarily as a way to avoid costs related to traveling, which, without videoconferencing, would reach into the hundreds of thousands per year. Having recouped our investment in the technology, we also use videoconferencing to perform depositions, firm training, and mandatory continuing legal education. We have even used it to interview candidates that are out of state, which eliminates the need to send our employees on the road. Our usage continues to increase, which improves our firm's efficiencies.

We've been using videoconferencing for seven years and have seen it evolve from a technology that was bulky, expensive, and unreliable to an indispensable tool that is light, affordable, full of new features, and much more capable of delivering on its stated objectives. In a nutshell, it finally works. Without question, now is definitely the time to get started with videoconferencing.

**User:** Gary Peet

**Firm:** Lewis and Roca, LLP

**Title:** Chief Information Officer

**Size :** 4 U.S.-based offices

**Headquarters :** Phoenix, AZ

Law firms starting out with videoconferencing should keep things simple. Establish three or four basic configurations from which your lawyers can choose. Be sure your IT support staff knows those configurations inside and out. Resist last-minute changes; it's great to have a "can do" attitude, but if it results in problems during a conference, it may not be worth it. Consider implementing a room control system to facilitate the setups of a conference. These systems handle all the physical layer connections and put all the variable options at your fingertips through a touch-screen monitor. They are very easy to use and take most of the

guesswork out of a conference setup.

We began using videoconferencing back in 1999, and we use it primarily for internal meetings, specifically partner, attorney, and practice group meetings. We also use it for internal training classes and less frequently for client meetings, depositions, and lawyer recruiting interviews. The technology has come a long way, and we especially like the flexibility we now have to do our own conference bridging between our remote offices. We really take advantage of many of the features and options that are available today. Things like picture-in-picture on your screen, dial-in telephone numbers for audio-only participants, content sharing with computers and document cameras, or recording conferences with VCRs or DVDs are all great and add that extra dimension to your set up.

## A Pro Weighs In

**Pro:** Ira M. Weinstein

**Organization:** Wainhouse Research, LLC

**Title:** Senior Analyst and Consultant

**Headquarters :** Brookline, MA

Law firms interested in using videoconferencing to improve productivity, decrease costs, or increase revenue need to consider how they'll be using the technology. Which meeting rooms (or offices/employee desks) will be video capable? What type of performance do you really need (higher performance often equates to higher cost)?

For example, for video sessions involving clients (perhaps a legal consultation or video deposition), a high-quality experience would be required. For internal training and continuing education sessions, however, that level of performance may not be necessary.

Law firms can avoid many videoconferencing project-related mistakes by performing a careful and accurate audit of their needs and requirements before signing the first purchase order. Here are some of the common faux-pas:

- **Implementing specialized/proprietary systems.** These systems typically only support "like-to-like" video calls, which means that only internal video calls will be possible. For maximum flexibility, the use of standards-based systems that easily interoperate with standards-based systems, are recommended.
- **Going too big.** We often stumble across firms that have "over-implemented"; firms whose actual usage doesn't justify their initial (and recurring) investment. To avoid this problem, companies should limit their initial purchases and expand the deployment as necessary in the future. For example, if your firm's usage of videoconferencing will be limited to a few executives holding one-on-one sessions,



purchase only a few desktop systems. Similarly, if only a few users in a few locations expect to utilize the technology, video-enable only a single room in each of those locations and carefully watch the usage trends for a few months.

- **Going too small.** We've also observed other organizations that "under-implement" solutions. These firms try to squeeze ten people into a small office for a videoconference call. Alternatively, they equip too few conferencing rooms with video, only to find that their users are frustrated by their lack of access to these resources.

Ideally, organizations should carefully evaluate their needs so they can make the appropriate purchases today while setting themselves up for an efficient, cost-effective expansion tomorrow.

## The Law Firm of the Future

The law firm of the future will look very much like today's wired enterprise of today. It will consist of a team of lawyers plugged into a collaborative network that allows them to share ideas, plans, and strategies, instantly and seamlessly. Each lawyer will have access to and the ability to leverage the firm's global skills and knowledge at any time, regardless of the physical location of those resources. By properly leveraging conferencing solutions, lawyers could substantially increase the number of face-to-face (and billable) client sessions they hold each day, while potentially decreasing their time in the office. Interestingly, the technology to create the scenario above is already available and ready for deployment. In essence, the law firm of tomorrow is really today's intelligent law firm.

*For many years, Harold German has been recognized as a knowledgeable source for information on corporate branding methodologies. German is an established author and contributor, whose articles have appeared in noted international publications such as The Economist. German covers IP networks and the future of conferencing technologies. He is also a director of IVCI, a firm providing managed conferencing services (<http://www.ivci.com>).*

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# ABA | GPSolo TECHNOLOGY *e* REPORT

## Stay Away from Spyware!



By Brett Burney

Apparently at least 91 percent of computer users today are heeding this oft-repeated advice. According to a July 2005 report ([http://www.pewinternet.org/pdfs/PIP\\_Spyware\\_Report\\_July\\_05.pdf](http://www.pewinternet.org/pdfs/PIP_Spyware_Report_July_05.pdf)) from the Pew Internet & American Life Project (<http://www.pewinternet.org/>), 91 percent of Internet users say they have made at least one change in their online behavior to avoid unwanted software programs. That statistic is amazing and wonderful. It has been a long battle, but maybe, finally, average PC users are starting to win the fight against undesirable spyware, adware, and malware.

But the fight isn't over. The report also states that 43 percent of Internet users surveyed admitted that they had at least one "spyware" or "adware" program on their computers. Even that statistic may be a bit conservative because it may have been the first time many respondents had even heard those terms and their definitions. Suffice it to say that unwanted spyware is still a big problem. Such a universal problem, in fact, that Congress is currently wrangling to pass some form of an antispware bill.

### **Spying on Spyware in the U.S.A.**

The legislative frontline in the battle against spyware is still forming, but the current bills are targeting software that intentionally accesses a computer system without authorization. While Congress explores the situation, the states are digging trenches as well. The great New York State Attorney General Eliot Spitzer brought a suit (<http://www.oag.state.ny.us/press/2005/apr/>

[apr28a\\_05.html](#)) this past April (2005) against one of the “nation’s leading Internet marketing companies” alleging that they had secretly installed spyware and adware on “millions” of home computers. Mr. Spitzer claimed that “these fraudulent programs foul machines, undermine productivity and in many cases frustrate consumers’ efforts to remove them from their computers.”

What kind of effect these shots will have on spyware is anyone’s guess, although the company involved in the New York suit (Intermix) is scheduled to settle and just recently was purchased by Rupert Murdoch’s News Corp. (<http://tinyurl.com/bfyha>). Strange but interesting bedfellows indeed.

And back at the federal level, no one really know knows how successful the Congressional actions will turn out after they change and morph their way through the usual hoops on the Hill. The sole thread that weaves through all of this information is the fact that no one can really put a finger on exactly how spyware should be defined. And the so-called spyware companies couldn’t be happier.

## **Define and Be Kind**

Googling a definition of spyware returns an overwhelming list of links. You’ll find an excellent and lengthy Wikipedia entry (<http://en.wikipedia.org/wiki/Spyware>) and a couple of more concise definitions from Whatis.com ([http://searchcrm.techtarget.com/sDefinition/0,,sid11\\_gci214518,00.html](http://searchcrm.techtarget.com/sDefinition/0,,sid11_gci214518,00.html)) and Webopedia (<http://www.webopedia.com/TERM/s/spyware.html>). One of my favorite explanations of spyware is from Spywareguide.com ([http://www.spywareguide.com/txt\\_intro.php](http://www.spywareguide.com/txt_intro.php)).

The idée fixe that you’ll find in all of these definitions is that spyware is installed on your computer without your authorization. From there, the definitions branch out into subclassifications like malware and adware. The definition is so illusory, in fact, that the Anti-Spyware Coalition (<http://www.antispywarecoalition.org/>) has just wrapped up a public comment period for their consensus document entitled “Spyware Definitions and Supporting Documents” (<http://www.antispywarecoalition.org/definitions.pdf>) (comments were due August 12, 2005).

Although the “official” definition of spyware is still in limbo, many experts have generally agreed on some standard depictions. The actual term “spyware” is commonly used in a broad sense to cover a wide range of software that can be found on your computer. But the term “spyware” is better used only to address software that actually does some “spying.” Examples of this include software that can monitor activity on a PC, or a “keystroke logger” that can record everything someone types on a computer, including a password. In addition, spyware used in its narrower sense refers to software that secretly gathers this kind of information and

either stores it for later viewing or sends it off to an interested party.

“Adware” is usually a little less malicious. Have you experienced numerous “pop-ups” when you surf the Internet in Microsoft’s Internet Explorer? Though we still may refer to those pop-ups as “spyware,” they are more legitimately called “adware” because they are usually hocking some product or service—an advertisement. Although this can be incredibly annoying, adware may not necessarily be gathering or sending information; unless you actually click on one of the advertisements.

Lastly, “malware” is just a shortened version of the phrase “malicious software.” The term is usually reserved for the most malicious and sneaky forms of spyware that cannot be traced or uninstalled from your system (even if you can find them and uninstall them, they can usually reinstall themselves on a reboot).

### **The Color of Spyware Is Green**

There is one reason that spyware exists: it makes money. Even though it appears that 91 percent of Internet users today are more aware of spyware, people still click and install applications that bog down their systems and report their surfing habits to hungry advertisers.

We used to be so concerned with viruses. And although everyone that surfs the Internet should absolutely be running antivirus software, spyware has become the latest obsession. One of the main reasons is that people really don’t make money on viruses—it’s more a show of power than anything else. But when cyberpunks use their virus-writing skills to help get spyware installed on computers “under the radar,” it can be a money-making situation for both sides. Hidden spyware applications that can stealthily report back where users surf the Internet become goldmines for advertisers anxious to get their products in front of the right people.

What incentive, then, do spyware hustlers have in agreeing on a definition of spyware? They are safe as long as they claim that they are involved in legitimate marketing techniques. But the minute that someone defines spyware as unlawful, they see their profit margins dropping considerably. To their credit, some “known” spyware companies are starting to turn a new leaf and have started informing users about their hidden software. As you can imagine, their user base drops quickly when this happens. They are shooting themselves in the feet, and I suspect that not every spyware company is going to follow suit.

### **Protect Your Cyber Borders**

Contrary to the belief of many “innocent” PC users, spyware rarely installs itself by magic. It arrives on your computer because you visited an infected website without protection; you downloaded a file sharing application or some cute smiley-face icons; or you clicked on a pop-

up that said you were infected with spyware and you should click “here” immediately to clean it off. And while there will never be a foolproof way to protect your computer from user ignorance, there are several fixes for the main issues mentioned above.

First and foremost, you could just stop using Microsoft Windows. Other operating systems like Apple and Linux don’t have to deal with the same cornucopia of spyware issues that Windows has to face every day. While I don’t think junking Windows is the ultimate answer, I had to put in a plug for the alternatives.

If you are using Windows, there’s a good bet that you surf the Internet on Microsoft’s Internet Explorer. The latest version includes a built-in pop-up blocker ([http://www.microsoft.com/windowsxp/using/web/sp2\\_popupblocker.msp](http://www.microsoft.com/windowsxp/using/web/sp2_popupblocker.msp)). It’s not the most advanced utility, but it sure helps a lot. To get it, however, you have to make sure your computer is upgraded with the latest fixes and security patches from Windows Update (<http://windowsupdate.microsoft.com>). Internet Explorer’s pop-up blocker will decrease the number of devious pop-ups that you may see, but I would still never recommend that you click on any pop-up box. If it’s an interesting ad from JC Penney, then close the pop-up box and manually go to JC Penney’s website on your own.

As far as downloading file-sharing applications or other miscellaneous software—do so at your own risk. The fabled Kazaa music and file-sharing application had its heyday in the aftermath of the Napster takedown, but many users did not know that Kazaa secretly installed spyware on their machines. You can read a personal account of dealing with Kazaa on the *New York Times* website (<http://tech2.nytimes.com/mem/technology/techreview.html?res=9C06E1DB1739F933A05751C1A9629C8B63>) (free registration required).

While you are becoming hyperconscious of your surfing habits, purchase a good firewall application (even if you have a hardware firewall in your network router). Good firewalls can be found in a variety of so-called “Internet security suites” from Symantec (Norton) ([http://www.symantec.com/sabu/nis/nis\\_ase/](http://www.symantec.com/sabu/nis/nis_ase/)) and McAfee (<http://us.mcafee.com/root/package.asp?pkgid=144&cid=12155>). One of my favorites is ZoneAlarm ([http://www.zonelabs.com/store/application?namespace=zls\\_catalog&origin=catalog\\_main.jsp&event=link1.skuList&&zl\\_catalog\\_view\\_id=201&lid=ho\\_zass](http://www.zonelabs.com/store/application?namespace=zls_catalog&origin=catalog_main.jsp&event=link1.skuList&&zl_catalog_view_id=201&lid=ho_zass)), which just released a new version. The firewall can only do so much in the way of blocking unrecognized connections, so you need to do some additional scanning on your computer from time to time to check for any lingering spyware that may have slipped through.

One of my favorite articles on shooting down spyware is from columnist Steve Bass at PCWorld.com. His “Spyware Wrap-Up” article (<http://www.pcworld.com/howto/article/0,aid,118215,00.asp>) highlights a few of the “big hitters” in the antispysware world, including

Ad-Aware (<http://www.lavasoft.com/>) and Spybot Search and Destroy (<http://www.safer-networking.org/en/index.html>).

## **Be Safe and Spyware Free**

Unfortunately, you have to deal with spyware if you surf the Internet. Knowledge is power, however, so take some precious time to educate yourself on how to recognize spyware and how to rid your poor computer of the plague. You may not even know that you are infected until you notice that your computer has become despairingly slow or you can't surf the Internet because of all the pop-up boxes. Whatever the case, it is worth your time to do a little research to know the risks you face and how to fix your computer when the worst happens.

*Brett Burney is the practice support technology supervisor at Thompson Hine LLP (<http://www.thomsonhine.com>) in Cleveland, Ohio. He authors monthly legal technology columns for [LLRX.com](http://LLRX.com) and [Law.com](http://Law.com), and regularly reviews products for Law Office Computing magazine. You can email him at [Brett.Burney@ThompsonHine.com](mailto:Brett.Burney@ThompsonHine.com).*

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# ProductNotes

## HP Compaq nc8200 Series Laptop

Reviewed by Jeffrey Allen

HP Compaq (HP/C) kindly let me use one of the new nc8200 series laptops it has recently put on the market to give me a chance to familiarized myself with it and put it through its paces. HP/C has adopted a focus on mobility and has worked to create a series of tools for the mobile professional. HP/C introduced the nc8200 laptop in that context; the press kit including the nc8200 bears the title "Mobility-2005."

The nc8200's weight of 5.7+ pounds (actual weight is a function of the configuration) makes it a medium-weight laptop. The nc8200 has the advantage of a 15.4" high-resolution wide-format display, making it easy on the eyes. The display presents sharp and crisp images when set at its highest resolution. Personally, I found it more comfortable to scale the resolution down a bit to make the images a bit larger (a function of my own middle-aged vision). I found the full-sized keyboard responsive and comfortable to use. HP/C has tried to accommodate a variety of personal preferences in terms of navigation around the screen. The computer comes with a point stick navigator (like a mini-joystick) as well as a touch pad. Those more oriented towards using a mouse can always plug one in and use it. The laptop has two rows of three mouse-click buttons one on the bottom of the built-in touchpad and the other at the bottom of the keypad to make it easy to reach a button from either position.

HP/C currently offers the nc8200 series as the nc8230 in a variety of configurations, so you can pretty much build it to your needs. The computer uses a Mobile Intel Express 915M chip set, and you have the choice of several Pentium M processors running at between 1.6 and 2.13 GHz. It comes standard with 512MB of RAM (upgradeable to 2GB). You can choose among hard disks in several sizes and two speeds. The laptop has a wide array of ports for connectivity, including both USB 2.0 and FireWire. The base configuration includes a CD R/W +DVD R optical drive in the multibay. Other devices can replace the optical drive. For a full outline of the computer's specifications, go to the HP/C website.

I got about 4 hours of use per charge of the main battery. HP/C makes an auxiliary exterior travel battery available as well. The travel battery suffers from the disadvantages of its size, weight, and shape (large and U-shaped). However, HP/C designed the battery to fit under the computer, and the size and configuration facilitate that as well as providing some elevation to the back of the keyboard to angle it for more comfortable use. The configuration also has the advantage of providing air circulation under the laptop, as it does get fairly warm after extended use.

The nc8230 is currently available online from HP/C at \$1,349 with 512MB of RAM, a 40 GB (5400 rpm) hard disk, a DVD/CD RW multibay drive, a 15.4" TFT WXGA WVA screen, a 1.7 GHz processor, and Microsoft Windows XP Professional. When I reconfigured it to include 1 GB of RAM, a 2.0 GHz processor, an 80 GB hard disk, and a CD RW/DVD RW multibay drive, the cost increased to \$2,149. HP/C provides a 3-year warranty as a part of the purchase price, and you can upgrade the warranty if you wish.

Although HP/C doesn't advertise the 8230 as a desktop replacement, I found that for most uses it worked well in that capacity. To facilitate such use, HP/C does offer a variety of docking stations and a laptop stand, allowing you to work with the laptop screen or a larger external monitor.

HP/C has set up a support site to facilitate software upgrades as well. The site has software that checks the configuration of your computer and its system software, then determines what updates you should install both from its own website for drivers, bios and other software, and from the Microsoft site for Windows and for Office.

The computer impressed me with its style, mobility, power, and durability. I consider it an excellent choice for a mobile attorney.

## Keeping in Sync

Reviewed by Jeffrey Allen

For those of you who use PDAs with Macs, good news abounds. First, let's talk about the Palm OS side of the room. Most of the lawyers that I know who use Palm devices do not use the Palm Desktop software. Instead, they have chosen more sophisticated programs that provide them with more features. Palm users have had the ability to use their Palm device with third-party contact and calendar software for many years. Interestingly, most Palm device users continue to use Palm's





HotSync to synchronize their contact and calendar information between their computers and their Palm devices.

I have used Palm devices for many years and have found them extremely helpful in my practice. Although I have used a variety of contact and calendar programs over the years, I continued to use HotSync to transfer information between PDA and computer. As a long time HotSync user, I understood its shortcomings and recognized that it has not kept up with the times.

Several months ago I decided to try a program called Missing Sync for Palm OS. Like Wally Pipp after his now famous headache that gave Lou Gehrig the chance to play first base for the Yankees, HotSync never got another chance to play. From the first time that I used Missing Sync, I perceived it as significantly better than HotSync. I have used it ever since.

Why would anyone want to buy a program like the Missing Sync when HotSync comes free? Simply because it has a better and easier-to-use interface. It provides more features. It works faster. You can get the Missing Sync for Palm OS for \$39 as a download (\$49 to get it on CD) from MarkSpace ([http://www.markspace.com/missingsync\\_palmos.php](http://www.markspace.com/missingsync_palmos.php)).

You can go to the MarkSpace website and see the complete list of features as well as compare them to the far less capable HotSync. Download a demo program and give it a try. Installation consists of double clicking on the install program, letting it install the package, and then restarting your computer. The installation process will automatically disable HotSync so that it will not conflict with Missing Sync. Trying the demo will likely leave you so impressed with the Missing Sync that you will bench HotPipper WallySync and switch to the Missing Sync.

For those of you who use Windows mobile devices, MarkSpace also has a Missing Sync for Windows Mobile available

For those Mac users who have lusted after a Blackberry only to learn that it will not sync with the Mac—surprise! It will. A company called PocketMac ([www.pocketmac.com](http://www.pocketmac.com)) has created a program called PocketMac for Blackberry. You can get it for \$29.95 online. The program allows you to synchronize data between a Mac computer and a Blackberry device. It works extremely well with both Entourage data and with iCal and Address Book. I have tried it with both and used it on an iMac G5 and a PowerBook G4 with no problems whatsoever. I used it with one of the new RIM Blackberry 7100 devices working with the Cingular system (an extremely nice device, but that is another review). Blackberries and Macs now play very nicely together.

**Nextclient.com**

Reviewed by Jeffrey Allen

NextClient ([www.nextclient.com](http://www.nextclient.com)) offers lawyers a quick, easy, and reasonably priced means of building and maintaining a website. The firm has developed a simple process for the construction of your website. Its staff creates and posts website designs on its server for your review. Once you select a design and contract with them, they remove the design from the server, so that others cannot choose it. Then, using their Custom WebExpress software and the selected design, you build your site.

Construction of the site, while not as easy as falling off of a log, could not be much easier. You simply insert your information and upload specific content that you want included into one of the website templates, and you have a website. You can easily modify the site at any time from any Windows OS computer. The system allows you to add documents as well as other information, so that you can easily upload articles you have published, PowerPoint presentations for programs you have taught, newsletters you have written, or any other document you have created that you want posted on your website. If you get stuck, their technical support people will hold your hand and walk you through the process to make sure you get it right.

In addition to its design features, NextClient will host your website on its servers and provide additional substantive content in the form of weekly newsletters in one of 26 subject areas, which they load directly to your site for you. With your website, you get a mail server and e-mail addresses for your domain name. In short, you have a web presence and continuously updated information. The cost for the entire package: a one-time set up fee of \$295 and a monthly fee of \$99 per month to host and maintain your site and e-mail on its servers as well as provide a weekly newsletter in the substantive area you choose for your site.

In the process of my evaluation of the site, NextClient impressed me so much that I used their services to create my own law office site (to which I still need to upload more articles and presentations). If you would like to see my site, you can find it at [www.gravesallen.com](http://www.gravesallen.com). I have been very satisfied with their services. I encourage you to look at their site and see what they can make available to you.

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# TechNotes

## Bigger Is Better—At Least for Data Storage

By J. Anthony Vittal

I remember my first personal computer—really a desk-sized word processor with a hard-wired operating system and word processing application that used 7-inch floppies for data storage. Then I got my first DOS-based PC about 20 years ago, which I equipped with two 10-megabyte hard drives—each the size of my paperback desktop codes volume. In the ensuing 20 years, things sure have changed, and not necessarily for the better. Applications bloat and file bloat have dictated the need for ever-larger storage devices, and the industry has come through for us in ways we couldn't have imagined 20 years ago. The formerly ubiquitous floppy drives, taking a 1.2 megabyte floppy diskette, have all but disappeared from modern computers. Instead, we have a panoply of other portable data storage media allowing simple and easy transport of relatively large—indeed, comparatively gargantuan—amounts of data among various devices. Even hard drives now can be made portable, using a case and a USB or FireWire connection. Recent developments in data storage technology have increased the amount of portable data storage available to us. Some examples:

### Flash Drives

Few devices can match the simplicity and sheer portability of USB flash drives. Generally the size of a miniature cigarette lighter, if not smaller, they plug into any USB port and immediately are recognized by modern operating systems as just another data storage drive. I carry two with me at all times. One (a 1.0-gigabyte Lexar JumpDrive) contains all of my transactional and litigation files for both of my companies and is only just over half full. I use the other (a 256-megabyte souvenir from the ABA TechShow) for synchronizing Outlook, and migrating other files, between my office desktop computer and my notebook computer.

Now, a number of manufacturers have announced 2-gigabyte flash drives—double the size available just a year ago. Think about it. A 2-gigabyte flash drive gives you the data storage capacity of about 1,700 1.2-megabyte floppy diskettes, but is small enough to hang on your

key chain. Convenient capacity like this, however, comes at a price. Expect to pay between \$175 and \$250 for one of these, depending on what and where you buy.

## **Microdrives**

Some years ago, IBM introduced the microdrive—a postage stamp-sized hard drive offering one gigabyte of storage capacity. IBM later sold its magnetic media operations to Hitachi, which has continued to improve on the technology. In early September, Hitachi Global Storage Technologies started shipping its newest microdrive offerings—in 6-gigabyte and 8-gigabyte formats, weighing in at 13 grams. These new microdrives are about 20 percent smaller and require about 40 percent less power than previous models. These drives also offer better shock protection of up to 400 Gs when operating and 2,000 Gs when not. The shock protection system, which Hitachi calls “extra sensory protection,” detects when the drive is in free fall and automatically moves the drive head away from the disk to avoid “head crash” on impact. This ESP system will operate from drops as small as four inches. Initial shipments of the drives are being made to consumer electronics manufacturers. Additional versions of the drives, with different interfaces (ostensibly CF+ Type II and PCMCIA suitable for use with PCs), will not be available until December or later.

## **Half-Terabyte Drives**

In recent months, new technology has enabled a number of hard disk drive manufacturers to offer drives with significantly higher capacity. Instead of “parallel recording,” in which the magnetically charged particles on the media coating are laid out parallel to the substrate (the metal disc), these new drives use “perpendicular recording,” in which the particles are laid out perpendicular to the substrate – allowing many more particles to occupy the same amount of space. As a result, several manufacturers have introduced half-terabyte drives (that’s 500 megabytes), with full terabyte drives coming in the next few years. One example of these half-terabyte drives, which are in the customary 3½” form factor used in desktops and workstations, is the Hitachi Deskstar 7K500, available for as low as \$357.00. (The same technology is available for notebooks, but the constraints of the 2½” notebook form factor limits the size of the drives. One such drive is the Hitachi Travelstar 7K100, at 100 megabytes. Next year, Seagate will have a 160GB notebook drive using this technology.) Maxtor also has announced a half-terabyte drive, to be available this month.

## **Combo Drives**

If that weren’t enough, last month Hitachi unveiled a one-terabyte HDD/DVD combination drive, allowing one to simultaneously record two HDTV broadcasts—one to the HDD (actually two linked 500GB drives) and one to the DVD. Until there is greater demand here for HDTV recoding capabilities, don’t expect to see it at your local consumer electronics store. For now, the device is only available in Japan for about ¥230,000 (~\$1,680.00).

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These new drives make large amounts of data storage available to each of us—whether in portable media or as resident data storage in a server or workstation environment—at affordable prices. They provide the ability to simply move to a paperless work environment, with all of its data storage requirements. Just think of all the other things you could do with them.

*Anthony Vittal is general counsel of Credit.Com, Inc., and Identity Theft 911, LLC, and has offices in San Francisco, California. He is a frequent writer and speaker on technology topics for lawyers. The author has no relationship with any manufacturer referred to in this column, each of which is used solely for purposes of example.*

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# MacNotes

By Jeffrey Allen

## A Time for Every Purpose

Apple's decision to terminate the continued acquisition of its processors from IBM and buy them from Intel has the people in AppleLand buzzing. As a result of the announcement of that decision, many have asked what they should do about buying a new computer. Should they buy now, or wait for the Intel Macs to come out?

We know that Apple based its decision on several factors. For one, the fact that although the G5 processors actually process faster than equivalent processors in the Windows world, they do not satisfy the psychological need to claim the higher megahertz numbers of some of the more recent Intel processors. Additionally, the G5 processors run hot, and IBM has not figured out a way to make a G5 processor run cool enough that it could work in a laptop.

Interestingly, Apple announced that it has been planning to convert to Intel for some time and that the last several iterations of the Mac OS have had versions that were designed for Intel processors. Apple has attempted to facilitate the conversion by making conversion utilities available to developers. Apple has announced that it believes that most software will require only minor modifications to run on an Intel-based Mac running a compatible version of OS X, but it has also acknowledged that some existing OS X software will not run on the Intel-based Macs. Apple has announced that it will ship the new version with a program called Rosetta designed to run in an emulation mode. Imagine that—Virtual Mac running on a Mac. Rosetta supposedly will allow incompatible OS X programs to run on the Intel Mac. It is most likely that the incompatible software, running in emulation mode, will run slower on the Intel-based Macs than it does in native mode on existing hardware.

Because OS X has now evolved over several years, it makes some sense to consider the possibility that the new versions of the software will not accommodate classic programs. Apple stopped making hardware that would boot to OS 9 some time ago. It does not make sense that Apple will continue to support OS 9 in perpetuity. This seems like a good time and a good reason for the end of Apple's support of the classic environment.



From the moment Apple announced the conversion to Intel processors, Mac aficionados started salivating over the possibilities of a single piece of hardware that would boot into the Mac OS as well as directly into Windows. Apple has announced that it will not sell the Windows OS; but has also said that it will not do anything that will disable the hardware so that it cannot run Windows software. The bottom line: Apple will produce hardware with Intel processors and sell it with the Mac OS. Third parties will undoubtedly create a hack that makes it work. Some rumors have circulated that external hard disk drives with Windows preinstalled may solve the riddle of how to have a dual booting Macintosh.

As for the question of buying now or later, my answer is that if you need a computer now, get one of the Macs currently available. Waiting a year does not make sense if you need the computer now. Besides, you may find yourself waiting for more than a year.

First of all, the recent announcement does not mean that the local Apple stores will have Intel-based Macs any time in the near future. The announced game plan calls for the first Intel-based Macs to come out in mid-2006, almost a year from now. Apple has only provided a time frame, not the exact date on which it will make the Intel-based computers available. Many things could result in delay of the actual release. Additionally, we have no information about the real availability of the computers in quantity as of the release date. Despite all that Apple tries to do about easing the software conversion, we won't know the software situation with any certainty until the release of the computers creates the opportunity to test software on them.

Although Apple has recently released some updated versions of its PowerBook and iBook line, the models reflect only minor improvements over earlier versions. Apple has not had the ability to produce the major upgrade that everyone wanted: a G5 PowerBook. The lack of availability of a G5 processor for the PowerBook has restricted Apple's ability to improve both the PowerBook and the iBook (which Apple keeps a step or so behind the PowerBook to justify the price differential). The evolution of the desktop Macs has not suffered as much as that of the laptops.

In the last year or so, Intel has pushed the evolution of its laptop processors along significantly. Recent iterations have shown significant improvements in speed, efficiency, and power drain. Those facts, in combination with the fact that Apple appears strongly oriented toward the laptop, suggest that the first release of the Intel-based Macs may include a PowerBook (or may simply be a PowerBook). Most likely, Apple will produce Intel-based PowerBooks and PowerMacs (assuming they do not change those designations with the use of the Intel processors) before producing Intel-based iMacs and iBooks (again, assuming no name change). (Note that these "predictions" represent my own educated guesses and do not reflect announcements from Apple.)

The bottom line remains that we do not know what processor or processors will appear in the first Intel-based Macs. We don't know what will come out first or when it will actually appear. Remember also that Apple has announced that the conversion will start around June 2006 and that it will take about a year for the completion of the conversion of the Mac computer lines to Intel-based processors. Finally, we do not know what software will work and what will not with the first Intel-based Macs. We also do not know how long the first release of the Intel-based Macs will go without further upgrade. It may well end up that by the time of the resolution of most of the software issues, the original release of Intel-based Macs sees modification in some form.

The current line of both desktop and laptop Macs offers a good selection of configurations at reasonable prices. The current lineup of Mac desktop and laptop computers provide considerable power and have a well-developed list of software packages that work well with them. Additionally, because Apple has already announced the switch to the Intel-produced processors, it appears unlikely that Apple will invest much, if anything, in making any significant improvements in the existing line of desktop or laptop computers. It may be that we will not see any changes in the models prior to the release of the Intel-based Macs.

We must look at the next 12–18 months as a transitional period for the Mac. As a result, if you have need for a new Mac now or anticipate having that need within the next year, I would go ahead and get it. It does not make sense to wait for the Intel-based Mac. As additional impetus, the closer we get to the release of the Intel-based Mac, the more likely that we will see price reductions in the current line to get them out of inventory.

*Jeffrey Allen ([jallenlawtek@aol.com](mailto:jallenlawtek@aol.com)) has a general practice in Oakland, California. His firm, Graves & Allen, emphasizes real estate and business transactions and litigation. He is a frequent speaker and author on technology topics and the Editor-in-Chief of the GPSolo Technology & Practice Guide and the Technology eReport.*

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# ABA | GPSolo TECHNOLOGY *e* REPORT

## Surviving Email

**Maybe it's time for you to trade in the Ford Fairlane and rev up your motor with a brand-new Thunderbird.**

It's a bird, it's a plane, and it's not Outlook. What is this new e-mail program everyone's talking about? Hot on the lips in the browser market last year was Firefox, and this year's bright and shining star among e-mail clients is Thunderbird, the free and open source program created by the Mozilla Foundation, the makers of Firefox.



I'd heard about Thunderbird, but necessity and accident forced me to put it into action. My dearly beloved Eudora Pro 6 just wasn't what it used to be, and I needed a quick (read free and robust) e-mail program I could put into use on a new machine. Oh sure, I contemplated Outlook, mostly because it was already on the machine, but I forced myself to lie down until that feeling passed.

The 5.8MB download from the Mozilla Foundation, <http://www.mozilla.org/>, was up and running before I had time to run out to the kitchen for a Diet Coke. And it amazed me. The sleek, stylish interface bore marks of its kinship to Firefox, it was intuitive (who has time to read manuals?), and it was as easy to use as reading the time on a Rolex watch.

I receive a lot of e-mail, usually in the neighborhood of some eight hundred messages each day. And although I maintain about 150 different files, I'm frankly a lazy slob when it comes to cleaning out my inbox. It's a messy drawer of odd stuff just waiting to be sorted out, reread, and reconsidered. This is where Thunderbird makes its mark. Hitting "View," with the flick of the wrist and a click of the mouse, I can sort out my inbox by "People I Know," "Recent," "Threads," or any combination I might wish to customize. That's the perfect solution for mail that doesn't fall into a filter but which is nonetheless precious and important.

A good portion of each day's harvest of e-mail is spam, and the junk mail controls let me tweak those to make sure that unwanted e-mail hit the junk box without taking along wanted e-mail. Configuring its settings was child's play. Other exciting extras include an RSS reader, a Usenet newsgroup reader, a powerful search capability, import tools, HTML mail, return receipts, spell-checking, smart address book completion, and the ability to manage mail from multiple accounts.

But most appealing to me was how Thunderbird could be infinitely customized to my own wants, needs, and desires. Extensions, personalized themes, and the ability to make my e-mail program work the way I wanted it to make Thunderbird a program everyone should try.

What doesn't Thunderbird do? Although it supports all POP3 and IMAP e-mail accounts, it won't support Hotmail. But it does just fine with AOL mail and HTML mail. It doesn't come with a calendar like Outlook does, but the Foundation's Sunbird project, <http://www.mozilla.org/projects/calendar/sunbird.html>, brings along a calendar. It's downloadable for free at [http://www.mozilla.org/projects/calendar/sunbird\\_download.html](http://www.mozilla.org/projects/calendar/sunbird_download.html).

Technical support is free and available at <http://www.mozilla.org/support/thunderbird/> in a variety of formats—FAQ, a knowledge base, fora, and even Real Time Chat (IRC).

Maybe it's time for you to trade in the Ford Fairlane and rev up your motor with a brand-new Thunderbird.

*jennifer j. rose is editor-in-chief of GPSolo. She lives in Morelia, Michoacán, Mexico.*

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## DivisionNotes

### We Are a Division!

The General Practice, Solo and Small Firm Section is now the General Practice, Solo and Small Firm **Division!**

Recognizing that most of America's lawyers practice in a solo or small firm setting, the American Bar Association is committing itself to offer more and better service to America's Main Street lawyers as they build their practices and serve their clients.



Read [President Greco's letter on GP|Solo's transformation to a Division.](#)

### Hurricane Katrina Disaster Relief

The ABA and GP|Solo are assembling resources to aid victims of Katrina, including help in moving a law firm, technology assistance, and help from our primary sponsor West. Find information about how to receive or partipate in [Katrina relief efforts](#) by GP|Solo, the ABA and others.

### Difference Makers

**Seaport Hotel, Boston**  
**Friday, September 30**  
**Cocktails at 6 p.m.**  
**Dinner at 7 p.m.**  
*Ticketed \$65*

The Difference Maker Award dinner honors the hard work of several local attorneys whose dedication has changed the profession of law for the better. The awards ceremony and dinner

will be followed by live music and dancing in the beautiful World Trade Center overlooking the harbor.

This year's winners:

- **Diversity and Professional Achievement** — Honorable Sandra L. Lynch, First Circuit Court of Appeals
- **Lifetime Achievement** — Honorable William T. Hogan, Jr. (ret.) (a Boston lawyer, former counsel to Governor, former Commissioner of Corrections, former Commissioner Mass. Health and Human Services; former Mass. state court judge)
- **Professional Achievement** — Michael S. Greco, ABA President

[Visit our Fall Meeting pages to register.](#)

## Honor Roll

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- [View the certificate in PDF;](#)
- [Download the entire report in PDF.](#)

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# ABA | GPSolo TECHNOLOGY *e* REPORT

## Choose Your Words Wisely

A thesaurus can assist legal professionals in making word choices more effective. For instance, the following words are arranged in two groups—critical-favorable and favorable-critical, and can help you determine what “verbal picture” you want to convey.

Favorable	Critical
exclusive	monopoly
protagonist	hatchetman
protective custody	imprisonment
protest, demonstration	mob scene, riot
introspective	moody
speak softly/whisper	mumble

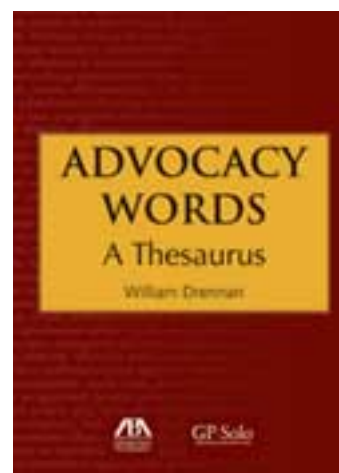
From *Advocacy Words: A Thesaurus*

By William Drennan

ABA General Practice, Solo, and Small Firm Division

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