
Contents

Acknowledgments v

About the Authors vi

Chapter 1 Extranets and Legal Practice 1

- 1.1 *Introduction* 1
- 1.2 *Not a Technical How-to Manual* 2
- 1.3 *So, What's an Extranet?* 2
- 1.4 *Types of Extranets: from Private Extranets, to Web Sites, to Portals* 6
- 1.5 *What's the Point?* 7
- 1.6 *The Context: Some Recent Studies* 7
- 1.7 *Security* 10
- 1.8 *Benefits of Creating Extranets* 11
- 1.9 *Extranet Costs* 16
- 1.10 *How to Plan for and Build Extranets: The Big Picture* 17
- 1.11 *Some Additional Points* 18
- 1.12 *Outline of Chapters* 18

Chapter 2 Learning from Experience: Extranet Case Studies 21

- 2.1 *Extranet Precursor: Gowlings* 21
- 2.2 *The World Is Your Oyster: Visalaw.com and Siskind, Susser, Haas & Devine* 25
- 2.3 *The Network of Dreams: Americounsel.com* 29
- 2.4 *Collecting Steam: Debt Recovery Network* 33
- 2.5 *Extranets to Go: CaseShare and Holland & Hart* 41
- 2.6 *Spinning Extranets in a Large Law Firm: Winston & Strawn* 43

Chapter 3 The Lawyer-Client Relationship 47

- 3.1 *The Traditional Lawyer-Client Relationship* 47
- 3.2 *The Limitations of the Traditional Lawyer-Client Relationship* 52

- 3.3 *How Have Clients Changed?* 55
3.4 *How Extranets Can Improve the Lawyer-Client Relationship* 60

Chapter 4 Legal and Ethical Issues 73

- 4.1 *Introduction* 73
4.2 *Intellectual Property* 73
4.3 *Who Owns What?* 75
4.4 *Who Pays Whom?* 77
4.5 *Support and Service Obligations* 78
4.6 *Structuring the Contracts* 79
4.7 *Ethical Obligations* 83

Chapter 5 Planning Your Extranet 91

- 5.1 *Build, Buy, or Join?* 91
5.2 *Planning for Security* 97
5.3 *Costs* 107
5.4 *Working with Your Clients to Develop a Plan* 109
5.5 *Assembling the Team* 115
5.6 *Finalizing the Plan* 116
5.7 *Overcoming Barriers and Difficulties* 117
5.8 *Overcoming Obstacles* 120
Outline and Checklist for an Extranet Project Plan 123

Chapter 6 Under Construction: The Tools and Techniques for Building an Extranet 129

- 6.1 *Front Ends and Back Ends* 129
6.2 *Building the Front End* 131
6.3 *Building the Back End* 138
6.4 *Testing Your Extranet: Quality Assurance* 156
6.5 *Training* 158

Chapter 7 The Care and Feeding of Your Extranet 159

- 7.1 *Who Provides Support?* 159
7.2 *Who Maintains the Content?* 160
7.3 *Maintenance Issues* 160
7.4 *Disaster Recovery and Backup Procedures* 162

Glossary 169

Index 181