



THE
MASS**TORT**
INSTITUTE

PAPERLESS BOOTCAMP

Use this workbook as a guide in getting started on your team's paperless journey.

Designed to be completed in 5 days, it offers step-by-step activities to help get and remain on the path to paperless.

DAY 1 - GOAL SETTING

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Small Goal Examples:

- Purchase small recycle containers for around the office
- Start a paperless committee that will meet once a month
- State bar compliance check for original documents and wet signatures
- Review and update scan-to-email staff list

Small goals are generally defined as those which can be achieved within two or three months.

Small Goal	Responsible Party	Due Date
1.		
2.		
3.		

Medium Goal Examples:

- Audit current paper production
- Purchase desktop scanner for mail processing
- Switch office bills and subscriptions to the paperless option
- Establish digital file structure and naming conventions for incoming documents

Medium goals are generally defined as those which can be achieved within six or eight months

Medium Goal	Responsible Party	Due Date
1.		
2.		
3.		

Large Goal Examples

- Establish security and threat protocols
- Scan paper backlogs
- Automate client status updates
- Purchase eReaders for reception, meetings

Large goals are generally defined as those which can be achieved within nine to twelve months

Large Goal	Responsible Party	Due Date
1.		
2.		
3.		

DAY 2 – HARDWARE & SOFTWARE

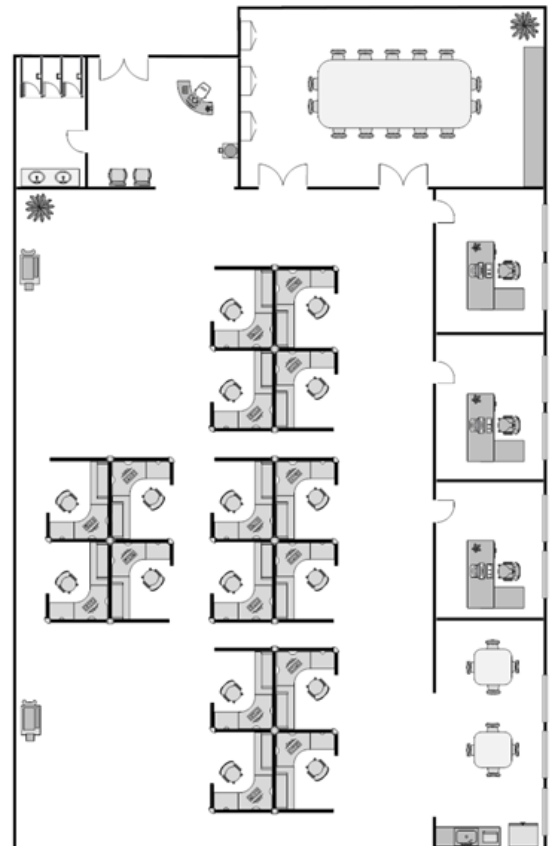
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The layout of your office is an important factor that affects how your employees will perform their tasks. Before starting on your paperless transition, you want to make sure you have identified your office planning objectives. Some common office planning objectives include:

- Reduce operations costs
- Enhance productivity
- Reduce environmental impact
- Support growth

Once these are in place, you want to think about the types of tasks that your employees perform, their need for interaction with each other and clients, as well as the accessibility of support functions. Where are your printers located? Are the paper-shredders nearby or in another area? Does printing and shredding occur near workers who speak with clients over the phone all day? Are workers who need to be near their phones forced to walk across the office to recycle paper? Take a look at your office floor plan and map out the flow of work, particularly the processing of paper.

To the right is a sample law office floor plan. Use it to design an efficient, paperless workflow. Add your hardware tools (printers, scanners, storage) and software tools (does every worker have access to all software?). Don't forget your conference rooms, kitchens, and reception area. Have fun!



Notes:

Need to Purchase:

Need to sell/donate:

DAY 3 - FILE STRUCTURE & NAMING CONVENTIONS

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File Folder Structure

CLIENT FILES

- [CLIENT NAME]_[UNIQUE IDENTIFIER]
 1. _____
 - Example: labels, etc.
 2. _____
 - Scanned, hand-written notes from client conversations.
 - Research (statuses, cases, etc.)
 3. _____
 - Any documents that come from the client, including electronic copies of original client documents.
 4. _____
 - All letters, faxes, emails, voicemails, etc.
 5. _____
 - All costs that may be recoverable by the client.
 6. _____
 - One separate folder for each independently represented party.
 - Within each party's folder is the discovery propounded by that party and the responses thereto.
 - Separate folder for each deposition, containing the notice/subpoena, correspondence regarding the depo, examination outlines, exhibits, etc.
 7. _____
 - All draft documents remain here.
 - Final documents, whether created electronically, or printed and scanned, go elsewhere.
 8. _____
 - All documents that are filed with the court.
 - Should all be in PDF format.
 9. _____
 - Copies of all documents that will be used as evidence at trial.

DAY 3 - FILE STRUCTURE & NAMING CONVENTIONS

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File-Naming Protocol Tips

- All filenames should have the same naming convention.
- Start filenames with the date that the document is being processed/received.
 - [4-digit year]-[2-digit month]-[2-digit date]
 - EX: 2025-02-18_[CLIENT NAME]_[DOCUMENT NAME]
- Standardize prefixes (3-4 letters max.)
- Capitalize the first letter of each word or use all uppercase letters. [Client Name] or [CLIENT NAME].
- Length/appearance of file name matters.

Standardize Your Prefixes

- **Intake Documents**
 - Retainer Agreement = _____
 - Medical Authorization = _____
 - Questionnaire = _____
- **Additional Intake Documents**
 - Bankruptcy Verification = _____
 - Claimant Insurance Information = _____
- **Pleadings**
 - Complaint = _____
 - Summons = _____
 - Answer = _____
 - Civil Case Cover Sheet = _____
- **Discovery**
 - Plaintiff Fact Sheet = _____
 - Plaintiff Profile Form = _____
 - Interrogatories = _____
 - Requests For Production = _____
 - Requests for Admission = _____
 - Deposition Notice = _____
 - Subpoena = _____
- **Communications**
 - Disengagement Letter = _____
 - Welcome Letter = _____
 - Status Update Letter = _____
 - No Contact Letter = _____
 - Rejection Letter = _____
 - Termination Letter = _____
 - Emails = _____
 - Voicemails = _____
 - Text Messages/Chats = _____
- **Motions**
 - Dispositive Motions = _____.
 - Motions in Limine = _____.
- **Miscellaneous**
 - Notice = _____
 - Stipulation = _____
 - Proof of Service = _____
 - Invoices = _____
 - Initial Disclosures = _____

Use the bonus File Name Protocol Excel Worksheet to start implementing standardized prefixes right away!

DAY 4 - THREAT MODELING

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The American Bar Association Model Rule 1.6(c) says:

A lawyer shall make reasonable efforts to prevent the inadvertent or unauthorized disclosure of, or unauthorized access to, information relating to the representation of a client.

Data breaches and cybersecurity threats targeting lawyers and law firms are a major challenge facing the legal profession, both in terms of liability and professional responsibility. As custodians of sensitive and high-value information, legal professionals, by the nature of their work, amass volumes of sensitive client information making them vulnerable to hackers and other malicious actors. Threat modeling is a structured process through which IT pros can identify potential security threats and vulnerabilities, quantify the seriousness of each, and prioritize techniques to mitigate attacks and protect IT resources. Use the steps below to outline the threats to your business and the steps you currently have in place (or need to put in place) to protect your most valuable assets.

Step 1. Identify Assets that Need Protection (examples: client files, voicemails, and video conferences, mail, email, phones, computers, servers, vehicles, etc.).

- | | |
|---------|---------|
| • _____ | • _____ |
| • _____ | • _____ |
| • _____ | • _____ |
| • _____ | • _____ |
| • _____ | • _____ |

Step 2: Identify Potential Adversaries and their Goals (examples: opposing parties, business competitors, personal life – divorce, hackers)

- | | |
|---------|---------|
| • _____ | • _____ |
| • _____ | • _____ |
| • _____ | • _____ |
| • _____ | • _____ |
| • _____ | • _____ |

DAY 5 - COST SAVINGS WORKSHEET

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Efficiency Advantage

1. How many office staff do you employ?
a. ____ Office Staff
2. How much does an offer worker cost you per hour?
a. \$ ____ average hourly cost
3. How much time is spent processing **incoming** paper?
a. ____ hour(s) per person, per day
4. How much time is spent processing **outgoing** paper?
a. ____ hour(s) per person, per day

Consumables Advantage

1. How much do you spend on paper, printing, and ink per month?
a. \$ ____ average cost per month
2. How much do you spend on marketing and promotional materials per month?
a. \$ ____ average cost per month

Tax Advantage

Both the federal and state governments have been making sustainability a priority by offering tax credits and rebates for going paperless. The U.S. Department of Energy offers an easy search tool to find tax credits and rebates in your state. You can also use your paperless initiatives as part of your Corporate Social Responsibility (CSR) reporting, which can enhance your reputation with your stakeholders, employees, and clients.

1. Eligible Tax Benefits: _____ ; _____

Physical Space Advantage

Think of all the office space devoted to the management and storage of paper documents. Filing cabinets and physical archives can be a massive space drain. Eliminating paper can help free up large amounts of office space and allow organizations to greatly reduce their physical footprint and related overhead costs.

Potential Space:

- Location _____
- Description _____
- Measurements _____
- Windows - Y/N _____
- Can be locked and secured, Y/N _____

Possible Uses:

- Sublease space _____
- Build studio for marketing/advertising _____
- Additional conference/meeting space _____



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