



FirstStateChapter DELAWARE

A Chapter of the Association of Legal Administrators

BlueHenNews



Spring 2024



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FirstStateChapter

DELAWARE

A Chapter of the Association of Legal Administrators

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President's Message



Spring is just around the corner. As we eagerly await the warmer weather and fresh blooms, I want to take this opportunity to share how excited I am to lead the First State Chapter as your new president. I have been fortunate to be a part of this wonderful group for six years and look forward to many more. The Board is working hard to provide fresh, new educational sessions in the coming months, and we're excited for what's in store. As always, we love to hear new ideas from you. Please feel free to send these to any board member. In the meantime, we look forward to seeing most, if not all, of you at one of our many events throughout the year. We have come a long way in the last few years and I see only a bright future ahead. Happy Spring!

- *Christina Oaddams*



POWER THROUGH PARTNERSHIP

AssuredPartners is proud to support the ALA and its mission to promote and enhance the competence and professionalism of legal administrators and all members of the legal management team. We specialize in providing comprehensive insurance solutions to law firms and are in the business of developing and supporting strong, lasting relationships. Relationships built on trust that we earn day in and day out by collaborating with you as partners, where we view each other as equals, show mutual respect and work openly and honestly together to achieve common goals.

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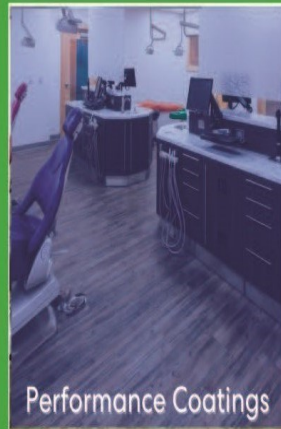
Interested in becoming a CLM?

The First State Chapter encourages and promotes ALA's Certified Legal Manager (CLM) Program.

To learn more about CLM please visit [ALA's National Website](#).

Are you an ALA member that has questions or needs help? Please utilize the [ALA Online Community](#) for resources to support you.

Don't forget to check out the ALA's [Legal Management Magazine](#) to stay up to date on trends in our industry.



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Bragging Rights



ALA's 2024 Annual Conference & Expo
MAY 19-22 Gaylord Rockies Resort & Convention Center
Aurora, Colorado

We are thrilled to announce that Megan Henry, COO at Abrams & Bayliss LLP, has been selected as the winning recipient of the

First State Chapter ALA National Scholarship.

As the recipient, Megan will have the incredible opportunity to attend the 2024 ALA Annual Conference & Expo, which will take place from May 19 to 22 at the Gaylord Rockies Resort & Convention Center in Aurora, Colorado. This event promises to be a hub of knowledge-sharing, networking, and professional growth, and we are confident that Megan will make the most of this enriching experience.

We look forward to hearing about her insights, discoveries, and connections during the conference. Her presence will undoubtedly enhance the ALA community and contribute to its collective success.

Once again, congratulations, Megan!

We wish you an inspiring and fulfilling journey at the ALA Annual Conference, and we eagerly await your return to share your learnings with us.

On March 24, 2023 at the Hotel DuPont, The **Epsilon Rho Zeta Chapter of Zeta Phi Beta Sorority, Incorporated** presented our very own **Arlicia Payne, First State Chapter Association of Legal Administrators member since 2020**, with the prestigious title of **"Zeta of the Year"!**

Zeta Phi Beta Sorority, Inc. – Epsilon Rho Zeta Chapter
Presents...



Zeta of the Year

ARLICIA PAYNE

*Zeta Phi Beta Sorority, Inc.
Epsilon Rho Zeta Chapter*

Business Partner Spotlight

My name is Rich Kenney. I have been Vice President at TechSolutions for 24 years, and I work closely with the sales team to meet new prospects, scope projects, build roadmaps for current clients, and provide business consulting to decision makers in our community. I co-founded the company, along with our president, Rick Monnig, in 2000, after working in IT since 1993. One of my first IT positions was as a Network Administrator at what is now Morris James LLP. I began my journey in the IT world as an instructor at ONLC Training Centers, after graduating from North Carolina State University in December 1993. Go Wolf-pack!!

TechSolutions is an IT Managed Service Provider (MSP) with over 24 years' experience, dedicated to offering comprehensive maintenance, support, and cybersecurity services to businesses in the Wilmington area.

Our team of highly skilled technicians specializes in implementing, supporting, protecting, and migrating Microsoft ecosystem solutions, including Windows servers and workstations, Microsoft 365, SharePoint, and Azure, to name a few.

At TechSolutions, we prioritize cybersecurity with a singular focus on risk reduction. Our solutions are designed to provide peace of mind to fellow business owners and CxOs, ensuring that their IT environments are protected and secure.

What sets us apart is our commitment to clear communication. We pride ourselves on our ability to explain complex technical concepts in terms that everyone can understand. While we can delve into technical specifics when needed, we recognize that most decision-makers prioritize functionality, efficiency, and reliability over technical jargon.

With nearly 30 years of experience serving local law firms, we understand the unique software needs of different practice areas. Whether it's Personal Injury, Litigation, or Trusts and Estates, we tailor our recommendations to fit each firm's specific requirements. Our deep expertise in law firm IT ensures that we deliver tailored solutions that align with our clients' objectives.

The decision to start my own IT company as a solo practitioner, fueled by the announcement of our first child's upcoming birth in August 1998, fills me with immense pride and happiness. In February of that year, my wife and I made the bold choice for her to stay home with the baby, necessitating that I quit my full-time job to pursue this entrepreneurial venture. With only six months to determine the viability of our decision, we embarked on this journey together.

Now, 26 years later, reflecting on that pivotal moment, I am deeply gratified by the path we chose. Despite the initial uncertainty, our perseverance and dedication have led to the success of our company. This accomplishment stands as a testament to our unwavering commitment to our family and this business.

TechSolutions has supported the ALA since 2006 because we recognize the significance of having a supportive community, especially within the legal industry. The ALA provides a platform for legal businesses, as well as SMBs like us, to come together and collaborate on achieving shared goals. By participating in the ALA, we have the opportunity to share our ideas and expertise in a like-minded space, fostering innovation and growth within the Delaware legal community.



Business Partner Spotlight Continued

Cybersecurity Alignment: As cyber threats continue to evolve, protecting against those threats becomes increasingly vital for businesses. We are asking our clients to prioritize aligning themselves with TechSolutions offerings to reduce risk, improve their cyber security posture, and meet the requirements for obtaining proper cyber insurance coverage. Ensuring that our offerings are robust and in line with industry standards will be crucial for mitigating risks and securing coverage.

Zero-Trust Mindset Adoption: Adopting a zero-trust mindset is becoming essential for businesses, especially SMBs. Encouraging clients to embrace this approach means they will prioritize verifying and authenticating every access request, minimizing potential security breaches. Educating clients on the benefits and implementation of zero-trust principles will be key in enhancing their cybersecurity posture.

Mitigating AI Security Risks for SMBs: As AI tools become more prevalent in business operations, ensuring their security is paramount. SMBs may face challenges in adopting AI due to concerns about potential security risks. By advocating for a zero-trust mindset, we can help clients mitigate AI-related security risks and build confidence in leveraging AI tools effectively while protecting their data.

Quick Recovery Capability After Cyber Incidents: Despite proactive cybersecurity measures, cyber incidents do still occur. One of our goals is to help our clients prepare a plan for when an incident does occur. We stress solutions that enable quick recovery and minimize the impact of such incidents on their business operations. Emphasizing the importance of resilience and implementing strategies for rapid response and recovery will be essential for clients to bounce back swiftly from cyber incidents.

TechSolutions takes pride in our close collaboration with legal clients, leveraging our extensive knowledge of the field and the tools crucial for building productive law firms. With our expertise in the legal domain, we serve as local experts on key platforms like document management, time and billing, and case management, seamlessly integrating them within our security stack.

Understanding the specific needs of our legal clients is paramount, and we prioritize aspects such as efficiency in project timelines, rapid response times, and robust data protection. We try to align our goals with theirs and we emphasize these critical factors during our engagements.

TechSolutions caters to various vertical markets, with a longstanding presence in the legal community that has granted us an in-depth understanding of their unique technological requirements. However, we recognize that different industries present distinct challenges and demands, necessitating a tailored approach to meet their specific needs.

When venturing into new verticals, we prioritize learning about the intricacies and nuances of each community to better serve their technological needs. This process involves extensive research and collaboration with industry experts to gain insights into the challenges and opportunities within that sector.

Once we have a comprehensive understanding of a particular vertical's requirements, we actively seek out more clients within that category. This not only allows us to deepen our expertise in that arena but also enables us to refine our solutions to better meet the evolving needs of clients in that industry.

Past First State Chapter Events

On **Wednesday, February 28, 2024**, The Potter Anderson Labor & Employment team led an insightful session on integrating AI in the workplace while uncovering pertinent issues surrounding AI's impact on hiring practices.

Thank you to the Potter Anderson team and everyone who attended.



First State Chapter's Annual March Madness Business Partner Social!

On **March 22, 2024**, the **ALA First State Chapter** hosted their **Annual March Madness Business Partner Social** at the **Del Pez Gastropub**. The event was a delightful blend of networking, camaraderie, and sportsmanship.

Attendees witnessed an exhilarating basketball match that kept everyone on the edge of their seats. Everyone showcased their skills, making impressive shots, and creating an electric atmosphere.

ALA members and business partners mingled, exchanged ideas, and forged valuable connections. From legal professionals to industry experts, the gathering fostered meaningful relationships that will undoubtedly enhance the local business community.



Upcoming First State Chapter Events

Education Session

THE INS & OUTS OF NETWORKING FOR INTROVERTS



In this program, you'll discover best practices for networking digitally and in-person that play to your strengths and make a lasting impression.

TOPIC HIGHLIGHTS:

- Master the art of conversation as an introvert
- Build new relationships and strengthen existing ones
- Find and capitalize on opportunities to build connection
- Apply networking lessons to better serve in their professional roles

April 24, 2024

Networking Breakfast 8 AM - 8:30 AM

Presentation 8:30 AM - 9:30 AM

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Wilmington, DE

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Business Partners

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