

**Lawyer Services & Payments
Contingency Planning - Relocation
March 7, 2008**

Department Group	Challenge	Possible solutions	Timing	Corporate Support - Dependencies
A. Lawyer Payments	1. Reduce accounts inventory to 4,000 range prior to move	<input type="checkbox"/> Mobilize adjusters to increase productivity <input type="checkbox"/> Prioritize lawyer payment functions <input type="checkbox"/> Consider Overtime	July 1, 2008	VP Corporate
	2. Maintain adjuster and disbursement co-ordinator productivity during move	<input type="checkbox"/> Experiment with adjusters, co-ordinators working from home <input type="checkbox"/> Obtain permission from VP Corporate to allow files off site	April 7-11, 2008 May 5-9, 2008 June 9-13, 2008	IT, VP Corporate
	3. Reduce down time due to relocation	<input type="checkbox"/> Consult with Facilities and LAO move co-ordinator re. priority needs of department and consequences of service disruption	March 3-7, 2008	Facilities, VP Corporate
	4. Determine vacation schedules to ensure limited service disruptions based on absences	<input type="checkbox"/> Plan summer vacations in advance	April 7, 2008	Management

	<p>5. Determine how to address reduced access to previous detailed accounts due to Records scanning project</p>	<ul style="list-style-type: none"> <input type="checkbox"/> Request lawyers always attach accounts <input type="checkbox"/> Eliminate requirement to examine some previous accounts <input type="checkbox"/> Advise Bar of move and indicate need to request copy of previous accounts where no prior account details electronically held by LAO <input type="checkbox"/> Develop standard request form for account details and allow for e-mailing 	<p>April 7, 2008</p>	<p>Management</p>
<p>B. Lawyer Service Centre</p>	<p>1. Continue to answer calls during the transition to new location.</p>	<ul style="list-style-type: none"> <input type="checkbox"/> Consult with IT to determine if Call Centre can maintain flow during transition (set up phones in advance). 	<p>April 2008</p>	<p>IT</p>
		<ul style="list-style-type: none"> <input type="checkbox"/> Investigate work from home. The new VOIP tel. system will allow us to manage calls within the queue remotely 	<p>June 2008</p>	<p>IT, LSP Director</p>
		<ul style="list-style-type: none"> <input type="checkbox"/> Alternative measure (depending on how long phones are not available): let calls go into voice mail and address later. 	<p>June 2008</p>	<p>IT</p>
	<p>2. Continue to manage vendor records/banking/new solicitor requests.</p>	<ul style="list-style-type: none"> <input type="checkbox"/> Make sure all vendor record updates, tier level letters and new solicitors are set up and dealt with as much as possible before down time. 	<p>Just before move date.</p>	<p>LSC Representatives</p>

	3. Confirm vacation schedules to minimize disruption to Call Centre	<input type="checkbox"/> Schedule vacations for staff in advance.	April 1/08	Management
C. Post-Payment Examination <i>This unit will experience little impact on the operations shutdown of 2-3 days. It is easy to assume additional caseload prior to or after the move. As the number of accounts to be examined are known at the beginning of the month, it is less complicated to adjust the workload and spread it out over the entire month.</i>	1. Reduce down time due to cubicle construction	<input type="checkbox"/> Consult with Facilities and LAO move co-ordinator re. priority needs of department and consequences of service disruption	March 3-7, 2008	Facilities, VP Corporate
	2. Determine vacation schedules to ensure limited service disruptions based on absences	<input type="checkbox"/> Plan summer vacations in advance	April 7, 2008	Management
	3. Maintain productivity during move	<input type="checkbox"/> Experiment with working from home <input type="checkbox"/> Obtain permission from VP Corporate to allow files off site	April 7-11, 2008 May 5-9, 2008 June 9-13, 2008	IT, VP Corporate
	4. Increase productivity before and after the move	<input type="checkbox"/> Utilize summer student's assistance to prep files <input type="checkbox"/> Work overtime (time in lieu) to achieve the time lost during the move	Early-June (pre-move) to mid-July (post-move)	Management