



Information Services

The year 2011 was a time of many changes in the Information Services Department of The Missouri Bar. Multiple projects and infrastructure improvements were completed, but time was also spent examining where the organization wants and needs to move in the upcoming years and developing technological plans for future improvements.

Some of the projects that were addressed include:

- The Missouri Bar website was totally redesigned/re-authored to give it a more modern look, as well as improving the usability of the website. This upgrade was performed on the Public and Members Only sections of the website.
- Closely tied to the above-noted website redesign, a new Content Management System (CMS) was implemented. The CMS allows all members of The Missouri Bar staff to easily add content to The Missouri Bar website, making the website more up-to-date and responsive to the needs of the membership. It also has a greatly improved search functionality and analytics compared to the previous website.
- An in-house solution was developed for online voting and was utilized for several Missouri Bar membership elections (including the YLS Council and Board of Governors' diversity election).
- A major upgrade of the association management software package used by The Missouri Bar was also performed during year 2011. This software efficiently facilitates the management of the membership database, allowing The Missouri Bar to better serve its members and the Supreme Court of Missouri. The server hardware associated with the membership database was also updated.
- The requirements for a new, totally revamped e-commerce system for The Missouri Bar were researched extensively, and a vendor for supplying the e-commerce solution was selected. This is an important component in the future operation of The Missouri Bar, as we continue to explore methods to serve our membership. It will also greatly decrease the amount of time spent by Missouri Bar staff by automating processes that are currently performed by hand. E-commerce activities include CLE publications and programs and online event management

that will automate the process whereby members register for Missouri Bar-related seminars and conferences.

- An additional staff person was added to the MIS Department at The Missouri Bar. As with most organizations, information technology is being utilized at an ever-increasing rate at The Missouri Bar.
- Additional projects included: upgrades to the telecommunications infrastructure, a Microsoft Office upgrade, upgrading AV equipment for Missouri Bar-related events/meetings, assistance to the Office of State Courts Administrator in the electronic filing project, implementation of an offsite backup/recovery solution, and more.

The upcoming year looks to be another busy one for information technology-related topics. Major efforts that will be undertaken include:

- The implementation and launch of a new e-commerce website, including such items as CLE publications/programs, event registration, etc. This will decrease the amount of time spent by Missouri Bar staff by automating processes that are currently performed by hand, as well as providing a more modern, streamlined experience for members.
- The network infrastructure of The Missouri Bar will be upgraded to increase the speed of web-based services to our members.
- The Missouri Bar's MCLE reporting system will be refined to better serve members. This will include opening online filing at an earlier date, increasing functionality, and providing a means to pay MCLE late fees online.
- Miscellaneous improvements of the online dues process, including eliminating the dual login, better reporting, and upgrading the design of the website.

The Missouri Bar will continue to focus on security, reliability, and service to members and the public in a variety of ways through the use of technology during 2012 and beyond.