True/False
Indicate whether the statement is true or false.

1. Because legal professionals work on many cases simultaneously, they must have systems for tracking upcoming deadlines.
   ANSWER: T

2. From a case management perspective, there really is no reason to track the names and contacts of people in a case.
   ANSWER: F

3. A case management program cannot link events to cases.
   ANSWER: F

4. Most case management programs cannot automatically track recurring events.
   ANSWER: F

5. With a single entry, rule-based calendaring automatically records deadlines and events in a case.
   ANSWER: T

   ANSWER: T

7. Case management programs cannot be used for conflict of interest searches.
   ANSWER: F

8. Attorneys have an ethical duty to act with reasonable diligence and promptness in representing clients.
   ANSWER: T

9. Attorneys are inherently busy and have no duty to promptly comply with client requests.
   ANSWER: F

10. Missed deadlines and failing to respond to clients rarely leads to malpractice claims.
    ANSWER: F
Multiple Choice

Identify the letter of the choice that best completes the statement or answers the question.

11. How does the text refer to a generic personal information management program such as Microsoft Outlook?
   a. docket control program
   b. calendaring program
   c. case management program
   d. all of the above
   e. none of the above

   ANSWER: b

12. What does the text call a legal-specific program that organizes and controls the appointments and deadlines of a legal organization?
   a. docket control program
   b. calendaring program
   c. case management program
   d. all of the above
   e. none of the above

   ANSWER: a

13. What does the text call a legal-specific program that handles calendaring, things to do, contact information, case notes, document assembly, document management and more?
   a. docket control program
   b. calendaring program
   c. case management program
   d. all of the above
   e. none of the above

   ANSWER: c

14. What percentage of legal organizations use a full case management program?
   a. 20%
   b. 50%
   c. 60%
   d. 80%
   e. 90%

   ANSWER: a
15. Select the answer that best describes the importance of a statute of limitations.

   a. little importance
   b. some important
   c. medium importance
   d. critically important
   e. none of the above

ANSWER: d