**Legal staff viewpoint**

1. The client record in the system shall include fields to record the case/transaction of the client and the recommendation and/or legal opinion given. If these are unchanged from a previous consultation, then only a confirmation shall be required. (Staff should not be required to re-enter information already in the system).

2. It shall be possible to update a client´s record during a consultation when the record has been opened or at a later date. Records which have not been updated during a consultation should be flagged to indicate that they are not completely up-to-date. (This allows for system failure or for individual layers, for whatever reason, being unable to update the record at the time of a consultation. An example of such a situation is where a client is suspected for money laundering where further investigation is required).

3. Free form text input fields shall be provided to allow comments on the clients by individual lawyers to be recorded.

4. It shall be possible, from within the system, to consult the known side- effects for any specific legal strategy suggested using the system.

5. The system shall provide a risk indicator field that allows the risk status of the client to be recorded. Risk status reflects the case assessment of whether the client is likely to be involved in illegal activities.

X (6. Legal secretaries visiting clients at their premises should be able to download client records in advance to a laptop computer, modify these records then upload the records to the server.)

6. 2. The system shall be able to generate warning letters to legal staff and other clients involved on the same transaction about a client´s potentially illegal activities. (ui)

7. 5. When case details are entered in the system during an appointment, the system shall display details of previous appointment. This will make it easier for legal staff to check that errors have not been made.

8. 6. The system shall allow information about disagreements on deals/cases be maintained. If a client is known to be unwilling to a specific legal strategy, then recommendation of that strategy shall result in a warning message being issued.

9. 7. Layers may overrule warning messages from the system. In such situations, the system shall maintain a record of the warning issued and the identity of the lawyer who overruled the warning.

10. 12. The system shall support differential access to client information depending on the role of the information user. Initial roles supported are a legal consultant role, a receptionist role and a legal records role.

11. 13. Access to the functionality of the system shall be controlled according to the role of the information user.

Μόνο το interface

12.14. The system shall only allow the transmission of personal client information to accredited staff and to the clients themselves.

13.15. The system shall provide a facility for clients to request personal information and to request changes to that information.

14.17. The system shall record that information has been deleted or changed according to a client’s change request. The client’s record shall not be linked to any change requests made for that record.

15.18. When notified of the removal of a client, the client’s record shall be locked as read-only.

**Receptionist viewpoint**

1. The system shall keep a diary system for scheduling appointments. Beyond that the receptionists are also responsible for noting whether a client kept his appointment or not.

2. The system shall include a search component that allows a receptionist to discover the record for individual clients.

3. The system shall support the generation of repeat recommendations and/or legal opinions given a client identifier.

4. 8. The system shall generate a daily list of clients who were expected to attend a consultation but who failed to attend. This list shall be automatically e-mailed to the lawyers responsible for these clients.

5. 9. To reduce the probability of over-billing, the system shall highlight the date of the client´s previous consultation when a client attends a drop-in consultation session.

6. 10. The system shall generate a daily list of clients where the client has attended a consultation and where the case records have not been updated. X(This list shall be emailed to the branch where the client has attended the consultation.) Each record on this list shall be highlighted in the system until an update has been made. (Note: this is intended to help detect records which, through human or system failure, have not been updated after a consultation).

7. 12. The system shall support differential access to client information depending on the role of the information user. Initial roles supported are a legal consultant role, a receptionist role and a legal records role.

8. 13. Access to the functionality of the system shall be controlled according to the role of the information user.

**Legal records staff viewpoint**

1. The system shall include a role-based access control system that allows access to information to be specified in terms of the role of the system user.

2. The system shall be maintained on a central server and records shall be accessed and updated in place by staff using the system.

3. A record of all transactions during a client session shall be maintained.

4. 1. The records of clients who have a history of potentially illegal money laundering shall be highlighted in some way to bring them to the attention of legal staff users.

5.2. The system shall be able to generate warning letters to legal staff and other clients involved on the same transaction about a client´s potentially illegal activities.

6. 4. Information about disputes of transactions shall only be maintained when these are directly related to the case at hand.

7. 3. The system shall provide fields that allow details of legal incidents or disputes of transactions to be maintained.

8. 6. The system shall allow information about disagreements on deals/cases be maintained. If a client is known to be unwilling to a specific legal strategy, then recommendation of that strategy shall result in a warning message being issued. (ανάκτηση)

9. 11. The system shall ensure that access to personal information on client records is only permitted by accredited staff.

10. 12. The system shall support differential access to client information depending on the role of the information user. Initial roles supported are a legal consultant role, a receptionist role and a legal records role.

11. 13. Access to the functionality of the system shall be controlled according to the role of the information user.

12. 14. The system shall only allow the transmission of personal client information to accredited staff and to the clients themselves.

13. 16. A change procedure to accept or reject changes to personal information shall be established by the legal records office.

14. 17. The system shall record that information has been deleted or changed according to a client’s change request. The client’s record shall not be linked to any change requests made for that record.

Εισάγω μέσα στο σύστημα ενώ παίρνω δεδομένα από legal staff

16.14. The system shall only allow the transmission of personal client information to accredited staff and to the clients themselves.

17.15. The system shall provide a facility for clients to request personal information and to request changes to that information.

18.17. The system shall record that information has been deleted or changed according to a client’s change request. The client’s record shall not be linked to any change requests made for that record.

19.18. When notified of the removal of a client, the client’s record shall be locked as read-only.

**Head office management viewpoint**

1. The system shall maintain lists of client case types and recommendations/legal opinions and lawyers shall select the client’s case type and recommendations from menus generated from these lists. The rationale for this is consistency of terminology for management reporting. If free form input is allowed (as in the case of legal opinions) then different users of the system may refer to the same thing in different ways.

2. The system shall generate weekly reports for each branch showing the number of clients attending the branch on each day that it runs and the total number of clients who have attended for legal consultation. The report should also summarise the number of clients involved in each case type, the total number of each recommendation given as well as the number of legal opinions given to the client.

3. 12. The system shall support differential access to client information depending on the role of the information user. Initial roles supported are a legal consultant role, a receptionist role and a legal records role.

4. 13. Access to the functionality of the system shall be controlled according to the role of the information user.

**Client Interface**

1.14. The system shall only allow the transmission of personal client information to accredited staff and to the clients themselves.

2.15. The system shall provide a facility for clients to request personal information and to request changes to that information.

3.17. The system shall record that information has been deleted or changed according to a client’s change request. The client’s record shall not be linked to any change requests made for that record.

4.18. When notified of the removal of a client, the client’s record shall be locked as read-only.