

Bird Marella  
IT Systems Issue FAQ (Frequently Asked Question)

**Topic: Services currently (i) available and (ii) not available in the Cloud**

**Applicability: All employees**

In case of a power outage at the office or other scenarios that impact the firm's systems you may be able to access certain functionalities via an internet connection and web browser.

See separate FAQs regarding how to access these systems.

AVAILABLE

- 1) E-mail via Mimecast.

NOT AVAILABLE

- 1) iManage
- 2) Network drives (e.g., K:, P:, R:, T:)
- 3) CaseMap/ TextMap
- 4) Relativity
- 5) Accounting

In case of an extended outage the firm will "spin-up" servers in the cloud. You will be notified when this happens and will be provided an IP address via email/text which will allow you to logon to Citrix.

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