

## TO WHOM IT MAY CONCERN

**Denise Sowter** has worked at Shortland Chambers for well over 20 years.

Initially, Denise was a secretary to two Members of Chambers.

However, in November 2004 Denise moved into a reception and IT role for Chambers. In this role Denise:

- Maintained Chambers' website;
- Provided Helpdesk services both by on-call telephone response and also personal assistance for Chambers' Members:

The applications Denise helped with include Word, Excel, Outlook and Outlook Express, Web browsers including Internet Explorer and Mozilla Fire Fox, and Olympus Dictation and Transcription modules. Denise also assisted users with installation of software, arranging temporary and permanent email forwarding to other email addresses, setting up loan personal computers at short notice where hardware failure had occurred, installing new personal computers and secure wiping of hard drives of old personal computers;

- Logging on to the Chambers server and ensuring back-up of documents using Shadow Protect and Symantec back-up. Denise also managed our MailMarshall and monitored service by our ISP;
- Monitoring internet usage and our firewall including Mako;
- Monitoring antivirus software, including McAfee;
- Introducing new users to Chambers' telephone network (Nortel BCM400);
- Arranging set-up of users' Blackberry handheld telephones onto the Chambers' server;
- Multifunctional applications for Ricoh photocopying machines;
- Liaising with Chambers' external IT consultant.

In performing these duties, Denise exhibited a willingness to learn, an interest in IT applications, and a desire to help IT users within Chambers. She was able to assist in an easy and constructive way. She inspired confidence.

As well, Denise performed reception duties, and helped to maintain the Chambers' library.

At all times Denise was punctual, well-presented, friendly and easy to deal with.

Denise leaves us to pursue her interests in IT. We hold her in high regard and have a great deal of affection for her. We wish her well.



**Bruce Gray QC**

Chairman of Chambers

28 July 2009