

# ACC LEGAL OPERATIONS

## Top 10 Takeaways from the Virtual Roundtable

*Improving Efficacy and Efficiency* | 7 May 2019

1. Start by **identifying short-term and long-term focus areas**. Workload allocation, developing a technology roadmap, and establishing KPIs & metrics are sensible places to start.

 ACC Legal Operations Maturity Model

2. Use **key stakeholder input** to prioritise change.

 Cultural Change Management

3. Create a strategic plan. Use the Maturity Model, especially the Strategic Planning section, to **assess your maturity** and utilise its resources.

 Strategic Plan Template

4. **Ensure you have buy-in from stakeholders and users** before deploying new technology. Make sure the users understand how the technology will make their jobs easier.

 Maturity Model Change Management  
Readying for Change Presentation

5. **Build a foundation of tools**, such as a contract portal, e-billing, and e-signing, before implementing more “exotic” tools.

 How to Build a Technology Roadmap

6. **Establish a strong, working relationship with the IT department**. It is important IT has a clear understanding of the importance of legal technology.

 Data Map Design Strategies Sample Form

7. **Ask for user feedback**. This can be accomplished by sending a customer satisfaction survey on a regular basis.

 Change Management Worksheet

8. Start implementing **use of KPIs and metrics** by measuring internal workload then turn to measuring external resources like outside counsel matters.

 Consilio Workload Assessment and  
Common KPIs.

9. Use data to your advantage. With data you will be able to **“justify how your time is spent”** and demonstrate the value of the legal department.

 Basic Law Department Metrics

10. Data does not have to be perfect to start using it. The ability to track a large chunk of spend or time, even with imperfect data is very powerful. **Use the data you have in your possession to drive decisions**.

 Maturity Model Metrics & Analysis Toolkit  
Resource - Capture, Calculate and Report