

ACC LEGAL OPERATIONS EMEA

Top 10 Takeaways from the Virtual Roundtable

Setting Up a Legal Operations Function and the First 100 Days

1. Law department leaders face a daunting challenge: **FIND OUT HOW YOU CAN MITIGATE THE ORGANISATION'S RISK, CONTAIN COSTS AND CREATE VALUE.**

 [Sample Risk Assessment Template](#)

2. When Legal Operations teams are small, their maturity is closely tied to the person in the role, and **THE RIGHT HIRE CAN MASSIVELY IMPACT ADVANCEMENT.**

 [Law Department Operations Annual Report; Decoding a Decade of Data to Map the LDO Journey](#)

3. New General Counsel and legal operations leaders often face very short ramp-up periods, potentially reduced resources, and high stakes and expectations. **IT IS ESSENTIAL TO ASSESS THE STRENGTHS, WEAKNESSES, AND EXPECTATIONS IN FOUR MAJOR AREAS: TEAM, CLIENTS, RESOURCES, AND PROCESSES.**

 [90 Day Plan for New General Counsel](#)


4. **ESTABLISHING KEY PERFORMANCE INDICATORS (KPIs) WILL ENABLE YOU TO DRIVE TOWARD STRATEGIC GOALS** and ensure that outside counsel achieve the results you are seeking (e.g. time to resolution, outcomes, predictability).

 [Consilio Workload Assessments & KPIs](#)


5. Any organisation can only withstand so much change at once, so it is important to **GET THE RIGHT CADENCE.** It is better to do a few things right than too much at one time.

 [ACC Legal Operations Maturity Model – Change Management – Readiness Assessment Tool](#)

6. 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 – Metrics & Analytics](#)

7. **CREATE A STRATEGIC PLAN.** Use the ACC Legal Operations Maturity Model, especially the Strategic Planning section, to assess your maturity and utilize its resources.

 [ACC Legal Operations Maturity Model – Strategic Planning – Sample Plan Template](#)

8. As you roll out your plans and initiatives, give people the **OPPORTUNITY TO ASK QUESTIONS AND ACKNOWLEDGE CONCERNS.**

 [ACC Legal Operations Maturity Model – Change Management – Cultural Change Management](#)

9. **USE DATA TO YOUR ADVANTAGE.** Data will help justify how time is spent and demonstrate the value of the legal department.

 [Demonstrating Value: Basic Metrics for Every Law Department](#)

10. To maximize impact, the legal operations leader should be an executive who is part of the leadership team and **HAVE THE GC'S CONSPICUOUS BACKING.**

 [About Corporate Legal Operations](#)