

Value Practice:

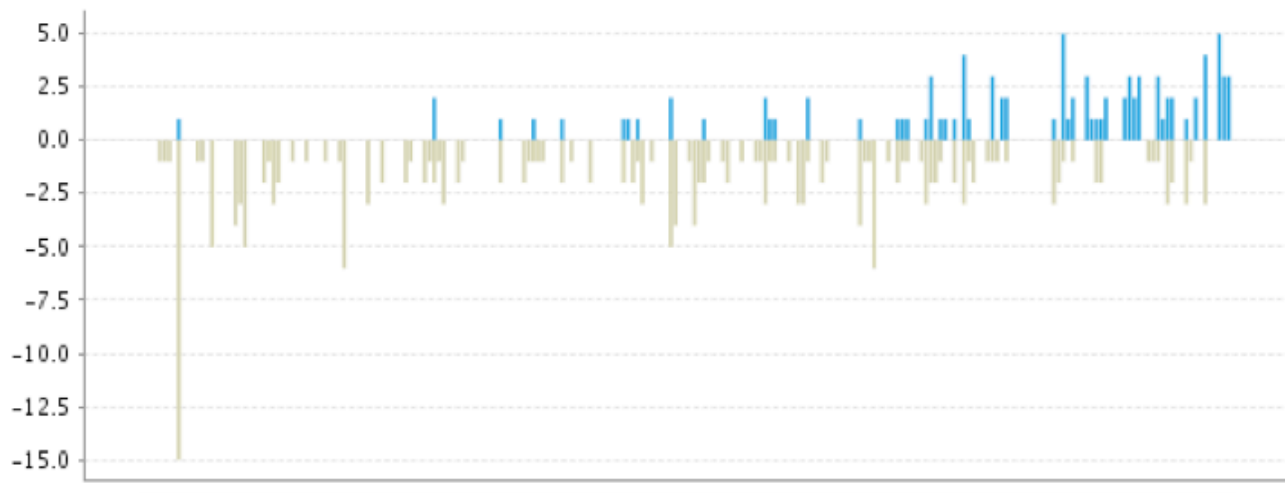
Mozilla Corporation: Maximizing Efficiency and Capturing Meaningful Process Metrics Using Matter Management

Insights from Harvey Anderson, Vice President and General Counsel, Mozilla Corporation

Background

Mozilla’s law department includes three lawyers, a paralegal, a host of legal contributors who provide pro bono services, and traditional outside counsel as well. To help maximize the law department’s efficiency, client service, and workflow management, the law department uses “MoLegal” a customized version of [Bugzilla](#), a free and open-source software development tool, as the basis for its matter management system for handling requests for legal assistance. The system includes an electronic matter intake form and allows the in-house counsel to prioritize as well as assign matters both internally and externally to outside counsel. MoLegal also provides dashboards for tracking and metrics capabilities relating to legal requests received by the law department.

Opened and Closed Bugs Over Time



Following is a summary of how Mozilla’s law department uses the system to manage workflow, communicate with clients and track metrics and results.

MATTER MANAGEMENT SYSTEM: MANAGING WORKFLOW

The system includes an electronic form shown below for clients to request legal assistance. The form allows clients to shape their questions, and helps the General Counsel determine whether to classify the matter as critical and time sensitive or other, and to assign the right resources (in-house or using outside counsel) to respond. The General Counsel shares that outside counsel assigned to any matters are registered in a secure system to allow them to connect directly with clients.

MoLegal

Welcome to MoLegal. If you need legal assistance please complete the form below. To best service your request, it is essential that you give us complete information so we can respond properly and in a timely fashion. Please use this form only for requests for legal assistance related to the Mozilla Corporation. If you've been arrested, do not use this form or contact us.

Process:

1. Complete and submit request below.
2. Your request will be reviewed and assigned to the appropriate legal service provider as necessary.
3. We will contact you to confirm receipt, gather any additional information, and agree on a completion timeline.

These requests will only be visible internally and in all cases and only to the person who submitted the request and any persons designated in the CC line.

All Submissions, And Information Provided In Response To This Request, Are Confidential And Subject To The Attorney-Client Privilege And Work Product Doctrine.

Request Type:

Urgency:

If your request is a project with numerous milestones or stages, please describe the first task you would like to see completed.

First Response:

Summary:

CC (optional):

If applicable, include full legal entity name, address, and any other relevant contact information.

Name of Other Party:

Business Objective:

Description: *Describe your question, what you want and/or provide any relevant deal terms, restrictions, or provisions that are applicable.*

Once the matter is assigned, guidance, conclusions, discussions and analysis relating to the matter are recorded and tracked within the system. This allows the client to get the information they need as soon as possible. Channeling communications this way helps promote efficiency and transparency: no need to hunt down files to determine status; who's waiting for what, it's all in the system.

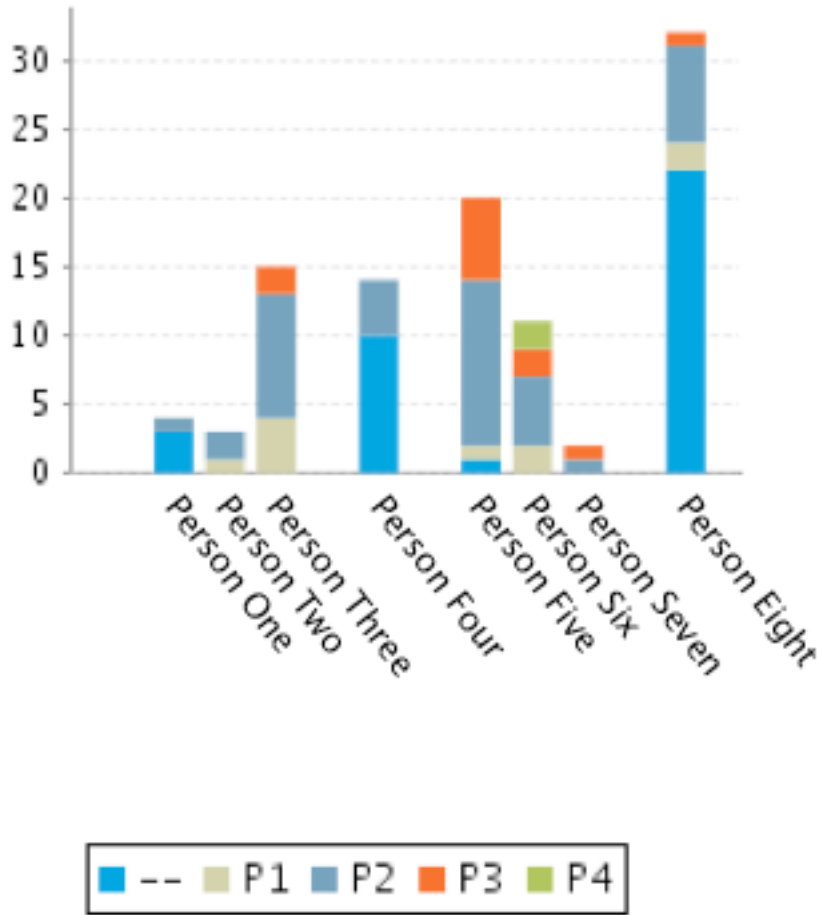
Asked about privilege, the General Counsel notes that the communications are protected by privilege in the same way emails are considered privileged, if not more. The system carries notices, access is controlled and limited, and the communications are made via http/s (encrypted protocols). He also shared that same guidelines used in the written world extend to the digital world, so to the extent a matter may be extremely sensitive, it would not be appropriate for the system. The service is particularly well suited for high-volume commercial contract, transactional, and counseling work.

LAW DEPARTMENT METRICS

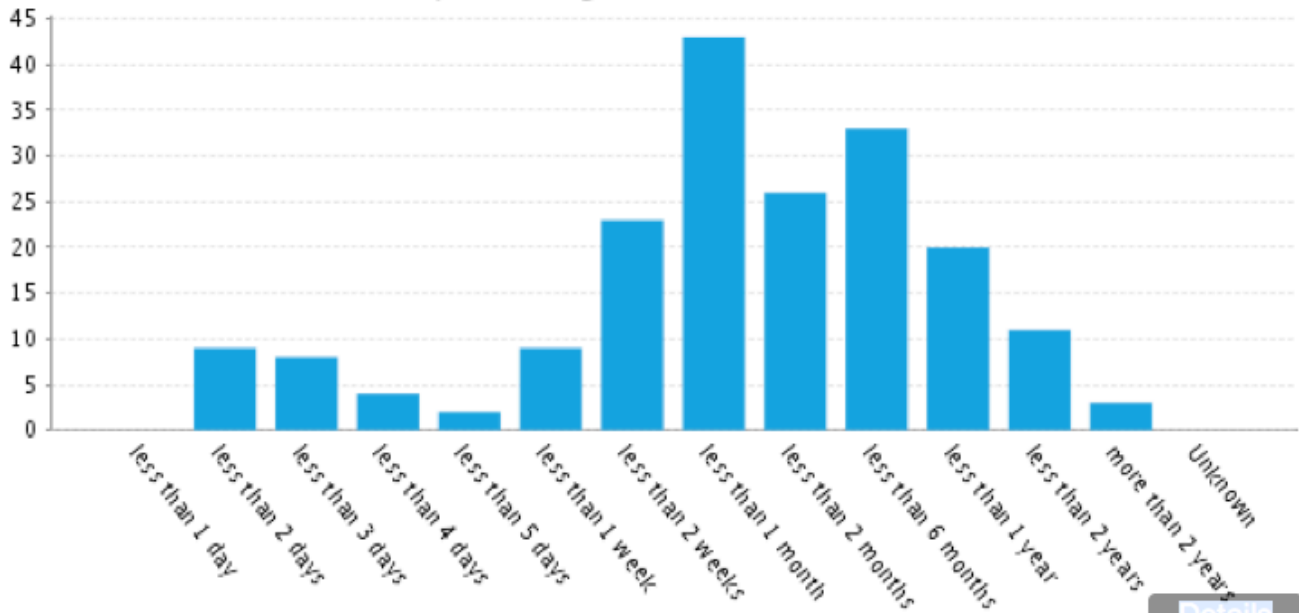
In addition to creating a consistent, efficient process for matter intake, assignment and communications, the matter management system allows the General Counsel to pull various reports to track law department metrics. System reports include information on:

- Volume and type of matters
- Nature of Requests Coming to Legal Department (i.e. licensing, privacy, marketing, product)
- Time to close as shown below (i.e. 30% of all matters are completed in less than 2 weeks, 50% in less than 1 month)

Current Open Bugs By Person and Priority



Recently Closed Bugs: Time To Close Distribution



[Details](#)

These reports allow the General Counsel to look over time to see what types of matters are coming to the law department, what kind of matters, and the cycle time. Cycle time is tracked quarterly, with a goal of continuing to enhance efficiencies and reduce cycle time to close out matters more quickly. The General Counsel noted that ultimately, law departments should be measuring against comparables in their respective sectors and management should be able to include relative performance as one metric for evaluation of their legal teams.

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