

ACC LEGAL OPERATIONS

Top 10 Takeaways from the Virtual Roundtable Advancing and Formalising Legal Operations | 12 March 2019

1. To create a successful legal operations team, **build diverse teams** of lawyers and non-lawyers, and consider bringing on data analysts, risk analysts, and others. According to the 2019 ACC Chief Legal Officers Survey (CLO Survey), most CLOs anticipate increasing staffing levels in 2019. 32% anticipate adding in-house counsel, 15% will add legal operations professionals, and 19% foresee adding paralegals in 2019.

 [2019 ACC Chief Legal Officers Survey](#)

2. Keep this sense of **balance in technology solutions**, too. While the largest departments may need some “bespoke” software, most companies will be better off using “off the shelf” solutions for their software needs. Legal ops pros today are “spoiled by choice” when it comes to software solutions.

 [Tech Trends Summary](#)

3. **Define your role.** The legal operations role is broad at best and misunderstood at worst. State your team’s areas of focus so that the department and company best understand. According to the CLO Survey, leadership, business management, and communication top the list of non-legal skills that law department leaders seek to develop among their corporate legal teams.

 [2019 ACC Chief Legal Officers Survey](#)

4. Spell out the value of operations and why it’s necessary to have dedicated staff to **push change and efficiency**.

 [Legal Ops Can Transform the Practice of Law, but Only if Everyone Embraces It](#)

5. **Involve your outside partners.** Learn what innovative solutions they have enacted for other clients and how your department could also benefit.

 [Law Firm Innovation Capabilities Questionnaire](#)

6. Reinvest your savings. What you save on outside counsel, **reinvest in the law department** – new technology or other tools, new staff, etc.

 [Making the Business Case for Your ROI Return on Technology](#)

7. Don’t chase every “new shiny” when it comes to technology. Keep your eye on the **tools that will truly make a difference** for your department.

 [Tools & Technology Roadmap](#)

8. **Pay attention to AI**, even if it is too early to deploy it for most law departments.

 [The Rise of Artificial Intelligence and its Impact on General Counsel](#)

9. **Work closely with the GC.** Make sure she or he knows the most important metrics, including spend.

 [External Resources - Top Metrics](#)

10. Turn to the **ACC Legal Operations Maturity Model** as a guide for benchmarking success.

 [ACC Legal Operations Maturity Model](#)