

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**. E-billing, document management and matter management are sensible places to start.

 [ACC Legal Operations Maturity Model](#)

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

 [Strategic Plan Template](#)


3. **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](#)

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

 [Consilio Workload Assessment](#)

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

 [Maturity Model Change Management Ready for Change Presentation](#)

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

 [Cultural Change Management](#)

7. **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](#)

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

 [Change Management Worksheet](#)

9. Use data to your advantage. Data will be able to **“justify how you are spending your time”** 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](#)