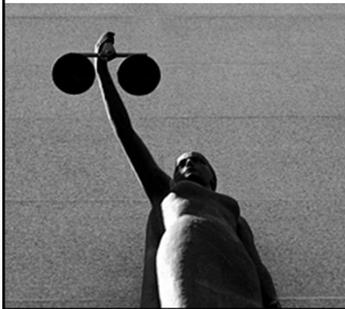


# FIRST STATEWIDE CIVIL LEGAL AID TECHNOLOGY CONFERENCE

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## **Session 1.B. – Technology Managers and CIO Breakout**

JULY 23, 2015

2

## The Panel

- Session Moderator
  - John Greiner, President
  - Just-Tech, LLC
- IT Assistance Initiative
  - Michael D. Donnelly, Chief Information Officer
  - Simpson Thacher & Bartlett LLP
- Document Management Systems
  - Jeff Franchetti, Chief Information Officer
  - Cravath, Swaine & Moore LLP
- Technology Training for Non-Profits
  - John M Attinger, Director of Training
  - Capensys

## TASK FORCE TO EXPAND CIVIL LEGAL SERVICES IN NEW YORK

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### ***IT Assistance Initiative***

### What is the IT Assistance Initiative?

- Part of Judge Lippman's Task Force effort
- In 2013 the technology working group was formed and chaired by Deborah Wright of the Legal Aid Society
- Focused on ways technology can be used to expand access to justice to help unrepresented litigants
- Created a "*Tech Tools, Trends and Tips for Legal Aid Providers*" document
- Conducted an on-line technology assessment survey of 70 civil legal services providers
- Published Key Findings and Recommendations

## IT Assistance Initiative – General Make-up

- I was appointed the lead by Simpson Thatcher Partner and Task Force Member, Mark Cunha
- Technology Task Force member law firms:
  - Jeff Franchetti – Cravath
  - Peter Kaomea – Sullivan & Cromwell
  - Peter Lesser – Skadden Arps
  - Tara McGloin - Proskauer
  - John Roman – Nixon Peabody
  - Sean Sullivan – Wachtell

## IT Assistance Initiative – General Make-up

- Additional project team members include:
  - Ed Braunstein – Legal Aid Society
  - Christine Fecko – IOLA General Counsel
  - John Greiner – Just-Tech, LLC
  - Michael Hernandez – Just-Tech, LLC
  - Lloyd Pace – Simpson Thacher
  - Deborah Wright – Legal Aid Society

## IT Assistance Initiative – General Make-up

- Initial steps included:
  - Held a kick-off meeting in July 2014
  - Reviewed 2013 survey results
  - Familiarized team with organizational structure and functional objectives of the 90 civil legal services providers
  - Helaine Barnett assisted the Technology Task force with identifying a pilot set of five civil legal services providers

## IT Assistance Initiative – Pilot Program

- The initial set of five pilot providers:
  - CAMBA
  - Legal Services of the Hudson Valley
  - MFY
  - Nassau Suffolk Law Services
  - Urban Justice Center
- Developed and implemented the following approach:
  - Make initial contact with provider's management teams
  - Held kick-off conference calls
  - Described our objective to provide assistance where they felt it was needed
  - Created and submitted detailed surveys to each provider
  - Reviewed results with pilot providers
  - Conducted on-site meetings to provide recommendations, gather further technology requirements, and develop next steps

## IT Assistance Initiative – Pilot Program

- General findings:
  - All providers are open and eager to work with technology task force members
  - Current state of technology and challenges vary depending on provider size
  - Larger providers (CAMBA) technology implementations meet current provider and end user requirements
    - Looking for opportunities to improve the user and/or implementation of sophisticated legal technologies to assist in program, policy, case, and document management
  - Focus is on the major differences between big law and the civil legal services providers; necessary to develop targeted recommendations

## IT Assistance Initiative – Pilot Program

- Technical observations:
  - Matter/case management:
    - Key function within all of the providers – more so than law firms
    - Legal Server is the predominant player; looking to standardize
  - IT Policies:
    - Most providers need assistance in this area
    - Looking at [www.Instantsecuritypolicy.com](http://www.Instantsecuritypolicy.com) as well as our own standards
  - Information security:
    - Most critical; however, less time is spent on this area given the focus on addressing client needs
    - Security should be enhanced in order to protect provider and provider client's information
    - Security awareness should also be addressed
  - Mobile devices:
    - Smartphones are essential tools in supporting client needs
    - We can assist through volume purchasing, contracts

## IT Assistance Initiative – Pilot Program

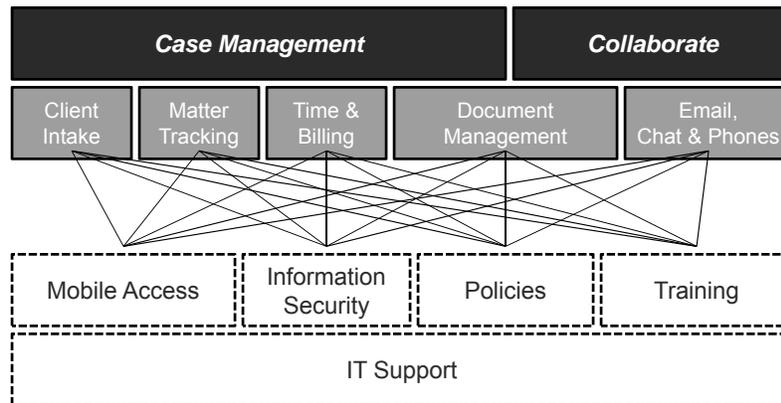
- Technical observations (cont'd):
  - Document Management / Enterprise Content Management
    - A new concept to the providers, but a key need exists
    - Working on providing a recommendation...
  - Training
    - Having the best tools in the world won't help unless you know how to use them...

## DOCUMENT MANAGEMENT SYSTEMS (DMS)

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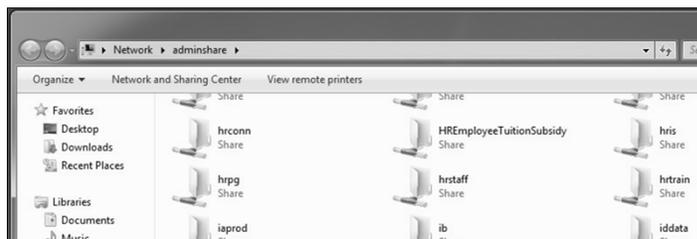
Overview

## Document Management



## Current State

- Amount of information continues to soar
- Majority of LSPs are using simple shared folders and saving files to local systems.



## Risks

- **Productivity challenges**
  - Finding and sharing content is complicated for lawyers and staff
  - Work is often duplicated as content is not always effectively found and reused
- **Information Security**
  - Highly confidential case documents; often including personal information (PII) must be secured
  - Risk of data leakage; data breaches & malware; and data loss

## Document Management Features

- Centralized Libraries
- Configurable Structured Legal Document Repository
- Search
- Granular Security - Guaranteed, Restricted Content
- Versioning & Roll Back
- Audit Trail
- Integration with desktop applications (e.g., Word, Outlook)

## The Business Case for DM

- Improved accessibility to business information
- Efficient storage and retrieval for litigation and compliance purposes
- Advanced information security
- Improved disaster recovery
- Solid employee collaboration
- Improved productivity and cost savings
- Deepened institutional memory

## Document Management Options



# iManage

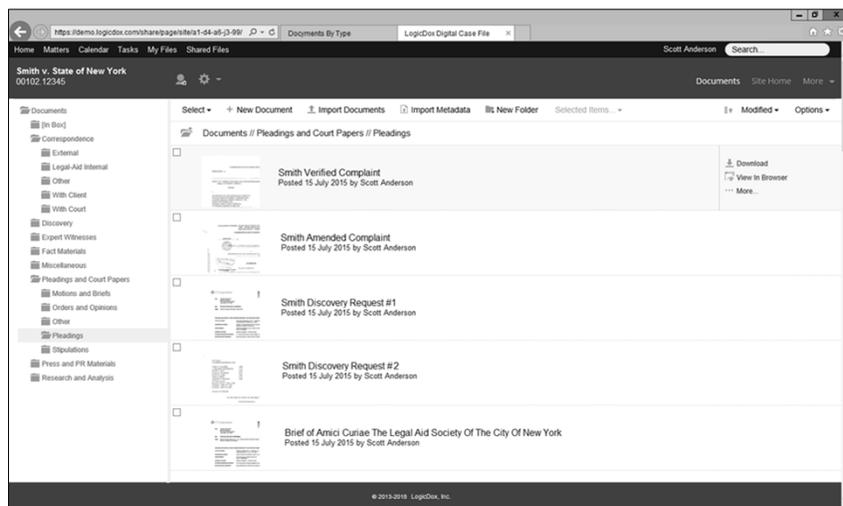
The screenshot shows the iManage DeskSite interface. On the left is a navigation tree with folders like 'Checked-out Documents', 'Matter Worklist', and 'Database Explorer'. The main area displays a table of documents with columns for 'Doc. Num.', 'Ver.', 'Author', 'Doc. Type', and 'AccessTime'. Below the table, a 'Document Profile' is shown for document 2391409\_1.DOCX (TOC), listing fields such as Version (1), Description (TOC), Type (WORDX), and Doc Type (TECH).

Doc. Num.	Ver.	Author	Doc. Type	AccessTime
2389.178	1	J.FRANCHE	M	7/18/2015 9:06:14 PM
2391.409	1	MANDREW..	TECH	7/18/2015 8:46:49 PM
2385.731	1	PCALABRO	DOC	7/15/2015 12:21:49 AM
2382.106	2	KAHENKOR	DOC	6/5/2015 12:58:38 PM
2380.883	2	RPRUSAKO	TECH	5/23/2015 9:05:18 PM
2391.092	1	MANDREW..	TECH	4/20/2015 7:52:13 PM
2383.081	1	SHAWKINS	SPR	4/20/2015 7:51:33 PM
2378.575	1	RPRUSAKO	TECH	4/20/2015 7:50:57 PM
2327.332	2	MANDREW..	TECH	4/20/2015 7:50:12 PM
2362.454	1	MANDREW..	TECH	4/20/2015 7:49:30 PM
2362.842	1	MANDREW..	TECH	4/20/2015 7:49:23 PM

# netdocuments

The screenshot shows the netdocuments Legal Services Center interface. The top navigation bar includes 'Upload', 'New', and 'Bank of America - Merger with ABC Bank - 101.10004'. The main content area displays a list of documents under the heading 'All Correspondence'. The list includes items like 'Brand new document', 'National and Ethic Cultures of Utah', 'Client Discussion about merger', 'Second Email to File', 'Did you review the agreement', 'Agreements', 'Discovery', 'Closing Binder', 'Friday's Document', 'Logan vs Chk F&A', 'Minny Mabel statement', 'Richard Gappenzayer Last Will & Testament', and 'Case Worksheet'.

## LogicDox



## Challenges

- A new system cost
- A significant change in how staff and attorneys work today
- Must have commitment from management to fully leverage and train on the new system

## TRAINING

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**Technology Training  
For Non-Profits**

**SKILL-UP**

John M. Attinger  
Capensys, Director of Training  
July 23, 2015

## Who is Capensys?

- Full-service training and change management organization
- 110+ years combined experience in law firms as Training Directors, Help Desk Managers, e-learning specialists
- Creators of Goal-Based Learning Approach
- Founders of LTC4™
- Creators of the Skill-Up! program



## What are your goals?

- Client Service
- Security
- Productivity

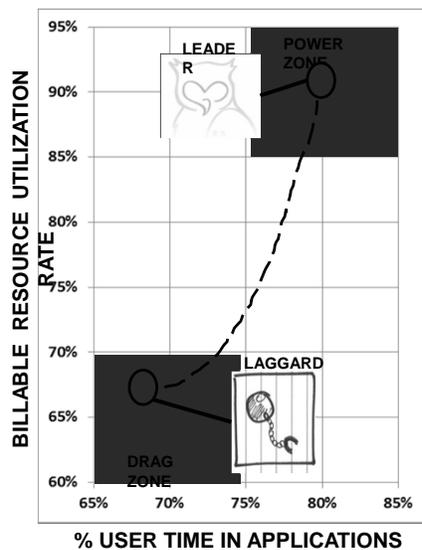


## What are your challenges?

- Resource limitations
- Employee turn-over
- Tech competence



## Why is efficiency important?



### Grant Funding

Have to use people and tech efficiently to stay competitive in the market for grants  
25% difference

## What's in it for your organization?

- Improves competitive grant advantage
- Addresses increased demand for technical competence by grant donors
- Increases case load
- Reduces wasted "busy time"

## What's in it for your users?

- Improved productivity
- Increased quality of work product
- Ability to support higher case load
- Increased flexibility among staff – pods, coverage
- Improved job skills
- Increased job satisfaction



## What is LTC4™?

- A coalition of leading law firms and legal departments (now 80+ members)
- Created standard legal technology core competencies (workflow-based)
- Target audience: support staff and attorneys
- Carrot not stick

### USA/Canada

Borden Ladner Gervais LLP  
Cole Schotz Meisel Forman & Leonard P.A.  
Cozen O'Connor  
Day Pitney LLP  
DLA Piper  
Downs Rachlin & Martin PLLC  
ExxonMobil  
Ford Harrison  
Gordon & Rees LLP  
Hanson Bridgett LLP  
Hunton & Williams LLP  
Ice Miller LLP  
Jeffer Mangels Butler & Mitchell LLP  
Keesal Young & Logan

Kirkland & Ellis LLP  
Littler Mendelson P.C.  
McDermott Will & Emery LLP  
McGuireWoods LLP  
Miller Nash LLP  
Munger Tolles & Olson LLP  
Offit Kurman  
Polsinelli  
Pillsbury  
Schwabe Williamson & Wyatt  
Sedgwick LLP  
Shearman & Sterling LLP  
Sheppard Mullin Richter & Hampton LLP  
Sidley Austin LLP  
Stoel Rives LLP  
Sutherland Asbill & Brennan LLP  
Winston & Strawn LLP

### Europe

Allen & Overy  
ASB law  
Ashurst LLP  
Berwin Leighton Paisner  
Bird & Bird  
Clyde & Co  
DLA Piper  
Hogan Lovells

Ince & Co  
Kingsley Napley  
NautaDutilh  
Shearman & Sterling LLP  
Squire Patton Boggs  
Taylor Vinters LLP  
White & Case LLP

## LTC4™ Available Learning Plans

- 1. Legal Documents** – Increase efficiency and productivity and reduce risk when preparing, editing and comparing well-formatted documents.
- 2. Collaborating with Others** – Ensure secure and efficient collaboration with the internal team as well as clients, outside counsel, agencies and vendors.
- 3. Time and Billing** – Promote consistent, timely, accurate recording and submitting of time.
- 4. Document and Email Management** – Promote consistent, efficient, secure, and accurate use of the Document Management System when saving, filing and sending documents and emails.
- 5. Data, Reports and Exhibits** – Create, organize and share data and reports as accurately, efficiently and securely as possible.

## LTC4™ Available Learning Plans

- 6. Road Warrior** – Collaborating remotely - being able to connect remotely seamlessly, easily, efficiently, responsibly and securely – anytime and anywhere.
- 7. Security** – Protecting the confidentiality of the firm's documents and information, and guarding against fraud
- 8. Client Relationship Management** – To increase business by capturing and sharing client information and activities for marketing and business development.
- 9. Presentations and Visual Communications** – Effective use of multi-media in communicating information in a concise, persuasive, and engaging format.
- 10. e-Discovery/e-Disclosure** – To reduce client risk and exposure, the knowledge required and the approaches taken in executing a defensible, fiscally sound e-discovery/e-disclosure process.

<b>MANAGING DOCUMENTS AND E-MAILS - Promote consistent, efficient and risk-free and accurate use of the Document Management System when saving, filing and sending documents and emails.</b>				
Workflow Core Competencies Short Name	Workflow Core Competency	Skills Covered	Associate Certify	Staff Certify
Locating and Opening a Document	Your associate emailed you indicating he/she has finished working on a draft agreement but did not attach a link. You want to review the document.	Searching for document	Y	Y
		Opening a document from the DMS	Y	Y
		Opening a document from Word	Y	Y
Opening Document Versions	You've created several versions of a document, and you want to open the first version to review some language in the original draft. You'd like to know how to open an earlier version from the DMS, as well as from within Word.	Opening an Earlier Version from the DMS		Y
		Opening an Earlier Version from Word		Y
Saving E-Mail	One of your clients sent you several e-mail messages that relate to a current matter. Some of the messages contain attachments that also need to be saved in the DMS.	Saving an E-Mail into DMS using Drag and Drop	Y	Y
		Saving multiple E-Mails via the DMS Toolbar	Y	Y
		Filing an open message with the Toolbar	Y	Y
		Saving a Single E-mail Attachment as a New Document	Y	Y
		Saving a Single E-mail Attachment as a New Version	Y	Y
Searching for E-Mail	You need to locate an email you sent to a client within the past 3 months and only remember specific criteria.	Saving Multiple Email Attachments as New Documents		Y
		Searching for an E-Mail Message by Author	Y	Y
		Searching for an E-Mail Message by Date	Y	Y
		Searching for an E-Mail Message by Content	Y	Y
		Using filtering criteria (all emails, emails only, etc.)	Y	Y
		Searching within a workspace	Y	Y

## Key elements for success

- Include attorneys / staff in the development
- Market positively to different user groups
- Introduce gently
- Build up incrementally
- Tie into appraisal / reward structure
- Automate the process
- Provide CLE credit (if possible)
- Measure productivity improvements

## Demonstrate your improvements

### To grant providers:

- Promote tech competencies
- Document in grant applications

### To the organization:

- Town Hall communications
- Intranet announcements
- Efficiency competitions



## Case Study: LS NYC

### Phase 1 Goals:

- Identify individual learning needs
- Provide weekly in-person coaching
- Offer online support opportunities

### Phase 2 Goals:

- Identify core competencies
- Provide blended learning program

# Thank you!

- © Please contact us to find out more about **SKILL-UP** 
- © Interested in joining LTC4™ ?

[info@capensys.com](mailto:info@capensys.com)

[info@ltc4.org](mailto:info@ltc4.org)

42

## Open Forum

- What are your technology challenges?
  - Getting your agency to approve IT projects
    - Justifying, measuring, and critiquing initiatives
  - Basic funding for IT
  - Getting plugged into the right resources/people
    - Procuring hardware, software, services
  - Change management on IT initiatives
  - Getting policies developed & implemented
  - Security