



2019 AREA OF FOCUS

Applications

Definition

All end-user application software, regardless of delivery method (locally installed, deployed from an application server or hosted, either on premise or in the cloud) that is utilized by an end user, on any computing platform or device, to accomplish a task.

Subject Matters

- Applications Automation
- Collaboration
- Contract Management
- Corporate Law Department
- Database
- Data Privacy/Client Security Tools
- Deployment/Implementation
- Developing Apps – Mobile Apps and App Development
- Document Automation
- Digital initiatives
- Enterprise Content Management
- Enterprise Mobility Management
- Financial
- Innovation
- License Management
- Office Suite
- Practice Management
- Project Management
- Remote Access
- Tools/Utilities
- Workflow

Programming Priorities

- New applications that directly impact business & legal process improvements.
- Address new regulatory compliance, security and privacy issues
- Office 365 – Decide, Deploy, Manage/Monitor
- Onprem vs online application decisions, implementations and licensing issues.
- Artificial Intelligence Applications



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Business & Legal Process Improvements

Definition

A systemic approach to help law firms and/or law departments optimize its underlying business or legal service delivery processes utilizing a well-structured business improvement strategy.

Subject Matters

- Analytics/Metrics
 - Advanced Research (e.g. FastCase, ROSS)
 - Expert Systems/Legal Analysis Automation
 - Business Intelligence
 - Business Skills
 - Change Management
 - Collaboration
 - Document Contract/Language Analytics
 - Legal Project Management
 - Process Improvement/Workflow
 - Project Management
 - Pricing
 - Alternative business structures e.g. Joint Ventures, Wholly-owned subsidiaries, investment subs (NextLaw Labs)
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Programming Priorities

- Focus on BI, LPM, AI, Analytics
- Case Studies & Practical examples



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Financial Management

Definition

Financial Management is areas that involve the planning, directing, monitoring, organizing, and controlling of the monetary resources of an organization.

Subject Matters

- Analytics/Metrics
 - Budgeting
 - eBilling
 - Expense Reimbursements
 - Financial Business Intelligence/Dashboards
 - Financial Management Tools
 - Financial Performance Measures
 - Pricing Databases and Tools
 - Time Capture
 - Virtual Currencies
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Programming Priorities

- Focus on metrics and data analysis that support pricing
- The future of financial accounting systems – aka – picking where to go after Elite Enterprise



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Information Governance

Definition

An enterprise-wide approach to the management and protection of an organization's information assets, which supports regulatory, legal, risk, environmental and operational requirements.

Subject Matters

- Advocacy and training
- Analytics and dashboards
- Change Management
- Cloud- using/managing for client data
- Data privacy and security – cross discipline
- Data remediation and destruction
- DMS/RMS
- Enterprise Content Management
- Email Management
- Encryption Information retention/disposition policies and implementation
- Innovation
- Internal and external policies
- Matter lifecycle management, including case closure
- New business intake
- Risk management
- Tools and Technology
- Training - technical and ethical

Programming Priorities

- Identifying, assessing, and dealing with emerging trends and risks
- Impact of new regulations and privacy laws
- Integrating with other groups; IG is cross-discipline
- Defining best practices and workflows for law firms and departments



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IT Operations

Definition

Processes and services administered by an information technology (IT) department. IT operations include administrative processes and support for hardware and software, for both internal and external clients.

Subject Matters

- Asset control - Hard and soft assets
- AV
- Audit Response
- Business Continuity/Disaster Recovery
- Change Management
- Cloud
- Data Centers
- Data Management - how do you manage data under different scenarios?
- Dev Ops
- Emerging Technologies
- Infrastructure
- Innovation
- IP Telephony
- IT Dept Management
- Migration
- Mobility/WAN/VPN/LAN
- Open Source Solutions
- Professional Development
- Remote Collaboration
- Risk Management
- Server Architecture/Virtualization
- Storage
- Tools/Utilities
- User management

Programming Priorities

- Operational issues re onprem/online/outsourcing work and systems
- The future of infrastructure and data centers
- Managing personnel in new cloud models



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Knowledge Management

Definition

Knowledge Management (KM) is the creation and distribution of core intelligence and content for various audiences within (and sometimes outside of) an organization. KM enables individuals, teams and organizations to collectively and systematically create, share, locate and apply knowledge in order to achieve efficiency and (in mature organizations) potentially establish a competitive advantage. At its most basic level, it can be said that KM is about getting the right information, to the right people, at the right time.

Subject Matters

- Analytics/Metrics
 - Artificial Intelligence/Machine Learning
 - Business Intelligence
 - Change Management
 - Client and matter management
 - Collaboration
 - Enterprise Content Management
 - Enterprise Search
 - Expertise Location
 - Expert systems and document automation
 - Intranets / Portals
 - Legal Service Innovation
 - Library and research
 - KM Education
 - KM Strategy
 - Product, Process and Practice Innovation
 - Quality Assurance
 - Risk/Compliance
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Programming Priorities

- Focus on data analytics and visualization to get the right information to the right people at the right time
- Address security issues when sharing information
- Resourcing KM - different/new KM roles
- Communication/Outreach/Adoption



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Leadership/Professional Development

Definition

ILTA programming focused on providing leaders in law firms and law departments with the tools and skills to address the challenges facing their organizations, and develop the pipeline of emerging legal technology leaders to drive change, innovate and help grow their organizations.

Subject Matters

- Critical Thinking
- Change Management (Organizational)
- Dealing with Conflict
- Emotional Intelligence
- Feedback
- Generational Issues
- Innovation Structure
- Leadership Development Skills
- Managing Teams
- Mentorship
- Personal Development
- Professional Development
- Personality Management
- Relationship Management
- Soft Skills
- Virtual Leadership

Programming Priorities

- Dealing with “Agile” working environments - remote workers, open space, hybrid work settings
- Mentoring, giving feedback, developing staff through change and innovation
- Developing leaders with a focus on understanding all aspects of the business
- Creating clarity



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Legal Service Delivery

Definition

All activities and resources, strategic and tactical, associated with the delivery of legal services with a focus on the business of law and its benefit to the client organization.

Subject Matters

- Analytics/Metrics
- Application Software
- Client facing services
- Client-Firm Relationship
- Collaboration
- Communication - internal and external
- Emerging Practice Technology in Legal Service Delivery
- Financial Management Tools & Techniques
- Matter Management
- Pricing
- Project Management
- Strategic Planning
- Vendor Management

Programming Priorities

- Understanding the role of Legal Operations internal to a firm or law department and externally in law firms and corporations
- Improved processes for Outside Counsel Guidelines, contract review as it pertains to firm-client agreements and matter management
- The evolving firm-client relationship, including developing metrics to assess legal service effectiveness
- Legal service innovation



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Litigation & Practice Support

Definition

Litigation support is all activities to prepare a lawyer to perform discovery and practice law in a secure, defensible, repeatable fashion, including data identification and collection, document analysis, review and production, deposition and trial preparation, and case closure. Practice support is, more generally, the development, management, and administration of technologies used by specific practice groups.

Subject Matters

- Claimant databases
- Collaboration, deal room, and file sharing platforms
- Compliance
- Computer forensics and document collections
- Data analytics, visualization, and categorization
- Document review and Technology Assisted Review (TAR)
- Document production
- Education, training, and professional development
- Electronic Discovery Reference Model (EDRM)
- Electronically stored information (ESI) and other discovery material
- Federal and state legal framework, structure, rules, and ethics
- Information governance and evidence management
- International litigation and borderless data
- Internet of Things (IoT)
- Legal process management and improvement
- Managed services and vendor management
- Matter and project management
- Multi-district litigation
- Risk management, privacy, and security
- Tools and technology (hardware and software)
- Trial support and presentation

Programming Priorities

- Best practices and workflows for defensible litigation and practice support with internal and external resources
- New trends and approaches to identifying, collecting, processing, analyzing, reviewing, producing, and presenting data
- New trends and approaches to supporting new and existing practice groups, with a specific focus on technology and workflows
- Impact of new rules and regulations, including security, compliance, and privacy regulations in the U.S. and international landscape



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Marketing & Business Development

Definition

Marketing and Business Development Technology is about leveraging technology and information to achieve marketing goals and objectives. This includes tools that automate tasks to surface actionable intelligence, customer insight and strategies for reaching target audiences.

Subject Matters

- Analytics/Metrics
- Collaboration
- Competitive Intelligence
- Content Management
- CRM Process and Tools
- Data quality/wrangling
- Digital Marketing
- Event Management
- Experience Databases
- Innovation
- Proposal Automation
- Search Engine Optimization (SEO)
- Social Media Tools/Processes
- Website Design

Programming Priorities

- CRM's - leveraging data, user adoption, potential systems, redesigning existing systems
- Focus on data analytics and visualization to get the right information, to the right people at the the right time.
- Experience management - new systems



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Security

Definition

The body of technologies, processes and practices designed to protect networks, computing resources and data from damage, attack or unauthorized/unintended access.

Subject Matters

- Access Control
- Advanced Threat Protection
- Asset Management
- Audits
- Authentication Services
- Awareness/Training
- Breaches
- Business Continuity/Disaster Recovery
- Business Strategy
- Certificate Services (PKI)
- Change Management
- Cloud Technologies
- Cloud Security Technologies
- Configuration Management
- Cryptography and Encryption
- Cyber Insurance
- Data Leak Prevention/Rights Management
- Email protection
- Endpoint Tools
- Identity Management
- Incident Management & Response
- Information Governance
- Intrusion Prevention and Detection
- Log and Event Management
- Mobility
- Monitoring and alerting
- Perimeter Protection
- Physical Security
- Processes, Policies and Procedures
- Privacy management and system control
- Professional Development
- Professional Codes, Ethics
- Regulations, Compliance & Data Privacy
- Risk Management
- Secure Software Development Practices
- Standards/Frameworks
- Threats
- Threat Intelligence
- Tools
- Vendor Management
- Visibility Management and real time services

Programming Priorities

- Improving the security posture of all legal organizations - focus on multi-factor authentication, security awareness, network architecture, technology policies and incident response
- Risk management - cloud providers, shared drives, remote users, insider threats
- Threat intelligence - identifying, collecting, analyzing and leveraging data
- Improved processes for responding to RFP's questionnaires and security audits
- Outreach to other CCT's



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Technology Support Services

Definition

A collection of services that provide assistance to users of technology products in a firm or legal department.

Subject Matters

- Awareness/Education
 - Embedding technology training into substantive lawyer training (with law, business, other skills)
 - Innovation
 - Learning Management Systems
 - Offboarding
 - Onboarding New Hires
 - Remote Support/Training
 - Skill Assessment
 - Staffing/Outsourcing
 - Support Tools
 - Training Techniques
 - User and Resource Adoption
 - User Support
 - Vendor Relationship Management
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Programming

Priorities

- Focus on online self-directed learning & LMS
- Focus on increasing support desk efficiencies