

## Aug 14, 2017 9:00:00 AM

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Start Time	End Date	Session	Description	Event Code
9:00 AM	10:30 AM	Keynote: Innovate or Die Trying: From the Mind of a World-Renowned Hacker	If you've been to an ILTACON keynote presentation before, you know we've featured futurists. To start off our 40th ILTACON, we're turning up the dial with a futurist, inventor and notorious hacker who has a unique view into breaking and building new technologies, which leads to new approaches to solving world problems. Pablos works on projects that assimilate new technologies and make wild ideas more practical. What are computers yet to accomplish? What advancements will legal technology experience? ILTA members are concerned with disruption by legal startups and the need for innovation. Pablos will help us think differently about how we could solve some of our legal technology challenges. #ILTAKEY1	#ILTAKEY1

## Aug 14, 2017 11:00:00 AM

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Start Time	End Date	Session	Description	Event Code
11:00 AM	12:00 PM	Aderant for the Agile Firm	Exciting releases are coming from Aderant that are geared toward embracing the agile culture within the modern law firm. From the latest updates to Aderant's flagship Expert solution and CompuLaw to the newest comprehensive Case Management product and Expert Ascent (a cloud offering for the midlaw market), Aderant is committed to enabling agility in your firm. #ILTAG7	#ILTAG7
11:00 AM	12:00 PM	Award Nominees Present! Come Vote for Innovative Law Firm of the Year	Watch as short-list nominees for ILTA's 2017 Distinguished Peer Award for Innovative Law Firm of the Year present their innovations. Attendees at this session will vote for their favorite, and the winner will be announced on Tuesday evening at the Awards Dinner. #ILTAG10	#ILTAG10

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11:00 AM	12:00 PM	Becoming the In-House Shop for Custom Client Application Development	<p>In request for proposals (RFPs) and pitch discussions, clients have started asking law firms to build custom applications for managing specific types of legal work in exchange for a commitment to send high volumes of work to the firm. Being in a position to build custom applications for key clients and knowing when it makes sense to do so can give firms a competitive advantage. Learn how to sell this idea to your firm and how to structure agile and flexible teams to respond to these requests.</p> <p>Takeaways:</p> <ul style="list-style-type: none"> <li>* Learn how to recognize which opportunities are worth pursuing and likely to succeed</li> <li>* Learn how to sell the idea of developing custom apps for clients to your lawyers and organization</li> <li>* Gain an understanding of how to pull together an agile team within a law firm or legal department</li> </ul> <p>#ILTAG5</p>	#ILTAG5
11:00 AM	12:00 PM	Building an Effective Defense with Limited Budget	<p>Every IT department has budget constraints, and security is no exception. What are the best tools and resources you can use at little to no cost that will result in immediate improvements to your security posture? Come discover some of the most effective, publicly available solutions that will help you secure your firm without putting a big dent in your bottom line.</p> <p>Takeaways:</p> <ul style="list-style-type: none"> <li>* Become familiar with tools and frameworks to improve your firm's security posture at little to no cost</li> </ul> <p>#ILTAG6</p>	#ILTAG6
11:00 AM	12:00 PM	Challenging ESI Sources	<p>Judge Peck and Craig Ball will discuss the technical and legal issues related to the most challenging electronically stored information (ESI) sources they have dealt with over the past six months in ediscovery. Learn how to prepare and deal with these challenges in your own matters.</p> <p>Takeaways:</p> <ul style="list-style-type: none"> <li>* Better understand some of the emerging data sources that will become more mainstream in the next several years</li> <li>* Identify real-world examples of how to deal with these ESI sources in a defensible way today</li> </ul> <p>#ILTAG3</p>	#ILTAG3

11:00 AM	12:00 PM	DevOps – A Development Philosophy to Generate Value and Innovation	<p>You've heard the term "DevOps," but what does it mean for your organization? Companies worldwide are moving to DevOps/BiModal IT to redeploy resources and produce higher levels of business value. Learn about the culture and approach of DevOps and the business value and opportunity of adopting this mindset.</p> <p>Takeaways:</p> <ul style="list-style-type: none"> <li>* Understand the DevOps culture</li> <li>* Learn how your clients are implementing DevOps *Identify where your IT department falls on the spectrum (utility, innovator or Agile)</li> <li>* Discover how to explore and implement DevOps at your firm</li> </ul> <p>#ILTAG9</p>	#ILTAG9
11:00 AM	12:00 PM	DMS Upgrades and Migrations: Look Before You Leap	<p>Not all document management systems (DMSs) are created equal. New DMS options aimed at reducing costs and increasing productivity include on-premises systems, hosted systems and software as a service (SaaS). If you're thinking about a DMS upgrade or migration, make sure you look before you leap! A panel of peers will share lessons learned from their experiences changing vendors and making major upgrades to current systems, and they'll answer your burning questions.</p> <p>Takeaways:</p> <ul style="list-style-type: none"> <li>* Identify best practices, key differences between technologies, hidden costs, training needs, and critical security and compliance implications</li> </ul> <p>#ILTAG1</p>	#ILTAG1
11:00 AM	12:00 PM	The Myths, Realities and Future of Artificial Intelligence and Automation in the Law (Part 1 of 3)	<p>Artificial Intelligence (AI) and other cognitive technology tools are appearing more frequently in the legal space, often with much fanfare. But how is AI being used to leverage data, automate legal work, reduce costs and enhance efficiencies? Participate in this robust discussion to examine what legal AI is, what AI technology can deliver today, how AI is transforming the legal profession and what the future may hold for legal AI and the automation of legal advice.</p> <p>This is part 1 of 3 leading-edge sessions on AI.</p> <p>Takeaways:</p> <ul style="list-style-type: none"> <li>* Determine a communication strategy to educate attorneys, staff and IT about AI technologies</li> <li>* Identify use-cases of AI used in legal</li> <li>* Receive an intro to natural language processing, AI options and AI technologies best-suited for different areas</li> </ul> <p>#ILTAG2</p>	#ILTAG2

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11:00 AM	12:00 PM	Thomson Reuters Thought Leadership Series: AI/Cognitive Computing	Artificial intelligence and cognitive computing technologies are already an integral part of the tools that many practitioners use. Not all legal work can be automated, but when lawyers work with large data sets and large-scale repeatable processes, they should recognize the opportunities for machines to do the heavy lifting. Legal practices that don't make cognitive computing-based tools a part of their operations will be at a disadvantage. #ILTAG8	#ILTAG8
11:00 AM	12:00 PM	Want to Kill Your Change Initiative? Try Managing It	All organizations implement change initiatives at some point -- you might be in the midst of one at this very moment. But the term "change management" is a misnomer. Change is often volatile, uncertain, complex and wrought with human and emotional dynamics, especially when many of those subject to change are lawyers. Trying to "manage" change at a law firm can kill your change initiative. Instead of trying to manage change, leaders should strive to enable conditions for change. We invite you to come and hear priceless advice and tips on how to do so from a change agent with 35 years of experience, a change leader from the winner of ILTA's award for Most Innovative Law Firm of the Year and the voice of a "constructive resistor" to change. #ILTAG4	#ILTAG4

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## Aug 14, 2017 1:00:00 PM

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Start Time	End Date	Session	Description	Event Code
1:00 PM	2:00 PM	Award Nominees Present! Come Vote for Innovative Law Department of the Year	Watch as short-list nominees for ILTA's 2017 Distinguished Peer Award for Innovative Law Department of the Year present their innovations. Attendees at this session will vote for their favorite, and the winner will be announced on Tuesday evening at the Awards Dinner. #ILTAG20	#ILTAG20
1:00 PM	2:00 PM	Build a Client-Facing Business Model with Back-Office Functions	Several notable law firms have built client-facing businesses out of their back-office functions, including legal process outsourcing, practice economics and technology operations. What barriers did they overcome to bring these businesses to fruition? What factors led to success? Learn how you can make your operations more responsive to clients and, dare we say, more profitable. Takeaways:  * Determine the back-office skills that have front-office market value * Develop action items for overcoming barriers and finding champions of change * Properly measure the efficacy of your team's involvement #ILTAG11	#ILTAG11

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1:00 PM	2:00 PM	Company Update – OpenText eDOCS	What market trends exist in legal enterprise content management (ECM)? Hear about what's happening in the industry and what is driving the strategy and road map for eDOCS. We'll uncover what's coming for eDOCS DM and other modules! #ILTAG20A	#ILTAG20A
1:00 PM	2:00 PM	How Does it Feel to Get a Bill From a Law Firm?	Design thinking helps us step into our clients' shoes to create solutions customized to meet their needs. It is an extremely flexible model that solutions providers can use in any environment. We'll prove it by applying design thinking to dissect and rebuild a client bill that does a lot more than just tell the client how much money to pay. Takeaways:  * Understand the design thinking model * Experience design thinking applied to a sample bill #ILTAG16	#ILTAG16
1:00 PM	2:00 PM	Latest Trends in Leveraging Analytics in Litigation Support	As the ediscovery industry matures, much has been written and said about the concepts and theories underlying technology-assisted review. How is it being leveraged in practice in 2017, and what's next on the horizon? Judge Peck and three industry experts will present real-life case studies -- some including new applications -- and give predictions on the future of advanced analytics in litigation support. #ILTAG18	#ILTAG18
1:00 PM	2:00 PM	Pablos Holman Workshop (Title not edited)	Pablos Holman Workshop #ILTAG19	#ILTAG19
1:00 PM	2:00 PM	Stitching It All Together: Making Your Data Future-Proof	Artificial intelligence, predictive analytics and other futuristic-sounding initiatives will go nowhere fast if you don't have reliable data. How do you stitch it all together to make your data future-proof? We will walk through best practices for laying a solid foundation with your data, including data architecture and change management that will let you find the right resources, establish and apply procedures that work, and get the support of your management. Hear about what works and what doesn't from those who have fought these battles. Takeaways:  * Understand the best ways to establish a successful data architecture * Identify how to avoid common pitfalls * Gain a better understanding of how data quality drives successful projects #ILTAG15	#ILTAG15

1:00 PM	2:00 PM	The Cloud vs. No Cloud Debate	<p>More and more vendors are moving to cloud models, which can put you in a difficult spot. How do you successfully make the case to move to these cloud solutions? How do you address risk concerns from your firm's leadership and clients? Can you comply with a client's "no cloud" demands while leveraging cloud technology? Let's explore the cloud vs. no cloud debate and prepare you for Tuesday's session on "Real-World On-Prem to Cloud Migrations."</p> <p>Takeaways:</p> <ul style="list-style-type: none"> <li>* Develop a review process for considering cloud solutions</li> <li>* Identify features and controls to mitigate risk and make clients happy</li> </ul> <p>#ILTAG12</p>	#ILTAG12
1:00 PM	2:00 PM	The Long and Winding Road: How I Got to the C-Suite	<p>Becoming a C-level officer takes more than hard work and opportunity. What skills and qualities are needed? Do you have what it takes? Are you ready? Come learn from the unique experiences of three C-level officers as they discuss their journey to the C-suite. Find out how they navigated the bumpy path to top positions, what they have learned along the way and how they have managed to stay there.</p> <p>Takeaways:</p> <ul style="list-style-type: none"> <li>* Identify the top traits that successful C-level executives share</li> <li>* Understand the skills, qualities and experiences needed to get a seat at the table</li> </ul> <p>* Accumulate lessons learned to help guide your career path</p> <p>#ILTAG14</p>	#ILTAG14
1:00 PM	2:00 PM	Using the Information Governance Maturity Model	<p>Understanding the defining characteristics of information governance (IG) programs at differing levels of completeness and maturity is a must for your program to be effective. Using the Law Firm Information Governance Symposium (LFIGS) information governance maturity model as a guide, attendees will learn how to identify where you are in different facets of law firm IG maturity and how you can advance your program to the next level.</p> <p>#ILTAG17</p>	#ILTAG17
1:00 PM	2:00 PM	Windows 10 Features to Love or Hate	<p>Which Windows 10 desktop features are best turned off in the legal environment? Which ones will people love to have turned on? A panel of professionals will share their tips and scripts for the best and worst Windows 10 features for end users and their effects on your environment.</p> <p>#ILTAG13</p>	#ILTAG13

**Aug 14, 2017 2:30:00 PM**

Start Time	End Date	Session	Description	Event Code
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2:30 PM	3:30 PM	Award Nominees Present! Come Vote for Client-Facing Project of the Year	Watch as short-list nominees for ILTA's 2017 Distinguished Peer Award for Client-Facing Project of the Year present their innovations. Attendees at this session will vote for their favorite, and the winner will be announced on Tuesday evening at the Awards Dinner. #ILTAG30	#ILTAG30
2:30 PM	3:30 PM	Cloud Based Disaster Recovery	Cloud vendors are disrupting the data center co-location model by offering cloud-based disaster recovery (DR). What is the current state of the market, and what are the strengths and weaknesses of some major players (e.g., Azure Recovery Services, Amazon vmWare and Google). What do you need to keep in mind as you're evaluating DR solutions? Takeaways:  * Develop a list of potential technical and contractual issues with cloud-based DR providers * Understand the state of the market and emerging features #ILTAG25	#ILTAG25
2:30 PM	3:30 PM	Corporate Legal Roundtable (Closed Session)	This roundtable discussion is for attendees focusing on challenges in corporate and government law departments. Topics to be covered include legal technology, law firm business relationships, ediscovery and information governance operations, and how to collaborate with peers on various challenges.  * This session is for corporate and government members only. #ILTAG29	#ILTAG29
2:30 PM	3:30 PM	Harnessing Predictive Analytics to Drive Client Growth and Retention	Guesswork is often used to determine what drives client growth and retention. What if you could harness your firm's "big data" to accurately predict what clients truly value? Learn how DLA Piper uses a predictive analytics model to harness its data, create market insights and prescribe specific actions to achieve optimal outcomes. Takeaways:  * Learn how to define a problem then compile big data to develop a predictive analytics model * Outline how to implement a predictive analytics model to drive client growth and retention * Determine how to build consensus and gain leadership buy-in #ILTAG26	#ILTAG26

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2:30 PM	3:30 PM	Leading Through a Crisis	<p>In the midst of an organizational crisis (e.g., data breach, mass defection, layoffs, etc.), it's far too late to perfect your crisis management skill set. And it's too important to learn on the fly. The time is now to learn meaningful management strategies for leading your team through troubled waters (from the comfort of a conference room). Gain the skills we hope you never need to use.</p> <p>Takeaways:</p> <ul style="list-style-type: none"> <li>* Learn crisis management skills you can take back to your firm</li> <li>* Prepare for successful management through an organizational crisis</li> </ul> <p>#ILTAG24</p>	#ILTAG24
2:30 PM	3:30 PM	Making Friends and Influencing Attorneys	<p>As legal technologists, we are brimming with good ideas about how we can improve the efficiency and effectiveness of the organizations we support. There is just one problem: gaining buy-in from senior management. This can be hard enough in a typical business environment, but when your bosses are professional arguers as in legal, you had better hone your skills lest your brilliant ideas die on the vine. Join our professional development session as we explore the methodology behind getting your point across and taking your ideas from thought to action. Coffee available for closers only.</p> <p>Takeaways:</p> <ul style="list-style-type: none"> <li>* Understand how to influence individuals who are the gatekeepers to implementing your vision</li> <li>* Identify key skills and techniques to better get your point across (and get your way) in any setting</li> <li>* Learn common blunders to avoid</li> </ul> <p>#ILTAG23</p>	#ILTAG23
2:30 PM	3:30 PM	Microsoft's Power Apps for SharePoint	<p>With Microsoft's decision to change the types of web parts allowed for SharePoint, they are attempting to move firms toward their new PowerApps platform. However, PowerApps is a much more comprehensive platform which runs the gamut of Microsoft products. Let's explore the Power Apps ecosphere, including what they are, where they can be used and whether you should use them.</p> <p>Takeaways:</p> <ul style="list-style-type: none"> <li>* Develop a list of PowerApps and explanations of utility</li> <li>* Hear examples of use-case scenarios</li> </ul> <p>#ILTAG22</p>	#ILTAG22

2:30 PM	3:30 PM	NetDocuments: Cloud Native, Cloud First – The Most Trusted Cloud Platform for Legal	<p>Join us for an overview of the NetDocuments native cloud platform. Learn how NetDocuments is helping firms across the globe address security, mobility and usability challenges for managing documents and email in an increasingly mobile and client-driven marketplace. Aspects to be covered include its security and compliance-as-a-service model, relationship and integration with Microsoft, capabilities as an “invisible” document management system, and recent product innovations that are enabling firms to increase security and usability in order to better service their clients’ needs.</p> <p>#ILTASS05</p>	#ILTASS05
2:30 PM	3:30 PM	Thomson Reuters Thought Leadership Series: Strategic Investments in Technology	<p>Investing in technology is more than just the purchase and deployment of the latest tool or product. Increasingly, technology investments need to be tied to an overall strategy with links to a firm’s positioning and brand. Technology investments come with implications for workflow and organizational structure, so change management is critical. Decisions about cloud solutions, business development and practice and matter management tools are examples of technologies that are critical to a firm’s success and require a strategic approach.</p> <p>#ILTAG28</p>	#ILTAG28
2:30 PM	3:30 PM	Transition Your Litigation Support Career to Cybersecurity and Information Governance	<p>Litigation and practice support specialists are cornering new niches of consultation and expertise in cybersecurity and information governance. While many of the skills and experiences of ediscovery professionals touch on the implications of information governance policies and data security issues, the transition from the litigation support world to another related discipline is not a short and easy path. Success requires significant additional education and certification, an understanding of advanced developing technology proficiencies, and the ability to leverage these areas of high value consulting work from a business perspective. Come hear tips and lessons learned from industry leaders who have incorporated cybersecurity and information governance into their roles.</p> <p>#ILTAG27</p>	#ILTAG27

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2:30 PM	3:30 PM	What Law Firms Can Learn from Uber	<p>Contemporaneous customer feedback has become an integral component of the economic model for many service industries. Companies like Uber leverage this feedback to improve their offerings, connecting them more meaningfully to what their customers value most. Why has law not implemented a similar feedback loop between firms and clients? How might we go about constructing such a system? Come hear ideas on the type of feedback we should be collecting, how it will benefit firms and clients alike, and how organizations such as ILTA can play a pivotal role in fostering the collaboration needed to develop a meaningful feedback system.</p> <p>Takeaways:</p> <ul style="list-style-type: none"> <li>* Understand the benefits of meaningful feedback for firms and clients</li> <li>* Generate ideas regarding the type of feedback valuable to improving the services firms offer</li> <li>* Identify how organizations such as ILTA can be pivotal in creating feedback standards</li> </ul> <p>#ILTAG21</p>	#ILTAG21
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## Aug 14, 2017 4:00:00 PM

Start Time	End Date	Session	Description	Event Code
4:00 PM	5:00 PM	A Survival Guide to Implementing a Contract Life Cycle Management System	<p>Several organizations that have successfully implemented contract life cycle management (CLM) will discuss how these systems support both purchasing/procurement and legal activities. Topics to be explored include understanding key CLM system capabilities and benefits, best practices, top vendors in the market, and pitfalls to avoid when selecting a CLM vendor.</p> <p>Takeaways:</p> <ul style="list-style-type: none"> <li>* Understand what contract life cycle management (CLM) is and benefits of implementing a CLM system</li> <li>* Identify who should be involved in selecting a CLM, playbooks and their role in CLM, and top vendors in the market</li> <li>* Develop a list of pitfalls to avoid in selecting a vendor and implementing CLM</li> </ul> <p>#ILTAG35</p>	#ILTAG35
4:00 PM	5:00 PM	Award Nominees Present! Come Vote for Firm-Facing Project of the Year	<p>Watch as the short-list nominees for ILTA's 2017 Distinguished Peer Award for Innovative Firm-Facing Project of the Year present their innovations. Attendees at this session will vote for their favorite, and the winner will be announced on Tuesday evening at the Awards Dinner.</p> <p>#ILTAG40</p>	#ILTAG40

4:00 PM	5:00 PM	Collaboration: Improving the Client's Experience	<p>Many law firms host extranets and produce new web-based products and services to collaborate with clients. However, if you are a law department with several or even dozens of law firms providing outside counsel, using and managing law firm extranets, portals and products can become overwhelming. What's great about these collaboration tools and what needs work? Does it make sense for law firms to continue to host extranets? Hear what clients can teach firms about improving their collaboration experience.</p> <p>Takeaways:</p> <ul style="list-style-type: none"> <li>* Specify, from the client's perspective, best practices in developing web-based client-facing extranets and other products/services</li> </ul> <p>#ILTAG33</p>	#ILTAG33
4:00 PM	5:00 PM	iManage: Enabling You to Transform How You Do Business	<p>The pace of industry change is providing both daunting challenges and fantastic opportunities in areas such as user adoption, client demands for greater security and protecting against new cyber threats. Being able to transform how our businesses operate is the single biggest opportunity we have, and the good news is technology is available to help us get there. See how iManage has embarked on the largest product innovation delivery in their history, giving you the tools to win more customers, keep your end users happy and improve your bottom line, all while keeping information (and your organization) secure and protected.</p> <p>#ILTAG39</p>	#ILTAG39
4:00 PM	5:00 PM	Keeping Up with the Current Threat Landscape	<p>When threats are mitigated and malicious methods are contained, determined bad actors innovate. Join us to discuss the latest threats and infiltration methods as we examine new levels of sophistication in attacks against legal and other professional services industries.</p> <p>Takeaways:</p> <ul style="list-style-type: none"> <li>* Receive recommendations on best practices to keep up with the threats</li> <li>* Learn detailed insights on new threats</li> <li>* Identify security awareness training programs that can be leveraged to educate and audit employees' vigilance</li> </ul> <p>#ILTAG37</p>	#ILTAG37

4:00 PM	5:00 PM	LexisNexis: Top-Tier Firms Turning to Next-Generation Technology to Continue Widening the Gap	<p>The last few years have seen a widening gap between top-tier firms and those competing for relevance. Top firms have differentiated themselves with another level of service to their clients, proactively learning about clients' business threats and opportunities and reaching out with answers before questions are even asked. These firms have now turned inward to use that same proactive approach to manage their own businesses. They are looking beyond the traditional practice management and client relationship management tools they have relied on to create efficiencies and are now turning to long-time trusted partners LexisNexis and Microsoft to help seek out the business intelligence they need to keep moving ahead. LexisOne is a new kind of enterprise resource planning (ERP) technology tailored to meet the needs of today's leading firms. It combines the legal intelligence of LexisNexis technology with the proven foundation of the Microsoft Dynamics 365 platform. We invite you to learn more about this next generation of collaboration between LexisNexis and Microsoft.</p> <p>#ILTASS07</p>	#ILTASS07
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4:00 PM	5:00 PM	Stand By Me: A Mock 30(b)(6) Deposition of a Corporate IT Representative	<p>Litigation support professionals are often called upon to shepherd client data identification, preservation and collection. Discovery challenges could call into question the integrity and sufficiency of these processes, leading to motion practice and the deposition of a client's corporate IT representative. In this interactive session, watch as we stage a 30(b)(6) deposition from start to finish and stop along the way to discuss key points and issues you should plan for and be aware of. We'll also involve the audience to get thoughts and feedback on what you perceive to be the correct course of action.</p> <p>Takeaways:</p> <ul style="list-style-type: none"> <li>* Understand what to expect during a typical 30(b)(6) deposition</li> <li>* Receive tips on how to properly prepare your client by focusing on litigation readiness</li> <li>* Learn how to avoid common pain points and errors</li> </ul> <p>#ILTAG38</p>	#ILTAG38
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4:00 PM	5:00 PM	The Future of Search in Law Firms	<p>What does the future hold for search in law firms? How far will legal knowledge management push the search envelope beyond documents, matters and expertise? Further than you think! Let's explore the future of search, including integrating search-enabled applications, broadening the search scope available to the mobile professional, incorporating artificial intelligence, enhanced visualization and the use of predictive analytics, and the use of machine-generated metadata to improve search results. See how search can fulfill its promise of making your lawyers more effective and firm-client relationships more collaborative.</p> <p>Takeaways:</p> <ul style="list-style-type: none"> <li>* Identify possible search functions</li> <li>* Visualize the future of search in your law firm</li> </ul> <p>#ILTAG31</p>	#ILTAG31
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4:00 PM	5:00 PM	Through the Looking Glass: Training of the Future	<p>Alice's fictional looking glass reflects a world that is both subtly and radically different from the familiar. If today's training leaders could see into the looking glass of the future, what would be different? Will the classroom format work for electronically sophisticated, fast-paced users? What new tools and methods are available now to train more effectively and keep users engaged? Come find out how training will remain key to empowering people to succeed.</p> <p>Takeaways:</p> <ul style="list-style-type: none"> <li>* Understand what new trends and strategies could be used for training</li> <li>* Determine how to measure whether new techniques are effective</li> </ul> <p>#ILTAG32</p>	#ILTAG32
4:00 PM	5:00 PM	What Should Law Firms Measure?	<p>Law firms tend to measure revenue, profits and utilization. In this age of business maturity and standardization, law firms should also track, measure and reward change. But how? What else should law firms be measuring? Learn what has been worthwhile to measure and what hasn't from real-world examples.</p> <p>Takeaways:</p> <ul style="list-style-type: none"> <li>* Understand the importance of measuring the right things</li> <li>* Determine metrics that can help identify baselines and the effects of change</li> <li>* Outline possible key performance indicators to guide firm strategies</li> </ul> <p>#ILTAG36</p>	#ILTAG36
4:00 PM	5:00 PM	Windows 10 Deployment Best Practices	<p>Come learn how the deployment landscape is changing with Windows 10! There are new, streamlined ways to upgrade, deploy, manage and secure Windows 10 in your current environment. See how to ease the burden of a roll out and at the same time learn about new and exciting features that your firm can take advantage of right away. We will focus on hands-on experience and real-world examples from other firms. Learn how to apply them to your environment with ease and efficiency.</p> <p>Takeaways:</p> <ul style="list-style-type: none"> <li>* Develop an upgrade strategy</li> <li>* Identify security enhancements</li> <li>* Explore when firms have not followed Microsoft recommendations and why</li> <li>* Determine which processes you should have in place prior to deployment</li> </ul> <p>#ILTAG34</p>	#ILTAG34

**Aug 15, 2017 8:00:00 AM**

Start Time	End Date	Session	Description	Event Code
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8:00 AM	8:45 AM	Business Analytics on a Shoestring	<p>Everyone wants an easier way to see and present data about their law firm and about their clients. But how can you accomplish business analytics on a shoestring? Join us for a high-level overview of successful approaches and technologies for finding and visualizing the data you already have. Then learn how you can take that data and analyze it to help make effective business decisions.</p> <p>Takeaways:</p> <ul style="list-style-type: none"> <li>* Better understand the data your firm already collects</li> <li>* Generate ideas on how to learn from the data you have</li> <li>* Gain insight into how this data can help your firm prosper</li> </ul> <p>#ILTAG41</p>	#ILTAG41
8:00 AM	8:45 AM	Fostering Engagement On Virtual Teams	<p>Remote work is cost-effective and a powerful recruiting and retention tool. However, it is not without its challenges in terms of tracking accountability, status and engagement. With organizations expanding into offices distributed domestically and globally, and with employees' increasing tendency to work from home or remotely, it can be hard to stay on top of what people are doing and how their morale is trending when you don't see them every day. What are some technologies that can help keep managers and their virtual team members on the same page? What are some best practices for checking in and managing remote work? What are some common warning signs that indicate someone is in need of assistance? We'll discuss tools for project management (like SharePoint and Workfront), collaboration (like Wikis and blogs), virtual white-boards, instant messaging and video chatting, conference calling, and in-person team meetings. Join us for an interactive session that will tackle these tough questions and cover traditional management and leadership advice and tools for fostering interaction and engagement.</p> <p>Takeaways:</p> <ul style="list-style-type: none"> <li>* Identify technologies that can help keep managers and their virtual team members on the same page</li> <li>* Establish best practices for checking in and managing remote work</li> <li>* Determine common warning signs that indicate someone is in need of assistance</li> <li>* Gain traditional management and leadership advice and tools for fostering interaction and engagement</li> </ul> <p>#ILTAG43</p>	#ILTAG43

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8:00 AM	8:45 AM	Triage: Rescuing Your Inbox	<p>Help, my inbox is out of control! Join us to discuss tips for better email mechanics and how to use the tools built in to Outlook. Learn how a simplified workflow modeled after a proven system from the medical field, triage, can help you tame the beast. We'll show you how to apply this system to better manage your email. Adopt this system and set sail for a happier, more productive workday!</p> <p>Takeaways:</p> <ul style="list-style-type: none"> <li>* Learn email hygiene and how proper organization can help you use email as a productivity tool</li> <li>* Be able to determine which emails to keep and which to delete</li> <li>* Receive a list of resources for email best practices</li> </ul> <p>#ILTAG42</p>	#ILTAG42
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### Aug 15, 2017 9:00:00 AM

Start Time	End Date	Session	Description	Event Code
9:00 AM	10:00 AM	Tuesday Keynote	Tuesday Keynote #ILTAKEY2	#ILTAKEY2

### Aug 15, 2017 9:00:05 AM

Start Time	End Date	Session	Description	Event Code
9:00 AM	10:00 AM	Corporate Legal Roundtable (Closed Session)	Corporate, government and law school members will be joined by selected vendors for a roundtable focused on the "client" side of things. Topics to be discussed include technology road maps, supporting changes in legal departments and aiding in-house ediscovery management. #ILTAG45	#ILTAG45
9:00 AM	10:00 AM	G100 CIO Recap Session	Join members of ILTA's G100 CIO Advisory Board as they provide a recap of the G100 CIO event held on Monday, August 14th. #ILTAG44	#ILTAG44

### Aug 15, 2017 11:00:00 AM

Start Time	End Date	Session	Description	Event Code
11:00 AM	12:30 PM	A Deep Dive into Project Management in Litigation Support	Take a deep dive into advanced litigation support project management (PM) principles. This workshop will be led by three high-level ediscovery strategists and is designed for professionals who live in the trenches of complex litigation support management. Learn principles you can leverage and apply immediately to improve your organization's PM maturity. #ILTAG54	#ILTAG54

11:00 AM	12:30 PM	A Recipe for Great Leadership	Great leadership makes a big difference on any team, but what ingredients are required? Let's whip up some excitement during this highly interactive program focused on the competencies that will help you bring out the best in yourself and your team. We'll begin by discussing the challenges you face as a leader in today's operating environment, including organizational health. Then we will use the Polaris Competency Model Executive Card Set to build our recipe for great leadership. Card sets have been purchased by ILTA and will be yours to keep and use with your teams. Attendance will be limited to the first 100 people through the door. #ILTAG55	#ILTAG55
11:00 AM	12:30 PM	Artificial Intelligence in Law: Top Products in Action (Part 2 of 3)	Since last year's ILTACON, we've finally seen artificial intelligence (AI) in the law go from theory to reality. In part two of this three-part series, we'll reveal what firms are actually doing with artificial intelligence. Takeaways:  * See examples of current law firm AI initiatives in several different spaces (e.g., budgeting, research and search) * Learn what it takes to roll out AI initiatives in legal #ILTAG50	#ILTAG50
11:00 AM	12:30 PM	Deep Dive into Office 365	Let's dive into the newest features, offerings and gotchas in Office 365. Whether you're still thinking about taking the plunge or are already an Office 365 user, you are bound to learn a few tricks. Guided by peers who have made the leap, you'll discover Office 365 cloud-enabled management capabilities, tools and processes that can help you troubleshoot Office 365 performance issues. Takeaways:  * Discover new features in Office 365 * Learn lessons learned from those who have already migrated * Identify the tools needed to make a successful switch to Office 365 #ILTAG48	#ILTAG48
11:00 AM	12:30 PM	Design Thinking Workshop: Solving Real Problems (Part 1 of 2)	In this two-part workshop, attendees will take a deep dive into the concepts of design thinking to solve a real problem. During part one, we will reintroduce design thinking as a methodology and a framework and engage in an ideation exercise. Work together to brainstorm ideas to solve the problems presented and synthesize observations into potential solutions. (Attendance at both parts of the workshop is recommended but not required.) Takeaways:  * Identify a real solution you can use or build on back at home #ILTAG49	#ILTAG49

11:00 AM	12:30 PM	Facilitated Strategic Planning for Governance, Risk and Compliance	<p>During this workshop, we'll provide an example of effective facilitated strategic planning and education about governance risk and compliance issues, not just IT security. Attendees will gain hands-on experience that will enable them to define specific strategic priorities that align with organizational goals, provide a clear focus for your team, empower them to decide and, ultimately, achieve results that affect the organization for the better.</p> <p>Takeaways:</p> <ul style="list-style-type: none"> <li>* Develop a richer understanding of key strategic issues in governance, risk and compliance</li> <li>* Cultivate actionable solutions for your team</li> <li>* Identify tools for better planning</li> </ul> <p>#ILTAG52</p>	#ILTAG52
11:00 AM	12:30 PM	Future Proof Your Datacenter Using Hyper-Converged Infrastructure	<p>How can you future-proof the legal data center? What technologies can ensure near zero downtime and allow for data growth? How can you predict linear scalability? Join us to review the future of the data center and what it means for your organization.</p> <p>Takeaways:</p> <ul style="list-style-type: none"> <li>* Understand the concept of hyperconvergence</li> <li>* Identify pro and cons and whether your organization should go down this path</li> </ul> <p>#ILTAG46</p>	#ILTAG46
11:00 AM	12:30 PM	Roundtable on Trending Topics in Marketing Technology	<p>Gain insights from your peers during this interactive roundtable. Discussion topics and questions will be gathered during the Marketing Technology Community of Interest on Sunday. Come ready to ask questions, express your thoughts and share ideas on what's trending in marketing technology!</p> <p>Takeaways:</p> <ul style="list-style-type: none"> <li>* Network with industry experts</li> <li>* Get answers to questions and best practice tips from peers</li> <li>* Identify "hot" trends in legal marketing technology</li> </ul> <p>#ILTAG47</p>	#ILTAG47

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11:00 AM	12:30 PM	The What, Why and How of Business Intelligence	<p>One of the most critical elements for every business is data, but it needs to be used strategically to empower the organization. A panel led by representatives from organizations that have implemented business intelligence (BI) solutions will leave you equipped with the knowledge to select the right team, technology and process to support the spread of business intelligence within your firm.</p> <p>Takeaways:</p> <ul style="list-style-type: none"> <li>* Learn what business intelligence is and how your organization can (and should) be using BI</li> <li>* Identify who should be involved in selecting and implementing a BI solution</li> <li>* Determine project phases and steps and vendor evaluation best practices</li> <li>* Understand the pros and cons of different approaches</li> </ul> <p>#ILTAG53</p>	#ILTAG53
11:00 AM	12:30 PM	You Need to Replace Your Core Financial System...Now What?	<p>Leave your torches at the door. There's a light at the end of the tunnel! If you need to replace your core financial management system, there is a lot to consider. Let's review the state of financial management systems in legal and considerations for selecting a successor to Elite Enterprise, including cost, return on investment, scalability, ongoing maintenance, staffing needs and more. We'll develop a road map for the best possible migration and share real-world examples. There will be life after Elite Enterprise!</p> <p>#ILTAG51</p>	#ILTAG51

## Aug 15, 2017 1:30:00 PM

Start Time	End Date	Session	Description	Event Code
1:30 PM	2:30 PM	Better Client Pitches with Allied Professionals	<p>Professionals from knowledge management, information technology and other departments are becoming more common fixtures during client pitches and demos. What best practices are needed to help marketing and allied professionals prepare for this new reality? Join us to discover ways to produce better client pitches and proposals that achieve results and ensure you have a seat at the planning table.</p> <p>Takeaways:</p> <ul style="list-style-type: none"> <li>* Outline ways to make attorneys more comfortable introducing alternative products and services</li> <li>* Ensure you are brought into the pitch and proposal process early</li> <li>* Identify how to work with attorneys and clients to achieve the best results from a pitch</li> <li>* Manage delivery and cost expectations of attorneys and clients</li> <li>* Determine what you can do after the pitch to help move the relationship forward and maintain a seat at the table</li> </ul> <p>#ILTAG66</p>	#ILTAG66

1:30 PM	2:30 PM	Big Data and Little Data Are Smarter Together!	<p>What can be done with data is a hot topic. Despite all the discussion on how law firms and legal departments can use their data more intelligently, surprisingly few examples of their collaboration on data initiatives exist. Through case studies, we will show how a few law departments are collaborating with their firms to exchange and learn from the meaningful data collected and used in day-to-day operations.</p> <p>Takeaways:</p> <ul style="list-style-type: none"> <li>* Understand the complementary nature of law firm and legal department data</li> <li>* Appreciate the benefits of collaboration and transparency</li> <li>* Cultivate ideas for initial "toe in the water" projects that could lead to future investments</li> <li>* Gain tips on the data that could/should be collected and shared</li> </ul> <p>#ILTAG64</p>	#ILTAG64
1:30 PM	2:30 PM	Calling All Jedi Knights: A Small Firms Discussion Forum	<p>IT staff at small law firms feel like they are in the heart of the resistance. Join fellow small firm peers in a discussion about best practices and tricks to restore balance to the force. Topics will include "Cloud City: Which hosted solutions work best for us?," "Droids: Who do we rely on for help in battle?" and "Resistance! How are we handling cybersecurity needs?" Padawans and Jedis welcome!</p> <p>#ILTAG67</p>	#ILTAG67
1:30 PM	2:30 PM	Disaster Recovery: How to Build Your Run Book	<p>IT is in charge of bringing all systems back up after a disaster. How do you create a comprehensive run book for disaster recovery purposes that can also help with client audits? Let's take a look at the things we need to consider.</p> <p>Takeaways:</p> <ul style="list-style-type: none"> <li>* Receive a sample run book template to take back to your firm</li> </ul> <p>#ILTAG63</p>	#ILTAG63
1:30 PM	2:30 PM	Managing Data from the EU During Litigation	<p>A panel will discuss current issues and solutions for dealing with data from the European Union during litigation and government investigations. Topics will include certification through Privacy Shield and using Model Clauses in your agreements to address privacy and security concerns.</p> <p>Takeaways:</p> <ul style="list-style-type: none"> <li>* Learn about the current status of EU data privacy issues</li> <li>* Identify how to avoid getting in trouble when dealing with EU data</li> <li>* Become comfortable with how the Privacy Shield certification process works</li> </ul> <p>#ILTAG58</p>	#ILTAG58

1:30 PM	2:30 PM	Microsoft Company Update: Driving Digital Transformation in Legal	Digital transformation is about re-imagining how you bring together people, data and processes to create value for your customers and maintain a competitive advantage in a digital-first world. In this session, we will review a year of innovation around Microsoft solutions that are leading firms to increase efficiency, manage internal customers more effectively and increase productivity no matter where they are. #ILTAG65	#ILTAG65
1:30 PM	2:30 PM	The Annual CFO Roundtable	Back by popular demand, we invite you to the 2017 chief financial officer (CFO) roundtable. This open, interactive environment will allow attendees and our panel to discuss questions about the many financial, compliance and strategic challenges facing today's law firms and legal departments. You don't have to be in the C-suite to get something out of this session. You may speak freely, and your active participation is encouraged. THIS SESSION WILL NOT BE RECORDED. #ILTAG61	#ILTAG61
1:30 PM	2:30 PM	The Digital Workplace Imperative: Your Competitive Advantage Depends on It	The need for a firmwide digital workplace has never been higher to accelerate and support the operational and innovation shifts required to remain competitive in today's legal landscape. How law firms do their work through better data, communications, knowledge management and collaboration is shifting in conjunction with where they work. Discover how you can leverage technology and evolve traditional static intranets toward a dynamic digital workplace with personalized and real-time data, collaborative and secure practice groups, and business development areas with easy to find corporate resources. Be prepared to start when you get back to the office! #ILTAG62	#ILTAG62
1:30 PM	2:30 PM	What's New with VDI and Application Delivery?	Join us for a discussion on the latest developments and features in virtual desktop infrastructure (VDI) and application delivery. Learn which features are demonstrating real value and which are a no-go. Understand the impact of GPU-enabled applications, such as Office 2016 and 365, and the best ways to implement and scale for related challenges. We'll share new ways to leverage the cloud to build a management control plane and how to ease image maintenance and application delivery in virtual environments. Takeaways:  * Discover the features being used by firms, and not just marketing * Identify innovative ways VDI and application delivery are improving client access * Learn ways to leverage cloud and automation technologies #ILTAG59	#ILTAG59

1:30 PM      2:30 PM      Why Isn't Document Assembly Transforming the Practice of Law?      Document assembly is a powerful tool that has been around for decades. In the consumer sector, it is transforming the delivery of legal services through entities like LegalZoom and Rocket Lawyer. It could be one of the foremost opportunities for streamlining practices and meeting client demands for more efficient operations, but where is document assembly in Big Law? Despite ample new tools making document assembly easier than ever, most documents produced by firms are still turned out the old-fashioned way. What can we do about that? Come learn best practices developed by law firms tackling document assembly and what strategies can be developed to gain traction with this powerful tool.  
 Takeaways:

- \* See examples of document assembly projects that worked for law firms
- \* Learn strategies for rolling out document assembly initiatives
- \* Identify pitfalls for document assembly projects
- \* Receive a sample spreadsheet to measure return on investment on document assembly projects

#ILTAG60

**Aug 15, 2017 3:30:00 PM**

Start Time	End Date	Session	Description	Event Code
3:30 PM	4:30 PM	Document Assembly Tools Roundtable	<p>Join us to learn about various document assembly tools that have been implemented by law firms. We will discuss the features you should be looking for during the selection process, best practices, implementation strategies and potential pitfalls to avoid. Together we will explore the benefits of document assembly and how it can save time. You'll be saying yay for efficiency!</p> <p>Takeaways:</p> <ul style="list-style-type: none"> <li>* Learn how much more efficient you can be with document assembly</li> <li>* Develop a list of features to look for</li> <li>* Leave with a better understanding of why you should "sell" this to your users</li> </ul>	#ILTAG79

3:30 PM	4:30 PM	Real-World On-Prem to Cloud Migrations	<p>A panel of peers from firms with experience migrating on-premises systems to the cloud will discuss how their cloud strategies were formed; what moved when and resource allocation; what to look for in a cloud provider; affected business processes; level of effort (time, cost, etc); cloud growth projections; addressing client data audits; and security concerns and challenges. This is a follow-up to Monday's session on "The Cloud vs. No Cloud Debate."</p> <p>Takeaways:</p> <ul style="list-style-type: none"> <li>* Determine things to consider when planning a move to the cloud</li> <li>* Gain lessons learned from peers and how to avoid the same pitfalls</li> </ul> <p>#ILTAG77</p>	#ILTAG77
3:30 PM	4:30 PM	Small Projects With Big Impact	<p>Numerous law firms will share how their small project made a big impact in short, provocative, action-oriented, realistic and knowledgeable (SPARK) talks. Listen to how they connected business teams, legal teams and technical teams to result in a steady stream of process improvements.</p> <p>Takeaways:</p> <ul style="list-style-type: none"> <li>* Hear examples of small projects with big impact</li> <li>* Cultivate ideas for how to engage with IT to foster better relationships</li> <li>* Learn techniques for asking the right questions</li> </ul> <p>#ILTAG72</p>	#ILTAG72
3:30 PM	4:30 PM	Where's Waldo? Find Data Flows with Privacy Mapping	<p>Trying to find where all the data live within your organization can be like a game of "Where's Waldo?" Who is responsible for various data, and what policies are applied? How does information flow from office to office or country to country? Join us to learn how to create a privacy data map to identify data flows through your organization and potential privacy risks.</p> <p>Takeaways:</p> <ul style="list-style-type: none"> <li>* Develop a plan for creating your own data privacy map</li> </ul> <p>#ILTAG71</p>	#ILTAG71
3:30 PM	5:00 PM	A High-Level View of SharePoint 2016	<p>SharePoint Server 2016 is here. Are you ready? Get a high-level view of SharePoint 2016 as we explore the key features that drive SharePoint investments and how these features affect organizations. Learn about SharePoint 2016 architecture, migration options, deployment best practices and more, and see a demo of SharePoint 2016.</p> <p>Takeaways:</p> <ul style="list-style-type: none"> <li>* Develop a high-level understanding of SharePoint 2016 features and best practices</li> <li>* Outline the benefits of upgrading vs migrating and of various deployment method</li> <li>* Identify common issues and challenges</li> </ul> <p>#ILTAG70</p>	#ILTAG70

3:30 PM	5:00 PM	Content Creation Tools and Best Practices	<p>You have a learning management platform, but now you need content. You can always pay for content, but what if you want to create your own? What are the best creation tools out there? What best practices exist? A panel of your peers will answer these questions and more!</p> <p>Takeaways:</p> <ul style="list-style-type: none"> <li>* Understand the return on investment and the manpower needed to create/curate content with each tool</li> <li>* See examples of purchased content and created content</li> </ul> <p>#ILTAG78</p>	#ILTAG78
3:30 PM	5:00 PM	Innovative Applications of Blockchain in Legal Infrastructure and Beyond	<p>Blockchain technology might be the most important addition to the legal infrastructure since the Norman Conquest gave rise to common law. Blockchain is already being used in the financial sector to supplant paper-based and traditional computing models for trust-dependent transactions. It's being used to register land titles, replace notary functions and manage other peripheral legal functions. How does blockchain work, and why is it important? What do you need to consider to position your firm to leverage this innovative, new technology? Where is the intersection between blockchain and artificial intelligence? What steps should you be taking now to educate and prepare your attorneys and align the firm's technology strategy with an emerging technology that's likely to be as disruptive as Web 1.0 was in the 1990s?</p> <p>Takeaways:</p> <ul style="list-style-type: none"> <li>* Receive an annotated bibliography of blockchain articles and books for reference</li> <li>* Learn which law firms are using blockchain for legal transactions or developing a practice advisory focus for clients in financial services using blockchain technology</li> </ul> <p>#ILTAG75</p>	#ILTAG75
3:30 PM	5:30 PM	Leadership Through the Colored Looking Glass: How to Motivate and Elevate Your Team	<p>Get out your crayons, put on your colored lenses and prepare to meet people where they are. In this highly interactive session, participants will complete a leadership assessment and hear about four unique and colorful styles people display in their work attitudes and behaviors. Learn to boost team morale, improve employee performance and communicate, motivate and elevate others. Change begins with you and the colored looking glass.</p> <p>Takeaways:</p> <ul style="list-style-type: none"> <li>* Understand your own tendencies for communication and leadership</li> <li>* Learn how to motivate and communicate with people in a way that elicits positive results</li> <li>* Identify and diffuse employee stress</li> </ul> <p>#ILTAG74</p>	#ILTAG74

3:30 PM	5:30 PM	Litigation Support Roundtable	<p>What major challenges will we face next in litigation support? Gather around this lively, moderated roundtable discussion that will focus on hot topics in industry-wide litigation support and issues to consider for the future. Topics will be selected by session attendees and could include staffing, product selection, technological advances, recent case decisions and outsourcing.</p> <p>Takeaways include:</p> <p>* Experience a lively and timely discussion #ILTAG73</p>	#ILTAG73
3:30 PM	5:30 PM	Women Who Lead	<p>Women Who Lead</p> <p>#ILTAG76</p>	#ILTAG76

## Aug 16, 2017 9:00:00 AM

Start Time	End Date	Session	Description	Event Code
9:00 AM	10:00 AM	Adding Comedy to Your Business Strategy	<p>Engineer and comedian Don McMillan will reveal the "secret" formula for writing jokes and working comedy into your business strategy. A basic joke formula has been passed down from generation to generation of comedians since the birth of stand-up comedy (which was not long after man began walking erect). Find out how to put it to work for you with a joke-writing exercise! Also learn what humor is appropriate in a corporate presentation, how you might develop this material, when humor fits best in your presentation and what jokes NOT to share.</p> <p>#ILTAG93</p>	#ILTAG93
9:00 AM	10:00 AM	eDiscovery Industry Resources	<p>There are many industry resources for professionals in ediscovery, including Women in eDiscovery, ILTA, ACEDS, EDRM and Sedona. How can you get involved with these organizations, and what are the benefits of becoming a member? Speakers from each organization will share how they can help you and your team.</p> <p>Takeaways:</p> <p>* Gain a better understanding of each organization * Learn how to become a member #ILTAG92</p>	#ILTAG92

9:00 AM	10:00 AM	Essentials of Brain-Based Learning	<p>If you could understand what was happening in the brains of your audience, would you be a more effective trainer, consultant or leader? Probably. Understanding recent advances in neuroscience can help learning and talent development professionals improve and transform their approaches to change management, leadership development, training and instructional design. Learn how the brain receives, encodes and retrieves information to construct knowledge, and use these insights to improve your learning programs.</p> <p>Takeaways:</p> <ul style="list-style-type: none"> <li>* Understand the basics of brain behavior</li> <li>* Identify new approaches to designing and delivering learning</li> <li>* Produce a list of resources, such as books and websites, to continue learning</li> </ul> <p>#ILTAG82</p>	#ILTAG82
9:00 AM	10:00 AM	Everything You Need to Know About EU General Data Protection Regulation, but Were Afraid to Ask (Until Now)	<p>Law firms that deliver services to European Union residents need to be prepared for the new General Data Protection Regulation going into effect May 25, 2018. Discover what you need to know about the GDPR, so you can develop a strategy for reviewing and updating your operations to meet the new obligations. We will also explore technologies available to assist and ways you can secure funding and support from firm leadership.</p> <p>Takeaways:</p> <ul style="list-style-type: none"> <li>* Understand how to prepare for GDPR compliance</li> <li>* Develop a basic plan for implementing GDPR controls</li> <li>* Identify resources for GDPR preparation and implementation</li> <li>* Understand technology tools available</li> </ul> <p>#ILTAG89</p>	#ILTAG89
9:00 AM	10:00 AM	Getting to the Root: How Advanced Analytics Can Uncover Cost Drivers for Legal Matters	<p>Demand from both law firms and legal departments has never been higher for accurate, actionable information about the cost and cycle time of legal matters. While data quality, consistency and process issues remain significant barriers for some of this work, advanced statistical and analytical tools have been applied to estimate matter budgets and are starting to provide insights that guide case and deal decision-making. Hear use cases from leading law firms, law departments and vendors, and learn about the predictive techniques and technologies needed and benefits of these new analytics approaches.</p> <p>Takeaways:</p> <ul style="list-style-type: none"> <li>* Learn how to apply alchemical algorithms across your time and billing data to turn lead into gold</li> </ul> <p>#ILTAG87</p>	#ILTAG87

9:00 AM	10:00 AM	Microsoft Roadmap for Windows Server	<p>Microsoft Road Map for Windows Server As their current systems age, most law firms will be evaluating migrations to the newest Windows platforms, such as Windows, Exchange, SQL and SharePoint. There are new features to improve security, functionality and performance that are driving these initiatives. In addition, some firms are moving to online and hybrid platforms. Knowledge is power, and learning about Microsoft's road map for Windows Server will give you the power to time your migrations and better asses these new releases.</p> <p>#ILTAG84</p>	#ILTAG84
9:00 AM	10:00 AM	New Training Models for Better Legal Ops Services	<p>It's time to create a bridge between law firm information technology and law schools. How do we better align with each others' teaching techniques and tools so that when new associates are hired they already have what they need to be productive and profitable (and happy)? Panelists will provide real-life examples of training interns "their way" and whether the relationships are working for their organizations. Do lawyers stay or leave with the training you provided?</p> <p>Takeaways:</p> <p>* Determine where and how to recruit for staff best equipped to adapt to the changing environment of business, law and/or legal ops</p> <p>#ILTAG83</p>	#ILTAG83
9:00 AM	10:00 AM	Online Conferencing Applications Are Catching Fire	<p>Online meeting applications such as Zoom and Chime are starting to catch fire in the legal community. How are they changing the way we work? Many offer a rich array of collaborative tools along with group video and traditional screen sharing, but are they intuitive enough for easy use? We'll cover sophisticated applications for presentations and teams, the best mobile offerings, and free or inexpensive screen-sharing platforms. You'll leave with a list of the best to try out.</p> <p>Takeaways:</p> <p>* Identify popular online conferencing applications and features</p> <p>* Understand how these applications can benefit legal professionals</p> <p>#ILTAG88</p>	#ILTAG88

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9:00 AM	10:00 AM	Outsourcing: Is It the Right Long Term Strategy for your Firm?	<p>There are many opportunities to outsource tasks that are part of a law firm's core business operations. From traditional service areas to legal process outsourcing, outsourcing can be a strategy that reduces operational costs while improving efficiency and expertise. But why do some outsourcing projects succeed while others fail? Join a discussion detailing the key questions to consider when outsourcing, the pitfalls to avoid and how to structure outsourcing engagements to ensure long-term success.</p> <p>Takeaways:</p> <ul style="list-style-type: none"> <li>* Determine key factors to consider with an outsourcing project</li> <li>* Outline how to ensure quality will be maintained</li> <li>* Identify how outsourcing affects the culture of the firm</li> <li>* Develop a list of things to consider for pulling an operation back in-house</li> </ul> <p>#ILTAG85</p>	#ILTAG85
9:00 AM	10:00 AM	Stop the Data Loss! Protection for Your Organization	<p>Security breaches are inevitable, but losing data is not. Learn about new developments and tools to stop sensitive data from getting out of your organization.</p> <p>Takeaways:</p> <ul style="list-style-type: none"> <li>* Understand how law firms are addressing data loss prevention (DLP)</li> <li>* Identify pain points and lessons learned from those on the front line</li> <li>* Outline steps you can take today to begin implementing DLP at your firm</li> </ul> <p>#ILTAG86</p>	#ILTAG86
9:00 AM	10:00 AM	User Experience Design Immersive: Designing KM Tools	<p>Master the skills needed to design simple, user-friendly knowledge management (KM) tools that support adoption. Learn the right questions to ask to get the requirements you need, build personas to guide decisions and see the techniques the pros use to organize complex content.</p> <p>Takeaways:</p> <ul style="list-style-type: none"> <li>* Learn about the user experience design skills needed to design simple, user-friendly KM tools</li> </ul> <p>#ILTAG90</p>	#ILTAG90

9:00 AM	10:00 AM	Using Security Frameworks to Ease Audits and Win Business	<p>Translating information security frameworks, such as ISO, NIST and COBIT, into goals specific to legal IT is a difficult task. Come join us as we break down the most useful frameworks and transform them into actionable and marketable strategies for your firm. See how you can gain an edge in the legal marketplace, make responding to audits easier and win more business.</p> <p>Takeaways:</p> <ul style="list-style-type: none"> <li>* Understand various frameworks and how to use them strategically and proactively</li> <li>* Identify resources to leverage, such as LegalSEC and LS-ISAO</li> <li>* Outline possible marketing and client communication of proactive security</li> <li>* Determine how to educate employees on ways the firm is leading in security and their role</li> </ul> <p>#ILTAG91</p>	#ILTAG91
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## Aug 16, 2017 11:00:00 AM

Start Time	End Date	Session	Description	Event Code
11:00 AM	12:30 PM	60 New Features in Office 2016/Office 365 You Didn't Know Existed	<p>With Microsoft delivering new Office 2016/Office 365 features at a rapid pace, you might have difficulty keeping up. This rapid-fire session will introduce you to Office's latest features that are worth remembering.</p> <p>Takeaways:</p> <ul style="list-style-type: none"> <li>* Learn about 60 new features in Office 2016/Office 365</li> <li>* Receive links to web resources on each feature</li> </ul> <p>#ILTAG97</p>	#ILTAG97
11:00 AM	12:30 PM	Artificial Intelligence in Law: From Theory to Practice (Part 3 of 3)	<p>In part three of this three-part series on artificial intelligence (AI), we'll take a deep dive into how law firms and legal departments are using AI in practice today to achieve results for their organizations and value for their clients. Learn how you can take AI from theory to practice.</p> <p>Takeaways:</p> <ul style="list-style-type: none"> <li>* Develop a rich understanding of some real-world practical applications for AI in law</li> <li>* Learn how to talk to leadership and lawyers about AI</li> <li>* Leave with best practices and lessons learned to apply to legal AI projects</li> </ul> <p>#ILTAG101</p>	#ILTAG101

11:00 AM	12:30 PM	Avoid Collapse – Build Your Intranet Foundation The Right Way	Want guidelines for designing a more successful SharePoint Intranet for the unknown growth of your firm? Come to this session to learn about decisions around SharePoint 2016 and SharePoint Online that can be challenging like security, search, performance, etc. Walk away prepared for your firm's Intranet future armed with the experience of others who have learned what it takes to be successful, the hard way. #ILTAG95	#ILTAG95
11:00 AM	12:30 PM	Basic Law Firm Financial Reporting That All Tech Folks Should Know	Law firms now have sophisticated applications available for analyzing and reporting on profitability. In this product-agnostic session, we will cover some of the toughest profitability analysis questions your firm is facing. We will also examine alternatives and provide best practice recommendations and mistakes to avoid for topics including: accrual vs. cash basis profitability analyses; tying collections back to the work performed; profitability projections (optimistic, pessimistic and expected scenarios); expense adjustments for rainmakers; benefits of a cube-based profitability solution; expense assignments for part-time timekeepers; reconciling your profit cube with your profit and loss statement; residual general ledger calculations; best practices allocation methods; handling non-timekeeper revenue; reporting on timekeepers who have left the firm; handling partner compensation/draws; techniques for smoother expenses; handling exceptions; and more! And don't miss our special bonus: The number one factor in a successful profit implementation! Takeaways:  * Identify key profitability issues * Develop a list of best practices and mistakes to avoid #ILTAG94	#ILTAG94
11:00 AM	12:30 PM	Building a Collaborative Workflow for the Identification and Collection of Ediscovery	This dynamic workshop will focus on developing best practices and documentation for internal law firm litigation support departments and how to better integrate processes with external clients for efforts like preservation and collection. With better processes in place, hopefully we can avoid some of the pitfalls we have all encountered when trying to get clients data. Takeaways:  * Create a process for preservation and collections from external clients * Discuss when to begin the preservation process with your client * Brainstorm best practices for the process #ILTAG102	#ILTAG102

11:00 AM	12:30 PM	Data? Science. Now!	<p>The new currency in the modern marketplace is data – regardless of industry. Insight from structured and unstructured sources has become a critical differentiator for success in a connected business world. Now discoverable are data related to your practice from a range of new sources (e.g., the Internet of Things). How do you focus on converting data into insight and insight into action? You don't have to be a data scientist, but you do have to mandate new skills, new infrastructure and new workflow for your practice. We will highlight new solutions that enable interactive visualization, customization of personal dashboards and automation of alerts and workflow to put insight in the hands of experts that can drive immediate revenue and value for your firm.</p> <p>Takeaways:</p> <ul style="list-style-type: none"> <li>* Identify ways to increase your data analytics capacity, regardless of where your program (or lack thereof) stands now</li> <li>* Learn tips that can be applicable to firms and corporate legal departments across the maturity spectrum</li> </ul> <p>#ILTAG100</p>	#ILTAG100
11:00 AM	12:30 PM	From Beginning to End: Successful Legal Operations Initiatives (Described in 10 Minutes!)	<p>Instead of addressing legal operations at a high level, we're taking a close look at real-world case studies to highlight successful implementations of operational initiatives. Six panelists will have 10 minutes to discuss different projects undertaken from beginning to end, including the good and bad, lessons learned, and practical tips and advice for others. Then attendees will be able to discuss directly with each panelist their similar projects and what to avoid.</p> <p>Takeaways:</p> <ul style="list-style-type: none"> <li>* Discover how peers selected particular vendors, if applicable</li> <li>* Hear how project implementations were handled and pitfalls to watch for</li> <li>* Learn what to do and not to do when leading a project/implementation</li> </ul> <p>#ILTAG103</p>	#ILTAG103
11:00 AM	12:30 PM	How to Hack a Law Firm	<p>Many law firm's conduct external penetration tests, but you can still be hacked. Whether you've been through a dozen tests or are facing your first, it's important to gain insight into the most common ways hackers gain access to a law firm's data and assets. Learn about the best controls you can put in place to defend against these threats.</p> <p>Takeaways:</p> <ul style="list-style-type: none"> <li>* Determine a list of top 10 things you need to go back to your firm and check</li> <li>* Identify how your firm policies can increase your risk</li> </ul> <p>#ILTAG96</p>	#ILTAG96

11:00 AM	12:30 PM	Mutual Challenges and Successes: A Large Firms Discussion Forum	Join this thought-provoking discussion on the mutual challenges and successes of large law firms. Everyone will be encouraged to contribute and network with your peers as we focus on timely issues that profoundly affect larger legal organizations.  #ILTAG104	#ILTAG104
11:00 AM	12:30 PM	Six SPARK Talks on Leadership	Six dynamic law firm leaders -- many of them past ILTA Distinguished Peer Award winners -- will present short, provocative, action-oriented, realistic and knowledgeable (SPARK) talks covering one of six key traits of successful leadership. This is a session not to be missed for those in (or aspiring to be in) leadership roles. Takeaways:  * Learn leadership strategies that work from some of law firms' finest managers * Identify leadership mishaps you should avoid #ILTAG99	#ILTAG99
11:00 AM	12:30 PM	User-Centered Design Workshop (Title Not Edited)	In part two of this design thinking workshop, participants will get hands-on and create prototypes of solutions to a problem. How can you better understand a user's issues and create a quick model that will lead to an improved solution for their needs? Work with your fellow attendees, learn how to prototype and bring those skills back to your organization. (Attendance at part one of the workshop is recommended but not required.) Takeaways:  * Understand the design process and how you can use it to enhance the user experience at your firm * Determine how to get your teams to use design prototyping with your users #ILTAG98	#ILTAG98

## Aug 16, 2017 1:30:00 PM

Start Time	End Date	Session	Description	Event Code
1:30 PM	2:30 PM	ILTA's News Show	What began as a small pilot episode at ILTACON 2016 is now a full-blown news show at ILTACON 2017. Wednesday after lunch, ILTA's News Show will be hosted by <a href="http://kenrutkowski.com/">Ken Rutkowski</a> , talk show host of the "Voice of Disruption" program, the insider's guide to global disruptive leaders, and co-founder of the #1 business radio talk show in America, "Business Rockstars." Ken will cover current technologies and news about disruption, and he'll prognosticate on the future. Expect live interviews and prerecorded bits from surprise guests. #ILTANEWS	#ILTANEWS

## Aug 16, 2017 3:30:00 PM

Start Time	End Date	Session	Description	Event Code
3:30 PM	4:30 PM	Apply User Experience (UX) Design Principles to Enhance Learning	<p>Good usability combined with effective instructional design can help deliver optimal learning experiences. It all starts with user experience (UX) design principles. Come learn the fundamentals, including analysis techniques, prototyping, usability testing, implementation planning and evaluation planning, and how to apply them to enhance your users' learning experiences.</p> <p>Takeaways:</p> <ul style="list-style-type: none"><li>* Develop guidelines on how to design and develop graphics, visual aids and infographics using UX principles</li><li>* Build a resource list of books, websites and other sources</li></ul> <p>#ILTAG106</p>	#ILTAG106
3:30 PM	4:30 PM	Automating Information Governance	<p>We've all been told that automation is the future of managing and governing information. With automation come many benefits, including rule-based email management, the most sophisticated forms of automated classification and discovery of data's "meaning." Interested? Come learn about available technologies, challenges in implementing automation and important lessons information governance (IG) practitioners have learned that can help us put these next-generation tools and techniques to work today.</p> <p>Takeaways:</p> <ul style="list-style-type: none"><li>* Discover different techniques to automate solutions to your IG problems</li><li>* Outline what works and what doesn't</li><li>* Understand why automating IG is worth the investment</li></ul> <p>#ILTAG113</p>	#ILTAG113
3:30 PM	4:30 PM	Corporate Legal Roundtable on Law Firm Collaboration	<p>Law firm and legal department members will join together for a roundtable on collaborative topics such as building relationships, challenges in communication and operations, sharing information, and ebilling/cost management.</p> <p>* This session is open to all members.</p> <p>#ILTAG116</p>	#ILTAG116

3:30 PM	4:30 PM	eDiscovery Data and Records Collaboration	<p>A closed matter is just the beginning to what can often be a complex data storage process. What information gets returned to the client? What data sets get destroyed? What data do you need to keep? From understanding your client's records retention strategy to having a step-by-step plan with records managers, a collaborative strategy is necessary to ensure records are safeguarded and processes are compliant.</p> <p>Takeaways:</p> <ul style="list-style-type: none"> <li>* Understand complex data storage methods</li> <li>* Comprehend the importance of your clients' records retention policies and how they affect your retention practices</li> <li>* Identify best practices from records managers and general counsel</li> </ul> <p>#ILTAG115</p>	#ILTAG115
3:30 PM	4:30 PM	Feedback on Feedback - Managing Up and Managing Down	<p>Our panel will discuss the dilemmas faced by those who are managers and are managed. Learn the techniques of managing up and managing down while avoiding the "kissing up" and "kicking down" trap.</p> <p>#ILTAG110</p>	#ILTAG110
3:30 PM	4:30 PM	Get Your House in Order: Patching and Imaging Strategies	<p>Join us to explore the best practices of patch management and image creation. We will uncover the reasons why it is important to patch non-Microsoft applications, in addition to standard Microsoft updates. Learn how to choose the right tools for your environment and budget and methods to test and deploy patches and images. We'll also discuss security implications. There is a solution out there for everyone!</p> <p>Takeaways:</p> <ul style="list-style-type: none"> <li>* Learn best practices for enterprise patch management and image creation</li> <li>* Discover the tools that are available to small and large firms</li> <li>* Receive links to documentation and other free content related to this session</li> </ul> <p>#ILTAG108</p>	#ILTAG108
3:30 PM	4:30 PM	Moneyball for Lawyers: How Legal Analytics is Transforming the Business and Practice of Law	<p>Imagine you could make a data-driven prediction about how opposing counsel, a judge or a party to litigation will behave. What if you could anticipate the results of a specific legal strategy or argument? Would you continue relying exclusively on traditional legal research or firm know-how and reasoning to inform the advice you give clients, the documents you draft, the negotiations you conduct and the arguments you make? Or would you integrate legal analytics into your lawyering by practicing Moneyball for lawyers?</p> <p>Takeaways:</p> <ul style="list-style-type: none"> <li>* Learn about external tools that can be used to predict the likely outcome of winning a case</li> </ul> <p>#ILTAG114</p>	#ILTAG114

3:30 PM	4:30 PM	Securing Your Systems from Perimeter to Endpoints	<p>As new threats and attacks develop, the market for security products and services continues to adapt. Without focusing on specific vendors, we'll start from the ground floor and review best practices and the state of the market for solutions at each level. You'll leave with a good list of items to follow up on at home and the right questions to ask vendors while at the conference.</p> <p>Takeaways:</p> <ul style="list-style-type: none"> <li>* Understand the state of the security product market and services at different layers</li> <li>* Identify which features are differentiating solutions from their competitors</li> <li>* Determine next steps for finding the right solution to secure your systems</li> </ul> <p>#ILTAG112</p>	#ILTAG112
3:30 PM	4:30 PM	System Center Configuration Manager: What's New and Why You Should Upgrade!	<p>Service-Model-a-Palooza! Join us for an explanation of the current branch model, what is new and useful in each and how this affects the deployment team. We'll discuss embracing the new client and application service models for Windows and Office. Realize the ever-elusive cloud-based distribution point, great new Windows Intune integration and so much more!</p> <p>Takeaways:</p> <ul style="list-style-type: none"> <li>* Learn about the service branch model for SCCM and Windows</li> <li>* Understand how to get started from SCCM 2007 into the service branch model</li> <li>* List third-party add-ins, frameworks and tools</li> <li>* Identify new, innovative ways to handle remote office and mobile distributions</li> <li>* Discover more dynamic, easier task sequence maintenance with new approaches and features</li> </ul> <p>#ILTAG109</p>	#ILTAG109

3:30 PM	4:30 PM	The CRM Identity Crisis	<p>The use of client relationship management (CRM) platforms by law firms has become the norm over the past 20 years, but have these systems evolved? Can CRM systems truly deliver on the promise to drive (not just track) the customer experience, and in such a way that results in measurable financial impact to the firm? Or are CRM platforms doomed to being expensive systems for managing contacts and mailing lists? Join us as we explore the purpose of client relationship management in the modern law firm, where it fits into the business overall and how it can contribute to the bottom line.</p> <p>Takeaways:</p> <ul style="list-style-type: none"> <li>* Identify the purpose of CRM systems in the modern law firm</li> <li>* Determine where client relationship management fits into the overall business</li> <li>* Articulate concrete examples of how CRM can contribute to the bottom line</li> </ul> <p>#ILTAG107</p>	#ILTAG107
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3:30 PM	4:30 PM	The Power of Monitoring (A Matter Dashboard Showcase)	<p>Clients are requesting more alternative fee arrangements and demanding better efficiency from law firms. How can you ensure that your matter billing is on budget? Come learn about the benefits of matter monitoring, see sample dashboards and discover what attorneys really do with the information.</p> <p>Takeaways:</p> <ul style="list-style-type: none"> <li>* Develop an understanding of how matter dashboards work, what aspects of a matter need monitoring, and how to present the data in a consumable form</li> </ul> <p>#ILTAG111</p>	#ILTAG111
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3:30 PM	4:30 PM	Writing Session	<p>Writing Session</p> <p>#ILTAG117</p>	#ILTAG117
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**Aug 17, 2017 9:00:00 AM**

Start Time	End Date	Session	Description	Event Code
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9:00 AM	10:00 AM	Cracks in Your Windows? Build Quality into Your Projects!	<p>Are you planning a Windows 10 deployment? Are you concerned about how “Windows as a service” will affect your firm? Or are you implementing new business intake, document management system or financial system platforms or upgrades? Then this session is for you! Avoid any cracks in your windows by using the five W’s of quality assurance, which we will explore using real-life law firm examples. Whether your focus is testing, project management or desktop application engineering, we will give guidance on how to reinforce your projects with better quality.</p> <p>Takeaways:</p> <ul style="list-style-type: none"> <li>* Develop a road map to help ensure your next deployment is your best deployment</li> <li>* Understand the five W’s of quality assurance</li> </ul>	#ILTAG120
9:00 AM	10:00 AM	ILTA Showcase: Fast and Furious Peer Award Presentations	<p>Watch as some of ILTA’s Distinguished Peer Awards short-list nominees share their stories with ILTACON attendees. Presented in TED-style talks, each presenter will have five minutes to share something valuable. Expect to hear about project highlights, innovations and accomplishments. Come see what your peers are working on!</p>	#ILTAG126
9:00 AM	10:00 AM	LEDES Oversight Committee Bi-Annual Members Meeting	<p>The LEDES Oversight Committee is dedicated to overseeing existing and issuing new standards for the electronic exchange of information between law departments and the legal vendors that provide services to them. LEDES formats currently support the exchange of billing, timekeeper and budgeting information, and the UTBMS codes used in legal ebilling. This biannual meeting will include a status report from the president and reports from the subcommittees on recent activities. Anyone interested in learning more about the organization and its current initiatives is welcome to attend.</p>	#ILTAG125
9:00 AM	10:00 AM	Mitigating Risk Through an Effective Vendor Governance Strategy	<p>Clients are increasingly asking firms via audit requests about their vendor governance/vendor risk management processes and policies. Indications point to the result of these audits weighing heavily on clients awarding future business. Join us to talk about how to effectively develop and implement a strategy for vendor governance, leveraging internal resource capabilities, technology solutions and other components.</p> <p>Takeaways:</p> <ul style="list-style-type: none"> <li>* Establish a greater foundation for developing an effective vendor information governance strategy</li> <li>* Identify internal and external resources to help develop your strategy</li> </ul>	#ILTAG118

9:00 AM	10:00 AM	O365 and Exchange Ediscovery Capabilities	<p>While Office 365 and Exchange ediscovery capabilities can make our jobs easier, they can also be subject to problems. What can you expect from these products? In this live demo, you'll get an interactive tutorial of the features these platforms offer – from the glitz to the glitches.</p> <p>Takeaways:</p> <ul style="list-style-type: none"> <li>* Understand what the different software offerings are and are not good at</li> <li>* Identify gotchas for each product</li> </ul> <p>#ILTAG124</p>	#ILTAG124
9:00 AM	10:00 AM	PowerShell Best Practices, Remote Management, Automation and More	<p>What is in the “power” of PowerShell? Learn what PowerShell is and why it is important for IT personnel to become proficient in this scripting language. We'll share ideas on how to automate tasks, manipulate objects and generate reports from Windows desktops, servers and Active Directory. Walk away with best practices and methods for remote management, automation and more!</p> <p>Takeaways:</p> <ul style="list-style-type: none"> <li>* Understand the main benefits and features of PowerShell</li> <li>* Develop a list of script examples for changes to Active Directory and Windows 10</li> <li>* Learn to perform advanced tasks with PowerShell</li> </ul> <p>#ILTAG119</p>	#ILTAG119
9:00 AM	10:00 AM	Replacing Email with a Collaboration Platform That Works	<p>People are social, and collaboration software recognizes this. They allow you to communicate using blogs, articles, wikis, comments and status updates, just as you would in social networks. See how Slack, ThreadKM, Yammer and Microsoft Teams are challenging email's dominance as a communication hub. Also learn what conditions are needed to make social collaboration successful, the challenges involved in implementing social collaboration tools and which tool is right for your firm. We'll share methods, processes, designs and practices related to the successful replacement of email with other collaboration mediums.</p> <p>Takeaways:</p> <ul style="list-style-type: none"> <li>* Examine reasons for choosing a collaboration platform to replace email</li> <li>* Outline conditions for a successful implementation</li> <li>* Explore examples of how people are using various tools</li> </ul> <p>#ILTAG121</p>	#ILTAG121

9:00 AM 10:00 AM Your Perimeter Will Be Breached Your law firm will be hacked. What do you do when that happens? How do you mitigate the damage done? Join us for a technical discussion on what you can put in place that will help you identify where you have been hacked and how to get rid of the threat.  
 Takeaways:  
 \* Determine a list of things to check when you're back in the office  
 \* Identify ways to find intruders in your perimeter and mitigate risk  
 #ILTAG123

9:00 AM 10:00 AM You've Created an Innovative Product/Service...Now What? As more law firms experiment with innovation by delivering their services in new and interesting ways, many encounter logistical challenges. How do you price the products/services in a market bereft of competitors? How should you go about positioning and selling these innovations? How will you maintain and scale operations to keep the product/service updated? What's the best way to deliver support for the new product or service? We will answer these questions and more as we present real-world examples of innovative products and services that have been attempted and actualized.  
 Takeaways:  
 \* Learn pricing and marketing strategies  
 \* Gain insight into the client's point of view  
 \* Understand implementation and maintenance hurdles and best practices  
 #ILTAG122

**Aug 17, 2017 11:15:00 AM**

Start Time	End Date	Session	Description	Event Code
11:15 AM	12:15 PM	Better, Faster, Cheaper: Finding and Removing Waste From Your Legal Processes	What barriers keep us from doing legal work better, faster and cheaper? With clients' increasing capacity to monitor and evaluate these aspects of legal work comes greater pressure on legal service providers to up their process game on the front and back ends. During this interactive session, you'll learn how to identify the "long poles in the tent" -- the top constraints or barriers to improving your legal processes -- and best practices for removing or avoiding them. Takeaways: * Learn how the three M's of waste removal in lean manufacturing can be used to positively affect your legal processes * Understand the theory of constraints #ILTAG132	#ILTAG132

11:15 AM	12:15 PM	Collaborative Editing: Is 2017 the Year of the Co-Author in Legal?	<p>Attorneys have experienced collaborative editing throughout law school with Google Docs. Are we ready as law firm technologists to facilitate collaboration within our firms, with clients and with vendors? Learn how firms have adopted current technologies and about document management system (DMS) vendors that now support collaborative editing. Join us as we explore the changing landscape and learn to assess your firm's readiness.</p> <p>Takeaways:</p> <ul style="list-style-type: none"> <li>* Explain the basics of SharePoint Online</li> <li>* Compare DMS vendors that support less structured data</li> </ul> <p>#ILTAG127</p>	#ILTAG127
11:15 AM	12:15 PM	Do You Have the Right Stuff? Equipping Leaders to Face Departmental Challenges	<p>When faced with new technology tools and departmental challenges and transitions, what keeps the team together? Panelists will speak about their personal situations, and we will find out what common denominators make up a good leader. What about the way they manage sets them apart and motivates their team to follow? What experiences didn't go as planned, and what did they do to change future outcomes? Make sure your leaders have the right stuff!</p> <p>Takeaways:</p> <ul style="list-style-type: none"> <li>* Learn simple steps to being a better leader</li> <li>* Identify management techniques and leadership strategies</li> <li>* Hear stories of successes and failures from a panel of managers</li> </ul> <p>#ILTAG133</p>	#ILTAG133
11:15 AM	12:15 PM	Encryption Solutions: Safeguarding Your Firm's Environment	<p>Full-disk encryption is one of the most effective ways to prevent confidential data from being taken from a compromised laptop. What is encryption and how does it work? Let's explore various solutions being used to encrypt devices and steps for choosing the appropriate solution.</p> <p>Takeaways:</p> <ul style="list-style-type: none"> <li>* Understand the basics of encryption technology</li> <li>* Identify leading providers of full-disk encryption and what makes for a good encryption solution</li> <li>* Develop tips for selecting the right solution</li> </ul> <p>#ILTAG129</p>	#ILTAG129

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11:15 AM	12:15 PM	Exchange 2016 Upgrade Scenarios	<p>Are you thinking about an upgrade? Come learn about new features in Exchange 2016 and Exchange Online that provide benefits for law firms. Then we'll explore upgrade scenarios for Exchange 2016 on-premises deployments, full migrations to Exchange Online and hybrids in between. A panel of ILTA member law firms will close things out by discussing how they upgraded, the reasons for their decisions and lessons learned along the way.</p> <p>Takeaways:</p> <ul style="list-style-type: none"> <li>* Discover lessons learned during upgrade scenarios from member firms</li> <li>* Develop a plan of action for moving to Exchange Online</li> <li>* Understand the top five new features offered in Exchange 2016</li> </ul> <p>#ILTAG131</p>	#ILTAG131
11:15 AM	12:15 PM	KM Tools Lawyers Love	<p>Knowledge management (KM) professionals often design and implement tools they are certain their lawyers will love, only to have them fall flat and quickly slip into oblivion. Sometimes KM and IT launch a tool expecting lawyer pushback or disinterest and are pleasantly surprised by immediate adoption. Let's focus on the KM tools lawyers love as we learn about some of the KM tools practicing lawyers have found most helpful and easy to incorporate into their practices. Whether you are just starting out with KM, looking to refresh a long-standing KM initiative or operating with a tight budget and limited resources, come learn which projects will be the quickest, be the easiest and win big points with your lawyers.</p> <p>Takeaways:</p> <ul style="list-style-type: none"> <li>* Develop a better understanding of the practicing lawyer's priorities and concerns</li> <li>* Gain insight into how lawyers think about their practice and work with their clients and each other</li> <li>* Leave with a short list of winning projects to take on when starting out with KM, refreshing KM or performing KM on a tight budget</li> <li>* Establish a check list of things to consider when deciding which KM or legal IT projects to pursue and which to postpone or even ditch</li> </ul> <p>#ILTAG128</p>	#ILTAG128
11:15 AM	12:15 PM	LEDES Session	LEDES Session #ILTAG135	#ILTAG135
11:15 AM	12:15 PM	Mentoring Session	Mentoring Session #ILTAG134	#ILTAG134

11:15 AM	12:15 PM	New Microsoft Features That Will Affect Ediscovery in the Future	<p>Microsoft continues to add features to its products that could make preservation, collection, review and production easier in the future. More and more corporations are using those products. Is it time for law firms to follow suit? Come hear a panel discuss how Microsoft's legal hold and ediscovery compliance features could change how we deal with ediscovery now and in the future. Will you be prepared to take advantage of these changes?</p> <p>Takeaways:</p> <ul style="list-style-type: none"> <li>* Learn how Microsoft's legal hold and ediscovery compliance features are making it easier to deal with ediscovery challenges</li> <li>* See how these new features could affect how we deal with ediscovery</li> <li>* Discover how to take advantage of these features to further your career</li> </ul> <p>#ILTAG130</p>	#ILTAG130
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## Aug 17, 2017 2:00:00 PM

Start Time	End Date	Session	Description	Event Code
2:00 PM	3:00 PM	Data Analytics for Defense of Good Governance	<p>Various approaches to data and key metrics can improve your information governance (IG) program. What are the benefits of useful data analysis? How can you create the ideal information governance framework by distilling data into building blocks that tie together? We'll examine case studies to demonstrate data-driven decisions made throughout the building and remodeling of successful IG programs.</p> <p>#ILTAG142</p>	#ILTAG142
2:00 PM	3:00 PM	Develop Your Ability to Negotiate and Work with IT Vendors	<p>Do you find yourself involved in the procurement process? How do you develop the necessary skills to handle complex contract negotiations with your vendors? Come learn what common mistakes are made when purchasing (or renewing) IT operations products and services. Explore how to manage procurement risks while strengthen relationships with your suppliers, and gain useful tips you can put into play immediately to improve your skills in the IT procurement arena.</p> <p>Takeaways:</p> <ul style="list-style-type: none"> <li>* Outline best practices in negotiating contracts</li> <li>* Receive a draft/sample procurement request form that asks all the right questions</li> <li>* Identify tips and tricks that firms use for common but large IT purchases</li> <li>* Understand comon contract language</li> </ul> <p>#ILTAG138</p>	#ILTAG138

2:00 PM	3:00 PM	Innovation Through Operations	<p>There are many innovative tools aimed at streamlining legal processes, but these solutions often fail to realize their intended benefits because they don't fit into a well-constructed process. We can still innovate through operations! Learn more as we explore two in-depth case studies of how good technology and well-thought-out processes led to meaningful change in a law firm and legal department. Learn how our panelists structured themselves for success and navigated away from common pitfalls as they drove change in their organizations through operational initiatives. Takeaways:</p> <ul style="list-style-type: none"> <li>* Understand the importance of planning for technology implementations</li> <li>* Appreciate that good technology by itself solves little</li> <li>* Determine how to change your organization's approach to legal service delivery without compromising the quality of the underlying advice/end product</li> <li>* Develop a plan to present changes to the delivery model as opportunities rather than threats to those subject to new processes</li> </ul> <p>#ILTAG136</p>	#ILTAG136
2:00 PM	3:00 PM	Managed Security Services vs. Your Own Security Team	<p>It can be a challenge to develop a large enough internal security team to keep up with the pace of threats. When does it make sense to invest in your own people versus leverage outside assistance? How have hybrid models worked for firms that use both? Come hear from our panel about how they have struck the right balance between managed services and internal security support. Takeaways:</p> <ul style="list-style-type: none"> <li>* Determine the main points to consider for developing a security team or externally sourced managed security services</li> <li>* Identify the challenges and benefits with each approach</li> </ul> <p>#ILTAG140</p>	#ILTAG140
2:00 PM	3:00 PM	Strategies for Building a Culture of Continuous Security Awareness	<p>Security training is not a one-time event. Building a culture of continuous security awareness is the missing link in any security initiative. Malware and hackers are most often invited in through a network's "front door" by your users via phishing or careless clicking. How do you keep security awareness fresh in users' minds? How do you show clients that you're serious about their data security? Attend this fast-paced workshop for strategies on how to plan and implement a culture in which security is always top-of-mind. Takeaways:</p> <ul style="list-style-type: none"> <li>* Develop your own security awareness plans</li> </ul> <p>#ILTAG141</p>	#ILTAG141

2:00 PM	3:00 PM	Successful Legal Project Management	<p>The benefits of legal project management (LPM) are well-documented. But where has legal benefited most from LPM? Panelists will share stories of how they have successfully implemented LPM during innovative legal solutions designs, embedding legal technology into traditional legal practice and building LPM capabilities within a law firm.</p> <p>Takeaways:</p> <ul style="list-style-type: none"> <li>* Learn methods to develop sustainable but customized LPM programs</li> <li>* Hear case studies about successful implementations and why success was achieved</li> <li>* Identify which areas of legal that are less susceptible to LPM</li> </ul> <p>#ILTAG139</p>	#ILTAG139
2:00 PM	3:00 PM	Sustainable KM	<p>Many of our current knowledge management (KM) initiatives and resources are labor-intensive and require substantial effort to keep them going and valuable post-implementation. Consequently, and despite our best intentions, many of these initiatives have a tendency to flame out once our energy wanes, attention shifts or human resources are reduced. Learn how to design and implement a KM strategy and KM programs and tools that are self-sustaining, more easily maintained and/or amenable to organic growth.</p> <p>Takeaways:</p> <ul style="list-style-type: none"> <li>* Develop an ability to discern which KM initiatives are just too hard to sustain</li> <li>* Examine a sample of sustainable, high-impact initiatives</li> <li>* Identify strategies for designing sustainable programs</li> </ul> <p>#ILTAG137</p>	#ILTAG137
2:00 PM	3:00 PM	What's in YOUR e-Discovery/Litigation Support Strategic Plan?!	<p>Looking into the future, what is the focus of your strategic plan? What are your staff needs and technology needs? Is there company growth? Creating and managing a strategic plan can be difficult, especially as emerging needs fight for resources and attention. This presentation will give ediscovery and litigation support professionals tips on updating, revamping and revisioning their strategic plan. We will also discuss various approaches and timetables for the strategic planning process.</p> <p>Takeaways:</p> <ul style="list-style-type: none"> <li>* Cultivate ideas on how to develop a strategic plan</li> <li>* Identify who needs to be involved</li> <li>* Determine factors to consider in your strategic plan</li> </ul> <p>#ILTAG143</p>	#ILTAG143

**Aug 17, 2017 3:30:00 PM**

Start Time	End Date	Session	Description	Event Code
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3:30 PM	4:30 PM	ARMA Session	ARMA Session #ILTAG151	#ILTAG151
3:30 PM	4:30 PM	Bridging the Gap Between Marketing and KM	Marketing and knowledge management (KM) support the practice of law in ways that complement and converge. Both hunt the same information (matter details and financial data) and use the same tools (expertise systems, client relationship management tools, request for proposal response systems, intranets and extranets). Even with so much common ground, marketing and KM and departments often work independently of each other and at cross-purposes. Join us as we present case studies and best practices for creating and sustaining a powerful, united marketing-KM front. Takeaways:  * Understand common points of tension and how to deal with them * Identify key areas where collaboration can boost performance * Learn how collaborative teams have achieved successful outcomes for their firms  #ILTAG150	#ILTAG150
3:30 PM	4:30 PM	Corporate Legal Roundtable: Collaborative Group Therapy	During this roundtable discussion, all members are welcome to come share what they learned during the week's previous roundtables and other ILTA educational offerings. We'll also use this opportunity to collaboratively discuss future programming.  * This session is open to all members. #ILTAG152	#ILTAG152
3:30 PM	4:30 PM	Current State of Storage Technology	The market for storage options is changing rapidly. Let's review available options at multiple tiers, from low-cost cold storage to high-performance flash arrays. Discover the role of hybrid cloud integrations and whether or not hyperconvergence is something you should explore. Takeaways:  * Outline the latest players in the field, especially those in the flash array arena * Gain real-world tips from firms that have recently replaced/upgraded their storage solutions * Identify what to look for in storage trends in 2017 and beyond * Determine how best to manage tiers of storage #ILTAG148	#ILTAG148

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3:30 PM	4:30 PM	Getting More Out of Your MDM Solution	<p>Are you taking advantage of all the features of your mobile device management (MDM) system? In the past few years, MDM solutions have evolved from being a wish list item to reality for many law firms. Most create a container to secure the firm's data, but there are many untapped features that bolster the potential of these solutions.</p> <p>Takeaways:</p> <ul style="list-style-type: none"> <li>* List the features you may be able to deploy on your existing solution</li> <li>* Identify things you should look for in your current MDM environment that are enabled by default and should not be</li> </ul> <p>#ILTAG146</p>	#ILTAG146
3:30 PM	4:30 PM	Preserving, Collecting and Producing Databases for Ediscovery	<p>An industry expert will share how they deal with, manage and produce structured data and databases during litigation and government investigations. Attendees will hear about common challenges and solutions to help deal with these challenging sources of data, and they will learn about techniques to preserve, collect, review and produce structured data and databases.</p> <p>Takeaways:</p> <ul style="list-style-type: none"> <li>* Learn how to preserve, collect and produce databases</li> <li>* Understand common challenges and pitfalls to avoid when dealing with databases</li> <li>* Establish a list of questions to ask when dealing with databases</li> </ul> <p>#ILTAG147</p>	#ILTAG147
3:30 PM	4:30 PM	Responsible Innovation	<p>Should IT departments be responsible for both new internal and client-facing product and service development? If so, what are best practices for moving forward while providing top-shelf maintenance and customer service? Our speakers will argue that the IT departments that thrive must find ways to do both. Hear about techniques and best practices for doing both from firms that have spun off innovation arms in various ways and firms that have innovated from within a more traditional structure.</p> <p>Takeaways:</p> <ul style="list-style-type: none"> <li>* Develop short- and long-term recommendations and guidelines for developing an innovation road map, creating strategic goals and justifying to firm management the need to find a balance</li> </ul> <p>#ILTAG149</p>	#ILTAG149
3:30 PM	4:30 PM	The Tips, Tools and Talent to Expand IT Support to Mobile Users	<p>Do you face challenges supporting end users in this ever-growing mobile workforce? A panel of peers is here to help and will tackle a variety of support scenarios in which the goals are providing efficient, secure and cost-effective IT assistance to end users on the go. Learn about the tips, tools and talent needed to effectively expand IT support to mobile users.</p> <p>#ILTAG145</p>	#ILTAG145