



# ILTA>ON Master Classes

Learn valuable lessons and gain key insights from leaders who have experienced the trends, the changes, and the unexpected.

*\*Class information is as of August 11, 2020 and is subject to change.*

## TUESDAY, AUGUST 25

10:30 - 11:30 AM CT / 4:30 - 5:30 PM BST

### Automation Projects - Requirements and Evaluation

Presented by Olenick

Choosing what to automate and the best product/service in a legal organization isn't easy. You can't afford to make bad choices in the current economic climate. You have to balance the risks and costs of using your own resources and skills against automating the processes yourselves or moving to a managed service. Having good requirements are key to you making good decisions and being successful in your automation projects. In this Master Class we take a deep dive into the questions to ask internally, identifying risk areas in current manual processes and prioritizing automation needs. We share our experience in developing automation requirements and evaluating automation products and services. Our focus will be on workflow tools / RPA (Robotic Process Automation) and software testing automation.

Best for: Core IT, KM, Innovation

11:30 AM - 12:30 PM CT / 5:30 - 6:30 PM BST

### The Redefining Decade for Contract Review Analysis: Gaining Deeper Answers & Insights

Presented by Kira Systems

Data is stored in many forms, two being contracts and documents. Yet the information within them can be highly unstructured (not in an organized form), making it laborious to extract for many firms and organizations who don't have the right tools or AI systems. Fortunately, for legal teams and corporations, AI has transformed the way they extract information from contracts and related documents, reducing tedious, manual review and enabling them to spend more time on higher-value work for their clients or stakeholders. This has been a major evolution, but it only scratches the surface. Within the provision, clause, and data point itself lies a wealth of information waiting to be consumed. What if you could ask your most pressing business questions to your contracts and get an instant answer? In this masterclass session, we dive into the evolution of contract review and analysis and the future that lies ahead for the industry. It's a redefining decade for the way you work, and the way you ask questions.

Best for: Knowledge Managers, Partners, CIOs



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## TUESDAY, AUGUST 25

3:30 PM - 4:30 PM Central / 9:30 - 10:30 PM BST

**Work From Anywhere Analysis - Virtual Desktops and/or VPN**

Presented by Helient

Remote access has always been a topic of discussion in many firms. It traditionally has been an edge case, compared to primary data center operations. Now, millions of employees are working outside of the physical office. Providing employees a robust, reliable, secure workspace for delivering work product is essential. Is your firm surviving or thriving? What methods are being deployed, and do they work and are users happy? Does End User Experience matter? Come learn about a variety of methods for supporting today -- and tomorrow's remote workforce.

Best for: IT Directors, CIO, IT Engineers, CISO

## WEDNESDAY, AUGUST 26

8:00 - 9:00 AM CT / 2:00 - 3:00 PM BST

**With the "New Normal" Comes a New Playbook for Relationship Building That Will Be Vital**

Presented by Tikit

Last year's study published by Lexis-Nexis in conjunction with University of Cambridge's Judge Business School identified the client experience as an emerging battleground for law firms. Those firms who had a strong posture towards the client experience were identified as being more likely to have long term, higher margin clients and less likely to be affected by client cost pressures. By contrast, those firms who had a weaker approach towards the client experience were more likely to have a greater number of transactional clients who are cost driven and hence less loyal. These firms have a long tail of clients with whom it is difficult to maintain and develop relationships. Our recent experience with COVID-19 has caused firms to re-evaluate their approach to doing business. There are clearly many tactical responses that have happened, as firms have dealt with the 'survival' phase of the crisis. In this Masterclass Tikit's Simon Elven will review the state of play and discuss the growing realization that firms are reaching that that focus on the client experience and the strength of the relationship is key in driving differentiation and loyalty.

Best for: Marketing and Business Development, Operations, Managing Partners



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## WEDNESDAY, AUGUST 26

10:30 - 11:30 AM CT / 4:30 - 5:30 PM BST

### Prevent Lateral Movement and Data Exploitation

Presented by Attivo Networks

Attackers gather information once they infiltrate a network. They collect critical data such as local files of interest, mapped shares, or local/domain administrator accounts and conduct discovery activity on other hosts to move laterally, escalate privileges, or encrypt and steal data for ransom. Until now, there was no single security control that could prevent attackers from discovering and exploiting information they gather to progress their attacks. Enter deception technology, which can hide, deny, misdirect, and misinform such discovery, lateral movement, and data exploitation activities.

Best for: Technical Information Security

11:30 AM - 12:30 PM CT / 5:30 - 6:30 PM BST

### Protect Your Data Anytime, Anywhere With Rights Management

Presented by Mobile Helix

This class will dive into what rights management is, how it works, and who the major providers are. The introduction to the class will discuss the goals of Information Rights Management, what specific security problems IRM solves, and some of the major challenges IRM presents, particularly focused on how to navigate the tradeoff between protection and practicality with IRM technologies. We will then spend the second portion of the class diving into Microsoft's Information Protection technologies, how those are implemented both on-premise and with Azure, and how they work for documents and emails. In this section we will dive into the architecture of Microsoft's Information Protection, the benefits/disadvantages of this architecture, and how this particular implementation fulfills the security promises of IRM outlined in part 1. We will also dig into the challenges with IRM, and why IRM has not yet become a standard requirement for a secure enterprise. The class will conclude with a step by step outline for how to get started with Microsoft Information Protection. The goal of this section is to provide enough hands-on details to allow the attendees to get started down the IRM path with a clear vision of how it works, how to get started, and how to manage the tradeoffs between security and flexibility based on the protection requirements for a particular client or matter.

Best for: Information Security Professionals



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## WEDNESDAY, AUGUST 26

2:30 - 3:30 PM CT / 8:30 - 9:30 PM BST

### Arriving at the Scene of a Cyber Attack

Presented by SecurIT360

This Master Class will be lead by David Forrestall,(CISSP CISA), CEO of SecurIT360. When a cyber security incident does occur, learn about what to expect when you arrive on the scene and the best practices of what should happen next from a recognized leader in the cyber security industry.

Best for: Anyone who may be involved with internal or external incident response or other cyber security related issues.

## THURSDAY, AUGUST 26

10:30 - 11:30 AM CT / 4:30 - 5:30 PM BST

### Doing More with Less: How Downsizing Your Tech Stack Can Transform Your Organization

Presented by Relativity

Take a second and take inventory of your tech stack. Is there so much there that you can't take inventory off the top of your head? Do you often spend hours working to piece together your tech stack? Do you have trouble creating a cohesive experience for your internal and external clients? We feel your pain at Relativity. In a time when securing your data, maximizing operational efficiency, and being able to continue business from wherever, you must be more strategic than ever with your tech. And at Relativity we've found that slimming down our tech is how to get there. In this session, Andrew Watts, Relativity's CIO will share Relativity's journey towards slimming down our tech and what it's meant from our business. Andrew will give you tips on how to simplify your software and share the impact this can have on your team's ability to be innovative, efficient, and see strong returns on investment for every piece of software you invest in.

Best for: IT Professionals & Executives



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### Legal Business Analytics: Unlocking Insight with Azure AI and Cognitive Services

Presented by Wilson Allen & Microsoft

With the marketplace for legal services becoming increasingly competitive and demand for services potentially shrinking or dramatically changing – the need for a data-backed business strategy is urgent. Law firms worldwide are looking to make better use of technology to enhance business performance. By applying AI and machine learning, firms can find unprecedented levels of insight to make better business decisions across the complete client engagement life cycle. In this session, representatives from Microsoft and Wilson Allen will provide a detailed look at AI and machine learning models that firms can use to make better business decisions. They will show how Wilson Allen, a Microsoft AI Inner Circle partner, uses Cognitive Services containers to deliver prebuilt AI and machine learning models to its firms, dramatically lowering the barrier that has prevented many firms from accessing advanced analytics. The presenters will explain several tools within the Azure Cognitive Services family including a Form Recognizer that processes documents such as PDFs from unstructured data into structured databases that are ready for analysis. They will also explain the Text Analytics service that can be used to uncover insights such as sentiment, entities, and key phrases in unstructured text. Firms can then analyze digitized documents and visualize the results in Power BI dashboards to better understand client feedback or identify common topics in timecard narratives, lawyers' notes, or client onboarding documents.

Best for: IT Professionals

2:30 - 3:30 PM CT / 8:30 - 9:30 PM BST

### Top Security Myths, Busted

Presented by NetDocuments

No matter how you slice it, security is important to firms for typically 3 key reasons: 1) preventing silent subpoenas 2) protecting against internal stealing and 3) protecting against national security infringements. And, while you already know the critical features and certifications you need in a DMS provider to deliver the level of security you require, not all solutions are created equal. Though some providers may claim to have certain 'check box' items, the difference between solutions goes much deeper. Whether you're looking to renew your license with an existing vendor or looking to go from on-premises solutions to the cloud, join this session with Alvin Tedjamulia, CTO and co-founder of NetDocuments, to learn key differences that will be the difference of if your data is truly being kept safe.

Best for: Large Law, Mid Law, and Corp Law