<table>
<thead>
<tr>
<th>Day</th>
<th>Date</th>
<th>AEST Start</th>
<th>AEST End</th>
<th>Track</th>
<th>Session Title</th>
<th>Session Description</th>
<th>Speaker(s)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Wednesday</td>
<td>26-Aug</td>
<td>Midnight</td>
<td>1:00 AM</td>
<td>Keynote</td>
<td>The Power of Rejection by Jia Jiang (&quot;LIVE&quot;) (Sponsored by NetDocuments; session will announce Lifetime Achievement Award)</td>
<td>The fear of rejection can hold you back. Our natural tendency is to avoid it at all costs which can be detrimental to our businesses, careers, and lives. In 2012, to overcome his own fear of rejection, entrepreneur Jia Jiang started an experiment to be rejected every day for 100 days. In this engaging presentation, Jia shares stories from his rejection experiment to teach you the importance of becoming rejection-proof, the basic principles of turning a NO into YES, as well as how to get more YESes.</td>
<td>Jia Jiang, Owner, Rejection Therapy and CEO, DareMe</td>
</tr>
<tr>
<td>Wednesday</td>
<td>26-Aug</td>
<td>1:00 AM</td>
<td>2:00 AM</td>
<td>Company Update</td>
<td>NetDocuments</td>
<td>The world, as evidenced during the recent events of 2020, has the ability to change instantly, nearly overnight. With these changes comes even an even greater need for a platform that can adjust and adapt with you, giving you security, peace-of-mind, and the ability to work just as you would in the office from anywhere on the globe.</td>
<td>Josh Baxter, NetDocuments, Dan Hauck, NetDocuments, Alvin Tedjamulia, NetDocuments</td>
</tr>
<tr>
<td>Wednesday</td>
<td>26-Aug</td>
<td>1:30 AM</td>
<td>2:30 AM</td>
<td>Master Class</td>
<td>Olenick - Automation Projects - Requirements and Evaluation</td>
<td>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.</td>
<td>Rick Lesley, Olenick, TJ Johnson, Olenick</td>
</tr>
<tr>
<td>Wednesday</td>
<td>26-Aug</td>
<td>1:30 AM</td>
<td>2:15 AM</td>
<td>Data Science</td>
<td>Data Science [101] - Build an Effective Data Science Model</td>
<td>This is a basic session for people who are interested in model building, data science and the framework necessary to make a project successful from within the legal space.</td>
<td>Alec Lovien, Fish and Richardson P.C.</td>
</tr>
<tr>
<td>Wednesday</td>
<td>26-Aug</td>
<td>1:30 AM</td>
<td>2:15 AM</td>
<td>Knowledge Management</td>
<td>Help Me Help You! Getting Attorneys to Participate</td>
<td>Sometimes the hardest part of a successful implementation is getting attorneys to do what we need them to do. In this virtual solution room, learn the tricks of the trade from firms who have successfully found ways to cajole attorneys to participate. Examples include creative ways to get attorneys to fill out post-matter forms, judge feedback, follow-up matters on time, bill time, provide budget post-mortems, and more!</td>
<td>Michael Ertel, Paul Hastings LLP</td>
</tr>
<tr>
<td>Wednesday</td>
<td>26-Aug</td>
<td>1:30 AM</td>
<td>2:15 AM</td>
<td>Knowledge Management</td>
<td>Design Thinking Virtually</td>
<td>Following an overview of what design thinking is and how it applies to law firms, attendees will participate in a workshop and see design thinking begin to unfold before their eyes in real time. Panel experts will then provide tips and takeaways that you can use as you continue on your design thinking journey.</td>
<td>Michael Callier, Pivot Legal Solutions, Manjee Chow, Orrick, Herrington &amp; Sutcliffe LLP, Markus Grupp, Kira Systems, Maximilian Paterson, Neota Logic, Nicola Shaver, Paul Hastings, LLP</td>
</tr>
<tr>
<td>Wednesday</td>
<td>26-Aug</td>
<td>1:30 AM</td>
<td>2:15 AM</td>
<td>Knowledge Management</td>
<td>Roundtable: Can't We (Corporate, Law Firms, Vendors) All Just Get Along?</td>
<td>Corporate/Law Firm/Vendor collaboration Topics Include: Implementing billing/outside counsel guidelines, Security reviews, Corp/law firm intranets, and Communication (formats, reporting). (*This session will not be recorded.)</td>
<td>Joey Seeber, Level 2 Legal Solutions, Heidi Steinberg, EY Law</td>
</tr>
<tr>
<td>Wednesday</td>
<td>26-Aug</td>
<td>1:30 AM</td>
<td>2:15 AM</td>
<td>Training/User Support Track</td>
<td>Virtual Training 1 – Being Prepared to Reach a Remote Audience</td>
<td>From erratic internet connections to unreliable home computer environments, your virtual presentation can be crippled by distractions before it even begins. What can you do before your presentation to ensure success? Do you have your pre-show checklist ready? What’s your backup plan? Am I on mute? Learn how to navigate the pitfalls of virtual training and presenting so your audience can be focused on the content because the show must go on.</td>
<td>Rachel Baiden, Squire Patton Boggs, Kendall Blue, Orrick</td>
</tr>
<tr>
<td>Wednesday</td>
<td>26-Aug</td>
<td>2:30 AM</td>
<td>3:30 AM</td>
<td>Master Class</td>
<td>Kira Systems - AI Frontiers in Legal</td>
<td>In the legal industry, as in other industries, Artificial Intelligence technologies and tools are being applied to many processes and workflows. This Master Class, led by Kira Systems’ CTO Alexander Hudek, will bring you up to speed on the state of the art of AI in the legal space, and identify some of the areas where AI is proving most effective. It will also address the business and regulatory issues that AI are bringing to the industry, including privacy, explainability requirements, and the impact of AI on the legal labor market.</td>
<td>Alex Hudek, Kira Systems, David Curie, Kira Systems</td>
</tr>
<tr>
<td>Wednesday</td>
<td>26-Aug</td>
<td>2:30 AM</td>
<td>3:15 AM</td>
<td>Data Science</td>
<td>Digital Operations – Powering the Next Generation Enterprise With Intelligent Automation Technologies</td>
<td>Every firm is looking to create competitive advantage by using advanced technologies. As a result, they are investing in new technologies that can enhance the productivity and efficiency boost human capabilities. Augmenting humans with machine-driven operations can deliver scale, speed and cost reduction. In this session, we will make a broad exploration of automation areas where Machine Learning, robotic process automation and business process management can be applied to deliver measurable business outcomes.</td>
<td>Vinay Mummmigatti, Lexis Nexis</td>
</tr>
<tr>
<td>Wednesday</td>
<td>26-Aug</td>
<td>2:30 AM</td>
<td>3:15 AM</td>
<td>Knowledge Management</td>
<td>Create Your Own Mobile Application in 45 Minutes</td>
<td>You no longer have to be a developer to create your own app. In this dynamic workshop session, the first half will offer attendees to see some cutting edge mobile law firm apps, and then will be guided to create their own apps using low or no-code solutions for the remainder of the session. Attendees are advised to download the app on your laptop computer or mobile device prior to this session.</td>
<td>Chris Longmuir, Fliplet, Ginevra Saylor, Gowling WLG LLP</td>
</tr>
<tr>
<td>Wednesday</td>
<td>26-Aug</td>
<td>2:30 AM</td>
<td>3:15 AM</td>
<td>Legal Service Delivery</td>
<td>Building Your Legal Operations Roadmap</td>
<td>Whether your organization is just getting started with legal operations or has had the function for some time, join us to learn from industry experts on how to use the Association of Corporate Counsel (ACC) industry maturity model to build your firm’s road map. Learn recommendations for implementing ACC Model Controls to plan and prioritize your firm’s security policies and make the most impact in your organization.</td>
<td>Kelly Griswold, Onna</td>
</tr>
<tr>
<td>Wednesday</td>
<td>26-Aug</td>
<td>2:30 AM</td>
<td>3:15 AM</td>
<td>Training/User Support Track</td>
<td>Troubleshooting 201 - Theory and Practice</td>
<td>This session will focus on effective troubleshooting techniques including the diagnosis of issues along with the tools used to assist in troubleshooting. This session will lend a special focus on the unique challenges of providing service and troubleshooting problems when you can’t visit the user physically and just take over the user’s laptop or keyboard.</td>
<td>Jim McKenna, Fenwick &amp; West LLP</td>
</tr>
</tbody>
</table>
Wednesday 26-Aug 3:45 AM 4:30 AM Data Science
Low Bar To Entry - Get Started With Cloud-Based Machine Learning
Machine Learning (ML) projects are becoming increasingly common. In this workshop, you will learn how to get started with the basic concepts of machine learning using a variety of Azure AI services to help you get started on your journey. These core concepts and techniques will apply to other platforms such as Amazon Web Services (AWS) or Google Cloud Platform (GCP). Please bring a laptop and we will provide Azure Credits for you to complete the hands-on portion of the workshop.
Prerequisites:
- Some form of cloud platform availability
- Basic understanding of workflows and flow diagrams
Cassie Breviu, Microsoft

Wednesday 26-Aug 3:45 AM 4:30 AM Knowledge Management
Innovative Alternatives to Traditional Enterprise Search
With many law firms and legal departments now embarking on evaluating (or reevaluating) their enterprise search solutions, this timely survey of the state of Enterprise search in 2020 is for you. Enterprise search has never seen as many new players and features as today, our experts will help you make sense of your exciting opportunities in this expanding space.
Sean Coleman, BA Insight
Douglas Freeman, White & Case LLP
Zorik Pesochinsky, Thomson Reuters
Richard Robbins, Sidley Austin LLP

Wednesday 26-Aug 3:45 AM 4:30 AM Legal Service Delivery and Law Firm/Client Relations
Case Studies: Law Firm - Client Collaboration - a Tech-Driven Approach
Hear from the firms and their clients as they share successful case stories where they were able to shift collaboration out-of-the-mailbox and into innovative collaboration platforms. Both sides of the relationship benefit from this collaboration effort to hold stronger ties, better service, and increased stickiness with the clients.
Ian Broom, Flippit
Catherine Goodman, Paul Hastings Dan Hauck, NetDocuments

Wednesday 26-Aug 3:45 AM 4:30 AM Training/User Support Track
Virtual Training 2 – How to Be Effective in the New Normal
With today’s workforce distributed across multiple time zones and locations, learning how to effectively train remotely is more important than ever. What can you do to keep a distracted audience engaged when you’re not in the same room? How do you frame your content to appeal to the different ways that people like to learn? How do you adjust your communication methods and materials for better knowledge retention? Learn how to build rapport remotely and deliver effective and impactful training outcomes.
Carolyn Humphreys, Traveling Coaches, Inc.

Wednesday 26-Aug 4:30 AM 5:30 AM Ask the Expert Chat
Ask the Expert - Flex Technology Group - Now Is the Ideal Time to Reassess, Adapt, and Renew Strategies for Office Technology at law firms
No one fully foresaw the extent of this C19 crisis. Firms have been disrupted and will not necessarily go back to normal. Instead, the current havoc has changed and continues to change the working landscape as we know it...which also changes how and where office technology is being used. Find out how FTG helps legal tech leaders react to the challenges, reassess what they do, reconfigure their firms' strategy and reinvent their activities to adapt to the disruption and prepare for the new normal.
Jeff Wilson, Flex Technology Group

Wednesday 26-Aug 4:30 AM 5:30 AM Ask the Expert Chat
Ask the Expert - Intapp - Intapp's latest solutions for managing risk and compliance across the connected firm
In today's environment, Risk teams are faced with more pressures -- and more opportunity -- than ever before. From remote workforces to increasing client demands and requirements, risk and compliance functions have had to mature and professionalize to deal with new challenges that Intapp's Risk Solutions offer to turn these challenges into opportunities for firms to grow and thrive, including leveraging artificial intelligence (AI), gaining deeper insights with cloud capabilities, and the best ways to take advantage of the OnePlace connected platform.
Warren Knowles, Intapp
Shalateh Natu, Intapp
AJ Ramaparthi, Intapp

Wednesday 26-Aug 4:30 AM 5:30 AM Ask the Expert Chat
Ask the Expert - eSentire - Stopping cyberattacks before they disrupt your firm
A conversation about how vulnerabilities are exploited to gain access, where bad actors go, what they can do, what information they get and how it is leveraged. Find out how eFTG helps legal tech leaders react to the challenges, reassess what they do, reconfigure their firms' strategy and reinvent their activities to adapt to the disruption and prepare for the new normal.
Brod Causey, SecurIT360

Wednesday 26-Aug 5:00 AM 6:00 AM Watercooler Conversations
New Ways to Use Existing Products
With today's workforce distributed across multiple time zones and locations, learning how to effectively train remotely is more important than ever. What can you do to keep a distracted audience engaged when you’re not in the same room? How do you frame your content to appeal to the different ways that people like to learn? How do you adjust your communication methods and materials for better knowledge retention? Learn how to build rapport remotely and deliver effective and impactful training outcomes.
Carolyn Humphreys, Traveling Coaches, Inc.

Wednesday 26-Aug 5:30 AM 6:15 AM ILTA
ILTA LegalSEC - It Takes a Village Session
Some technology issues can only be solved through the combined efforts of the whole legal eco-system. Join us for a panel discussion on what your organization should do to address some of the more dangerous security issues we face today. And leave the session with simple ways to identify if your organization is open to these risks. *Powered by the LegalSEC Steering Committee and Partner Advisory Council

Wednesday 26-Aug 5:30 AM 6:15 AM Knowledge Management
KM Innovation on a Shoestring Budget
Sometimes, situations call for nontraditional solutions. When an issue arises in today’s economic climate, solutions often must be devised with little to no budget or resources. In this show-and-tell session, see creative, exciting, and successful Legal Tech innovations that didn’t break the bank.
Holly Hanna, Perkins Coie LLP
Jennifer Mendez, Fisher Phillips
Helen Wang, Organizing for Innovation LLC

Wednesday 26-Aug 5:30 AM 6:15 AM Legal Service Delivery and Law Firm/Client Relations
Best Practices for Managing Outside Counsel
Explore how the most advanced legal operations departments are managing their use of outside counsel. We will discuss: Convergence/RFPs, Alternative pricing, Data Analytics Plus, Benchmarking, Rate Increase Requests, Qualitative Feedback Loops, Diversity/Pro Bono, and Training. *(This session will not be recorded.)
Lauren Chung, HBR Consulting
Suzanne Miklos, General Motors
Raul Taveras, General Motors

Wednesday 26-Aug 5:30 AM 6:15 AM Training/User Support Track
Hands On Practical Troubleshooting
A workshop to work through hypothetical issues and the structure of your processes in finding solutions. This includes valuable tools, tips, and other resources.
Jason Baker, Fish & Richardson P.C.
Eli Nussbaum, Keno Kozie

Wednesday 26-Aug 6:30 AM 7:30 AM Master Class
Hello! - Work From Anywhere Analysis - Virtual Desktops and/or VPN
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's and tomorrow's remote workforce.
Will Fulmer, Helient Systems LLC

Wednesday 26-Aug 6:45 AM 7:30 AM ILTA
Leading Transformational Change Women's Perspectives
There is fundamental change underway in the legal industry, both in how law is practiced and in the organizational models of law firms and law departments. What is your role in getting your organization ready to succeed in the changing landscape? There are still a lot of things that you can do to enable your organization to respond to the new world. Are you helping manage the transformational change that is coming? Hear from two CCIOs, from different sized firms, who helped and continue to help transform their organizations.
Join us immediately following the session for a Zoom social where you'll be able to break into smaller groups and network amongst your peers!
Judi Floumoy, Kelley Drye & Warren LLP
Evette Pastoriza Clift, Clifford Chance US LLP
Jima Kato, Gibson, Dunn & Crutcher, L.L.P
### Wednesday, August 26th

#### 6:45 AM - 7:30 AM Knowledge Management
- **Knowledge Management**
- **Expanding Management Gone Horribly Wrong**
  - Law firms have tackled experience management system implementations with mixed success. Learn from our experience management implementation experts about what can and has gone horribly wrong, how to avert disasters, and strategies for ensuring successful deployments.
  - **Lynn Oser**, LKO Information Management Consulting, LLC

#### 6:45 AM - 7:30 AM Legal Service Delivery and Law Firm/Client Relations
- **Corporate Roundtable (Corporate Members Only)**
  - Corporate members only.
  - NOTE: This session will not be recorded.
  - **Doug Kaminski**, Cobro Legal Solutions

#### 6:45 AM - 7:30 AM Training/Support Track
- **Trainers Roundtable**
  - Calling all training professionals! All are welcome to join in this engaging and open discussion covering a range of important issues in the learning and development realm.
  - **Sean McGinty**, Simplify Compliance

#### 7:30 AM - 9:00 AM Company Update
- **Manage**
  - A conversation about how vulnerabilities are exploited to gain access, where bad actors go, what they can do, what information they get and how it is leveraged.
  - **Nell Araju**, Manage

#### 8:00 AM - 9:00 AM Watercooler Conversations
- **Join Me For A Wine**

#### 8:00 AM - 9:00 AM Watercooler Conversations
- **Women In Technology**

#### 8:00 AM - 9:00 AM Watercooler Conversations
- **Where Are You From?**

#### 8:00 AM - 9:00 AM Watercooler Conversations
- **What Have You Learned?**

#### 9:00 AM - 10:00 AM Social Networking
- **Comedian Mark Brady sponsored by NetDocs; session will announce Lifetime Achievement Award**
  - Gather with your peers as Comedian Mark Brady takes the stage for some light-hearted fun sponsored by Zero Cognitive Systems

#### 10:00 AM - 10:45 AM Training/Support Track
- **Troubleshooting 201 - Theory and Practice**
  - This session will focus on effective troubleshooting techniques including the diagnosis of issues along with the tools used to assist in troubleshooting. This session will lend a special focus on the unique challenges of providing service and troubleshooting problems when you can't visit the user physically and just take over the user's laptop or keyboard.
  - **Jim McKenna**, Fenwick & West LLP

#### 11:00 AM - 12:00 PM Watercooler Conversations
- **Join Me For A Beer**

#### 11:00 AM - 12:00 PM Watercooler Conversations
- **Watercooler Conversations**
  - Becoming an Ally

#### 11:00 AM - 12:00 PM Watercooler Conversations
- **Keynote**
  - The Power of Rejection by Jia Jiang (*rebroadcast*) (Sponsored by NetDocs; session will announce Lifetime Achievement Award)
  - The fear of rejection can hold you back. Our natural tendency is to avoid it at all costs which can be detrimental to our businesses, careers, and lives. In 2012, to overcome his own fear of rejection, entrepreneur Jia Jiang started an experiment to be rejected every day for 100 days. In this engaging presentation, Jia shares stories from his rejection experiment to teach you the importance of becoming rejection-proof, the basic principles of turning a NO into YES, as well as how to get more YESes.
  - **Jia Jiang**, Owner, Rejection Therapy and CEO, DareMe

#### 12:00 PM - 1:00 PM Watercooler Conversations
- **ILTA Hub ILTA Hub Open**

#### 12:00 PM - 1:00 PM Watercooler Conversations
- **Keynote**
  - The Power of Rejection by Jia Jiang (*rebroadcast*) (Sponsored by NetDocs; session will announce Lifetime Achievement Award)
  - The fear of rejection can hold you back. Our natural tendency is to avoid it at all costs which can be detrimental to our businesses, careers, and lives. In 2012, to overcome his own fear of rejection, entrepreneur Jia Jiang started an experiment to be rejected every day for 100 days. In this engaging presentation, Jia shares stories from his rejection experiment to teach you the importance of becoming rejection-proof, the basic principles of turning a NO into YES, as well as how to get more YESes.
  - **Jia Jiang**, Owner, Rejection Therapy and CEO, DareMe

#### 5:00 PM - 6:00 PM Watercooler Conversations
- **Give Me a Tech Tip, I'll Tell You a Joke**

#### 2:00 PM - 3:00 PM Watercooler Conversations
- **What Have You Learned?**

#### 3:00 PM - 4:00 PM Watercooler Conversations
- **IT Couponing**

#### 10:30 PM - 11:00 PM Midnight Sponsor Spotlight
- **Manage - User Support Session**
  - In an increasingly competitive business environment, with ever less loyal clients, the firms that succeed will be those who have processes in place to ensure the strongest possible connection to their clients and prospective clients. Join Tikt's Simon Elven and for a session on Wednesday August 26th, 8:00AM CDT / 2:00PM BST, that will show you how you can build, maintain and fully understand your client and prospect data and the strength of your relationship with them. We will show you how with integrated technology to you can also: make clear the web of relationships, and indicate important trends in the firm's overall relationship with target organisations using AI; and Assess whether your marketing and communication efforts are having the desired effect.
  - **Chris Rulbert**, iManage
  - **Shawn Misquitta**, iManage

#### 11:00 PM - 11:30 PM Midnight Master Class
- **Tikt - If you don't get to know your clients, somebody else will**

#### 11:00 PM - 11:30 PM Midnight Watercooler Conversations
- **Things I Automated During Quarantine**

#### 11:00 PM - 11:30 PM Midnight Watercooler Conversations
- **Join Me for a Bagel, Some Bacon, or a (Cold) Brew**

#### 11:00 PM - 11:30 PM Midnight Watercooler Conversations
- **Litigation Support Track**

#### 11:00 PM - 11:30 PM Midnight Watercooler Conversations
- **IT Operations Track**

---

### Other sessions:
- **Adell McMillon**, Loeb & Loeb LLP
- **Andre Quinones**, Berger Singerman
- **Doug Kaminski**, Cobro Legal Solutions
- **Shawn Misquitta**, iManage
- **Lynn Oser**, LKO Information Management Consulting, LLC

---

### Speaker Bios:
- **Jia Jiang**: Owner, Rejection Therapy and CEO, DareMe
  - In an increasingly competitive business environment, with ever less loyal clients, the firms that succeed will be those who have processes in place to ensure the strongest possible connection to their clients and prospective clients. Join Tikt's Simon Elven and for a session on Wednesday August 26th, 8:00AM CDT / 2:00PM BST, that will show you how you can build, maintain and fully understand your client and prospect data and the strength of your relationship with them. We will show you how with integrated technology to you can also: make clear the web of relationships, and indicate important trends in the firm's overall relationship with target organisations using AI; and Assess whether your marketing and communication efforts are having the desired effect.
- **Simon Elven**: Tikt
Wednesday 26-Aug 11:00 PM  Watercooler Conversations Office 365 Track
Wednesday 26-Aug 11:00 PM  Watercooler Conversations Marketing Track
Wednesday 26-Aug 11:45 PM  Press Briefing Daily Press Briefing

Thursday 27-Aug Midnight (Thur) 1:00 AM  Keynote After the Quake: Predictions for an Uncertain Future by Richard Punt (*Live*) (session will announce Solution Provider of the Year, Consultant of the Year, and Innovative Leader)
Thursday 27-Aug  1:30 AM  Master Class Attivo Networks - Prevent Lateral Movement and Data Exploitation 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 then delay their activities 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.
Thursday 27-Aug  1:30 PM  IT Operations Creating a Zero Trust Network Infrastructure Organizations and law firms today have complex technology environments that are no longer defined by their location or trusted boundaries. The traditional firewall perimeter security model with VPN access to core services doesn't provide the agility to protect resources regardless of location, nor does it meet the expanding reach of cloud services. *Zero Trust* is a security framework that has emerged to define authentication and least privileged access to resources and data. This session will provide understanding of zero trust concepts and also present a pathway to attain it.

Thursday 27-Aug  1:30 AM  Marketing MBDKMT: You Can't Have One Without the Other Alternate revenue streams. Increased competition. Unprecedented crises. Technology automation. This moderated panel will discuss these competing forces and their impact on the legal industry. Firms must pivot their strategy and lean on their MBD, KM, and Technology teams to drive brand expansion, open new paths to revenue growth, and utilize technology to deliver legal products and services. What does this mean for marketing and business development professionals?
Thursday 27-Aug  1:30 AM  Office 365 Microsoft Power Automate 101: A Hands-On Tutorial in Creating Flows Microsoft Power Automate (formerly known as Flow) is a low-code, low-cost tool for automating workflows and data transfer. In this hands-on workshop, you will have the opportunity to see some flows in use today within the legal tech world and start building your own.
Thursday 27-Aug  2:30 AM  Litigation Support Litigation Support Roundtable: Today's Challenges Join your litigation support peers for an interactive discussion on topics such as quality control issues encompassing productions, document review and processing including a deep dive into issues surrounding time zones. (*This session will not be recorded.*)
Thursday 27-Aug  3:30 AM  Master Class SharePoint and Teams Admin Centers SharePoint and Teams are platforms that enable and encourage collaboration within and outside your organization. This session will also explore wider data privacy issues impacting a firm's external communications products. It will provide a practical checklist for attendees to use to audit their programming.
Thursday 27-Aug  3:30 AM  Marketing Is Your Firm Ready for CCPA and its Domino Effect? Data Privacy Compliance in the United States: What Your Firm Needs to Know With CCPA in effect as of July 1, 2020 – what do legal marketers need to be aware of to ensure their marketing and technology platforms are in compliance? This session will also explore wider data privacy issues impacting a firm's external communications products. It will provide a practical checklist for attendees to use to audit their programming.
Thursday 27-Aug  3:30 AM  Office 365 Customize Collaboration Using the SharePoint and Teams Admin Centers SharePoint and Teams are platforms that enable and encourage collaboration within and outside your organization. This session will explore wider data privacy issues impacting a firm's external communications products. It will provide a practical checklist for attendees to use to audit their programming.
Thursday 27-Aug  3:30 AM  Master Class Thomson Reuters - Activating the Change Mindset This session will focus on helping you cultivate change in your organization. It will specifically focus on the change mindset that is needed for the adoption of technology, particularly those technologies that are emerging and difficult to understand. We will first explore some of the most common barriers to the adoption of change and new technologies, and then will explore concrete mechanisms for helping your teams break down some of those barriers, including looking at some of the techniques we use in Thomson Reuters Labs.
**Thursday 27-Aug**

**3:45 AM - 4:30 AM**

**IT Operations**

**Forecast: Cloudy with a Chance of Higher Cost**

There can be a sticker shock when moving your infrastructure to the cloud. Learn to shift your expenditures from large capital layouts to predictable operational annual costs. This session will help you have a clear understanding of the potential components you should consider to help you build a multi-year forecast to present to firm management and stakeholders; these components include application creep, data storage, server utilization, and more.

**Speaker:** Dominic Ciaccoarelli, Kraft & Kennedy, Inc.

**3:45 AM - 4:30 AM**

**Litigation Support**

Clawbacks, Redactions, and Formats...Oh My!

These perennial issues in ediscovery are pertinent today as ever. Join as we investigate the following:

- Example of proper clawback agreements that takes into consideration LitSupport concerns.
- Identification of strategy for complicated clawback situations.
- Solutions, state of the art and current practice for redactions.
- Solutions for native redactions.
- Redaction QC issues

**Deadline and general timing issues - setting expectations**

**Portability of redactions**

**Metadata redactions (in the load files)**

**Speaker:** Doug Austin, CloudNine

**Cindy MacBeain, Honigman LLP**

**Rachel McAdams, A&L Goodbody**

**Cristin Telayor, McGuireWoods LLP**

**3:45 AM - 4:30 AM**

**Office 365**

**Ask the Expert Chat**

**How Microsoft Suite It! A Showcase of Legal Process Solutions Using Office 365 Apps**

Find out how your peers are utilizing the O365 suite features (e.g., Planner, Forms, Power Automate) at their organizations. Get inspired to find new ways to squeeze productivity from the apps you already have.

**Speaker:** Tim Corcoran, Corcoran Consulting Group, LLC

**Nathan Jenks, Platform PR**

**Michelle Murray, P&P Consulting**

**Matt Parfitt, Vuture**

**Rachel Shields Williams, Sidney Austin LLP**

**Michael Warren, Wilson Allen**

**3:45 AM - 4:30 AM**

**Marketing**

**It's a Data Revolution: How Marketing Departments Are Using Data to Drive Strategy**

Marketing professionals have an unprecedented amount of data available to them about their successful-ness of their marketing strategy. Go beyond traditional website and email analytics to find out if your marketing efforts are working. The data is there if you know how to find and use it, and these marketing and data experts will show you how.

**Speaker:** Tim Corcoran, Corcoran Consulting Group, LLC

**Jorge Martinez, Bradlee Duncan, Olenick**

**Peter McDaniel, Olenick**

**3:45 AM - 4:30 AM**

**Litigation Support**

**Ask the Expert Chat**

**FTG's proven platform and business model in providing national managed print services is now being extended to help firms manage essential WFH assets, help desk services, and solutions.**

**Cyberattacks preventative measures**

**Continuous access to DMS content through a disaster**

**Speaker:** Chase Cabanillas, Flex Technology Group

**Howard Russell, RIRO Solutions**

**Andrew Powell, FTG’s**

**Bradlee Duncan, RICOH Solutions**

**3:45 AM - 4:30 AM**

**Ask the Expert Chat**

**Ask the Expert - NetDocuments**

**Ask the Expert - NetDocuments presented by Dan Hauck, CFO, Valerie Connell, Director of Document Management Solutions and Bradlee Duncan, Sr Product Manager**

**Speaker:** Dan Hauck, NetDocuments

**Valerie Connell, NetDocuments**

**Bradlee Duncan, NetDocuments**

**3:45 AM - 4:30 AM**

**Watercooler Conversations**

**IT Couponing**

**3:45 AM - 4:30 AM**

**SOCIAL NETWORKING**

**2 Italian Reds: ILTA>ON Wine Presentation presented by Arctic Wolf**

Come together with Arctic Wolf at ILTA>ON and other IT and security professionals for an interactive wine class with special guest, Sommelier Leslee Miller of Amusee + Sip Better.

**Speaker:** Chase Cabanillas, Flex Technology Group

**3:45 AM - 4:30 AM**

**Master Class**

**SecurIT360 - Arriving at the Scene of a Cyber Attack**

This Master Class will be lead by David Forrestall (CISO, RSA, CEO of SecurIT360). When a cyber security incident occurs, 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.

**Speaker:** David Forrestall, SecurIT360

**3:45 AM - 4:30 AM**

**IT Operations**

**Microsoft Always-On-VPN**

Microsoft's Always On VPN is a remote access solution that is the sequel to their DirectAccess product. Imagine a VPN silent built into Windows that just works and is always on. Protect the entire data stream out of your remote clients and encrypt their data in all circumstances. Always On VPN supports domain-joined, workgroup, Azure AD-joined devices and personally owned devices. Come and learn how you can hide VPN complexity from your users while providing a seamless connection wherever they roam.

**Speaker:** Richard Hicks, Richard M. Hicks Consulting, Inc.

**Nathan Smith, Hopkins & Huebner Consulting, Inc.**

**Richard Smith, Hopkins & Huebner, P.C.**

**3:45 AM - 4:30 AM**

**LITIGATION SUPPORT**

**O365 Security and Compliance Center for eDiscovery**

Learns the ins and outs of O365 Security & Compliance Center from an ediscovery perspective. Topics will cover:

- How-tos, tips and tricks for using Security & Compliance Center for eDiscovery
- Searching, exporting, and QC of data from O365

**Speaker:** John Collins, Lighthouse
27-Aug 5:30 AM Marketing
Next Level CRM — the Features for the Next Generation of Lawyers
With remote working, there is no doubt that contact management is more important than ever. Hear from industry experts who are redefining the world of client relationship management, one feature at a time.

27-Aug 6:15 AM Marketing
40 Years and Counting – The Future of Legal Marketing and Business Development
Since the early 1980s, legal marketing departments have continued to be an evolving landscape of innovation, technology, and ingenuity in order to maintain competitiveness and gain a stronger foothold in the marketplace. Industry leaders will share best practices and actionable steps that firms can take today to build the law firms of tomorrow.

27-Aug 6:45 AM Office 365
Redesigning the ARK: BC/DR Plan Review and Improvements
2020 has been a year filled with disasters. Pandemic, floods, riots, hurricanes, murder hornets, the list goes on. How did your BC/DR plan hold up? What will we do differently if/when the next disaster comes? We are not just trading war stories. Join us to hear about the lessons learned, the changes that needed to be made to the business and IT processes, and take away what you should be thinking about to help bolster your IT strategy for the days to come.

27-Aug 7:30 AM Social Networking
Family Feud sponsored by iManage
Watch as two families compete to be crowned winners of ILTA's Family Feud sponsored by iManage.

27-Aug 8:00 AM 8:45 AM Training/User Support Track
Virtual Training 1 - Being Prepared to Teach a Remote Audience (*rebroadcast)
From erratic internet connections to unreliable home computer environments, your virtual presentation can be crippled by complications before it even begins. What can you do before your presentation to ensure success? Do you have your pre-show checklist ready? What’s your backup plan? Am I on mute? Learn how to navigate the pitfalls of virtual training and presenting so your audience can be focused on the content because the show must go on.

27-Aug 9:00 AM 9:45 AM Knowledge Management
Create Your Own Mobile Application in 45 Minutes (*rebroadcast)
You no longer have to be a developer to create your own app. In this dynamic workshop session, the first half will offer attendees to see some cutting edge mobile law firm apps, and then will be guided to create their own apps using low or no-code solutions for the remainder of the session. Attendees are advised to download the app on your laptop computer or mobile device prior to this session.

27-Aug 9:45 AM 10:00 AM Training/User Support Track
Troubleshooting 201 - Theory and Practice (*rebroadcast)
This session will focus on effective troubleshooting techniques including the diagnosis of issues along with the tools used to assist in troubleshooting. This session will lend a special focus on the unique challenges of providing service and troubleshooting problems when you can't visit the user physically and just take over the user's laptop or keyboard.

27-Aug 10:00 AM 10:45 AM Knowledge Management
Innovative Alternatives to Traditional Enterprise Search (*rebroadcast)
With many law firms and legal departments now embarking on evaluating (or reevaluating) their enterprise search solutions, this timely survey of the state of Enterprise search in 2020 is for you. Enterprical search has never seen as many new players and features as today, our experts will help you make sense of your exciting opportunities in this expanding space.

27-Aug 10:45 AM 11:00 AM Training/User Support Track
Virtual Training 2 - How to Be Effective in the New Normal (*rebroadcast)
With today’s workforce distributed across multiple time zones and locations, learning how to effectively train remotely is more important than ever. What can you do to keep a distracted audience engaged when you’re not in the same room? How do you frame your content to appeal to the different ways that people like to learn? How do you adjust your communication methods and materials for better knowledge retention? Learn how to build rapport remotely and deliver effective and impactful training outcomes.

27-Aug 11:00 AM Knowledge Management
KM Innovation on a Shoestring Budget (*rebroadcast)
Sometimes, situations call for nontraditional solutions. When an issue arises in today’s economic climate, solutions often must be devised with little to no budget or resources. In this show-and-tell session, see creative, exciting, and successful Legal Tech innovations that didn’t break the bank.

Thursdays
9:00 AM 11:45 AM Training/User Support Track
Hands on Practical Troubleshooting (*rebroadcast)
A workshop to work through hypothetical issues and the structure of your processes in finding solutions. This will include valuable tools, tips, and other resources.
Thursday 27-Aug
11:00 AM Noon Watercooler Conversations Give Me a Tech Tip, I’ll Tell You a Joke

11:00 AM Noon Watercooler Conversations Virtual Hops Tour

11:00 AM Noon Women in Technology Experience Management Gone Horribly Wrong (*rebroadcast)

Law firms have tackled experience management system implementations with mixed success. Learn from our experience management implementation experts about what can and has gone horribly wrong, how to avert disasters, and strategies for ensuring successful deployments.

Lynn Oser, LKO Information Management Consulting, LLC

Thursday 27-Aug
5:00 PM 6:00 PM Watercooler Conversations New Ways to Use Existing Products

When the world shut down in March, law firms, vendors, clients, employees, and families faced incredible change and uncertainty in their daily life. In turbulent times, it is easy to turn inward, to focus solely on how to maintain status quo or fortify yourself against losses. For some businesses, it created a different opportunity, to make bold moves that would have been otherwise unavailable before, leading to major growth opportunities.

We face unprecedented times in legal: a remote workforce, clients with slashed budgets, an unlikely return to what was once normal, and changing dynamic in legal services with ALSPs and the Big 4. How do we make bold moves in the legal industry? Does this require major change or incremental improvements? In this session, Haley will lead a discussion about Litera’s own moves and look to the trailblazers at key firms and leading companies to understand how they have implemented innovative ideas successfully.

Haley Altmann, Global Director of Business Development and Strategy, Litera

Thursday 27-Aug
5:00 PM 6:00 PM Watercooler Conversations Women in Technology

Women in Technology

Thursday 27-Aug
7:00 PM 8:00 PM ET LA Hub ET LA Hub Open

Thursday 27-Aug
8:00 PM 9:00 PM Watercooler Conversations Join Me For a Beer

Thursday 27-Aug
8:00 PM 9:00 PM Watercooler Conversations What Have You Learned?

Thursday 27-Aug
11:00 PM Midnight Women in Technology

Thursday 27-Aug
11:00 PM Midnight Watercooler Conversations Becoming an Ally

Thursday 27-Aug
11:00 PM Midnight Watercooler Conversations Women in Technology

Thursday 27-Aug
11:00 PM 8:00 AM Watercooler Conversations Tech Adoption Track

Thursday 27-Aug
11:00 PM 8:00 AM Watercooler Conversations Artificial Intelligence Track

Thursday 27-Aug
11:00 PM 8:00 AM Watercooler Conversations Applications Track

Thursday 27-Aug
11:00 PM 8:00 AM Watercooler Conversations Finance Track

Thursday 27-Aug
11:00 PM 8:00 AM Watercooler Conversations Information Governance Track

Thursday 27-Aug
11:45 PM Midnight Press Briefing Daily Press Briefing

Friday 28-Aug
1:00 AM Keynote Bold Moves. Big Opportunities

Presented by Haley Altmann (*Prerecorded) (session will announce Innovators of the Year, Contributor of the Year, and the Product of the Year)

When the world shut down in March, law firms, vendors, clients, employees, and families faced incredible change and uncertainty in their daily life. In turbulent times, it is easy to turn inward, to focus solely on how to maintain status quo or fortify yourself against losses. For some businesses, it created a different opportunity, to make bold moves that would have been otherwise unavailable before, leading to major growth opportunities.

We face unprecedented times in legal: a remote workforce, clients with slashed budgets, an unlikely return to what was once normal, and changing dynamic in legal services with ALSPs and the Big 4. How do we make bold moves in the legal industry? Does this require major change or incremental improvements? In this session, Haley will lead a discussion about Litera’s own moves and look to the trailblazers at key firms and leading companies to understand how they have implemented innovative ideas successfully.

Andrew Watts, Relativity

Friday 28-Aug
1:30 AM 2:30 AM Master Class

Relativity - Doing More With Less: How Downsizing Your Tech Stack Can Transform Your Organization

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 your 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.

Friday 28-Aug
1:30 AM 2:15 AM Applications

The Accidental Project Manager: Tools & Methodologies to Help You Succeed

Learn about project methodologies and how today’s tools can help you plan and execute your projects. This session invites both project managers as well as technologists who are not project managers but who are asked to sometimes wear a project manager hat to manage an applications rollout or upgrade. In addition to a survey of today’s tools, takeaways include a sample project plan or template. In addition, the session can cover what applications firms are using such as MS Project, Smartsheet, Planview PPM, Monday, Trello, Asana. Also, governance, reporting, integrations, and APIs, could be covered.

Friday 28-Aug
1:30 AM 2:15 AM Finance

Financial Warehouses - If You Build It the Rewards Will Come

Financial data is useful in all aspects of law firm life, but it’s not always easy to make that data available across firm platforms. This calls for a data warehouse! In this spark talk, learn how financial data warehouses can help your firm aggregate data from internal and external sources, and the many invaluable use cases for data aggregation.

Veronique Fouton, WilmerHale
Ali Moallem, WilmerHale
Rob Stote, BigHand

Friday 28-Aug
1:30 AM 2:15 AM Tech Adoption/Artificial Intelligence

Measure What Matters: Using Metrics to Showcase Success Part 1

You cannot measure what matters until you know what matters. How do you move past the potential and really know how widey the tool is adopted? We will explore: Usage vs adoption by learning how to define value of your learning programs, and how to measure user behavior. Why do firms invest in training and how to align your learning programs with business drivers/goals? How often users apply the skills we’ve taught? Which capabilities are utilized most frequently or those that are overlooked? Learn how to measure key performance indicators, turn data into actionable insight, and tools you can utilize to measure individual engagement and application usage metrics. How to revide adoption when it falls apart.

James Cote, Bennett Jones LLP
Paul Duffy, Mayer Brown LLP
Sherry Kappel, Litera
Eileen Whitaker, Fireman & Company

Friday 28-Aug
2:30 AM 3:30 AM Master Class

Wilson Allen & Microsoft - Legal Business Analytics: Unlocking Insight with Azure AI and Cognitive Services

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.

Greg Murphy, Wilson Allen
Cassie Breviu, Microsoft

Friday 28-Aug
2:30 AM 3:15 AM Applications

How to Automate Service and Support using PowerShell

IT staff has to learn the new ways of managing IT resources. Do not be afraid of PowerShell! It can be your best tool for solving everyday problems. Learn how PowerShell can be introduced to core IT to solve service and support issues.

Friday 28-Aug
2:30 AM 3:15 AM Finance

Assessing the ROI of Lateral Attorney Candidates

Making a decision to hire a lateral attorney candidate is a huge financial risk. Is their book of business what they say it is, have conflicts been vetted, are they as marketable as they say they are? Firms that have mastered the process of accessing the ROI of their lateral candidate prospects will reveal their secrets in this must-attend session.

Kristina Lambright, Perkins Cote
<p>| Friday | 28-Aug | 3:45 AM | Tech Adoption/Artificial Intelligence | Measure What Matters: Using Metrics to Showcase Success Part 2 | You cannot measure what matters until you know what matters. How do you move past the potential and really know how widely the tool is adopted? We will explore: Usage vs adoption by learning how to define value of your learning programs, and how to measure user behavior. Why do firms invest in training and how to align your learning programs with business drivers? How often users apply the skills we’ve taught? Which capabilities are utilized most frequently or those that are overlooked? Learn how to measure key performance indicators, turn data into actionable insight, and tools you can utilize to measure individual engagement and application usage metrics. How to revitalize adoption when it falls apart. | James Cote, Bennett Jones LLP | Paul Duffy, Mayer Brown LLP | Sherry Kappel, Littler | Eileen Whitaker, Fireman &amp; Company |
| Friday | 28-Aug | 4:30 AM | Applications | Fast(er) and Furious Profile Management: Tools, Methods, and Use Cases | It's 2020 - Why is profile management still a headache? People expect their personalized settings to be on any desktop. Join us as we hash out the what, why and how of user profile management and how we can keep our sanity while we let cat pictures roam the desktops. | Daniel Ruiz, Helient Systems, LLC |
| Friday | 28-Aug | 4:30 AM | Finance | Finance Roundtable | Our annual finance roundtable continues, virtual-style. Participate in an expert guided discussion of current and compelling topics regarding to legal finance management. *(This session will not be recorded.) | Natasha Edlow, Covington &amp; Burling, LLP | Scott McFetters, CoreTech Leasing |
| Friday | 28-Aug | 4:30 AM | Info Governance | Setting the Groundwork for Matter Lifecycle-Management | Join us as we discuss best practices for setting the groundwork and structure for incoming and/or outgoing client matter information. How do decisions at the intake of the matter affect your ability to manage the matter throughout the lifecycle? We will also discuss what should be done for your legacy matters which need to be managed midway through the lifecycle to get them back on track. | Leigh Isaacs, Proskauser Rose LLP |
| Friday | 28-Aug | 3:45 AM | Tech Adoption/Artificial Intelligence | Ask the Expert Chat - 3 Ways to Create a Successful Influencer Network | Like, Share and Subscribe: Building and maintaining a champion's program is an essential part of driving adoption. These influencers in your company provide much needed support and encouragement to employees who are adopting the new technology. Hear from your colleagues the steps they have taken to build a champions program in their firm. | Narda Carlson, Primmer Piper Eggleston Cramer PC | Jenny Leckie, Traveling Coaches, Inc. | Tina Rodriguez, Foley &amp; Lardner LLP |
| Friday | 28-Aug | 5:30 AM | Ask the Expert Chat | Ask the Expert - Arctic Wolf Networks - The Path to Security Effectiveness | A champion's program is an essential part of driving adoption. These influencers in your company provide much needed support and encouragement to employees who are adopting the new technology. Hear from your colleagues the steps they have taken to build a champions program in their firm. | Sam McLane, Arctic Wolf Networks |
| Friday | 28-Aug | 4:30 AM | Ask the Expert Chat | Ask the Expert - Ipro Tech - Is Your Firm Looking for Better Alignment with Corporate Clients? Join us for 3 Ways to Create a Stronger eDiscovery Partnership. | Law Firms face the same pressures as their clients: growing data, compliance and privacy requirements, and security breaches. By more closely aligning with their Corporate clients and connecting directly to their data, Law Firms can gain critical efficiencies. By impacting lower overhead around operations, Law Firms are now enabled to focus more on the complexities of legal work while earning a higher percentage of outside legal spend. | Frederic Bourget, Ipro Tech |
| Friday | 28-Aug | 5:30 AM | Ask the Expert Chat | Ask the Expert - Flex Technology Group - Legal Business Analytics: Unlocking Insight with Azure AI and Cognitive Services | Legal digitization has been a hot topic for several years, specifically with client facing/related files, but with the shift to WFH environments, firms can gain efficiencies and enhanced workflow solutions that can make WFH an easy transition. Come ask our experts about some simple digitization applications that firms can use today to not skip a beat while not working in the office. | Jeff Wilson, Flex Technology Group |
| Friday | 28-Aug | 4:30 AM | Ask the Expert Chat | Ask the Expert - Thomson Reuters - Creating an AI-First Mentality | In this session we'll discuss the end-to-end framework for starting and successfully completing AI projects, and will review some of the hottest trends in this domain. We'll also take a look at some of the technologies we're exploring at Thomson Reuters Labs. This will be your opportunity to engage with and ‘ask anything’ of AI experts who are on the front-line of AI innovation and its application in the legal domain. | Stephanie Hurtado, Thomson Reuters |
| Friday | 28-Aug | 5:30 AM | Ask the Expert Chat | Ask the Expert - Thomson Reuters - Creating an AI-First Mentality | In this session we'll discuss the end-to-end framework for starting and successfully completing AI projects, and will review some of the hottest trends in this domain. We'll also take a look at some of the technologies we're exploring at Thomson Reuters Labs. This will be your opportunity to engage with and ‘ask anything’ of AI experts who are on the front-line of AI innovation and its application in the legal domain. | Stephanie Hurtado, Thomson Reuters |
| Friday | 28-Aug | 5:30 AM | Watercooler Conversations | New Ways to Use Existing Products | New Ways to Use Existing Products | Alvin Tedjamulia, NetDocuments |
| Friday | 28-Aug | 5:30 AM | Master Class | NetDocuments - Top Security Myths, Busted | 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. | Alvin Tedjamulia, NetDocuments |
| Friday | 28-Aug | 5:30 AM | Applications | Application Manager’s Survival Guide to Windows 10 Feature Update | Learn the processes your peers have implemented to successfully navigate Microsoft's cadence of Windows 10 feature updates in relation to the applications that are used by the organization. | Jamie Engelhard, Helient Systems, LLC |
| Friday | 28-Aug | 5:30 AM | Info Governance | Case Studies in Modern Information Governance | Join us at this exciting spark talk session as our most innovative peers in the business share how they are leveraging technology in exciting ways to tackle their information governance challenges and initiatives. | Nancy Beauchemin, InOutsource | Ricelle San Juan, PricewaterhouseCoopers LLC |
| Friday | 28-Aug | 5:30 AM | Tech Adoption/Artificial Intelligence | Contract Review Evolution: Still Faces Challenges, Most Agree | Come hear your peers from several law firms and corporate legal teams speak about the challenges of implementing a contract review platform. We will discuss the following: Key areas of struggle What was expected vs reality Lack of investments from key stakeholders Barriers that you have to consider (how do you pre-plan) Explore the impact on the financial model Potential changes to your pitch process (similar to e-discovery) Pricing model Billable credit Who takes ownership / responsible for the monitoring and maintenance of the solution | Martha Brel, McGuireWoods LLP | Ned Gannon, eBrevia | Sondra Rebenchuk, Blake, Cassels &amp; Graydon LLP |</p>
<table>
<thead>
<tr>
<th>Time</th>
<th>Session</th>
</tr>
</thead>
<tbody>
<tr>
<td>8:00 AM</td>
<td>Becoming an Ally</td>
</tr>
<tr>
<td>9:00 AM</td>
<td>IT Operations: Creating a Zero Trust Network Infrastructure (*rebroadcast)</td>
</tr>
<tr>
<td>10:45 AM</td>
<td>Office 365: Forecast: Cloudy with a Chance of Higher Cost (*rebroadcast)</td>
</tr>
<tr>
<td>11:45 AM</td>
<td>Office 365: Microsoft Always-on-VPN (*rebroadcast)</td>
</tr>
<tr>
<td>11:45 AM</td>
<td>Office 365: 14 Gotchas in 45 Minutes: Migrating to Microsoft Cloud (Lessons Learned) (*rebroadcast)</td>
</tr>
<tr>
<td>12:45 PM</td>
<td>IT Operations: Redesigning the ARK: BC/DR Plan Review and Improvements (*rebroadcast)</td>
</tr>
</tbody>
</table>

Share your Chef Secrets

Comedian Andy Forrester sponsored by Zero Cognitive Systems

What Have You Learned?

Microsoft Power Automate is a low-code, low-cost tool for automating workflows and data transfer across multiple Microsoft and non-Microsoft applications. In this hands-on workshop, you will have the opportunity to see some Flows in use today within the legal tech world and start building your own.

Enjoy some light-hearted fun at ILTA's Match Game sponsored by Traveling Coaches.

Organizations and law firms today have complex technology environments that are no longer defined by their location or trusted boundaries. The traditional firewalled perimeter security model with VPN access to core services doesn't provide the agility to protect resources regardless of location, nor does it meet the expanding reach of cloud services. "Zero Trust" is a security framework that has emerged to define authentication and least privileged access to resources and data. This session will provide understanding of zero trust concepts and also present a pathway to attain it.

Microsoft Power Automate (formerly known as Flow) is a low-code, low-cost tool for automating workflows and data transfer across multiple Microsoft and non-Microsoft applications. In this hands-on workshop, you will have the opportunity to see some Flows in use today within the legal tech world and start building your own.

Microsoft's Always On VPN is a remote access solution that is the sequel to their DirectAccess product. Imagine a VPN connection wherever they roam.

IT Operations Creating a Zero Trust Network Infrastructure (*rebroadcast)

IT Operations: Forecast: Cloudy with a Chance of Higher Cost (*rebroadcast)

IT Operations: Microsoft Always-on-VPN (*rebroadcast)

IT Operations: 14 Gotchas in 45 Minutes: Migrating to Microsoft Cloud (Lessons Learned) (*rebroadcast)

IT Operations: Redesigning the ARK: BC/DR Plan Review and Improvements (*rebroadcast)

COVID-19 created a number of challenges for IT Operations, but from those challenges came innovative and creative solutions that have created a lasting positive effect. Come share your success stories and learn about the positive changes your peers have made as well.

SharePoint and Teams Admin Centers

COVID-19 IT Operations Success Stories (*rebroadcast)

Customize Collaboration Using the SharePoint and Teams Admin Centers (*rebroadcast)

SharePoint and Teams are platforms that enable and encourage collaboration within and outside your organization. Whether your firm decides to limit collaboration internally or expand sharing to external parties, our Admin Center expert will help you understand what/how settings affect collaboration with people outside your organization, how to control access to services and users, and what dependencies exist between the SharePoint and Teams Admin Centers.

Cloudy with a Chance of Higher Cost (*rebroadcast)

There can be a sticker shock when moving your infrastructure to the cloud. Learn to shift your expenditures from large capital layouts to predictable operational annual costs. This session will help you have a clear understanding of the potential components you should consider to help you build a multi-year forecast to present to firm management and stakeholders; these components include application creep, data storage, server utilization, and more.

Microsoft Always On VPN is a remote access solution that is the sequel to their DirectAccess product. Imagine a VPN client built into Windows that just works and is always on. Protect the entire data stream out of your remote clients and encrypt their data in all circumstances. Always On VPN supports domain-joined,工作组, Azure AD-joined devices and personally owned devices. Come and learn how you can hide VPN complexity from your users while providing a seamless connection wherever they roam.

Solutions Using Office 365 Apps

Find out how your peers are utilizing the O365 suite features (e.g., Planner, Forms, Power Automate) at their organizations. Join us to hear about the lessons learned, the changes that needed to be made to the business and IT processes, and take away what you should be thinking about to help bolster your IT strategy for the days to come.

Enjoy some light-hearted fun at ILTA's Match Game sponsored by Traveling Coaches.

Join us to hear about the lessons learned, the changes that needed to be made to the business and IT processes, and take away what you should be thinking about to help bolster your IT strategy for the days to come.

Enjoy some light-hearted fun at ILTA's Match Game sponsored by Traveling Coaches.

IT Operations Creating a Zero Trust Network Infrastructure (*rebroadcast)

IT Operations: Forecast: Cloudy with a Chance of Higher Cost (*rebroadcast)

IT Operations: Microsoft Always-on-VPN (*rebroadcast)

IT Operations: 14 Gotchas in 45 Minutes: Migrating to Microsoft Cloud (Lessons Learned) (*rebroadcast)

IT Operations: Redesigning the ARK: BC/DR Plan Review and Improvements (*rebroadcast)

Microsoft Power Automate (formerly known as Flow) is a low-code, low-cost tool for automating workflows and data transfer across multiple Microsoft and non-Microsoft applications. In this hands-on workshop, you will have the opportunity to see some Flows in use today within the legal tech world and start building your own.

Microsoft's Always On VPN is a remote access solution that is the sequel to their DirectAccess product. Imagine a VPN connection wherever they roam.

IT Operations Creating a Zero Trust Network Infrastructure (*rebroadcast)

IT Operations: Forecast: Cloudy with a Chance of Higher Cost (*rebroadcast)

IT Operations: Microsoft Always-on-VPN (*rebroadcast)

IT Operations: 14 Gotchas in 45 Minutes: Migrating to Microsoft Cloud (Lessons Learned) (*rebroadcast)

IT Operations: Redesigning the ARK: BC/DR Plan Review and Improvements (*rebroadcast)
**Friday, 28-Aug**

**5:00 PM**
Watercooler Conversations
Give Me a Tech Tip, I'll Tell You a Joke

**6:00 PM**
Watercooler Conversations
IT Coupons

**9:00 PM**
Watercooler Conversations
Join Me for a Bagel, Some Bacon, and an (Cold) Brew

**11:45 PM**
Watercooler Conversations

**Saturday, 29-Aug**

**1:30 AM**
CTFT Track 1
Can You Weather the Economic Uncertainty of 2020/2021?

**2:15 AM**
CTFT Track 2
Data Driven Dream Team - Hiring, Training and Retaining Key Personnel

**6:00 AM**
Office 365
Complete Matter Visibility: Using Microsoft Teams as Your Single Platform for Collaboration on a Client Matter (re-broadcast)

**8:00 AM**
Office 365
Out of the box, a Microsoft Team gives you chat and file storage. But it can do so much more! Find out how firms are adding apps to Teams to provide Document Management System integration, financial dashboards, project management, and other tools to handle client engagements. Also learn how to prevent "data creep" from your firm's approved data repositories into unstructured and ungoverned file stores.

**9:00 AM**
Office 365
IT Couponing

**11:45 AM**
Press Briefing
Daily Press Briefing

**Saturday, 29-Aug**

**1:00 AM**
Keynote
Legal's Next Disruptor? Demystifying the Big 4 presented by Gina Buser, Juan Crosby, Peter Krakaur, and Mark Ross (*Live)

**1:30 AM**
CTFT Track 1
Can You Weather the Economic Uncertainty of 2020/2021?

**2:15 AM**
CTFT Track 2
Data Driven Dream Team - Hiring, Training and Retaining Key Personnel

**6:00 AM**
Office 365
Complete Matter Visibility: Using Microsoft Teams as Your Single Platform for Collaboration on a Client Matter (re-broadcast)

**8:00 AM**
Office 365
Out of the box, a Microsoft Team gives you chat and file storage. But it can do so much more! Find out how firms are adding apps to Teams to provide Document Management System integration, financial dashboards, project management, and other tools to handle client engagements. Also learn how to prevent "data creep" from your firm's approved data repositories into unstructured and ungoverned file stores.

**9:00 AM**
Office 365
IT Couponing

**11:45 AM**
Press Briefing
Daily Press Briefing

**Saturday, 29-Aug**

**1:30 AM**
CTFT Track 1
Can You Weather the Economic Uncertainty of 2020/2021?

**2:15 AM**
CTFT Track 2
Data Driven Dream Team - Hiring, Training and Retaining Key Personnel

**6:00 AM**
Office 365
Complete Matter Visibility: Using Microsoft Teams as Your Single Platform for Collaboration on a Client Matter (re-broadcast)

**8:00 AM**
Office 365
Out of the box, a Microsoft Team gives you chat and file storage. But it can do so much more! Find out how firms are adding apps to Teams to provide Document Management System integration, financial dashboards, project management, and other tools to handle client engagements. Also learn how to prevent "data creep" from your firm's approved data repositories into unstructured and ungoverned file stores.

**9:00 AM**
Office 365
IT Couponing

**11:45 AM**
Press Briefing
Daily Press Briefing
Give Me a Tech Tip, I’ll Tell You a Joke...
<table>
<thead>
<tr>
<th>Date</th>
<th>Time</th>
<th>Event</th>
<th>Topic</th>
</tr>
</thead>
<tbody>
<tr>
<td>Thursday</td>
<td>3-Sep</td>
<td>3:00 AM - 4:00 AM</td>
<td>Watercooler Conversations</td>
</tr>
<tr>
<td>Thursday</td>
<td>3-Sep</td>
<td>3:00 AM - 4:00 AM</td>
<td>Watercooler Conversations</td>
</tr>
<tr>
<td>Thursday</td>
<td>3-Sep</td>
<td>3:00 AM - 4:00 AM</td>
<td>Watercooler Conversations</td>
</tr>
<tr>
<td>Thursday</td>
<td>3-Sep</td>
<td>3:00 AM - 4:00 AM</td>
<td>Watercooler Conversations</td>
</tr>
<tr>
<td>Thursday</td>
<td>3-Sep</td>
<td>3:00 AM - 4:00 AM</td>
<td>Watercooler Conversations</td>
</tr>
<tr>
<td>Improvement</td>
<td>Tech Adoption/Artificial Intelligence</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Thursday</td>
<td>3-Sep</td>
<td>9:00 AM - 10:00 AM</td>
<td>Watercooler Conversations</td>
</tr>
<tr>
<td>Thursday</td>
<td>3-Sep</td>
<td>9:00 AM - 10:00 AM</td>
<td>Watercooler Conversations</td>
</tr>
<tr>
<td>Thursday</td>
<td>3-Sep</td>
<td>9:00 AM - 10:00 AM</td>
<td>Watercooler Conversations</td>
</tr>
<tr>
<td>Thursday</td>
<td>3-Sep</td>
<td>9:00 AM - 10:00 AM</td>
<td>Watercooler Conversations</td>
</tr>
<tr>
<td>Thursday</td>
<td>3-Sep</td>
<td>9:00 AM - 10:00 AM</td>
<td>Watercooler Conversations</td>
</tr>
<tr>
<td>Improvement</td>
<td>Improvement</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>