

| Day | Date | CDT Start | CDT End | Track | Session Title | Session Description | Speaker(s) |
|-----------|--------|-----------|----------|---------------------------|--|--|--|
| Wednesday | 26-Aug | 2:00 AM | 3:00 AM | Watercooler Conversations | Give Me a Tech Tip, I'll Tell You a Joke | | |
| Wednesday | 26-Aug | 3:00 AM | 4:00 AM | 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 |
| Wednesday | 26-Aug | 4:00 AM | 9:30 PM | ILTA Hub | ILTA Hub Open | | |
| Wednesday | 26-Aug | 5:00 AM | 6:00 AM | Watercooler Conversations | What Have You Learned? | | |
| Wednesday | 26-Aug | 5:00 AM | 6:00 AM | Watercooler Conversations | IT Couponing | | |
| Wednesday | 26-Aug | 7:30 AM | 9:00 AM | Sponsor Spotlight | iManage - User Support Session | | Chris RuBert, iManage Shawn Misquitta, iManage |
| Wednesday | 26-Aug | 8:00 AM | 9:00 AM | Master Class | Tikit - If you don't get to know your clients, somebody else will | 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 Tikit'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, Tikit |
| Wednesday | 26-Aug | 8:00 AM | 9:00 AM | Watercooler Conversations | Things I Automated During Quarantine | | |
| Wednesday | 26-Aug | 8:00 AM | 9:00 AM | Watercooler Conversations | Join Me for a Bagel, Some Bacon, or a (Cold) Brew | | |
| Wednesday | 26-Aug | 8:00 AM | 5:00 PM | Watercooler Conversations | Litigation Support Track | | |
| Wednesday | 26-Aug | 8:00 AM | 5:00 PM | Watercooler Conversations | IT Operations Track | | |
| Wednesday | 26-Aug | 8:00 AM | 5:00 PM | Watercooler Conversations | Office 365 Track | | |
| Wednesday | 26-Aug | 8:00 AM | 5:00 PM | Watercooler Conversations | Marketing Track | | |
| Wednesday | 26-Aug | 8:45 AM | 9:00 AM | Press Briefing | Daily Press Briefing | | |
| Wednesday | 26-Aug | 9:00 AM | 10:00 AM | Keynote | After the Quake: Predictions for an Uncertain Legal Future by Richard Punt (*Live) (session will announce Solution Provider of the Year, Consultant of the Year, and Innovative Leader) | The last few months have shaken many of our most deeply held assumptions about the world around us. We are only just beginning to work through the longer term implications. For a legal market already in flux, we may look back at 2020 as being the year when its future direction was set. But what will that direction be – a return to business as usual, an acceleration of existing trends or genuine discontinuity? In this session, Richard Punt will provoke us to look beyond the here and now – to imagine our legal future. | Richard Punt, Legal Strategy & Market Development, Thomson Reuters |
| Wednesday | 26-Aug | 10:30 AM | 11:30 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 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. | Carolyn Crandall, Attivo Networks Joseph Salazer, Attivo Networks |
| Wednesday | 26-Aug | 10:30 AM | 11:15 AM | 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 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. | Rich Lilly, Netrix LLC |

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| Wednesday | 26-Aug | 10:30 AM | 11:15 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) | David Horrigan, Relativity Mike Quartararo, ACEDS |
| Wednesday | 26-Aug | 10:30 AM | 11:15 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? | John Albers, Fisher Phillips Amanda K. Brady, Legal Lean Sigma Institute LLC Stuart Davis, Dechert LLP JessicaMcGarity Smith, Elevate Services Catherine Zinn, Orrick, Herrington & Sutcliffe LLP |
| Wednesday | 26-Aug | 10:30 AM | 11:15 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 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. | Shashi Kara, Sente Advisors |
| Wednesday | 26-Aug | 11:30 AM | 12:30 PM | Master Class | Mobile Helix - Stop Information Leaks with Azure Rights Management | 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. | Seth Hallem, Mobile Helix |
| Wednesday | 26-Aug | 11:30 AM | 12:15 PM | IT Operations | COVID 19 IT Operations Success Stories | 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. | Tracy Elmlad, Hinshaw & Culbertson John Jelderks, Barack Ferrazzano Kirschbaum & Nagelberg LLP |
| Wednesday | 26-Aug | 11:30 AM | 12:15 PM | Litigation Support | The Show Must Go On? Trials, Mediations, Arbitrations and Depositions – The Art & Science of Remote Presentation | What tools and practices do you already have in place that can easily be ported to enable remote depositions, mediations, arbitrations and/or trials? What other technologies and/or workflows do you need to be up to speed on to participate in this brave new world of legal presentation. Join us in this interactive session as we talk about options, methodology and tools. | Alicia Aquino, Aquino Trial Services Shannon Bales, Munger, Tolles & Olson LLP |
| Wednesday | 26-Aug | 11:30 AM | 12:15 PM | 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. | Anne Reavis, Wilson Allen |
| Wednesday | 26-Aug | 11:30 AM | 12:15 PM | 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. 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. | Sudharsan Raman, Netrix LLC |
| Wednesday | 26-Aug | 12:30 PM | 1:30 PM | 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 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 will then explore concrete mechanisms for helping your team break down some of those barriers, including looking at some of the techniques we use in Thomson Reuters Labs. | Aileen Schultz, Thomson Reuters Brian Romer, Thomson Reuters |
| Wednesday | 26-Aug | 12:45 PM | 1:30 PM | 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. | Dominic Ciacciarelli, Kraft & Kennedy, Inc. |

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| Wednesday | 26-Aug | 12:45 PM | 1:30 PM | 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 Deadlines and general timing issues - setting expectations Portability of redactions Metadata redactions (in the load files) | Doug Austin, CloudNine Cindy MacBean, Honigman LLP Rachel McAdams, A&L Goodbody Cristin Traylor, McGuireWoods LLP |
| Wednesday | 26-Aug | 12:45 PM | 1:30 PM | 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. | Tim Corcoran, Corcoran Consulting Group, LLC Nathan Jenks, Plat4orm PR Michelle Murray, PP&C Consulting Matt Parfitt, Vuture Rachel Shields Williams, Sidley Austin LLP Michael Warren, Wilson Allen |
| Wednesday | 26-Aug | 12:45 PM | 1:30 PM | Office 365 | How Microsoft Suite It Is! 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. | Brandon Cork, Orrick, Herrington & Sutcliffe LLP Josh Lazar, 18th Judicial Circuit Courts of Florida |
| Wednesday | 26-Aug | 1:30 PM | 2:30 PM | Ask the Expert Chat | Ask the Expert - Flex Technology Group - Manage the entire WFH technology (laptops, pc, monitors, w-stations, etc) with full-service solution | 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. Come learn and ask the experts how FTG is spearheading this creative offering to relieve technology teams from the burden of the supporting WFH employees and enhancing the overall employee work experience. | Chase Cabanillas, Flex Technology Group |
| Wednesday | 26-Aug | 1:30 PM | 2:30 PM | Ask the Expert Chat | Ask the Expert - Olenick - Windows 10 & Office 365 Pain Points - The Doctor is in | Hear our senior engineers, Scott Christensen, Jorge Martinez, and Peter McDaniel, share their secrets to success with Windows Updates, Intune, Patching, Desktop Management in a remote world. | Scott Christensen, Olenick Jorge Martinez, Olenick Peter McDaniel, Olenick |
| Wednesday | 26-Aug | 1:30 PM | 2:30 PM | Ask the Expert Chat | Ask the Expert - RBRO Solutions - Business Continuity and DMS Data | No firm is immune to the unpredictable nature of business disruptions in our changing environment. The data maintained in a document management system (DMS) is critical to any firm. Whatever the catastrophe, it is important to ensure users have access to essential content to continue servicing clients. Get expert advice to keep your people productive in the event of a disaster. Howard Russell, CEO of RBRO Solutions in collaboration with Andrew Powell, CIO of Macfarlanes LLP, will share their experience and answer your questions about Business Continuity and DMS Data. - Confidence of readiness for a significant interruption event - Cyberattacks preventative measures - Continuous access to DMS content through a disaster | Howard Russell, RBRO Solutions Andrew Powell, Macfarlanes |
| Wednesday | 26-Aug | 1:30 PM | 2:30 PM | Ask the Expert Chat | Ask the Expert - NetDocuments | Ask the Expert: NetDocuments presented by Dan Hauck, CPO, Valerie Connell, Director of Document Management Solutions and Bradlee Duncan, Sr Product Manager | Dan Hauck, NetDocuments Valerie Connell, NetDocuments Bradlee Duncan, NetDocuments |
| Wednesday | 26-Aug | 2:00 PM | 3:00 PM | Watercooler Conversations | IT Couponing | | |
| Wednesday | 26-Aug | 2:00 PM | 3:30 PM | SOCIAL NETWORKING | EZ 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. | |
| Wednesday | 26-Aug | 2:30 PM | 3:30 PM | Master Class | SecurIT360 - Arriving at the Scene of a Cyber Attack | 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. | David Forrestall, SecurIT360 |

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| Wednesday | 26-Aug | 2:30 PM | 3:15 PM | 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 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, 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. | Richard Hicks, Richard M. Hicks Consulting, Inc. Nathan Smith, Hopkins & Huebner, P.C. |
| Wednesday | 26-Aug | 2:30 PM | 3:15 PM | 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 Challenges and how to deal with them | John Collins, Lighthouse |
| Wednesday | 26-Aug | 2:30 PM | 3:15 PM | 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. | Patty Azimi, Akin Gump Strauss Hauer & Feld LLP Andrew Hutchinson, Intapp Ann Meyer, Fisher & Phillips Anna Szabo, King & Wood Mallesons Scott Winter, Lexis Nexis Legal Software Solutions |
| Wednesday | 26-Aug | 2:30 PM | 3:15 PM | Office 365 | 14 Gotchas in 45 Minutes: Migrating to Microsoft Cloud Lessons Learned | You can spend hours reading the ILTA posts by your peers about how to best migrate your applications to the Microsoft Cloud (Office 365, SharePoint, Exchange, OneDrive, etc.) or you can attend this session to get the top tips from your peers virtually "in person"! | Joseph Hoegler, Kraft & Kennedy, Inc. Jim Moreo, Cornerstone.IT Annette Sanders, BigHand |
| Wednesday | 26-Aug | 3:45 PM | 4:30 PM | IT Operations | 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. | Adriana Cara, Fisher Broyles Rick Howell, Perkins Coie, LLP Mark Sangster, eSentire, Inc. Johner Wilson II, Dinsmore |
| Wednesday | 26-Aug | 3:45 PM | 4:30 PM | Litigation Support | Disruption in eDiscovery | Whether you look at people and their roles, economics, changing landscape for firms, law departments and business partners or technology, the eDiscovery industry has changed dramatically over time. This session will take a look at some of the root causes for this disruption and discuss how the past can help us to predict what the future may hold. What can you do to prepare your team for the future? | David Greetham, Ricoh USA, Inc. Jeffrey Shapiro, EY |
| Wednesday | 26-Aug | 3:45 PM | 4:30 PM | 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. | Kevin Iredell, Lowenstein Sandler LLP Deborah Ruffins, Perkins Coie Sally Schmidt, Schmidt Marketing, Inc. Barry Solomon, Foundation Software Group |
| Wednesday | 26-Aug | 3:45 PM | 4:30 PM | Office 365 | Complete Matter Visibility: Using Microsoft Teams as Your Single Pane of Glass for Collaborating on a Client Matter | 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. | Virginio D'Aversa, Husch Blackwell LLP Beau Mersereau, Fish & Richardson Lisa Stone, Fireman & Company |
| Wednesday | 26-Aug | 4:30 PM | 6:00 PM | Social Networking | Family Feud sponsored by iManage | Watch as two families compete to be crowned winners of ILTA's Family Feud sponsored by iManage. | |
| Wednesday | 26-Aug | 5:00 PM | 5:45 PM | Training/User Support Track | Virtual Training 1 - Being Prepared to Reach 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. | Rachel Baiden, Squire Patton Boggs Kendall Blue, Orrick |
| Wednesday | 26-Aug | 5:00 PM | 6:00 PM | Watercooler Conversations | What Have You Learned? | | |
| Wednesday | 26-Aug | 5:00 PM | 6:00 PM | Watercooler Conversations | Things I Automated During Quarantine | | |

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| Wednesday | 26-Aug | 6:00 PM | 6:45 PM | 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. | Chris Longmuir, Fliplet Ginevra Saylor, Gowling WLG LLP |
| Wednesday | 26-Aug | 6:00 PM | 6:45 PM | 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. | Jim McKenna, Fenwick & West LLP |
| Wednesday | 26-Aug | 7:00 PM | 7:45 PM | 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. 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 | 7:00 PM | 7:45 PM | 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. | Carolyn Humpherys, Traveling Coaches, Inc. |
| Wednesday | 26-Aug | 8:00 PM | 8:45 PM | 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. | Holly Hanna, Perkins Coie LLP Jennifer Mendez, Fisher Phillips Helen Wang, Organizing for Innovation LLC |
| Wednesday | 26-Aug | 8:00 PM | 8:45 PM | 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. | Jason Baker, Fish & Richardson P.C. Eli Nussbaum, Keno Kozie |
| Wednesday | 26-Aug | 8:00 PM | 9:00 PM | Watercooler Conversations | Give Me a Tech Tip, I'll Tell You a Joke | | |
| Wednesday | 26-Aug | 8:00 PM | 9:00 PM | Watercooler Conversations | Virtual Hops Tour | | |
| Wednesday | 26-Aug | 9:00 PM | 9:45 PM | Knowledge Management | 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 | 2:00 AM | 3:00 AM | Watercooler Conversations | New Ways to Use Existing Products | | |
| Thursday | 27-Aug | 2:00 AM | 3:00 AM | Watercooler Conversations | Women in Technology | | |
| Thursday | 27-Aug | 4:00 AM | 9:30 PM | ILTA Hub | ILTA Hub Open | | |
| Thursday | 27-Aug | 5:00 AM | 6:00 AM | Watercooler Conversations | Join Me For a Beer | | |
| Thursday | 27-Aug | 5:00 AM | 6:00 AM | Watercooler Conversations | What Have You Learned? | | |
| Thursday | 27-Aug | 8:00 AM | 9:00 AM | Watercooler Conversations | Becoming an Ally | | |
| Thursday | 27-Aug | 8:00 AM | 9:00 AM | Watercooler Conversations | Women in Technology | | |
| Thursday | 27-Aug | 8:00 AM | 5:00 PM | Watercooler Conversations | Tech Adoption Track | | |
| Thursday | 27-Aug | 8:00 AM | 5:00 PM | Watercooler Conversations | Artificial Intelligence Track | | |
| Thursday | 27-Aug | 8:00 AM | 5:00 PM | Watercooler Conversations | Applications Track | | |
| Thursday | 27-Aug | 8:00 AM | 5:00 PM | Watercooler Conversations | Finance Track | | |
| Thursday | 27-Aug | 8:00 AM | 5:00 PM | Watercooler Conversations | Information Governance Track | | |
| Thursday | 27-Aug | 8:45 AM | 9:00 AM | Press Briefing | Daily Press Briefing | | |

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| Thursday | 27-Aug | 9:00 AM | 10:00 AM | Keynote | Bold Moves, Big Opportunities presented by Haley Altman (*Prerecorded) (session will announce Innovators of the Year, Contributor of the Year, YP to Watch?) | 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 Altman, Global Director of Business Development and Strategy, Litera |
| Thursday | 27-Aug | 10:30 AM | 11:30 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 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. | Andrew Watts, Relativity |
| Thursday | 27-Aug | 10:30 AM | 11:15 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 API's, could be covered. | Scott David, Vorys Tracy Friedenberg, Day Pitney LLP Glenn Hoxie, Paul Hastings LLP |
| Thursday | 27-Aug | 10:30 AM | 11:15 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 Foulon, WilmerHale Ali Moallem, WilmerHale Rob Stote, BigHand |
| Thursday | 27-Aug | 10:30 AM | 11:15 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 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/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 revive adoption when it falls apart. | James Cote, Bennett Jones LLP Paul Duffy, Mayer Brown LLP Sherry Kappel, Litera Eileen Whitaker, Fireman & Company |
| Thursday | 27-Aug | 11:30 AM | 12:30 PM | 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 |

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| Thursday | 27-Aug | 11:30 AM | 12:15 PM | 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. | Naïm Côté, Osler, Hoskin & Harcourt Devin Jaundoo, Lenczner Slaght Andreas Nahr, Thompson Coe |
| Thursday | 27-Aug | 11:30 AM | 12:15 PM | 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 Coie |
| Thursday | 27-Aug | 11:30 AM | 12:15 PM | 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/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 revive adoption when it falls apart. | James Cote, Bennett Jones LLP Paul Duffy, Mayer Brown LLP Sherry Kappel, Litera Eileen Whitaker, Fireman & Company |
| Thursday | 27-Aug | 12:45 PM | 1:30 PM | 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 |
| Thursday | 27-Aug | 12:45 PM | 1:30 PM | 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 & Burling, LLP Scott McFetters, CoreTech Leasing |
| Thursday | 27-Aug | 12:45 PM | 1:30 PM | Info Governance | Setting the Groundwork for Matter Life-cycle 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 life-cycle to get them back on track. | Leigh Isaacs, Proskauer Rose LLP |
| Thursday | 27-Aug | 12:45 PM | 1:30 PM | Tech Adoption/Artificial Intelligence | Like, Share and Subscribe: Building and Maintaining a Successful Influencer Network | 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 on the steps they have taken to build a champions program in their firm. | Narda Carlson, Primmer Piper Eggleston Cramer PC Kenny Leckie, Traveling Coaches, Inc. Tina Rodriguez, Foley & Lardner LLP |
| Thursday | 27-Aug | 1:30 PM | 2:30 PM | Ask the Expert Chat | Ask the Expert - Arctic Wolf Networks - The Path to Security Effectiveness | Join Sam McLane, Chief Technical Services Officer, at Arctic Wolf for an ILTA>ON Ask the Expert Session. During this presentation, Sam will highlight security operations as a service, big lessons learned from legal breaches, and cybersecurity war stories from what we've seen in the field. | Sam McLane, Arctic Wolf Networks |
| Thursday | 27-Aug | 1:30 PM | 2:30 PM | 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 Aaron Swenson, iPro Tech |
| Thursday | 27-Aug | 1:30 PM | 2:30 PM | 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 |
| Thursday | 27-Aug | 1:30 PM | 2:30 PM | 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 applications 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 Khaled Ammar, Thomson Reuters |
| Thursday | 27-Aug | 2:00 PM | 3:00 PM | Watercooler Conversations | New Ways to Use Existing Products | | |

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| Thursday | 27-Aug | 2:30 PM | 3:30 PM | 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 |
| Thursday | 27-Aug | 2:30 PM | 3:15 PM | Applications | An 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 |
| Thursday | 27-Aug | 2:30 PM | 3:15 PM | 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 Julie Heller, AIG Ricelle San Juan, PricewaterhouseCoopers LLC |
| Thursday | 27-Aug | 2:30 PM | 3:15 PM | 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 Breil, McGuireWoods LLP Ned Gannon, eBrevia Sondra Rebenchuk, Blake, Cassels & Graydon LLP |
| Thursday | 27-Aug | 3:45 PM | 4:30 PM | Applications | Solution Room - Document Management Systems | Share your document management system experience, topics and issues. This session will bring together the various document management solutions [NetDocs, iManage, eDocs, Worldox, and Sharepoint (including Epona)] in one virtual location where you can collaborate with colleagues on topics of interest around document management solutions such as matter centricity, how to access your documents when you are offline, lateral hires, ethical walls and keeping your KM. (*This session will not be recorded.) | Marc Duncan, NetDocuments Kim Heyde, OpenText Shawn Misquitta, iManage Marti Phillips, EncoreTech Jim Priz, iManage Stevan Quincy, OpenText Dan Riggsby, Boyd & Jenerette, P.A Mike Sanders, NetDocuments Rebecca Sattin, Worldox |
| Thursday | 27-Aug | 3:45 PM | 4:30 PM | Info Governance | Retention: Getting from a Policy to a Program | Putting retention policies in place can be challenging and there are a lot of moving parts to consider. From getting your firm management to agree and promote the importance of destruction of client files to the actual work of destroying what could potentially be historical in nature. In this session, the panelists will discuss their successes and failures in trying to implement and stick to a retention policy that involves destroying both physical and electronic records. | Karen Allen, Morgan, Lewis & Bockius LLP Brianne Aul, Morgan, Lewis, & Bockius LLP Joseph Bartolo, Knovos |
| Thursday | 27-Aug | 3:45 PM | 4:30 PM | Tech Adoption/Artificial Intelligence | Why Your AI Project Will Fail Without Clean Data and What to do About It | In this session, we will present an in-depth "here's how you do it" session with cleaning up their data. What's important about your data and why? This is a step-by-step evaluation of several datasets along with conversations around best practices you should consider as you prepare to launch an artificial intelligence initiative. | Bryan Bach, iManage Steve MacLauchlan, UDig Ryan Nichols, ayfie Jacqueline Schafer, ClearBrief.ai |
| Thursday | 27-Aug | 4:30 PM | 5:30 PM | SOCIAL NETWORKING | Comedian Andy Forrester sponsored by Zero | Be prepared to laugh as Comedian Andy "Big A" Forrester tickles attendees' funny bones in a session sponsored by Zero Cognitive Systems. | |
| Thursday | 27-Aug | 5:00 PM | 6:00 PM | SOCIAL NETWORKING | Match Game sponsored by Traveling Coaches | Enjoy some light-hearted fun at ILTA's Match Game sponsored by Traveling Coaches. | |
| Thursday | 27-Aug | 5:00 PM | 5:45 PM | IT Operations | Creating a Zero Trust Network Infrastructure (*rebroadcast) | 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. | Rich Lilly, Netrix LLC |

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| Thursday | 27-Aug | 5:00 PM | 5:45 PM | Office 365 | Microsoft Power Automate 101: A Hands-On Tutorial in Creating Flows (*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. | Shashi Kara, Sente Advisors |
| Thursday | 27-Aug | 5:00 PM | 6:00 PM | Watercooler Conversations | Share Your Chef Secrets | | |
| Thursday | 27-Aug | 5:00 PM | 6:00 PM | Watercooler Conversations | Women in Technology | | |
| Thursday | 27-Aug | 5:00 PM | 6:00 PM | Watercooler Conversations | What Have You Learned? | | |
| Thursday | 27-Aug | 6:00 PM | 6:45 PM | IT Operations | COVID 19 IT Operations Success Stories (*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. | Tracy Elmlad, Hinshaw & Culbertson John Jelderks, Barack Ferrazzano Kirschbaum & Nagelberg LLP |
| Thursday | 27-Aug | 6:00 PM | 6:45 PM | Office 365 | 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. | Sudharsan Raman, Netrix LLC |
| Thursday | 27-Aug | 7:00 PM | 7:45 PM | IT Operations | Forecast: 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. | Dominic Ciacciarelli, Kraft & Kennedy, Inc. |
| Thursday | 27-Aug | 7:00 PM | 7:45 PM | Office 365 | How Microsoft Suite It Is! A Showcase of Legal Process Solutions Using Office 365 Apps (*rebroadcast) | 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. | Brandon Cork, Orrick, Herrington & Sutcliffe LLP Josh Lazar, 18th Judicial Circuit Courts of Florida |
| Thursday | 27-Aug | 8:00 PM | 8:45 PM | IT Operations | Microsoft Always-on-VPN (*rebroadcast) | Microsoft's 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, 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. | Richard Hicks, Richard M. Hicks Consulting, Inc. Nathan Smith, Hopkins & Huebner, P.C. |
| Thursday | 27-Aug | 8:00 PM | 8:45 PM | Office 365 | 14 Gotchas in 45 Minutes: Migrating to Microsoft Cloud Lessons Learned (*rebroadcast) | You can spend hours reading the ILTA posts by your peers about how to best migrate your applications to the Microsoft Cloud (Office 365, SharePoint, Exchange, OneDrive, etc.) or you can attend this session to get the top tips from your peers virtually "in person"! | Joseph Hoegler, Kraft & Kennedy, Inc. Jim Moreo, Cornerstone.IT Annette Sanders, BigHand |
| 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 | Becoming an Ally | | |
| Thursday | 27-Aug | 9:00 PM | 9:45 PM | IT Operations | Redesigning the ARK: BC/DR Plan Review and Improvements (*rebroadcast) | 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. | Adriana Cara, Fisher Broyles Rick Howell, Perkins Coie, LLP Mark Sangster, eSentire, Inc. Johner Wilson II, Dinsmore |
| Thursday | 27-Aug | 9:00 PM | 9:45 PM | Office 365 | Complete Matter Visibility: Using Microsoft Teams as Your Single Pane of Glass for Collaborating on a Client Matter (*rebroadcast) | 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. | Virginio D'Aversa, Husch Blackwell LLP Beau Mersereau, Fish & Richardson Lisa Stone, Fireman & Company |
| Friday | 28-Aug | 2:00 AM | 3:00 AM | Watercooler Conversations | Give Me a Tech Tip, I'll Tell You a Joke | | |
| Friday | 28-Aug | 4:00 AM | 9:30 PM | ILTA Hub | ILTA Hub Open | | |
| Friday | 28-Aug | 5:00 AM | 6:00 AM | Watercooler Conversations | What Have You Learned? | | |
| Friday | 28-Aug | 5:00 AM | 6:00 AM | Watercooler Conversations | IT Couponing | | |
| Friday | 28-Aug | 8:00 AM | 9:00 AM | Watercooler Conversations | Join Me for a Bagel, Some Bacon, or a (Cold) Brew | | |

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| Friday | 28-Aug | 8:00 AM | 5:00 PM | Watercooler Conversations | #CreatingTheFutureTogether Track | | |
| Friday | 28-Aug | 8:00 AM | 5:00 PM | Watercooler Conversations | Business & Legal Process Improvement Track | | |
| Friday | 28-Aug | 8:45 AM | 9:00 AM | Press Briefing | Daily Press Briefing | | |
| Friday | 28-Aug | 9:00 AM | 10:00 AM | Keynote | Legal's Next Disruptor? Demystifying the Big 4 presented by Gina Buser, Juan Crosby, Peter Krakaur, and Mark Ross (*Live) | Corporate legal departments and their internal business partners are driving innovative legal sourcing models to deliver legal service, drive business value, and protect the company. Their options have expanded beyond the use of in-house and law firm talent to re-source legal work from professional service firms, managed service providers, corporate global business service centers (GBS), and technology-enabled self-service. · What do these models look like? · How do these new models impact technology strategies? · What are the technology-related opportunities and challenges? · What are the opportunities for these providers to collaborate? · Has COVID accelerated or otherwise impacted these developments? | Gina Buser, CEO of Traveling Coaches Peter Krakaur, Managing Director of EY Law MarkRoss, Principal, Deloitte A Representative of KPMG Juan Crosby, PWC, NEWLAW Services Leader |
| Friday | 28-Aug | 10:30 AM | 11:15 AM | #CTFT Track 1 | Can You Weather the Economic Uncertainty of 2020/2021? | This session will focus on key performance indicators that should be considered in measuring your firm's readiness to be successful in the midst of a crisis and/or economic uncertainty. You will hear which firms are doing well and what they have done to shift their strategies to not only react to the current economic environment, but to plan for the future. Attendees will be provided with key takeaways to consider when revisiting their firm's strategic plan and to guide discussions to shift priorities. | Kent Zimmermann, The Zeughauser Group |
| Friday | 28-Aug | 10:30 AM | 11:15 AM | #CTFT Track 2 | Data Driven Dream Team - Hiring, Training and Retaining Key Personnel | Artificial Intelligence (AI) is the new kid on the block for legal institutions. Many organizations that are embarking on the journey of implementing an AI platform struggle with identifying and hiring the appropriate resources. It's critical to know why you're hiring, what problem you're solving, what type of resource is the best fit for your needs and where to properly integrate with other core personnel of your business so that they are set up to succeed. We will explore the different roles, how to understand what skillsets are right for a variety of business problems, whether it is right to hire or seek a provider and if hiring is the right course how to properly hire, train, and retain talent. Building your data team may involve adding new hires, developing existing staff or seeking third-party support. | Eric Jenvey, McGuire Woods Todd Marlin, EY |
| Friday | 28-Aug | 10:30 AM | 11:15 AM | Business & Legal Process Improvement | SALI - Case In Point | What started as an idea at ILTACON a few years ago, has now graduated to a formal non-profit dedicated to achieving practical standards for coding matters, time entries, and documents: The SALI Alliance. Hear directly from the founders of the SALI movement as to how it started, where it is today, and practical steps and guidance to implement the SALI standards at your firm. | Patrick Dundas, Schulte Roth & Zabel LLP Meg Evans, Goulston & Storrs PC Kelly, Harbour, Goulston & Storrs PC |
| Friday | 28-Aug | 11:30 AM | 12:15 PM | #CTFT Track 1 | Strategy Around Technology Spend/Technology Investment | Larger firms have mature strategies and processes around how IT projects are selected and acted upon: what about the firms where the IT staff are "jacks-of-all-trades?" This session will discuss the strategy around your Technology Spend/Technology Investment, with practical lessons and tips to ensure firms of all sizes are making sound IT business decisions with the firm's money. | Mark Sangster, eSentire Floor Blindenbach, Organizing4Innovation George Steven, DocGovern |
| Friday | 28-Aug | 11:30 AM | 12:15 PM | #CTFT Track 2 | Re-Thinking the Business of Law | Law firm administrative departments can play a critical role in helping attorneys operate in the new normal, increasing their profitability, driving revenue and making themselves more marketable. This session will describe how coordination between finance, IT, knowledge management, LPM, marketing and business development, and pricing can help attorneys thrive in today's evolving legal market. | Ari Kaplan, Ari Kaplan Advisors Meredith Williams-Range, Shearman & Sterling Eric Wangler, BigHand |
| Friday | 28-Aug | 11:30 AM | 12:15 PM | Business & Legal Process Improvement | Legal Project Management Quick Wins | There are many legal project management solutions that firms can implement without having to dedicate significant resources in software personnel and time. This session will explore what law firms and corporate law departments have done to implement successful legal project management initiatives without breaking the bank. | Aileen Leventon, LegalShift, LLC & IILPM Catherine McPherson, Bartlit Beck LLP Mike Russell, Trane Technologies (f/k/a/Ingersoll Rand) |
| Friday | 28-Aug | 12:45 PM | 1:30 PM | #CTFT Track 1 | Spark Talks: Back to the Future? | Remember Law Firm 2020? Revisit past predictions to see what came true and what we got wrong? What were the implications? What did we think/predict legal technology would look like in 2020? What has come true? What has come to pass that was unanticipated? What persists from the good old days? What will legal technology look like in 2025? | Joseph Raczynski, Thomson Reuters |

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| Friday | 28-Aug | 12:45 PM | 1:30 PM | #CTFT Track 2 | A New Profit Frontier - Selling Innovation | Experiences of law firms selling innovation products and services to clients - outside of traditional legal service. There has been a lot of talk about the big accounting firms encroaching on the traditional offerings of law firms. In this session, we will look at examples of law firms selling products and services outside of traditional legal service thereby competing against traditional offerings of the big consulting firms. Fasten your seatbelt as we discuss the mindset change happening at the highest levels of innovative law firms. | Sukesh Kamra, Norton Rose Fulbright David Rueff, Baker Donelson Brent Turner, Thomson Reuters Leigh Vickery, Level 2 Legal |
| Friday | 28-Aug | 12:45 PM | 1:30 PM | Business & Legal Process Improvement | A Business Analyst Approach to Project Management | Watch project management experts demonstrate the best way to tackle a demanding request from an attorney for the latest legal tech product. Attendees will enjoy a real-time demonstration of the best way to navigate these dynamics and setup a project management road map that ensures that requirements are gathered, the products are properly vetted, tested, piloted and successfully rolled out. | Will Norton, SimplyAgree Tracey Pardo, Cooley LLP Jennifer Parker, Adaptive Solutions |
| Friday | 28-Aug | 1:30 PM | 2:30 PM | | ILTA ANNUAL BUSINESS MEETING OF THE CORPORATION | | |
| Friday | 28-Aug | 2:30 PM | 3:15 PM | #CTFT Track 1 | How E-Trials Are Changing the Practice of Law | This session will discuss how e-trials are changing the practice of law for the judiciary, practitioners and all participants. Changes such as cost reduction and time efficiencies will be investigated. It will explore the latest developments in how each of the four components to an e-trial (virtual attendance, services, management of oral evidence and management of evidence) are evolving due to the global pandemic. | The Honourable Justice Colin Campbell, Amicus Chambers Marcel Duhamel, Vorys, Sater, Seymour and Pease LLP Sandra Potter, Indiciem Legal Consulting Pty Ltd. Judge Lisa Rau, Resonate Mediation and Arbitration, LLC |
| Friday | 28-Aug | 2:30 PM | 3:15 PM | #CTFT Track 2 | The Future of Support Services | What's new in 2020? Back by popular demand, collaborate and share with your peers the latest trends and developments for support desks. We will discuss current topics affecting our support organizations such as the impact of cloud, chatbots, 24/7 help desk, supporting mobile and remote workers, technical and soft-skills development for your team, and more. We will crowdsource "hot topics" as ILTA>ON 2020 approaches! | Martin Catania, Keno Kozié Associates, Ltd. Christopher Myatt, Seyfarth Shaw LLP |
| Friday | 28-Aug | 2:30 PM | 3:15 PM | Business & Legal Process Improvement | Process Improvement for Everyone: 10 Success Stories Ready for Implementation | Whether you are just starting to implement process improvement at your firm or you are advanced in streamlining processes, you will benefit from this session. We have seasoned leaders ready to share their innovative success stories rapid-fire style for various IT functions, COVID response, outside counsel guidelines, anti-money laundering, experience management, and security to name a few. We promise to keep you awake during this fast-paced final session of the conference. | Joe Fousek, Bond Schoeneck & King Rick Hellers, nQueue Corinna Malin, Independent Consultant Sue Marshall, Buckley LLP Jennifer O'Donnell, Butler Snow LLP |
| Friday | 28-Aug | 3:30 PM | 4:30 PM | Watercooler Conversations | IT Couponing | | |
| Friday | 28-Aug | 5:00 PM | 6:00 PM | Watercooler Conversations | What Have You Learned? | | |
| Friday | 28-Aug | 5:00 PM | 6:00 PM | Watercooler Conversations | Give Me a Tech Tip, I'll Tell You a Joke | | |
| Friday | 28-Aug | 5:00 PM | 6:00 PM | Watercooler Conversations | Virtual Hops Tour | | |
| Monday | 31-Aug | 12:00 PM | 1:00 PM | Watercooler Conversations | Leadership & Professional Development Track | | |
| Monday | 31-Aug | 12:00 PM | 1:00 PM | Watercooler Conversations | Awards and Tech Survey Track | | |
| Monday | 31-Aug | 12:00 PM | 1:00 PM | Watercooler Conversations | Training/User Support | | |
| Monday | 31-Aug | 12:00 PM | 1:00 PM | Watercooler Conversations | Data Science Track | | |
| Monday | 31-Aug | 12:00 PM | 1:00 PM | Watercooler Conversations | Knowledge Management Track | | |
| Monday | 31-Aug | 6:00 PM | 7:00 PM | Watercooler Conversations | Leadership & Professional Development Track | | |
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| Monday | 31-Aug | 6:00 PM | 7:00 PM | Watercooler Conversations | Data Science Track | | |
| Monday | 31-Aug | 6:00 PM | 7:00 PM | Watercooler Conversations | Knowledge Management Track | | |
| Tuesday | 1-Sep | 12:00 PM | 1:00 PM | Watercooler Conversations | Legal Service Delivery and Law Firm/Client Relations | | |
| Tuesday | 1-Sep | 12:00 PM | 1:00 PM | Watercooler Conversations | Litigation Support | | |
| Tuesday | 1-Sep | 12:00 PM | 1:00 PM | Watercooler Conversations | IT Operations | | |
| Tuesday | 1-Sep | 12:00 PM | 1:00 PM | Watercooler Conversations | Office 365 | | |
| Tuesday | 1-Sep | 12:00 PM | 1:00 PM | Watercooler Conversations | Marketing | | |
| Tuesday | 1-Sep | 6:00 PM | 7:00 PM | Watercooler Conversations | Legal Service Delivery and Law Firm/Client Relations | | |
| Tuesday | 1-Sep | 6:00 PM | 7:00 PM | Watercooler Conversations | Litigation Support | | |

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| Tuesday | 1-Sep | 6:00 PM | 7:00 PM | Watercooler Conversations | IT Operations | | |
| Tuesday | 1-Sep | 6:00 PM | 7:00 PM | Watercooler Conversations | Office 365 | | |
| Tuesday | 1-Sep | 6:00 PM | 7:00 PM | Watercooler Conversations | Marketing | | |
| Wednesday | 2-Sep | 12:00 PM | 1:00 PM | Watercooler Conversations | Tech Adoption/Artificial Intelligence | | |
| Wednesday | 2-Sep | 12:00 PM | 1:00 PM | Watercooler Conversations | Applications | | |
| Wednesday | 2-Sep | 12:00 PM | 1:00 PM | Watercooler Conversations | Finance | | |
| Wednesday | 2-Sep | 12:00 PM | 1:00 PM | Watercooler Conversations | Information Governance | | |
| Wednesday | 2-Sep | 12:00 PM | 1:00 PM | Watercooler Conversations | #CreatingTheFutureTogether | | |
| Wednesday | 2-Sep | 12:00 PM | 1:00 PM | Watercooler Conversations | Business & Legal Process Improvement | | |
| Wednesday | 2-Sep | 6:00 PM | 7:00 PM | Watercooler Conversations | Tech Adoption/Artificial Intelligence | | |
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| Wednesday | 2-Sep | 6:00 PM | 7:00 PM | Watercooler Conversations | Business & Legal Process Improvement | | |