ILTA>ON Detailed Session Agenda

Monday, August 24 - ALL TIMES ARE LISTED IN CENTRAL DAYLIGHT TIME

Start Time CENTRAL	End Date	Track	Session	Description	Speaker(s)
8/24/2020 9:00:00 AM Central	8/24/2020 10:00:00 AM Central	Keynotes	Welcome & Keynote – Leadership Under Stress: Exploring Project Failure at NASA	Carver will take us on a journey through NASA's intense organizational and project management challenges up to and beyond pivotal "Go/No Go" decisions the night before a space launch. He exposes NASA's shortcomings in planning, procurement, leadership, and change management – connecting these failures and innovations to law firm technology projects. #ILTAsOnIt	Prior to Cranfield University, Stephen Carver worked on projects for the oil business, at Virgin, and directly for a global CEO as head of Project & Programme Management Strategy. He has experience of Project and Programme Management in almost all business sectors from banks to oil, to construction and law firms. Stephen is an unusual blend of Academic, Businessman and Teller of Tales and has lectured worldwide. His reputation consists of taking complex management concepts such as Project, Programme Change and Crisis Management and distilling them down to highly informative and fun lectures.

Start Time CENTRAL	End Date	Track	Session	Description	Speaker(s)
8/24/2020 10:30:00 AM Central	8/24/2020 11:15:00 AM Central	Leadership and Professional Development	Keep Calm and Lead On: Leadership in Times of Crisis	In times of crisis, leaders are forced to adapt and strategize in the face of constantly changing challenges. You need to be able to lead effectively and communicate clearly while understanding the needs of your team. What are the hallmarks of a great leader? How do you manage the critical tasks that needed to be done yesterday? How do you motivate your team while being sensitive to the emotional turmoil they may be experiencing? Hear from leaders who have survived emergency situations, learn techniques and best practices for crisis management, and learn how to keep calm and lead on. #ILTAsOnIt	Skip Lohmeyer, Parker Poe Adams & Bernstein LLP Ray Meiring, Qorus Software Inc. Kimberly Sully, Pivot Legal Solutions
8/24/2020 10:30:00 AM Central	8/24/2020 11:15:00 AM Central	Award Nominees Presentations	Transformation Project of the Year Finalist – Wilmer Hale	Audit Response Letters: Improving Efficiency Through Automation #ILTAsOnIt	Miranda Perkins, Knowledge Manager, Wilmer Hale Mara Goldsmith, Business Relationship Manager, Wilmer Hale

Start Time CENTRAL	End Date	Track	Session	Description	Speaker(s)
8/24/2020 11:45:00 AM Central	8/24/2020 1:00:00 PM Central	Leadership and Professional Development	Emotional Intelligence and Communication Styles	One size does not fit all. All of us have our unique and different personalities that require different communication and approach strategies. In this session you will improve your emotional intelligence by recognizing and identifying personality types (including your own), to assist you in improving collaboration across your team and individual co-workers. Listen to an engaging industry expert guide you through the understanding of personality types, communications styles, and how to use that knowledge in your own professional interactions. #ILTAsOnIt	Mike Monar, Monar Consulting
8/24/2020 11:45:00 AM Central	8/24/2020 1:00:00 PM Central	Award Nominees Presentations	ILTA 2020 Technology Survey: Highlights and Updates	ILTA Technology Survey introduction and review; covering the Executive Summary, highlights from the upcoming Narrative, and focusing on the changes to the Tech Survey due to the COVID-19 pandemic. #ILTAsOnIt	James Colley, Dykema Gossett PLLC Todd Corham, Saul Ewing Arnstein & Lehr Jim McCue, Rodey, Dickason, Sloan, Akin & Robb, P.A. Beth Anne Stuebe, ILTA

Start Time CENTRAL	End Date	Track	Session	Description	Speaker(s)
8/24/2020 2:00:00 PM Central	8/24/2020 3:15:00 PM Central	Leadership and Professional Development	Say Anything and Fear No Evil: Public Speaking Tips, Tricks and Techniques to Help You Present Like a Pro!	Whether you look at public speaking as a necessary evil or an opportunity to show the world what you've got, there's no doubt that improving your public speaking skills is both rewarding and challenging. Just think about the different scenarios we all encounter every day where exceptional public speaking skills play a role: meetings, interviews, presentations and introductions are just a handful that come to mind. In this session we will reframe the conversation to look closely at what we are really afraid of (hint: it's not public speaking but how we will be perceived by our audience) and pivot from presentation mode to conversation mode to help calm our nerves. We will also provide tools, techniques, and practice exercises to help you give that killer presentation you are capable of. #ILTAsOnIt	Glenn Hoxie, Paul Hastings LLP Jeffrey Roach, Encore Tech, Inc.
8/24/2020 2:00:00 PM Central	8/24/2020 3:15:00 PM Central	Award Nominees Presentations	Transformation Project of the Year – Paul Hastings (2 projects)	Project 1: Pushing the AI Frontier, Project 2: Keyword Relevancy Report Tool #ILTAsOnIt	Project 1: Amy Wegener, Chief Practice Innovation Officer Serena Granger, Lead Practice Innovation and Knowledge Attorney Project 2: Michael Ertel, Practice Innovation and Knowledge Attorney Xavier Paredes, Senior Business Analyst, Practice Innovation & Legal Solutions

Start Time CENTRAL	End Date	Track	Session	Description	Speaker(s)
8/24/2020 3:30:00 PM Central	8/24/2020 4:30:00 PM Central	Leadership and Professional Development	Diversity Now: Creating a Culture of Inclusion	More than merely a compliance exercise, diversity and inclusion measures are needed now more than ever to keep your organization in balance with the current social landscape. What initiatives are ILTA members undertaking? How do you create a plan for action? Why does diversity and inclusion make good business sense? #ILTAsOnIt	Naomi Oforiokuma, Concep Vanessa Vaughn West, Lathrop GPM LLP Dove Nirvana, Thompson Hine LLP
8/24/2020 3:30:00 PM Central	8/24/2020 4:30:00 PM Central	Award Nominees Presentations	Transformation Project of the Year – Perkins Coie	Wash, Rinse, Repeat: Intaking Volume-Based Matters Join us to learn about Perkins Coie's nomination for the Transformative Project of the Year. Based on client demand, Perkins Coie created new processes and developed novel ways to use existing platforms to facilitate client-initiated new matter intake, matter tracking and reporting for portfolio engagements. The solution includes: (1) a streamlined matter intake process; (2) a key document repository (most clients do not have centralized document management); (3) metrics tracking and data visualization to monitor status and productivity; and (4) a portfolio-based fixed fee arrangement. The project was done using in-house skills and creativity, existing technology and no separate budget, and has resulted in new revenue streams for the firm. #ILTAsOnIt	Gwyn McAlpine, Director of Knowledge Management Services Amy Monaghan, Senior Practice Innovations Manager

Tuesday, August 25 - ALL TIMES ARE LISTED IN CENTRAL DAYLIGHT TIME

Start Time CENTRAL	End Date	Track	Session	Description	Speaker(s)
8/25/2020 9:00:00 AM Central	8/25/2020 10:00:00 Central	Keynotes	Keynote: The Power of Rejection	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. #ILTAsOnIt	Jia Jiang is a top resilience keynote speaker with the most viewed TED Talk of 2017 and the bestselling author of Rejection Proof. In 2019, Toastmasters International awarded Jiang the Golden Gavel, which is given annually to honor the best keynote speaker in the industry. In his book, website, and talks, Jiang provides inspiration and knowledge for people and organizations to become fearless through rejection training.

Start Time CENTRAL	End Date	Track	Session	Description	Speaker(s)
8/25/2020 10:30:00 AM Central	8/25/2020 11:15:00 AM Central	Data Science	Data Science [101] - Build an Effective Data Science Model	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. #ILTAsOnIt	Alec Lovlein, Fish and Richardson P.C.
8/25/2020 10:30:00 AM Central	8/25/2020 11:15:00 AM Central	Knowledge Management	Design Thinking Virtually	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. #ILTAsOnIt	Michael Callier, Pivot Legal Solutions Manyee Chow, Orrick, Herrington & Sutcliffe LLP Markus Grupp, Kira Systems Maximilian Paterson, Neota Logic Nicola Shaver, Paul Hastings, LLP
8/25/2020 10:30:00 AM Central	8/25/2020 11:15:00 AM Central	Knowledge Management	Help Me Help You! Getting Attorneys to Participate	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, close matters on time, enter billing time, provide budget post-mortems, and more! #ILTAsOnIt	Michael Ertel, Paul Hastings LLP
8/25/2020 10:30:00 AM Central	8/25/2020 11:15:00 AM Central	Legal Service Delivery	Roundtable: Can't We (Corporate, Law Firms, Vendors) All Just Get Along?	Corporate/Law Firm/Vendor collaboration Topics Include: Implementing billing/outside counsel guidelines Security reviews Corp/law firm intranets Communication (formats, reporting) #ILTAsOnIt	Joey Seeber, Level 2 Legal Solutions Heidi Steinberg, EY Law
8/25/2020 10:30:00 AM Central	8/25/2020 11:15:00 AM Central	Training/User Support	Virtual Training 1 – Being Prepared to Reach a Remote Audience	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. #ILTAsOnIt	Rachel Baiden, Squire Patton Boggs Kendall Blue, Orrick

Start Time CENTRAL	End Date	Track	Session	Description	Speaker(s)
8/25/2020 11:30:00 AM Central	8/25/2020 12:15:00 PM Central	Legal Service Delivery	Building Your Legal Operations Roadmap	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. #ILTAsOnIt	Kelly Griswold, Onna
8/25/2020 11:30:00 AM Central	8/25/2020 12:15:00 PM Central	Knowledge Management	Create Your Own Mobile Application in 45 Minutes	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. #ILTAsOnIt	Chris Longmuir, Fliplet Ginevra Saylor, Gowling WLG LLP
8/25/2020 11:30:00 AM Central	8/25/2020 12:15:00 PM Central	Data Science	Digital Operations – Powering the Next Generation Enterprise With Intelligent Automation Technologies	Every firm is looking to create competitive advantage by using advanced technologies that can enhance operational efficiencies and 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. #ILTAsOnIt	Vinay Mummigatti, Lexis Nexis
8/25/2020 11:30:00 AM Central	8/25/2020 12:15:00 PM Central	Training/User Support	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. #ILTAsOnIt	Jim McKenna, Fenwick & West LLP

Start Time CENTRAL	End Date	Track	Session	Description	Speaker(s)
8/25/2020 12:45:00 PM Central	8/25/2020 1:30:00 PM Central	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 yield stronger ties, better service, and increased stickiness with the clients. #ILTAsOnIt	Ian Broom, Fliplet Catherine Goodman, Paul Hastings Dan Hauck, NetDocuments
8/25/2020 12:45:00 PM Central	8/25/2020 1:30:00 PM Central	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. #ILTAsOnIt	Sean Coleman, BA Insight Douglas Freeman, White & Case LLP Zorik Pesochinsky, Thomson Reuters Richard Robbins, Sidley Austin LLP
8/25/2020 12:45:00 PM Central	8/25/2020 1:30:00 PM Central	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 Cloud 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 #ILTAsOnIt	Cassie Breviu, Microsoft
8/25/2020 12:45:00 PM Central	8/25/2020 1:30:00 PM Central	Training/User Support	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. #ILTAsOnIt	Carolyn Humpherys, Traveling Coaches, Inc.

Start Time CENTRAL	End Date	Track	Session	Description	Speaker(s)
8/25/2020 2:30:00 PM Central	8/25/2020 3:15:00 PM Central	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 Analyticsplus Benchmarking Rate Increase Requests Qualitative Feedback Loops Diversity/Pro Bono Training #ILTAsOnIt	Lauren Chung, HBR Consulting Suzanne Miklos, General Motors Raul Taveras, General Motors
8/25/2020 2:30:00 PM Central	8/25/2020 3:15:00 PM Central	Training/User Support	Hands On Practical Troubleshooting	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. #ILTAsOnIt	Jason Baker, Fish & Richardson P.C. Eli Nussbaum, Keno Kozie
8/25/2020 2:30:00 PM Central	8/25/2020 3:15:00 PM Central	ILTA Track	ILTA LegalSEC - It Takes a Village Session	#ILTAsOnIt	

Start Time	End Date	Track	Session	Description	Speaker(s)
8/25/2020 2:30:00 PM Central	8/25/2020 3:15:00 PM Central	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. #ILTAsOnIt	Holly Hanna, Perkins Coie LLP Jennifer Mendez, Fisher Phillips Helen Wang, Organizing for Innovation LLC
8/25/2020 3:45:00 PM Central	8/25/2020 4:30:00 PM Central	Legal Service Delivery	Corporate Roundtable (Corporate Members Only)	Corporate members only. NOTE: This session will not be recorded. #ILTAsOnIt	Doug Kaminski, Cobra Legal Solutions
8/25/2020 3:45:00 PM Central	8/25/2020 4:30:00 PM Central	Knowledge Management	Experience 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. #ILTAsOnIt	Lynn Oser, LKO Information Management Consulting, LLC
8/25/2020 3:45:00 PM Central	8/25/2020 4:30:00 PM Central	ILTA Track	Leading Transformational Change – Women's Perspectives, sponsored by Women Who Lead	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? Are you helping manage the transformational change that is coming? Hear from two CIOs, from different sized firms, who helped and continue to help transform their organizations. #ILTAsOnIt	Judi Flournoy, Kelley Drye & Warren LLP Evette Pastoriza Clift, Clifford Chance US LLP Jima Kato, Gibson, Dunn & Crutcher, L.L.P
8/25/2020 3:45:00 PM Central	8/25/2020 4:30:00 PM Central	Training/User Support	Training 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. NOTE: This session will not be recorded. #ILTAsOnIt	Sean McGinty, Simplify Compliance Adell McMillon, Loeb & Loeb LLP Andre Quinones, Berger Singerman

Wednesday, August 26 - ALL TIMES ARE LISTED IN CENTRAL DAYLIGHT TIME

Start Time CENTRAL	End Date	Track	Session	Description	Speaker(s)
8/26/2020 9:00:00 AM Central	8/26/2020 10:00:00 AM Central	Keynotes	After the Quake: Predictions for an Uncertain Legal Future	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. #ILTAsOnIt	After 20 years at the leading edge of change in professional services, Richard Punt now leads legal strategy and market development at Thomson Reuters. He brings a unique combination of leadership track record in both the Big 4 and the Magic Circle. At Deloitte he was Managing Partner, Clients & Markets, and involved in many of firm's major strategic developments. He joined Allen & Overy in 2014 as CEO of Peerpoint, the firm's consultant lawyer platform, now recognised as one of the leading players in that market. He was also responsible for developing A&O's strategy for legal technology and launching their entry into the regulatory consulting market. He joined Thomson Reuters in June 2019.

Start Time CENTRAL	End Date	Track	Session	Description	Speaker(s)
8/26/2020 10:30:00 AM Central	8/26/2020 11:15:00 AM Central	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. #ILTAsOnIt	Rich Lilly, Netrix LLC
8/26/2020 10:30:00 AM Central	8/26/2020 11:15:00 AM Central	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. #ILTAsOnIt	David Horrigan, Relativity Mike Quartararo, ACEDS
8/26/2020 10:30:00 AM Central	8/26/2020 11:15:00 AM Central	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? #ILTAsOnIt	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
8/26/2020 10:30:00 AM Central	8/26/2020 11:15:00 AM Central	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. #ILTAsOnIt	Shashi Kara, Sente Advisors

Start Time CENTRAL	End Date	Track	Session	Description	Speaker(s)
8/26/2020 11:30:00 AM Central	8/26/2020 12:15:00 PM Central	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. #ILTAsOnIt	Sudharsan Raman, Netrix LLC
8/26/2020 11:30:00 AM Central	8/26/2020 12:15:00 PM Central	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. #ILTAsOnIt	Anne Reavis, Wilson Allen
8/26/2020 11:30:00 AM Central	8/26/2020 12:15:00 PM Central	IT Operations	Learning from COVID 19, Law Firm IT 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. #ILTAsOnIt	Tracy Elmblad, Hinshaw & Culbertson John Jelderks, Barack Ferrazzano Kirschbaum & Nagelberg LLP
8/26/2020 11:30:00 AM Central	8/26/2020 12:15:00 PM Central	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. #ILTAsOnIt	Alicia Aquino, Aquino Trial Services Shannon Bales, Munger, Tolles & Olson LLP

Start Time CENTRAL	End Date	Track	Session	Description	Speaker(s)
8/26/2020 12:45:00 PM Central	8/26/2020 1:30:00 PM Central	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) #ILTAsOnIt	Doug Austin, CloudNine Cindy MacBean, Honigman LLP Rachel McAdams, A&L Goodbody Cristin Traylor, McGuireWoods LLP
8/26/2020 12:45:00 PM Central	8/26/2020 1:30:00 PM Central	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. #ILTAsOnIt	Dominic Ciacciarelli, Kraft & Kennedy, Inc.
8/26/2020 12:45:00 PM Central	8/26/2020 1:30:00 PM Central	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. #ILTAsOnIt	Brandon Cork, Orrick, Herrington & Sutcliffe LLP Josh Lazar, 18th Judicial Circuit Courts of Florida
8/26/2020 12:45:00 PM Central	8/26/2020 1:30:00 PM Central	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. #ILTAsOnIt	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
Start Time CENTRAL	End Date	Track	Session	Description	Speaker(s)
8/26/2020 2:30:00 PM Central	8/26/2020 3:15:00 PM Central	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"! #ILTAsOnIt	Joseph Hoegler, Kraft & Kennedy, Inc. Jim Moreo, Cornerstone.IT Annette Sanders, BigHand
8/26/2020 2:30:00 PM Central	8/26/2020 3:15:00 PM Central	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. #ILTAsOnIt	Richard Hicks, Richard M. Hicks Consulting, Inc. Nathan Smith, Hopkins & Huebner, P.C.
8/26/2020 2:30:00 PM Central	8/26/2020 3:15:00 PM Central	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. #ILTAsOnIt	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
8/26/2020 2:30:00 PM Central	8/26/2020 3:15:00 PM Central	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 #ILTAsOnIt	John Collins, Lighthouse

Start Time CENTRAL	End Date	Track	Session	Description	Speaker(s)
8/26/2020 3:45:00 PM Central	8/26/2020 4:30:00 PM Central	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. #ILTAsOnIt	Kevin Iredell, Lowenstein Sandler LLP Deborah Ruffins, Perkins Coie Sally Schmidt, Schmidt Marketing, Inc. Barry Solomon, Foundation Software Group
8/26/2020 3:45:00 PM Central	8/26/2020 4:30:00 PM Central	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. #ILTAsOnIt	Virginio D'Aversa, Husch Blackwell LLP Beau Mersereau, Fish & Richardson Lisa Stone, Fireman & Company
8/26/2020 3:45:00 PM Central	8/26/2020 4:30:00 PM Central	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? #ILTAsOnIt	David Greetham, Ricoh USA, Inc. Jeffrey Shapiro, EY
8/26/2020 3:45:00 PM Central	8/26/2020 4:30:00 PM Central	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. #ILTAsOnIt	Adriana Cara, Fisher Broyles Rick Howell, Perkins Coie, LLP Mark Sangster, eSentire, Inc. Johner Wilson II, Dinsmore

Thursday, August 27 - ALL TIMES ARE LISTED IN CENTRAL DAYLIGHT TIME

Start Time CENTRAL	End Date	Track	Session	Description	Speaker(s)
8/27/2020 9:00:00 AM Central	8/27/2020 10:00:00 AM Central	Keynotes	Bold Moves, Big Opportunities	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. #ILTAsOnIt	As Global Director of Business Development and Strategy at Litera, Haley Altman is expanding customer development opportunities and helping to define and execute the strategic vision of the company. She uses her extensive experience as an entrepreneur and former lawyer to understand the technology, processes and workflows required to help lawyers, while maximizing client satisfaction. Prior to the company's acquisition by Litera, Haley was founder and CEO of Doxly. She has over a decade of experience working on complicated transactions in the corporate, private equity, and venture capital verticals. Her practice has extended from the Midwest at Ice Miller to the West Coast at Wilson Sonsini Goodrich & Rosati.

Start Time CENTRAL	End Date	Track	Session	Description	Speaker(s)
8/27/2020 10:30:00 AM Central	8/27/2020 11:15:00 AM Central	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. #ILTAsOnIt	Veronique Foulon, WilmerHale Ali Moallem, WilmerHale Rob Stote, BigHand
8/27/2020 10:30:00 AM Central	8/27/2020 11:15:00 AM Central	Tech Adoption	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. #ILTAsOnIt	James Cote, Bennett Jones LLP Paul Duffy, Mayer Brown LLP Sherry Kappel, Litera Eileen Whitaker, Fireman & Company
8/27/2020 10:30:00 AM Central	8/27/2020 11:15:00 AM Central	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. #ILTAsOnIt	Scott David, Vorys Tracy Friedenberg, Day Pitney LLP Glenn Hoxie, Paul Hastings LLP

Start Time CENTRAL	End Date	Track	Session	Description	Speaker(s)
8/27/2020 11:30:00 AM Central	8/27/2020 12:15:00 PM Central	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. #ILTAsOnIt	Kristina Lambright, Perkins Coie
8/27/2020 11:30:00 AM Central	8/27/2020 12:15:00 PM Central	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. #ILTAsOnIt	Naïm Côté, Osler, Hoskin & Harcourt Devin Jaundoo, Lenczner Slaght Andreas Nahr, Thompson Coe
8/27/2020 11:30:00 AM Central	8/27/2020 12:15:00 PM Central	Tech Adoption	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. #ILTAsOnIt	James Cote, Bennett Jones LLP Paul Duffy, Mayer Brown LLP Sherry Kappel, Litera Eileen Whitaker, Fireman & Company

Start Time CENTRAL	End Date	Track	Session	Description	Speaker(s)
8/27/2020 12:45:00 PM Central	8/27/2020 1:30:00 PM Central	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. #ILTAsOnIt	Daniel Ruiz, Helient Systems, LLC
8/27/2020 12:45:00 PM Central	8/27/2020 1:30:00 PM Central	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. #ILTAsOnIt	Natasha Edlow, Covington & Burling, LLP Scott McFetters, CoreTech Leasing
8/27/2020 12:45:00 PM Central	8/27/2020 1:30:00 PM Central	Tech Adoption	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 colleagueson the steps they have taken to build a champions program in their firm. #ILTAsOnIt	Narda Carlson, Primmer Piper Eggleston Cramer PC Kenny Leckie, Traveling Coaches, Inc. Tina Rodriguez, Foley & Lardner LLP
8/27/2020 12:45:00 PM Central	8/27/2020 1:30:00 PM Central	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. #ILTAsOnIt	Leigh Isaacs, Proskauer Rose LLP

Start Time CENTRAL	End Date	Track	Session	Description	Speaker(s)
8/27/2020 2:30:00 PM Central	8/27/2020 3:15:00 PM Central	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. #ILTAsOnIt	Jamie Engelhard, Helient Systems, LLC
8/27/2020 2:30:00 PM Central	8/27/2020 3:15:00 PM Central	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. #ILTAsOnIt	Nancy Beauchemin, InOutsource Julie Heller, AIG Ricelle San Juan, PricewaterhouseCoopers LLC
8/27/2020 2:30:00 PM Central	8/27/2020 3:15:00 PM Central	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 #ILTAsOnIt | Martha Breil, McGuireWoods LLP Ned Gannon, eBrevia Sondra Rebenchuk, Blake, Cassels & Graydon LLP |

Start Time CENTRAL	End Date	Track	Session	Description	Speaker(s)
8/27/2020 3:45:00 PM Central	8/27/2020 4:30:00 PM Central	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. #ILTAsOnIt	Karen Allen, Morgan, Lewis & Bockius LLP Brianne Aul, Morgan, Lewis, & Bockius LLP Joseph Bartolo, Knovos
8/27/2020 3:45:00 PM Central	8/27/2020 4:30:00 PM Central	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. #ILTAsOnIt	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
8/27/2020 3:45:00 PM Central	8/27/2020 4:30:00 PM Central	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. #ILTAsOnIt	Bryan Bach, iManage Steve MacLauchlan, UDig Ryan Nichols, ayfie Jacqueline Schafer, ClearBrief.ai

Friday, August 28 - ALL TIMES ARE LISTED IN CENTRAL DAYLIGHT TIME

Start Time CENTRAL	End Date	Track	Session	Description	Speaker(s)
8/28/2020 9:00:00 AM Central	8/28/2020 10:00:00 AM Central	Keynotes	General Session: Demystifying the Big 4	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? #ILTAsOnIt	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

Start Time CENTRAL	End Date	Track	Session	Description	Speaker(s)
8/28/2020 10:30:00 AM Central	8/28/2020 11:15:00 AM Central	#CreatingTheFutureTogether, C-Level	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. #ILTAsOnIt	Kent Zimmermann, The Zeughauser Group
8/28/2020 10:30:00 AM Central	8/28/2020 11:15:00 AM Central	#CreatingTheFutureTogether, C-Level	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. #ILTAsOnIt	Eric Jenvey, McGuire Woods Todd Marlin, EY
8/28/2020 10:30:00 AM Central	8/28/2020 11:15:00 AM Central	Business & Legal Process Improv.	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. #ILTAsOnIt	Patrick Dundas, Schulte Roth & Zabel LLP Meg Evans, Goulston & Storrs PC Kelly, Harbour, Goulston & Storrs PC

Start Time CENTRAL	End Date	Track	Session	Description	Speaker(s)
8/28/2020 11:30:00 AM Central	8/28/2020 12:15:00 PM Central	#CreatingTheFutureTogether, C-Level	Strategy Around Technology Spend and 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. #ILTAsOnIt	Mark Sangster, eSentire
8/28/2020 11:30:00 AM Central	8/28/2020 12:15:00 PM Central	Business & Legal Process Improv.	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. #ILTAsOnIt	Aileen Leventon, LegalShift, LLC & IILPM Catherine McPherson, Bartlit Beck LLP Mike Russell, Trane Technologies (f/k/a/Ingersoll Rand)
8/28/2020 11:30:00 AM Central	8/28/2020 12:15:00 PM Central	#CreatingTheFutureTogether, C-Level	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. #ILTAsOnIt	Ari Kaplan, Ari Kaplan Advisors Meredith Williams-Range, Shearman & Sterling Eric Wanger, BigHand

Start Time CENTRAL	End Date	Track	Session	Description	Speaker(s)
8/28/2020 12:45:00 PM Central	8/28/2020 1:30:00 PM Central	Business & Legal Process Improv.	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. #ILTAsOnIt	Will Norton, SimplyAgree Tracey Pardo, Cooley LLP Jennifer Parker, Adaptive Solutions
8/28/2020 12:45:00 PM Central	8/28/2020 1:30:00 PM Central	#CreatingTheFutureTogether, C-Level	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. #ILTAsOnIt	Sukesh Kamra, Norton Rose Fulbright David Rueff, Baker Donelson Brent Turner, Thomson Reuters Leigh Vickery, Level 2 Legal
8/28/2020 12:45:00 PM Central	8/28/2020 1:30:00 PM Central	#CreatingTheFutureTogether, C-Level	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? #ILTAsOnIt	Joseph Raczynski, Thomson Reuters
Start Time CENTRAL	**End Date**	**Track**	**Session**	**Description**	**Speaker(s)**
8/28/2020 2:30:00 PM Central	8/28/2020 3:15:00 PM Central	#CreatingTheFutureTogether, C-Level	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. #ILTAsOnIt	The Honourable Justice Colin Campbell, Amicus Chambers Marcel Duhamel, Vorys, Sater, Seymour and Pease LLP Sandra Potter, Indicium Legal Consulting Pty Ltd. Judge Lisa Rau, Resonate Mediation and Arbitration, LLC
8/28/2020 2:30:00 PM Central	8/28/2020 3:15:00 PM Central	Business & Legal Process Improv.	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. #ILTAsOnIt	Joe Fousek, Bond Schoeneck & King Rick Hellers, nQueue Corinna Malin, Independent Consultant Sue Marshall, Buckley LLP Jennifer ODonnell, Butler Snow LLP
8/28/2020 2:30:00 PM Central	8/28/2020 3:15:00 PM Central	#CreatingTheFutureTogether, C-Level	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! #ILTAsOnIt	Martin Catania, Keno Kozie Associates, Ltd. Christopher Myatt, Seyfarth Shaw LLP