

KING & SPALDING LLP



Implementing a Matter-Centric Electronic File System

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Agenda

- Project Background
- Lessons Learned
- Project Status and Interesting Statistics
- Q & A Session

Background – Who We Are

- King & Spalding LLP
 - International Law Firm
 - Six Offices (2 International)
 - 2000 Users
 - Substantial Corporate Litigation and Transactional Practices
 - Survey of Fortune 1000 Clients Reveals King & Spalding To Be One of the "BTI Power Elite"

Background – Who We Are

- eSentio Technologies
 - Technology Consulting and Implementation Services for AmLaw 200 Law Firms, including
 - Strategic Technology Planning
 - Records Management Consulting
 - Business Continuation Planning and Consulting
 - Leader in DM Systems Design and Implementation, Including Matter Centric Environments
 - Technology Advisor to King & Spalding LLP

Background – The Project Defined

- Scope
 - Multi-Year Project
 - Phase 1 – Records Policy Development
 - Phase 2 - Implementation of the Matter Centric Environment
 - Phase 3 – Integration of Records Policy and Matter Centric Environment

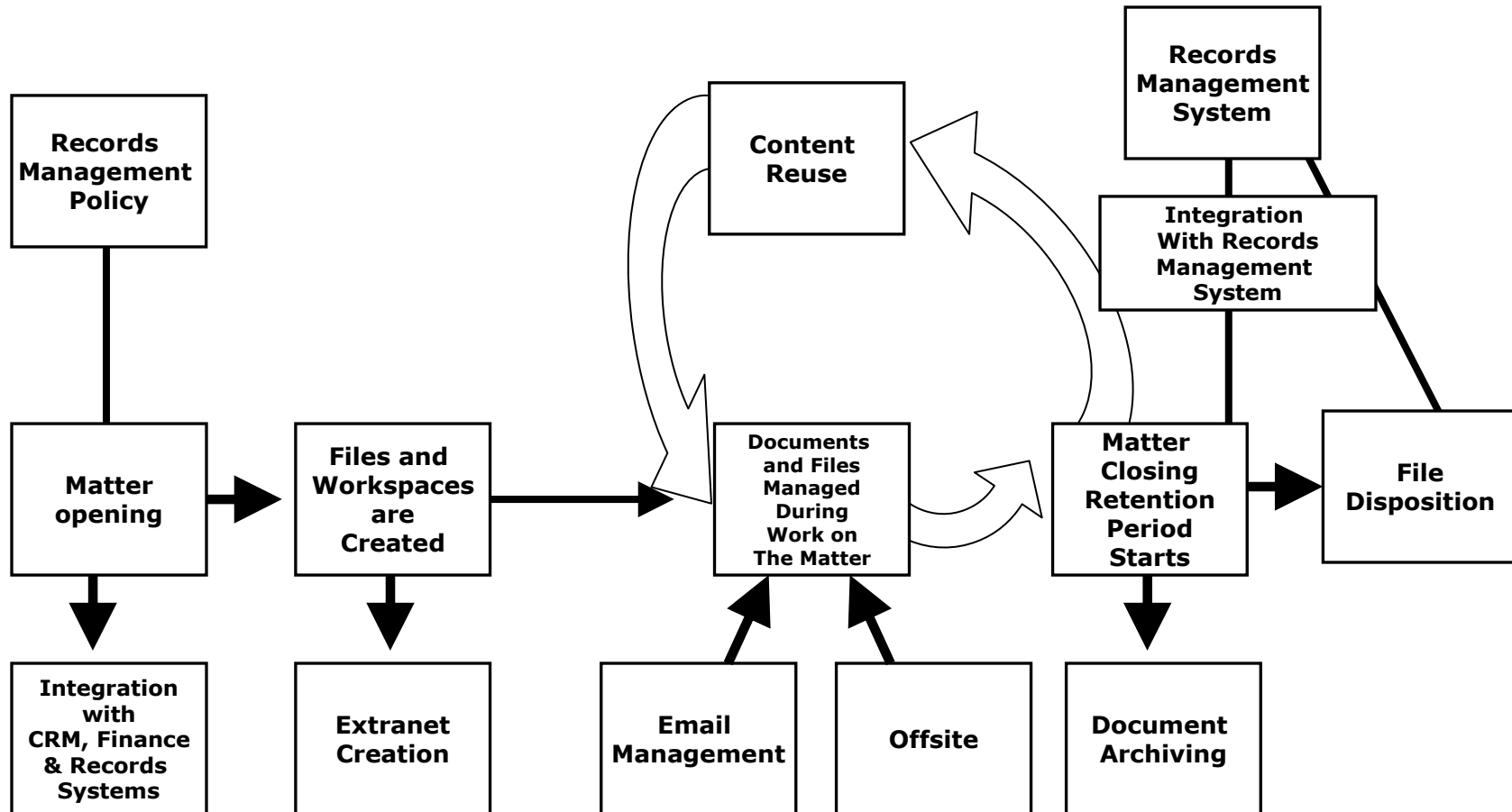
Background – The Project Defined

- Applications
 - Interwoven Worksite 8.0 (Upgrade from 7.x to 8.0)
 - Mailsite (FileSite)
 - E-mail Management
 - Windows XP
 - Office 2003 (includes Outlook 2003)
 - Assessment and upgrade of the entire desktop
 - Core applications
 - Specialized applications
 - Desktop management

- 2000+ Desktops (6 offices / 2 International)

Background – The Project Defined

Matter Life Cycle Management – The Vision



Background – The Project Defined

Business Drivers

■ Risk Management

- Support for the firm's records management policy
 - Electronic and paper
- Better organization, management, retrieval and disposition of all client and firm-related materials

■ Client Service

- Faster response to queries
- Single place for information regarding a matter
- Easier to Collaborate

Background – The Project Defined

- Day-to-Day Management and Operations - Ease of Working
 - Enhance personal organization
 - Facilitate collaboration among work teams
 - Enable e-mail management
 - Improve management of information
- Other Factors
 - Technology process change
 - Desktop management change

Background – The Project Defined

- Implement Automation as part of Matter Life-Cycle Management
 - Matter Intake
 - File/Workspace Creation
 - Work in Progress
 - File Management (Organization)
 - Mobility
 - Matter Closing
 - Retention
 - Disposition

Leadership Approach – Policy Development and Design

- Records Management Steering Committee
 - Appointed by Operating Committee
 - Staff and Attorneys – Litigation and Transactional
 - Retention was an important component
 - Ensure consistency with the Records Management Policy and Attorney Acceptance
 - Participated in focus groups on workspace design and configuration decisions

Leadership Approach – Key Responsibilities

- Knowledge Management Department
 - Business Analysts
 - Taxonomy
- Practice Services Department
 - Training
 - Litigation Support
- IT Department
 - Project Management
 - Infrastructure
 - Design
 - Implementation
 - Support

Leadership Approach - Implementation

- Steering Committee
- Focus Groups
- Technology Advisory Group
- Pilot
- Communication
 - Setting Expectations
 - Communicating “What’s Different”

Considerations

■ Design Issues

- De-Centralized vs. Centralized Libraries
 - How (whether?) attorneys collaborate
 - Inter-office vs. intra-office
 - How matters are assigned
 - Business Process (70%) and Technology (30%)
 - Infrastructure Impact
 - Wan Design, Bandwidth, Latency, etc
 - Library Design
 - Dealing with Paper Documents
 - Dealing with Existing Matters
- Workspace Design
- Application Integration

Considerations

- Design Issues con't
 - Folder Organization Design Issues
 - Document Types
 - Folder Naming Conventions
 - Templates
 - Litigation vs. Transactional vs. Intellectual Property
 - Matter Life Cycle Management
 - Matter Opening Workspace Creation
 - Workspace Maintenance
 - Matter Closing
 - Disposition

Considerations

- Staff Considerations
 - Skills and Training
 - Matter Centric Concepts
 - New DM Software
 - Other New Software
 - Business Process Analysis
 - Support
 - What is required and your team's ability to deliver
 - Other Skills
 - Project Management - End User Focus

Considerations

- Lawyer Considerations
 - Attorney and Practice Group Involvement
 - Setting Expectations
 - Selling Benefits
 - » Leadership and supported by all teams with attribution
 - Communication Planning
 - What's New and What's Different

Considerations

■ Approach to the Rollout

- Big Bang vs. Slow Roll
 - Based on Current Situation
 - Records System Integration
 - Records Policy Integration
 - Mandatory or Voluntary Usage

■ Business Process

- The details – what the configuration is – Focus on Lawyers - what their perspective is and needs are
- Matter File vs. Working File
- Hid Explorer and Why

Lessons Learned

■ Design and Planning

- Set user expectations, then do it again...
- One size does not fit all. Focus on different user groups
- Communicate often and keep the message consistent
- Keep it simple, take it slow
- Avoid doing this in geographically distributed libraries
- Give this effort appropriate respect. It is bigger than you think it is.
- **This is not a technology project. It should be treated more like a KM/Process oriented project.**

Lessons Learned

■ Training

- Utilize pilots and focus groups. Both need lawyer participation.
- Explore various training methods (instructor led, 1-on-1, online)
- Create separate training approaches for different types of users.
 - Lawyers
 - Secretaries
 - Administrative staff
- Don't cave to pressure to have shorter training than necessary
- Develop a long-term training program

Lessons Learned

■ Process

- Test & Test Again
- Up front understanding of unique needs of practice groups and administrative groups
- Incorporate workspace creation procedures into matter intake process
- In Hindsight, be careful of:
 - Security templates (workspaces, folders, documents)
 - Remote functionality (the airplane test)
 - Archived email attachments
 - Train a team of subject matter experts
 - Follow-up business analysis

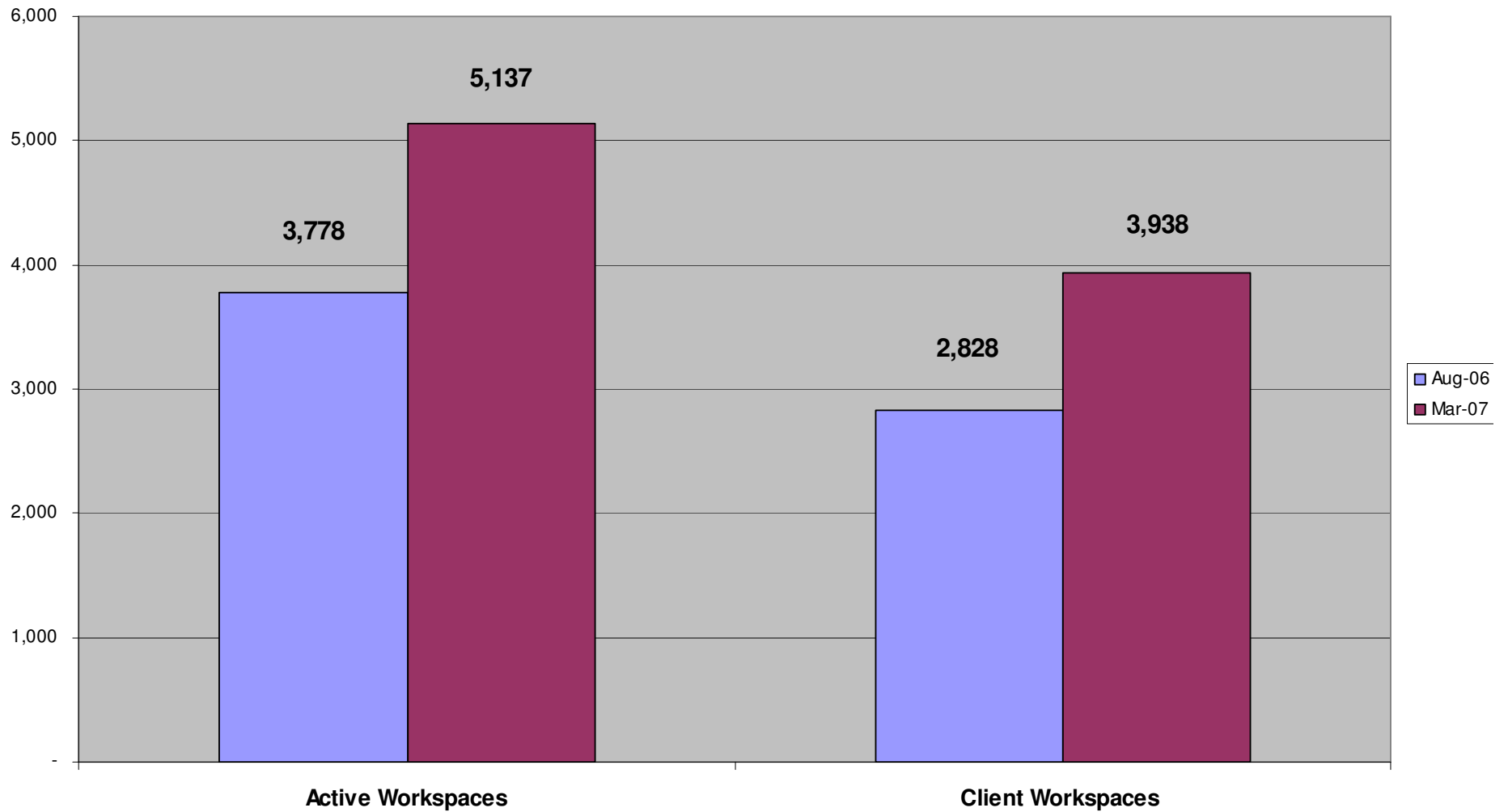
Project Status and Interesting Statistics

- New Records Management Policy has been adopted (currently under review for revision)
- All Offices, Practice Groups and Administrative Departments Rolled Out
- Workspace creation procedures incorporated into matter intake process
- Workspaces centrally created
- Revisiting all practice groups

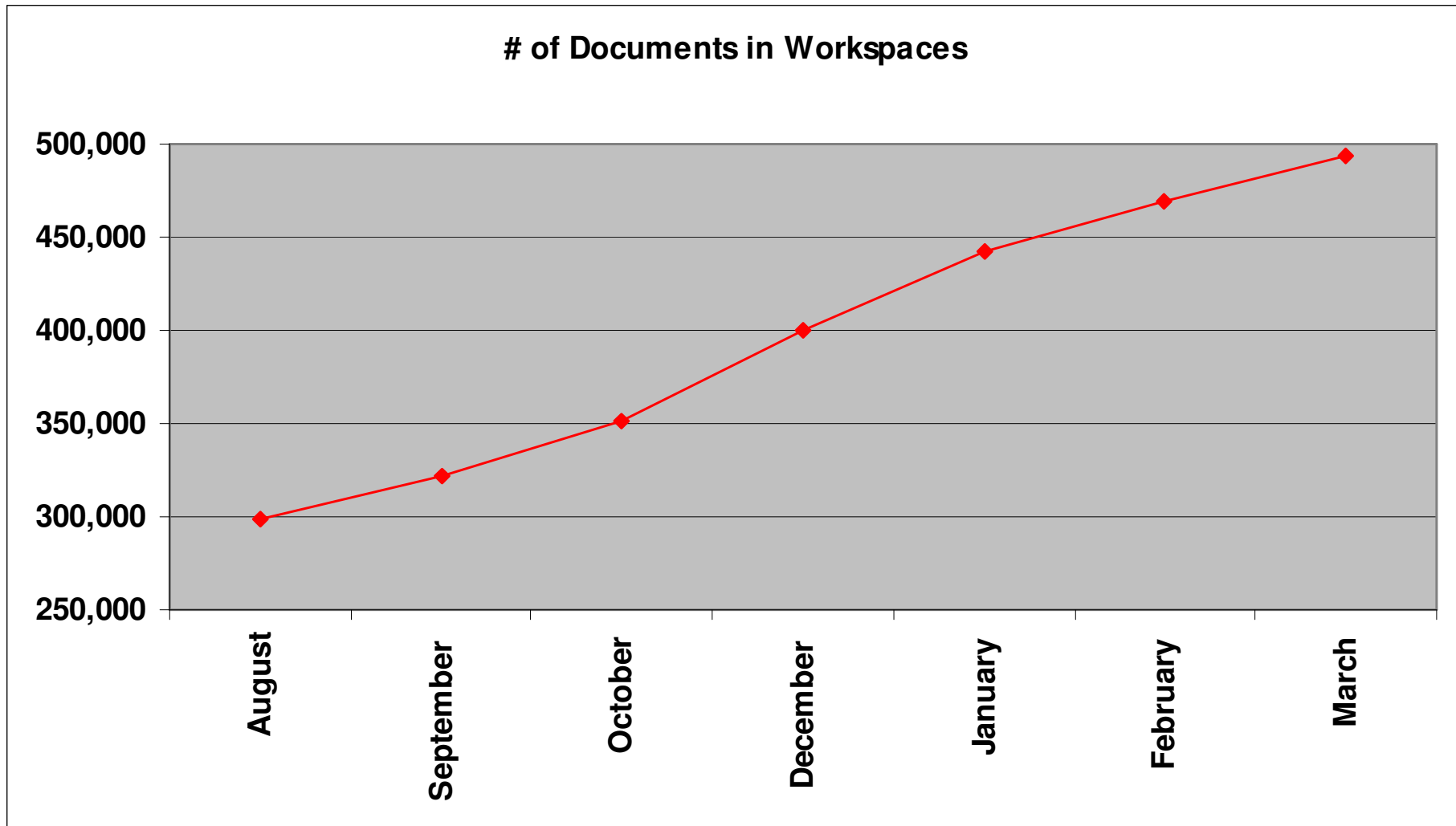
Project Status and Interesting Statistics

- Total number of workspaces with documents in them - 5,100
- 76% of active workspaces are client matter related
- Total number of documents filed in workspaces - approximately 500,000
- 77% of the documents in workspaces are matter related

Active Workspaces - Aug 2006 - Mar 2007



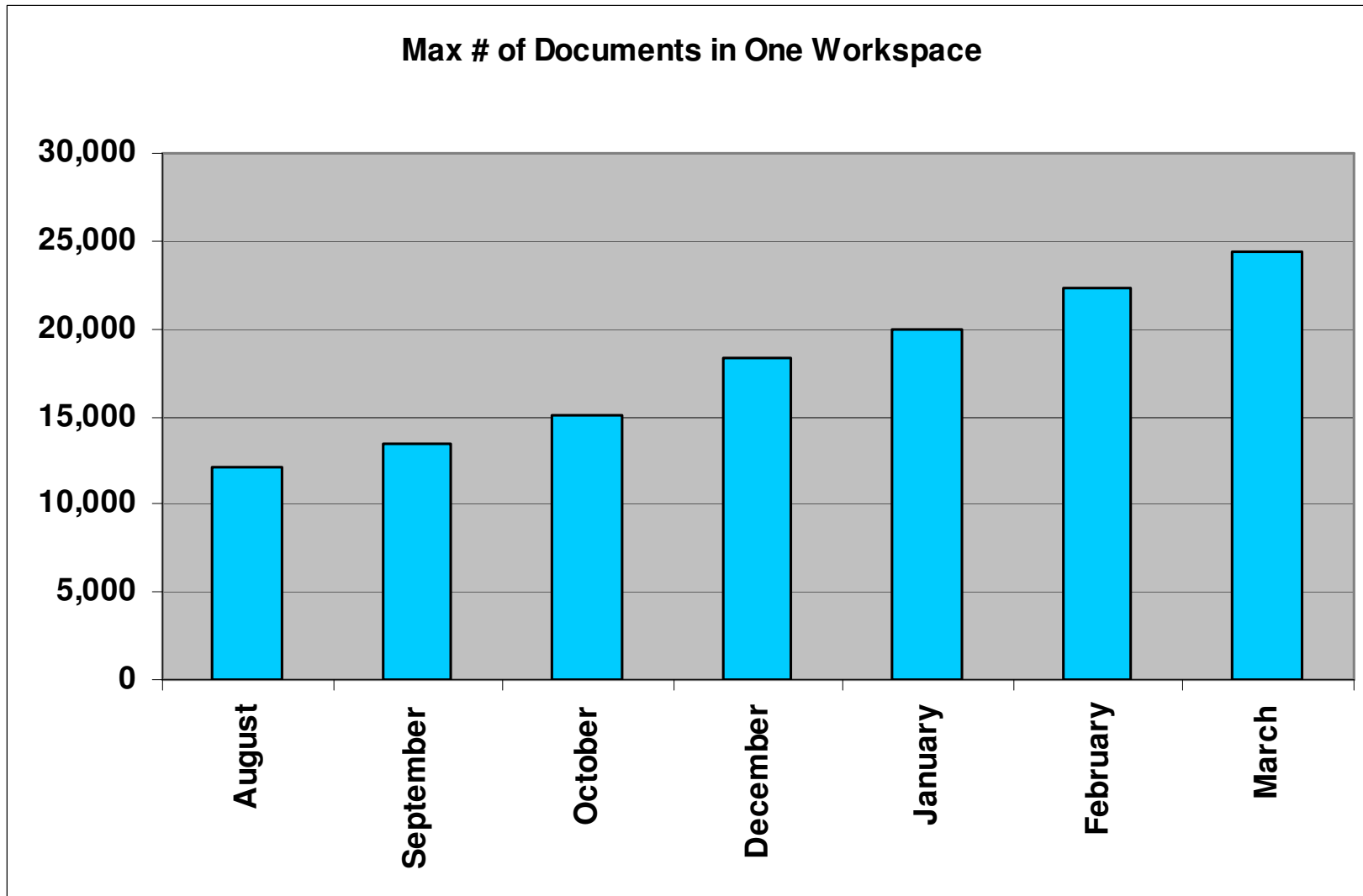
Graphs



Project Status and Interesting Statistics

- 51% of the documents filed in workspaces are emails
- 16% - the percentage of documents in workspaces that are classified as miscellaneous or form – prior to implementing matter centricity the number was approximately 40%
- 3,060 – the average number of documents in the top 20 most active matter oriented workspaces

Graphs



Questions & Answers

Thank You For Joining Us!