



Sustaining Excellence
Competing in a Global Environment

The Legal CIO Roundtable at ILTA 2008

Litigation Support – The 800lb. Gorilla In The Room

Presented by Bob Dolinsky – Jim Britt – Thomas Gaines

Agenda

- Litigation Support – What Are your Issues?
- Survey Results
- Roundtable Discussion
- ILTA Sessions – Litigation Support That You may Want to Attend

Lead Participants

- Bob Dolinsky – eSentio Technologies
- Jim Britt – Choate Hall & Stewart LLP
- Thomas Gaines, Esq. – King & Spalding

Survey Results – Top 5 Issues - Challenges

- Getting attorneys to consult with litigation support people as soon as a new case comes in.
- Managing storage requirements
- Processes - standards
- Vendor management
- Technology planning
- Gaining Attorney Buy In

Attorney Perspective – Possible Top 5 Litigation Support Related Issues

- Being educated on what capabilities that their firms have and what is available in the market
- EDD planning and management
- Process and vendor standards
- Getting problems solved
- Educating clients

Discussion Points

- Services
- Roles
- Attorney perspectives
- Vendor selection and use
- e-Discovery impact to-date
- Technology concerns/requirements (e.g. storage)
- Training
- Effecting change

Litigation Support Scope of Services

- Vendor management
- EDD matter planning
- In-house imaging
- In-house coding
- Trial Site support
- Education and training
- Project Management
- Production
- Etc.

Roles & Responsibilities

- LitSupport team
- Legal team
- Technology team
- Vendors
- Where does Litigation Support report?

Vendor Selection

- Litigation Support team
- Legal team members
- IT
- Standards and processes
- Vendor Management
 - Who sets standards and processes

Vendor Management

- Vendor Management
 - Responsibilities
 - Who sets standards and processes

Vendor Management

Socha Gelbmann 2007 EDD Vendor Survey

Top 5 EDD Vendors

ZANTAZ

FTI Consulting

Guidance Software, Inc.

Kroll Ontrack

LexisNexis

Vendor Management

Socha Gelbmann 2007 EDD Vendor Survey

Top 6-10 EDD Vendors

- Encore Discovery Solutions
- Ernst & Young
- Fios, Inc.
- KPMG LLP
- Renew Data Corp.

e-Discovery

➤ Retention

- Whose policy to follow
 - Client
 - Firm
- How/When is policy information being shared

➤ Collection

➤ Chain of Custody

Technology Issues

- Applications
 - Challenges
- Centralization
- Project planning
- Storage planning
- Other challenges

Standards & Processes

Litigation Support Standards

- Data specifications
- Quality Assurance

Litigation Support Processes

- Case intake
- Case management
- Review
- Production

Training

End User Training

- Outside Trainers
- In-house training team
- Lit Support team – case related
- Combination
- When is the training done?
- What criteria – who receives?

Billing

Billing

➤ Storage

➤ Services

- Per 'click' (transaction)?
- By the hour?
- Combination of the two?
- Other

Effecting Change


How to effect change

- Communication
- Training
- Availability
- By Fiat

Effecting Change

Intersection of Enterprise Search and Litigation
Support

In-House Versus Outsourced Electronic
Discovery Services



Questions and Discussion



➤ Thank You