

KING & SPALDING LLP



# Implementing a Matter-Centric Electronic File System

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# Agenda

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

# Background – Who We Are

- King & Spalding LLP
  - International Law Firm
  - Nine Offices (3 International offices)
  - 2000+ Users
  - Substantial Corporate Litigation and Transactional Practices
  - One of the “BTI Power Elite” law firm

# 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

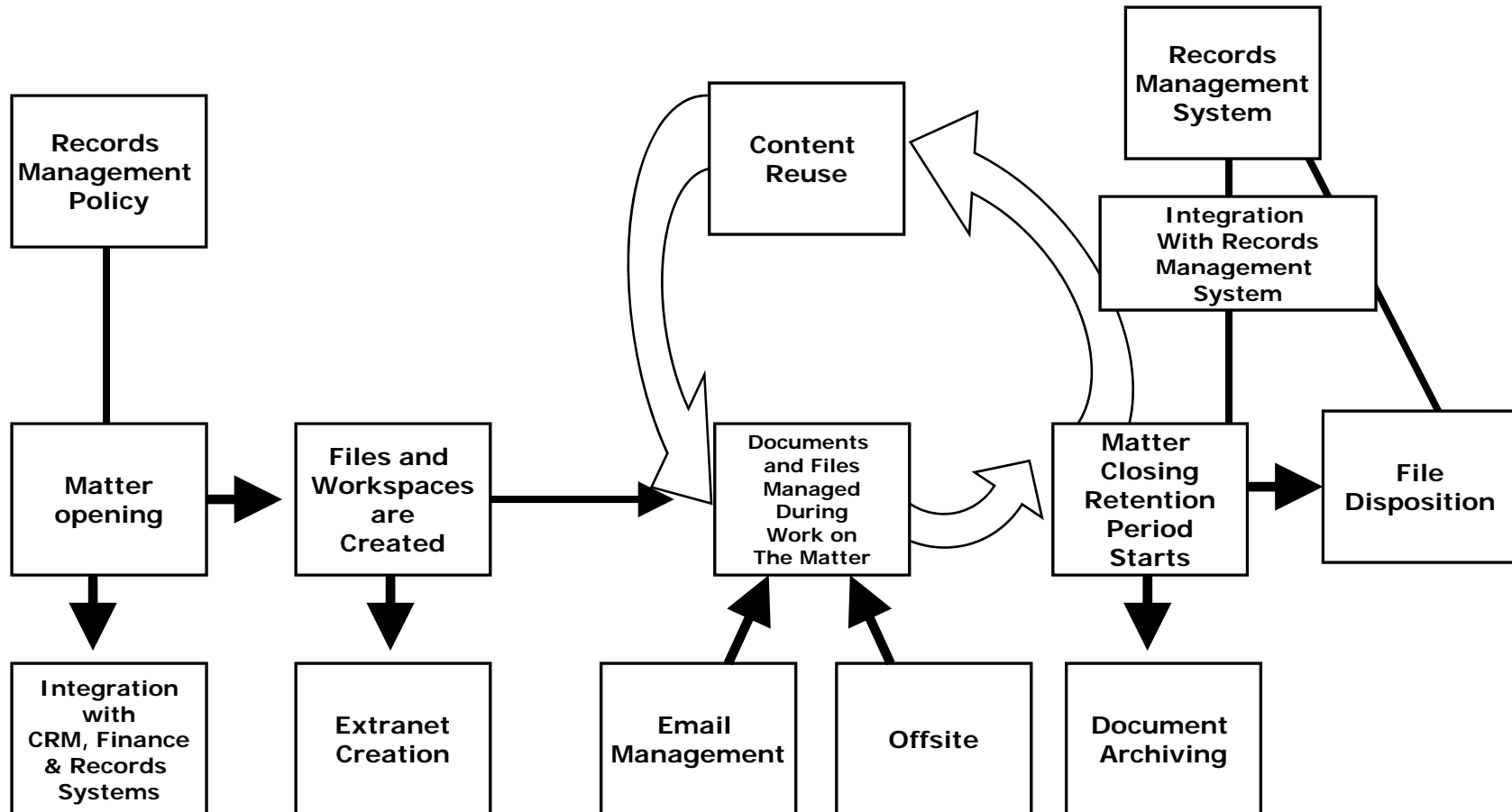
- Scope
  - Multi-Year Project
    - Phase 1 – Records Policy Development
    - Phase 2 - Implementation of the Matter Centric Environment
    - Phase 3 – Integration of Records Policy and Matter Centric Environment

# 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)

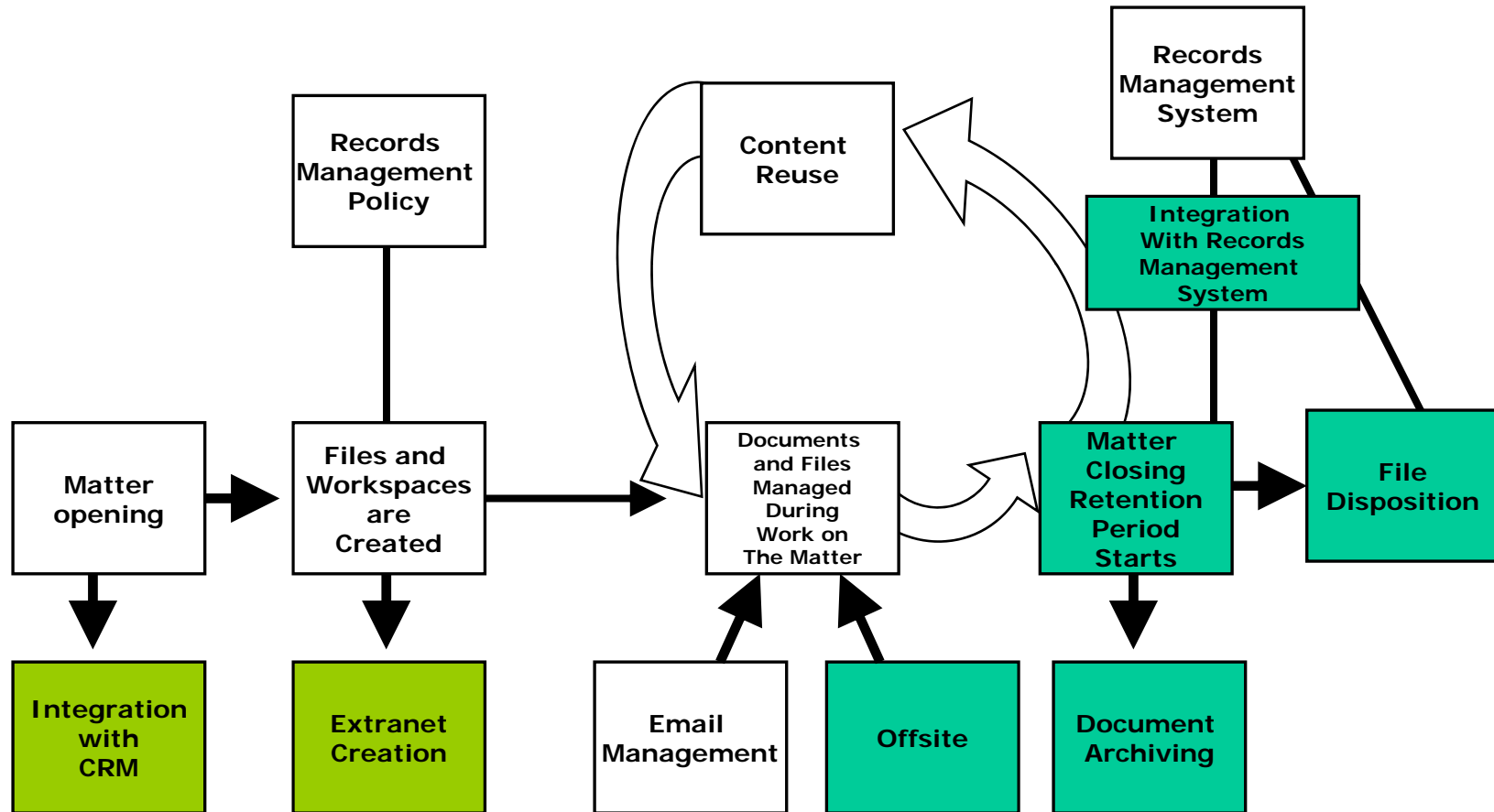
# Background – The Project Defined

## Matter Life Cycle Management – The Vision



# What More Can Be Done

## Matter Life Cycle Management



# Background – The Project Defined

## *Business Drivers*

### ■ Risk Management

- Support for the firm's records management policy
  - Electronic and paper
- Management of e-mails and attachments
- 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

- Records Department
  - Matter opening processes
  - Organizational policies
  - Retention policies
  
- Knowledge Management Department
  - Business Analysts
  - Taxonomy

# Leadership Approach – Key Responsibilities

- Practice Services Department
  - Training
  - Litigation Support
  
- IT Department
  - Project Management
  - Infrastructure
  - Design
  - Implementation
  - Support

# Leadership Approach - Implementation

- Records Management Steering Committee
- Attorney and Staff Focus Groups
- Technology Advisory Group
- Pilot
- Communication
  - Setting Expectations
  - Communicating “Why”, “Benefits” and “What’s Different”

# Considerations

- Design Issues
  - De-Centralized vs. Centralized Libraries
    - Inter-office vs. intra-office
    - How are matters are assigned/staffed
    - Business Process (70%) and Technology (30%)
    - Infrastructure Impact
      - Wan Design, Bandwidth, Latency, etc
    - Library Design
    - 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...and again...and...
  - Keep the message consistent
  - One size does not fit all. Focus on different user groups
  - Keep approach 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
- Take the time to understand the unique needs of practice groups and administrative groups
- Incorporate workspace creation procedures into matter intake process
- Be careful of:
  - Security templates (workspaces, folders, documents)
  - Remote functionality (“OffSite”) the airplane test)
  - Archived email attachments
- Train a team of subject matter experts within your practice groups
- Conduct follow-up business analysis

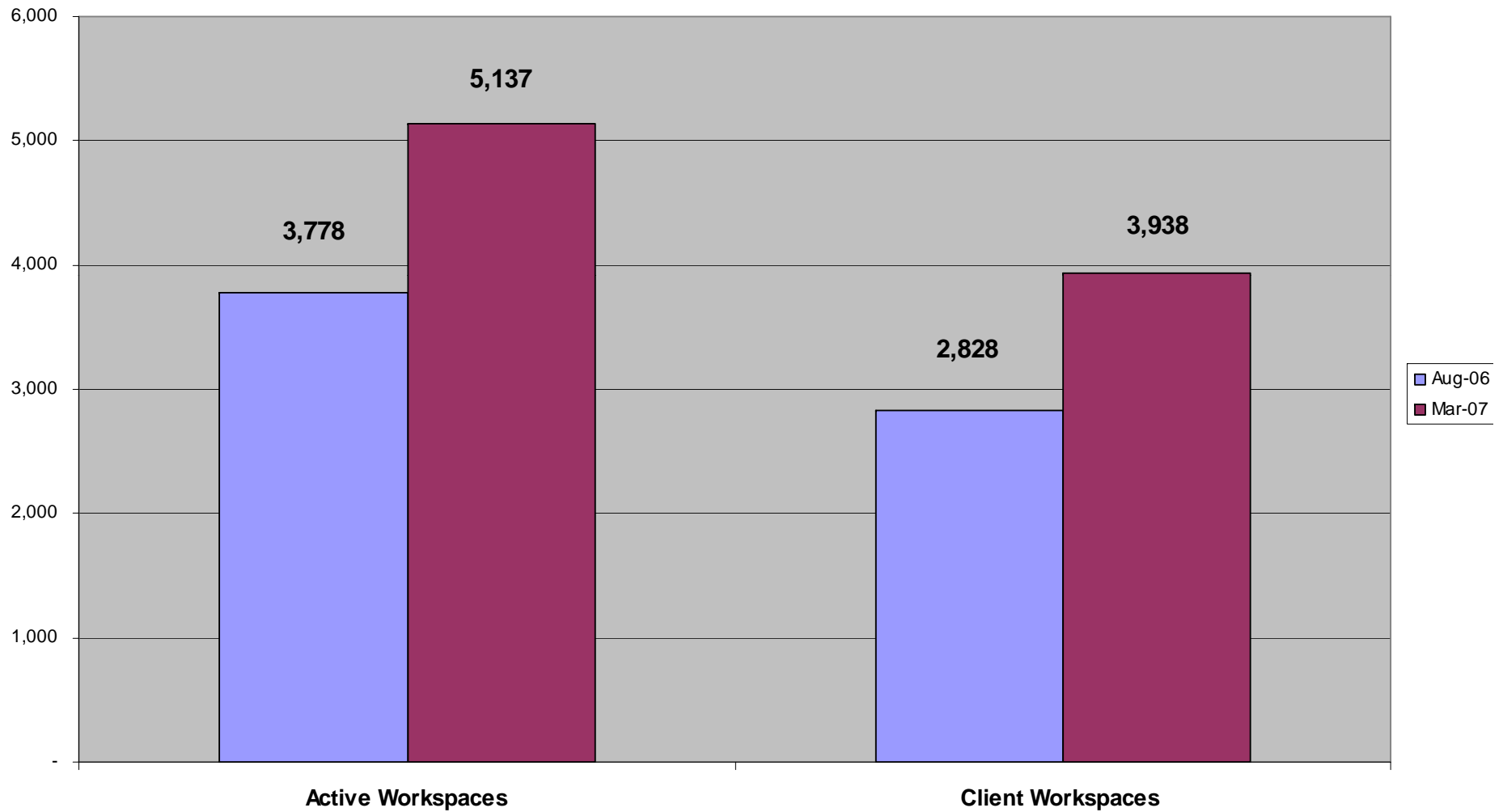
# Project Status and Interesting Statistics

- 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
- Reviewing business analysis with all practice groups

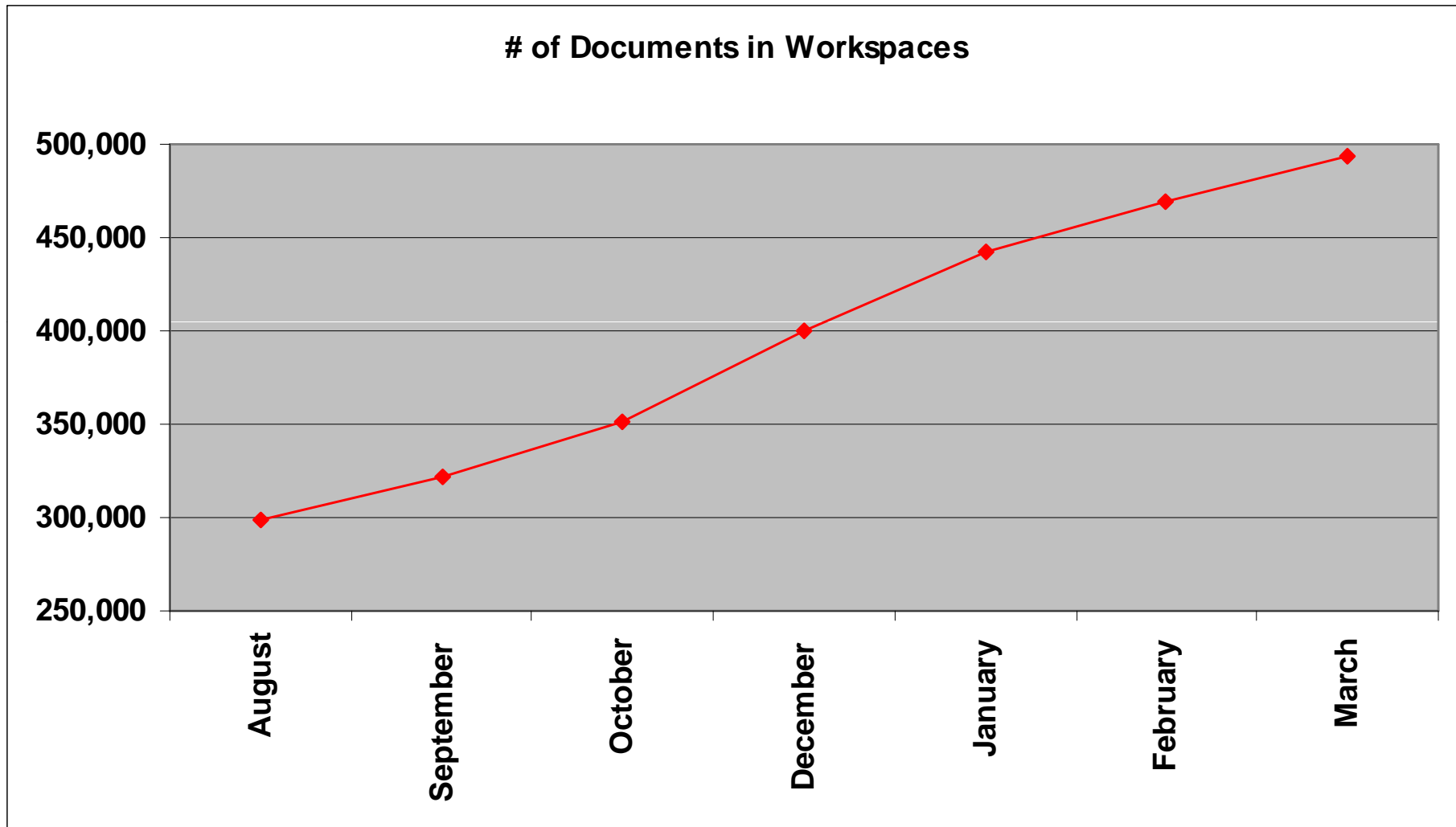
# Project Status and Interesting Statistics

- 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 670,000
- 77% of the documents in workspaces are matter related

# Active Workspaces - Aug 2006 - Mar 2007



# Graphs



# Project Status and Interesting Statistics

- 52% 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 centrality the number was approximately 40%
- 3,060 – the average number of documents in the top 20 most active matter oriented workspaces

# Questions & Answers

## Thank You For Joining Us!

We would welcome any follow up questions.

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