



On 5th October 2016, the LexisNexis In-house Chief Legal Officers forum met to discuss how to establish the operations function in the business. The discussion focused on how to develop the legal team professionally as a service delivery group and also how to get buy-in for the Legal Operations function from the legal team senior man



3. Document management

One tool that can be used to save and track work is SharePoint. At Colt, the Legal Operations function use trackers on SharePoint to check that the legal department are doing work which aligns with the business strategy. Also, the u

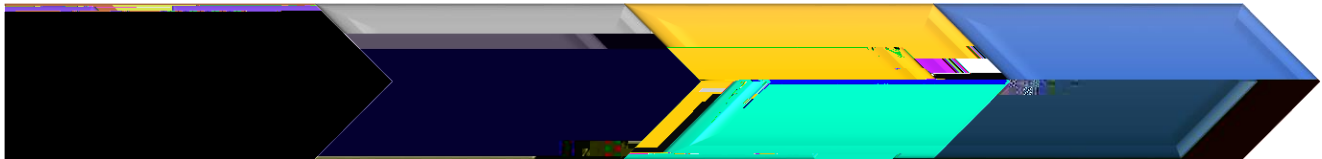


Operations is to recognise the value that they add by creating systems and processes which improve the functioning of the legal department and the business. This can be done by measuring their own performance and doing internal PR.

Additionally, Legal Operations can face opposition because lawyers can be averse to adopting new processes. Lawyers are trained to be self-sufficient and there is a need to create a culture where people feel comfortable to access, share or ask for information. The forum gave an example of how one company has created a points system for rewarding people when they use the technology and tools.

2. Opposition from executives

The Operations Function can be viewed as an 'overhead within an overhead'. Legal Operations need to have their own metrics and articulate to senior management the value that they bring,



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