



ILTA's 2008 Law Department Survey

Survey Results

ilta09

leading technology | optimizing value



REGISTRATION
OPENS
FEBRUARY 28

The Premier Educational and Networking Event in Legal IT

August 23 - 27

Gaylord National Resort & Convention Center
Near Washington DC

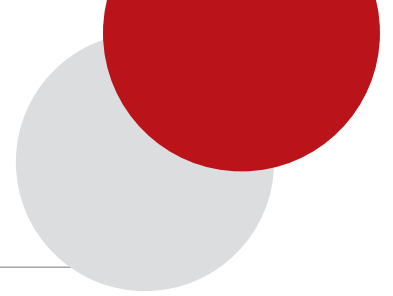
There's never been a better time to share knowledge among trusted peers. Managing the bottom line is a necessity brought to bear from our global recession; and ILTA '09 provides the information you need to optimize the value of your IT investments and to underscore the leading technologies you have in place.

Our goal is to make you a valuable asset to your firm or law department, which is why you'll find information, case studies and demonstrations on the leading technology in legal IT today. There is no other event at which you can hear about best practices from the field and discover cutting-edge tools from conference presenters.

In today's challenging market, it's critical to strike the right balance both to support your firm's attorneys and to keep your firm competitive. Not only will you get a chance to learn more about these technologies, but you'll speak directly to your peers via numerous networking opportunities that will allow you to compare approaches and ideas and gain valuable insights on how you can make a difference in the professional lives of your attorneys and in the bottom line of your shareholders.

“ILTA conference attendees gain specific knowledge that benefits their firms in improved delivery of technology initiatives. And the peer connections that sustain that knowledge are beyond measure.”

<http://conference.iltanet.org>



RESPONDENT DEMOGRAPHICS

Forty-five law department respondents completed ILTA's Law Department Survey questionnaire that was distributed in 2008, and we thank everyone who participated for lending their information, experience and expertise in this initiative.

The Law Department Peer Group continues to grow in size and diversity, and we're hopeful that even more valuable data will be provided in the years ahead.

82% of our respondents come from the corporate sector, with the other 18% comprising government and not-for-profit entities. You can see from the chart on the following page that we have a wide range of corporate entities based on annual revenue, but two-thirds of our respondents indicated that they have a specialized legal IT staffing structure within the corporation; and 93% indicated that the corporate IT department maintains the legal department's application/server hardware.

See how your department lines up against our respondents' data on the following pages.

ABOUT ILTA'S LAW DEPARTMENT PEER GROUP

ILTA's Law Department Peer Group, which covers corporate, governmental and judicial law departments, connects IT professionals and legal staff in member organizations to facilitate educational opportunities and networking events. The group strives to provide webinars, white papers and networking opportunities for its members; and its e-group facilitates discussion relevant to both the technical and process-related needs of corporate members. For more information, AskILTA, <http://www.iltanet.org/askilta.aspx>.

DISCLAIMER This report is designed for use as a general guide and is not intended to serve as a recommendation or to replace the advice of experienced professionals. If expert assistance is desired, the services of a competent professional should be sought. Neither ILTA nor any author or contributor shall have liability for any person's reliance on the content of or any errors or omissions in this publication.

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ACKNOWLEDGEMENTS

Many thanks to ILTA's Law Department Peer Group for their work in authoring and conducting the survey tool, analyzing the data, and producing the survey results. In particular, we are grateful to **Pam Martin**, Legal IT Manager, DuPont and **Gabrielle Townsend**, IT Project Manager, DuPont, for their efforts in assembling the data for presentation at LegalTech NY. And we are grateful to the many respondents whose input is valued.

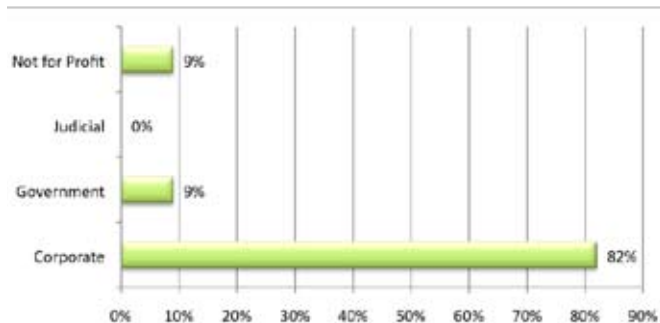


STATEMENT OF PURPOSE

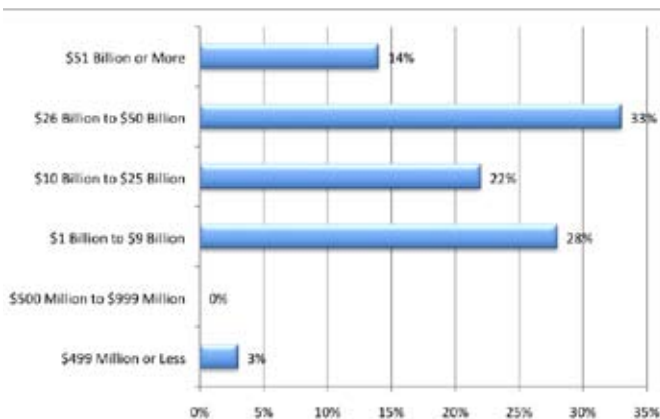
ILTA is the premier peer networking organization, providing information to members to maximize the value of technology in support of the legal profession.

ILTA's 2008 Law Department Survey

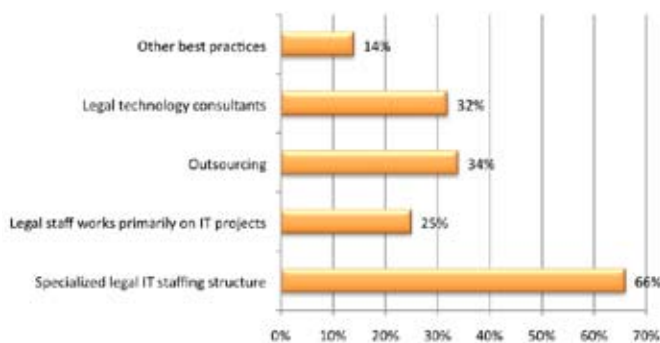
Please indicate your type of law department



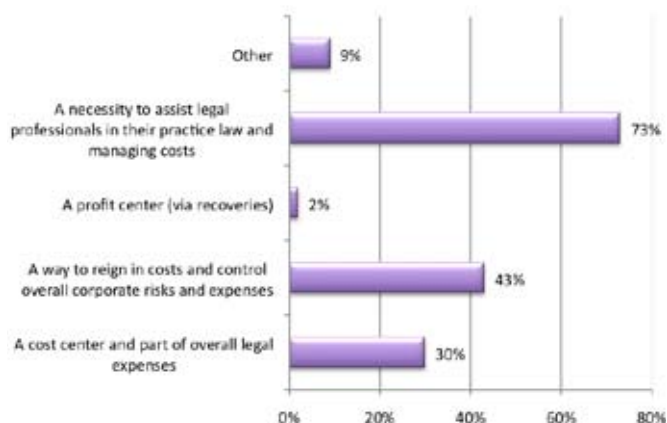
If corporate, what was your company's revenue and other income (from last complete fiscal year)?



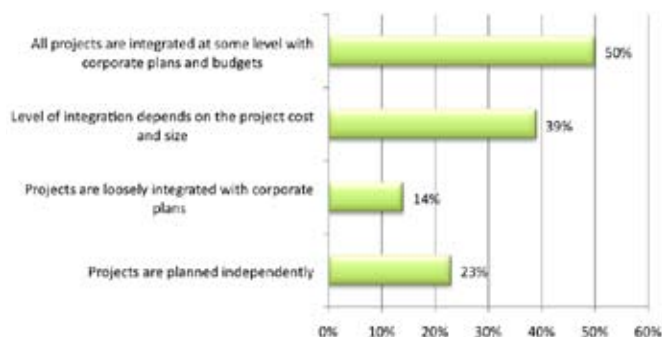
How do you support specialized legal technology and meet specialized staffing needs in a "one size fits all" corporate IT environment? (Select all that apply.)



Please indicate which of the following statements most closely describes your organization's viewpoint of "legal department technologies." (Select all that apply.)



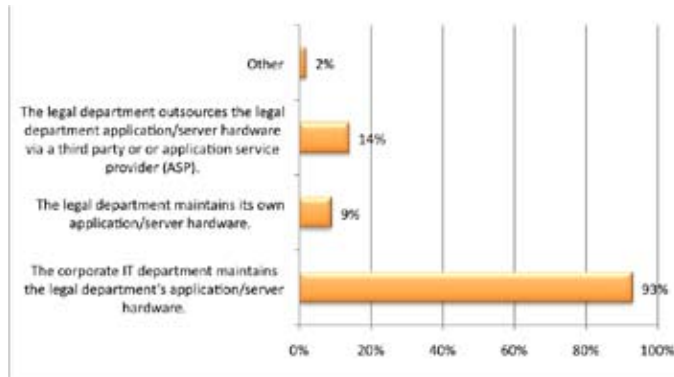
How are law department software and hardware projects integrated with corporate plans and budgets? (Select all that apply.)



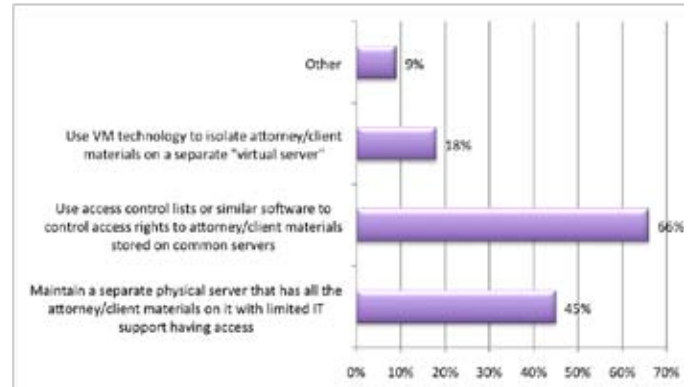
Does the Office of the Secretary fall within the law department structure?



Please indicate which of the following statements most closely describes your environment. (Select all that apply.)

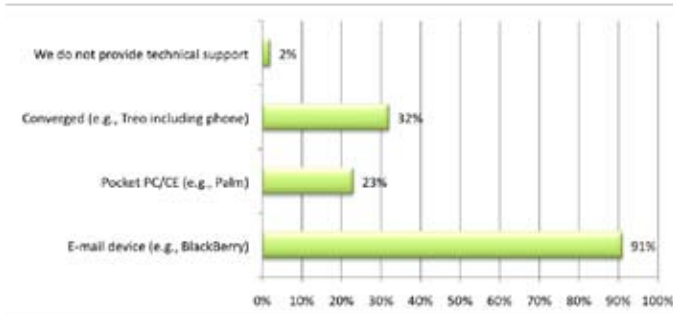


To maintain attorney-client privilege, do you? (Select all that apply.)

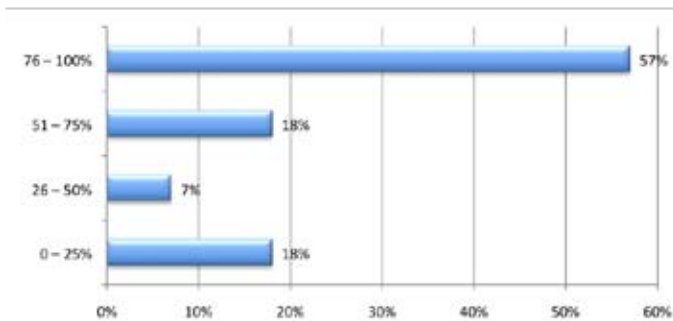


Please indicate each of the following:	0	1-2	3-5	6-10	11-50	51-100	101-500	> 501
Top number is the count of respondents selecting the option.								
Bottom % is percent of the total respondents selecting the option.								
Total number of employees in department	0	0	0	2	11	8	18	5
	0%	0%	0%	5%	25%	18%	41%	11%
Number of lawyers in department	0	1	0	1	16	10	13	3
	0%	2%	0%	2%	36%	23%	30%	7%
Number of paralegals in department	0	3	5	7	17	9	3	0
	0%	7%	11%	16%	39%	20%	7%	0%
Number of technology support staff that report directly to the legal department	21	9	4	4	3	3	0	0
	48%	20%	9%	9%	7%	7%	0%	0%
Number of technology support staff dedicated to supporting the legal department, but reporting to the corporate IT department	15	6	6	11	5	1	0	0
	34%	14%	14%	25%	11%	2%	0%	0%
Number of legal department office locations	3	12	6	10	6	4	1	2
	7%	27%	14%	23%	14%	9%	2%	5%
The following technology roles support Legal (in-house - either corporate or law department): Manager/CIO/Director	15	19	8	0	2	0	0	0
	34%	43%	18%	0%	5%	0%	0%	0%
Number of Project Managers	14	17	8	2	2	1	0	0
	32%	39%	18%	5%	5%	2%	0%	0%
Number of Application Developers	14	16	6	3	2	3	0	0
	32%	36%	14%	7%	5%	7%	0%	0%
Number of infrastructure personnel	19	10	7	4	1	2	1	0
	43%	23%	16%	9%	2%	5%	2%	0%
Number of Data Specialists	23	12	5	3	1	0	0	0
	52%	27%	11%	7%	2%	0%	0%	0%
Number of Database Administrators	16	21	3	3	1	0	0	0
	36%	48%	7%	7%	2%	0%	0%	0%
Number of Report Writers	21	14	5	3	0	1	0	0
	48%	32%	11%	7%	0%	2%	0%	0%
Number of Helpdesk personnel	16	12	9	1	4	2	0	0
	36%	27%	20%	2%	9%	5%	0%	0%
Number of Trainers	25	11	6	1	1	0	0	0
	57%	25%	14%	2%	2%	0%	0%	0%
Other	33	7	1	2	1	0	0	0
	75%	16%	2%	5%	2%	0%	0%	0%

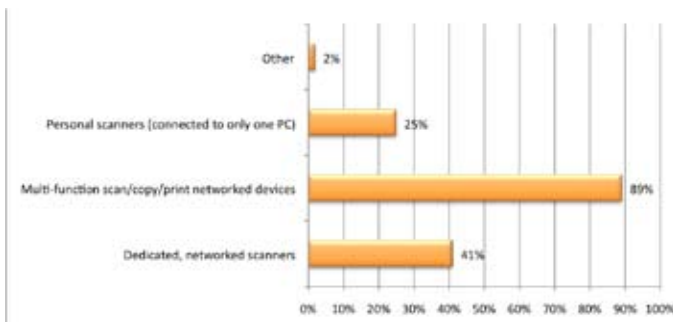
Please indicate if your company provides technical support for the following types of devices? (Select all that apply.)



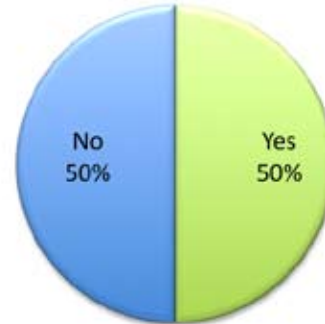
What percentage of your attorneys use one of the devices listed in the previous question? (e-mail device, Pocket PC/CE, Converged)



Within the legal department, do you use scanners or other imaging technology? (Select all that apply.)



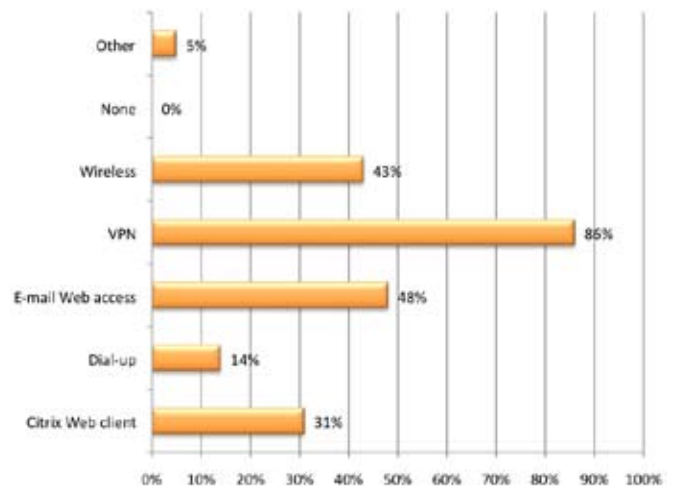
Is any portion of scanning performed in-house for litigation purposes?



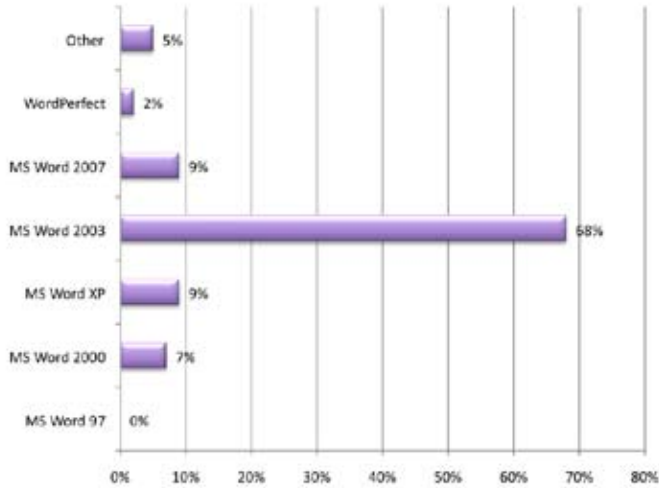
Do your attorneys have access to the network while traveling?



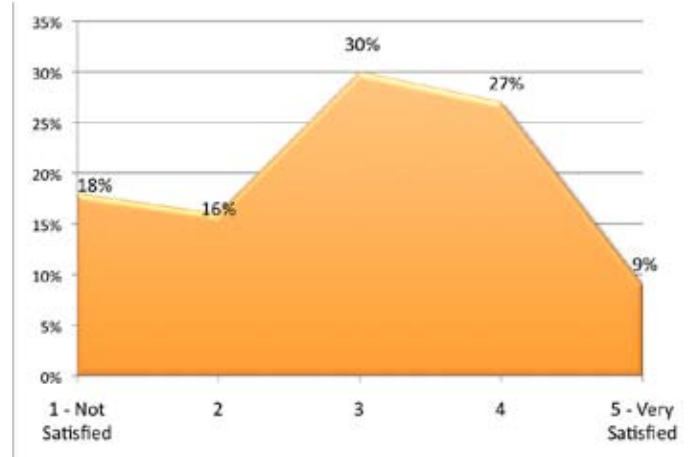
Which method is used to access your network when traveling? (Select all that apply.)



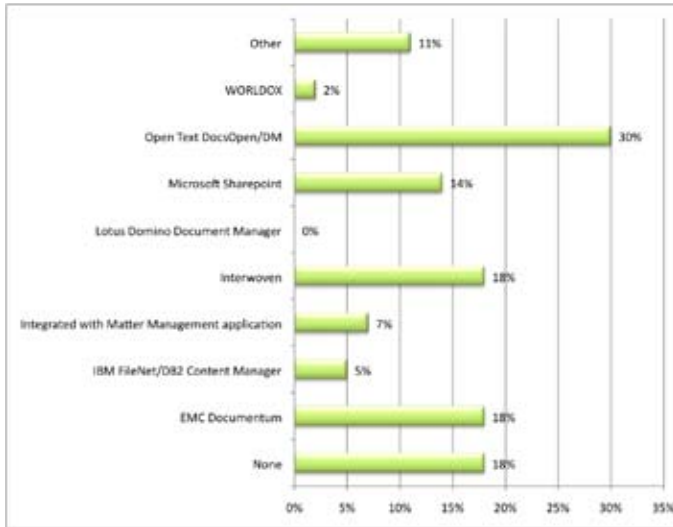
What is your primary word processor?



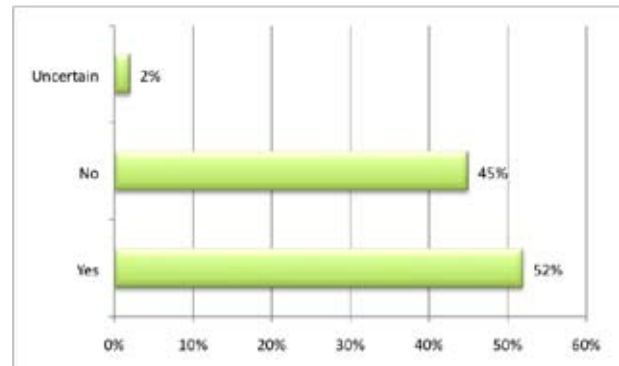
On a scale of 1 (not satisfied) to 5 (very satisfied), how would you rate the document management system you are currently using?



What document management system do you use, if any? (Select all that apply.)



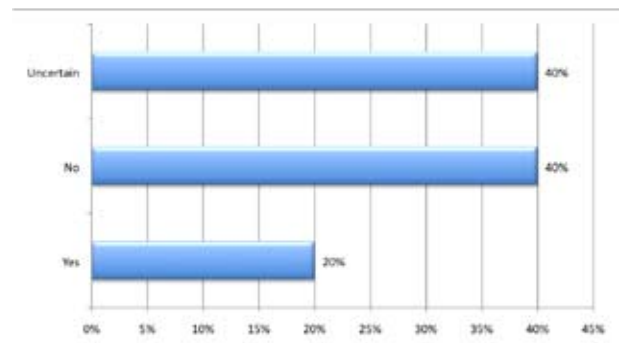
Does your organization currently support Microsoft Office SharePoint?



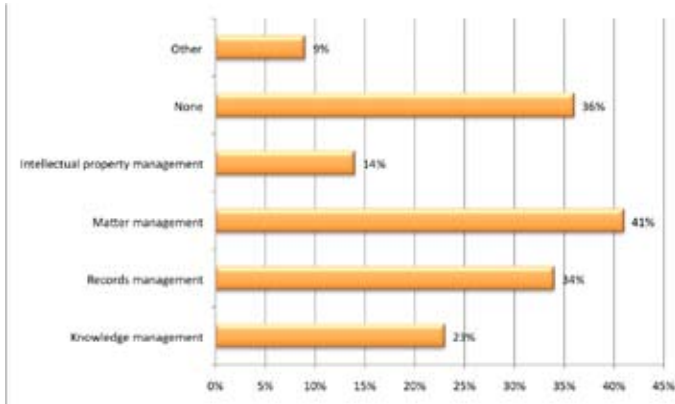
If using a document management tool, is it a corporate standard or only used in the legal department?



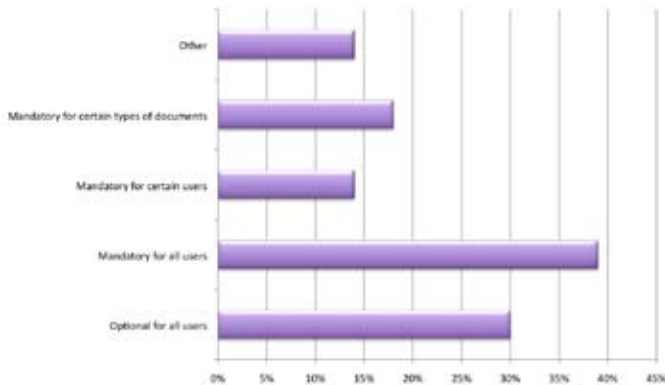
If no, does your organization have plans to implement MS Office SharePoint in the near future (by year-end 2009)?



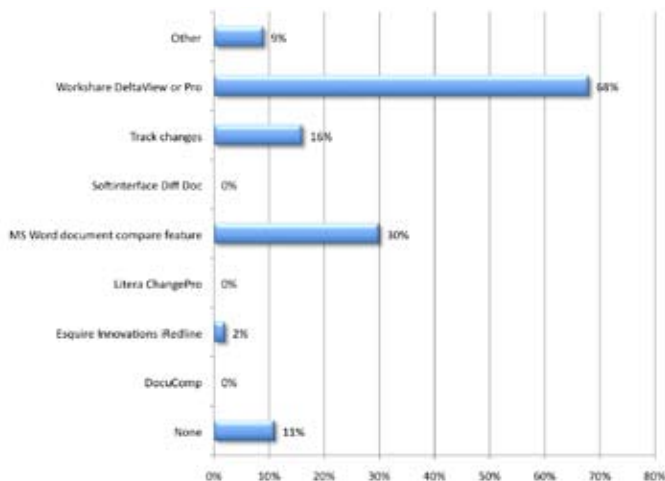
If you are using a document management system, what tools or initiatives have you integrated with your document management system? (Select all that apply.)



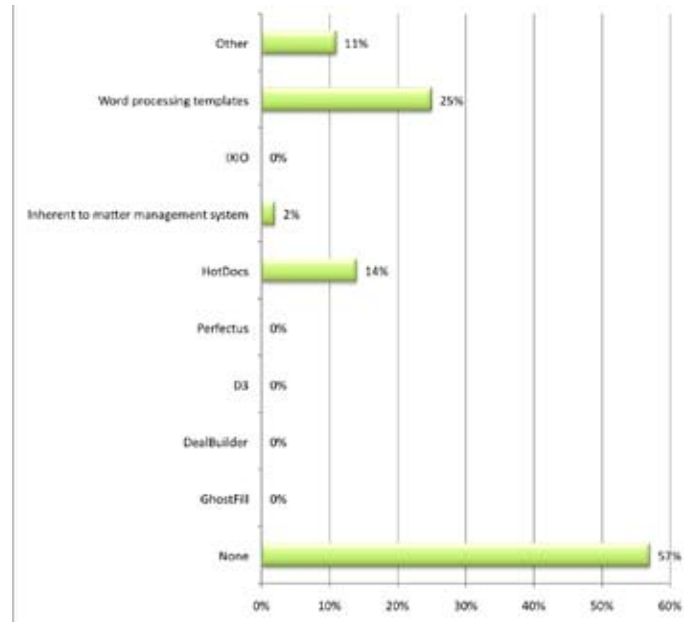
If you are using a document management system, how is your document management system implemented policy-wise? (Select all that apply.)



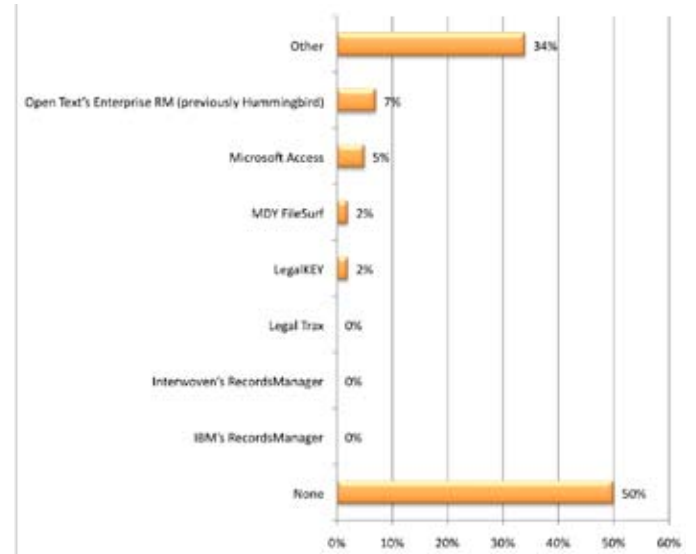
What document comparison tool(s) do you use? (Select all that apply.)



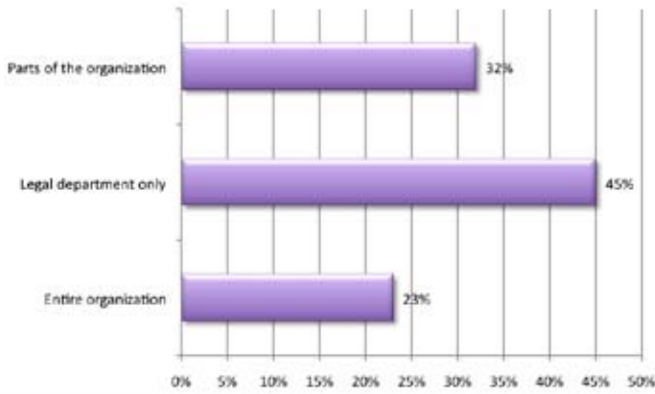
What document assembly program do you use, if any? (Select all that apply.)



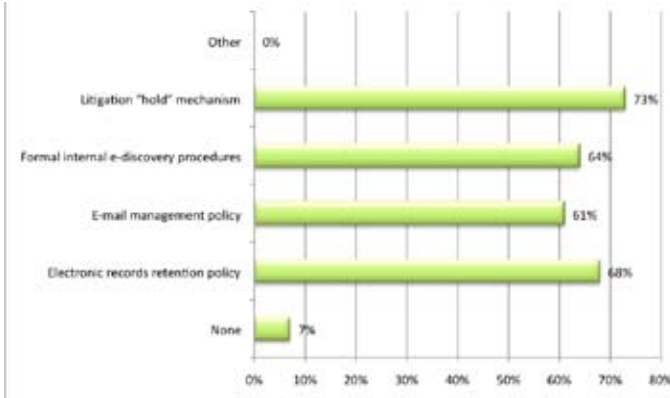
What records management software do you use, if any?



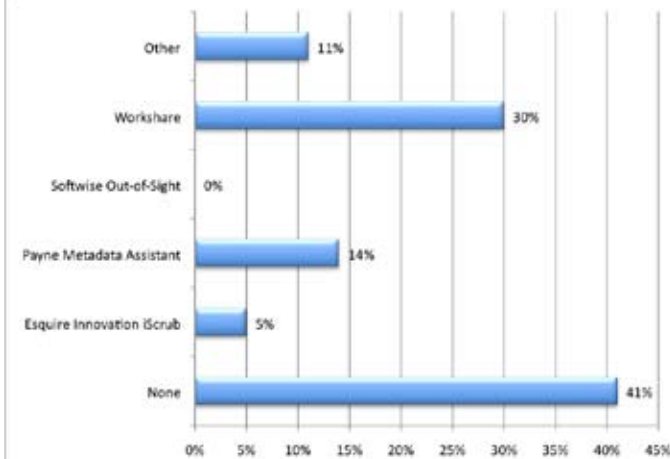
If using records management software, is it used throughout the organization or only used in the legal department? (Select all that apply.)



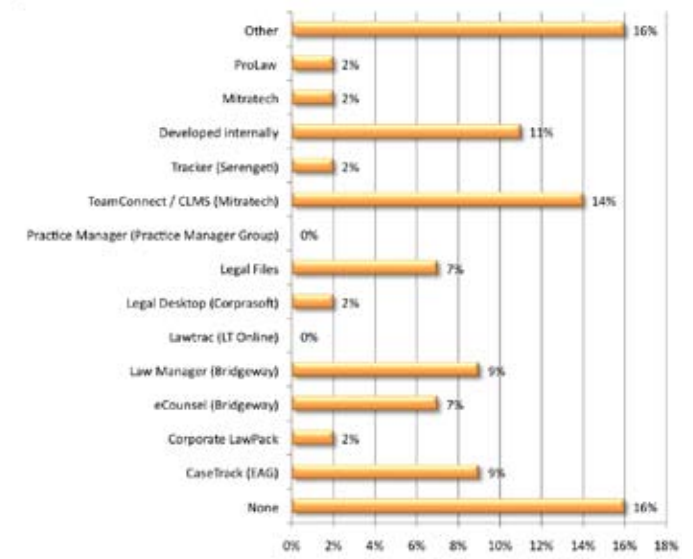
Which, if any, of the following data classification techniques, strategies or best practices do you have in place in your organization? (Select all that apply.)



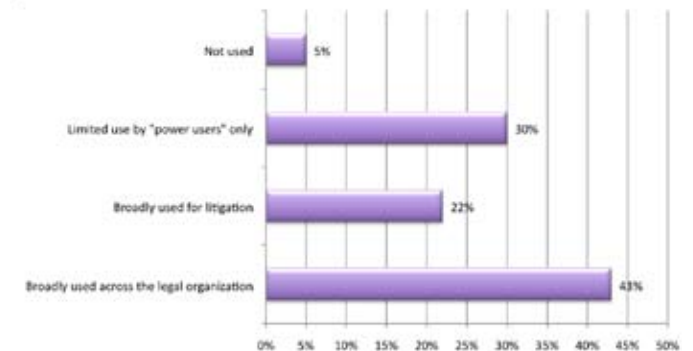
What software does your organization use for metadata checking/removal, if any?



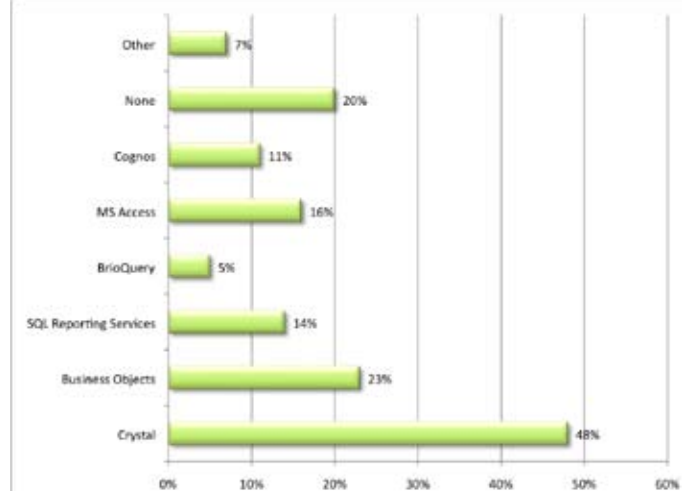
What matter management system do you use, if any?



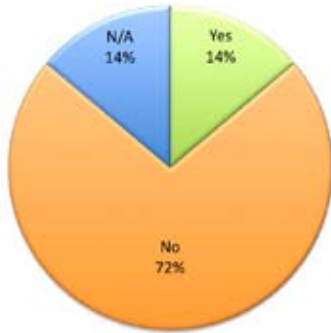
If you use a matter management system, how would you rate your company's use of the tool?



What tools are used to generate reports from your matter management system? (Select all that apply.)



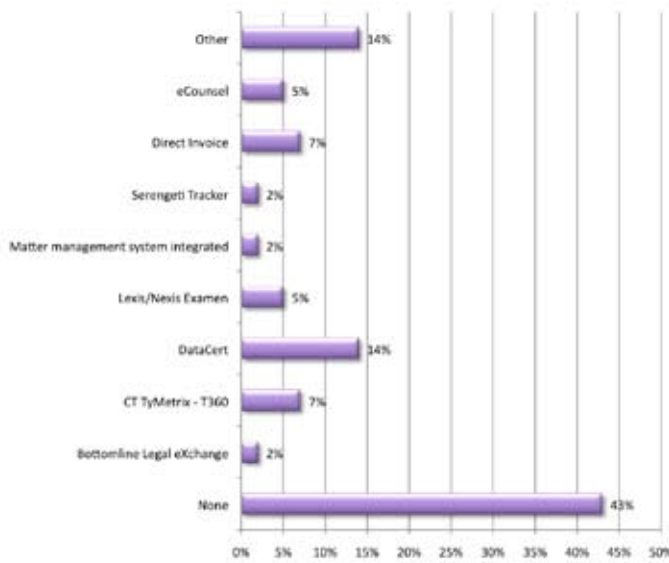
If you use a matter management system, do you provide outside counsel access?



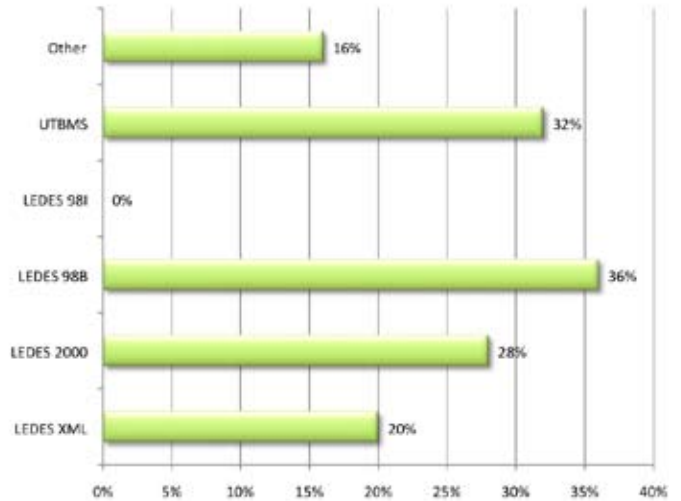
If yes, does your outside counsel have some ability to update records in your matter management system?



What electronic invoicing/audit provider do you use, if any?



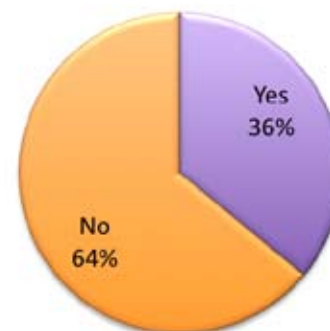
If using electronic invoicing, what standard(s) do you use? (Select all that apply.)



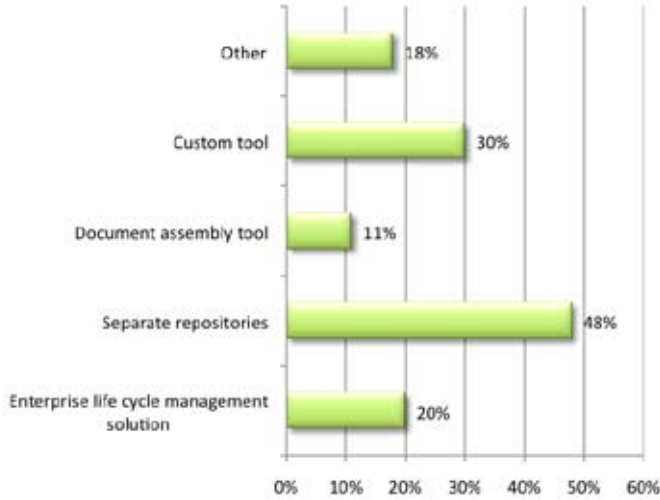
Does your company have fixed price agreements with outside counsel firms?



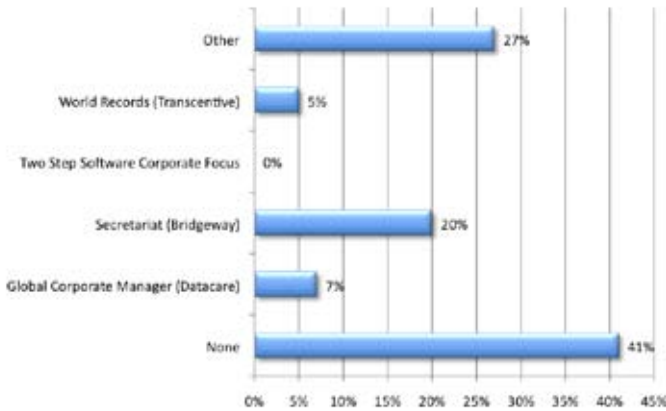
Do you use an electronic contract management system?



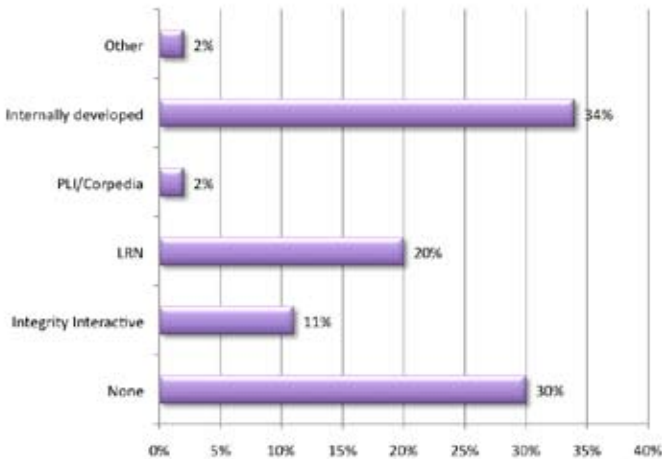
How do you manage company contracts? (Select all that apply.)



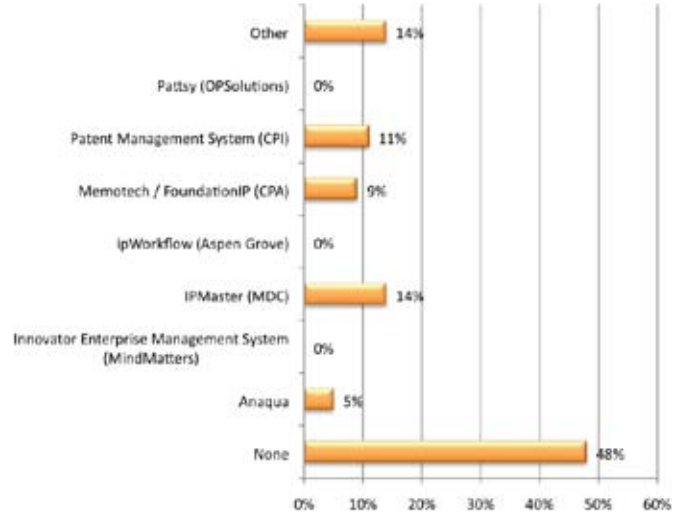
What entity management/corporate governance system do you use, if any?



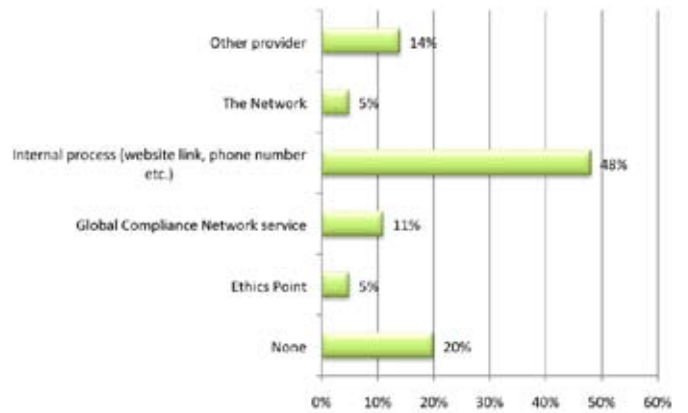
What ethics compliance program does your company use, if any?



What IP and/or trademark management system do you use, if any?



What do you use for an ethics/crisis hotline, if any? (Select all that apply.)



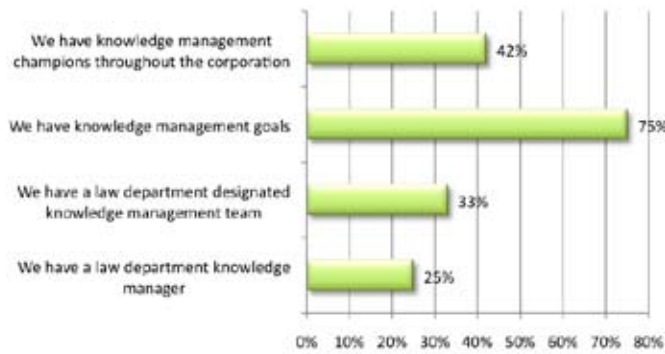
Are you using a knowledge management tool?



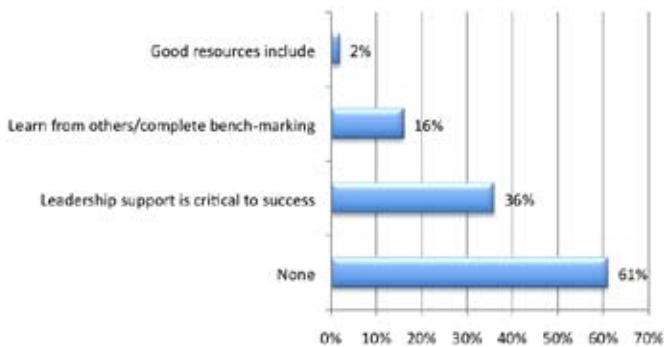
Do you have a knowledge management initiative?



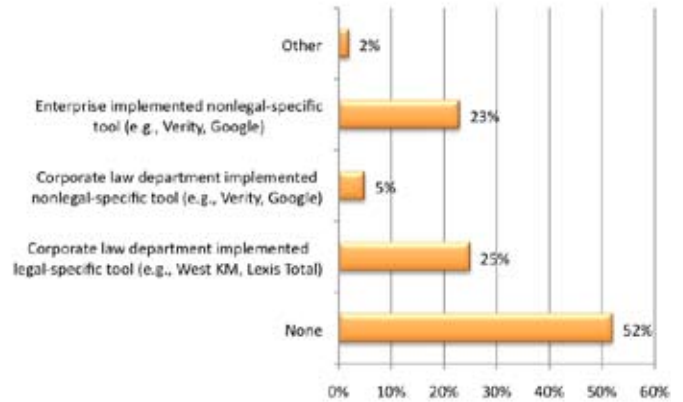
How is your knowledge management system or program implemented? (Select all that apply.)



What is your greatest lesson learned about knowledge management? (Select all that apply.)



Does your corporate law department or organization have an enterprise search tool? (Check all that apply.)



Are you using a workflow management tool?



Are you using voice recognition software?



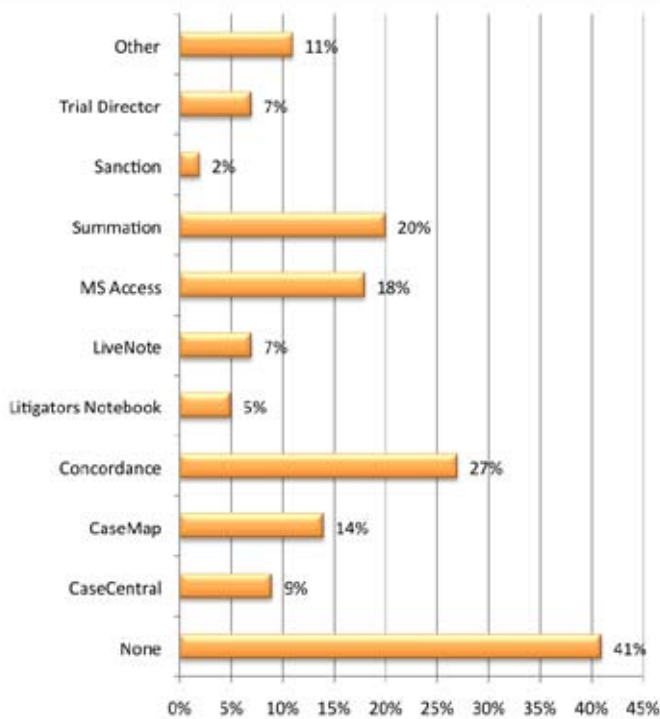
Are you using digital dictation?



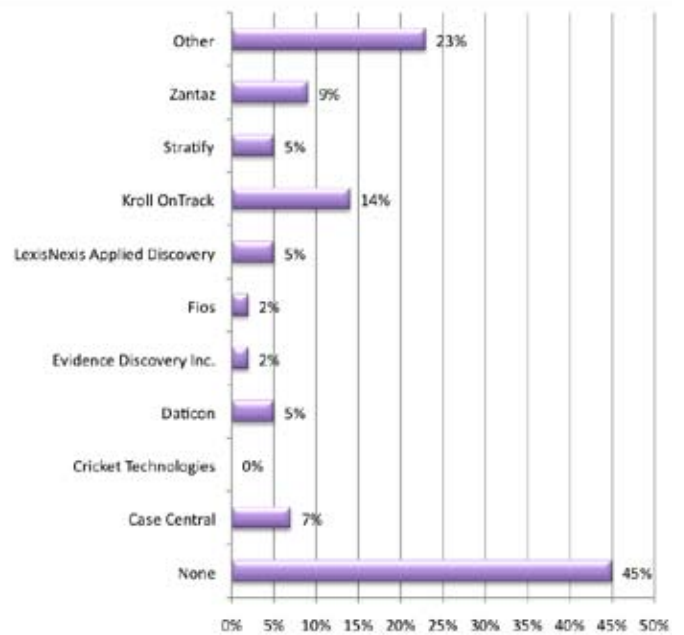
Has your department been involved in an e-discovery project?



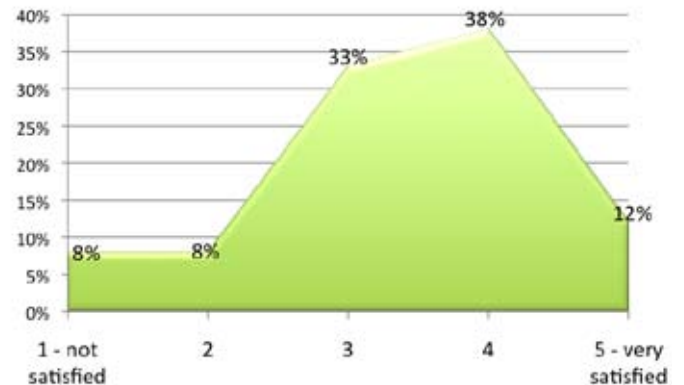
What litigation support tools do you use in house, if any? (Select all that apply.)



What e-Discovery product(s) or service(s) do you use, if any? (Select all that apply)



On a scale of 1 (not satisfied) to 5 (very satisfied), how would you rate the products/services you selected?



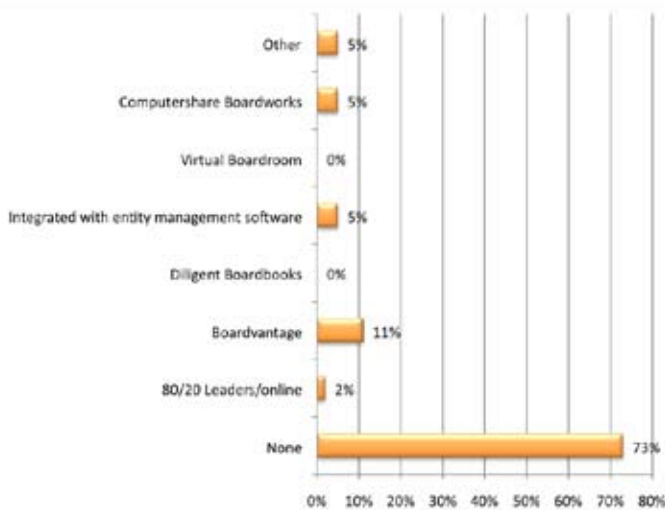
Have you deployed tools within your organization (outside of legal) to prepare for discovery requests?



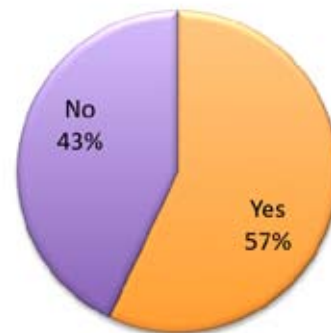
Does your law department provide an extranet site for outside counsel access?



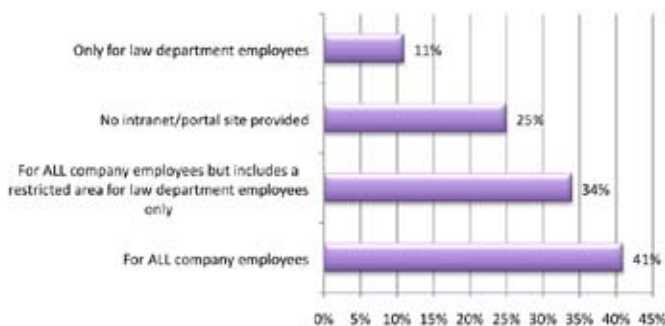
What board material management software do you use, if any?



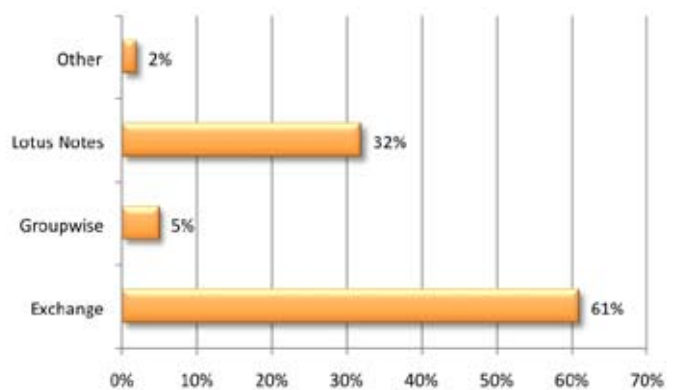
Do you have a documented corporate legal department technology strategic plan?



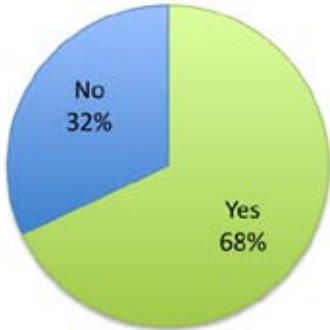
If your legal department provides an intranet/portal site, is access: (Select all that apply.)



What is your organization's primary e-mail platform?



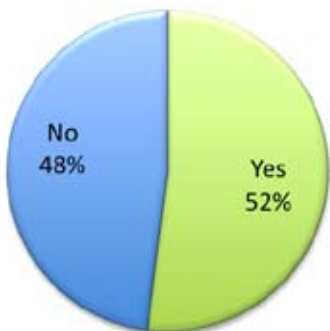
Does your organization set a limit on mailbox size?



Does your organization allow users to create and manage their own e-mail archives?



Does your organization "age" (automatic deletion after a designated period of time) all e-mail (even in folders)?



Does your organization have a stated e-mail "destruction" policy indicating that all e-mail must be deleted after a specified time period?



Do you routinely overwrite your backup tapes (preventing a long term e-mail record)?



Does your organization permit the use of instant messaging programs?

