

Changing Roles in Law Firm Information Governance

Adapting to the Evolving Legal and Technological Landscape

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About Patrick



- **Two decades of experience in Information Governance with a demonstrated history of working in the legal and legal consulting verticals.**
- **Currently Director of Information Governance (Operations) at Kirkland & Ellis in Chicago**
- **Parent, husband, dog dad, avid reader, lifelong Southsider**

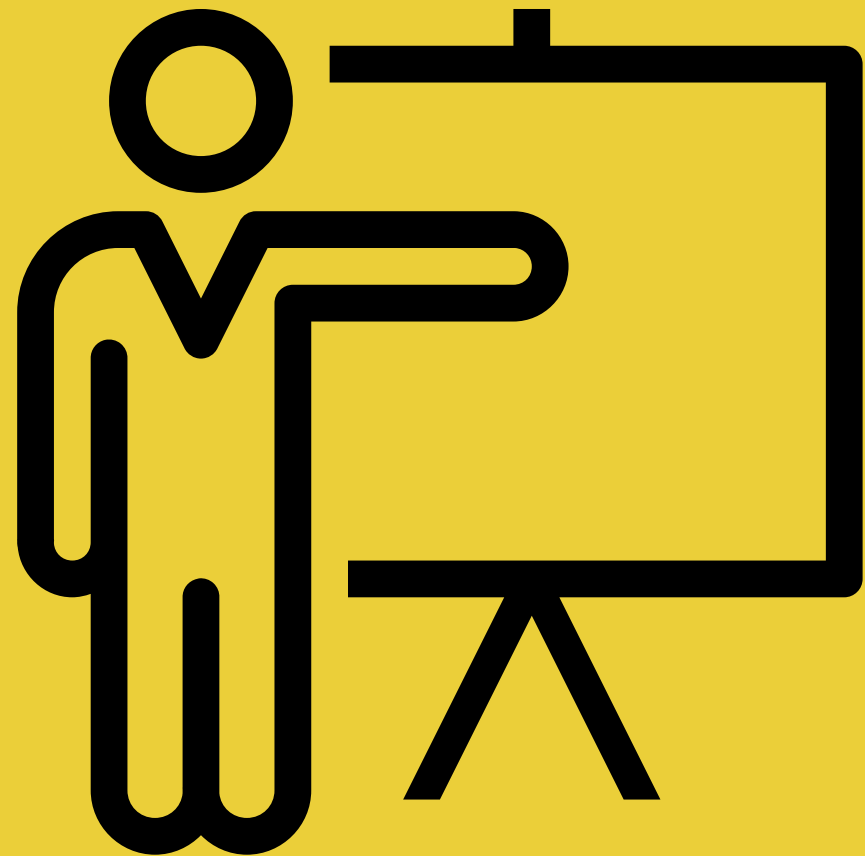
Introduction to Information Governance

Definition of IG in law firms:

- Organization - wide framework for managing information throughout its lifecycle.
- Right balance of expertise, resources and innovation in our teams to be effective stewards of data.

Why this matters:

- Optimizes value, quality, and security of information.
- Supports firm strategy, operations, and compliance.
- Minimizes costs, risks, and protects our data.



Challenges Facing Law Firms



Large volumes of sensitive, confidential data.



Increasing regulatory pressures and client expectations.



The need for a proactive, strategic IG approach.

Evolution of IG in Law Firms



Emergence of Information Governance (IG) Roles

- Transition from records management to a comprehensive IG framework, integrating data security and privacy .
- Strategic ownership of overall content and placement and implementing new technologies with engrained IG principles .



Expansion of Skill Sets

- IG practitioners now required to be experts in training, business analytics, governance, and data science, reflecting the evolving demands of the legal landscape .
- Partnerships with IT to audit activity and produce effective reporting which was traditionally a data protection only space .

Traditional Records Management

- Focused on paper file management and basic compliance tasks .
- Conducts secure shred operations and retention review disposition tasks .
- May also be involved in matter mobility or conversion of paper to electronic files .



Integration of Technology

- Adoption of AI and data analytics tools, enhancing data management and compliance capabilities .
- Working side-by-side with IT to develop systems and business requirements for making decisions about preferred systems, content to be stored and implementation of retention decisions .



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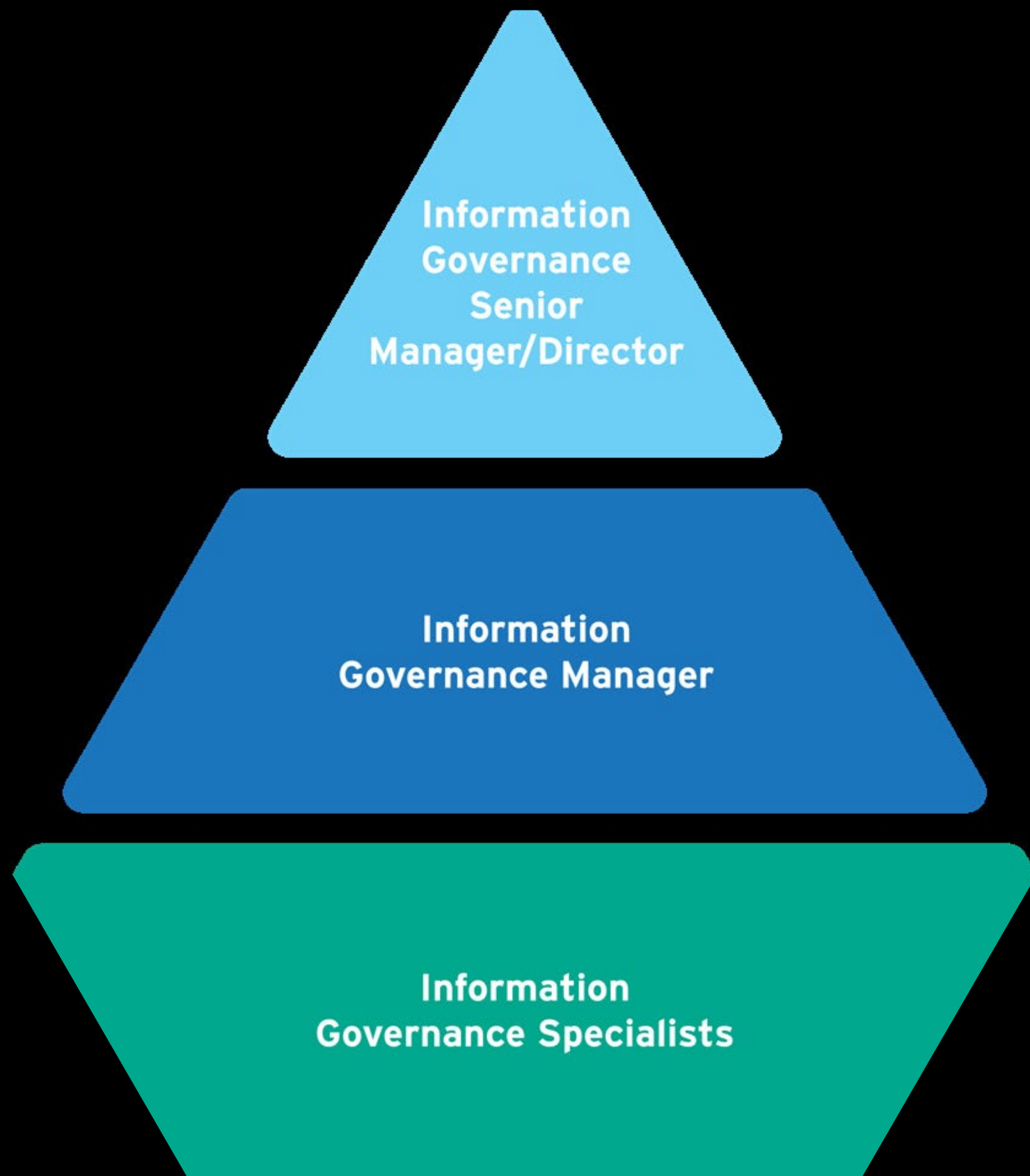


Key IG Areas of Focus

1. Lawyer/Timekeeper Data Management
2. Matter Mobility
3. Accessibility and Security
4. Core File Management
5. Content Governance & Technology Support
6. Compliance & Auditing
7. Training and Awareness



Foundational IG Roles



Establishing the IG Pyramid

- **Information Governance Specialist**
 - Support IG and Information Management tasks and identifies gaps and often first line of defense.
- **IG Manager**
 - Oversees specialists, drives strategy, and enables cross - team collaboration (perhaps outside team).
- **IG Senior Manager/Director**
 - Leadership, align strategy across the team and organization, and provide mentorship to teams.



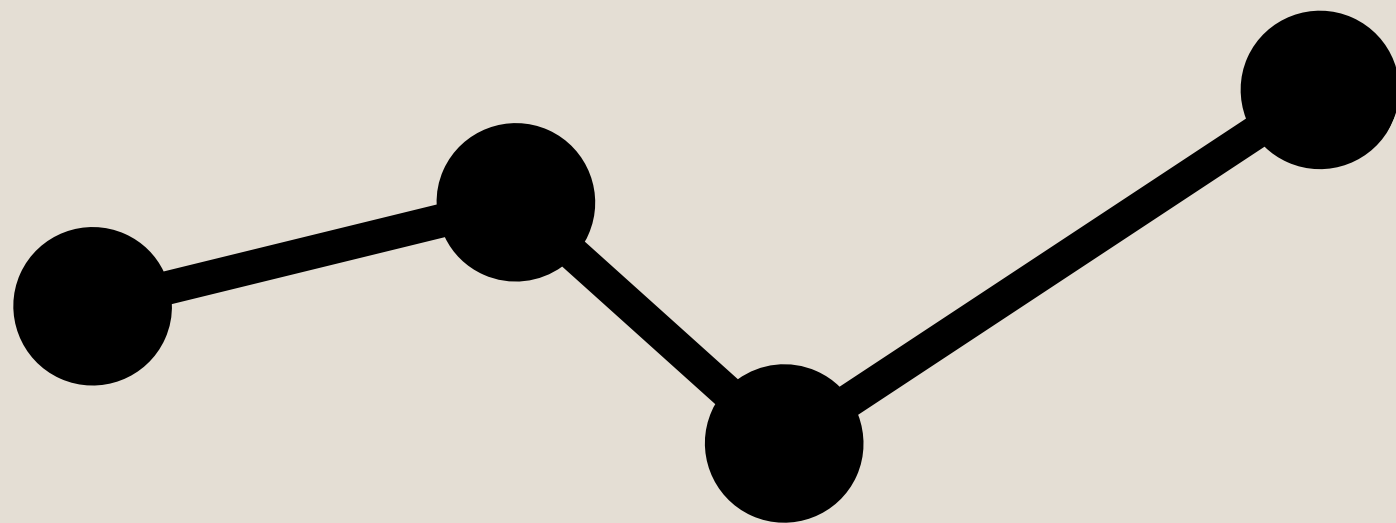
Emerging IG Roles

Adding to the Pyramid

- **Business Process Analyst**
 - Streamlining workflows, translate requirements for IT and highlight gaps.
- **Project Managers**
 - Ensuring efficient IG project execution and fosters collaboration for the team.
- **Technical Analysts**
 - Technology recommendation to align with IG principles and support AI and data generation initiatives.

Leveraging Data in IG

- Importance of data visualization and analysis tools to bring value to the organization
- Efficient data management to assist support the information lifecycle including retention and disposal.
- Collaboration with IT and data analysis teams to bring cross - functional support to the organization.
- Establish IG has a information technologists rather than the box managers of yesteryear!



The Role of AI in IG

- AI-related Roles:
 - AI Practitioners, Enablers, Users, and Overseers.
- Benefits: Automating tasks, improving decisions.
- Challenges: Ethical concerns, data quality, and bias.



Operational Excellence in IG

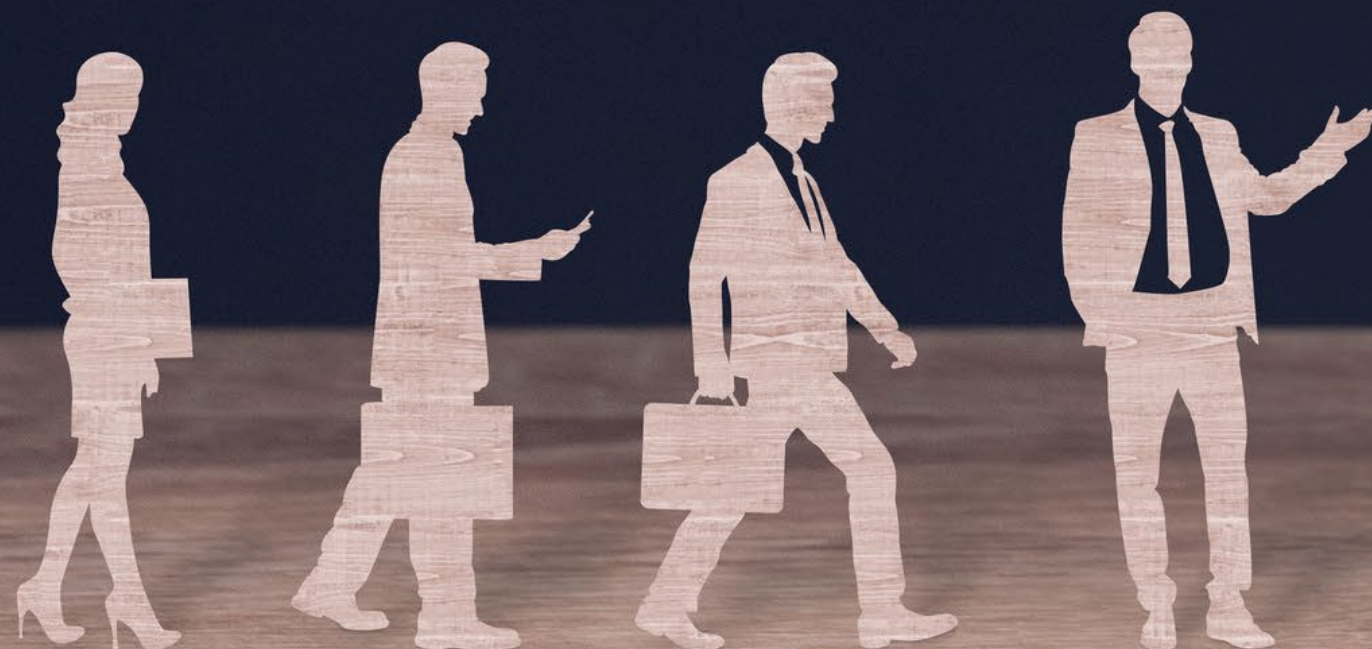
Key Skills:

01 Project Management

03 Data Analytics

02 Technical Expertise

04 Problem Solving



Strategic Vision for IG

Core Competencies:

- 01 Critical Thinking
- 02 Business Acumen
- 03 Leadership
- 04 Change Management



Embracing Innovation & Adaptation

- Intellectual Curiosity
- Learning Agility
- Adaptability
- Use of Large Language Models (LLMs)



Stakeholder Engagement

- Collaboration
- Emotional Intelligence
- Communication Skills
- Leadership
- Another qualities as identified by the individual organization
 - Align IG initiatives with organizational goals
 - Depends on IG placement within the organization



Where IG Aligns in the Organization

Generally aligned with a C - Suite person, but who is that?

- Under CIO, CISO or CIGO? That usually means that is a technology - focused group
- Under COO or Office of the General Counsel? This usually means it is more compliance - related group

Pros and cons for each alignment but the support of senior leadership is the most critical element

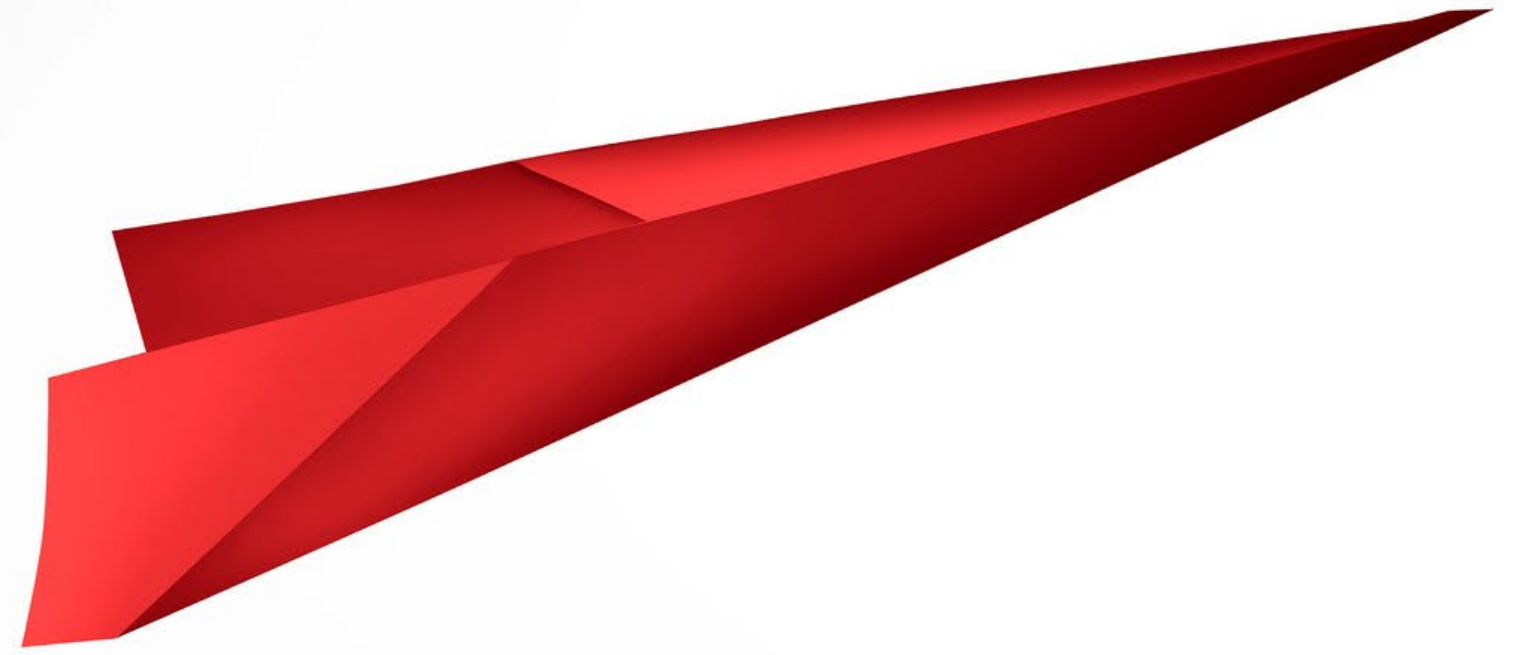
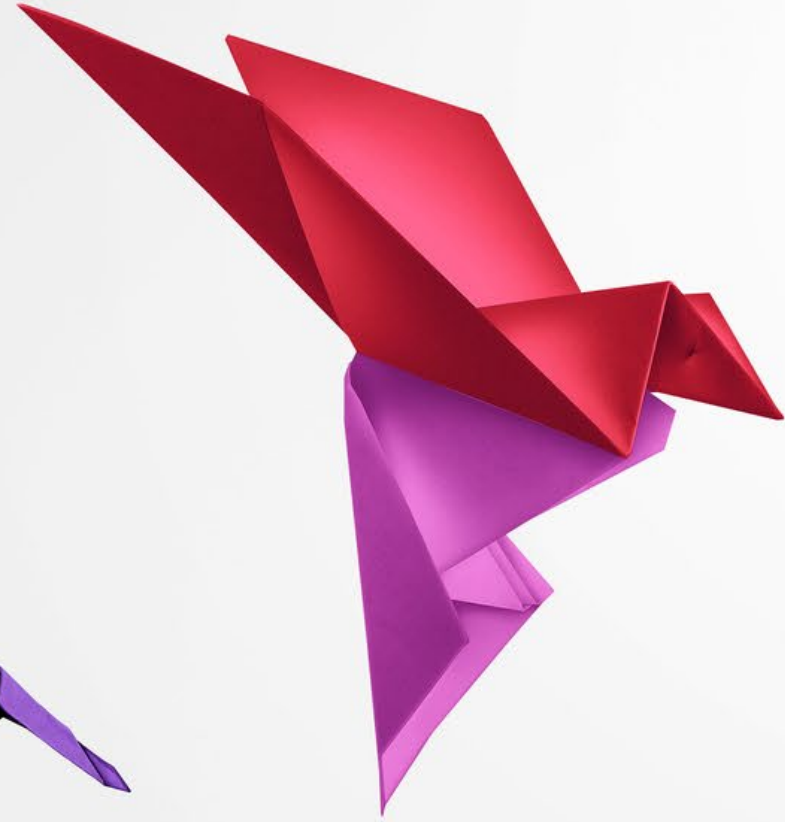
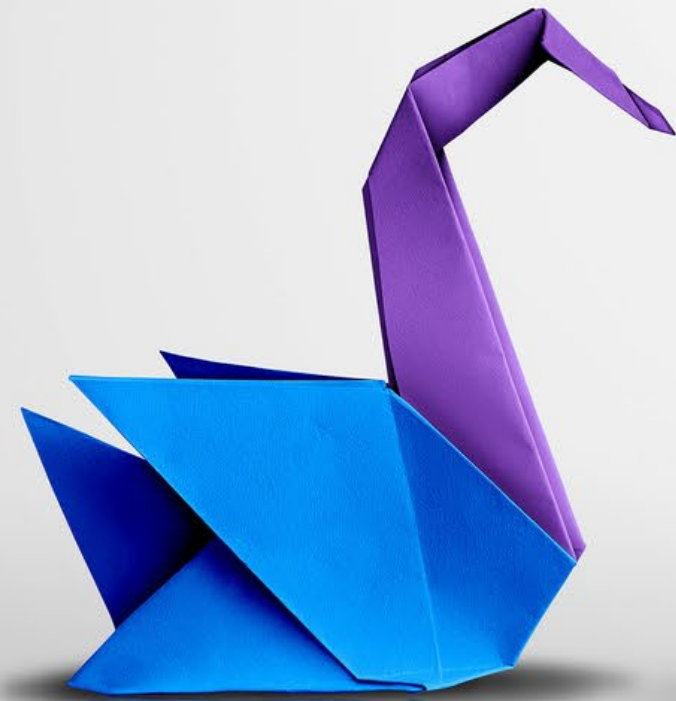


In Conclusion

- IG's transformation in new and emerging roles presents both challenges and opportunities.
- Strategic alignment, an adaptable workforce, and innovation are key to success for these roles.
- Organizations that embrace evolving IG roles will drive industry excellence.



Q&A



Thank You

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