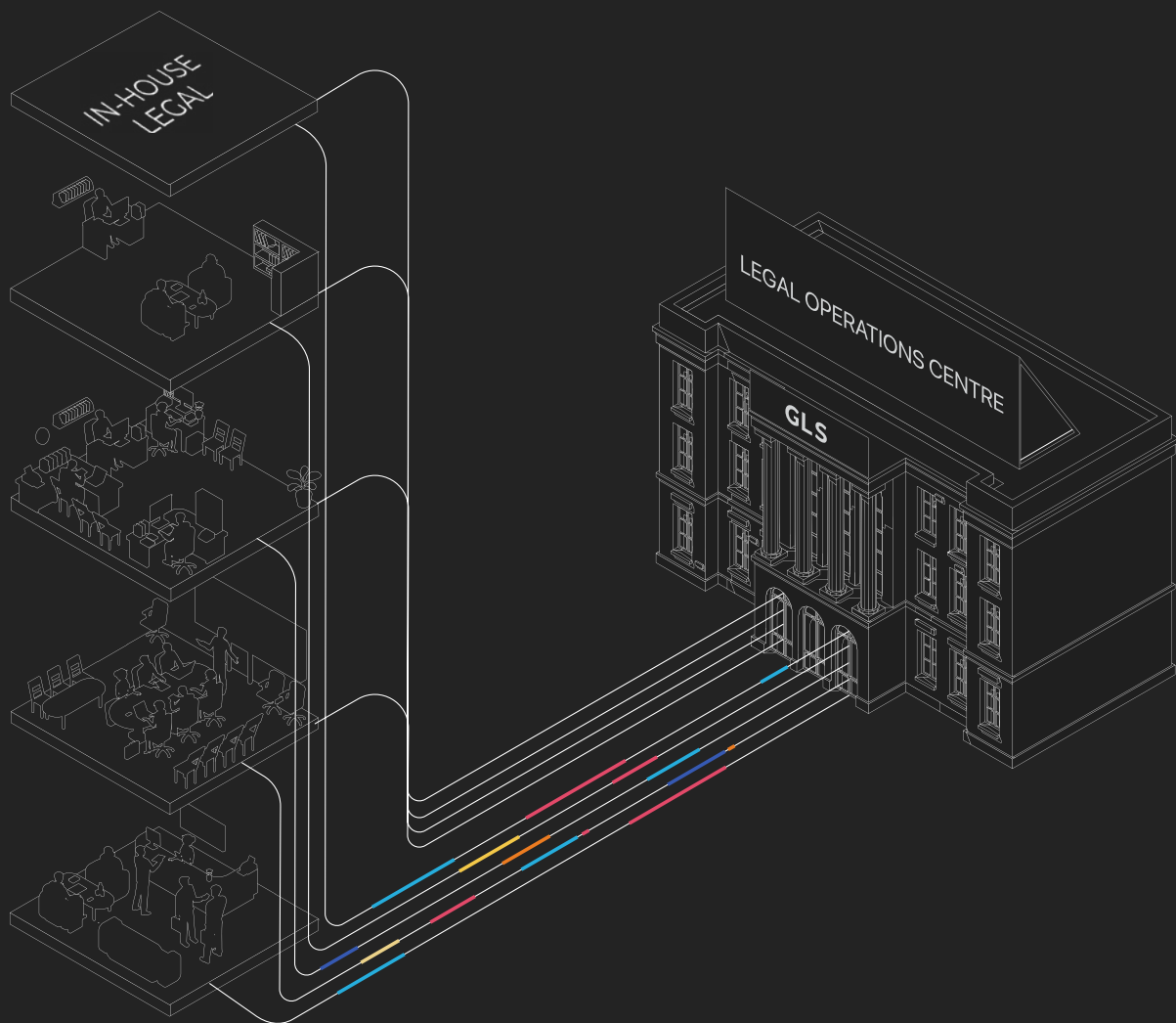


GLS'S ULTIMATE GUIDE TO LEGAL OPERATIONS

Improving In-House Team Performance



Download the complete version [here](#) to enjoy the full interactive experience.



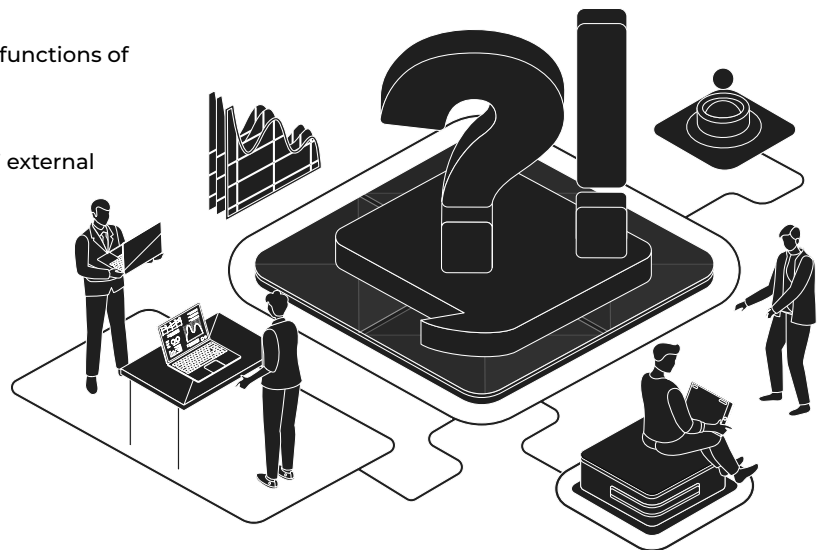
Global Legal Solutions®

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25 SIGNS THAT YOU NEED LEGAL OPERATIONS SUPPORT

If any of the below are present in your IHL, there is a strong chance that you would benefit from deploying a legal operations agenda:

- 1 You need to slash legal spend from your budget
- 2 BAU is keeping your IHL team away from more strategic matters
- 3 You lack a central instruction ingress point
- 4 You do not maintain basic metrics to track team performance
- 5 You have a disaggregated approach to knowledge management
- 6 You are not actively forecasting workflows 6 months in advance
- 7 Your business complains about your IHL's response time
- 8 Your legal files and core business documents are not housed centrally and/or are not instantly accessible
- 9 You cannot identify the 15 most critical functions of your IHL team
- 10 You struggle to "performance manage" external service providers
- 11 Your lawyers spend less than 15% of their time on departmental transformation activities
- 12 You have many workflows that could benefit from automation
- 13 You do not have or have not recently maintained your legal precedent library
- 14 Your team finds itself preparing RFPs for external service providers
- 15 You do not operate a legal team service charter or group legal policy
- 16 Your IHL does not have a formal operating mandate
- 17 Your IHL does not command the value recognition you feel it deserves
- 18 Your team complains that it lacks the support tools and/or training that it needs



- 19 You think your IHL is too small for a legal operations agenda
- 20 Your IHL feels as though it is under appreciated and under supported
- 21 You have not audited your IHL's performance against critical departmental workflows
- 22 You do not find yourself leveraging existing know-how and precedents
- 23 Your IHL performs tasks that other departments could do
- 24 You have experienced sub-optimal headcount churn over the past 3 years
- 25 You have 2 or more lawyers in your IHL

If any of the above applies to your IHL – developing a legal operations competency can bring dramatic boosts to your team's performance – and arm you with the empirical data to prove it.

Related Resource: [Book a free consultation with GLS Group to discuss how your organisation can respond to inefficiency](#)

ESSENTIAL OBSERVATIONS / TIPS

- All IHLs must enhance what they can achieve with their existing resources
- All IHLs must ratchet up efficiency and cut costs
- Just as F1 drivers focus on driving the car – lawyers must remain focused on lawyering
- The base case for legal operations is found in systemic inefficiency and low IHL value recognition

WHAT NEXT?

What next is about making sure that the IHL Community is crystal clear on the benefits that "legal operations" can bring to their teams.

As such, in Part D, we outline the benefits of a legal operations-led approach to transforming your legal team, and how this can help you crystallise the case for action.

Please now continue to Part D – The Benefits of Effective Legal Operations.