

Critical Function Assessment Standard Module | Internal Client

2021 Edition v.1.1 | Private & Confidential



Global Legal Solutions™



Part A | Internal Client Line

TOPIC	ENQUIRY	QUESTION BREAKDOWN	PURPOSE	INCLUDE IN SURVEY
LEGAL DEPT. MANDATE				
1.	See Human Capital Line	• NA	• Quantitative assessment of quality of IHL team personnel	• Yes ☐ No ☐ Caution ☐
2.	Does your business unit understand the role of the legal department?	• (Y/N)	• Knowledge of dept. role	• Yes ☐ No ☐ Caution ☐
3.	Has the IHL presented to you what its role is and the service its offers?	• (Y/N)	• IHL Roadshow frequency	• Yes ☐ No ☐ Caution ☐
4.	Are you clear about the roles and responsibilities of each member of the IHL team?	• (Y/N)	• IHL role & internal promotion, Awareness of IHL roles & responsibilities	• Yes ☐ No ☐ Caution ☐
5.	Are you clear about the decision-making authority of the IHL team?	• (Y/N)	• Awareness of IHL decision making authority	• Yes ☐ No ☐ Caution ☐
6.	Does the IHL team operate an intranet that you can access?	• (Y/N)	• Best practice: direct client to portal	• Yes ☐ No ☐ Caution ☐
7.	Are you aware that IHL must enforce our group legal and compliance policies?	• (Y/N)	• Clarity around IHLs role	• Yes ☐ No ☐ Caution ☐
LEGAL DEPT. SERVICE CHARTER				
8.	Did you know that our legal team operates a legal service charter?	• (Y/N)	• Quantitative assessment of quality of IHL team personnel	• Yes ☐ No ☐ Caution ☐
9.	Do you want your IHL to offer reliable service levels?	• (Y/N)	• Client view on SLA	• Yes ☐ No ☐ Caution ☐
10.	If service levels exist, are you satisfied with them?	• (Y/N)	• Client view on offered SLA	• Yes ☐ No ☐ Caution ☐
11.	If "N", please briefly describe what changes you would make.	• Free text	•	• Yes ☐ No ☐ Caution ☐
12.	Would you like to see the IHL be accountable for meeting service levels?	• (Y/N)	• Requirement for SLA accountability	• Yes ☐ No ☐ Caution ☐
LEGAL DEPT. NEEDS ASSESSMENT				
13.	Are you a heavy user of the IHL team?	• (Y/N)	• User profile	• Yes ☐ No ☐ Caution ☐
14.	What are the Top 5 work types you use the IHL for?	• Free text	• Work profile	• Yes ☐ No ☐ Caution ☐
15.	Has a "client's needs assessment" been conducted with you by the IHL?	• (Y/N)	• Is IHL pro-actively conducting needs assessment	• Yes ☐ No ☐ Caution ☐
16.	If "Y", how regularly is it performed?	• Free text	• Frequency	• Yes ☐ No ☐ Caution ☐
17.	What are the top 3 requirements you have of our IHL?	• Free text	• Top requirements	• Yes ☐ No ☐ Caution ☐
18.	Have you been asked by IHL to forecast your legal support requirements?	• (Y/N)	• Are you providing work forecasts	• Yes ☐ No ☐ Caution ☐
19.	What is the most valuable form of support our IHL team can make available to you?	• Free text	• What would you value most from our IHL?	• Yes ☐ No ☐ Caution ☐
20.	What would make our IHL a better business partner for you?	• Free text	• How can IHL be a better biz partner	• Yes ☐ No ☐ Caution ☐
21.	Rate the following statements • Formative stage advice from the legal team would be ideal • We would like the legal team to provide far more commercial advice. • The legal team makes a consistent effort to understand our requirements • The legal team is able to handle our short notice work requirements • Swifter turnaround times are needed from our legal team • Defined response service levels from our legal team would really help	• (1-5)	• Quantitative assessment of internal client needs assessment	• Yes ☐ No ☐ Caution ☐