

# The Reinvention of Matter Centricity Through Autonomy

**Panelists:** Elizabeth Ellis – Torys LLP  
Allison Holman – Snell & Wilmer LLP  
Shawn R. Mitkowski – Zuckerman Spaeder LLP  
Ann Johnson – Keating Muething & Klekamp PLL

**Moderator:** Lori Page Hall – DocAuto, Inc.

# Agenda

- Introduction of Panel
- Overview of Each Firm's WorkSite Implementation
- Questions by Moderator
- Questions by Audience

# Panelists

- Elizabeth Ellis – Torys LLP
- Allison Holman – Snell & Wilmer, LLP
- Shawn R. Mitkowski – Zuckerman Spaeder LLP
- Ann Johnson – Keating Muething & Klekamp PLL

# Torys LLP - Matter Centric “Reinvention”

Elizabeth Ellis

# Background

## Torys LLP

- 250 lawyers based in Toronto and New York
- Implemented iManage v. 8.0 in June 2004 (previously DocsOpen in NY and fileshares in TO)
- Implemented matter centricity at the time of rollout in June 2004 (first firm to go matter centric)

## Background (cont.)

- I was at another Toronto firm until 2007 (which was also implementing matter centrality)
- Moved to Torys as KM partner and assumed responsibility for all lawyer-facing technology including productivity and knowledge sharing tools

## Background (cont.)

- My goals: To re-design our DMS and associated processes to make the system easier and more efficient for lawyers to use
- What we changed: folder structure, workspace delivery process, modified Worksite screens, user permissions, productivity tools (workspace “links”; EZ folders) and our approach to training

# Snell & Wilmer LLP - Matter Centric “Reinvention”

Allison Holman



# Background

## Snell & Wilmer LLP

- Founded in 1938
- 400+ attorneys; Nine offices throughout the Southwest and Mexico
- Deployed FileSite 8.2 SP1 in January 2008
  - Previously on Docs Open 4.0
- Deployment included a Matter Centric Design

# Primary Objectives

- Deployment:
  - Straight Technology Swap-out
  - Stable System
  - Status Quo Functionality
- Redesign
  - Are We Asking the Right Questions
  - Where's the Greatest Value?
  - Does Matter Centric Redesign = Folder Structure Redesign?

# Deployment Template Design

## Default Folders and Searches

### Templates Designed by Practice Group

#### Default

- CORPORATE MATTERS (28314.0136)
  - .Searches (28314.0136)
    - Matter Number Content (28314.0136)
    - Recent Workspace Content (28314.0136)
    - Workspace Content (28314.0136)
  - Admin Docs & Invoices (28314.0136)
  - Correspondence (28314.0136)
  - E-mail (28314.0136)
  - No Folder Match (28314.0136)
  - Notes & Research (28314.0136)

#### Appellate

- PARTNERSHIP LITIGATION (58638.0001)
  - .Searches (58638.0001)
    - Matter Number Content (58638.0001)
    - Recent Workspace Content (58638.0001)
    - Workspace Content (58638.0001)
  - Admin Docs & Invoices (58638.0001)
  - Appellate Briefs (58638.0001)
  - Appellate Pleadings (58638.0001)
  - Appellate Record (58638.0001)
  - Correspondence (58638.0001)
  - E-mail (58638.0001)
  - Jury Instructions (58638.0001)
  - No Folder Match (58638.0001)
  - Notes & Research (58638.0001)
  - Trial Court Exhibits (58638.0001)
  - Trial Court Filings (58638.0001)
  - Trial Court Orders & Judgments (58638.0001)

#### Finance

- ASSET TWO LOAN (56668.0003)
  - .Searches (56668.0003)
    - Matter Number Content (56668.0003)
    - Recent Workspace Content (56668.0003)
    - Workspace Content (56668.0003)
  - Admin Docs & Invoices (56668.0003)
  - Checklists (56668.0003)
  - Closing Documents (56668.0003)
  - Correspondence (56668.0003)
  - Drafts & Agreements (56668.0003)
  - Due Diligence (56668.0003)
  - E-mail (56668.0003)
  - No Folder Match (56668.0003)
  - Notes & Research (56668.0003)
  - Redlines (56668.0003)
  - Title (56668.0003)

# Template “Redesign”

## Templates designed by Legal Service Type

### Utilities

- WATER RIGHTS (56639.0001)
  - .Searches (56639.0001)
    - Matter Number Content (56639.0001)
    - Recent Workspace Content (56639.0001)
    - Workspace Content (56639.0001)
  - Admin Docs & Invoices (56639.0001)
  - Agreements (56639.0001)
  - Correspondence (56639.0001)
  - Discovery (56639.0001)
  - Due Diligence (56639.0001)
  - E-mail (56639.0001)
  - Indicies / Outlines (56639.0001)
  - No Folder Match (56639.0001)
  - Notes & Research (56639.0001)
  - Official Agency Filings (56639.0001)
  - Transcripts (56639.0001)

### Franchising

- 2009 FRANCHISING DOCUMENTS (43673.0004)
  - .Searches (43673.0004)
    - Matter Number Content (43673.0004)
    - Recent Workspace Content (43673.0004)
    - Workspace Content (43673.0004)
  - Admin Docs & Invoices (43673.0004)
  - Agreements (43673.0004)
  - Client Documents (43673.0004)
  - Corporate Governance (43673.0004)
  - Correspondence (43673.0004)
  - E-mail (43673.0004)
  - Notes & Research (43673.0004)
  - State Documents (43673.0004)
  - UFDD (43673.0004)

### Zoning

- REZONING OF [REDACTED] (56473.0001)
  - .Searches (56473.0001)
    - Matter Number Content (56473.0001)
    - Recent Workspace Content (56473.0001)
    - Workspace Content (56473.0001)
  - Admin Docs & Invoices (56473.0001)
  - Arch/Civil & Consultants (56473.0001)
  - City Approvals, Reports & Agendas (56473.0001)
  - Correspondence (56473.0001)
  - E-mail (56473.0001)
  - In-house Exhibits (56473.0001)
  - No Folder Match (56473.0001)
  - Notes & Research (56473.0001)
  - Project Status (56473.0001)
  - Submitted to City (56473.0001)
  - Working Documents (56473.0001)

# Zuckerman Spaeder LLP - Matter Centric “Reinvention”

Shawn R. Mitkowski

# Background

## Zuckerman Spaeder LLP

- Founded in 1975
- 100+ attorneys; 5 offices on the East Coast
- Deployed FileSite 8.2 patch 2 in October 2006
- Our Deployment included a Matter Centric Design migrated from Attorney Centric File System
- My Role: Chief Information Officer

# Then...

- Change their way of thinking before you need them to change
  - The Infamous (and Infinite) File Migration of February 2006
- Folder Structure v1 – v14
- Migrated all files into Matter Centric database
- Training based on “what you need to know to do your job”
  - Taught practical, real-world document life cycle examples rather than features & tools
  - Trained email workflow using some of Outlook’s advanced features
    - Search folders
    - Rules
  - Immediate refresher training delivered in “chunks”
- One repository for all data in a case
- Ability to quickly and easily include scanned hard copies as part of case file
- Failed searches, email management too cumbersome, folder structure was overwhelming

# Then...

## Old Folder Structure:

- \_Correspondence
      - \_All Correspondence
      - \_30 Day Window
      - \_Final
      - Adversary
      - Court
      - Client
      - Government
      - Letters
    - \_Discovery
      - \_All Discovery
      - \_30 Day Window Discovery
      - Client
      - Depositions
      - Discovery Agreements
      - Documents Index
      - Exhibits
      - Experts
      - Government
      - Interrogatories & Responses
      - Other Defendants
      - Privilege Logs Reports
      - Requests for Production & Responses
      - Requests for Admissions & Responses
      - Rule 26 Disclosures
      - Subpoenas
      - Third Parties
      - Witnesses
    - \_Email
      - \_30 Day Window Email
      - \_All Email
  - \_Pleadings
      - \_All Pleadings
      - \_30 Day Window Pleadings
      - \_Filed
      - Administrative
      - Appellate
      - Federal
      - Motions and Supporting Documents
      - Pleading Index
      - Notices of Service
      - State
    - Administration
      - \_All administrative Docs
      - \_30 Day Window administrative
      - Billing
      - Check Requests
      - Fax Cover Sheets
      - File Index
      - Labels
      - Service List
    - Appeal
      - \_All Appeal Documents
      - \_30 Day Window Appeal
      - Briefs
  - Archive
      - \_All Archive Documents
      - \_30 Day Window Archive
    - Hearings
      - \_30 Day Window Hearings
      - \_All Hearing Documents
      - Preparation
      - Transcripts
    - Hot Documents
      - \_30 Day Windows Hot Documents
      - \_All Hot Documents
    - Jencks Material
      - \_30 Day Window Jencks Documents
      - \_All Jencks Documents
      - Grand jury transcripts
      - Other Witness Statements
    - Media
      - \_30 Day Window Media
      - \_All Media Documents
    - Memos
      - \_All Memos
      - \_30 Day Window Memos
    - Notes
      - \_30 Day Windows Notes
      - \_All Notes
    - Research
      - \_All Research Documents
      - \_30 Day Window Research
      - Factual
      - Legal
  - Sentencing
      - \_30 Day Window Sentencing
      - \_All Sentencing Documents
      - Character Letters
      - Presentence Investigation Reports & Responses
    - Settlement/Plea
      - \_30 Day Window Settlement/Plea
      - \_All Settlement/Plea Documents
      - Correspondence
    - Transcripts
      - \_All Transcripts
      - \_30 Day Window Transcripts
      - Agreements
      - Other
    - Trial
      - \_30 Day Window Trial
      - \_All Trial Documents
      - Exhibits
      - Jury Instructions
      - Transcripts
      - Voir Dire
    - Unfiled



## ...and Now

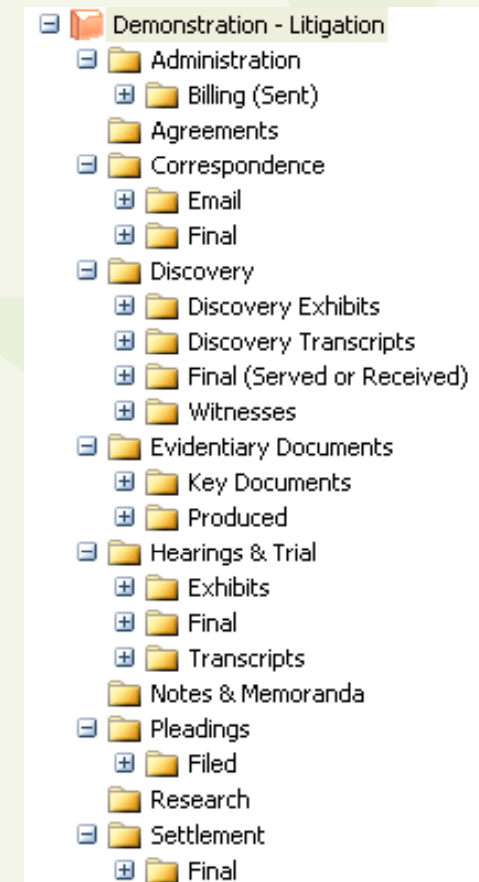
- 8.5 Rollout includes:
  - IDOL indexer
  - e-mail management
  - express search
  - data miner
  - offsite
- Workshare Professional 5.2 SR3

# ...and Now

## New Folder Structure:

### Major Changes:

- Streamlined Template Design
- Only 4 different templates:
  - Litigation, Bankruptcy, FDA and Transactional
- Elimination of Doc Types
- Restricted ability to create sub folders
  - All requests for sub folder creation via CMC
- Elimination of “All Matter Documents” searches



# Keating Muething & Klekamp PLL - Matter Centric “Reinvention”

Ann Johnson

# About KMK

- 115 Attorneys/150 Staff located in Cincinnati
- WorkSite Server 8.5 Verity Indexer
- FileSite 8.2
- WorkSite Web 8.0
- DocAuto WorkSpace Manager, iMPrivate and Watchdog Server

# DM/RM Timeline

- Converted from SoftSolutions to iManage in 1998
- Installed FileSite in 2001 (aka InfoLook, MailSite) to provide email management
- Installed WorkSite Web in 2001
- Implemented Matter Centricity in 2006
- Rolling out 8.5 IDOL with Office 2007, Fall 2010
- Installing Interwoven Records Management, Fall 2010
- Matter Centric redesign, to be determined

## Potential MCC Modifications

- DocTypes - reduce the number or totally eliminate
- Reduce the number of tabs and folders
- Implement structured method for users to create and modify tabs and folders
- Redesign Email folder structure - volume overwhelms folders
- Monitor and enforce MCC policy compliance

# Moderator Questions

- Who did you involve on the redesign? Lawyers, practice group managers, surveys, etc.?
- Do you allow users to create folders or is it done by IT? What is your methodology for that? Has it changed and why?
- Did you revisit the use of doc types/classes, etc? If so, how did you change that and why?
- Did you change the way you handle pending matters?

# Audience Questions

