

How KM Supports AFAs

Part I – Business Process Alignment

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Three Questions

- Where do you want to go (today and tomorrow)?
- What do you need to know to get there?
- How do you get there from here?

Where Do You Want to Go?

- Align client and firm fee expectations
- Understand the cost of [X] type of work
- Know how you price your deals/cases
- Manage your deal/cases (projects)
- Share details/collaborate with client

What You Need to Know

- Client goals and processes
- Financial goals and measures
- Fee arrangements and classifications
- Budget and project management preferences
- System & process alignment

Getting There From Here

- Fee proposals, budget templates, matter details
 - Crafting the fee arrangement
 - Creating budgets
 - Capturing matter details
 - Capturing fee and billing information
- Analysis
- Virtuous (vicious) circle