

Ask Sutherland: Introducing Enterprise Search

Sarah Stephens
Chief Knowledge Officer
Sutherland Asbill & Brennan LLP

My Background

- **MLIS, McGill University**
- **Law Librarian, Sutherland**
- **Manager of Library Services, Sutherland**
- **MBA, University of Maryland**
- **Chief Knowledge Officer, Sutherland**
 - **Library and Research Services**
 - **Competitive Intelligence**
 - **Knowledge Management**

Sutherland Asbill & Brennan LLP

- Seven offices, six in the US, one in London
 - Biggest offices are Atlanta and DC
- Practice groups: corporate, energy & environmental, financial services, intellectual property, litigation, real estate, tax
- Filesite, includes non-billable work spaces for practice documents, departmental and personal materials
- Elite, InterAction, WestKM
- SharePoint extranets
- Recommind

Ask Sutherland

- Interviews with attorneys told us they needed to know about the firm
- Intelligent, enterprise search was the obvious solution
- Data sources include:
 - DMS (FileSite)
 - Client work product saved to specific network drives
 - InterAction
 - Elite
 - WestKM
 - HR databases
- Fully deployed in 2010

We Expected

- Pushback from attorneys
- Security concerns related to use of documents
 - Tax lawyers concerns about corporate attorneys doing tax work
- Concerns about revealing time notes
- Reluctance to reveal financial information related to clients and matters

We Saw

- Pushback from administrative staff
- Little pushback from attorneys
- Exception = Document security
 - Concerns were not related to document use
 - Fear of leaking info to press
 - One partner shut down the entire system
 - Pulled all non-billable information, including general knowledge materials
- Not all information was in a place that could be easily searched

Outcomes

- Discussion about what kind of firm we are and want to be
 - Managing Partner, Strategic Partner, & General Counsel believed in sharing knowledge
 - The identified security concern was not a technology issue but recruiting and training
- Better understanding of security
 - Numerous discussions about why secure information appears in search results, secure subfolders, and access to folders
- More thought given to securing matters at intake

In The Works

- **Planning an upgrade to Decisiv 7**
 - Include additional data sources
 - Improve access to current sources
- **Full relaunch of Ask Sutherland**
 - Widen usage across the firm
 - Deepen usage beyond documents