

BECOMING THE IN-HOUSE DEVELOPMENT SHOP FOR CUSTOM CLIENT APPLICATION DEVELOPMENT

Monday, August 14 • 11:00 am – 12:00 noon





SPEAKERS



Tricia Dachel

Senior Manager of
Software Application
Development
Foley & Lardner



Jessica Hackett

Knowledge Management
Manager
Baker Donelson



Jeff Sabado

Director of Technology
Solutions
Davis Wright Tremaine



Jennifer Schumacher

Client & Lawyer
Collaboration Team
Leader
Bryan Cave

PROJECT INTAKE



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- Process for receiving and reviewing project requests from clients
- Process and criteria for making the go or no-go decision
- Making the business case for leadership and affected lawyers
- Delivering the message to the client

DOING THE WORK



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- Scoping, requirements gathering, designing and planning
- Marshalling financial and human resources for the project
- Building, testing and implementation

SUPPORT



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- Champion a Support Process
- Setting service levels
- Determining and enforcing ownership
- Handoff and closure

FUTURE



FUTURE

- How far do you see your firm taking this in the near future?
- Where do you see the legal industry headed with this in the next 5 to 10 years and beyond?