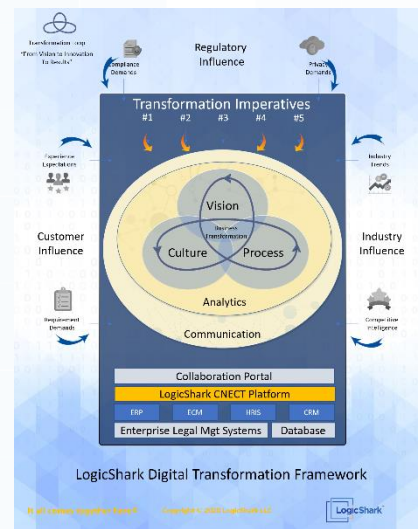




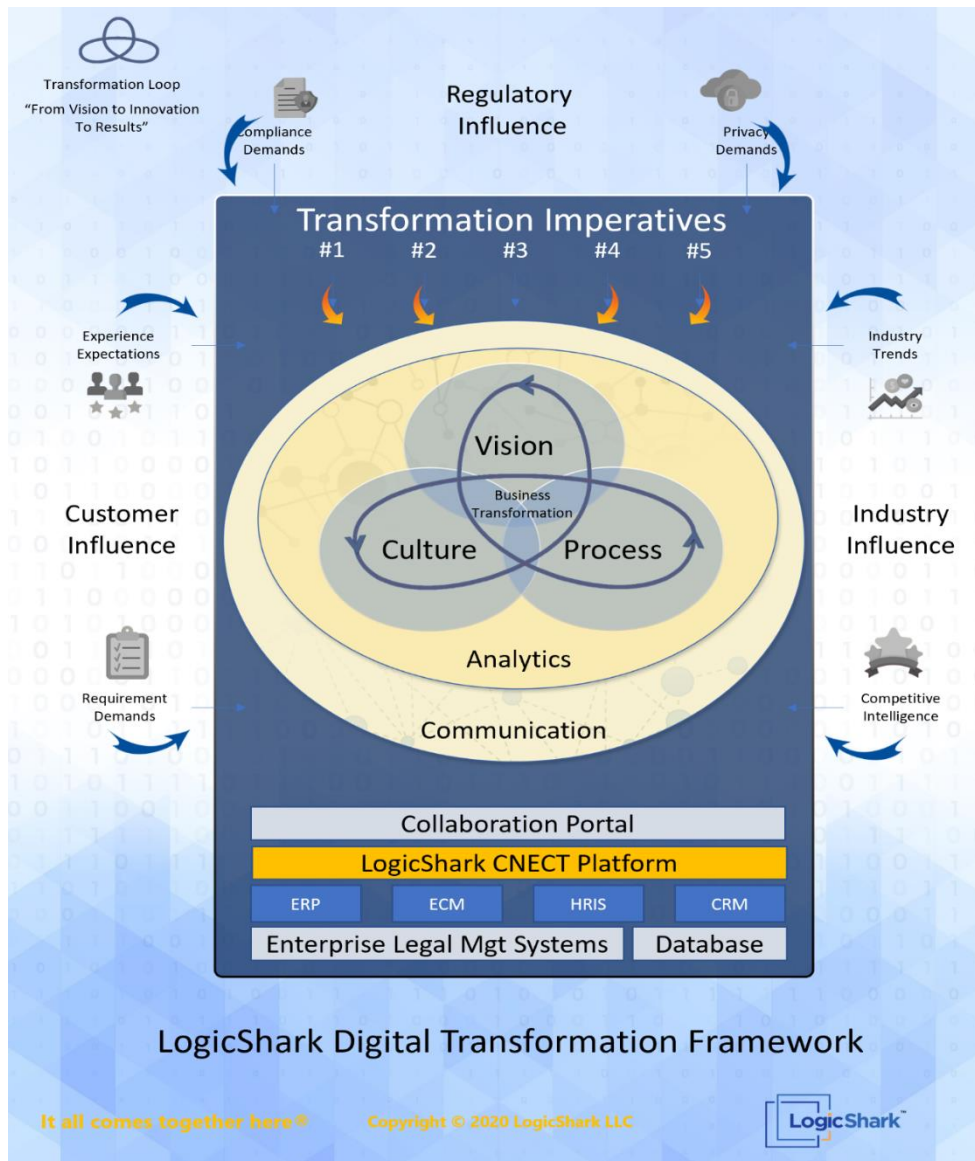
Digital Transformation Framework for Legal Ops



A Whitepaper

1 Introduction

A Digital Transformation program has a lot of moving parts and it can be difficult to discuss or describe what it is and what it is all about, thus making it difficult to garner support and get the effort off the ground. To help address this, we created the LogicShark Digital Transformation Framework. The framework provides a one-page, easy to understand diagram of what the transformation effort is all about.



Often times, many whiteboard sessions are needed just to reach a common understanding and approach on the transformation effort. So, a single diagram framework such as this can be helpful when providing a common understanding of what's involved.

When completed for your organization, this framework serves to impart to you and your stakeholders the fundamentals of your Digital Transformation Program and helps you to communicate that it involves more than just technology.

The following paragraphs walk through the framework and the individual components that convey the holistic approach needed to achieve digital transformation.

2 A Walk through the Digital Transformation Framework

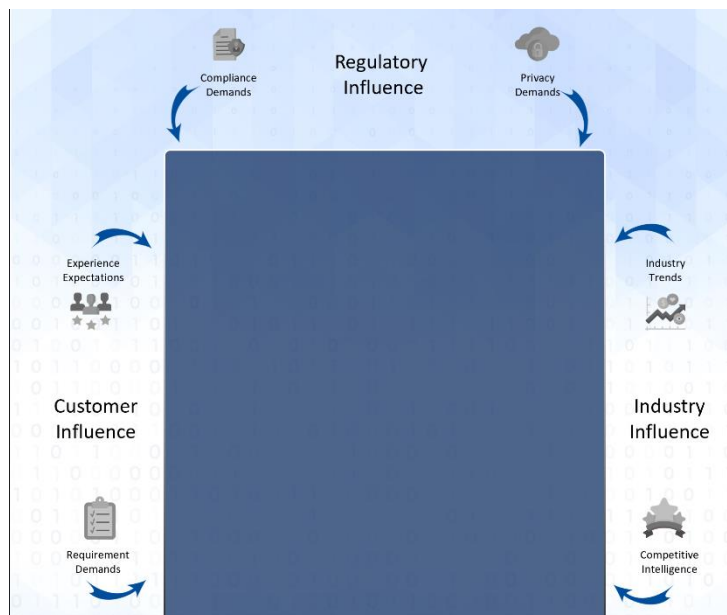
The Digital Transformation Framework is comprised of multiple elements including:

- External Influences
- Transformation Imperatives
- Vision
- Technology Stack
- Transformation Loop

2.1 External Influences

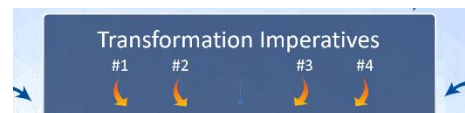
When we look at the LogicShark Digital Transformation Framework, we start with the external influences that are driving your need to transform, work our way into the middle and then work our way back to the outside.

These external influences can be demands made by regulatory agencies, they could be a result of industry trends or new competitive offerings, or it could be that your stakeholders are requiring changes because their expectations of how you respond to legal service requests are changing. Regardless of the drivers, you know you need to do something that requires you to transform your legal operations team if you are to meet and exceed your client demands. So, where do you start?



2.2 Transformation Imperatives

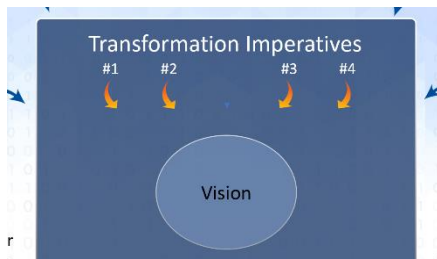
At the top of the framework, we see where digital transformation meets business strategy. The numbered Transformation Imperatives serve as placeholders for your imperatives and serve as a lens that keeps you focused on what you need to



achieve as a legal operations team and what your transformation-related programs must do to support these imperatives.

2.3 Vision

A solid transformation strategy must be focused on achieving the vision for what the team must transform to in order to address the externally driven requirements.

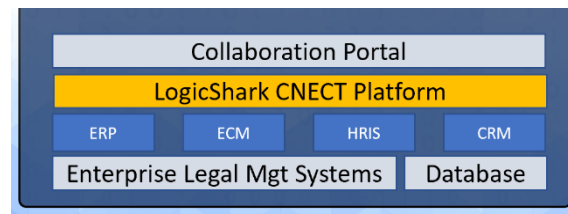


Therefore, we move into the middle of the framework to define a vision that sets expectations for future state goals that require you to elevate your operations and transform it into the data-driven team you need. With a clearly defined vision, you can set your Transformation Imperatives that, when achieved, incrementally move your team down the right path.

2.4 Technology Stack

With a vision as your guide, you look to define processes that will allow you to better serve your clients. These processes leverage the information in your Enterprise Legal Management platforms and line of business applications such that data and documents are available, accessible and usable (anywhere, anytime, and from any device) allowing you to streamline, automate and innovate new and efficient business processes.

This is conveyed in the framework by the technology stack at the bottom of the diagram and the directional line from the Vision bubble into the Process bubble.



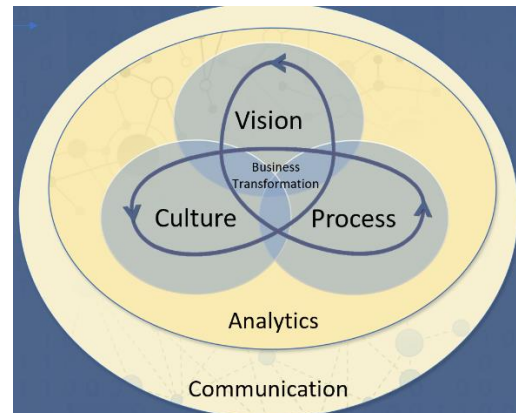
2.5 Transformation Loop

A successful digital transformation is one that empowers team members to develop new capabilities, deliver superior customer experience, and optimize business operations. But it is easy to overlook the fact that your team is accustomed to doing their jobs in certain ways and those ways will change as the processes are streamlined, re-engineered and transformed.

Unless the company recognizes at the outset that digital transformation is a fundamental organizational change issue rather than only a technology issue, and manages the journey from that perspective, it will fail to deliver the anticipated value from investing in transformation. This is indicated by the directional line proceeding from the Process bubble into and through the Culture bubble. So, you start with a Vision, leverage your technology to develop new processes, prepare your people for the impending change, and adjust your vision as your program matures. We refer to this as the “Transformation Loop”.

The “Transformation Loop” is a visualization of how you turn your vision into real, measurable business results. Using your Transformation Imperatives as a guide for your initiatives, you

- determine and apply the behaviors and values important to you,
- embed these values into new and innovative processes,
- implement these processes using your ELM platforms and line of business applications,
- and complete the loop by institutionalizing the approach into your culture.



Finally, as you’re undertaking the initiatives that transform the way your legal operations team functions, you need to have a comprehensive Communication Plan to prepare your clients for what is coming, and ensure they are ready (i.e. trained) to successfully leverage the newly implemented processes. As you deploy these initiatives, you must understand where things are working and where they are not. To do that, you need to collect key performance indicators and analyzing them for effectiveness. Where things are working, great. Where not, improve or discard, but keep moving forward.

3 Conclusion

A Digital Transformation program has a lot of moving parts and it can be difficult to discuss or describe what it is and what it is all about, thus making it difficult to garner support and get the effort off the ground. It involves establishing a vision, determining how best to integrate and leverage the technologies you have in place to support that vision, defining and automating new and more effective business processes and making sure your people and your clients understand what it will mean to them.

The LogicShark Digital Transformation framework can be a very effective tool for launching your journey. When tailored for your company, the framework serves to impart to you and your team the vision and goals for the Digital Transformation Program as well as the important components of the overall strategy. It’s a constant reminder and a valuable communication tool for galvanizing support for the initiative.



About LogicShark

LogicShark focuses on two major changes taking place in the legal community: Digital Transformation and the increasing need to integrate data across enterprise platforms. In our approach, technology is not the deciding factor: knowledge, leadership and culture are must-haves for organizations to recognize relevant technology and apply it appropriately in order to provide the transformational value today's customers demand.

LogicShark helps organizations in designing and implementing their digital transformation strategy and making it a reality. Our knowledge and experience with ELM platforms, building comprehensive roadmaps that facilitate fast and effective change, and our ability to deliver it using our low-code, application development software, the LogicShark CNECT Platform, provide our clients with the highest opportunity for success.

Copyright © 2021 by LogicShark, LLC

All rights reserved. No part of this publication may be reproduced, distributed, or transmitted in any form or by any means, including photocopying, recording, or other electronic or mechanical methods, without the prior written permission of the publisher, except in the case of brief quotations embodied in critical reviews and certain other noncommercial uses permitted by copyright law. For permission requests, write to the publisher, addressed "Attention: Permissions Coordinator," at the address below.

LogicShark, LLC
144225 College Blvd
Lenexa, KS 66215
www.logicshark.com