



## Live webinar

---

What happened at CLOC? Legal ops in 2019

11 February 2019 | 14:00 GMT | Submit questions [@GetJuro](#)



**Stephanie Stevenson** | Service design lead, Lawyers on Demand (LOD)



**Fleur Kitchingman** | Former GC, Carillion Canada



**Mary Bonsor** | CEO and co-founder, F-LEX



**Tom Bangay** | Head of content, Juro

## Reminder: what is CLOC?

Corporate Legal Operations Consortium | [www.cloc.org](http://www.cloc.org)

1944 members  
44 states

971 companies  
42 countries

173 Fortune 500  
24 regional groups



© 2019 Corporate Legal Operations Consortium, Inc.



**'19 CLOC LONDON INSTITUTE**

21-22 JANUARY 2019  
LANDMARK HOTEL, LONDON



**400 attendees**  
From in-house legal, legal ops  
and private practice

© 2019 Corporate Legal Operations Consortium, Inc. | Visit [cloc.org](http://cloc.org)

# What happened at CLOC? Legal ops in 2019

## 1. Metrics: who's tracking what, and is it working?

#CLOC2019London



### Creating a metric-driven legal department

"I've not yet seen a case where once a department started tracking data, they didn't make progress against it"

**Stephanie Corey, General Partner, UpLevel Ops**

**Juro**

Search 'Juro legal ops'



**CLOC**  
@cloc\_org

Lisa Konie demystified metrics at #CLOC2019London.  
[#LegalMetrics](#)

5 10:48 AM - Jan 22, 2019

[See CLOC's other Tweets](#)



## What happened at CLOC? Legal ops in 2019

### 3. What does 'innovation' mean in 2019?

- Smart collaboration?
- Service design?
- Vendor selection?
- Better legal education?

**“Do you want to incrementally improve current processes - or achieve radical, transformative change?”**

- *Richard Susskind, CLOC London closing address*

♥ The Legal Technologist liked



**Zoë Andreae** @ZoeAndreae · Jan 22

The best way to predict the future is to invent it! [@richardsusskind](#) ✨  
[#CLOC2019London](#)



## What happened at CLOC? Legal ops in 2019

### 4. Is change management the next dominant issue in legal operations?

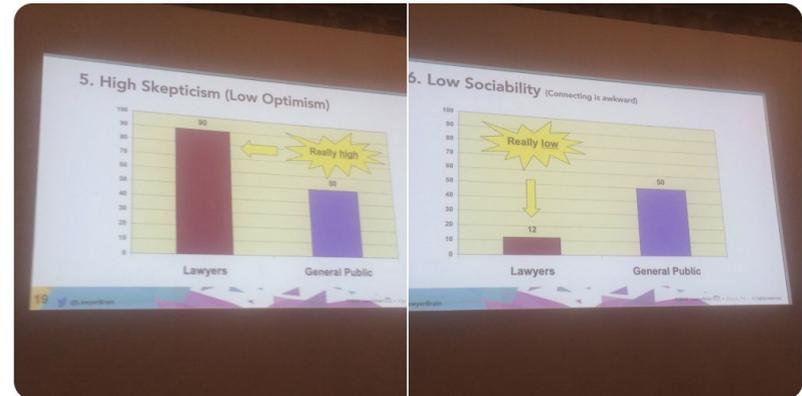
- Scoping requirements and choosing solutions = just the beginning
- The heavy lifting involves elements like:
  - Allocating the work
  - Project management
  - Driving change on the ground
  - Understanding how to implement new processes with wide adoption

♥ Nerushka Bowan and 2 others liked



**Jamie Fraser** @talkinghornjnr · Jan 22

Dr Larry Richard putting out some uncomfortable truths (based on data!) about lawyers... #CLOC2019London #Lawyers #awks



↻ 5

♥ 13



If you want to find out more about legal operations, you can download our free eBook: [info.juro.com/eBook](https://info.juro.com/eBook)



## Any questions?

This webinar has been recorded. A link will be sent out later along with the slides.

Download our free eBook on legal operations: [info.juro.com/ebook](https://info.juro.com/ebook)

Follow us on Twitter: [@GetJuro](https://twitter.com/GetJuro)

Follow us on LinkedIn: [www.linkedin.com/company/juro/](https://www.linkedin.com/company/juro/)