

The 2012 CIO Forum

**April 24, 2012
Thomson Hall
New York City**

Draft Agenda

8:00 a.m. – 8:30 a.m. Registration & Continental Breakfast

8:30 a.m. - 8:45 a.m. Opening Remarks

8:45 a.m. - 9:30 a.m. Living with Uncertainty: Current State of the Legal Market and Implications for CIOs

For the last four years, law firm leaders have watched the economic underpinnings of the legal market change dramatically. Yet, there is still little clarity about what the post-downturn market will look like for firms as they move forward. Using Peer Monitor data on legal market demand, productivity, and realization, this panel will help to bring the economic reality into focus. The challenges and opportunities posed by the current environment will also be discussed.

9:30 a.m. – 11:00 a.m. Prioritizing in the Attention Economy: Realizing an IT Strategy Within a Complex Firm Environment

This will be a highly interactive session that requires submitting information in advance. Each attendee needs to answer three questions:

1. What is your biggest priority this year?
2. What do you expect will be your biggest 2013 priority?
3. In your dream world, what would your priority be?

Based on the answers to your questions, we will create 5 to 10 break-out groups to discuss priority projects - what are the key goals, issues, and drivers. We will re-assemble and then each group will report to entire audience, with time for discussion of how CIOs can best accomplish these goals, given the challenges of gaining buy-in from multiple stakeholders.

11:00 a.m. - 11:15 a.m. Break

11:15 a.m. – 12:15p.m. Re-Defining the IT Organization to Thrive in the New Legal Landscape

The Great Depression has transformed the legal market and law firms are increasingly asking their IT leadership to focus on information management as much as, or more than, on infrastructure and technology. Some CIOs are responding by focusing more on collaborating with information-intensive functions, such as Marketing, the Library, Records Management, and legal project management, to exploit technological resources. Others find that more of these functions are reporting directly to them. Which approach makes sense? This panel will explore the industry drivers for this transformation and discuss the challenges CIOs face in responding to these new organizational models.

Topics Include:

- What are the pros and cons of each approach? Is it better for IT to have "clients" or to "own and operate" non-technical functions?
- Which functions are the most natural candidates for CIO reporting relationships?
- What is the optimal role of the CIO and IT in process improvements and legal project management programs? Can and should IT drive them?
- What risks and challenges are associated with an expanded expanding span of control?
- What skills does a CIO need to effectively manage non-technical functions?

12:15 p.m. - 1:15 p.m. Networking Lunch

1:15 p.m. - 2:15 p.m. Low Cost Service Centers and Law Firm IT

Several firms have opened low-cost service centers as a means of competing for increasingly cost-conscious clients. What do these centers mean for IT? This panel will explain which staff were centralized, why, the advantages and disadvantages. It will also cover planning for such a move, whether centralizing multiple departments in one location changes relationships among functions, and the overall impact of the service center on IT and the firm.

2:15 p.m. - 3:15 p.m. Client-focused panel on risk, security, etc.

3:15 p.m. - 3:30 p.m. Break

3:30 p.m. - 4:30 p.m. Mobility Strategies and the Future

With the proliferation of mobile devices and an increasingly mobile workforce, law firms must devise strategies to help their lawyers work efficiently while ensuring firm data is safe and protected.

Topics include:

- What devices are law firms supporting? Are we moving to BYOD?
- Are firms allowing, supporting, encouraging, or discouraging lawyers working virtually?
- What security issues to mobile working engender, and how are firms addressing them?
- What are the total costs per lawyer?
- Back to the future: can iPad users do without a notebook PC?
- Support strategies

4:30 p.m. – 4:45 p.m. Closing Remarks

4:45 p.m. - 6:00 p.m. Cocktail Reception