

Matter Management Template

- Version: HighQ 5.5
- Date: April 2021

Introduction

The site will be used by an in-house Corporate legal team as a central matter information and collaboration place for complete visibility and analysis of the legal team's workload, activity, spend and risk.

This is aimed at in-house legal departments of all sizes, who currently have no central place to manage their matters of all types, collaborate with their instructed outside counsel on those matters and may also wish to do some 'light touch' spend management of those matters.

The parties who will require access to the site include the following:

- Legal team
- Business stakeholders (such as HR for Employment/litigious matters)
- Outside Counsel
- Other Approvers/Reviewers

Groups have been created for the different roles.

You may wish to use this template as 'phase 2' of the Legal Service Requests template, where those requests become more complex matters and need to be managed in a separate site with more complex workflows and spend management.

Difference between 5.4 and 5.5 versions

- Main dashboards now split up into 'summary' dashboard and 'outside counsel & spend' dashboards for more digestible insights
- Addition of a 'Team Tasks' dashboard for the Legal Team, leveraging enhanced 5.5 data visualisation capabilities for Tasks
- Usage of Smart Folders
- New workflow 'scheduler' rule leveraging 5.5 workflow trigger enhancements, to remind legal team and outside counsel to update matters weekly
- New workflow rule to notify outside counsel they have been instructed (if applicable)
- Groups and permissions – former 'Outside Counsel' group now split into separate groups for individual law firms (iSheet view permissions mirror the same)

Goal

Traditional In-House Legal Service

Legal matters are often times not tracked and managed in one central place and if they are, it's via spreadsheets which are not stored in one central location, therefore the in-house lawyers working on these matters are never quite sure what is the most up to date, current version of that spreadsheet and therefore current status of those matters.

Allocation of work both internally and to outside counsel is manual and again, there is a lack of visibility on who is working on what, when and how long for.

Where outside counsel is instructed on matters, updates are received by the in-house legal team piecemeal via email and calls, who also have little to no visibility over spend of those matters. The subsequent manual billing process

results in delayed payments, frustrating the law firms in question and negatively affecting working relationships between in-house legal and their outside counsel.

The Opportunity

There is an opportunity for the in-house legal team to more efficiently and effectively deliver services that would have previously been lengthy, difficult to get insight into, report on and scale. Using granular permissioning sets, this template can provide in-house lawyers with one central place to manage and collaborate on matters both internally and externally with their outside counsel, increasing the transparency of important and high risk matters using analytics. The use of workflow automation will enable more efficient allocation and management of matters again, both internally and externally.

Key Modules Overview

The core of this template is the **iSheets** module, where all matters are tracked and managed. All of this information feeds through into the **dashboards**, where key information (e.g. status, spend and risk overviews) is reported.

Tasks are used to allocate and manage requests using **workflows**.

The **Files** module is used to store related matter documentation to create a central repository and allow the Legal Team to do things like send for signature via Docusign/Adobe Sign and leverage Smart Folders for better access and visibility into documents of the same type or status.

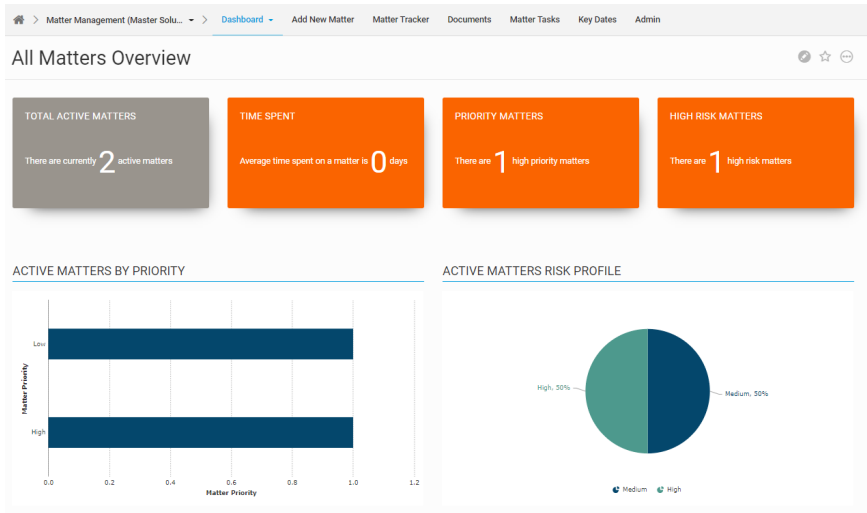
General

A custom navigation has been created, which can be modified to your organisation's vernacular via the Site Admin – Site Navigation.

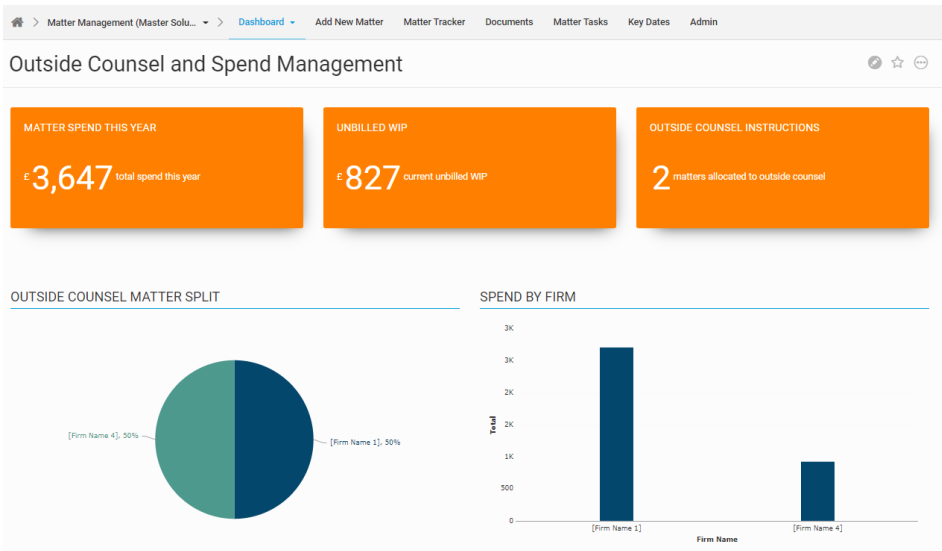
Home Page

There are three Home pages;

1. **All Matters Overview** – this is the default homepage. It summarises all key information around active matters, average days taken to complete a matter, priority and risk matters.

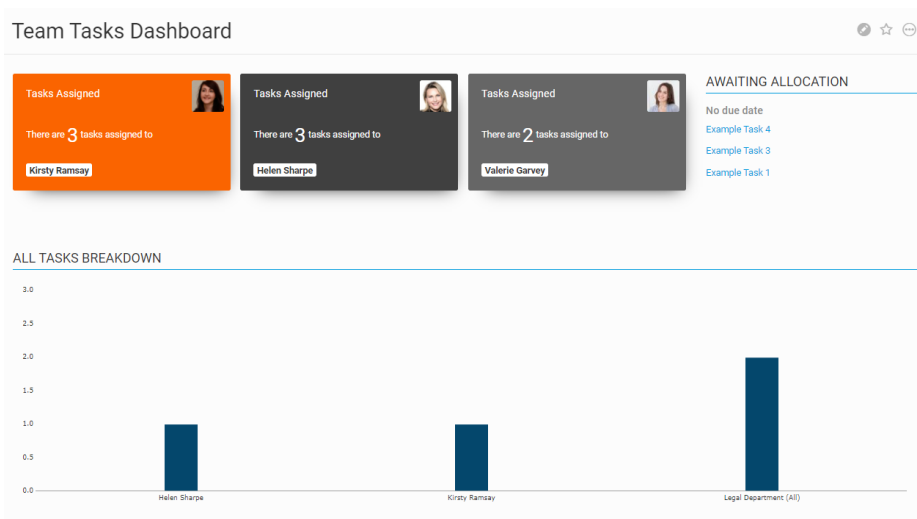


II. **Outside Counsel and Spend Management** – this is to summarise key spend information, how many matters have been allocated to outside counsel and the split of those instructions between the law firms.



III. **Team Tasks Dashboard** – leveraging new 5.5 data visualisation capabilities,

Please note that the Team Tasks dashboard charts require updating before deployed in a live environment. This is because the individual users are not yet known therefore the 'Assignee' Series cannot be determined.



Matter Tracker (iSheets)

The screenshot shows a web form titled "Add record" with a "Jump to" dropdown and a close button. The form is divided into a "Matter Details" section. The fields are: "Matter Type" (dropdown menu), "Matter Name" (text input with a note: "Complete this field to receive a notification regarding the create matter automatically."), "Matter Description" (text area with a note: "Please provide as much detail as possible about the nature of the matter."), "Country/Region" (dropdown menu), and "Matter Start Date" (date input showing "22/04/2021" with a calendar icon and "(DD/MM/YYYY)" format). At the bottom are "Cancel", "Add", and a dropdown arrow.

The most prominent module on the site is the Matter Tracker iSheet.

iSheet column profiles and set up:-

Matter Details

- Matter reference – a reference number will be automatically assigned to each request. You may change the prefix/suffix to fit your organisational vernacular/taxonomy.
- Matter Type – MANDATORY - choice - what type of matter is this? This may drive workflows and is important to data visualisations and reporting. You will need to rename/add/remove these choices to make relevant to your organisation.
- Matter Name – MANDATORY – text – give this matter a name relevant to type/customer/third party etc
- Matter Description – MANDATORY - multiple line text – input as much detail as possible about the matter. This will be the main reference point for both in-house and external legal to garner information about the matter.
- Start Date — date – when did this request originate? Default is today's date which can be overridden if matter is being created before/after date of actual origination
- End Date – date – workflow engine is set up to input this on the date the Status (see below) is changed to closed or aborted. You can override this date manually if required.
- Assigned To – user lookup - input name of person within legal team who will be assigned to and dealing with this matter.
- Matter Folder – folder link – link to the (head/master) folder in Files module where all related matter documentation and correspondence is to be kept. You will need to manually populate this link after the matter is created and folder then created by workflow engine.

Business Contacts

- Business contact name – text – if relevant, input the name of the key business stakeholder/contact connected to the matter.
- Business contact email – text – if relevant, input key business contact's email address. This will be used by the workflow engine to update this contact by automatically sending an email on the outcome of the matter once it is closed.
- Business unit — choice - what department/area is the relevant business contact from within the business? You will need to add/remove these choices to make relevant to your organisation.

Matter Status

- Current Status – choice – what is current status of the matter. Default is 'Active'. You may wish to change (rename/add/remove) these options to fit your organisational vernacular and processes.
- Comments – text – space for legal (internal and external) to provide their comments and advice on the matter.
- Matter Priority – choice – Legal team can assign a priority to this matter - low/medium/high – default is blank.
- Reason for High Priority – text – if priority is selected as 'high', this field will appear to be filled in to justify the high priority allocation.
- Matter Risk – choice – Legal team can assign a risk to this matter – low/medium/high – default is blank. You may wish to change this to a 'score' column and assign other data points such as matter type, business unit a 'score' so that risk is automatically determined (which could then be overridden manually if required).
- Reason for HighQ Risk – text - if risk is selected as 'high', this field will appear to be filled in to justify the high risk allocation.

Outside Counsel

- Is Outside Counsel Instructed? – choice – only option is 'yes', select this to then be presented with law firm options – see below.
- Firm Name – choice – select the law firm to be instructed. Selecting this will trigger a workflow to automatically email the lead lawyer informing them they are now instructed on this matter.
- Assigned External Lead Lawyer – user lookup – input the external lawyer from the selected law firm who will be the assigned/key contact at said law firm. As above, ensure the correct user is selected as the workflow engine will email this user with the matter details. NOTE: this person will need to be a user in the site. If you do not intend to have your outside counsel actually be users in your HighQ site, you will need to add a new single line text column to manually input their email address and amend workflow actions accordingly.

Spend and Time Management – REMOVE THIS ENTIRE SECTION IF YOU DO NOT INTEND TO USE THIS TEMPLATE FOR ANY SPEND OR TIME MANAGEMENT

- Currency – choice – select the relevant currency. By default the options are GBP/EUR/USD - you may wish to change/add/remove these options as necessary.
- Matter Budget – number – in-house legal to input the total budget for this particular matter in the selected currency
- Amount Billed – number – for either in-house legal or outside counsel to update amount billed thus far (running total)
- Unbilled WIP – number - for either in-house legal or outside counsel to update regularly to show the current unbilled WIP
- Disbursements – number - for either in-house legal or outside counsel to update regularly to show the current total disbursements, both billed or unbilled (you may wish to split this into two separate columns)
- Credit Notes – number - for either in-house legal or outside counsel to update regularly to show the current credit notes
- Total – calculation – will automatically calculate real time: (Amount Billed + Unbilled WIP + Disbursements)- Credit Notes to provide the current running spend total of the matter
- Time Spent on Matter – calculation – will automatically calculate once the matter has been closed the number of days taken to complete this matter (including weekends). You may wish to change this to a number column for manual input by the in-house legal team and/or outside counsel.
- Invoices – attachment - for either in-house legal or outside counsel to attach all relevant matter invoices. For a more complicated solution, you may wish to house these in a separate iSheet and use a 'join' column to link between the matter tracker and invoice iSheets.

Task Metadata iSheet – please note this exists for the purpose of leveraging the Assignee in data visualisations (KPI cards). You may wish to add custom fields if you will be capturing additional custom information and notes in tasks.

Files

Only the Legal team and Approvers/Reviewers have access to this module. Site, Folders and Files all have permissions switched on by default.

By default, there is no ‘physical’ Folder structure, as the workflow engine will create matter folders (and sub-folders) with the corresponding matter reference as and when necessary. The related matter documents and correspondence should then be stored in those folders.

A few Smart Folders have been added to this site to showcase this 5.5 enhancement and give you an idea of how you may want to use these to make documents easier to find and work with. They are as follows:-

- All Email Correspondence – all files with the file type .msg will appear in here, regardless of which matter it relates to
- Out for Signature – all files which have been sent for e-signature via Docusign or Adobe Sign from HighQ and are awaiting signature will be displayed here
- Signed - all files which have been signed via Docusign or Adobe Sign from HighQ will be displayed here

Consider that by default, the entirety of the Legal Team and Approvers/Reviewers groups have admin rights over all these folders – smart folder permissions can be changed if necessary.

Workflow and Tasks

Workflow rules ensure that certain events trigger actions within the site. These are useful in the context of matter management where deadlines may be tight (especially where matters are litigious) and must be adhered to. The use of Workflow in this site is modest, and is designed to be the first step in utilising this template to assist with typically manual processes, such as the allocation of matters to both in-house legal and outside counsel, closing of matters and calculation of days taken, plus escalation of matters where they are high priority or risk. **Please note that a number of the Workflows require updating before they can take effect in a live environment.** This is because the individual users are not yet known and triggers cannot be associated with groups i.e. if all Employment matters need to be routed to person X, ensure the relevant workflow rule is updated once that person is a member of the site. All of the workflows triggered tasks and emails contain links to the triggering iSheet record (matter row) in their description.

Each of the Workflow rules are recorded below:

- I. **Adding a New Matter** – once a new matter is added, a task will be created for the Legal team to review and allocate the matter, an email notification of the same will be sent to the Legal team, plus a new folder in the Files module will be created with the same corresponding Matter Reference.
- II. **Escalation** – where either (or both) matter priority and/or matter risk are changed to ‘High’, a task will be created for the legal team member who the matter has been assigned to and the group ‘Approvers/Reviewers’ to review and manage the change in priority/risk accordingly. An email notification will be sent also.
- III. **Instruct Outside Counsel** – when ‘Outside Counsel Instructed’ is equal to ‘yes’, a law firm is selected and lead external lawyer input, then that assigned external lawyer will receive an email notification with a summary of and a link to the matter notifying them they have just been instructed.
- IV. **Weekly Report** – a weekly email will be sent to the internal Legal team, plus all law firm groups to remind them to log in and update their matters as necessary.

- V. **Matter Closed/Aborted** – when Matter Status is changed to ‘Closed’ or ‘Aborted’, the end date will be updated on that date (can be overridden manually), and an email sent to the internal legal team and business contact, notifying them of the closed/aborted status and a summary of the matter outcome.

Additional streams and lists can be added to the Tasks module as required. The standard view is the Kanban board style card view which can be easily changed via site admin.

Groups and Permissions

There are groups with pre set permissions, which you are able to modify. The pre-sets are as follows:

Group	Description	Permissions
Approvers/Reviewers	Management/Team Leaders/Legal Ops – those responsible for workload management and approving	Can view and add in the files and iSheets module. Can only view all other content.
Legal Department	The Broader Legal Team	Can view and add all content.
Business Users	Stakeholders from the business who may need to collaborate on matters.	Can view all matters but cannot edit. Can view the ‘Summary’ Home Page. No access to Files or Tasks.
Outside Counsel	Outside counsel/external law firms who legal team decide to instruct on matters.	Can view and edit those matters which they have been instructed on (but not able to export) Notify Legal weekly of open issues. No access to Homepage, Tasks or Key Dates. Also no access to Files by default – you will need to open up access to matter folders as and when necessary.

FAQs/Key Considerations

- If you do not wish to capture any spend information, or use this template to collaborate with your outside counsel, please delete those iSheet columns, views, the ‘spend’ dashboard and user Groups as necessary.
- Check Groups and Permissions are as you need them to be – particularly the outside counsel ‘Law Firm’ groups. Rename these and the corresponding iSheet column and views as necessary.
- Add/amend/delete all necessary iSheet columns and folders (including Smart folders), to reflect organisational vernacular and taxonomy.
- A number of the Workflows require updating before they can take effect in a live environment – please review all workflow rules, particularly actions and email recipients, prior to going live with this site.
- Workflow scheduler – in email content, insert a link to the relevant iSheet view using URL (due to currently not being able to insert variable ‘triggering iSheet link’).
- Associated matter documentation is stored and managed in the Files module rather than via iSheet attachment column(s), so ensure you link the relevant Folder/sub folders (which are created automatically by workflow at matter inception) in the Folder link iSheet column
- The ability to override file permissions and attach files to emails from workflows is switched OFF by default, you may wish to amend the workflow rule actions to change this and attach files to emails.
- As of 5.5, you can now comment on iSheet records which is very useful for the in-house legal and outside counsel users to collaborate with each other on matters.

- Custom task lists are generic – you may wish to add/amend/delete specific lists to fit your requirements
- Review the default 'view' for Matter Tasks – you may find the new 5.5 Hierarchy view more helpful if this template is being used primarily for very complex matters.
- KPI cards on dashboards - '£' icon to be changed according to the relevant location/currency for your organisation