Legal Service Request Template

- Version: HighQ 5.5
- Date: April 2021

Introduction

The site will be used by an in-house Corporate legal team as the ‘front door’ to the business to submit requests to the legal team. These requests can be simple questions, documentation review or the start of a more complex matter (i.e. litigious).

This is aimed at in-house legal departments of all sizes, who struggle to manage requests coming in from the business via different avenues and don’t have any means to manage and get insight into what these requests are, who they are from, current status and who in the legal team is dealing with it.

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

- Legal team
- Business stakeholders
- Other Approvers/Reviewers

Groups have been created for the different roles.

Difference between 5.4 and 5.5 versions

- Addition of a ‘Team Tasks’ dashboard for the Legal Team, leveraging enhanced 5.5 data visualisation capabilities for Tasks
- Usage of Smart Folders
- Usage of Basic user group
- New workflow ‘scheduler’ rule to inform the legal team on open issues
- New workflow rule to notify outside counsel they have been instructed (if applicable)

Goal

Traditional In-House Legal Service

When business stakeholders have something they need to ask of the legal team – whether that be an NDA, review of marketing materials or questions on compliance and policy, typically those will be sent to the legal team via email but also increasingly in the past year, via instant message or a phone call.

As a result, those requests and any associated documentation are not tracked in one single place. This means that for the business, they; a) don’t have a ‘bank’ of questions to refer to and b) don’t know the current status of their requests and whether in fact it is even in the process of being dealt with. For the legal team, there is no automated ‘triage’ process, they have no visibility over how many requests are coming in and where from, who of their team (if anyone) is working on a request, nor easy access to the associated documents attached to those requests.

With this current process, a simple question or NDA may take weeks to be allocated, drafted, reviewed and negotiated, resulting in delayed deals and transactions.

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. This template can standardise and automate the request intake process, give both the business and legal team insight into current status and workload. As a result this will improve response and cycle times, enhancing the legal team's reputation within the organisation as a valuable facilitator, not an obstacle.

Key Modules Overview

The core of this template is the **iSheets** module, where all requests are tracked and managed. All of this information feeds through into the **dashboards**, where key information (e.g. status overviews) is reported. Permissions are applied so that business users can only see their requests.

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

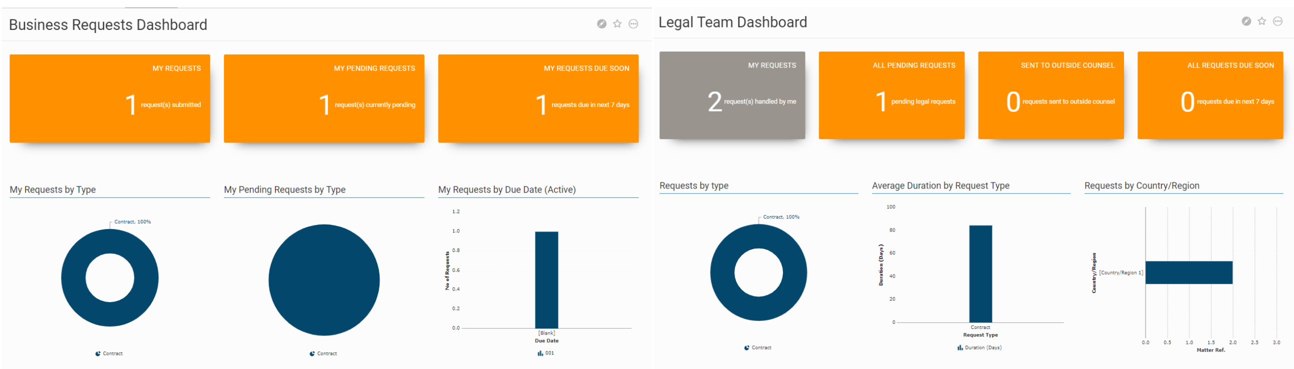
The **Files** module is used to store documents attached to requests to create a central repository and allow the Legal Team to do things like send for signature via Docusign/Adobe Sign and leverage Smart Folders for better access and visibility into documents of the same type or status.

General

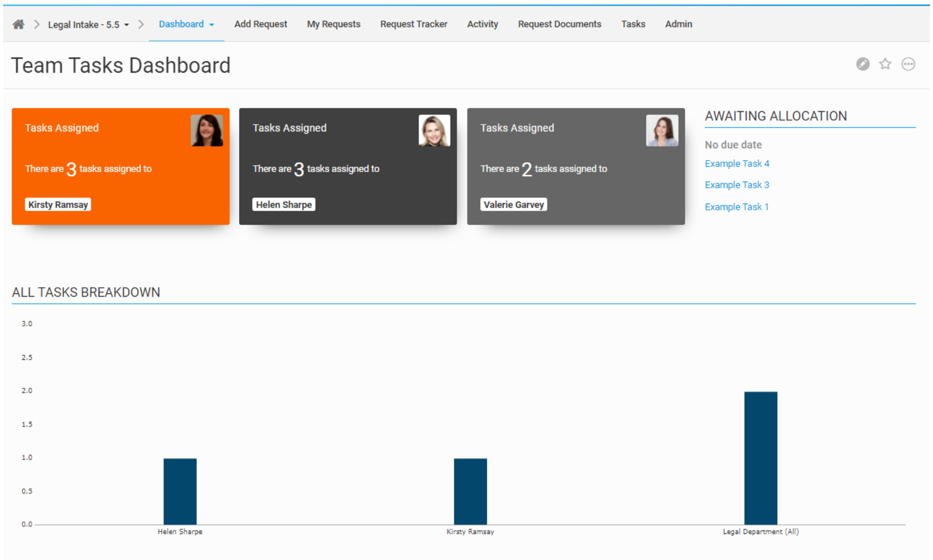
A custom navigation has been created, which can be modified to your organisation's vernacular via the Site Admin – Site Navigation.

Home Page

There are three Home pages – a 'my requests' dashboard aimed at Business users, a general Legal Team overview, and a 'tasks' dashboard for use by the Legal Team (the latter is using a basic Task Metadata iSheet). The 'Legal Team' dashboard is the default, although users in the Business Group do not have access to this dashboard therefore the 'Business Requests' dashboard is the default for those users.



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.



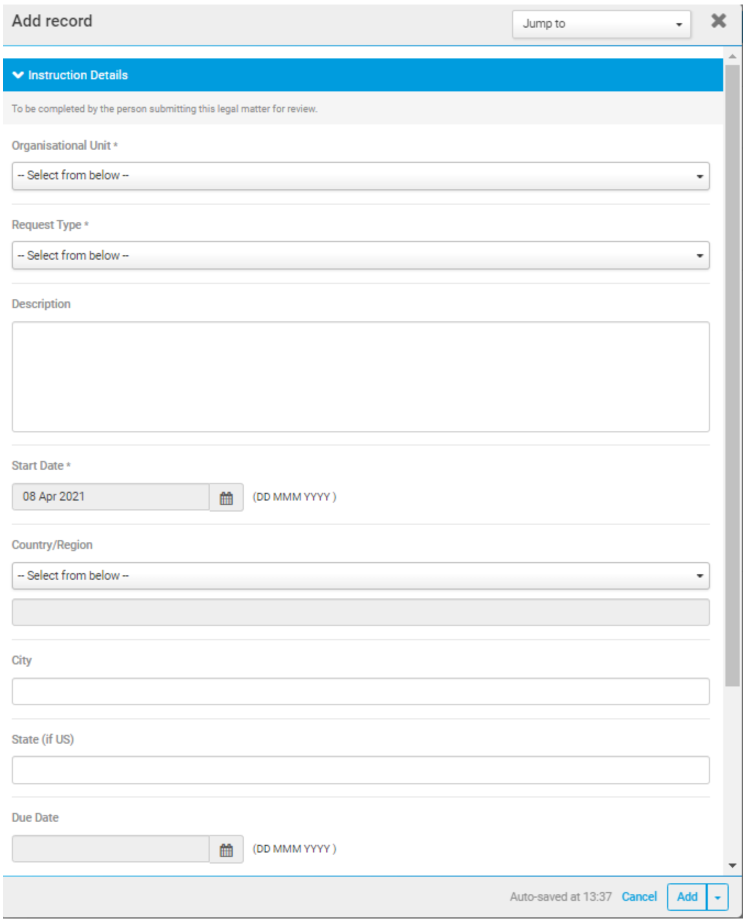
Legal Service Requests (iSheets)

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

iSheet column profiles and set up:-

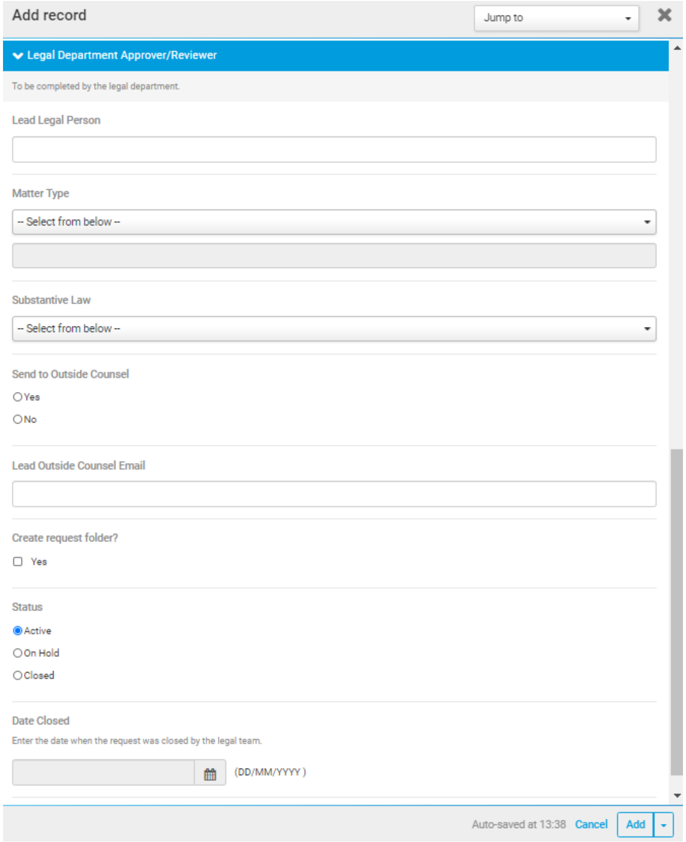
Requestor section (Instruction Details)

- Matter ref – a reference number will be automatically assigned to each request. You may change the prefix/suffix to fit your organisational vernacular/taxonomy.
- Organisational unit – MANDATORY - choice - what department/area is the requestor from within the business? You will need to add/remove these choices to make relevant to your organisation.
- Request Type – MANDATORY - choice - what 'bucket' does this request fall into? This may drive workflows and is important to data visualisations and reporting. You will need to add/remove these choices to make relevant to your organisation.
- Description – multiple line text – space for requestor to input as much detail as possible about their request.
- Start Date – MANDATORY – date – when did this request originate? Default is today's date which can be overridden if request is being submitted before/after date of actual origination
- Country/Region – choice - You will need to add/remove these choices to make relevant to your organisation.
- City – single line text – you may wish to remove this if not applicable to your organisation
- State (if US) – single line text - single line text – you may wish to remove this if not applicable to your organisation
- Due Date – date – if applicable, requestor has the option to input a due date so legal team are aware of any deadlines and therefore prioritise accordingly
- Attachments – attachment – requestor can upload any relevant documentation to support their request which is then stored alongside the request information
- Submit to legal team – choice – if requestor isn't quite ready to submit (e.g. need to gather documentation), they can add, go back and amend and then submit. Only once submitted is equal to yes, will the workflows be triggered to notify legal team.



Legal Team section

- Lead Legal Person – user lookup – input name of person within legal team who will be assigned to and dealing with this request. Once assigned, that person will receive a task and notification, the requestor will also receive a notification to say their request has been picked up.
- Matter Type – choice – if legal need to assign a type different to that of 'request type', for outside counsel to refer to also if they are instructed. You will need to add/amend/remove these choices to make relevant to your organisation. You may wish to delete this if you only want to use 'request type' field.
- Substantive Law – choice - you will need to add/amend/remove these choices to make relevant to your organisation.
- Send to Outside Counsel – choice – if yes is selected, this will trigger a workflow to notify the person detailed in 'Lead Outside Counsel Email'
- Lead Outside Counsel Email – single line text – input email address(es) here. This will not auto check format so ensure the address has been typed correctly as the workflow engine will use this to send to the relevant person(s) – see point above
- Create request folder? – choice – if yes, workflow is triggered to create a folder in the Files module with the same Reference
- Status – choice – Active, On Hold, Closed – the legal team should update the status of the matter request as applicable. The default is Active. Once 'closed' is selected, the workflow engine will automatically input the closed date. You may wish to rename, remove or add statuses to fit your organisational processes.
- Date Closed – date – see point above, workflow engine will automatically input this date once request is closed
- Duration (Days) – calculation – the system will automatically calculate this once both closed date and start date are not blank. Use this in dashboards (data viz) to give you insight into the average number of days taken to address a request.



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.

If you wish to use this site as a central repository for files (i.e. if you are not going to move and store them elsewhere once a request has been closed), you may wish to create a folder structure which speaks to your organisational vernacular/taxonomy.

The Attachments which are attached to requests will by default save to the folder titled 'Request Attachments' – you can change this in site admin but note as of HighQ 5.5, only one default folder location can be selected.

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:-

- NDAs – all files which contain 'NDA' or 'Non Disclosure' in the file name will be displayed here
- 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 can see 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. The use of Workflow in this site is modest and designed in the first phase to assist with the matter triage process for in-house legal teams, where currently no process automation exists. These are closely aligned with the Tasks module. The task assignees are predominantly the members of the Legal team. ***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 requests 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 (request row) in their description.

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 will be submitting requests. **THIS CAN BE REPLACED BY BASIC USER GROUP IF YOU HAVE PURCHASED AND ARE USING BASIC USERS.**	Can add new iSheet records (requests) but only view and edit their own. Can view the 'My Dashboard' Home Page. No access to Files or Tasks.
Outside Counsel	Outside counsel/external law firms who legal team decide to instruct on matters.	By default can only view all iSheet content (Requests) – new iSheet views will need to be created and permissions applied if you do not want counsel to see all requests.

FAQs/Key Considerations

- Check Groups and Permissions are as you need them to be – including use of new 5.5 'Basic' users and Outside Counsel if required.
- All iSheet columns and folders (including Smart folders), have been added/amended/deleted 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').

- Workflow folder creation - consider changing action variables to match request
- As of 5.5, you can now share iSheet forms with non-HighQ users (anonymous/self registered users) who can then submit requests. This is a great way of scaling this solution for large organisations. If you decide to use this site in that way, please note you may wish to consider adding one or two new single line text fields into the Intake iSheet for the anonymous requestor to fill in their name and email address. Amend the relevant workflow rules so recipient includes this email address field too.
- Attachments to iSheets have a custom save location which you may wish to change in site admin.
- Add any relevant self-serve document templates with Doc Auto.
- 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 business and legal users to collaborate with each other on requests.