



LEGAL OPERATIONS

ACC Survey Findings

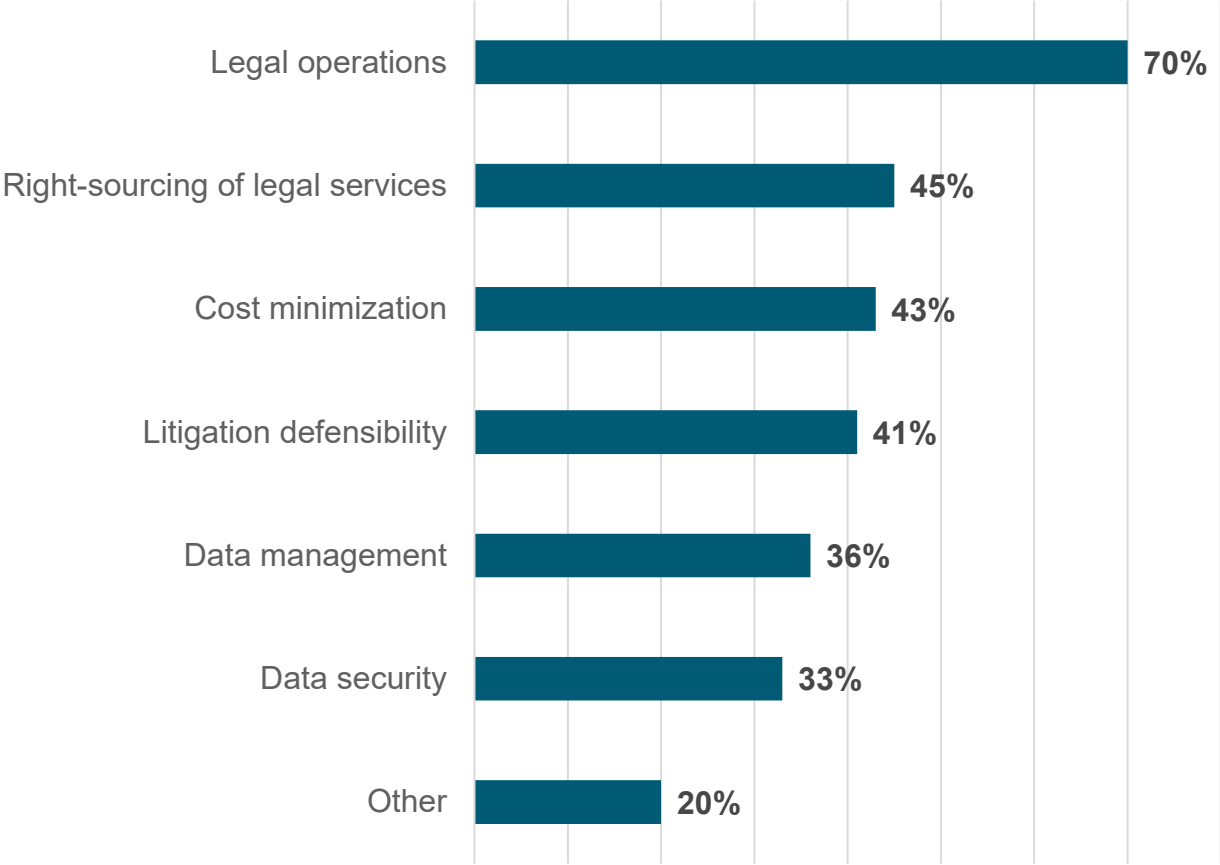
CONTENTS

- 03 Top Strategic Initiative**
- 04 Presence of Legal Operations Professionals**
- 05 Legal Operations Compensation**
- 06 Work-Related Issue Areas**
- 07 Likelihood of Changing Jobs**
- 08 Top Non-Legal Skills**
- 09 Perceived Value of Legal Operations**
- 10 Collaboration Pain Points**
- 11 Related Resources**

Legal operations is a rapidly growing field. Operations professionals have become essential to the maturation and efficiency of legal departments, helping give legal teams increased capacity to demonstrate the unique value they bring to the broader organization.

The following slides present a series of data visuals on the state of legal operations and perspectives of individuals currently in a legal operations role. The results are based on several ACC surveys published throughout 2023.

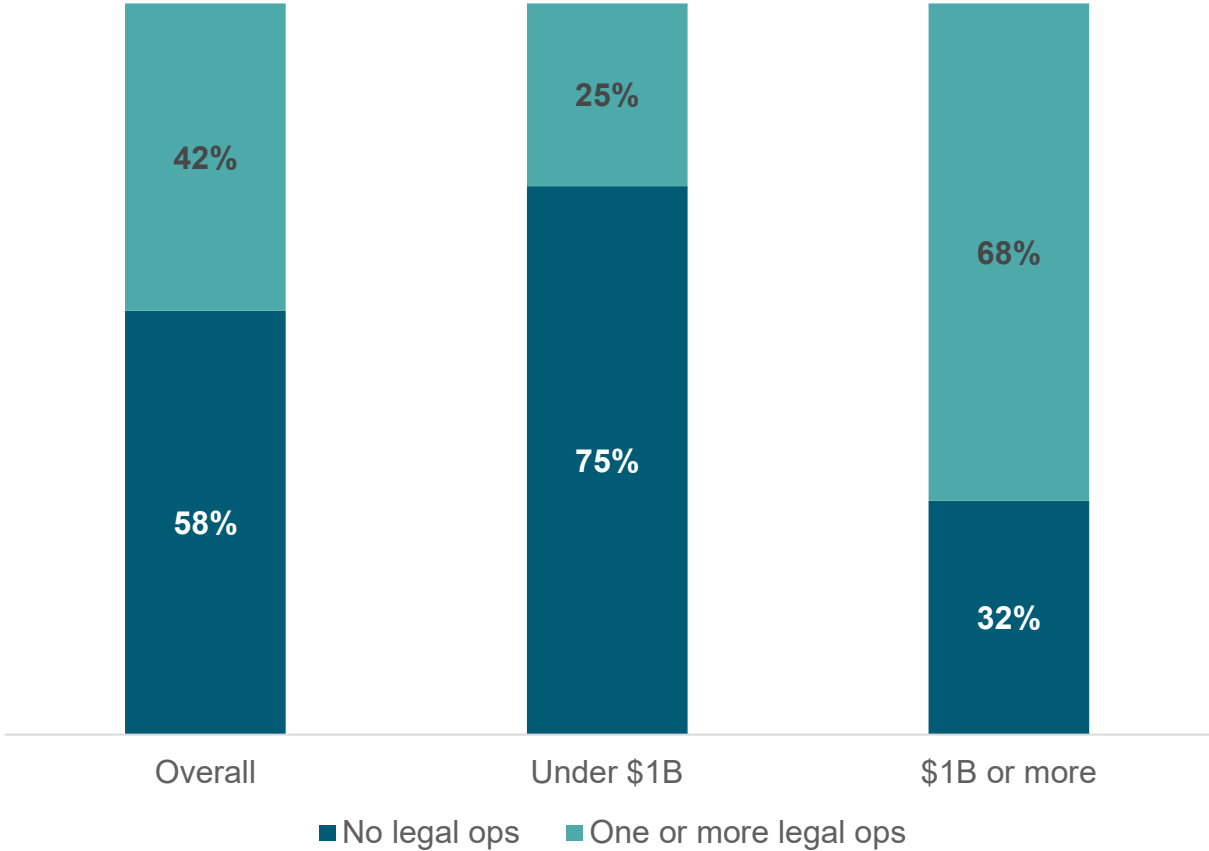
Investing in Legal Operations is the Top Strategic Initiative in Law Departments



When asked to identify their department's top three strategic initiatives, 70% of CLOs listed legal operations as their top initiative.

Source: [2023 ACC Chief Legal Officers Survey](#)

42% of Companies Surveyed Employ at Least One Legal Ops Professional



One quarter of companies under \$1B in revenue have a legal ops professional on staff, while 68% of companies over \$1B in revenue employ at least one legal ops professional.

Source: [2023 ACC Law Department Management Benchmarking Survey](#)

Legal Ops Directors Outearn Senior Attorneys

\$204k

Median base salary earned by legal ops directors

78%

Percentage of legal ops directors eligible for short-term incentives

\$236k

Median total cash earned by legal ops directors

\$388k

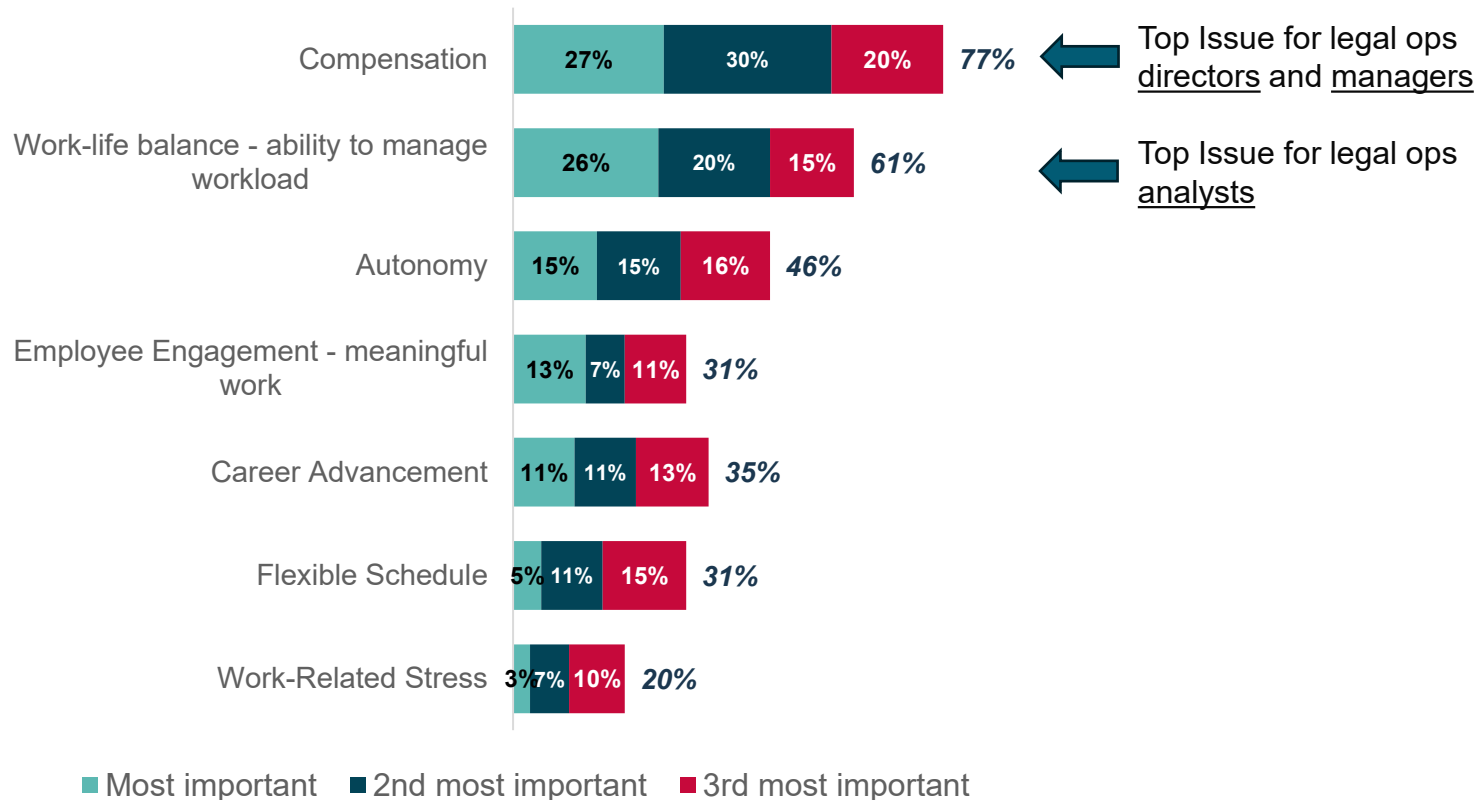
Total cash earned by legal ops directors in the 90th percentile

- Legal ops directors earn a median base salary of \$204k, higher than median senior attorney salaries of \$195k. 78% are eligible for short-term incentives and earn a median of \$236k in total cash.
- Legal ops directors earn 32% more in base salary in companies with greater than \$5B in revenue compared to those in companies with less than \$1B in revenue.

Source: [2023 ACC Law Department Compensation Survey](#)

Compensation is the Top Work-Related Issue Area for Legal Ops Leaders

Top Job-Related Concerns

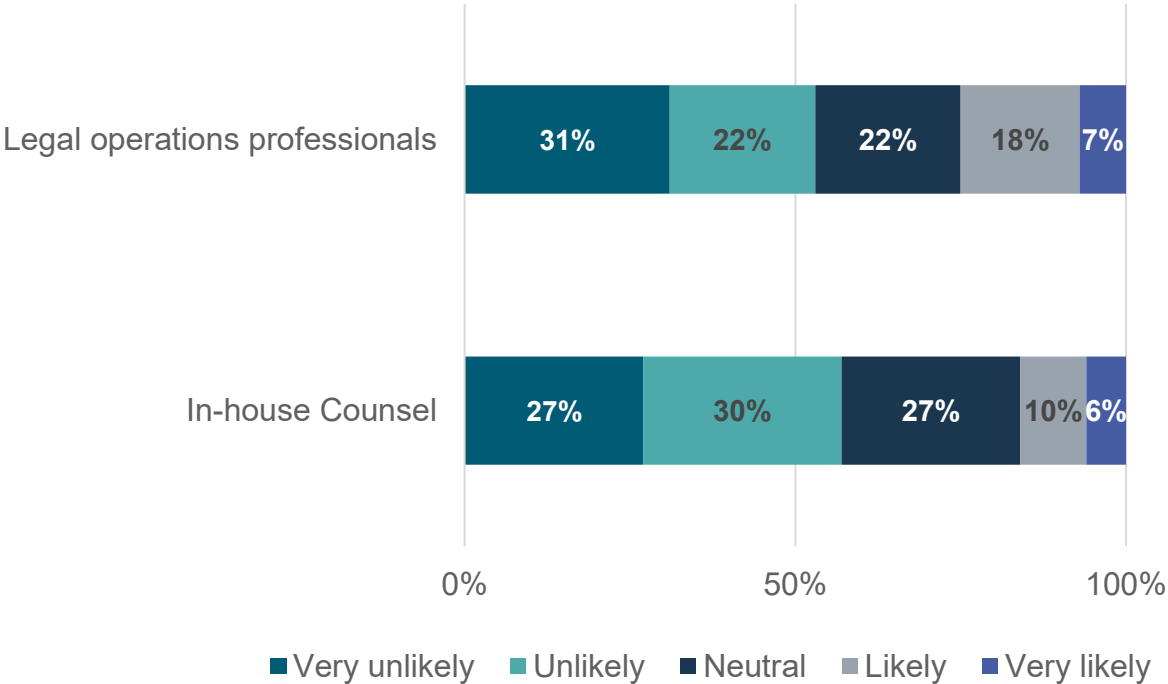


When asking in-house legal staff about their top three job-related concerns, legal ops leaders aligned with CLOs in citing “compensation,” while legal ops analysts aligned with senior and junior attorneys citing “work-life balance.”

Source: [2023 ACC Law Department Compensation Survey](#)

25% of Legal Ops Professionals are Likely to Change Jobs in the Next Year

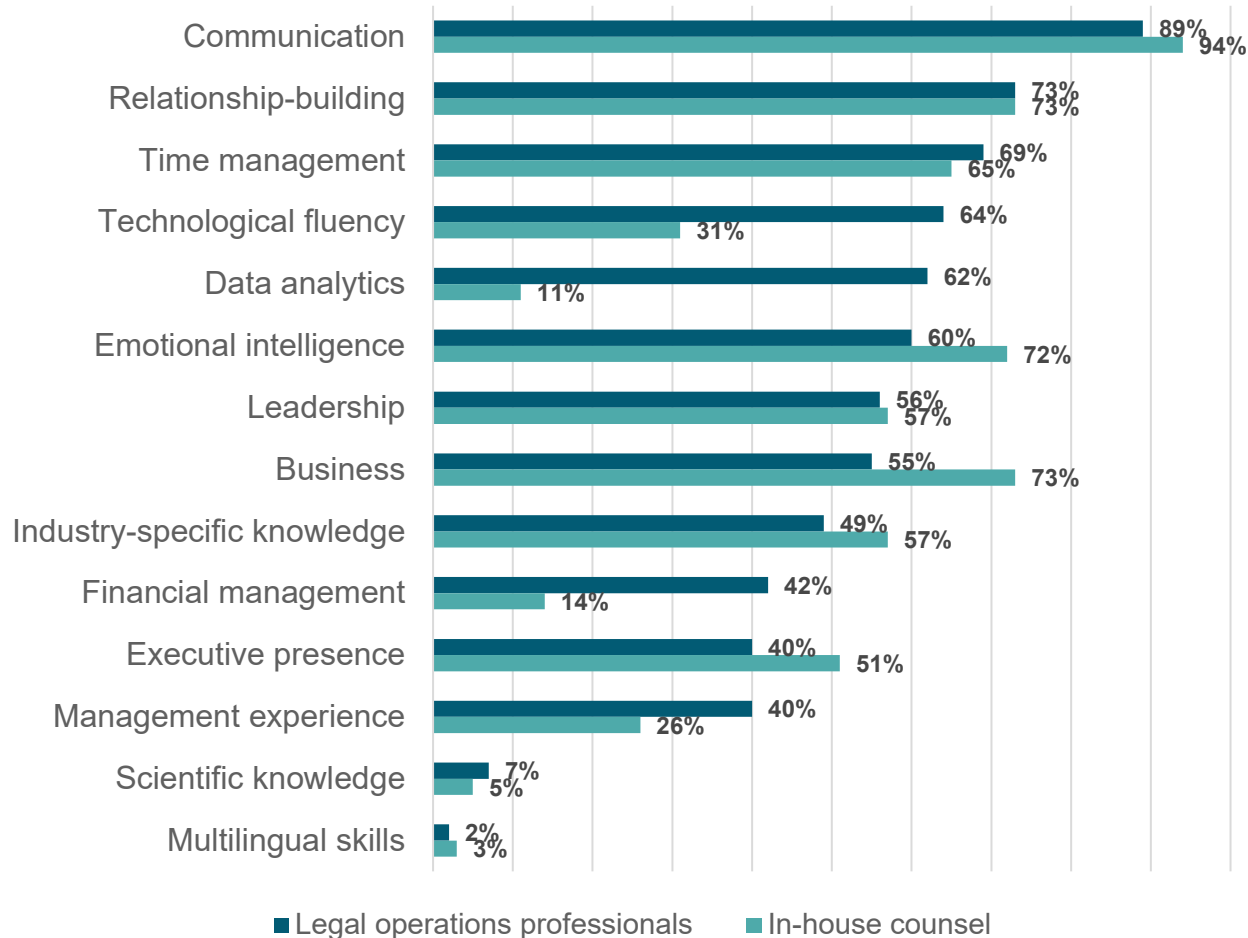
What is the likelihood you will change jobs in the next 12 months?



One quarter of legal ops professionals say they are “likely” or “very likely” to change jobs in the next year compared with 16% if in-house counsel.

Source: [2023 ACC Law Department Compensation Survey](#)

Communication is Cited as the Most Important “Non-Legal” Skill to Succeed



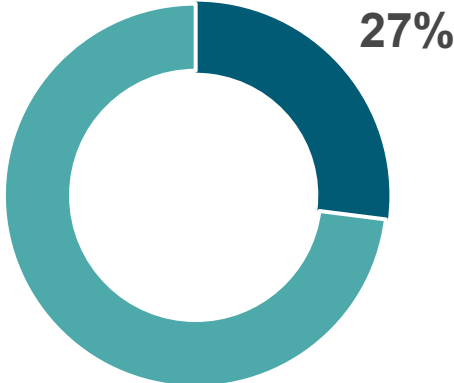
Legal ops professionals and in-house counsel agree that communication is the most important “non-legal” skill needed to succeed in one’s job.

However, large differences exist between them when evaluating other skills. Legal ops professionals more heavily weigh technological fluency, data analytics, and financial management while in-house counsel emphasize emotional intelligence, business skills, and executive presence.

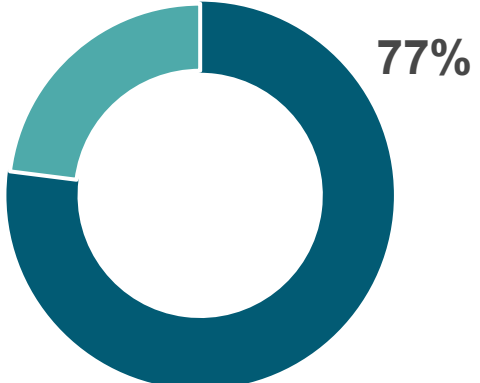
Source: [2023 ACC Law Department Compensation Survey](#)

Many Legal Teams Do Not Fully Appreciate the Contributions Made by Legal Ops Professionals

Respondents were asked to respond to the following statement: ***“My internal legal team understands the value I contribute to the organization”***



27% of legal ops professionals “strongly agree” with this statement

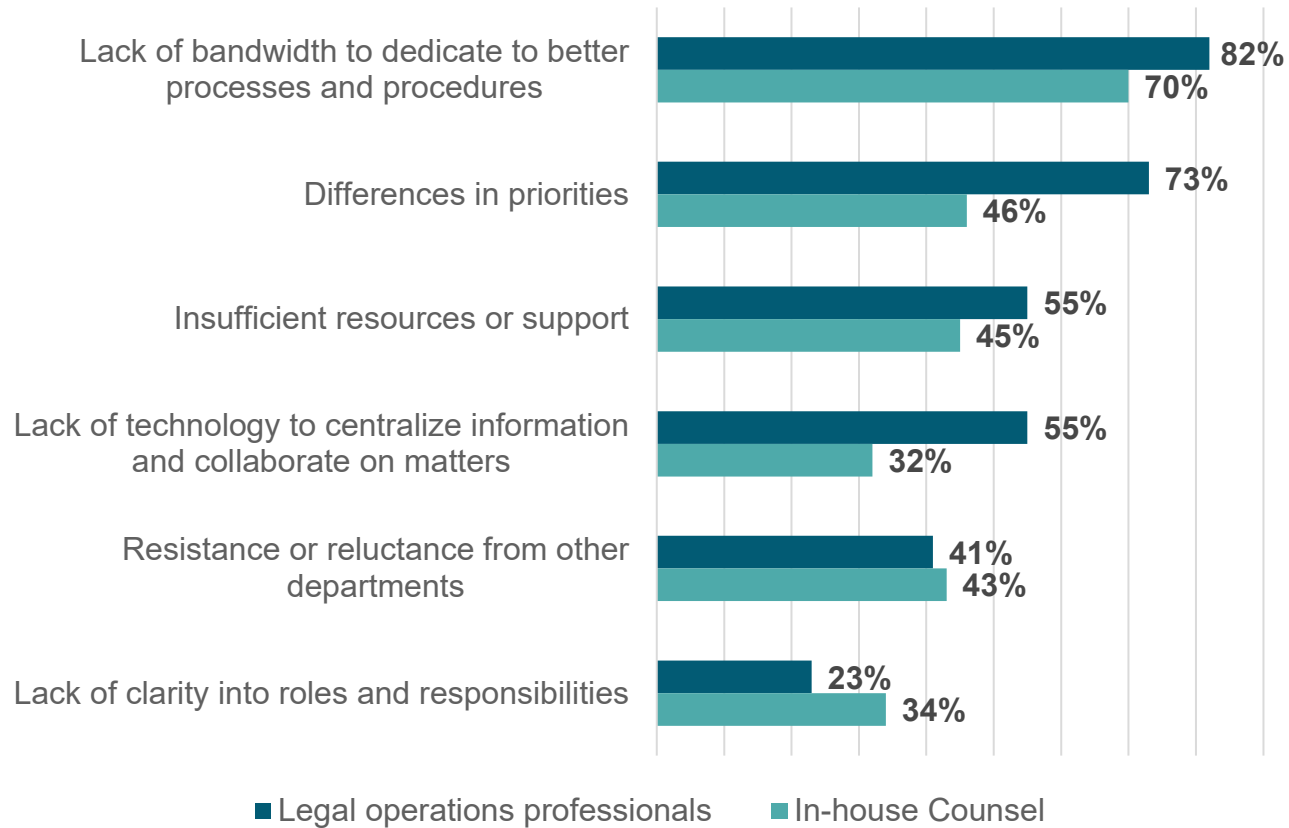


77% of CLOs “strongly agree” with this statement

Just 27% of legal ops professionals “strongly agree” that their internal legal team understands the value they contribute to the organization, compared with 77% of CLOs.

Source: [*The State of Collaboration in Corporate Legal Departments Survey*](#)

Lack of Bandwidth is the Greatest Barrier to Internal Collaboration



Legal ops professionals cite a greater number of barriers to internal collaboration than in-house counsel. They are more likely to highlight “differences in priorities” among teams (or departments) and a “lack of technology” impeding collaboration compared to in-house counsel.

Source: [The State of Collaboration in Corporate Legal Departments Survey](#)

RELATED RESOURCES



[ACC Legal Operations Maturity Model 2.0](#)

Benchmark the maturity of your law department across 14 functional areas



[ACC Foundation DEI Maturity Model & Assessment Tool](#)

Quantitatively assess the maturity of your organization's DEI program



[Legal Operations Resources & Online Programming](#)

Access guides, sample forms, articles, and programs for legal operations professionals

*Registration
now open!*

April 14-16
Chicago

REGISTER NOW



2024 ACC
Legal Ops Con

The Future-focused Law Department

ACC is back with the premier legal operations conference of the year! Featuring:

- ▶ 1-day bootcamp for new legal operations professionals
- ▶ Interactive education sessions
- ▶ New technology and innovation
- ▶ Networking, and more!

CONTACT US



ACC Membership: membership@acc.com



ACC Legal Operations: lawdepartmentops@acc.com



ACC Research: research@acc.com

