

Session 210

# Best Practices in Corporate Research Management

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## ***BEST PRACTICES IN CORPORATE RESEARCH MANAGEMENT***

Thursday, November 4, 1999  
10:30 AM to 12:00 PM

ACCA Annual Meeting  
Hyatt Regency San Diego

### **Panelists**

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### **Program Description**

Learn how to model the best practices of your peers in legal research management. Discover how ACCA members are integrating legal research and technology to aggregate, centralize, reuse, and disseminate their law departments' critical knowledge and information. The results have been reduced research costs, decreased litigation exposure, and strengthened corporate-wide compliance processes.

### **Learning Outcomes**

- ✓ How other corporations have implemented "best practices" in research management.
- ✓ How your law department can reuse the critical legal knowledge generated by inhouse and outside counsel.
- ✓ How to achieve "buy-in" from your outside counsel when implementing such a program.
- ✓ How to reduce your company's regulatory compliance costs through a program of research management.

## **Best Practices In Corporate Research Management**

Corporate counsel face continuing pressure to control the rising costs of litigation, regulatory compliance and advisory legal opinions. In addition, the onerous costs of noncompliance are an ongoing threat. Legal research can be crucial to avoiding these potential costs. Yet counsel must also control and minimize the cost of legal research to respond to the pressures on the law department budget.

Corporate counsel can achieve cost savings at both levels by instituting a legal research management program that utilizes “best practices”. Innovative counsel have developed best practices such as centralized databases of memoranda and briefs that address recurring issues; responses to “frequently asked questions” posted in a format accessible to relevant staff; and outsourcing of the legal research function. This session will introduce the basic concept of a best practices legal research management program, as well as provide benchmarking examples of such programs.

## Best Practices In Corporate Research Management

### Presentation Outline

- I. Introduction
  - A. The concept of “best practices”
  - B. Best practices applied to legal research
- II. The Benefits of a Legal Research Management Program
- III. Legal Research Program Goals
  - A. Knowledge reuse
  - B. Regulatory compliance
  - C. Answering frequently-asked questions
  - D. Legal service cost reduction
- IV. Building The Program
  - A. Targeting resources
  - B. Program design, goal-setting and monitoring
  - C. Platform for research content
  - D. Communication between participants
- V. Maintaining And Assessing The Program
  - A. Content creation and updating
  - B. Monitoring program utilization
  - C. Oversight
  - D. Measuring success and savings
- VI. Future Trends
  - A. The changing face of corporate practice
  - B. Advancements in technologies
- VII. Regulatory Compliance Programs
- VIII. FAQ Programs
- IX. Litigation Management Programs
- X. Benchmarking Example One – ARAG Group
- XI. Benchmarking Example Two – Risk Enterprise Management
- XII. Benchmarking Example Three - DuPont