Information Governance is Vital to Client Strategy

5 Steps to Excellence

Agenda

• Mattern & Associates
• IG State of the Union
• 5 Steps to Excellence
  o Policy
  o Visibility
  o Security
  o Execution
  o Defensibility
• Off-Site Storage Contracts
• Change Management Program
Mattern assists law firms in developing **unbiased strategies** for their back and middle office operations while improving the cost-effectiveness, efficiency and expense recovery.

"Mattern’s benchmarking and analysis of our outsourcing contract was invaluable. Mattern’s work armed us with the necessary market information to be able to drive a much more competitive renewal and feel comfortable that the negotiations with our current vendor led to a good competitive outcome without needing to take this out to a full competitive bid process."

Kevin Cash, Chief Financial Officer at Orrick, Herrington & Sutcliffe

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**Firms use Mattern because:**
- Outstanding results
- Unbiased expertise
- Time management and delegation
- Subject matter experts
- Market knowledge and benchmarking data
- Vendor leverage
- $0 out of pocket

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**Areas of Expertise:**
- Current State Assessment
- Benchmarking
- Recommendations
- Cost Recovery
- RFP Process
- Contract Negotiations
- Implementation Oversight
- On-going Contractual Monitoring & Maintenance

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**BACK OFFICE SERVICES**
- Reprographics
- Mail/Messenger
- Facsimile
- Office Supplies
- Overnight Services
- Off-site Records Storage
- Printer Management / Maintenance
- Multifunction Devices/Printers

**MIDDLE OFFICE SERVICES**
- On-Site Records Management
- Information Governance
- Litigation Support/ eDiscovery
- Document (Word) Processing
- Accounts Payable
- Help Desk/Call Center
- Secretarial Pool

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**ADDITIONAL SERVICES**
- Reception
- Hospitality
- Cost Recovery
IG State of the Union

- Increased client scrutiny
- OCG/Client engagement
- Draft policies
- Physical records mindset
- Lack of visibility into information assets
- Legacy holdings

Policy

- Defines client and administrative records
- Designates format and location for “official” record
- Establishes policy carve-outs
- Contains retention schedules specific to the Firm (practice areas and jurisdictions)
- Addresses incoming and outgoing attorneys
- Identifies client engagement process and OCGs
- Outlines litigation hold protocol
Visibility

- Data mapping for physical and electronic information
- Firm systems and “dark data” locations
- Leverage information for business needs (Knowledge Management)
  - Standardization of classification/taxonomies
  - Shared understanding of use of systems
  - Universal search
- Identify Firm-sanctioned systems and “systems of record”

Security

- Cybersecurity awareness
  - Authentication protocols
  - Remote desktop
  - Testing
  - Best practices (training, phishing avoidance, etc.)
- Incident response plan
- Proper permissions (access control) within systems
- Cloud versus on-prem considerations
Execution

• Day-forward plan
• Electronic-first workflows
• Digital conversion pipeline (convenience and batch scanning)
  o Inactive records
  o Active records
• Managing of official record
• Eligibility reports
• Triage plan for legacy assets
• Purging

Defensibility

• Program audits
• Periodic update of policy/schedules
• Continuous improvement process
  o Monitoring of industry best practices
  o Use of integrated systems
  o Automation
• Training
Off-Site Storage Contracts

• Destruction fees
• Permanent withdrawal fees
• Minimums
• Hidden fees (dock access, database fees, re-boxing)
• Rate of withdrawal
• SLAs with penalties

Change Management Program

• Executive buy-In
• Deployment
  o Orientation
  o Training
  o Handbook
• Internal champions
• Celebrating wins
• Project management with milestones
• Aligning policy, user behavior, and Firm systems
• Program versus project
Final Thoughts

• Your opinion matters!
• Please take a moment now to evaluate this session.
• Thank You!