

What's Standing Between Attorneys and Their Clients?

It's About Time...

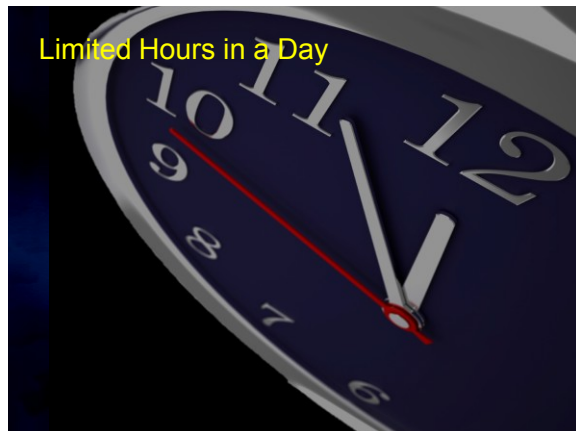
Steven B. Levy
CEO, Lexician



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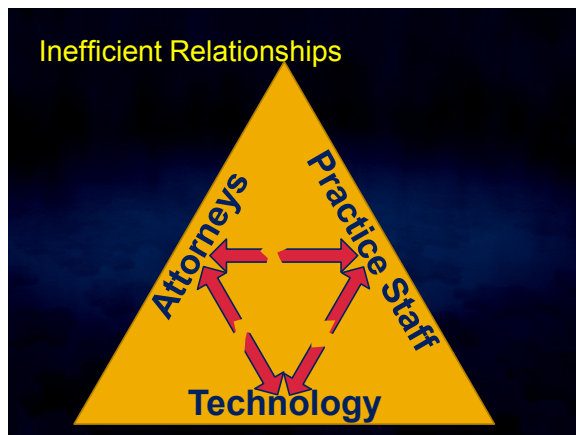
Limited Hours in a Day



Better Hours (Do Hours Have Quality?)

	Monday	Tuesday	Wednesday	Thursday	Friday
7 am		Click to add appointment			
8:00	Reserved work time	Emergency budget meeting	Reserved work time	Call Mauricio in Milan - final	Urgent Project review
9:00	Prepare for Technology Council	Meet (w/any place)	Call Jacques Dubois	Headcount review w/CEO	Elektra project check-in
10:00	Team Meeting	Deployment team meeting	After Acti review	Handover from James Systems	Guiden project assist
11:00	Scheduling Session	Requirements session: Project Poole	Project Lyant/Ernie hotel-off	Meet with Galina project users	Check in
12:00	Planning Meeting	Lunch	Travel to Building 51	Project review: Rosecrantz	Project Amber Hill
1:00	Prep for VP Review with CEO	Elektra Project Review and Discussion: Building 51	Assessment session for sub-SRM projects	Travel to Building 51	Meet with attorneys from Favre & Group
2:00	Meet with Susan at her office	Return from Bu	Meet larger customer on Project Prologica	Meet with Ferris, Baylor, and David	Laura session URGENT: Stage-Gate Review of this month's projects
3:00	Dependency charting	I need to see you	Budget review with group controller: URGENT	Requirements session: Project Palindrome	Prepare memos
4:00	EDD prep for the client	Leave early to pick up Sonja for school play	Practice staff lead group meeting	Assessment session for client: session with CRI, CFO	Client case EDD
5:00	Client call: Project Gamma Review	Gleason case EDD follow-up	Interview candidate for open lead	Call Sukah	Chadman arrival discussion, Decision needed by EDD
6:00		Farmer project requirements review and sign-off	Gleason case drawings and expert witness assessment	Weekly review with India team	Follow up with Dena
7:00		Call Hiaki san in Japan	Call Sheila Carter in Australia		Jessica and Michael meet
					Weekly status report

Inefficient Relationships



Relationships: How Satisfied Are You?

	Legal Team	IT
Practice Staff ↔ Technology		
Attorneys ↔ Technology		
Attorneys ↔ Practice Staff		

FAIL

The Disconnects: Wasted Time/Energy

$$W = F \times d$$

$$L_f = F \times \mu$$

Frictional Losses



Frictional Losses



Frictional Losses



Frictional Losses

	13 Monday	14 Tuesday	15 Wednesday	16 Thursday	17 Friday
7 am					Review work week
8:00		Reserved work time	Emergency budget meeting	Call Maurice	Project review
9:00	Prepare for Technology Commit	Emergency budget meeting	Meet with Jacques	Headcount review w/CEO	Elkika Meet with check 100
10:00	Project Review	Meet Jim/My place	Alter Act Meet with Project		Mano meeting
11:00	Teams Meeting	Deployment team meeting	Project Lyantbridge how off	Jennifer from Intertec Systems	Guiden project review
12:00	Scheduling Session	Meet with John at his office	Meet w/energy customers on Project Poughkeepsie	Meet with Galina project users	Check: Project Andrii
12:30	Planning Meeting	Lunch	Travel to Building 51	Assessments	Meet with attorneys from Fawcett Group
1:00	Prop for VP Review with CEO		Deliver technology seminar	Travel to Building 51	Meet with stage
1:30	VP Review Review	Meet with Susan at her office	Assessment session for sub-SMR projects	Meet with Ferris, Baylor, and Cheryl	URGENT: Stage Gate Review of this month's projects
2:00	Meet with Susan at her office	Go over specs	Budget review with group controller: URGENT	Return from Building 51	URGENT: Stage Gate Review of this month's projects
3:00	Dependency charting	Planning session with management team	I need to see you	Requirements session: Project Philadelphia	Review of this month's projects
4:00	EDD prep for the Gileston case	Leave early to pick up Luke for school play	Gileston case EDD follow-up	Practice staff case group meeting	Client: Lane EDD
5:00	URGENT: Project Gama Review		Farmer project requirements review and sign off	Interview candidate for signi head	Discussion and review discussion, Decision needed by EDD
6:00		Call Hiyaki-san in Japan	Gileston case planning and expert witness assessment	Link project with CEO, CFO	Follow up with Elena
7:00			Call Sheila Carter in Australia	Weekly review with India team	Jessica and Michael meet
					Weekly status report

The Disconnects: Wasted Time/Energy

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Waste



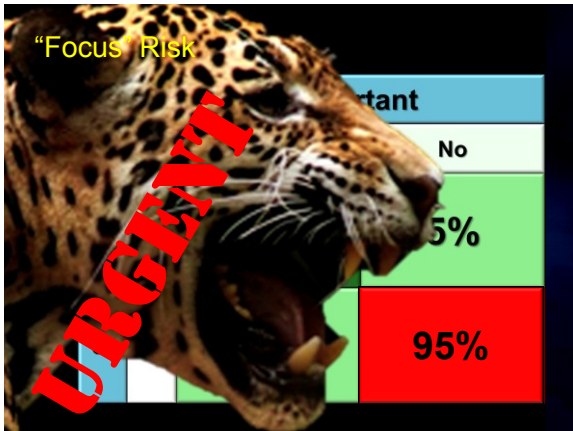
(Non-Value-Added Activity)

The Seven Wastes

Toyota	Legal
Inventory	Work on hold
Extra processing	Paperwork, "process"
Overproduction	Non-outcome determinative
Transportation	Task/context switching
Motion	Looking for stuff
Waiting	Waiting
Defects	Insufficient quality

"Focus" Risk

		Important?	
		Yes	No
Solvable?	Yes	90%	5%
	No	5%	0%



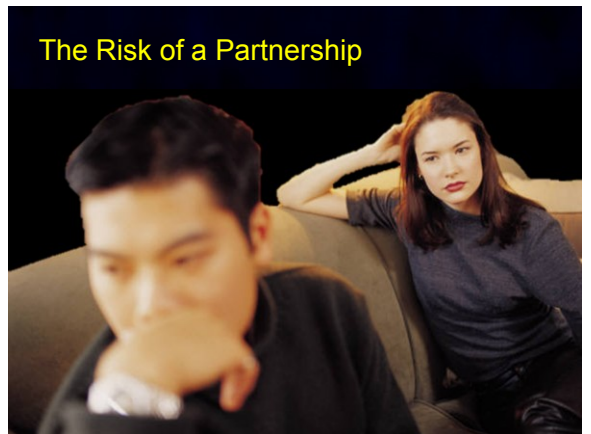
What Can We Do About the Disconnects?

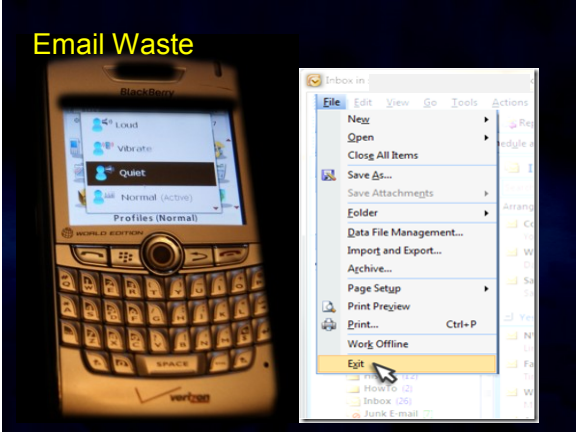
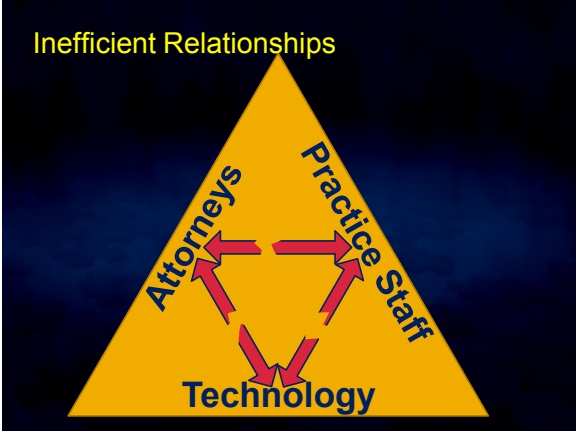
	A	B	C
			<i>Next FY</i>
1 <i>Line Item</i>		<i>This FY</i>	<i>Starting Point</i>
2 Servers		\$530,000	\$530,000
3 Maintenance		\$745,000	\$745,000
4 New Web Pages		\$130,000	\$130,000
5 New Software		\$272,000	\$272,000
6 Computers		\$67,000	\$67,000

What Can We Do About the Disconnects?

	A	B	C
1 <i>Line Item</i>		<i>Now</i>	<i>After Reset</i>
2 Office Politics		\$423,000	\$0
3 Wrong Technology		\$832,000	\$0
4 Interpersonal Stress		\$538,000	\$0
5 Busy Without Results		\$174,000	\$0
6 Waste		\$196,000	\$0

The Risk of a Partnership





7 am	Reserv work time	Urtas	
8:00	Project review	Elektra	Meet with HR
9:00	Manag meetin		
10:00	Guidle project assessr		
11:00	Check		
12 pm	Project Amber Will we release	Lunch	
1:00	Meet with attorneys from Fawcett Group		
2:00	Lusyx sensor URGENT: Stage-Gate Review of this month's projects		
3:00	Ciantn case EDD		
4:00	Distributed server discussion. Decision needed by EDD		
5:00	Follow up with Elena		
6:00	Jessica and Michael mee		
	Weekly status report		

To Do:

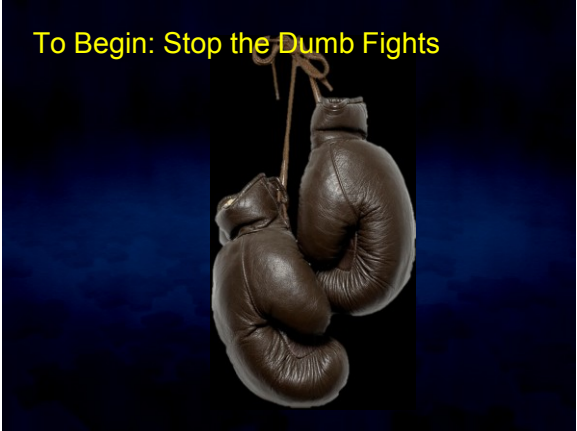
- ✓ Task
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11:00	Check		
12 pm	Project Amber Will we release	Lunch	
1:00	Meet with attorneys from Fawcett Group		
2:00	Lusyx sensor URGENT: Stage-Gate Review of this month's projects		
3:00	Ciantn case EDD		
4:00	Distributed server discussion. Decision		

I Feel Good About:

?

Go Home and Reflect



Dumb Fight #3: Us v. Us



Breaking Technology Barricades



Breaking Project Barricades



Breaking Turf Barricades



Breaking Time Barricades

	13 Monday	14 Tuesday	15 Wednesday	16 Thursday	17 Friday
7:00		Click to add appointment			Review Umas
8:00				Reserved work time	Project review
9:00	Prep for Technology Commi	Reserved work time	Emergency work time	Call Mauricio in Milan - third	Elektra project check
10:00	Team Meeting	Deployment team meeting	Call Jacqui	Headcount review w/CFG	Meet with client
11:00	Scheduling Session	Meet with John at his office	Requirements session: Project Profile	Project review: Rosecrants	Project review: Amber
12:00	Planning Meeting	Meet with Susan at her office	Travel to Building 11	Meet with Galena project users	Check in
1:00	Prep for VP Review with CEO	Meet with Susan at her office	Assessment session for sub-S20K projects	Meet with Ferial, Baylor, and Dayoff	Project review: Amber
2:00	Meet with Susan at her office	Meet with Susan at her office	Budget review with group customer: URGENT	Return from Building 11	Meet with attorneys from Fawcett Group
3:00	Co-over opens	Planning session with management team	Return from Bu	Requirements session: Project Pathdrive	Project review: Amber
3:30	EDD prep for the Gleason case	Dependency charting	Need to see you	Practice staff inter group meeting	Meet with attorneys from Fawcett Group
4:00	EDD prep for the Gleason case	EDD prep for the Gleason case	Gleason case EDD follow-up	Interview candidate for open head	Project review: Amber
5:00	Project Capra Review	Leave early to pick up Sam for school play	Farrier project requirements review and sign-off	Gleason case pleadings and request where assessment	URGENT: Stage-Gate Review of this month's projects
6:00		Call Miyuki son in Japan	Call Sheila Carter in Australia	Weekly review with Indra team	Follow up with Emma
7:00				Call Sukash	Project review: Amber
				Weekly review with Indra team	Project review: Amber

Let's Get Ready to Rumble



Thank you.

