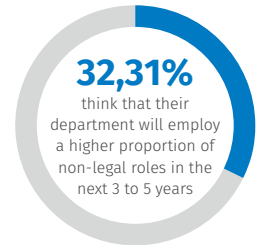


# Awareness of in-house counsel on Legal Operations



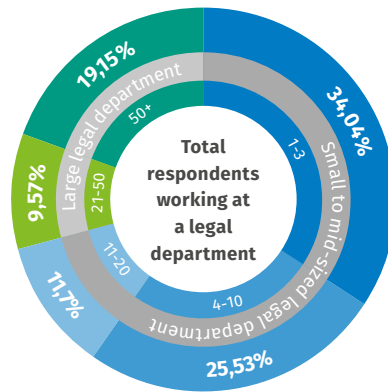
## OPINIONS ABOUT LEGAL OPERATIONS



Although a Legal Operations manager doesn't necessarily use his/her legal knowledge, the majority of the respondents think it's essential for the job. This result might correspond with the majority of respondents who think that there won't be a higher employment rate of non-legal roles in the next 3 to 5 years.

## ABOUT THE RESEARCH

Together with Law & Ops, Wolters Kluwer explored the level of awareness of In-house lawyers on the innovative new discipline Legal Operations. Over 100 legal departments participated in the survey, conducted in the Netherlands. Insights, opinions and questions about Legal Operations were received and are visualised in this infographic.



## LEGAL OPERATIONS ON THE WORKFLOW

All respondents

**30,7%**

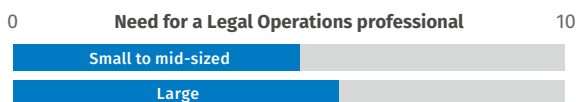
have a dedicated Legal Operations professional on their team

Large legal departments

**42,1%**

have a dedicated Legal Operations professional

Numbers suggest that large legal departments are more likely to have a dedicated Legal Operations professional on their team. The reason has yet to be discovered, although department size could play a large role in the need and therefore presence of a Legal Operations professional.

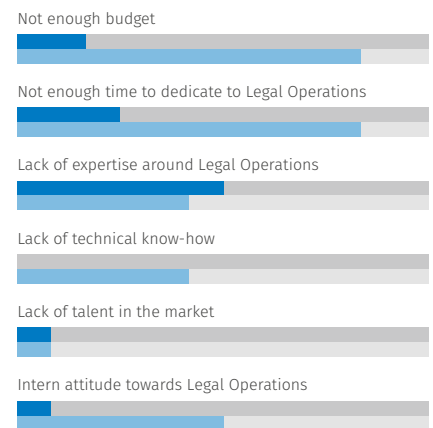


Results of the survey suggest that In-house Lawyers in larger legal departments feel a slightly higher need for a Legal Operations Professional.

## CHALLENGES OF IMPROVING OR IMPLEMENTING LEGAL OPERATIONS

Overall, respondents think that a lack of expertise around Legal Operations is a challenge when improving or implementing Legal Operations. But, when looking at small legal departments, budget seems to be a bottleneck. Small legal departments also think that the internal attitude towards Legal Operations might be a problem, while big departments seem to be more worried about expertise and time.

**What do you think will be the biggest challenge in improving or implementing Legal Operations in your departments?**



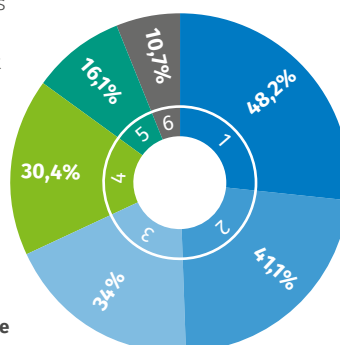
Departments ■ 21+ size ■ 1-10 size

## IMPROVEMENTS WITHIN THE LEGAL DEPARTMENT

On a 5-point scale from "not relevant" to "high priority" respondents evaluated the following factors to improve within their legal department. The highest percentage of respondents think that "processes and workflows" have a high priority to be improved and only 10,7% see "outside counsel management" as an improvement of high priority.

- 1 processes and workflows
- 2 use of legal software
- 3 knowledge management
- 4 vision and strategy
- 5 communication and change management
- 6 outside counsel management

**Percentage of respondents that think that improving the point has a high priority**



A few Legal Operation professionals have joined forces in a partnership named Law & Ops. Law & Ops is on a mission to demystify and accelerate the development and adoption of Legal Operations. Wolters Kluwer helps them to promote this new domain and together with Law & Ops we are organising multiple webinars, podcasts and interviews.

Please visit our website for upcoming events and published interviews:  
<https://www.wolterskluwer.com/en-gb/know/legal-operations>