Fundamentals of
LEGAL OPS + TECHNOLOGY

LAW SQUARED

COLLEGE OF LAW

Endorsed by:

CENTRE FOR LEGAL INNOVATION
COLLEGE OF LAW

Learning Objectives

A Human Centred way of looking at Legal Operations and Technology

Problem Statement clarification and Business Case development

Digital Adaptability and how to quickly learn new technology solutions

Change Management and Support Frameworks

Requirements Gathering, Project Planning, and Stakeholder Management

Technology solution research and evaluation methods

Technology vendor management

Agenda

Time	Session
09:00 – 09:15 am	**Introductions and Icebreaker activity**
09:15 – 09:25 am	**What does it mean to be Human Centred?**
09:25 – 09:30 am	**The Law Squared Methodology: Legal Ops Double Diamond**
09:30 – 10:00 am	**Defining the Problem and Creating a Business Case**
10:00 – 10:30 am	**Interviews and User Journey Mapping**
10:30 – 11:00 am	**Break**
11:00 – 12:00 pm	**Exercise: Creating a Business Case and Clear Problem Statement**
12:00 – 12:30 pm	**Ideating and Testing Solutions**
12:30 – 1:00 pm	**Lunch**
1:30 – 2:00 pm	**Digital Adaptability**
2:00 – 2:30 pm	**Solution Research and Evaluation**
2:30 – 3:00 pm	**Technology Vendor Management**
3:00 – 3:30 pm	**Break**
3:30 – 4:00 pm	**The Bigger Picture – Where does your legal project fit?**
4:00 – 4:45 pm	**Change management and Support Frameworks**
4:45 – 5:00 pm	**Wrap up and feedback**