

From ALM Research and Curve Consulting:

# Global Law Firm Knowledge Management

## 2006 SURVEY

Assessing the state of knowledge management in major law firms throughout the world.

- Spending
- Compensation
- Strategy
- Staffing (roles & numbers)
- Technology
- And much more...

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# Global Law Firm Knowledge Management | 2006 SURVEY

Knowledge is what differentiates a law firm from its competitors. Knowledge management is about leveraging that differentiating asset so that a law firm leads, and breaks away from, its competitors.

Knowledge management is the leveraging of your firm's collective wisdom by creating systems and processes to support and facilitate the identification, capture, dissemination and use of your firm's knowledge to meet your business objectives. It's about recognising that practising law is a knowledge based profession—and managing your knowledge is key to managing your business. In essence, knowledge management is about working smarter.

It's clear from the survey results that law firms have embraced knowledge management as a critical function. However, the Knowledge Management organization is typically isolated and faces challenges in engaging the firm in the broad scope of what knowledge management is – and can bring to this knowledge-based business.

## SCOPE

Law firms have broadened the scope of knowledge they manage, though the emphasis is still on knowledge relating to the practice of law, rather than the business of law.

## APPROACH

There is not enough alignment of knowledge management with the firm's business objectives.

## ORGANIZATION

Dedicated knowledge management staff numbers have grown, though there is work to be done in positioning the Knowledge Management organization to work effectively across the firm.

## CULTURE

Firms say they have a knowledge management culture, though not enough is done to reward lawyers for contributing to knowledge management, or to demonstrate the value of knowledge management to management.

## TECHNOLOGY

Law firms have the technology tools to implement state of the art knowledge management systems. The challenge lies in how best to leverage those tools.

## CLIENTS

The top objective of knowledge management is client service delivery, both as an outcome of better knowledge management, and through giving clients access to the firm's knowledge management "know how".

## FUTURE

In 2006, it's all about better use of technology.

## ABOUT | THE SURVEY

In December 2005, ALM Research and Curve Consulting invited leading law firms from around the world to participate in a comprehensive survey of law firm knowledge management. The survey covered the following:

- Scope of knowledge and knowledge management initiatives
- Knowledge management strategy and budget
- Relationship between knowledge management and client service delivery
- Relationship between knowledge management and lawyer retention
- The Knowledge Management organization
- Cultural issues relating to knowledge management
- The knowledge management system and its technology components
- Measuring success of knowledge management initiatives
- The future of knowledge management

Responses were collected via a web-based questionnaire, containing a mix of mandatory and optional, multiple choice and open-ended questions.

This independent survey, the first of its kind, covers 71 of the world's leading law firms (average revenue of USD200-299.9 million), from seven countries, and captures comprehensive data relating to knowledge management:

- Staff compensation
- Budget/spending
- Technology products

In addition to the total respondent analysis, the survey presents regional differences, and differences according to size of firm where statistically significant.

## ABOUT | CURVE CONSULTING

Curve Consulting is a management consulting firm, providing law firms, law departments and other organizations around the world with a full range of knowledge management, technology and management consulting services.

Curve Consulting advises clients on:

- Developing a knowledge management strategy that aligns with business strategy
- Implementing knowledge management initiatives that help clients achieve their business objectives
- Creating a culture of knowledge sharing
- Building a knowledge management organization
- Designing the knowledge management system
- Leveraging knowledge management with their clients
- Defining criteria for measuring success of knowledge management initiatives

Curve Consulting is led by Gretta Rusanow, a lawyer, management consultant, university lecturer and author of "Knowledge Management and the Smarter Lawyer" (ALM Publishing 2003), available at [www.lawcatalog.com](http://www.lawcatalog.com).

To learn more about the services Curve Consulting offers, including tailored diagnostics based on this survey, contact [grettarusanow@curveconsulting.com](mailto:grettarusanow@curveconsulting.com) or visit [www.curveconsulting.com](http://www.curveconsulting.com). For more information about "Knowledge Management and the Smarter Lawyer", visit [www.thesmarterlawyer.com](http://www.thesmarterlawyer.com).

## ABOUT | ALM RESEARCH

ALM Research offers detailed business information for and about the legal industry, focused on the top U.S. and international law firms. The division's ALM Research Online ([www.almresearchonline.com](http://www.almresearchonline.com)) Web service provides subscribers with direct, on-demand access to ALM's extensive database of surveys, rankings and lists related to law firms and the legal industry. The site also includes the ALM Research Online store where non-subscribers can purchase and download pre-formatted individual law firm reports, selected current-year survey data on an individual basis, and ALM Research reports.

# Global Law Firm Knowledge Management 2006 SURVEY

We are pleased to offer the complete report of the 2006 Global Law Firm Knowledge Management Survey Report & Analysis \$1,500 USD

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