MONTHLY METRICS — A CLOC SURVEY SERIES

KNOWLEDGE MANAGEMENT

Corporate Legal Operations Consortium

April 2018
168 members represented

12% of CLOC membership
**QUICK STATS**

- **31%** of law dept’s have a knowledge management (KM) program
- **61%** of law dept’s KM programs are sponsored by the General Counsel
- **24%** of respondents believe their KM program content is shared openly across the legal dept.
- **1 in 10** law dept’s offer incentives to drive KM program participation

**Respondent Company Size Breakdown**

- **Small**: < $1B revenue (18.5%)
- **Medium**: $1B-$9.9B revenue (37.5%)
- **Large**: $10B+ revenue (44.0%)

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55% of respondents have a “Beginner” level KM program.

11% of respondents from both medium and large companies have an “Advanced” KM program.

85% of respondents from small companies have a “Beginner” KM program.

56% of respondents from medium companies have a “Beginner” KM program.

46% of respondents from large companies have a “Beginner” KM program.
38% OF LAW DEPT’S HAVE NO FULL-TIME EMPLOYEE (FTE) DEDICATED SOLELY TO THE KM PROGRAM.

HOW MANY FULL-TIME EMPLOYEES ARE DEDICATED TO YOUR KM PROGRAM?

- No FTE dedicated to KM program: 38.1%
- Team assigned to KM program: 26.2%
- One FTE assigned to KM program: 35.7%
KM CULTURE

10% OF LAW DEPT’S OFFER INCENTIVES TO PARTICIPATE IN THE KM PROGRAM.

HOW WOULD YOU DESCRIBE THE KM CULTURE OF YOUR LEGAL ORGANIZATION?

- **Doors are closed** and **information is not shared at all** across the legal department...........................................2%
- **Doors are wide open** and **information is voluntarily shared** across the legal department.................................24%
- **Information is shared** across the legal department, but **only when required/prompted**.................................61%
- **Information is shared** only within individual legal teams, but **not across the legal department**.................12%
29% of law dept’s use some version of SharePoint for their KM program.

Common KM program vendors:
- Box
- Google Docs/Enterprise Suite
- Microsoft Sharepoint
- Oracle (APEX, Beehive, & Web Center)
- Slack
- Homegrown system

60% of respondents have a KM mission statement and/or plan.

45% of respondents have a dedicated budget for their KM program.
56% of respondents believe the creation of a document repository is one of the most important KM program priorities.
92% of Law Dept’s attempt to capture useful materials.

Does your organization attempt to capture useful materials?

No: 8.0%
Yes: 92.0%

Does your organization have a single repository for all “know how” materials?

No: 50.0%
Yes: 50.0%
**KM Program Capabilities Cont.**

- **68%** of law dept’s have a **training program** in place.
- **50%** of law dept’s have a **core set of external resources** available to attorneys.
- **53%** of law dept’s have a **directory of legal experts** within their organization.
- **55%** of law dept’s have a **reliable, searchable database** of people within their organization.

**Does your organization have collaboration solution?**

- Yes: 67.0%
- No: 33.0%
66% of law dept’s have a document management solution.

Does your organization have a set of best practices in place to manage vendors of external KM resources?

- Yes: 20.5%
- No: 79.5%

Does your organization have document management solution?

- Yes: 65.0%
- No: 35.0%
RANK YOUR ORGANIZATION’S CAPABILITIES ON A 1 TO 5 SCALE (NOT GOOD TO VERY GOOD)

Highest overall capabilities

- Intranet that is regularly used by the business: 23%
- Comprehensive website to distribute content: 13%
- Collection of automated standard form documents: 13%
- Checklists/playbooks in place that are regularly used: 10%

Lowest overall capabilities

- Intranet that is regularly used by the business: 23%
- Comprehensive website to distribute content: 13%
- Collection of automated standard form documents: 13%
- Checklists/playbooks in place that are regularly used: 10%
Be on the lookout for CLOC’s next MONTHLY METRICS in May 2018!