

Aug 22, 2011 9:00 AM

| Start Time | End Date | Session | Description | Event Code |
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| 9:00 AM | 10:30 AM | An Innovation Rev-Elation | Chris Trimble - author, researcher and Dartmouth professor in the MBA Program - presents the keynote address "The Innovation Rev-Elation". His keynote will center on ways to get things back on track through innovation, meeting the challenge of executing innovation initiatives, building project teams and bringing discipline to innovation management. Takeaways will be how to nurture innovation to deliver legal services (AFAs, LPM, etc.) so they can be successful, how to experiment without breaking what's working, how to identify what's blocking your firm from being innovative and how to change the culture so it can be successful with new ideas. Hashtag #KEY1A | KEY1A |

Aug 22, 2011 11:00 AM

| Start Time | End Date | Session | Description | Event Code |
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| 11:00 AM | 12:00 PM | ADERANT: Managing AFAs to Achieve Profitability Targets | Come hear about managing and monitoring alternative fee arrangements (AFAs) to achieve profitability targets, and about a powerful product that can assist you. ADERANT Expert Matter Planning enables firms to more easily and confidently respond to and manage the life cycle of AFAs to ensure all engagements meet profitability targets. It also helps partners, managing directors, and practice group leaders quickly make informed decisions about pricing. Hashtag #ADE1 | ADE1 |
| 11:00 AM | 12:00 PM | Advances in Document Assembly | While document assembly applications have been around for a few years, adoption has been relatively slow and usually for niche legal practice areas. However, new technologies may rejuvenate interest. Hashtag #KMPG1 | KMPG1 |
| 11:00 AM | 12:00 PM | Converged Voice and Data: Connectivity Alternatives | Most firms are standardized on MPLS for their data infrastructure. This includes routing for all traffic regardless of purpose or priority and the reliance on the QoS of the LAN and Committed Information Rate (CIR) of the service provider. Come explore alternatives to MPLS as a single option for data and voice delivery as we focus on reliability, cost control and business continuity. Topics will include eliminating the PRI to fully converge voice and data and alternative technologies such as SIP trunking, VPN gateways and the use of point-to-point connections. Hashtag #CTPG1 | CTPG1 |
| 11:00 AM | 12:00 PM | Creating Killer Presentations | Different audiences require different information. For example, executives may want to see a high-level department view of profitability, while attorneys may be interested in especific client and matter information. A good presentation should not only be attactive but engaging. Our presenter will cover tips and techniques for creating memorable presentations. Hashtag #APP1 | APP1 |

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| 11:00 AM | 12:00 PM | Future-Proofing Your Law Firm | Developing on the great feedback received from last year's session, we'll discuss the major trends that will impact our information management, KM, practice support, and technology decisions in the next few years. Are there any sure bets we can make concerning strategy and spending? What riskier bets might we consider for greater returns? Hashtag #INFO1 | INFO1 |
| 11:00 AM | 12:00 PM | Hands-On: Automating Business Processes with SharePoint 2010 and InfoPath | Microsoft InfoPath is a rich forms-creation and editing tool that, when coupled with the workflow capabilities of Microsoft SharePoint 2010, empowers support personnel to automate and easily maintain many of the manual processes typically found in firms. In this session, we'll demonstrate the automation of a new-/lateral-hire process that delivers a solution that increases efficiency, agility and self service. At the conclusion of this two-part hands-on session, you will have gained the knowledge necessary to utilize these tools to bring practical value back to your firm. Hashtag #HAND1 | HAND1A |
| 11:00 AM | 12:00 PM | Hands-On: iPads for Lawyers | The iPad's power can be adapted to serve a lawyer's needs — maybe more easily than you think! This session, which features iPads for attendees to experiment with, will explore the many ways in which iPads can serve lawyers. We'll also discuss iPad support, security, infrastructure and compatibility. Hashtag #DASPG1 | DASPG1 |
| 11:00 AM | 12:00 PM | Litigation and Practice Support Professional Development | In the world of litigation and practice support, sometimes there are more job opportunities than there are people to fill them. Once you've gone through the long process of hiring the perfect candidate(s), how do you develop and retain your litigation and practice support teams? In this session, we will discuss various views, tips and tricks regarding professional development, retention, training, education, certification, rewards and recognition. Hashtag #LPSPG1 | LPSPG1 |
| 11:00 AM | 12:00 PM | Managing Risks Associated with Enterprise Search | The far-reaching capabilities of universal search can provide users with a valuable, holistic view of data from across the organization. But how do you maintain compliance with security policies and with regulations such as HIPAA while indexing across sources of private data? We'll give you practical ideas to help minimize risks and share best practices that can prevent problems when implementing universal search. Hashtag #RRMPG1 | RRMPG1 |
| 11:00 AM | 12:00 PM | Microsoft Spotlight on Legal – Innovations Underway For Your Firm | Join us for an overview of new technologies from Microsoft including Tablets/Slates and other mobile devices, Unified Communications, Cloud and Virtualization, et cetera. See how these technologies can address challenges faced by the leaders and laggards in your firm. Hashtag #SV1 | SV1 |

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| 11:00 AM | 12:00 PM | Micro Strategies Presents: The Marriage of SharePoint and Autonomy/Worksite — A Perfect Alliance for Portals, Collaboration, Marketing and Search! | This presentation will feature how the blending of SharePoint and Autonomy/Worksite technologies provides a more complete and valuable solution to internal users, as well as external clients and counsel, who need to collaborate and share information. This integration enables one view into all data and content, where legal and relevant corporate content can be easily and seamlessly searched and shared. Additional topics will feature the integration of Worksite into On-Premise, Cloud, Office and mobile applications. Hashtag #DEMO1 | DEMO1 |
| 11:00 AM | 12:00 PM | Rev-Elation Unplugged: A Conversation with the Keynote Speaker | Chris Trimble climbs down off the keynote stage for an "unplugged" and interactive conversation with attendees. He takes the theoretical takeaways from his keynote address and has a practical conversation, helping attendees with the next steps to implement innovation plans successfully in their organizations. Hashtag #KEY1B | KEY1B |
| 11:00 AM | 12:00 PM | Six New Technologies You Should Know About | IT leaders, technologists and lawyers present a rapid-fire discussion about six new technologies important for law firm IT operations. Hashtag #TECH1 | TECH1 |
| 11:00 AM | 12:00 PM | Successful IT Management in Small- and Mid-Sized Firms | We'll examine the tactics that technology partners, firm administrators and IT directors at firms with fewer than 200 attorneys can use to be successful in improving both the value of IT investments and how IT is perceived by the firm. Hashtaa #ORG1 | ORG1 |

Aug 22, 2011 1:00 PM

| Start Time | End Date | Session | Description | Event Code |
|------------|----------|-----------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------|
| 1:00 PM | 2:00 PM | ADERANT: Shorten the Capture-to-Cash Cycle with Paperless Prebill | Do you know where your prebills are at any given moment? Does it often take until the end of the month to get bills out the door? Are you printing and reprinting prebills for your partners? Learn how ADERANT Paperless PreBill can address these and other questions. Hashtag #ADE2 | ADE2 |
| 1:00 PM | 2:00 PM | Controlling Litigation Support Costs | Peer group session leader Scott Cohen will cover common and not-so-common methods of achieving cost control in litigation support effort, including proportionality targeted collection/preservation. We'll also discuss off-shoring and searching/filtering/analytics. Hashtag #LPSPG2 | LPSPG2 |
| 1:00 PM | 2:00 PM | Hands-On: Automating Business Processes with SharePoint 2010 and InfoPath (Cont.) | | HAND1B |

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| 1:00 PM | 2:00 PM | Maintaining Usability While Preventing Data Breaches | Concerns regarding data breaches have never been higher, and more clients are requesting information on security procedures in their RFPs. Join us for a discussion by security experts who will explain what constitutes a security breach and why they are so common, the consequences of such a breach, and ways firms can prevent data loss, while balancing the needs of the firm and its clients. Hashtag #RRMPG2 | RRMPG2 |
| 1:00 PM | 2:00 PM | Making an Impossible Engagement Possible | The economic downturn and changes in philosophy means firms may sometimes have to consider re-engineering engagements. How do you respond when a long-term client asks your firm to do the same high-volume litigation work for a fraction of your usual? We'll look at the technology, project management techniques and other tools you can apply to meet that challenge. Hashtag #ORG2 | ORG2 |
| 1:00 PM | 2:00 PM | Offshoring and Outsourcing: What It Means for Your Firm and Your Job | Are you ready for the growing impact on the legal market of outsourcing and offshoring? The forces that are driving legal work towards LPOs seem unstoppable and are already changing the way clients think about legal work and the way law firms carry out that work. This affects lawyers and technologists. How should you and your firm respond and adapt to these changes? As the legal marketplace breaks down along the "cost/value" continuum, where will you and your firm end up on that spectrum? Hashtag #INFO2 | INFO2 |
| 1:00 PM | 2:00 PM | Prosperoware: Prosperoware Zone | Learn about the Facebook wall for the matter. The electronic file may have become ubiquitous, but there is still a huge gap between the file and the organizational processes that support it. Where's the 2.0 version of the pleadings bible, closing checklists, file notes and other organizational lists? Prosperoware addresses these gaps with its Zone platform by leveraging Web 2.0 technology, including a number of concepts from today's leading social networks. Zone Webtop allows users to seamlessly navigate email and content repositories as if they were one application, and to collaborate on the electronic file as easily as they share content on Facebook. This session will demonstrate how Zone Webtop modernizes legal processes by neutralizing the barriers between systems, by making them Web accessible, and by powering them with social media tools. Hashtag #DEMO2 | DEMO2 |
| 1:00 PM | 2:00 PM | Security Incident Management 101 | Find out what security incident event management (SIEM) is, and why you need SEIM/SEM to compete for security-conscious clients. Listen as we cover the processes involved in the detection of a security incident, what the responses are, other things SEIM systems can do, and how this can support your change management strategy. Hashtag #TECH2 | TECH2 |
| 1:00 PM | 2:00 PM | SharePoint in the Cloud | Geared toward firms that have not yet implemented SharePoint and those looking to migrate from an in-house to a hosted solution implementing SharePoint in the cloud, we will discuss differences between a hosted and inhouse solution, including features, cost, securing the right hosting provider, integration issues and more. Hashtag #APP2 | APP2 |

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| 1:00 PM | 2:00 PM | Social Networking in the Legal Industry | Law firms, like virtually every other business today, are discovering the benefits of social networking collaboration. Learn about the use of collaborative tools such as wikis, blogs and discussion forums, and networking sites like Facebook and LinkedIn. Hashtag #KMPG2 | KMPG2 |
| 1:00 PM | 2:00 PM | Tablet Shootout: Which One Is Best? | Each tablet has its pros and cons. Come learn how to get the most out of your iPad, Android tablet or BlackBerry Playbook as our panel highlights features and software that can enhance the productivity of the mobile attorney, including offerings from Citrix, digital dictation, and remote time tracking and training. Hashtag #CTPG2 | CTPG2 |
| 1:00 PM | 2:00 PM | Thomson Reuters Company Update | Through a coordinated process of acquisition, innovation, integration and service, Thomson Reuters strives to fulfill its core mission in its legal business: to help the legal system work better, everyday, worldwide. Develop your understanding of Thomson Reuters' focus, strategy and priorities through this session. During this discussion, you will observe and identify with Thomson Reuters' efforts to complement your business growth, practice efficiencies and back office/infrastructure development and management initiatives. Hashtag #SV2 | SV2 |
| 1:00 PM | 2:00 PM | Windows 7 Desktop Deployment | In this overview of the latest Microsoft desktop operating server, we'll look at building the deployment environment, creating the image to deploy, adding applications to the image and delivering the image to a desktop. Hashtag #DASPG2 | DASPG2 |

Aug 22, 2011 2:30 PM

| Start Time | End Date | Session | Description | Event Code |
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| 2:30 PM | 3:30 PM | Architecting for LPM and BI: An Information Management Perspective | Business intelligence (BI) and legal project management (LPM) are increasingly becoming integral parts of firms' strategies to improve client service and grow market share. A variety of technologies, personnel and processes are required to support these strategies. This panel discussion will include experts representing three different perspectives — business strategy, knowledge management and technology. They will share their suggestions and lessons learned when it comes to identifying and combining resources to support BI and LPM efforts, touching on topics like workflows, process improvement, task management, data delivery and dashboards and other collaboration tools. Audience participation will be encouraged, so come share your questions and ideas with your peers! Hashtag #INFO3 | INFO3 |

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| 2:30 PM | 3:30 PM | Collaboration, Comparison and Co-Authoring: Redefining the Authoring Environment | Our industry's methods for the production of legal work product are evolving in response to technology advancements, corporate counsel demands, economic pressures and competition. Microsoft Office 2010 opens the possibility to rethink and reposition the legal team's authoring environment to meet the new reality of higher quality, modern electronic documents. Learn how new and re-architected functionality drives collaboration, comparison and co-authoring efficiencies and improves the firm's ability to remain competitive into the future. Hashtag #APP3 | APP3 |
| 2:30 PM | 3:30 PM | DocAuto, Inc.: OutiM Predict | DocAuto's new OutiM Predict supports "zero additional click" tagging of emails to import to the correct WorkSite matter, real-time, as users enter addresses and/or a Subject into an Outlook message. This Outlook add-in solution works with DocAuto's OutiM Server and provides a simple, intuitive interface to provide immediate feedback to users on prediction results based on prior activity by the user or from other groups of users, including enterprise-wide prediction data collection and consolidation. See all that DocAuto's new OutiM Predict provides! Hashtag #DEMO3 | DEMO3 |
| 2:30 PM | 3:30 PM | Effective Leadership Begins with Self-Knowledge | In order to effectively lead others, we must first take a look in the mirror to know and accept our own strengths and weaknesses, our successes and failures, and our goals and shortcomings. This discussion with Traveling Coaches' Co-Founder and CEO, Gina Buser, explores how to get in touch with your true self and how self-knowledge can contribute to your success as a leader. Hashtag #ORG3 | ORG3 |
| 2:30 PM | 3:30 PM | Elite: The Latest on AFAs | This session will address the latest trends and discuss existing Elite solutions in an update to last year's popular AFA introductory session. A diverse panel that includes a general counsel will discuss how technical and finance groups are impacted by AFAs, how firms can address AFAs as a competitive differentiator, as well as how firms can use Elite when working with AFAs. Hashtag #ELIT1 | ELIT1 |
| 2:30 PM | 3:30 PM | Extending Contentious Matter Extranets to Transactions | Come see how you can use your existing information management skills and procedures to offer collaborative services to your transaction-driven practice teams; extend your extranet infrastructure for use across your entire legal practice and matters; apply security, confidentiality and defensibility expertise to new opportunities; and assess for key functionality needed for providing matter extranets to transactions. Hashtag #LPSPG3 | LPSPG3 |
| 2:30 PM | 3:30 PM | Hands-On: Securing Windows 7 | Learn how to secure the Windows 7 environment in this hands-on session. Join us as we discover how to maintain and manage the new Windows 7 security features in your environment, and as we review how to configure User Account Control, AppLocker, BitLocker and Group Policy in real-world situations. Hashtag #HAND2 | HAND2A |

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| 2:30 PM | 3:30 PM | Legal Holds in a Mobile Age | We'll explain how new technologies add new complexity to managing legal holds and preservation orders. Holds now reach out to mobile devices, online email accounts and offline storage repositories, and this session will reveal new best practices in approaching holds with these technologies in mind. Hashtag #RRMPG3 | RRMPG3 |
| 2:30 PM | 3:30 PM | Moving to the 4G Wireless Network | If you're anticipating your firm's move to a new wired network in the next few years, this session will help you get a good idea of the realistic timeframe involved for a wireless 4G solution. Our presentation will look at how 4G wireless will truly compare to fiber speeds, how the wireless access points will work and what security issues you could encounter. Hashtag #TECH3 | TECH3 |
| 2:30 PM | 3:30 PM | Moving Your VMs to the Cloud | Join us as we present case study examples of firms that have successfully moved their VM to the cloud. Hear how to make the transfer from physical to virtual data center, and learn how your network, bandwidth and end-user experience will be affected. Hashtag #CTPG3 | CTPG3 |
| 2:30 PM | 3:30 PM | SharePoint as a DM/ECM System: Early Adopters Tell All | Learn from the firms that have committed to implementing SharePoint as their full DM or ECM solution. What have they accomplished, what have they encountered and overcome, what are they currently doing, and what comes next? Hashtag #ECMPG1 | ECMPG1 |
| 2:30 PM | 3:30 PM | The True Cost of Training | What are the costs associated with training and with not training? A training manager, CIO and vendor offer their perspectives on how firms are developing their training budgets, what firms should be spending their training dollars on and why, and how to accomplish effective training for your users without blowing the IT budget. Hashtag #USSPG1 | USSPG1 |
| 2:30 PM | 3:30 PM | What's Happening at LexisNexis | At LexisNexis, it's our mission to bring clarity to information through innovative solutions. We achieve this by collaborating closely with our customers. On any given day, LexisNexis customers are working in a variety of 'workspaces' to obtain insight to drive legal answers and their business. In today's world, insights are developed in many areas - and you may want access to a variety of applications. Therefore we will work with our customers to provide them with LexisNexis content and leading tools wherever our customers work and need to make informed decisions. By attending this session, you will have an opportunity to learn about new company innovations that deliver better outcomes for both the business and practice of law. Hashtag #SV3 | SV3 |

Aug 22, 2011 4:00 PM

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| 4:00 PM | 5:00 PM | Applying Litigation Support Tools to the Transactional Practice | Law firms and corporate legal departments are looking for ways to leverage existing technology investments in other practice areas. This session will discuss the application of information management systems, technologies and tools — traditionally used in litigation support — to the transactional practices. Hashtag #LSPG4 | LSPG4 |
| 4:00 PM | 5:00 PM | Business Integrity: ContractExpress for SharePoint, Intranet, Extranet and The Cloud | Law firms are using ContractExpress document assembly to respond proactively and profitability to clients' pressure for alternative fee arrangements, win new clients and increase profit per equity partner (PEP). You will learn how law firms have implemented ContractExpress and how its Word-based template authoring environment makes it possible for attorneys to create automated content without template programmers. We will also showcase our integration with SharePoint as well as DocumentView, our revolutionary live preview mode. Hashtag #DEMO4 | DEMO4 |
| 4:00 PM | 5:00 PM | Case Study: Challenges of Re-Engineering a New Business Intake Process | Firms face a unique and ever-growing set of challenges when opening new business. Meeting a host of regulatory requirements, tracking regional clearances, managing specialized terms of business, addressing organizational issues to support the global process, integrating systems and services, and monitoring process performance are just a few of the hurdles faced by large law firms. Come hear how one firm met these challenges, while streamlining and automating their global intake and clearance processes. Hashtag #INFO4 | INFO4 |
| 4:00 PM | 5:00 PM | Document Security in a Mobile World | Mobility and virtualization have made information easy to share — and leak. Learn what policies, procedures and systems can you implement to mitigate this risk. Hashtag #CTPG4 | CTPG4 |
| 4:00 PM | 5:00 PM | Effective E-Learning Solutions | Empowering learners with an effective and engaging e-learning experience can be a daunting task. Explore a variety of winning interactive solutions that combine imaginative skill, strategic learning objectives and tools to measure effectiveness. Hashtag #USSPG2 | USSPG2 |
| 4:00 PM | 5:00 PM | Elite: Maintaining a Healthy System | A healthy, well-run Elite system is critical to a firm's overall operation. This popular session returns to highlight the various areas in which a firm can proactively address to ensure a fine-tuned, efficient system, as well as process, tips and tricks to keep your Elite system running efficiently. Hashtag #ELIT2 | ELIT2 |
| 4:00 PM | 5:00 PM | Expanding the Technology Strategic Planning Process Beyond IT | <P>Technology strategic planning is often the province of a relatively small group of IT managers, technology committee members and firm management. But there are limits and disadvantages to this approach. Expanding the planning process to include consultation and outreach to more lawyers and staff can transform the strategic planning process. We'll examine the evolving role of the CIO and IT in this process and how a non-traditional approach can help identify the right strategies and encourage users to embrace technology. Hashtag #ORG4</P> | ORG4 |

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| 4:00 PM | 5:00 PM | Hands-On: Securing Windows 7 (Cont.) | | HAND2B |
| 4:00 PM | 5:00 PM | Hiring and Retaining the Right IT Professionals | Are you feeling the pressures of constantly evolving technologies and the need to do more with less? Learn how to creatively hire and retain IT staff who possess the unique skills and attributes needed for your firm to thrive in the coming decade. Join the fun as we cover the top 10 questions to ask during interviews, how to improve the “vetting” process and avoid mistakes, and tips on new staffing arrangements and behavioral hiring techniques. Equip yourself to hire a staff of true “all-stars” to ensure your firm’s success to 2020! Role play, anyone? Hashtag #TECH4 | TECH4 |
| 4:00 PM | 5:00 PM | Leverage Your DM/ECM System to Better Manage Matters and Deliver Client Value | A firm’s ECM strategy can significantly improve how it manages its matters. This session will focus on how a firm can leverage its enterprise content to improve profitability, efficiency, and client service. The discussion will include how data and information management, location, and utilization can increase the availability and effectiveness of client matter information while providing additional capabilities for delivering professional services to the client. Firms that have addressed these challenges will present their experiences. Hashtag #ECMPG2 | ECMPG2 |
| 4:00 PM | 5:00 PM | Open Text Company Update | Join Todd Partridge, Vice President and General Manager of the eDOCS & Legal Solutions Group, as he provides you with a company update on OpenText. During this update Todd will discuss OpenText’s strategy and roadmap on our core eDOCS and LegalKEY solutions. He will also lay out OpenText’s vision for bringing new technologies into legal over the coming year that will help drive the practice of Agile Law to differentiate your firm from its competitors. Hashtag #SV4 | SV4 |
| 4:00 PM | 5:00 PM | Record Retention Across Enterprise-Wide Repositories | Make sure you’re applying your retention policy to all your electronic repositories. We’ll show you how to locate all your repositories — email, DMS, shared network drives, SharePoint sites — and discuss the unique retention issues surrounding each repository. Presenters will also share creative ways to configure applications to support records and risk management initiatives. Hashtag #RRMPG4 | RRMPG4 |
| 4:00 PM | 5:00 PM | Unwrapping the Office 2010 Macro/Template Package | We’ll discuss embarking on a template conversion project: it’s impact, whom to involve (and when) and available template package vendors. Learn about the preselection process, including hidden secrets in your DM and from your users, what questions to ask potential vendors, variables to consider during rollout and timelines for a typical macro/template project. Hashtag #APP4 | APP4 |

Aug 23, 2011 8:00 AM

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| 8:00 AM | 9:00 AM | Rev-Elation: A New Value Proposition for IT-Based Innovation | <p><P>Increasingly caught between commoditization and the cloud, IT is feeling the pinch; and many IT organizations are being tasked to do more with less. Additionally, IT sits at the odd intersection of increasing complexity and the notion that everyone's an "IT expert," in this era of Facebook, Twitter and tablet-computing. And economic pressures are weighing heavy on IT, as your firms are taking aim on cutting as many costs as possible, with IT sitting squarely in the crosshairs. </P>□</p> <p><P>These varied factors that are shaping the future of IT leave out one very important question: What is the core competency of IT? IT isn't just about IT anymore. We see IT services increasingly shift away from functional enablers to business model enablers. You need only look at the world's most innovative companies to see them transform their services or products by using IT as a foundational component of business model innovation.</P>□</p> <p><P>Join Tom Koulopoulos for his third ILTA keynote as he takes us on a journey of self-discovery and innovation to help redefine the core competency and shape the new value proposition of IT. Tom will share insight from his latest work with IT organizations that are becoming the "center of gravity" for innovation in their organizations. He will show you how to use simple and powerful tools to help your organization reframe its business challenges. Most important, he will help you to position IT in a new light as an innovation enabler. Hashtag #KEY2A</P></p> | KEY2A |
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Aug 23, 2011 9:15 AM

| Start Time | End Date | Session | Description | Event Code |
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| 9:15 AM | 10:30 AM | App Development for Android and Apple Devices | Want an overview of how to get started developing apps for Android and Apple mobile devices? Come explore the integrated development environments (IDE), common pitfalls in development, and the pros and cons of developing for the different available devices. Hashtag #ETPG1 | ETPG1 |
| 9:15 AM | 10:30 AM | Cost-Effective Ethical Walls for Smaller and Mid-Sized Firms | Ethical walls were once exclusively the concern of large firms, but no more. Smaller and mid-sized firms increasingly must implement ethical walls on a limited budget. We'll look at the tools available that work with a firm's ECM system, how to design a matter-centric structure to support ethical walls and the resources required to successfully implement these solutions. Hashtag #ECMPG3 | ECMPG3 |
| 9:15 AM | 10:30 AM | Essentials of Matter-Based Budgeting | Get information about the tools required to develop a matter-based budget, and how to track progress against it. While these concepts are often associated with AFAs, they are applicable regardless of how the matter is billed. Effective budgeting allows both improved communication with clients and better management of the assigned legal team. Hashtag #FMPG1 | FMPG1 |

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| 9:15 AM | 10:30 AM | G100 CIO Event Recap | Join members of ILTA's G100 CIO Advisory Board as they provide a recap of the G100 CIO event held on Monday, August 22. The event included a keynote from Kent Zimmerman from Zeughauser Group; and discussion on the following topics: efficiencies that can be created through the use of technology; profitability and Alternative Fee Arrangements; and the Consumerization of IT. Hashtag #MISC1 | MISC1 |
| 9:15 AM | 10:30 AM | Hands-On: Forensics 101 for Legal Professionals | Forensic collection is often associated with full-disk imaging. However, targeted and remote collection has been commonplace for several years and has become best practice. Taught by a former attorney and computer forensics expert, this session will dispel such misconceptions around the concept of forensic search and collection and walk attendees through a series of hands-on exercises. Legal professionals will learn requirements and best practices to ensure their collections are forensically sound, and they will learn the pros and cons of different collection methodologies, enabling them to effectively evaluate their options in the real world. Attendees will use a forensics-based e-discovery platform to perform hands-on exercises covering acquisition, validation, chain of custody, data analysis and reporting. Hashtag #HAND3 | HAND3A |
| 9:15 AM | 10:30 AM | Hosted Communications | Outlining a path to virtualization for law firms, listen as we cover how to leverage the cloud for hosting your unified communications (UC) solution, decrease your overall telecom spending and innovate ahead of your competition. Attendees will review the most commonly-implemented UC features and corresponding benefits, and compare the implementation costs of a hosted vs. a do-it-yourself UC approach. Hashtag #TECH5 | TECH5 |
| 9:15 AM | 10:30 AM | ILTA's Innovative Member of the Year Contest | <P>This session that is also a contest: The Short List of Nominees for the Award will each give a short presentation on their award application, after which the ILTA member attendee audience will vote to select the winner!!Recognizes outstanding achievement in creating and championing an innovative environment within their organization and delivering exceptional business value. Hashtag #AWARD1</P> | AWARD1 |
| 9:15 AM | 10:30 AM | Innovation Unplugged: A Conversation with the Keynote Speaker | You're ready to take the next step to become an innovation enabler. How can you break free of decades old perspectives and become truly innovative? In this follow-up to his keynote, Tom Koulopoulos builds on many of the ideas he presented to show you how to use powerful tools to help your organization break free of narrow steams of thought that limit possibilities. Using a combination of hands-on workshops, open dialog and a few simple innovation tools, Tom will help you move beyond the dream of innovation to make it a reality. Come with an open mind ready to dive into the deep-end of innovation! Hashtag #KEY2B | KEY2B |

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| 9:15 AM | 10:30 AM | Kraft & Kennedy, Inc.: We're Virtually There: Application Virtualization | We're virtually there! Law firms have a number of options for managing application delivery to the end user. What's the best way to manage application deployment in both the remote access and office environments? Is there a way it can use one application package for both environments despite the many inherent differences? Join Kraft Kennedy as we explore current application streaming and virtualization options, as well as limitations and compatibility with current operating system deployments. We'll discuss the advantages of moving to an application virtualization technology while comparing the major vendors in this area: Citrix Application Streaming, VMware ThinApp and Microsoft App-V. Hashtag #DEMO5 | DEMO5 |
| 9:15 AM | 10:30 AM | Law Firm Economics 401: Alternative Fees | Gain a better understanding of the economics behind alternative fee pricing. Learn more about the finance foundation for AFAs and show how shifting away from the billable hour will impact firms, types of firms that will be profitable in this new pricing environment and where technology will fit in this new equation. Hashtag #ORG5 | ORG5 |
| 9:15 AM | 10:30 AM | Legal Project Management: Staff Roles | Learn the basics of implementing legal project management (LPM) from firms who have successfully implemented LPM initiatives. Our panel will explain their different approaches to LPM and discuss the roles and responsibilities of those staff members who support legal project management for attorneys. Hashtag #PSPG1 | PSPG1 |
| 9:15 AM | 10:30 AM | Microsoft: SharePoint as a DMS | More firms are migrating to SharePoint-based document management systems (DMSs). Examine SharePoint 2010's enterprise management capabilities and secure integration platform benefits, and learn strategies for migrating to a SharePoint DMS. Hashtag #MIC1 | MIC1 |
| 9:15 AM | 10:30 AM | Office 2010: Lessons Learned | We'll identify the lessons learned from early-adopter firms — their biggest challenges and hurdles, as well as organizational and training approaches with proven results. Hashtag #APP5 | APP5 |
| 9:15 AM | 10:30 AM | The Electronic Matter File Challenge | The electronic matter file is touted as the holy grail of legal technology. Is it a true step forward toward improving the practice of law? Or is it merely an over-promoted variation on document and email management? Is there even a need for a "better" file? Our speakers will discuss how to identify the electronic matter file, consolidate the entire file for easy use by lawyers and support staff, and assess the challenges and opportunities for a firm that pulls this information from various repositories and business processes into one location. See some visionary and some practical examples of what this could look like for your firm. Do you dare continue the quest? Hashtag #INFO5 | INFO5 |

Aug 23, 2011 11:30 AM

| Start Time | End Date | Session | Description | Event Code |
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| 11:30 AM | 12:30 PM | Approaches in Network Monitoring | What's the best approach for the important task of monitoring networks? We'll explore options from a one-stop-shop approach to bringing all your tools into one platform such as SharePoint — the goal being to determine what makes it easiest to navigate through all the tools you need. Hashtag #TECH6 | TECH6 |
| 11:30 AM | 12:30 PM | CFO Roundtable | Here are the top 10 topics keeping firm CFOs awake at night. This Q&A session will be fast-paced and dynamic, with plenty of pointed opinions and substantial food for thought. Hashtag #FMPG2 | FMPG2 |
| 11:30 AM | 12:30 PM | DocsCorp: pdfDocs Content Crawler | It is estimated that 20 percent of documents, usually image-based files, are invisible to DMS search engines. As we increasingly profile emails with non-searchable attachments, the problem gets worse. This exposes law firms to significant risks to their reputation and financial well-being. pdfDocs Content Crawler is a framework for searching an entire DMS database or a subset of documents based on specific DMS queries. Its Content Crawler - OCR module works in the background to identify non-searchable content (image files, PDF files and emails), convert it to a text-searchable PDF and save it back into the DMS — ready to be found! Hashtag #DEMO6 | DEMO6 |
| 11:30 AM | 12:30 PM | Hands-On: Forensics 101 for Legal Professionals (Cont.) | | HAND3B |
| 11:30 AM | 12:30 PM | Helpdesk Software: Service Desk Management or Glorified Database? | How are firms using their helpdesk support tools to maximize their ROI and enhance productivity? Take away a matrix between the diverse approaches used to measure and achieve resolution of support calls and popular service desk management solutions. Hashtag #APP6 | APP6 |
| 11:30 AM | 12:30 PM | Implementing a Docketing System to Mitigate Risks | How does a docketing system reduce firm risk and liability, and what are the challenges of implementation? Hear case studies detailing how firms with a strong docketing system and strategy introduced the new technology, outlined the process, built necessary workflow changes and resolved IT infrastructure challenges to create efficiencies and satisfy risk officers and malpractice insurance carriers. Hashtag #INFO6 | INFO6 |
| 11:30 AM | 12:30 PM | Microsoft: Microsoft Office 365: Computing in the Cloud | Is your firm ready for computing in the cloud with Office 365? Should you make the move? Come explore the possibilities and gain a better understanding of the online version's next-generation communications and collaboration services. Hashtag #MIC2 | MIC2 |
| 11:30 AM | 12:30 PM | Mobile Access Can Drive Successful ECM Initiatives | Firms embarking on the initiative to move content into a single firmwide repository need to consider how to provide mobile access to that content or else risk meeting resistance to the initiative. Our speakers will demonstrate, through case studies and product analyses, how mobile solutions providing access to enterprise content can help firms push content into the repository. Hashtag #ECMPG4 | ECMPG4 |

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| 11:30 AM | 12:30 PM | Open Source Gurus | Join this open discussion for geeks by geeks in true OSS style. We'll discuss the most useful OSS packages, cost savings from deployment of OSS, the coolest OSS solution and when to use OSS versus a commercial solution. Hashtag #ETPG2 | ETPG2 |
| 11:30 AM | 12:30 PM | People's Choice | | MISC7 |
| 11:30 AM | 12:30 PM | Project Rescue | Need to rescue a project with problems? Learn more about the common pitfalls of project management and how to avoid them. Our speaker will guide you through a series of case studies to highlight a process for project recovery — from learning to recognize when there's a problem through setting up a project remediation plan and "lessons learned" evaluation. Hashtag #PSPG2 | PSPG2 |
| 11:30 AM | 12:30 PM | Talking Technology to Lawyers | Attend this session to understand how the most successful technology leaders communicate with lawyers about technology strategy. Hear how to shift from talking about functionality to talking about benefits. Hashtag #ORG6 | ORG6 |
| 11:30 AM | 12:30 PM | Thomson Reuters: The WestSearch Experience | This tour of WestlawNext is designed specifically for legal technology professionals. You'll become familiar with the wide range of features that improve legal researchers' efficiency, productivity and confidence. From the new search engine, developed specifically for legal research, to the enhanced collaboration services, develop your own understanding of this progressive legal professional tool set. This session focuses on the most innovative aspects of WestlawNext, including a view into where WestlawNext's ongoing development is headed. Hashtag #THO1 | THO1 |

Aug 23, 2011 1:30 PM

| Start Time | End Date | Session | Description | Event Code |
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| 1:30 PM | 2:30 PM | Autonomy Company Update | Regulatory and risk management pressures are driving law firms and corporate legal departments to elevate information governance to a critical business function. With the ability to manage petabytes of data and understand the meaning of complex information, Autonomy enables disciplined and automated information management. During the Autonomy company update, you will hear from Autonomy executives on our comprehensive, modular governance platform to reduce costs, improve compliance, drive competitive advantage and improve overall legal outcomes. Hashtag #SV5 | SV5 |

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| 1:30 PM | 2:30 PM | Biscom: Secure File Transfer | A growing number of the Am Law 200 relies on Biscom to secure their confidential client file transfers and protect the firm from external data breaches. Learn how Biscom Secure Transfer for legal can help you secure document exchange, replace cumbersome FTP, offload large email attachments, end dependence on physical media and meet regulatory compliance. We will review: Biscom's intuitive Web and Outlook interfaces; bidirectional collaboration with clients and outside counsel; advanced encryption and user authentication; real-time verification of receipt and robust transaction tracking; and integration with data loss protection, metadata cleansing and document management technologies. Hashtag #DEMO7 | DEMO7 |
| 1:30 PM | 2:30 PM | Change Management: When Is it Okay to Stop Tracking? | We know how important change control is for System Development Life Cycle (SDLC) and project implementation. But now that the software, the server and the technology are in production, how important is it to keep track of changes? A senior quality assurance analyst and a principal architect offer their perspectives on this topic, including testing proposed changes, assessing risk and the process for informing users. Hashtag #TECH7 | TECH7 |
| 1:30 PM | 2:30 PM | Getting SaaSy | Learn everything you ever wanted to know about Software as a Service (SaaS) for the law firm. In this session, we'll discuss benefits, limitations, common concerns, contract negotiations and examples of SaaS solutions for law firms. Hashtag #ETPG3 | ETPG3 |
| 1:30 PM | 2:30 PM | Hands-On: Beyond Tips and Tricks: Taking Office 2010 to the Next Level | In this hands-on session, we will take a deep dive into advanced Office 2010 features and customization techniques, including ribbon customizations, template design changes, harvesting of XML template data, and styles and themes. Hashtag #HAND4 | HAND4A |
| 1:30 PM | 2:30 PM | Low-Cost Approaches to Info Management | Customized for law firms and law departments that may not be able to invest in large IT or knowledge management departments, this session will offer suggestions for free to low-cost tools available to enable KM, as well as key principles of data governance and information management that apply to firms of all sizes. Hashtag #INFO7 | INFO7 |
| 1:30 PM | 2:30 PM | Microsoft: Combining FAST with SharePoint for Powerful Search Options | Looking for ways to extend the search capabilities of your firm's knowledge management system? Learn how combining the power of FAST Search Server 2010 with the simplicity of SharePoint Enterprise Search can yield exceptional intranet and people search capabilities and provide a platform for building search-driven applications. Hashtag #MIC3 | MIC3 |

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| 1:30 PM | 2:30 PM | Rev-Elation Leadership | In Part 1 of the Sharon Swartworth Leadership Development Seminar, BG Flora Darpino will explore the art of leading legal organizations of different sizes in different environments such as in the United States, overseas and combat zones. She'll discuss how core leadership principles do not change with the size or location of the organization, but it's the proper application of those principles that create both the largest challenges and produce the biggest rewards. BG Darpino will highlight both some her successes and failures in the hopes of provoking some self analysis as you lead your team. Hashtag #SWART1 | SWART1 |
| 1:30 PM | 2:30 PM | Smartphone Shootout: Which One Is Best? | Each smartphone has its advocates. Our presenter will discuss the pros and cons of the iPhone, Android, Windows Phone 7 and BlackBerry, and which phone excels (or doesn't) in categories like security, manageability, ActiveSync and more. Hashtag #CTPG5 | CTPG5 |
| 1:30 PM | 2:30 PM | Software for Your Litigation Support Tool Belt | There are many options for electronic Bates labeling, redaction, PST management, metadata retrieval, load file creation, etc. This session will highlight the various tools and utilities available to litigation support professionals regardless of firm size. We will focus on some industry standard must-haves and little-known jewels. Hashtag #APP7 | APP7 |
| 1:30 PM | 2:30 PM | The 800-Pound Gorilla: Taming Non-Traditional Files in Your ECM System | Multimedia files, digital images, scanned documents, massive PDFs and other unstructured files can create havoc in a traditional DM/ECM system. We'll explore how to successfully integrate these files into your ECM system and discuss the storage, cost and other benefits that proper planning provides. Hashtag #ECMPG5 | ECMPG5 |
| 1:30 PM | 2:30 PM | Thomson Reuters: Firm Growth and Profitability in the New Economy | Learn ways to improve client value and increase firm profitability as leaders of four progressive law firms describe their strategies for leveraging a variety of technologies to increase efficiency and productivity. Hashtag #THO2 | THO2 |
| 1:30 PM | 2:30 PM | Workflows That Work for Financial Ops | Automation of financial processes using workflow and business process management can streamline your finance department by reducing paper and clearing out bottlenecks. Join two leading-edge firms as they share the processes they have implemented and their vision of processes to come. Hashtag #FMPG3 | FMPG3 |

Aug 23, 2011 3:30 PM

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| 3:30 PM | 4:30 PM | Archiving Solutions for Your ECM | One goal for an ECM system is to reduce the number of different silos where information is stored. Does pushing content (like email) into the ECM system make traditional archiving solutions for the silos redundant or irrelevant, or is the storage challenge simply transferred to the ECM system? Learn from firms that have taken different approaches to this issue, so you can decide which method best supports your ECM initiatives. Hashtag #ECMPG6 | ECMPG6 |
| 3:30 PM | 4:30 PM | Autonomy: Introducing Worksite 9.0 | The themes for Autonomy's WorkSite 9.0 release include globalization of content and improved deployment options to support a diverse, mobile workforce. You'll hear about this version's new capabilities, including unicode information storage and retrieval, encryption of sensitive content, new client transport protocols, cloud and hybrid deployment options and more. Hashtag #AUT1 | AUT1 |
| 3:30 PM | 4:30 PM | Building Public Websites with SharePoint 2010 | Learn about the overall issues, steps and best practices involved with using SharePoint 2010 to develop a public-facing website. We will discuss the project from inception to completion, including topology security (DMZ/firewall), licensing, designing templates, pages and style sheets, analytics development and much more. Hashtag #APP8 | APP8 |
| 3:30 PM | 4:30 PM | Enabling Attorneys to Practice Law On-the-Go | Wherever they are and whatever time it is, today's fast-moving attorneys need to practice law. We'll show you the newest ways they can remotely perform legal research, use trial presentations in court, access and share firm documents, read practice and client news and perform administrative tasks. Hashtag #INFO8 | INFO8 |
| 3:30 PM | 4:30 PM | Finding Profits with Time Capture | How much time are attorneys losing through inadequate timekeeping? Take a look at the concept of "found" time and how a time-capture product can automate the recording of time entries and improve firm profitability. The concept will be discussed from three different perspectives: the vendor, the timekeeper and the product administrator. Hear how to select, implement, use and sustain a time-capture product. Hashtag #FMPG4 | FMPG4 |
| 3:30 PM | 4:30 PM | Hands-On: Beyond Tips and Tricks: Taking Office 2010 to the Next Level (Cont.) | | HAND4B |
| 3:30 PM | 4:30 PM | ILTA's Project of the Year Contest | During this session, each of the short list Nominees for ILTA's Project of the Year Award will give a short presentation on their award application, after which the ILTA member attendee audience will vote to select the winner!! This award recognizes outstanding achievement in planning and implementing a project within their organization in the most innovative way and delivering exceptional business value. The winner will be announced at ILTA's 2011 Peer Awards Dinner and Presentation on August 25. The Nominees are Bingham McCutchen, Manatt Philips & Phillips, Littler Mendelson P.C. Hashtag #AWARD2 | AWARD2 |

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| 3:30 PM | 4:30 PM | Phone System Conversions: RFPs, SIP Trunking and ROI | Before taking on the major endeavor of moving your phone system to VoIP and SIP trunking, it's important to evaluate your infrastructure in order to properly plan. Attend this session to gain insight into the RFP process, moving to SIP trunking and ROI analysis of the phone system. Hashtag #CTPG6 | CTPG6 |
| 3:30 PM | 4:30 PM | Pricing Pressures on Licensing | Cloud-hosted, per-user and per-year subscription models are putting downward pricing pressure on software licensing. We examine what effects this will continue to have on the legal industry's vendors and what strategic investment paths small and large firms should consider. Hashtag #TECH8 | TECH8 |
| 3:30 PM | 4:30 PM | Profiscience Partners: UniversitySite and the SharePoint Learning Kit | This session will include a demonstration of Profiscience Partners' UniversitySite and SharePoint Learning Kit (SLK). With SharePoint 2010 being deployed in law firms at a record pace, My Sites are all the rage because of their enterprise social networking capabilities, and it's looking more and more like SharePoint will be the learning portal, if not the learning center, of the future. Our research on leveraging enterprise social networking, interpersonal business relationships and peer pressure as a means to increase self-initiated organizational learning prompted the development of a new wave of features in UniversitySite and the development of the SharePoint Learning Kit. Hashtag #DEMO8 | DEMO8 |
| 3:30 PM | 4:30 PM | Server Hosting in the Cloud | Thinking of moving your servers to the cloud? Find out more in this overview session, where we'll define a virtual private server (VPS), how it is used, cost comparisons between VPS and in-house hosting, monitoring, security and much more. Hashtag #ETPG4 | ETPG4 |
| 3:30 PM | 4:30 PM | The Power of Positive Leadership | In part 2 of the Share Swartworth Leadership Development Seminar, join an open and dynamic discussion with senior U.S. Army legal administrators, Chief Warrant Officer Five Rick Johnston and Chief Warrant Officer Four Dale Trexler about the "new era" in the U.S. Army and how it has impacted their legal mission. Learn how positive leadership can overcome almost any obstacle, and get tips on building a cohesive team and maintaining harmony in the face of budget cuts, personnel losses and relocation realignments. Hashtag #SWART2 | SWART2 |
| 3:30 PM | 4:30 PM | Thomson Reuters: Reducing Friction Points Between Litigation Workflow Apps | Thomson Reuters shows you how the efficiency of data flow between litigation support applications directly affects the overall efficiency of litigation workflow. See what strategic products Thomson Reuters has developed to improve litigation workflow, and discuss how you can realize efficiency gains through application integration. Hashtag #THO3 | THO3 |

Aug 24, 2011 8:00 AM

| Start Time | End Date | Session | Description | Event Code |
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| 8:00 AM | 9:00 AM | Rev-Elation: Rock Solid Leadership | <P>Learn how anyone in any job can lead with enthusiasm, passion and purpose from Robin Crow, who rose from struggling musician to national recording artist, and to successful entrepreneur and CEO of Dark Horse Recording. Robin will share insights to gain the competitive edge by taking consistent action, exceeding the expectations of clients and accepting responsibility for the outcomes along the way. This is how he was originally signed to RCA. This is how he built his business from scratch. And this is the strategy he used to lead his company to become one of the most successful studio complexes in the world. Robin will bring his guitar with him and will perform a couple of songs for us. Hashtag #KEY3A</P> | KEY3A |

Aug 24, 2011 9:15 AM

| Start Time | End Date | Session | Description | Event Code |
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| 9:15 AM | 10:30 AM | Alfresco: An Open Source DMS | OSS plus DMS = Alfresco. Find out more about open source DMS packages, Alfresco's history, security, integration, installation and migration process (featuring an Alfresco demo). Hashtag #ETPG5 | ETPG5 |
| 9:15 AM | 10:30 AM | Applications Round Table: Handling the Challenges of Desktops | This roundtable discussion will focus on some of the most common issues firms are facing at the desktop and how they are being dealt with. Hashtag #APP9 | APP9 |
| 9:15 AM | 10:30 AM | Autonomy: Making Geographies Transparent to Users | Access to remote content in distributed or regionalized business environments can be technically challenging and burdensome on the end user. Join us as we discuss a new methodology for seamless connection to remote content in real-time regardless of physical location. Hashtag #AUT2 | AUT2 |
| 9:15 AM | 10:30 AM | BEC Legal Systems: MatterLink | Do you have a strategic plan for Office 2010? Wouldn't it be nice if Word and Outlook could become tools for case/practice management, instead of a never-ending stream of information that must be organized and shared? A solution is here! MatterLink™ is your "matter center" within Microsoft Office, aggregating and organizing (by client/matter) Contacts, Fields, Notes, and shared information. Don't miss this opportunity to see the power and productivity that is inherent in the implementation of a secure, centralized matter-data source for practice groups. Hashtag #DEMO9 | DEMO9 |
| 9:15 AM | 10:30 AM | Corporate Legal E-Discovery: Six Topics in 60 Minutes | Join our discussion of e-discovery from the corporate perspective. We'll cover a variety of topics, as selected by YOU, that range from the infrastructure needed to support in-house e-discovery, pitfalls to avoid, practical strategies for managing the process, vendor management, case closure and more. Hashtag #LDPG1 | LDPG1 |

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| 9:15 AM | 10:30 AM | Hands-On: Excel 2010 | Excel is still here and it's still your friend. New capabilities for Excel 2010 will be the focus here, as we take a hands-on look at pivot tables and charts, data analysis tools, Sparklines and more. Hashtag #HAND5 | HAND5A |
| 9:15 AM | 10:30 AM | ILTA's SharePoint Innovator of the Year Contest | During this session, each of the short list Nominees for ILTA's SharePoint Innovator of the Year Award will give a short presentation on their award application, after which the ILTA member attendee audience will vote to select the winner!! This award recognizes outstanding achievement in leveraging SharePoint within their organization in the most innovative way and delivering exceptional business value. The winner will be announced at ILTA's 2011 Peer Awards Dinner and Presentation on August 25. The Nominees are Baker & McKenzie LLP, Bingham McCutchen, Miller Johnson, and Poyner Spruill LLP Hashtag #AWARD3 | AWARD3 |
| 9:15 AM | 10:30 AM | It Takes a Village to Deliver Effective AFAs | Learn how KM professionals and key players from finance, IT, professional development, legal project management, records and other areas can collaborate to help law firms implement successful AFAs. Hashtag #KMPG3 | KMPG3 |
| 9:15 AM | 10:30 AM | Leadership Unplugged: A Conversation with the Keynote Speaker | Robin Crow climbs down off the stage to engage in a more casual and interactive conversation with attendees. The area of focus for the discussion is leading with enthusiasm, passion and purpose. Ask Robin questions and share ideas in this "unplugged" session. Robin may have one or two songs to share as well. Hashtag #KEY3B | KEY3B |
| 9:15 AM | 10:30 AM | Legal Project Management | Legal project management is becoming more popular as firms put a greater focus on efficiency, but implementation still remains a challenge for some firms. This roundtable discussion will explain what legal project management is, its main goals, how legal project management can be implemented and how technology can help. Hashtag #ORG7 | ORG7 |
| 9:15 AM | 10:30 AM | Minimizing Risk as Attorneys Join and Leave the Firm | Many firms are experiencing the steady arrival and departure of attorneys. From a technology perspective, this presents both risk management and client service issues. Join risk management attorneys and CIOs as they address what should be included in policies, processes and technology to prevent these issues. Hashtag #INFO9 | INFO9 |
| 9:15 AM | 10:30 AM | [R]evolution: Industry Leaders Discuss Law2020 Hot Topics | Inspired by the "riveting remarks by remarkable people" of TEDTalks (Ted.com), six ILTA industry leaders break boundaries and challenge stereotypes. Each has nine minutes to present bold ideas regarding important issues for today's law firms, including: the consumerization of technology, moving from vertical leadership to horizontal teams, aligning IT with business, the biggest mistake made as a CIO, working from anywhere with security as a conflicting pressure, managing integrated practices, telling partners they are doing something wrong and that if they don't change they are all doomed... and more. Hashtag #MISC2 | MISC2 |

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| 9:15 AM | 10:30 AM | Social Media for Learning | Social media is quickly becoming an education tool from university lectures to crowdsourcing. We'll discuss how social media encourages ongoing knowledge transfer and allows learners to focus their attention on specific areas that provide a higher return on their learning investment. Hashtag #USSPG3 | USSPG3 |
| 9:15 AM | 10:30 AM | The Exchange 2010 Ecosystem | Explore the native features of Microsoft Exchange 2010 including High Availability, disaster recovery, antivirus and antispam functionality, unified messaging and more. Get guidelines and tips on integrating Exchange with SharePoint 2010, Office 2010 and Lync Server 2010. Hashtag #TECH9 | TECH9 |

Aug 24, 2011 11:30 AM

| Start Time | End Date | Session | Description | Event Code |
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| 11:30 AM | 12:30 PM | Autonomy: Next Gen Conflict Management | Legacy technology for managing the conflicts process over the past two decades has focused only on structured information within the columns and rows of conflicts, financial and records databases. We will take this time to explore iManage ConflictsManager, which provides a more comprehensive conflicts search by mining information stored within the traditional structured repositories as well as unstructured content within the firm, such as documents and email. See the advanced options and increased efficiencies this tool offers. Hashtag #AUT3 | AUT3 |
| 11:30 AM | 12:30 PM | Climbing the Management Mountain Without Falling Off (Too Many Times) | Strategic technology leaders who have successfully transitioned from operational managers share the keys to their success. They'll give valuable insight into the skills required for effective leadership at senior director and C-level positions, and talk about the best ways to mentor and motivate operational managers. Hashtag #ORG8 | ORG8 |
| 11:30 AM | 12:30 PM | eClarix, Inc.: PHIGRID: Project Human Interface | PHIGRID is the first comprehensive and customizable legal project management application. Acting as the backbone for highly regulated industries, such as compliance and electronic discovery, PHIGRID provides a unique and advanced central data repository for all digital data in a given environment. We will cover how PHIGRID provides a secure virtual environment for project management and user collaboration, where clients can track, analyze and report on multiple projects. You will also discover how PHIGRID can be customized to a client's specific processes to better manage resources and more accurately bid for cases. Join us as we look at the application's five key sections: administration, case management, data management, report analysis and dashboard. PHIGRID is vendor-neutral. Hashtag #DEMO10 | DEMO10 |

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| 11:30 AM | 12:30 PM | Elite: Sharing Data to the Attorney Desktop | This group of presenters will focus on trends in the professional desktop and how to get information out to attorneys in the most optimal way. They will also cover IT topics such as the typical functional requirements from a software reporting solution and finance topics such as the common metrics reviewed in the industry and why. Hashtag #ELIT3 | ELIT3 |
| 11:30 AM | 12:30 PM | Hands-On: Excel 2010 (Cont.) | | HAND5B |
| 11:30 AM | 12:30 PM | How KM Supports Innovative Service Delivery | KM isn't just precedents anymore. Hear how some true innovators in the field have tied sustainable KM processes and tools to specific legal services in ways that show clear increases in value delivered to clients. Hashtag #KMPG4 | KMPG4 |
| 11:30 AM | 12:30 PM | IPv6: Tomorrow's Network Here Today | Attend this session for a technical overview of IPv6, the next-generation Internet protocol. The new protocol will bring changes that will affect today's networks from design and planning to implementation. You'll learn how IPv6 differs from IPv4, how the new protocol works, why the migration is needed and how you can plan for it. We'll also address the myths around IPv6 — what is fact and what is not. Hashtag #SOSPG1 | SOSPG1 |
| 11:30 AM | 12:30 PM | Reengineering Collaboration for the 21st Century | Do you suspect your legal department is still thinking, planning and running processes that may be "so 20th century?" Then don't miss this discussion about the challenges of the 21st century and ideas for tackling them, including developing stronger business relationships with your outside counsel, modeling the "virtual firms," slashing costs while reducing risk, using extranets and other collaborative tools, as well as aligning processes with relationships. Hashtag #LDPG2 | LDPG2 |
| 11:30 AM | 12:30 PM | Skills Assessments in Law Firms: A Firm's Case Study and a Vendor's Best Practices | Look at skills assessments in a new way by seeing it through the eyes of a member duo and an experienced vendor. Assessments provide valuable information about current and future employees — the goal being to help increase productivity and revenue. Learn about the front line valuable experience from a Firm on adoption strategies and improving competencies using staff assessments. Hear from a vendor on approach and what to do with assessment results including how to implement a long-term approach in your Firm. Hashtag #APP10 | APP10 |
| 11:30 AM | 12:30 PM | Strategies and Law 2020 in the Small Firm (Part1) | Calling all small firms! Come join your small firm peers in a very interactive discussion that will be driven in part by topics you suggest in the Small Firm Listserv prior to conference. Other discussion topics will include cloud computing, SAAS, disaster recovery planning, backups, remote computing, training and helpdesk — ALL as they relate to small firms. (Part I) Hashtag #MISC4 | MISC4A |

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| 11:30 AM | 12:30 PM | Strategies for Business Continuity | Take a fresh look at your firm's business continuity and disaster recovery options. We'll discuss both internal and cloud solutions and the criteria to determine which is best for your firm. Our presenter will focus on the new technology that's driving alternatives. Hashtag #TECH10 | TECH10 |
| 11:30 AM | 12:30 PM | Technology Coaching for Attorneys: What Works? | Our panelists share their success stories in implementing attorney technology coaching programs in their firms. They'll describe their strategies and provide insights about what worked, what didn't and why. Hashtag #USSPG4 | USSPG4 |
| 11:30 AM | 12:30 PM | The Case for Master Data Management | In today's law firm environment, the need for master data management (MDM) is a crucial underpinning to many of the firm's prominent business initiatives. Our presenter will discuss establishing the business case and how to approach the process, governance and technology decisions that must be made to successfully implement any master data management effort. Get a solid framework for legal MDM from legal and academic research, the latest generation of MDM solutions in the large enterprise and case studies on successful MDM implementations. Hashtag #INFO10 | INFO10 |

Aug 24, 2011 1:30 PM

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| 1:30 PM | 2:30 PM | ADERANT: The Right Information to the Right People at the Right Time | Different audiences require different information. For example, executives may want to see a high-level department view of profitability, while attorneys may be interested in a specific client and matter information. During this panel discussion, we'll share various ways to present timely information with these and other audiences. Hashtag #ADE3 | ADE3 |
| 1:30 PM | 2:30 PM | Best Practices for Social Media in the Corporation | What are the dos and don'ts for a corporation seeking to utilize social media? Learn more about which vehicles are permitted, policies and procedures, benefits to the company and e-discovery aspects. See business-use examples as well. Hashtag #LDPG3 | LDPG3 |
| 1:30 PM | 2:30 PM | Creating an Optimal KM Value Strategy | A sound KM strategy is essential to success. Whether you are just starting a KM program or you've been at it for years, you'll take away insight into how your colleagues have formulated or refreshed their KM strategies to optimal levels, and what did and didn't work. Hashtag #KMPG5 | KMPG5 |

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| 1:30 PM | 2:30 PM | Elite Company Update | This session will update you on not just Elite as an organization but also 3E, our commitment to Enterprise, support and services and our positions on the latest technology. Included will be supported platforms, devices and plans for the future. Consider this session as a foundation for your interactions with Elite during ILTA and throughout the year. Presenters will include Elite Senior Management to insure you receive the latest and most relevant information. Hashtag #SV6 | SV6 |
| 1:30 PM | 2:30 PM | Hands-On: Using Building Blocks and Styles in Word 2010 to Create Custom Solutions | Are there new features in Word 2010 that make a difference for legal? You bet! In this hands-on workshop, we will explore the new types of templates — Building Blocks and Style Sets. You will learn about the "new normal" and document defaults, and through a blend of hands-on and instructor presentation, you will create Style Sets and Themes, create Quick Parts and use Content Controls in forms. Also, see examples of how to bind Content Controls to XML in order to populate multiple controls (fill-ins) in documents that need the same information, and a document assembly solution that ties it all together by using a centralized database. Hashtag #HAND6 | HAND6A |
| 1:30 PM | 2:30 PM | Helpdesks: In-house and Outsourced Options | End-user support is an essential component of a well-run law firm IT department, but it can be difficult to manage and costly to properly implement. Come examine the many helpdesk options available to firms today and the costs involved with each, as well as the strengths and weaknesses of inhouse and outsourced models. Hashtag #USSPG5 | USSPG5 |
| 1:30 PM | 2:30 PM | IPv6: The Ins and Outs | Wondering about Internet Protocol version 6 (IPv6)? When does it makes sense to adopt, and what needs to happen internally, externally and in the ISP/WAN environment to make IPv6 happen? Our speaker will cover how to prepare now to adopt later and the many technical aspects of this decision. Hashtag #ETPG6 | ETPG6 |
| 1:30 PM | 2:30 PM | Keep Your Eyes on Firm Goals When Your Head Is "in the Clouds" | Too much emphasis on the analysis of cloud technologies can distract from what you hope to gain from these emerging platforms. Our esteemed panelists provide insight about the importance of keeping your focus on the benefits your organization wants to achieve when considering cloud-hosted collaboration systems and the ramifications for jurisdictional, liability and ethical guidelines across regions in the U.S. and globally. Hashtag #TECH11 | TECH11 |
| 1:30 PM | 2:30 PM | Next-Generation Intranets | See how one firm's intranet "takes knowledge management from cliché to reality" and how another features wikis, blogs, tagging, commenting and activity streams to improve knowledge sharing and collaboration. Then step into our "time machine" and hear about several innovative intranet visions around personalization and semantic Web/Web 3.0. Hashtag #INFO11 | INFO11 |

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| 1:30 PM | 2:30 PM | Open Text: Best Practices for Implementing eDOCS DM 5.3 and Office 2010 | Powerful new technologies in eDOCS DM 5.3 and Office 2010 make them a potent document management combination that can deliver value to your firm. Attend this session to learn from law firms who have already implemented the upgrade. Topics include technical configuration, deployment planning and practices, training needs and potential implementation benefits. Hashtag #OPEN1 | OPEN1 |
| 1:30 PM | 2:30 PM | Randy Steere LLC: BudgetManager | Learn about at least seven distinct types of matter budgets and how BudgetManager handles all of them. From extremely simple budgets to highly complicated, client-mandated alternative fee arrangements with legal project management, the variety and need is great on this new and important topic. BudgetManager, from Randy Steere LLC, is available for both Aderant and Elite systems. It handles all aspects of budgeting, performs sophisticated budget-to-actuals analysis and handles legal project management. It was released over a year ago and is live in many firms. Hashtag #DEMO11 | DEMO11 |
| 1:30 PM | 2:30 PM | Reducing Costs with Alternative Staffing and Workflow Management | <P>Join us for a presentation of case studies that show the direct impact alternative staffing and workflow management can have in driving down legal costs. We will look at in-house, outsourced and combination approaches. Hashtag #ORG9</P> | ORG9 |
| 1:30 PM | 2:30 PM | The Future of the Browser: Beyond IE | Get information on the pros and cons of popular non-IE browsers and incorporating mobile device browsing needs. See whether a particular browser may be more appropriate for your firm. Hashtag #APP11 | APP11 |

Aug 24, 2011 3:30 PM

| Start Time | End Date | Session | Description | Event Code |
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| 3:30 PM | 4:30 PM | ADERANT Company Update | ADERANT's CEO, Chris Giglio, will update everyone on the company's performance, strategy, and progress. ADERANT's SVP of Sales, David Flynn, will discuss key trends in the industry ADERANT is seeing and how the company's current and future products can address the opportunities and challenges for law firms will face. This session will include an overview of ADERANT Expert 8.0, the new release of the company's flagship business and financial management solution. Updates to ADERANT StarLaw, an integrated document, records, and email application, and ADERANT Practice Manager, time and billing plus accounting for smaller firms, will also be covered. Hashtag #SV7 | SV7 |
| 3:30 PM | 4:30 PM | Breaking Strategic Groups Out of IT | When does it make sense to break strategic functions out from general IT or other back-office organizations? Explore some of the possibilities including activities that involve client-facing technology development, alternative fee support, project management and practice economics support. We'll also look at the advantages and disadvantages of such an approach. Hashtag #ORG10 | ORG10 |

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| 3:30 PM | 4:30 PM | Challenges in Developing User Documentation | This panel discussion will explore how trainers and other learning managers must balance content, user needs, design, accessibility, law firm culture and curriculum standards when designing user documentation. We'll consider whether there is a place for the trainer's "voice" and whether creative documentation conflicts with traditional instructional design theory. Hashtag #USSPG6 | USSPG6 |
| 3:30 PM | 4:30 PM | Generating Media Exposure for IT Leadership | Help build your firm's reputation as the go-to source for IT thought leadership. Attend this panel presentation for expert advice on how to deliver high-quality content to legal publishers and generate media coverage. Tangible session take-aways include how to find content opportunities, how to "pitch" ideas to the appropriate media outlets and how to maximize subject-matter expertise and thought leadership. Hashtag #MISC3 | MISC3 |
| 3:30 PM | 4:30 PM | Handshake Software and RoverApps: Enabling Mobile Devices for All Law Firm Applications | Smartphones and other mobile devices such as the iPhone, Android, BlackBerry, iPad2 and Android tablets are becoming increasingly popular with lawyers, yet it is difficult — if not impossible — to securely deliver information to these devices. Join us as we demonstrate the powerful combination of RoverApps and Handshake Software's award-winning products that allows law firms to quickly and easily deliver any information from any application (including Elite, Aderant, InterAction, iManage, OpenText, SharePoint and others) to any mobile device. Learn about security considerations and other important issues to address when enabling mobile access for your legal applications. Hashtag #DEMO12 | DEMO12 |
| 3:30 PM | 4:30 PM | Hands-On: Using Building Blocks and Styles in Word 2010 to Create Custom Solutions (Cont.) | | HAND6B |
| 3:30 PM | 4:30 PM | Hidden Benefits of Your Microsoft Licensing Agreements | In a world of do more with less, gems can be found in the fine print of the Microsoft Software Assurance Agreement and Enterprise Agreement. The take away is a list of value adds for solutions, employee purchase programs and/or price concession nestled within the licenses agreement. Let the treasure hunt begin. Hashtag #APP12 | APP12 |
| 3:30 PM | 4:30 PM | KM Helps Meet the ACC Value Challenge | The Association for Corporate Counsel (ACC) has challenged law firms to better understand their clients' business, be more efficient in their work, be more effective in training junior lawyers, and better budget and manage costs. Find out how knowledge management can help achieve these goals. Hashtag #KMPG6 | KMPG6 |
| 3:30 PM | 4:30 PM | Law2020: A Technology Operations Forecast | With compelling information about emerging technologies, we'll look at what your firm can do to prepare for the future of technology operations and gain a competitive advantage. Hashtag #SOSPG2 | SOSPG2 |

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| 3:30 PM | 4:30 PM | Law Department Roundtable Parts 1 and 2 (Closed Session) | This roundtable discussion will be divided into two parts — the first being on general topics suggested by members beforehand, and the second on e-discovery topics including personal devices, cloud computing and document review models. Hashtag #LDPG4 | LDPG4 |
| 3:30 PM | 4:30 PM | Open Text: Content Management on the Go with Mobile Access to eDOCS DM | A variety of tools are now available to enable access to eDOCS content from mobile devices including BlackBerrys, iPads and Droids. This session will showcase successfully implemented mobility solutions. Join us to learn more about the business drivers, the technical challenges overcome and the metrics used to measure success. Hashtag #OPEN2 | OPEN2 |
| 3:30 PM | 4:30 PM | The Rules of Risk in Cloud Computing | CIOs, storage managers and security officers will surely benefit from this discussion on the storage architectures used by major cloud vendors and the legal and regulatory issues around using cloud storage models for client and administrative documents. Hashtag #INFO12 | INFO12 |
| 3:30 PM | 4:30 PM | Workstation Performance Issues: Finding the Root Cause | With the growing complexity of today's highly distributed IT environments, today's law firms need to be well-equipped to proactively address desktop performance issues -- both physical and virtual -- before they impact end-user experience. Whether you're looking to gain deeper insight into application service-level compliance, dramatically reduce business disruptions, ensure the ROI on planned infrastructure investments (such as Microsoft Office upgrades) or understand how new technology can impact user productivity, proactive user-centric IT management can deliver the real-time analytics your team needs to quickly gain the agility required to rapidly address issues before they negatively impact business results. Specific cases, including monitoring Microsoft Outlook and SharePoint performance, will be presented based on the real-world experiences of law firms and how they are managing end-user experience to increase productivity and decrease business disruptions. Hashtag #TECH12 | TECH12 |

Aug 25, 2011 8:00 AM

| Start Time | End Date | Session | Description | Event Code |
|------------|----------|--------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------|
| 8:00 AM | 9:00 PM | Rev-Elation: Finding the Funny in Communications | <P>Jan McInnis, a comedian and emcee, will talk about “finding the funny” in business communications. In this in-depth look at why you should use humor in business, where to look for it and how to develop it, Jan will cover humor and health, what’s funny in the business environment, developing humor quickly and guidelines for keeping yourself out of trouble when using humor. Hashtag #KEY4A</P> | KEY4A |

Aug 25, 2011 9:15 AM

| Start Time | End Date | Session | Description | Event Code |
|------------|----------|----------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------|
| 9:15 AM | 10:30 AM | Business Communications Unplugged: A Conversation with the Keynote Speaker | Jan McInnis comes down off the keynote stage for a less formal and interactive discussion with attendees. Jan will answer questions and help you find specific ways you can use humor in your office. It's all about humor "unplugged". Hashtag #KEY4B | KEY4B |
| 9:15 AM | 10:30 AM | Emerging E-Discovery Technologies: Predictive Coding and Remote Collection | Law firms, corporations and government agencies continue to feel the impact of addressing electronic discovery requirements with growing data sizes and shrinking timelines. Technology providers have developed some practical solutions that will increase efficiency, minimize cost and address quality to minimize risk. This session will discuss two of those emerging technologies: predictive coding and remote collection. Please join us in an open discussion with industry leaders who will provide practical thoughts to consider when utilizing these solutions. Hashtag #LPSPG5 | LPSPG5 |
| 9:15 AM | 10:30 AM | Hands-On Best Practices for Webinars | This session will cover best practices for creating effective webinars, professional-quality webcasts and other video presentations. Hear tips on how to assess the goal and content of a presentation to choose the most appropriate format. View clips of real presentations to learn how to avoid common mistakes in lighting, camera angle and other aspects of webcasts and live presentations. Learn to coach speakers to help them give the best possible performance, and hear about some innovative uses for your webinar service that take its value beyond the presentation. Hashtag #PSPG3 | PSPG3 |
| 9:15 AM | 10:30 AM | Hands-On: OneNote - Your Digital Binder | Join us as we take attendees through the basics and advanced functionality of OneNote in the legal environment, including hands-on exercises to create and share Notebooks, work with Pages, and play with tagging, desktop docking, Outlook integration and much more. Hashtag #HAND7 | HAND7 |
| 9:15 AM | 10:30 AM | Law 2020 BarCamp | This is the place to come if you want to spend your Thursday morning in a crowd-sourced Modified BarCamp focusing on topics related to Law 2020. Not sure what a BarCamp is? No worries, all you need to know is that you want to participate in a morning long, fully interactive, semi-structured session, with small group conversations around topics developed from ILTA member survey and social media responses and published in a wiki prior to the conference. The BarCamp conversations will be led by ILTA volunteer leader facilitators. Takeaways will be shared with the full group at the end of the morning and will be published in the wiki. Hashtag #BAR1 | BAR1A |

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| 9:15 AM | 10:30 AM | Legal Electronic Data Exchange Standard (LEDES) Oversight Committee Biennial Members Meeting | This biennial meeting of the members of the LEDES Oversight Committee (LOC), an organization dedicated to overseeing existing and issuing new LEDES standards, is open to anyone interested in the electronic exchange of information among law firms and their clients. The meeting agenda includes a status report from the president and reports from the subcommittees on recent activities. More information on the LEDES Oversight Committee and the LEDES formats can be found at www.ledes.org . You do not need to be a LOC member to attend. Hashtag #LEDES1 | LEDES1 |
| 9:15 AM | 10:30 AM | Legal Ops Within a Corporate Legal Department | Curious about the similarities and differences between legal departments? Then come hear veterans discuss such issues as organizational structure, responsibilities and scope of operations, technology and integration with other legal organizations including IT, attorneys, legal professionals and outside counsel. Hashtag #LDPG5 | LDPG5 |
| 9:15 AM | 10:30 AM | LexisNexis: Financial Planning and Profitability: Looking Back and Forward to Stay Ahead Alternative Fee Arrangements Impact on Profitability | Want to learn how to leverage your firm's current time and matter data to forecast future profitability? Learn more about the tools that can make financial planning easier such as Redwood Analytics and Matter Experience. Hashtag #LEX1 | LEX1 |
| 9:15 AM | 10:30 AM | NetDocuments: R1-2011 Release | NetDocuments reveals the results of a major overhaul and redesign of its user interface across browsers and tablet devices. Incorporating Web 2.0 functionality and a more attractive and modern design, NetDocuments has created an interface that's more user friendly. Not since 2005 has there been such a significant change to NetDocuments, including Web and desktop-to-Web drag-and-drop, revised, clear content and enhanced personalization features. With this upgrade, NetDocuments 2011, an enterprise, Cloud-based document management system, will require less investment in setup. Hashtag #DEMO13 | DEMO13 |
| 9:15 AM | 10:30 AM | PDF Tools: Adobe Alternatives | Does your firm need the PDF functionality of Adobe Acrobat Pro, but not the cost? Have you seen the plethora of alternatives to Adobe, but need someone to guide you on which ones are worth considering? Designed for anyone who must direct or participate in the evaluation, selection and eventual implementation of a PDF solution, this session explores the pros and cons of various Acrobat alternatives, such as Workshare, Litera, pdfDocs, Nuance and other open-source PDF editing tools. Come listen to our panel of speakers discuss how they evaluated the alternatives, which product they selected and whether they're happy with the results. Hashtag #DASPG3 | DASPG3 |
| 9:15 AM | 10:30 AM | Risk Management for Administrative Records | Risk management is often focused on client records, but this session reveals how admin records can also pose a risk if not handled correctly. We'll cover types of administrative records, the different repositories in which they sit, and how RIM managers can align with or direct their financial, HR and new business intake groups in managing their information. Hashtag #RRMPG5 | RRMPG5 |

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| 9:15 AM | 10:30 AM | The Future of Communications | Join us for a look at exciting new communications technologies you may soon be adopting. We'll cover such topics as Skype for the enterprise, 3G or Wi-Fi, long-distance communication on mobile devices through Skype and Google Voice, webinar technologies and much more. Hashtag #TECH13 | TECH13 |
| 9:15 AM | 10:30 AM | Upgrading to Exchange 2010 | Learn from those who've been through the process of upgrading to Exchange 2010. Our speakers will share their real-life experiences including lessons learned. Hashtag #SOSPG3 | SOSPG3 |
| 9:15 AM | 10:30 AM | Workshop: Attorneys and Social Media: What You Need to Tell Them | Note: This session will be conducted in a high-energy format which will allow participants to spend time with each presenter in a small group setting. Attorneys want some direction on how to effectively use social media. Learn to coach attorneys on the strategic use of social media for business development goals and help them develop a social media strategy. We'll also discuss how to avoid ethical pitfalls when engaging in social media channels. Hashtag #INFO13 | INFO13 |

Aug 25, 2011 11:00 AM

| Start Time | End Date | Session | Description | Event Code |
|------------|----------|-----------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------|
| 11:00 AM | 12:00 PM | Balancing Transparent Access to KM with Client Security, Confidentiality, Risk and Compliance | KM and risk professionals sometimes disagree when it comes to content. Join risk experts as they discuss such hot topics as privacy of data (for insider, client and third party considerations), records retention and disposition, litigation holds and more. Hashtag #INFO14 | INFO14 |
| 11:00 AM | 12:00 PM | Deploying Endpoint and Media Encryption | Come join us as we examine whether encryption is an option or a must-have for law firms, especially considering new federal regulations such as HIPAA, HITECH and PCI DSS. Receive information about the different strategies for deploying Endpoint and media encryption and how to get buy-in from your firm. Hashtag #SOSPG4 | SOSPG4 |
| 11:00 AM | 12:00 PM | Developing Process Workflows | Learn a variety of practical how-tos on working with SMEs in and outside IT to capture and then document their processes and workflows, including looking at inefficiencies in existing workflows. Hashtag #APP13 | APP13 |
| 11:00 AM | 12:00 PM | From the Trenches: Implementing Windows 7 and Office 2010 | Hear from firms that have actually rolled out the 7/10 desktop as they describe must-dos and landmines. Listen to "war stories" on how these rollouts have gone, which technologies have been used, what new tools are now available and strategies for project/resource planning. Hashtag #DASPG4 | DASPG4 |

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| 11:00 AM | 12:00 PM | Google: Google Apps for Business | Learn about Google Apps for Business and how this emerging platform can enable new ways of collaboration, search, connectivity and serve as an enabling driver for behavioral change. Investigate the specific cost savings potential in licensing, client correspondence, document automation, intranets, extranets, infrastructure and voice/video/translation services. Discover what's driving Google Apps, how the industry is impacted and whether this powerful platform is a fit for your business. Hashtag #DEMO14 | DEMO14 |
| 11:00 AM | 12:00 PM | Grow, Retain and Advocate with CRM | See how your firm can expand the value of its CRM information as we look at how other industries are using CRM in ways that go beyond generating mailing lists. Get more information on how these recommendations may be applied in a legal setting and how to go about changing the mindset of what CRM can be used for in law firms. Hashtag #PSPG4 | PSPG4 |
| 11:00 AM | 12:00 PM | Hands-On: Troubleshooting QoS/CoS | In this hands-on troubleshooting session, we'll look at how to get the most out of your network, including packet marking, determining jitter and configuring a jitter buffer, determining latency and using common switch troubleshooting commands. Hashtag #HAND8 | HAND8 |
| 11:00 AM | 12:00 PM | Law 2020 BarCamp (Cont.) | This is the place to come if you want to spend your Thursday morning in a crowd-sourced Modified BarCamp focusing on topics related to Law 2020. Not sure what a BarCamp is? No worries, all you need to know is that you want to participate in a morning long, fully interactive, semi-structured session, with small group conversations around topics developed from ILTA member survey and social media responses and published in a wiki prior to the conference. The BarCamp conversations will be led by ILTA volunteer leader facilitators. Takeaways will be shared with the full group at the end of the morning and will be published in the wiki. Hashtag #BAR1 | BAR1B |
| 11:00 AM | 12:00 PM | Legal Electronic Data Exchange Standard (LEDES): UTBMS and How it Is Used in E-Billing | This session will focus on the use of the Uniform Task-Based Management System (UTBMS) codes in electronic billing. We will discuss UTBMS standards in use today and other UTBMS projects that are underway. Representatives from law departments will provide insight into the e-billing systems they use, how UTBMS codes are used and the value derived from them. You do not need to be a LOC member to attend. Hashtag #LEDES2 | LEDES2 |
| 11:00 AM | 12:00 PM | Legal vs. IT: Aligning Litigation and Practice Support | Many are talking about a perceived conflict between legal and IT — whether they can get along and speak the same language. An experienced panel will help you see litigation and practice support as bilingual facilitators, as they discuss characteristics of highly-functional multidisciplinary teams and relationship-building, bringing together the viewpoints of technology professionals and practice group members, to achieve shared success. Hashtag #LPSPG6 | LPSPG6 |

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| 11:00 AM | 12:00 PM | Making a Business Case for "Risk Reduction" Projects | Risk hangs over law organizations like the proverbial Sword of Damocles. We'll discuss many of those risks and how to avoid or mitigate them in topics such as assessing risk, identifying and engaging stakeholders, staying proactive vs. reactive and budgeting for the enterprise-wide initiative. Hashtag #LDPG6 | LDPG6 |
| 11:00 AM | 12:00 PM | Risks and Challenges of Suggestive Filing for Email | We now have software that can anticipate and recommend where users file email messages, but what are the risks with these solutions? In this discussion, we'll address whether it's better to have software rather than lawyers file and determining the retention of records. We'll also look at what the courts have to say and share the results of a recent study comparing people and computer document reviews. Hashtag #RRMPG6 | RRMPG6 |
| 11:00 AM | 12:00 PM | Upgrading to SQL Server 2008 R2 | Our speaker provides a soup-to-nuts review of the upgrade process to SQL Server 2008, beginning with a checklist of considerations when moving from SQL Server 2000 or 2005. The speaker will share "lessons learned," including: evaluating an upgrade vs. a new build; gauging the usefulness of Upgrade Advisor; real-world experiences, hazards, and pitfalls; exploring database compatibility; testing for deprecated features; as well as enumerating hidden interfaces and applications using your databases. A key takeaway will include a framework for planning YOUR upgrade. Hashtag #TECH14 | TECH14 |

Aug 25, 2011 2:00 PM

| Start Time | End Date | Session | Description | Event Code |
|------------|----------|-----------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------|
| 2:00 PM | 3:00 PM | Are New Pricing Tools Needed for AFAs? | AFAs require a different support toolbox than the billable hour, so what's available? Explore these tools, whether they are finance or KM tools (or both), and the benefits of using them to evaluate leverage and profitability. Hashtag #FMPG5 | FMPG5 |
| 2:00 PM | 3:00 PM | Business and Competitive Intelligence: Revealing Strategy Within Data | Our panel brings together experts with different business perspectives to explore how tools, data and internal cooperation and processes can influence your business and competitive intelligence initiatives and, in turn, your firm's business development strategies. Our speakers will address common issues and share ideas you can apply whether you use expensive tools or homegrown solutions. Hashtag #PSPG5 | PSPG5 |
| 2:00 PM | 3:00 PM | Data Archiving: Where Did All the Storage Space Go? | Join us for an interactive discussion about how IT professionals, litigation support departments and attorneys work together to identify litigation data that can be archived. We'll address such questions as: How do you categorize data? What archiving solutions/processes are being used? What are the costs? Learn how firms are archiving and saving on storage while keeping data available to attorneys. Hashtag #ORG11 | ORG11 |

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| 2:00 PM | 3:00 PM | Data Loss Prevention: What We've Learned from WikiLeaks | Get a closer look at the state of data loss prevention (DLP) within the legal environment and whether DLP is a technology or a strategy as we examine examples taken from the headlines about WikiLeaks. Hashtag #TECH15 | TECH15 |
| 2:00 PM | 3:00 PM | Deploying Virtual Desktops | Get inside tips from firms that have successfully deployed the virtual desktop and applications. Presenters will cover how to assess your current environment, how to plan and things to consider for deployment, such as working with PCoIP, and the impacts on network uptime, Quality of Service (QoS), network latency and user experience. Hashtag #SOSPG5 | SOSPG5 |
| 2:00 PM | 3:00 PM | ECM: Putting Great KM Ideas into Practice | As a KM professional, it's important to identify what you want to get out of various enterprise systems. What strategies and methods can be employed to maximize KM utilization? What are some tools to surface information or combine data from related systems, creating new information as a result? How do they work and what are their major challenges and limitations? Come hear the answers to these questions and more. Hashtag #INFO15 | INFO15 |
| 2:00 PM | 3:00 PM | Everything You Wanted to Know About Large Firm Technology Strategy (but Were Afraid to Ask) – Part 1 | As we never have enough time to talk shop, our Large Firm Discussion Forum is now two full hours! Joins our panelists as we cover three topics in each hour. The focus will be on the strategy issues that keep large firm CIOs awake at night. Topics will be based on feedback from the Large Firm e-group. Please expect this session to be lively and highly interactive – come prepared to talk! Hashtag #MISC5A | MISC5A |
| 2:00 PM | 3:00 PM | Hands-On: Collaboration Opportunities with SharePoint 2010 | SharePoint 2010 can create value in exposing enhanced information-sharing and communication opportunities within a law firm. Come learn when to consider and how to use the new features and functionality available in SharePoint 2010, including My Sites, Business Connectivity Services (BCS) and search. Attendees will apply this knowledge with a hands-on exercise building a client and matter workspace. Hashtag #HAND9 | HAND9A |
| 2:00 PM | 3:00 PM | Information Management BarCamp | This is the place to come if you want to spend your Thursday afternoon in a crowd-sourced Modified BarCamp focusing on topics related to Information Management. Not sure what a BarCamp is? No worries, all you need to know is that you want to participate in an afternoon long, fully interactive, semi-structured session, with small group conversations around topics developed from ILTA member survey and social media responses and published in a wiki prior to the conference. The BarCamp conversations will be led by ILTA volunteer leader facilitators. Takeaways will be shared with the full group at the end of the morning and will be published in the wiki. Hashtag #BAR2 | BAR2A |

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| 2:00 PM | 3:00 PM | Integration of Legal Technology and Legal Services | Come learn to examine how your firm can best integrate the principles of legal technology and legal services. With a focus on the economic challenges of today, we'll explore: how to effectively implement and consolidate the technology you need and the technology you already have; implementation best practices and principles of legal project management; getting management buy-in and bringing the whole team on board; how to identify possible risks; and budgeting to see cost savings. Hashtag #MISC6 | MISC6 |
| 2:00 PM | 3:00 PM | iPad: 60 Apps in 60 Minutes | The iPad is a great boon to lawyers, but often a challenge to IT departments. Of the hundreds of thousands of apps available for the iPad, which are really the best for our lawyers? This session will help you weed through this apps overload, focusing on best-of-breed apps that will improve your users' experience with their iPads. Expect to see legal apps, general apps and some fun apps (other than Angry Birds). Hashtag #DASPG5 | DASPG5 |
| 2:00 PM | 3:00 PM | LexisNexis: A Case Study on Lexis for Microsoft Office | Find out how firms are currently using Lexis for Microsoft Office efficiencies and techniques — challenges faced, results achieved and lessons learned. Hashtag #LEX2 | LEX2 |
| 2:00 PM | 3:00 PM | Omtool, Ltd.: Document Capture and Process Automation Solutions | Join us for this informative session where Omtool will reveal some of the results of its annual Legal Technology Trend Survey and how these results affect law firms of all sizes. Omtool will also address the greatest challenges that law firms face related to storing, capturing, invoicing and sharing documents (often in paper form), and the kinds of solutions that exist to automate processes and address each of these challenges. You will discover how, through the use of innovative technologies, law firms can improve their productivity and save money by reducing paper consumables, stand-alone fax machines, and further automate their document-intensive processes. Hashtag #DEMO15 | DEMO15 |

Aug 25, 2011 3:30 PM

| Start Time | End Date | Session | Description | Event Code |
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| 3:30 PM | 4:30 PM | Business Intelligence: What Works? | In a world awash with data, what are the KPIs that are actually useful? Our presenter will explore this question, as well as trend analysis and the benchmarking of internal information with external surveys. Hashtag #FMPG6 | FMPG6 |
| 3:30 PM | 4:30 PM | Challenges of the Globalized Desktop | Global firms have to support desktops in various countries, which brings a host of challenges, from language to technology to disasters like the recent tsunami/nuclear crisis in Japan. Here we'll look at how to keep technology as consistent as possible, looking at best practices in deployment, infrastructure, Unicode and more. Hashtag #DASPG6 | DASPG6 |

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| 3:30 PM | 4:30 PM | Everything You Wanted to Know About Large Firm Technology Strategy (but Were Afraid to Ask) – Cont. | As we never have enough time to talk shop, our Large Firm Discussion Forum is now two full hours! Joins our panelists as we cover three topics in each hour. The focus will be on the strategy issues that keep large firm CIOs awake at night. Topics will be based on feedback from the Large Firm e-group. Please expect this session to be lively and highly interactive – come prepared to talk! Hashtag #MISC5B | MISC5B |
| 3:30 PM | 4:30 PM | Google Apps: Implications of an Evolving Collaboration Platform | Attend this interactive discussion on using Google Apps and the impact on risk, security, competitive intelligence, as well as the evolving collaboration aspects and potential for a decentralized approach for knowledge sharing through social media. Learn how this evolving platform is an infrastructure solution, an information management solution and an enabling driver for behavioral change within an organization — all at the same time. Hashtag #TECH16 | TECH16 |
| 3:30 PM | 4:30 PM | Hands-On: Collaboration Opportunities with SharePoint 2010 (Cont.) | | HAND9B |
| 3:30 PM | 4:30 PM | Information Management BarCamp (Cont.) | This is the place to come if you want to spend your Thursday afternoon in a crowd-sourced Modified BarCamp focusing on topics related to Information Management. Not sure what a BarCamp is? No worries, all you need to know is that you want to participate in an afternoon long, fully interactive, semi-structured session, with small group conversations around topics developed from ILTA member survey and social media responses and published in a wiki prior to the conference. The BarCamp conversations will be led by ILTA volunteer leader facilitators. Takeaways will be shared with the full group at the end of the morning and will be published in the wiki. Hashtag #BAR2 | BAR2B |
| 3:30 PM | 4:30 PM | Legal Training for Law Firm IT Professionals | How can legal training help network engineers, desktop and application personnel, DBAs and Outlook administrators better understand the context in which they provide support for lawyers and paralegals? Join us as we discuss what place substantive legal training has for IT professionals and the benefits for individuals and firms. Hashtag #ORG12 | ORG12 |
| 3:30 PM | 4:30 PM | LexisNexis: Gaining a Competitive Edge and Economic Advantage in E-Discovery | The nature of litigation is that it is often sporadic, unpredictable and can fall outside the scope of standard litigation-support processes. Learn how to increase your ability to say "yes" to challenging deadlines, and decrease delays due to managing difficult data by utilizing a hybrid approach to what is kept in-house and what is outsourced. This panel discussion will provide new strategies and best practices for leveraging internal and external teams, as well as LexisNexis e-discovery and litigation-management technology to add greater flexibility and cost efficiency to your cases and a competitive edge in the discovery process. Hashtag #LEX3 | LEX3 |

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| 3:30 PM | 4:30 PM | Managing CLE for Your Firm and Its Clients: A Partnership Between IT and Professional Development | More than 40 states require mandatory continuing legal education (MCLE). Your attorneys and their clients are demanding MCLE credit through live events, webinars and on-demand formats. To meet these demands, IT, marketing and professional development teams must partner to ensure the technology, reporting tools and subject matter expertise are in place and events are well-supported. Please join this interactive discussion on the "ins and outs" of MCLE, the technology required for delivery and tips to ensure you are aligned with training and business development initiatives. Hashtag #PGPG6 | PSPG6 |
| 3:30 PM | 4:30 PM | Open Text: Implementing OpenText Email Management | Is your firm considering implementing the Email Management component of OpenText ECM Suite? If so, you'll want to hear about some of the fresh challenges associated with implementation and how to address them. Take a look at issues regarding how and where to archive email, how to gain support for storage of email in eDOCS, and how to measure success of email filing initiatives. Hashtag #OPEN3 | OPEN3 |
| 3:30 PM | 4:30 PM | Securing Your Virtual Environment | Find out if you're taking the right steps to secure your data residing in virtual environments. This presentation will show you how to assess reliability and security, how to gain visibility into the virtual layer and how to plan for new implementations. Hashtag #SOSPG6 | SOSPG6 |
| 3:30 PM | 4:30 PM | Strategies and Law 2020 in the Small Firm (Part2) | The conversation continues as you join your small firm peers in a very interactive discussion that will be driven in part by topics you suggest in the Small Firm Listserv prior to conference. Other discussion topics will include cloud computing, SAAS, disaster recovery planning, backups, remote computing, training and helpdesk — ALL as they relate to small firms. (Part 2) Hashtag #MISC4 | MISC4B |

