



Call to Action 2017

Mary O'Carroll is Head of Legal Operations, Google and for the second year, was asked to close out the Annual CLOC Conference. Here is her Call to Action for legal departments, law firms, service providers, and law schools.

To the Legal Departments: Challenge yourselves to do something bold. Share what you're doing with everyone else and help us all get there faster. When you hear what others are doing, resist the urge to say "That could never work for us." Take the leap, jump in and push the boundaries.

To the Law Firms: First, to the ones who are here... Thank you. Talking to you is like a breath of fresh air. Go back and preach! Don't be afraid to take risks and be the first mover. Find a client that is willing to partner with you to try something new and crazy. Bring your clients to the table. Don't just talk about diversity or technology or data analytics or project management or whatever it is in your silo. Bring clients into that discussion and especially the business professionals on both sides so we can do it together.

To the ASPs/LPOs/LSOs: Keep reminding us that it's possible to get great value AND great quality. Keep reminding us that we have alternatives. And keep reminding others of us that there are also alternative career paths.

To the Technology Companies: You are the enablers. You are giving us the systems and tools to make change in this industry possible. Make it easy for us to implement. Make it easy for us to demonstrate ROI. Make it easy for us to get people to adopt your tools -- eliminate the extra clicks and ensure your UI is clean and easy to use. And most importantly, push the rest of us to standardize, standardize, standardize everything.

To the Law Schools: We are counting on you to train the next generation of leaders. Adapt your curriculum. Help ensure this next generation is constantly looking forward instead of only looking backwards.