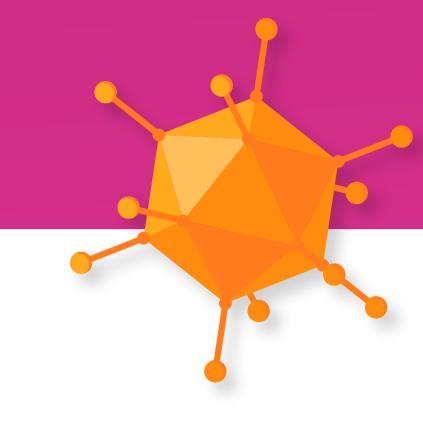


Virtual Summit Poll Results:

How Has Coronavirus Impacted Legal Ops?

Our first-ever Virtual Summit, Continuity During Coronavirus, saw inspiring presentations by some of the best minds in the Legal Ops profession.

During it, we conducted a set of polls asking attendees to share the impacts of COVID-19 on their current operations and their future planning. The results were eye-opening, and we've got them for you below!





What corporate functions are being most impacted by the pandemic?

Most attendees (29%) told us the Supply Chain was the function most impacted by COVID-19, with IT the runner-up (26%) and Human Resources in third place (22%).



What about the impact on Legal, though?

The company's legal function was the most affected corporate function for only 10% of attendees.



What was the primary step taken to preserve Legal Ops continuity?

maintain continuity was Work-From-Home, implemented by 96% of the attendees. It was certainly a central discussion point for everyone involved at the Summit.

Not surprisingly, the most common step taken by Legal Ops to



continuity? Project freezes (39%) and budget reductions (38%) were the

What other steps were being taken to support

next most common measures being taken by Legal Ops and legal departments to maintain operational continuity. When do people expect to get back into the



office? 61% of attendees expected their local office to re-open no

sooner than within 1-3 months; only 13% thought it would open within a month. What about Legal Ops workloads during



COVID-19? 34% said Legal Ops workloads were significantly higher over

the last few months; another 34% said slightly higher. Nobody said there had been a significant reduction in workloads. What about the pace of Legal Ops work?



56% of Virtual Summit attendees said the pace of Legal Ops was slightly higher; 10% said it was significantly higher.

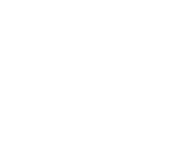
Interestingly, 16% had seen a slowdown in the pace of work. Had there been an effect on service requests?



service requests, 24% said "no change," and 16% were getting fewer requests.

43% of our Legal Ops audience said they were seeing more

What about the complexity of these requests? 27% said the requests being funneled to the legal department



had become more complex since the advent of the pandemic.

Should this period be viewed as a transformation opportunity? The feedback to this question surprised even us, though we're

accustomed to the Legal Ops community being innovators: A whopping 95% of attendees said Legal Ops should be using this period as a transformation opportunity.



Very few wanted to stand pat A mere 5% of respondents thought it was best to just go into



What's the impact been on using outside

a holding pattern during a time like this.

counsel? 50% of attendees reported no impact on the number of outside

firms they were working with right now. 31% were seeing an

MITRATECH.COM

increase, while 19% had a decrease.