

## CLL FRAMEWORK

# OPERATIONALISING LAW

### Core activities to operationalise:

- Strategic and structural issues
  - How law is practised in the organisation
  - How lawyers are integrated
- Day-to-day operations
  - Materials, playbooks, frameworks by which non-lawyers can deal with certain legal issues
  - Identifying trigger point and red flags

### What are the characteristics of areas to operationalise?

- Areas frequently encountered and routine in nature
- Standard documents and/or standard documents with identifiable variables
- Topics where documentation combined with training and/or automation can allow non-lawyers to become involved.

### The operationalisation process:

- Analyse and understand
- Identify the outputs
- Identify what you want your non-legal colleagues to do
- Develop and agree base standard documents
- Identify and agree variables and the circumstances of their use
- Create a process map to be operationalised
- Document the process
- Identify what measurement, monitoring and reporting is needed
- Agree how you will deal with exceptions
- Finalise standard documents, variables, circumstances of use into a playbook
- Automate as appropriate
- Develop, launch and implement a training programme for those who will use the operationalised process

### Using resources:

- Identify what resources may be available in the organisation to help –
  - Process mapping and design
  - HR
  - Organisational development
  - Legal operations