

# Improving Legal KM Through a Social Intranet

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# Evolution to a Social Intranet

Wikis  
2007

Wiki Style  
Intranet  
2008

Blogs,  
Discuss  
Capture  
2009

Social  
Intranet  
2010

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Hicks  
Morley

# Pre-wiki state

- No Document Management System
- Individual folders on the shared drive
- Reliance on email for finding information
- Intranet – centralized method of publishing
  - Many pages were not up to date
  - No search engine
- IT Department
  - Too many projects & resource constraints

# Interim Solution- Domino Wiki

- Lotus Notes solution
- Basic wiki functionality
- Good short term solution – IT happy it's behind the firewall
- IT set up shell structure
- IT resources not required for page development, organization, tagging, adding content

# Domino Wiki - Benefits

- Easy to deploy
- Fast set-up
- One stop shopping
- Centralized collection of practice documents
- Tags – quick access to information
- After hour wins
- Updating responsibility moved to assistants, law clerks & associates

# Domino Wiki - Disadvantages

- Single sign-on for each wiki
- Information Silos
- No commenting or other Web 2.0 features

# Enterprise Selection

- Evaluated leading Web 2.0 tools
- Selected ThoughtFarmer due to:
  - Simplicity & Ease of Use
  - Web 2.0 features – Tagging, RSS, Commenting, Profiles, Favourites/Linking, Email Publishing
  - Experience with B.C. legal market

# Enterprise Pilot & Implementation

- Pilot Group – 20 lawyers, assistants, IT & KM representatives
  - Two month pilot
  - Developed business case
- Data migration – IT & KM
- Launched May 12<sup>th</sup>, 2008

# Social Enhancements 2009-2011

- Blogs
  - HM Scoop
  - IT Blog
- News Items
  - Litigation News & Notice Board
  - What's New Practice Group Bulletin Boards
- Event Calendars

# Social Enhancements 2009-2011

- Discussion Capture – Mail Integration
- Dynamic Tree Navigation
- Personalized Home Page
  - Direct access to Profile & Group Activity
- Faceted & Scoped Search –
  - System & User Generated Tag Filters

# Home Page

The screenshot shows the Hicks Morley Intranet home page. The browser window title is "Hicks Morley - Mozilla Firefox" and the address bar shows "http://thought.hicks.com/". The page features a navigation menu with categories like "Home", "Our People", "Marketing", "Knowledge Management", "Practice Areas", "Precedents", "Professional Resources", "Finance", and "HR Admin". A search bar is located at the top right. The main content area includes a "Welcome to Hicks Morley!" section with a grid of links to various resources such as "HM Scoop", "Library Database", "Client Information", "Super Rolodex", "QuickLaw", "Canlii", "Ontario E-laws", "Federal Statutes", "Westlaw", "CLLL\_Labour Spectrum", "Speaking Engagements", and "Google". A "RECENT POSTS" section highlights a post titled "No accommodation required where alcoholic bus driver loses driver's license due to impaired driving: Arbitrator" published 5 hours ago by Pamela Hillen. The page also includes a "Directory" sidebar with "Your groups" and a "Heather Colman" profile card.

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# Human Rights Practice Group Page

Human Rights - Mozilla Firefox

File Edit View History Bookmarks Tools Help

TF http://thought.hicks.com/content/24

Human Rights

107 Edit tags Page owner: Heather Colman Added Dec 5, 2007

Manage feeds

**New Decisions : Human Rights Tribunal of Ontario**  
Updated 1 day ago

[Morsi v. Workplace Safety and Insurance Board, 2011 HRTO 609 \(CanLII\)](#)  
age — distinctions — discriminatory — reprisal — injury (1 day ago)

[Goldthorpe v. Markham Stouffville Hospital, 2011 HRTO 596 \(CanLII\)](#)  
deferral — union s to intervene — delay — grievance — incident (2 days ago)

[Leong v. Dufferin and Lawrence Dental Office, 2011 HRTO 603 \(CanLII\)](#)  
narrative — discrimination — reprisal — extraction — dentist (2 days ago)

[Perron v. Monto, 2011 HRTO 606 \(CanLII\)](#)  
accommodative measures — filing — will — documentation — medical

6 of 63 members [View all 63](#)

YOU [Paul Broad](#) [Patty Murray](#) [Margaret Szila...](#) [Brenda Bowby](#) [Amanda Hunter](#)

**What's New**  
Report on HRTO by Standing Committee on Government Agencies (Oct 2010), New Rules of Procedures/Practice Directions - HRTO, Chart of Remedies ordered under the Human Rights Code in 2009-2010, Terms of Reference for the HRTO Practice Advisory Committee, June 30th, 2008 - Ontario Strengthens Human Rights Protection, more...

**Human Rights Email Discussion Capture**

**HRTO Cases from July 1, 2008**  
S. 19 - No reasonable prospect of success, Contravention of a Settlement, Request for Recusal, Discrimination in Goods, Services

**Rules & Forms**  
Link to the Forms on the HRTO Website [Edit](#), Application Forms, Direct Access Rules effective July 1st, 2008

Add page Add link

Make PDF of this page

Change location

Reorder navigation

Email page

Security settings

Add to Heather's favourites  
18 people count this as a favorite.

Rate page: ★★★★★

Average: ★★★★★

**Recent activity**

**Human Rights & subpages**

Today

[Paul B.](#) started the [Volunteers](#) discussion (5 hours ago)

7 days ago

start

4:29 PM

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# Litigation News Board

The screenshot displays a Mozilla Firefox browser window with the address bar showing <http://thought.hicks.com/content/4273>. The page is the 'Litigation News & Notice Board' on the Hicks Morley intranet. The navigation menu includes 'Home', 'Our People', 'Marketing', 'Knowledge Management', 'Practice Areas' (highlighted), 'Precedents', 'Professional Resources', 'Finance', and 'HR Admin'. Below the menu is a search bar and a 'browse' button. The main content area shows a breadcrumb trail: 'Home > Practice Areas > Litigation > Litigation News & Notice Board'. The title is 'Litigation News & Notice Board' with a page owner of Heather Colman, updated on Feb 2, 2009. A 'Recent posts' sidebar lists several articles, including 'The Court of Appeal discusses approval of class counsel fees'. The main article, titled 'The Court of Appeal discusses approval of class counsel fees', is published 2 days ago by Frank Cesario. The article text begins: 'In a recent decision, *Smith v. Sutts Strosberg LLP*, 2011 ONCA 233, the Court of Appeal considered the difficult issue of approval of class counsel fees following a settlement. The case involved allegations that a payday loans company was charging criminal rates of interest, and it settled in the... [Full story]'. A 'New Litigation "Status Update" Precedent Added' link is also visible. The right sidebar contains options like 'Edit this page', 'Add news item', 'Change location', 'Email page', and 'Security settings'. The bottom of the browser shows the Windows taskbar with the time 12:04 PM.

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# Comments

The screenshot shows a Mozilla Firefox browser window displaying a page from the Hicks Morley INTRANET. The browser's address bar shows the URL: <http://thought.hicks.com/content/20341#comment454>. The page title is "Discoverability rule and the limitation period in a wrongful dismissal action a genuine issue for trial: Ont. S.C.". The navigation menu includes links for Home, Our People, Marketing, Knowledge Management, Practice Areas, Precedents, Professional Resources, Finance, HR Admin, IT Info, HELP, Top Docs, Addresses, Bulletins, Referrals, and CPD. The article content includes a title, a byline for Pamela Hillen, and a paragraph discussing a wrongful dismissal claim. A comment by Elizabeth K. is visible, dated August 10, 2010, with the text: "was employee given a termination letter telling him that he was being fired for cause? case may highlight importance of a termination letter and its contents". The right sidebar contains options for editing the post, adding links, making PDFs, changing location, emailing the page, and security settings. The bottom of the browser shows the Windows taskbar with various application icons and the system clock at 2:25 PM.

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# Faceted Search – By Scope

The screenshot shows a Mozilla Firefox browser window displaying the Hicks Morley intranet search results. The address bar shows the URL: <http://thought.hicks.com/browse/?scope=20&query=AODA>. The search bar contains the text "AODA".

The search results are filtered by "Marketing" (Scope) and "AODA" (Search term). The results show 1 - 23 of 23 items, sorted by relevance. The first two results are:

- Recent Developments Under the AODA (By: Paul Broad and Leola Pon)**  
107kB Acrobat file uploaded by Sam Farag [Inactive]  
Tags: LWP, PEB, FTR Now, AODA, Disability  
Home > Marketing > Firm Publications > FTR Now > 2009 > Recent Developments Under the AODA (By: Paul Broad and Leola Pon)  
Updated Sep 14, 2009
- AODA - Employment Standard (By: Paul Broad and Leola Pon)**  
127kB Acrobat file uploaded by Karen Hoffman [Inactive]  
Tags: LWP, PEB, FTR Now, AODA  
Home > Marketing > Firm Publications > FTR Now > 2009 > AODA - Employment Standard (By: Paul Broad and Leola Pon)

The left sidebar shows filter options:

- Filter by:**
- Type:** Attachments (23)
- Edited By:** Lisa-Marie Bruzesse (7), Heather Colman (6), Melissa Gourde (3), Katherine Deveau (1), Susan Carnevale (1), Z.Z. (1)
- Posted Date:** Last 30 days (1), Last 3 months (2), Last 6 months (3), Last year (11), Over 1 year (12)
- Tag:** Document Types

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# Benefits

- Personal Knowledge Management Enabler
- Transparency
- Easy to set-up, upgrade & update
- Automatic navigational structure
- Web 2.0 features improve collaboration
- Easier to find info - browse or search

# Best Practices

- Start with quick strategic wins
  - Pick a collaborative pilot group
- Select a tool that is very easy to use
  - Not too many bells and whistles!
- Don't force participation
- Expect Browsers & Contributors
- Executive or Partner Champions

# Best Practices continued

- Transfer responsibility to departments & groups
- Develop a process for each practice group
- Transparency
- Incorporate page & document creation into training
- Offer one-on-one training
- Share progress/success stories

# Lessons Learned

- Not all users are active contributors
- Difficult to maintain momentum
- Process for each group is different
- Generation gap
- ROI is difficult to measure
- Still reliant on email – no mobile interface
- Users can be overwhelmed by too much info