

# End-to-end technology process map

Reference this process map to guide you through the scoping, selection and implementation of legal department technology.

## How we can help

- Access to Gartner analysts to help you make legal technology decisions with clarity and confidence
- Legal Technology and Analytics Benchmarking Reports
- Guide to Selecting a Contract Technology
- Guide to Implementing a Legal Technology


## Contact Us

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## Scoping


**Identify targeted department goal**



**Identify best technology type for goal**



**Source user requirements from end users**




**Keys to managing change by sourcing user requirements**

1. Incorporate a variety of perspectives and experiences to understand users' needs.
2. Tailor the new technology to best match and enhance existing department processes.
3. Encourage stakeholder buy-in and user adoption.

## Selection

**Communicate project launch**




**Decide on your sourcing strategy**



**Source system requirements from IT**




**Make a preliminary cost estimate**



**Garner stakeholder support**



**Create a standardized RFP**



**Create a list of vendors and issue RFPs**



**Demo a select group of vendors**



**Keys to a successful demo**

1. Narrow the vendors from the RFP responses to a manageable list of vendors.
2. Conduct a demo day or demo week where you have a series of vendors present over a short amount of time.
3. Include actual end users and IT representatives in the demo process.

## Implementation

**Select which data to import into your system**



**Create an ongoing data management strategy**



**Announce the new technology**



**Identify the necessary integrations for your new technology**



**Communicate service requirements to the vendor**



**Define design and functional details with the vendor**



**Evaluate and select the final vendor**



**Keys to ensuring adoption**

1. Use a questionnaire to diagnose the barriers that prevent consistent use of the new system.
2. Provide the targeted training, information, reassurance or support needed to overcome the identified adoption barriers.
3. If you have a large department with varied adoption challenges, segment users into groups by adoption barriers for more tailored mitigation.

**Identify and address adoption barriers**



**Train users on technology functionality**



**Source problems from users**



**Troubleshoot issues**

