Briefing Frontiers 2024 / *Group solutioning session*
What's most challenging around technology in law firms? And what answers do we have?

Briefing

BEARS	CHALLENGE	SOLUTIONS (with which bear team suggested them)				
Brown	Getting the right use cases for gen AI for strategic impact.	Polar: Balancing ROI with building traction with earlier adopters	Rupert: BA, Analysis, communication, Budget, biz case, focus problem first not solution first.	Koala: Follow the $; Clarity on relative benefits; POC to crystalise ROI	Panda: Engagement, with clients to understand needs & expectations	Panda: Leverage your suppliers, who are ahead in development
Polar	Prioritising and managing the expectation of AI within the firm	Panda: Understanding all stakeholders' reqs & concerns.	Panda: Apply guardrails. Set governance models.	Koala: Education; Identify and manage ROIs and KPIs	Rupert: Media frenzy! Scared peope, excited people. Education on business view	Brown: Regular bi-weekly update from the AI working group to lead KM lawyers
Panda	Systems and people not being interconnected	Koala: Identify & empower champions	Polar: Developing a robust data strategy and a common data model is key	Brown: Lack of design. Mapping processes, combining tech to legal services	Rupert: Strategy, joined up approach firm wide, cross Silos.	
Koala	Adoption of new tech/apps	Panda: Engagement & culture; consultation. Change management	Panda: Recognise operationally further support is req'd longer term	Polar: Make them, or make them feel like they are the architects of change	Brown: Through a large collaboration internally identifying champions early.	
Rupert	How do we or should we make our people fit for AI?	Koala: Identify and build up the changing Skills sets required; Training & recruiting	Polar: Finding and targeting the right people - developing champions	Panda: Engage people, start with the basics, enssure level set	Brown: Training, education	