

# Collaboration across boundaries

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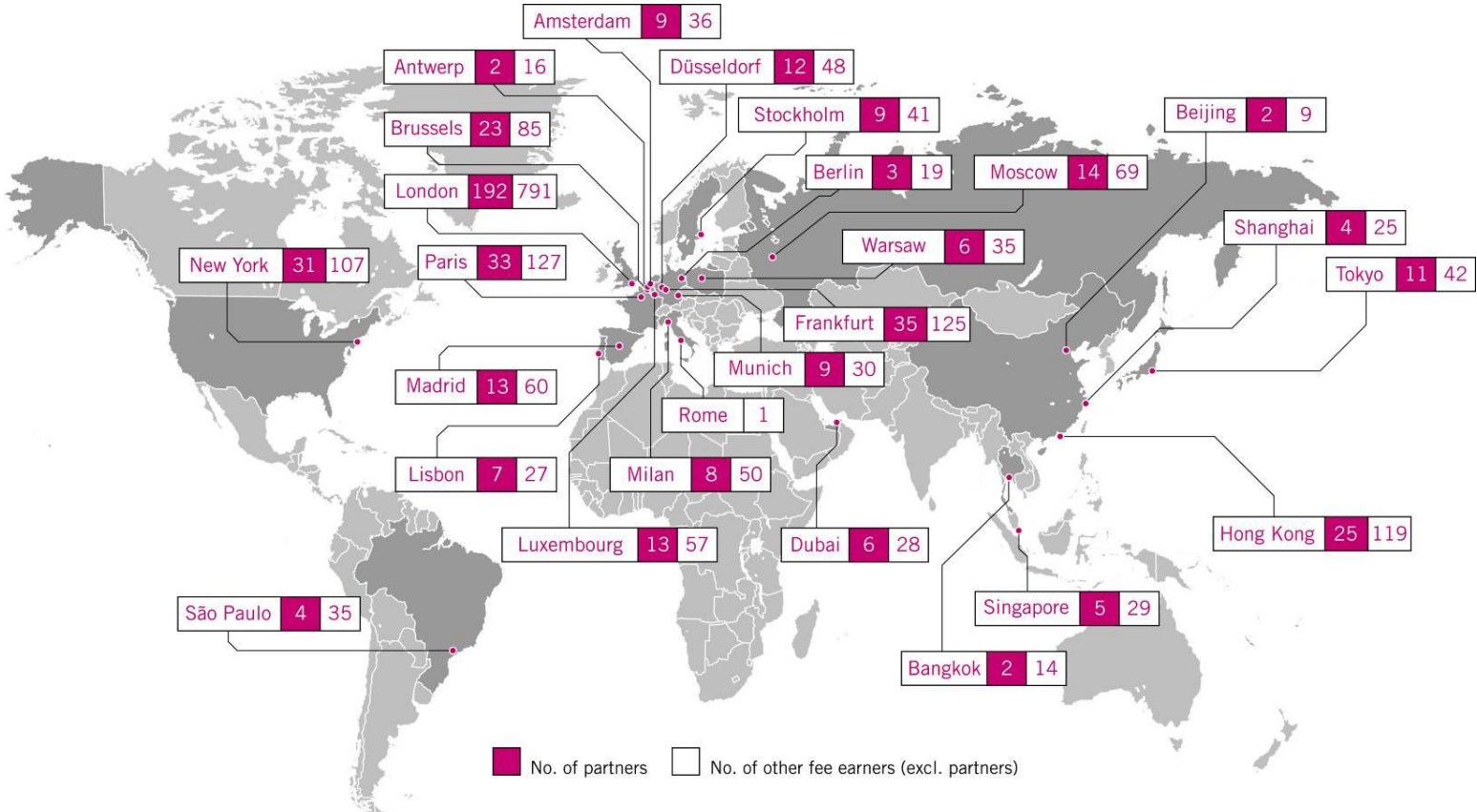
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ISKO : Legal Know-how: Organisation and Semantic  
Analysis

10 November 2010

# Linklaters – Some facts and figures



# Our challenges

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Linklaters is a large, complex, international, successful and ambitious organisation

Our vision is to be the leading premium global law firm, undertaking the most important and challenging assignments for the world's leading corporations, financial institutions and governments. We aim to achieve our vision responsibly by living our values in our dealings with our colleagues, clients and communities.

Our vision for information is to deliver better and more globally coordinated information services. We are reorganising to enable our team of highly qualified information professionals to work together efficiently to provide lawyers and business services staff with the excellent information service they need, when they need it.

## Our organisation

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The department is called Knowledge and Learning (K&L) and is accountable to the Director of HR

It consists of a Global Head of Knowledge and Learning, to whom report Heads of Knowledge, Information and Learning.

There are Regional K&L Managers in our 6 regions: -

London, Asia, Americas, Western Europe, Germany, Eastern Europe, Middle East and Africa (EEMEA)

There are K&L Advisers for each of the Divisions representing practice groups – Finance and Projects, Corporate and Commercial, and also for Client Knowhow

## Our customers and stakeholders

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Lawyers:

Fee earners, Trainees and Professional Support Lawyers

Other professionals:

Senior Management, Strategy, Marketing, Finance, HR

Many are multiple hatted – several responsibilities

They have different competences in information research

## Our countries

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Location

Language

Civil/Common Law

Established or new

Stable or developing

Different opportunities to study librarianship or information science  
affects recruitment

Time zones

## Our information service provision

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Management of internal and externally published information

Specialists and Generalists

Workflows involving information, marketing and legal professionals

Different models of support in different offices

Large book collections and electronic libraries

Resources to support civil and common law

Robust IT infrastructure

## Our knowledge services

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One Place to go:

- > Intranet Solution for single navigation

One Place to search:

- > Full Text Search over curated legal Knowledge
- > Specialist Search solution for Deal related knowledge

One Place for Management Information:

- > Measurement & Metrics around usage & utilisation

Thank you

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