



Virtual Summit Poll Results:

How Has Coronavirus Impacted Legal Ops?

Our first-ever Virtual Summit, *Continuity During Coronavirus*, saw inspiring presentations by some of the best minds in the Legal Ops profession.

During it, we conducted a set of polls asking attendees to share the impacts of COVID-19 on their current operations and their future planning. The results were eye-opening, and we've got them for you below!



What corporate functions are being most impacted by the pandemic?

Most attendees (29%) told us the Supply Chain was the function most impacted by COVID-19, with IT the runner-up (26%) and Human Resources in third place (22%).



What about the impact on Legal, though?

The company's legal function was the most affected corporate function for only 10% of attendees.



What was the primary step taken to preserve Legal Ops continuity?

Not surprisingly, the most common step taken by Legal Ops to maintain continuity was Work-From-Home, implemented by 96% of the attendees. It was certainly a central discussion point for everyone involved at the Summit.



What other steps were being taken to support continuity?

Project freezes (39%) and budget reductions (38%) were the next most common measures being taken by Legal Ops and legal departments to maintain operational continuity.



When do people expect to get back into the office?

61% of attendees expected their local office to re-open no sooner than within 1-3 months; only 13% thought it would open within a month.



What about Legal Ops workloads during COVID-19?

34% said Legal Ops workloads were significantly higher over the last few months; another 34% said slightly higher. Nobody said there had been a significant reduction in workloads.



What about the pace of Legal Ops work?

56% of Virtual Summit attendees said the pace of Legal Ops was slightly higher; 10% said it was significantly higher. Interestingly, 16% had seen a slowdown in the pace of work.



Had there been an effect on service requests?

43% of our Legal Ops audience said they were seeing more service requests, 24% said "no change," and 16% were getting fewer requests.



What about the complexity of these requests?

27% said the requests being funneled to the legal department had become more complex since the advent of the pandemic.



Should this period be viewed as a transformation opportunity?

The feedback to this question surprised even us, though we're accustomed to the Legal Ops community being innovators: A whopping 95% of attendees said Legal Ops should be using this period as a transformation opportunity.



Very few wanted to stand pat

A mere 5% of respondents thought it was best to just go into a holding pattern during a time like this.



What's the impact been on using outside counsel?

50% of attendees reported no impact on the number of outside firms they were working with right now. 31% were seeing an increase, while 19% had a decrease.