Wikis in Law Firms



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- **33** Ayelette Robinson, Practice Resources Attorney Morrison & Foerster LLP
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Good afternoon.

Introductions

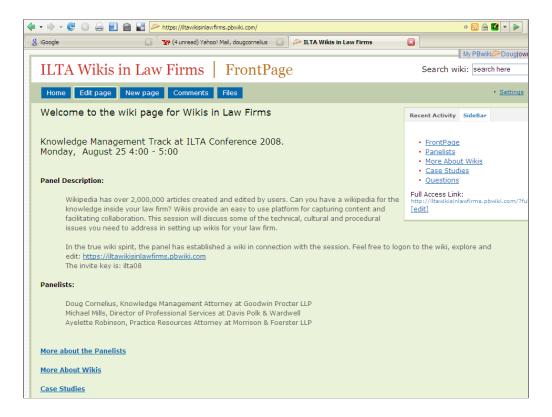
Session Materials



- To show that we "eat our own dogfood," the presentation materials, case studies and a wealth of information are available on a wiki the panelists set up for the presentation.
- ** http://iltawikisinlawfirms.pbwiki.com/
- **11** Invite Key: ilta08

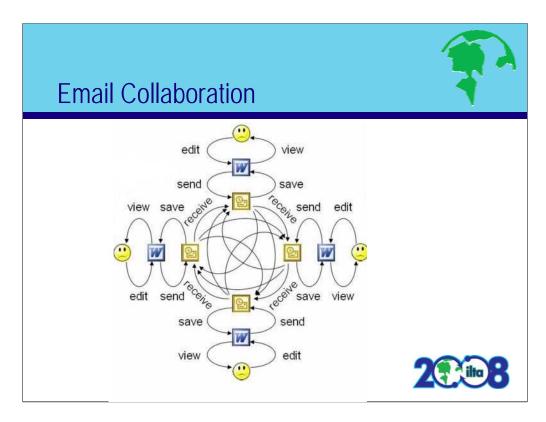
Since this is a session on wikis, we decided to use a wiki to help put the session together and to host information that you may find useful.

You are also free to access it and edit it.



We think the best way to understand a wiki is to actually use one.

There is a page for questions. Feel free to edit the page and add your question. The panelists will add our answers onto the page.



But lets step back and look at why we are intrigued by wikis.

This is the problem.

We have been using email as a collaboration tool. And it is not very good at it. It is great for notifying you, but the information ends up being scattered. The sender and recipient end up with the information in different places. Each person involved has a different view of the information.

This email chain does nothing for the person who starts the next day at the firm.



Along came web 2.0. I and many other knowledge management professionals saw these as potentially great tools for knowledge management.

They seemed to be a great way to gather information and communicate.

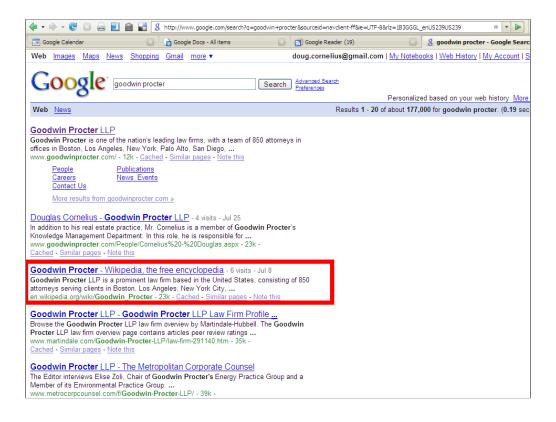


The big name in 2.0 is wikipedia

Over 2.5 million articles, several times larger than Encyclopedia Britannica

Nobody gets paid to add or edit this content.

One of the best ways to understand a wiki is to see one in action.

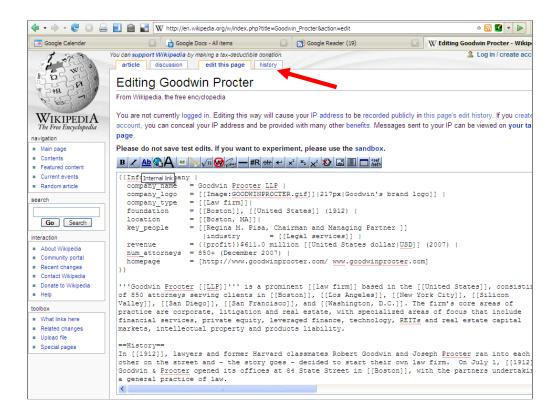


Search for goodwin procter

As an example, lets go to the wikipedia entry for goodwin procter



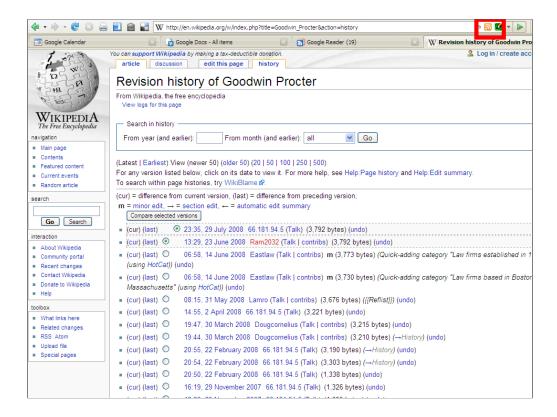
To edit the entry, you just click on edit this page.



Anyone can edit.

Do not need to register

You can also see a history of edits



and see who has been making edits and the edits they have made.

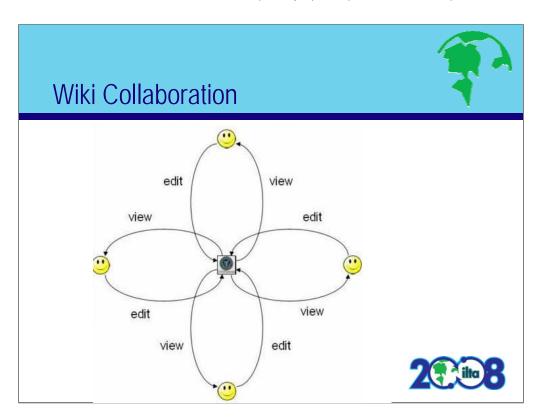
Up in the corner, you see this little orange icon.

You can subscribe to this wikipedia page and have a notification of the changes sent to you.



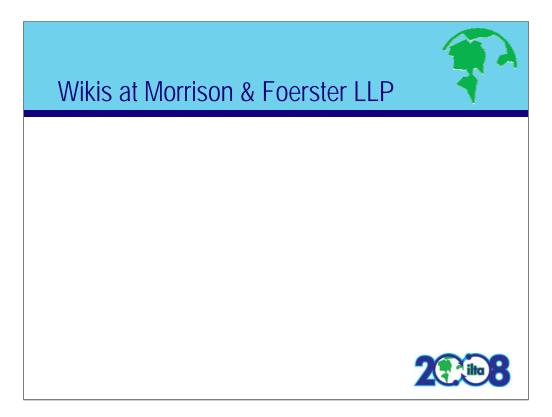
One key feature of wikis is that they send a notification when a change occurs. One method of notification is RSS. Many also provide for email alerts.

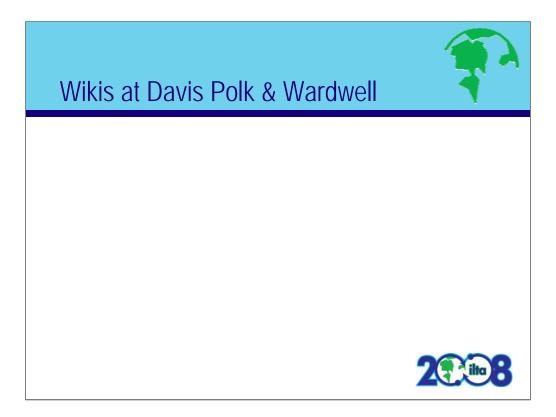
The distinction is that it is a notification of a change. The content lives in the wiki, not in your email.

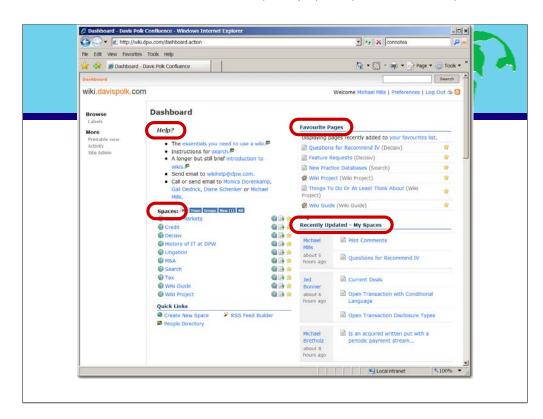


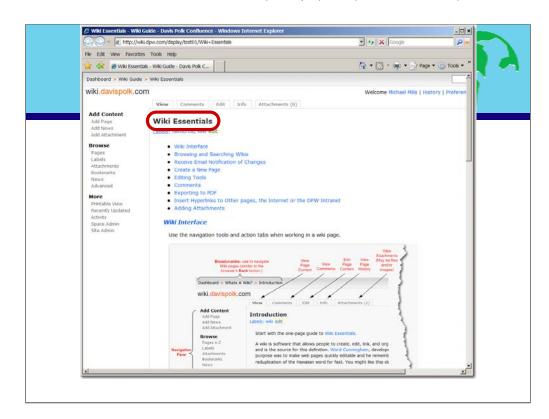
Wikis simplify the collaboration process.

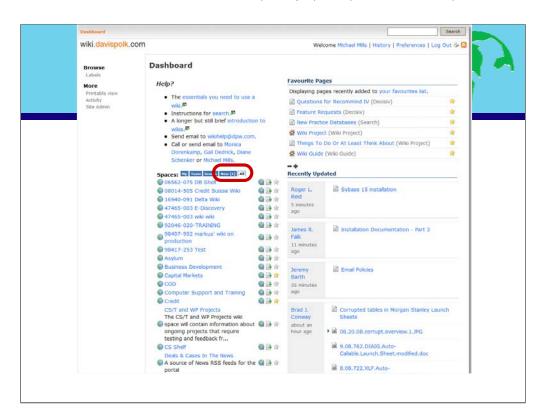
The content lives in one place

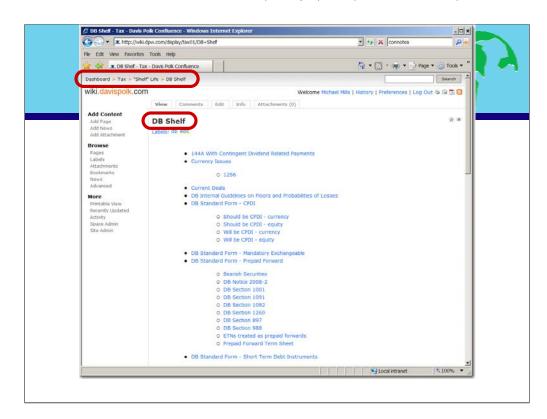


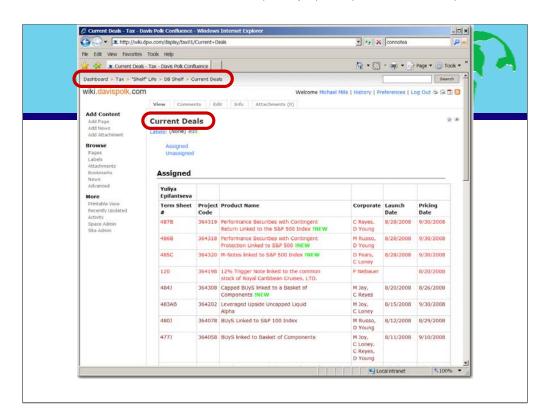


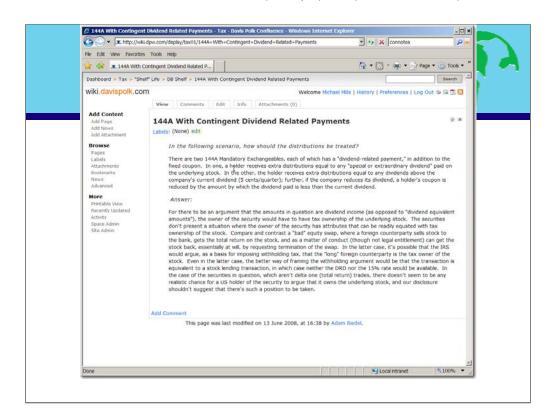


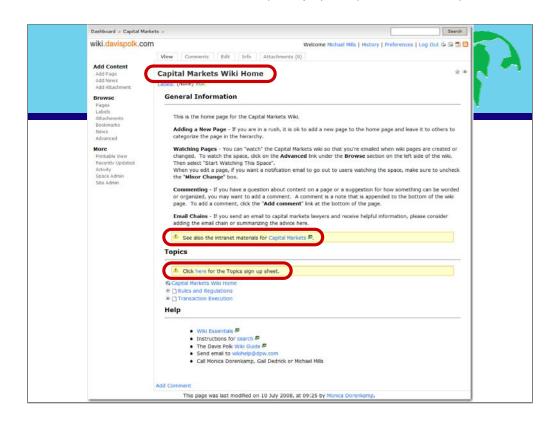


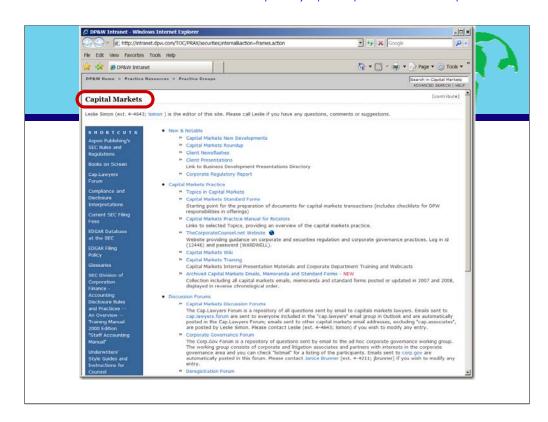


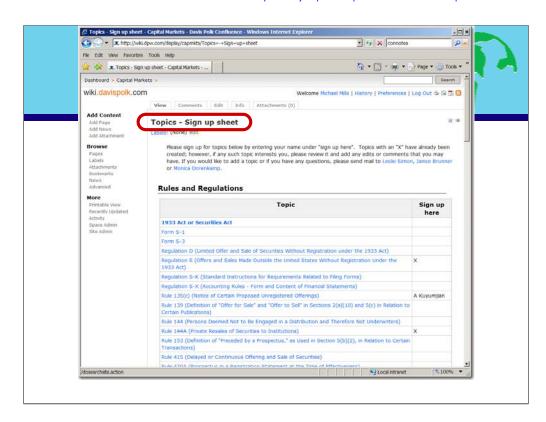


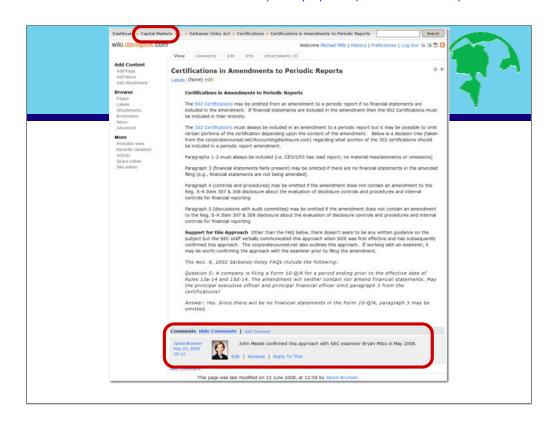


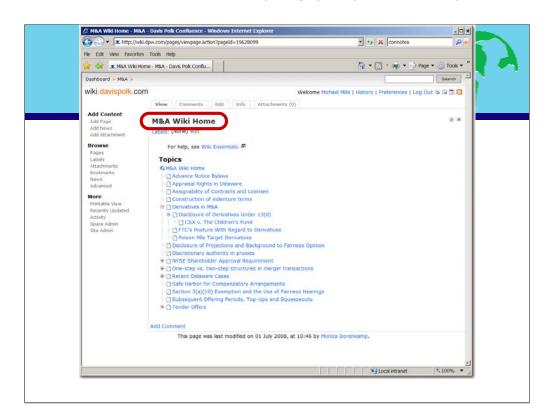


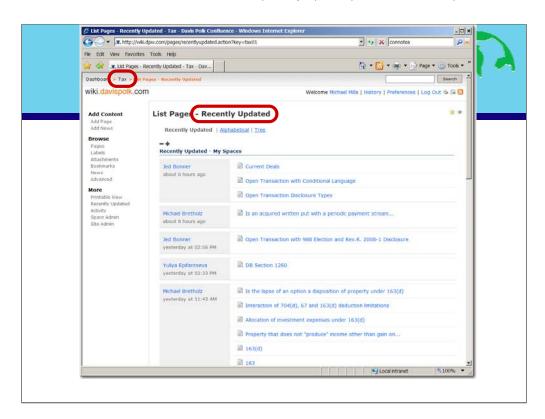


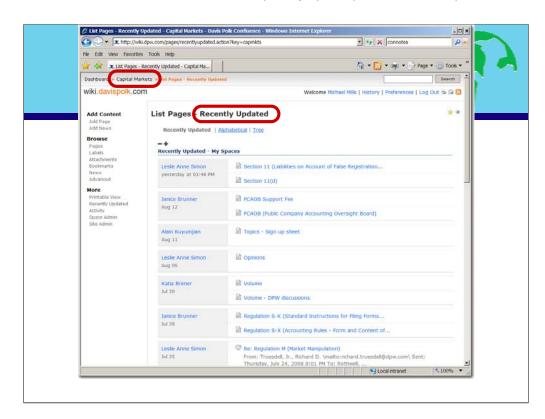


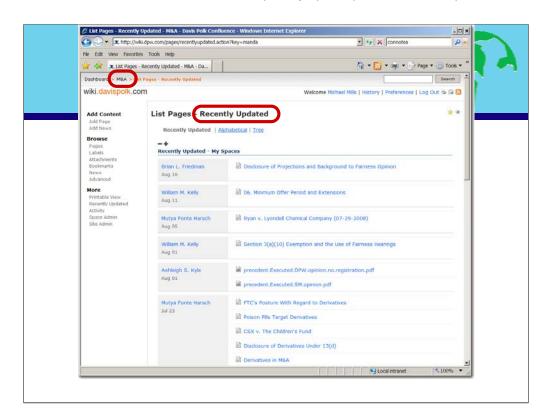


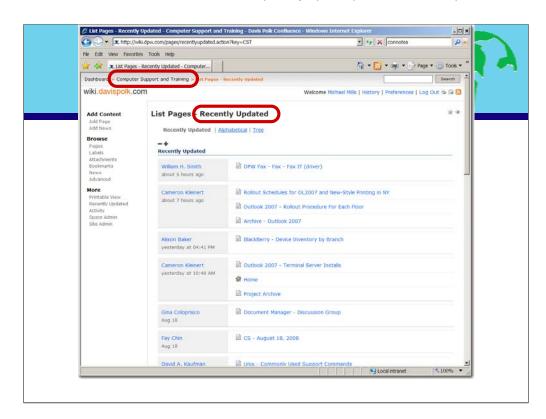


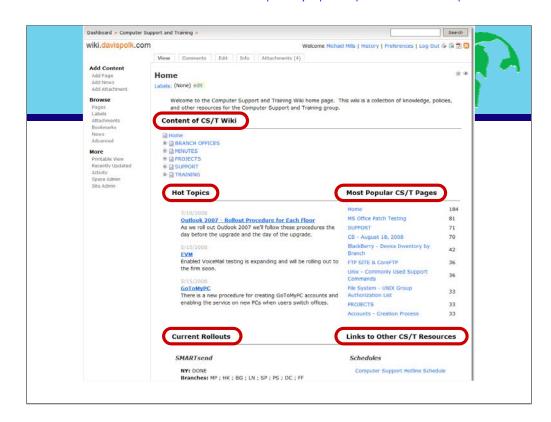


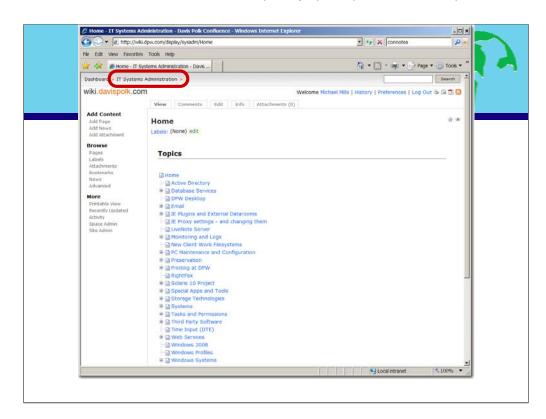


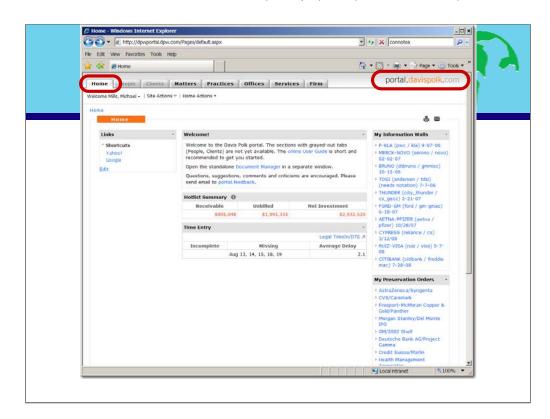


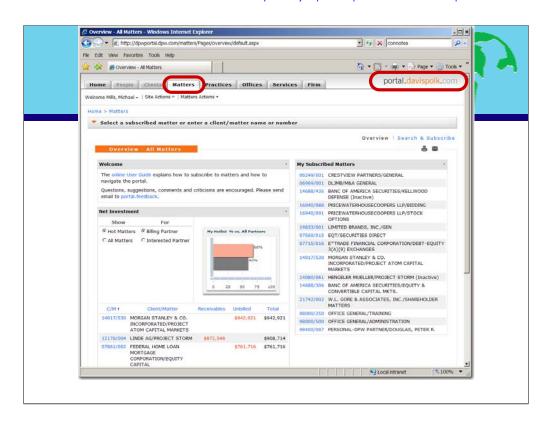


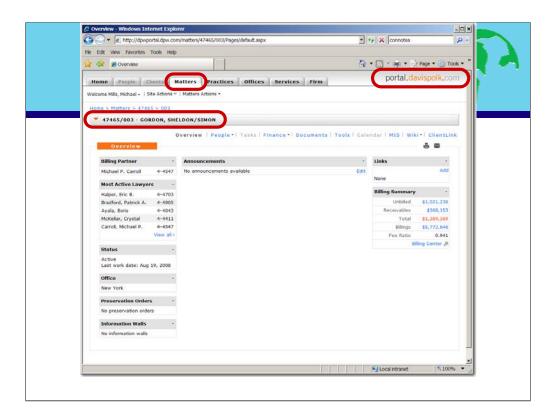


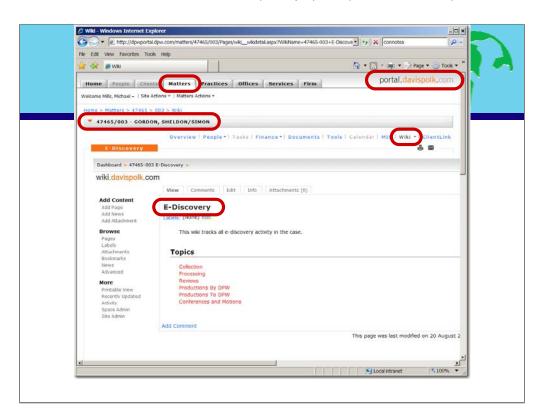


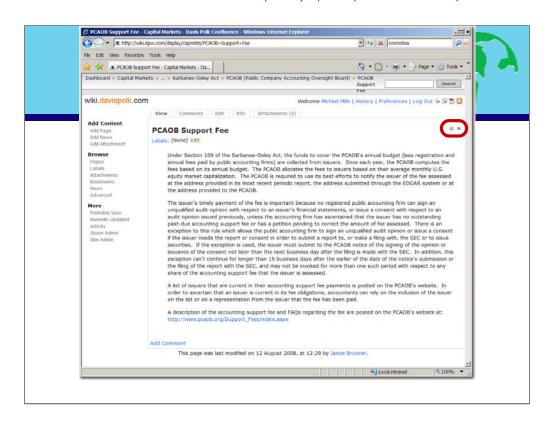


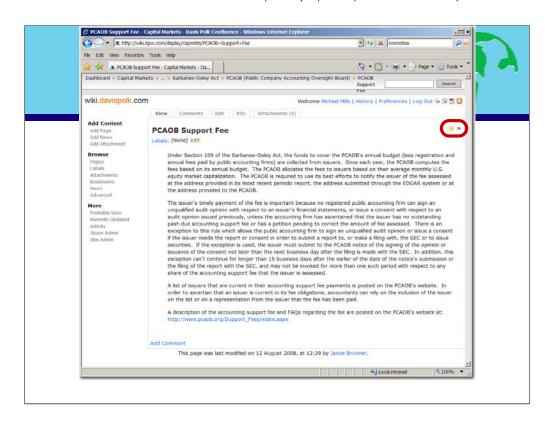


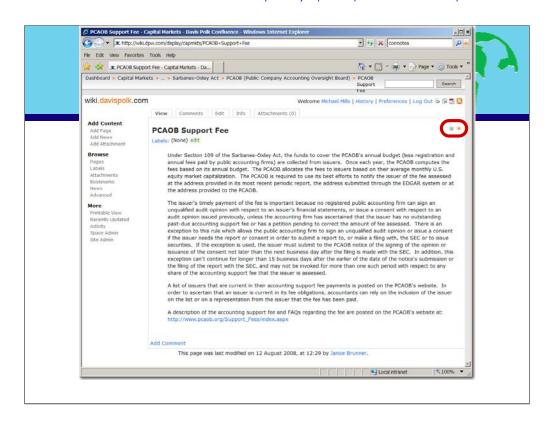


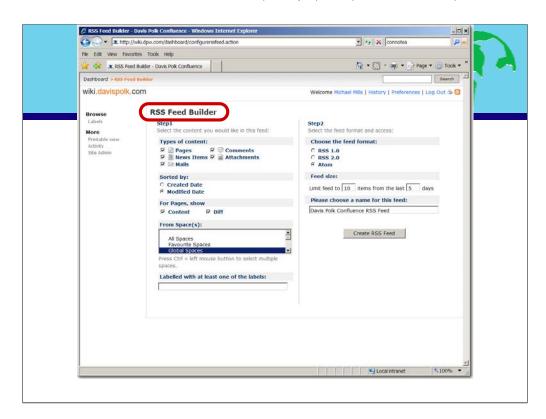


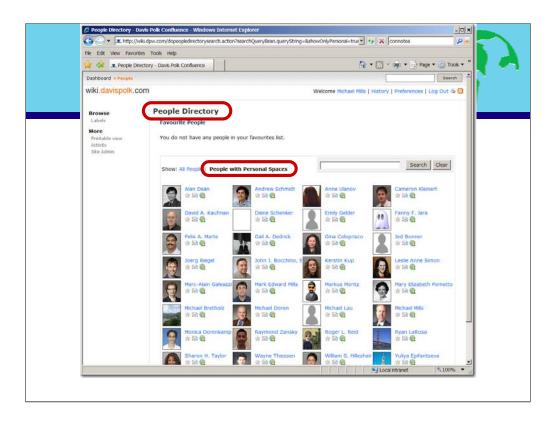


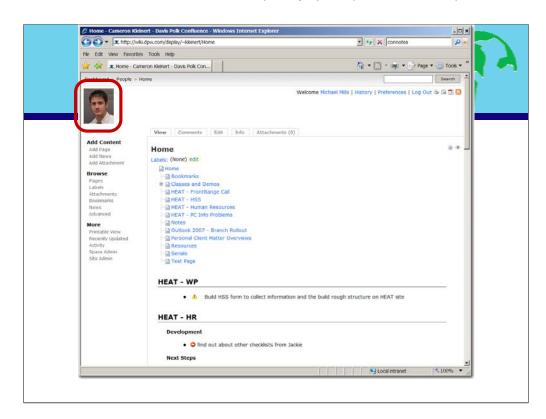


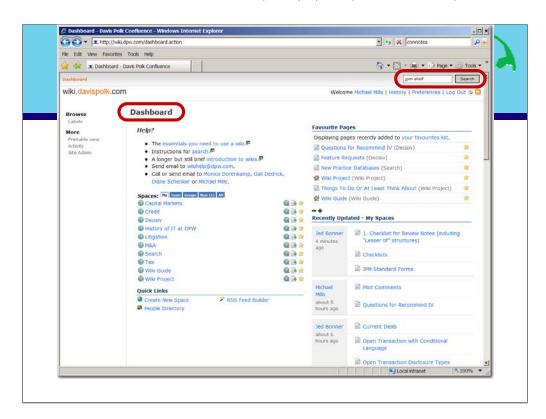


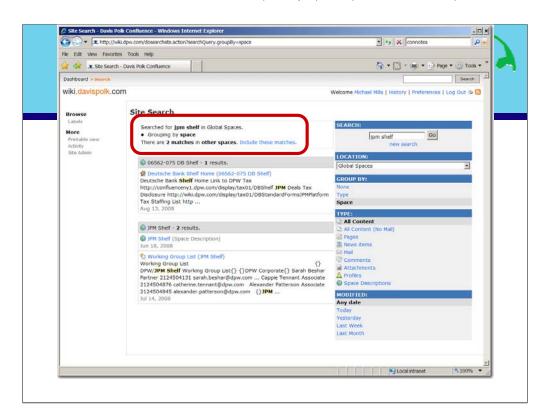












Wikis at Goodwin Procter LLP



****** Wikipedia for legal topics

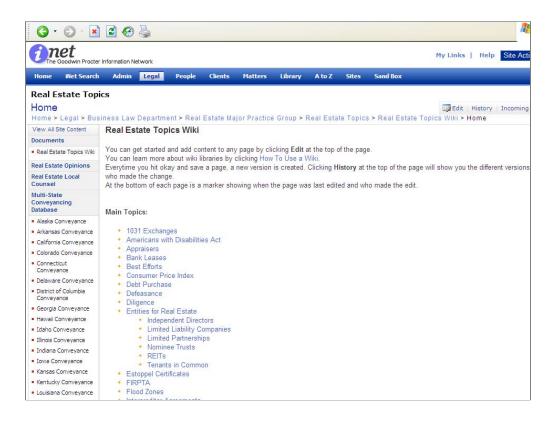
Client and Matter Management

Project Management



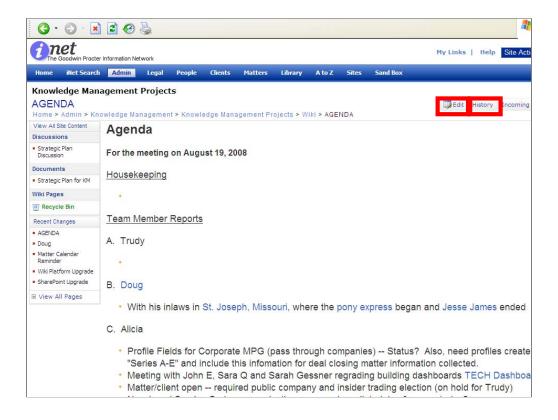
We launched wikis in Sharepoint 2007 in April.

We now have over 500 wiki pages. We use them in these three general ways.



Capturing substantive legal knowledge in wikis.

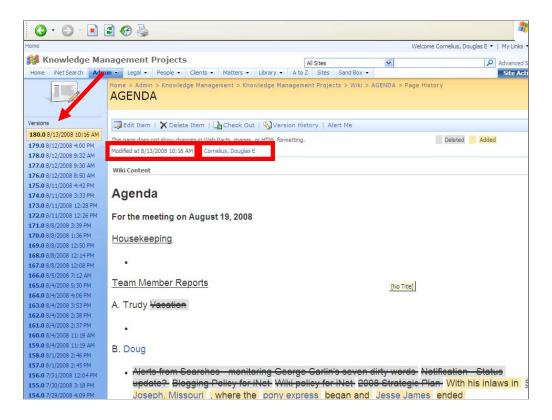
These wiki pages come back great in search results



KM group has been experimenting with wikis for over year.

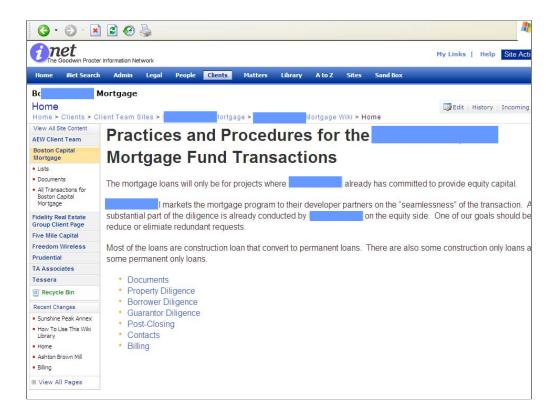
We keep our weekly agenda on a wiki.

As with wikipedia, a simple button to click to edit (if you do not have edit rights, you do not see the edit button) and a history of the page.



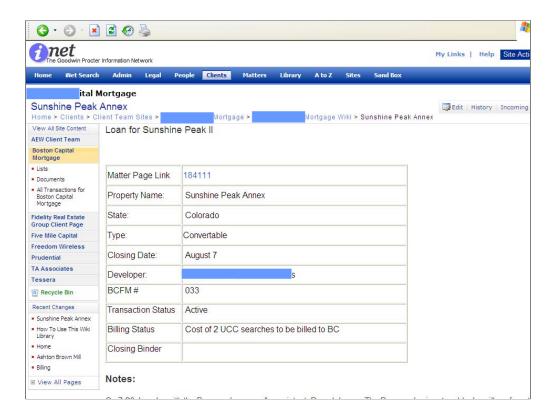
On the history page, you can see

- Changes
- •Who made the edits
- •When they made the edits
- •Version history of the page. Every time you edit and save, a new version is created automatically

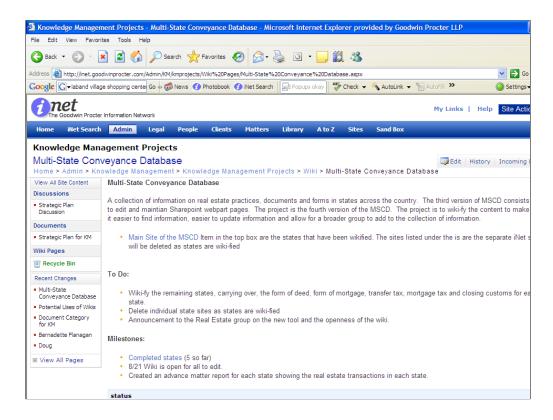


We have been using wikis to manage clients

Such as turning their practices and procedures into a wiki

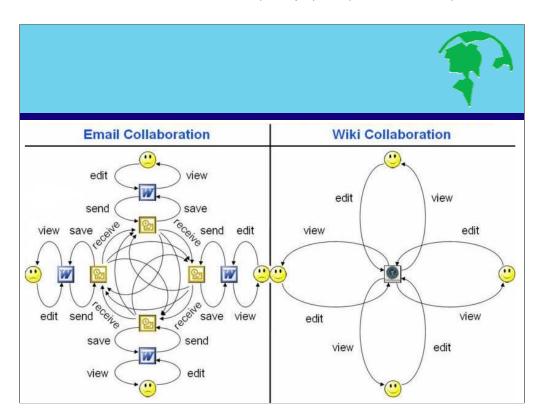


Managing client matters in wiki pages



We have been managing projects with a wiki.

Keep key information in place, a to do list milestones and decisions.

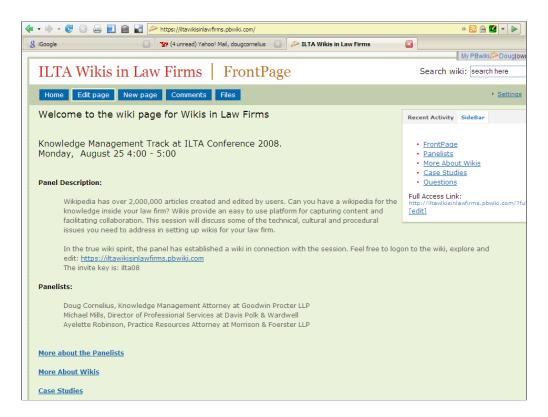


Compare the behaviors side by side.

I think you will wikis to be a great way to collaborate.

It is a different behavior, a different process.

It just happens to be simpler.



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