

**LIC Officers**

President:
Holly Evers
Foley Hoag
Boston, MA
617-832-7050
hevers@foleyhoag.com

Vice President:
Georgeanna English
Cleary Gottlieb Steen & Hamilton LLP
Washington, DC
202-974-1965
genGLISH@cgsh.com

Treasurer:
Joseph Geierman, CFM, FMP
Troutman Sanders LLP
Doraville, GA
404-885-3557
joseph.geierman@troutmansanders.com

Secretary:
Mike Lesage
Stoel Rives LLP
Portland, OR
503-294-9180
mlesage@stoel.com

Past President:
Mark Roberts
King & Spalding, LLP
New York, NY
212-556-2212
mroberts@kslaw.com

Membership Chair:
Cynthia Dvorak, CFM
Sidley Austin LLP
Chicago, IL
312-853-7486
cdvorak@sidley.com

Newsletter Chair:
Georgeanna English
Cleary Gottlieb Steen & Hamilton LLP
Washington, DC
202-974-1965
genGLISH@cgsh.com

Newsletter & Programs Chair:
Charlene Fischer, CFM
Cleary Gottlieb Steen & Hamilton LLP
Washington, WA
202-974-1964
cfischer@cgsh.com

Council Liaison:
Mary Ressler
International Facility Management
Association (IFMA)
281-974-5641
Email: mary.ressler@ifma.org

Message From Your President



It's hard to believe that we are approaching the end of another year! It's a wonderful time, filled with friends, family and holiday celebrations – sometimes mixed with stress with budget approvals, year-end reviews and year-end financial analyses. With all of this, there is anticipation about the new year, which is always exciting!

Without much fanfare, 2012 was the 15th anniversary of the Legal Industries Council. The LIC was created by several IFMA members and one of the key leaders was Norma Gwin. I have traveled down many roads with Norma and as she is retiring in a few weeks, I wanted to share some of her story. Norma joined the law firm of Nutter McClennan and Fish in the 1980s and soon after became a member of IFMA. Shortly after, she created the Boston Legal Operations Group (affectionately known as BLOG). She became secretary of the Boston chapter of IFMA – and was also a member of ALA. She had the facilities connection with IFMA – and the legal connection with the ALA and BLOG but felt that there could be better integration between the two groups. That idea transitioned into reaching out to almost 200 contacts in law firms and the end result was the creation of the Legal Industries Council. Their first meeting was at World Workplace in 1997 and at World Workplace the following year the newly formed Legal Industries Council won awards for Council Achievement and Council of the Year!

Norma has been a mentor to me for many years. I joined Foley Hoag in 1985 and Norma was always a willing resource to me. When I became Director of Facilities in 2000, she welcomed me to BLOG and encouraged my participation in IFMA. Our journeys continued as we both were pioneers to the Seaport area of Boston. Foley Hoag moved to Seaport West over Memorial Day in 2002, joined by Nutter over the 4th of July weekend the same year. With Norma's encouragement, I started to attend World Workplace as well as Industries Forum (now known as Facility Fusion). From there, I joined the board of the LIC and followed in her footsteps as president. Norma is a wealth of information and she is always willing to share her expertise with others. As Norma moves on to retirement, I wish her good health, happiness with her family and enjoyment of her house on Cape Cod.

The Legal Industries Council has had a wonderful year. This newsletter highlights some of our achievements and other projects including our 2nd Benchmarking Survey and distributed results; our support of a CFM study group, which resulted in 5 members obtaining their CFM designations (all of those who took the test!) and successful participation at World Workplace. We hope you enjoy our final newsletter of the year and we look forward to providing some great programs and initiatives to our members in 2013. Happy New Year!

Council & IFMA News

In Memory of Shari Epstein

Shari Fisher Epstein passed away suddenly on October 26, 2012 in Houston, Texas. Shari was born in New Orleans, Louisiana, on March 28, 1963.

Shari was Director of Research for over 20 years at IFMA and also was the key staff person that "cared for" the IFMA Foundation for many of those years during the Foundation's very early beginnings and through all of its ups and downs. She constantly supported and guided IFMA Foundation Research.

Shari helped the IFMA Legal Council immensely. Not only did she set up our first benchmarking survey a few years ago, but this year, after she had left IFMA, she worked for the Council as a contractor and helped us produce the most recent benchmarking report.

The IFMA Foundation is creating a sustaining scholarship in Shari's name, and the Legal Council will be making a donation to this once it has been created.

2012 New Members

We welcome the following Council members who joined us this year:

Kristin Ashby (Photo not available)
Manager & Facility Operations, Security & Sustainability
Wilson Sonsini Goodrich & Rosati
Palo Alto, CA



Michael Bengson
Central Services Manager
Appleby
Southampton, Bermuda



Harmony Cornwell, FMP
Manager Central Services & Facilities
Blake, Cassels & Graydon LLP
Maple Ridge, BC

Jerry DeSantis (Photo not available)
Operations Manager
Patterson Belknap Webb & Tyler LLP
New York, NY

Anna Feliciano (Photo not available)
Operations Manager
Latham & Watkins LLP
Los Angeles, CA

Carl Jacksits, AIA (Photo not available)
Global Facility Manager
Vinson & Elkins
Jersey Village, TX

Jason Kinikin (Photo not available)
Facilities Coordinator
Pillsbury, Winthrop, Shaw Pittman / DTI
Arlington, VA

Peter Lorenz (Photo not available)
Facilities Manager
Kaye Scholer
New York, NY

Shawn Monroe (Photo not available)
Office Services Manager
Weil, Gotshal & Manges
Houston, TX

Bryan Pope (Photo not available)
Facilities Manager
King & Spalding
Atlanta, GA

Roland Rodriguez (Photo not available)
Docket, Records & Facilities Manager
Jones Day
Houston, TX



LIC CFM Study Group and Brand New CFMs

In 2011, past LIC president and current member Craig Oakman willingly volunteered to lead an organized group study effort for Legal Industry Council members interested in obtaining their CFM certification. For those who know Craig, the challenges associated with trying something new is part of his DNA. No other council had successfully attempted a web and conference call based group study program. With a collective effort from LIC members who signed up for the group study program, and Craig's contagious determination to achieve his own personal summit, the group embarked on their journey to reach CFM status.

Craig Oakman reflects on the journey and making the decision to focus on his personal goal. "I am really glad I did this. Not just because of the final outcome, but for the learning journey we had together." Corny, I know, but as a boy, my father always used to tell me that "it" [life] was never about the destination, it was always about the journey. My response was usually something shallow like, "Dad, really? I'm starving already!! We've been lost for 2 hours now, can you please just ask for directions to the nearest McDonalds?"

During the journey to take and pass their CFM exams, the five LIC members got to know each other and learn from each other. Sometimes it was learning from what someone did right, and sometimes it was learning from what someone did wrong. Sometimes it was hearing a new concept and having to do their own homework. There was a lot of interaction, and a lot of introspection. Through the process of learning together, each member believed they all became much better Facility Managers as they focused more on the "big picture" of FM.

The Legal Industry Council is proud to announce that all five members who stuck with the study group program and took the exam this fall achieved their own personal summits and passed their exams. By all accounts, the web and conference call group study program was a success. A special thanks to Craig Oakman for his leadership, innovation and encouragement to the study group members and his dedication to the facilities profession. Congratulations to the following LIC members who obtained their CFM through this study group:

Diane Brummel
CFM Smith Amundsen LLC, Chicago, IL

Mike Lesage, CFM
Stoel Rives LLP, Portland, OR

Craig Oakman, CFM
Phelps Dunbar LLP, New Orleans, LA

Ivan Sim, CFM
Winston & Strawn LLP, Chicago, IL

James Sklena, CFM
Nixon Peabody, Chicago, IL



A note from our New CFM's:

We asked each of the CFM's to include a short note about the study group program and what obtaining their CFM has meant to them.



"The seed to take the CFM exam was planted with the LIC's encouragement and generosity, when they offered to create a study group and provide the materials. We ended up with five members in our study group and with a leader, Craig Oakman, who kept us focused and moving forward. Although earning the CFM could have been done on my own, it was being part of a study group that made the difference. We challenged each other, discussed many concepts, and most importantly supported each other to be successful. Achieving the CFM designation is an inspiration and reminder that knowledge is valuable, resources are available and relationships are important in order to succeed." - Diane Brummel, CFM



"Attaining my CFM demonstrates my commitment and level of competence to the facilities profession, IFMA and my company. This would not have been possible without the guidance, encouragement and dedication from my study group partners" – Mike Lesage, CFM



"Becoming a CFM has been a professional goal for some time now, and with the support of the peer study group we all were able to collaborate, remain steadfast on task, and as a group ultimately achieve 100 percent passing success. This designation certainly distinguishes a Facilities professional and provides validation of acumen gained through hard work, experience, and a broader perspective. Thanks to IFMA in your continued efforts to support and grow this critical profession." – Ivan Sim, CFM



"My CFM designation is something I had been working on for years. The LIC and our study group gave me the support, encouragement and incentive I needed to get the job done." – Jim Sklena, CFM



"Obtaining my CFM has broadened my vision of what it means to be a Facility Professional and has helped me re-focus my career. It has allowed me to demonstrate my competence in my field to those I work with and to my peers in the industry. The process absolutely rekindled my passion for learning, and has given me new ideas and skills to bring to the FM table. I am a better person and a better professional for the experience." - Craig Oakman, CFM

If anyone is interested in joining a group study session for the CFM, or the SFP in 2013, please contact Holly Evers.
617 832 7050 phone
hevers@foleyhoag.com

LIC Annual Business Meeting Conference Call

Thirty LIC members had a very interactive annual business meeting call on November 13th. If you were unable to join the call, the meeting notes are listed on IFMA's LIC webpage and the link is below.

<http://www.ifmalic.org/password/minutes/2012/LIC%20Business%20Meeting-Summary.pdf>



World Workplace 2012 in San Antonio, TX

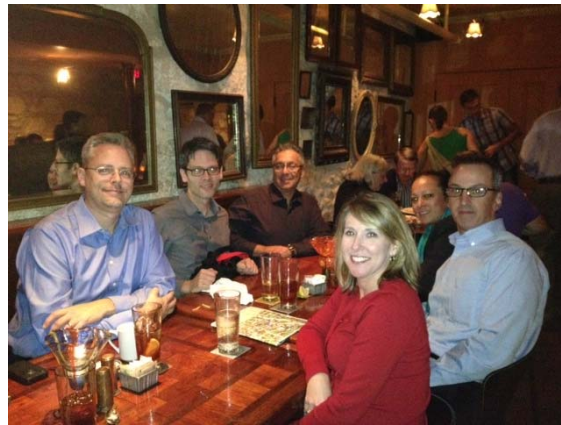
The Legal Industry Council enjoyed the hospitality of San Antonio at World Workplace in late October. LIC members who attended learned from informative educational sessions and presenters, were energized by keynote speakers and gathered together for conversation to share experiences about Facilities Management in diverse law firms from all over the country.

We had a Council Liaison, conference presenters, several new CFMs and some even studying for the CFM exam among us. In addition, there were new council members who joined our informal gatherings who were enthusiastic and interesting - let's keep the energy and the momentum going!

First photo - Pat Murphy

Second photo - Kim Daugherty, Mike Lesage, Carolina Monzon, Ernesto Casas, Joseph Geierman, Craig Oakman

Third photo - Craig Oakman, Pat Murphy, Charlene Fischer, Wolfram Fischer



2012 LIC Benchmarking Survey

We are pleased to announce that the LIC Benchmarking Survey Report was completed and distributed to all members that participated in the survey in late October. Please let Holly Evers know if you participated in the survey and did not receive the report. It is available at a cost of \$50.00 to all LIC members who did not participate through the IFMA bookstore.



Communication Upgrade

IFMA has recently made communication among Legal Council members easier by eliminating the requirement that our Online Community posts be reviewed and approved by headquarters before distribution. Going forward your discussion questions and responses will be sent to other members without any delay. With that in mind, we offer

Tips for Navigating the Online Community

1. Go to <http://www.ifmacommunity.org>.
2. In upper right hand corner of page click **Sign In**.
3. Enter your **Username/Member ID** and **Password** and click **Log In**.
4. From **Councils** drop down menu select **Legal Industry**.
5. Click on **Forum** tab. At the right of the page is an **Email Information** section. The subscription default setting is **No** (meaning you will have to log in to the Online Community to view discussions). In order to change it to **Yes** (and receive postings by e-mail) simply click the **No**.
6. On the **Forum** tab you can begin a new discussion with other Council members by clicking **New Post** on the right side of the page. Questions and responses are tracked here.
7. On the **Home** tab you can send a quick message to Council members.
8. To respond to postings received by e-mail simply "reply all". Please remember to include your full name and contact information with your response.

You can find additional details on how to use the site and manage settings at [Community User Guide](#).



[IFMA Facility Fusion 2013 Conference & Expo](#)

April 2-4, 2013
Los Angeles, CA



[CLICK HERE](#) to join the LIC group on Linked In and follow pertinent discussions.



Legal Industry Council Newsletter



2012 Legal Industry Council Newsletter Sponsors

When the opportunity presents itself, please support those who support the Council.

In an ever-changing global economy, AV industry leader **AVI-SPL** offers innovative solutions for your success. Our comprehensive AV design/integration expertise is built upon the latest innovations in videoconferencing and Telepresence technology, managed conferencing services, digital signage implementation and equipment rental and sales. By partnering with AVI-SPL, you're guaranteed the reliability of highly-certified technicians, more than 700 manufacturer partnerships and 24/7 support, both on-site and off-site

www.avispl.com



Elkus Manfredi Architects is a Boston based firm with a national reputation for design excellence in corporate architecture and interiors as well as science and technology, academic, retail, hospitality, and mixed-use facilities. The firm is a national leader in the application of advanced office design concepts, creating innovative workplaces that strengthen firm culture and organizational performance. Much of our work has specialized in the design of law offices. What sets Elkus Manfredi apart for law clients is that we draw upon our experience not only with office design but also with noted retail, entertainment, and hospitality groups nationwide.

<http://www.elkusmanfredi.com/>



Gensler is a global architecture, design, planning and consulting firm with a specialized law firm practice. They have been serving their clients as trusted advisors, combining localized expertise with global perspective, for over 30 years.

www.gensler.com



Established in 1959, **Henegan** serves as one of New York's premiere construction management and general contracting firms. From expansions and restacking to new build out and infrastructure, Henegan meets the needs of the City's most prestigious firms.

www.henegan.com



HITT Contracting maintains Client-focused teams fulfill any program need from service work to base building shells and complete tenant/owner fit-outs. HITT maintains a 325-member, skilled in-house field force available 24/7 to support clients long after occupancy. "The HITT Way" for quality and excellence defines the core of their mission and how they are structured.

www.hitt-gc.com



Legal Industry Council Newsletter



2012 Legal Industry Council Newsletter Sponsors Continued...

Island Architectural Woodwork, Inc. fabricates and installs custom architectural woodwork. Island has the ability to produce high-end millwork that captures the spirit of the designer's vision. In addition, Island is qualified to produce LEED certified projects using FSC certified wood, recycled cores and water-borne finishes.



www.islandwoodwork.com

Mattern & Associates is a team of operational experts that consults to large law firms and corporations. Completely unbiased and vendor-neutral, we develop firm wide strategies for our client's support services that help them become more cost-effective and efficient. In addition, we advise organizations on best practices for cost recovery and other critically important areas such as RFP development, management of in-house operations, output/printer management, and the contracts that form the foundation of the support services – off-site records storage, overnight services, and office supplies.

www.matternassoc.com



Pitney Bowes Legal Solutions (PBLs) provides mail, print and document management services to the Am Law 200, Fortune 1000 and large government organizations. For more than 30 years, PBLs has been the leader in onsite services with a robust offering that includes nearsite and offsite assistance for eDiscovery and litigation support services, delivering innovation, process improvement and value to the legal sector.

<http://www.pb.com/managementservices/>



PS|Ship is the only complete shipping solution for legal. We offer cloud-based shipping, receiving, and invoice processing applications that improve cost recovery, lower labor costs, and automate the invoice reconciliation process. Our applications are saving nearly 50% of the AM 200 time and money on shipping every day. PS|Ship is fully integrated with: UPS®, FedEx®, DHL®, and select local couriers.

www.psship.com



Robert Derector Associates is a full service engineering firm with a local feel and a global reach. RDA's practice focuses on the design and commissioning of corporate offices and mission critical facilities, as well as on the modernization of existing building infrastructures.

www.derector.com



Legal Industry Council Newsletter



2012 Legal Industry Council Newsletter Sponsors Continued...

On-Site Service Solution's improves the competitiveness of our client's business by *delivering integrated solutions* that improve their workforce and organizational effectiveness. Our innovative solutions incorporate a wide range of services, providing thought leadership and support to our clients in resolving their business challenges that are directly linked to their business objectives.

www.sodexo.com



SPRY Moving is a family owned and operated company, located in Woburn Massachusetts. We offer a full range of commercial and industrial services to our clients; including relocation services, consulting services, move management, furniture and record storage, furniture liquidation and disposal.

www.sprymoving.com



Founded in 1898, **W.B. Mason Company** has grown to be the largest privately owned and operated office supply company in the United States. By offering low prices, free delivery and local customer support, they are dedicated to building long-term strategic partnerships with their customers.

www.wbmason.com



Williams Lea is a recognized leader in global Business Process Outsourcing (BPO). Specializing in Office Operation & Support Solutions, they provide expert management of all printed and digital information an organization shares with its internal and external audiences.

www.williamslea.com



About the LIC: *The Legal Industry council shares information among FMs from law firms and legal departments in corporations, academic institutions and government agencies. Discussions center on topics such as space planning and utilization, creative office services, outsourcing, regulatory information, emerging technology and software solutions.*