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## 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 15<sup>th</sup> 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 4<sup>th</sup> 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 2<sup>nd</sup> 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](mailto: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

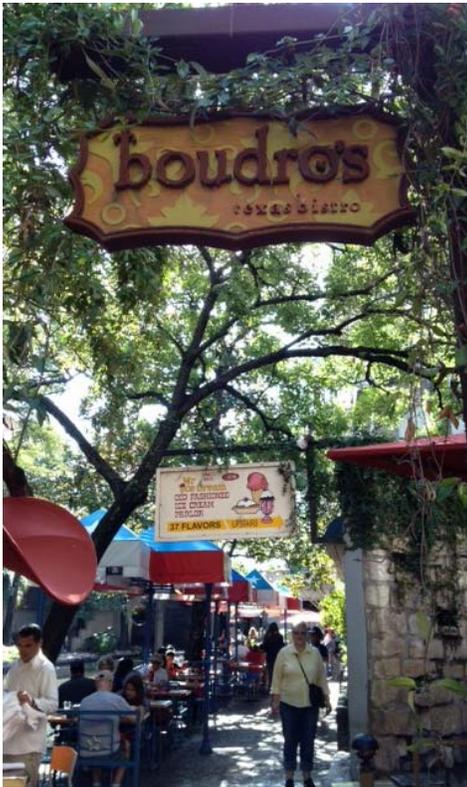
The Legal Industry Council enjoyed the hospitality of San Antonio at World Workplace in late October. LIC members who attended learned from informative educational sessions and presenters, were energized by keynote speakers and gathered together for conversation to share experiences about Facilities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



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