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Dear Fellow LIC Members,

Spring is in the air here in New Orleans, and just as it is every spring, living things are turning green. But this year it seems a bit different. The green is "Green" and it is not just outside, it is *everywhere*. As all of you have seen in the recent past, there is more than just a buzz about going Green. It is really starting to happen, and IFMA continues to lead the way with information and tips on how to put effective programs in place. I attended the recent IFMA i-Session on Green Cleaning with the New Orleans Chapter, and was amazed to find that almost half of the attendees were associate vendor members in the cleaning industry that were attending to learn how they can put together a green cleaning program to stay competitive with the other vendors that were *already* doing it. They were stunned to find out in the presentation that not only can you simplify your program, you can save money. Finally, people are listening and acting. Way cool (oops...sorry, four kids will do that to your vocabulary).

I got on an airplane last week to fly up to Minneapolis (on the day American grounded 200 flights, lucky me). Why Minneapolis? That is a subject for another article on VoIP phone system implementation. Anyways, while sitting on the plane waiting to taxi out to the runway, I grabbed the "Sky" Magazine in the seat back pouch in front of me. The entire edition was on going Green! The thrust was on what each person can do, and the difference it would make to the planet. If you have the chance to get a copy, it is well worth the read. Please encourage everyone you know to participate during Earth Hour on March 29!

We have had great participation from the council in the list serve on Green topics, with most of the questions pertaining to recycling, changes in supplies, cleaning standards, and going Green on the office services side. So this is where I drop the big question..... Are there any of you out there that are truly Green enough to share your Green Facility successes with the rest of us????? If so, we would love to include them in the next few editions of the Newsletter. Tell us about your LEED EB and LEED Interior certification efforts. Tell us if you have been able to take advantage of tax credits as a result of your certification efforts or the economic benefits you have found in completing your project...

I look forward to our upcoming Industries Forum at the end of this month. So far we have a great group of people attending. If you have not had a chance to sign up, please do. Thank you for your time!

*PS - please do not print this edition of the newsletter. If every member of the council does not print this edition, we will save over 4 reams of paper!

Sincerely,
Craig Oakman
 President, Legal Industry Council of IFMA

This newsletter is a publication of the Legal Industry Council of IFMA. If you are receiving this newsletter it is because you are a member of the Legal Industry Council and the council board believes you will benefit from its content.

Operations Begins With the Letter “O” Ode to Operations

By: Norma M. Gwin, CFM

When I began to think about what should be my focus in this year’s annual report, I kept coming back to all the people who make up the Operations team, including Oce and the Overwhelming manner in which they pulled together this past year to facilitate a positive Outcome. It didn’t take me long to decide that this year’s commentary should be dedicated to my “O” Team! O is not Only is the first letter in the word Operations but in many of the words that describe who we are and what we do so using all words that begin with O, I would like to explain, communicate and commend my team’s qualities, responsibilities, struggles and goals.

Others may think that Operations sits in an Oasis down on the 4th floor because at any given time you can walk in and see food, flowers, parts of furniture (or whole units), curtains, dishes, art and Oftentimes Other non-Office-related items. Because we deal with Occupancy (planning and moves) and special Occasions (parties), we may acquire Odds and ends (items banished to the basement or those left from departed partners), Objects related to a One time project (set up and implementation of Private Dining), Objects d’art (Exhibit Project) and/or Ornaments (holiday décor). Even though these items may be Out of the Ordinary, they play an integral role in Our Official responsibilities. We do not want to appear Omnipotent to our customers but Occasionally, we can look like an Octopus, having several hands in different projects at One time. Our daily Objective is to respond to situations as they Occur and to have an Open-door policy to Others.

When we smell Odors, when we hear the word “Ouch”, when we find Obstacles Obstructing access, when we find a system or procedure reaching Obsolescence, when we find a unit or switch Off that should be On or the Opposite, we try to use Our Oversight to quickly correct the situation and return it to its Optimum condition. Sometimes it can be as simple as applying Ointment; Other instances involve Oodles of consideration, warding Off On-lookers and coming up with a less popular solution but ultimately implementing Only the One that is best for the Organization.

The Operations team has a daily Opportunity to take Ordinary situations and made them special. We use the word “Or” a lot more than the word “and”. We can take Obscure items and put them places where they can be Observed. We are always researching and thinking up Options so if Plan A has a problem, we are quick to implement Plan B. Sometimes the most Obvious solution can be Overlooked and sometimes rejected due to an Opposing Opinion or an Obstinate recipient. The O Team has an Omniscient responsibility to keep the Office Open , Orchestrate the daily support services, make sure everything stays Operational and is kept in good Order, often having some Ownership Over what we see Outside our windows!

We go about Our daily work making sure Old things are replaced with new when needed. We move our Occupants Out, Oversee those areas that are Off limits and protect our Original documents. When electric Ohms need increasing, when the Oven breaks down and when the HVAC fails to Offer enough heating or cooking, we put in a work Order. While going about Our daily tasks, we make sure we continue to learn, sometimes by Osmosis, sometimes by attending Oral presentations or just by the most Orthodox method, doing something Over and Over!

We can never be Obtuse! We can never assume the Obvious! We can never be Oblivious to our surroundings! Our Outlook is constantly tested and we try to keep an Open mind. We handle issues that are Overblown; repairs that our Overdue and insignificant things have been Overlooked and try to make everything OK. We are not the Only Ones working here but it is Our area to Offer solutions while continuing to Observe the Firm’s Order of working.

Our daily Objective is to Obey the customs and procedures in place while looking Onward to appropriate change. If you notice we stayed away from words such as Obnoxious, Obscene, Oddball, Odious, Offensive, Onerous or Ornerly even though we may have thought them at one time or another. It's not in Our Operating manual. It is Our job to extend the Olive branch. We are Operations.....one continuous circle of support.....just like the Letter O!

GET PUBLISHED!!!

Have you written an interesting article and believe that it would interest LIC members, please submit it to Jeannie Nguyen at jeannie.nguyen@ifma.org.

VoIP Presentation

A special thanks to Jason Clements of Matrix Technologies for presenting our last educational webinar on the benefits of VoIP.



Benchmarking Survey Update

Have you ever heard this question from Management..... "Well, what are the other Law Firms doing?" We are working on the first ever Legal Council specific Benchmarking Survey to help you be able to provide the answer to that topic.

We now have received question submissions from 8 different LIC members and will shortly start the process of getting the survey organized. We could use a few more questions on a few selected topics, specifically Disaster Recovery, Offsite facilities and Real Estate, and Audio Visual and Video Conferencing. If you would like to help with drafting survey questions on these topics, please e-mail Craig Oakman at oakmanc@phelps.com or Cindy Dvorak at cdvorak@sidley.com. Thank you.



Legal Industry Council Presents a Roundtable Discussion on:

How to Open a New Office (Part 1)

(Part 2 will be offered the following week please keep a look out for emails)

Date: Thursday, April 17, 2008

Time: 11:00 a.m. CST (60 Minutes)

(9:00 AM PST, 10:00 AM MST, 12:00 AM EST)

*Free to LIC members

Session Highlights:

Our goal for this roundtable session is to create, through roundtable discussion from our members, a checklist on how to open a new office for your law firm. We will develop and compile the checklist as the meeting progresses. When we are finished, the checklist will be cleaned up and posted on the Web site as a resource to all of our members.

WEBINAR INSTRUCTIONS:

You will need access to both an Internet connection and a phone line. We strongly recommend that you use a high speed Internet connection. Some DSL's can have periodical disruptions that may prevent an optimal event. Remote, wireless, or satellite connections are not recommended.

Web Instructions:

1. Conduct a test to ensure your computer is set up with the appropriate tools to participate in a session using Adobe Connect. [Test Your Computer Now!](#)
2. Click here to enter the meeting room <http://ifma.acrobat.com/r98426994/> (10 minutes prior to the start time)
3. After check-in, you'll be taken to the Acrobat Connect seminar lobby. Here you will login as a GUEST. (Please DO NOT login as a registered user.)
4. Type in your FIRST and LAST name in the field marked "GUEST", then click on the box that reads "ENTER".

Phone Instructions:

Using a telephone, dial in to hear the audio **1-866-279-5008** (Toll-Free US and Canada) or 1-719-234-0214 (Toll Outside US and Canada). **Passcode - 464377.**

*If you have a direct telephone line, you can have Adobe Connect dial out to you. Once you have logged in, a window will prompt for you to "Join Teleconference". Enter your direct line in the "PhoneNumber" box and click "Call my phone". You should receive a call within minutes. Pick-up your telephone and follow the instructions.

Notes:

Can't hear the speaker during session? Increase the volume of the session by pressing *4 on your telephone key pad. Decrease the volume by pressing *7

About the LIC Webinars:

This session is web based and provides the council with opportunities for networking and education. It provides capabilities including the use of PowerPoint presentations, document sharing, live chat and more. Legal Industry Council Members will be invited to log on to this meeting, which will be recorded and saved for later viewing at your discretion. If you have a presentation idea or would you like to be a presenter, please contact Jeannie Nguyen at jeannie.nguyen@ifma.org.



industriesforum
2008 Spring Council Meetings

IFMA Industries Forum 2008
April 30-May 2, 2008
Hyatt Regency Tech Center Hotel
Denver, Colo., USA

The program outline is as follows:

Wednesday, April 30th: Council Business Meetings, Breakout Sessions, and Networking Reception

Thursday, May 1st: Breakout Sessions, and Networking Lunch

Friday, May 2nd: Denver area tours such as Coors Brewery, NREL, and Aardex

More information can be found at <http://www.ifma.org/learning/events/if08.cfm>

Breakout sessions and descriptions specific to the Legal Industry Council:

Date	Description
Wednesday 1pm - 2:15pm	<p>Professional Lifelong Learning: The IFMA Member Life Cycle Teena Shouse, CFM; ARAMARK, Leawood, Kan., USA <i>Sponsored by ARAMARK Facilities Services</i></p> <p>Be an active participant in your career advancement by taking advantage of this interactive dialogue exchange! Discover where you might be on the continuum of your career, and see how IFMA can support you in developing and achieving your personal career and job strategy through all stages.</p> <p>Credits: 0.1 CEUs</p>
Wednesday 2:30 - 3:30	<p>National Economic and Office Market Leasing Update: What's Hot, What's Not Jeffrey Woolf, Cushman & Wakefield, Los Angeles, Calif., USA Level: Intermediate</p> <p>Learn how the United States economy—its overall health and its position as a global competitor—influences the corporate real estate industry. Discuss current trends in the U.S.'s national real estate market and in major U.S. markets. Learn how office space occupancy and rent trends are affected by reviewing the history and forecasts for 19 markets. Explore the latest in corporate real estate trends and best practices that are influencing companies as they strive to optimize the performance of their real estate portfolios. An IFMA council staple for several years, this session speaks to any company with real estate and is applicable to all councils.</p> <p>Objectives:</p> <ol style="list-style-type: none">1. Understand the impact of the U.S. economy on real estate markets2. Learn what economic factors influence office space occupancy and rent3. Discuss current real estate trends and best practices <p>Credits: 0.1 CEUs</p>

Date	Description
<p>Wednesday 4:00 - 5:00</p>	<p>Creating the FM Annual Report Jennifer Wickwire, Teradyne, Agoura Hills, Calif., USA Level: Intermediate An annual report serves as the means to communicate facility management challenges, activities and accomplishments to internal customers, stakeholders and management. Acquire essential information and tips for developing your own annual report. Objectives: <ul style="list-style-type: none"> ✦ Understand the importance of creating an annual report ✦ Identify key areas to include in an annual report Have a starting point in which to create your own report Credits: 0.1 CEUs</p>
<p>General Session: Thursday 8:30am - 9:45am</p>	<p>Vision + Culture = Holistic Strategy: Linking Facility Management to Business Strategy Mark Sekula, Kahler Slater, Milwaukee, Wis., USA; Barbara Armstrong, Kahler Slater, Milwaukee, Wis., USA Facilities must be considered a strategic asset that helps companies meet business initiatives. Facility management professionals must understand the importance of leveraging a facility to achieve business success; i.e. developing a strategic facility plan that links FM to business strategy and incorporates an organization's vision, culture and values. Understand the value of collaboration with multiple stakeholders within and outside of your company. Methods for building consensus will be discussed. Facility management professionals are uniquely positioned to enable business success. By serving as a link, you can change the value proposition of facility management from "the cost of doing business" to a strategic partnership. Objectives: <ul style="list-style-type: none"> ✦ Learn the importance of linking your strategic facility plan to your company's overall business strategy ✦ Learn how to incorporate your organization's vision, culture and values into the strategic facility planning process ✦ Gain insight into creating a holistic workplace strategy Credits: 0.1 CEUs</p>
<p>Thursday 10:15 - 11:30</p>	<p>Nuggets of Gold for Accommodating the Obese Jerome Congleton, Texas A&M University System HSC-SRPH, College Station, Texas, USA Level: Basic One of the challenges in today's workplace is how to accommodate the increasing numbers of obese workers in the workforce. Acquire tips for analyzing and addressing your current workplace for the safety and protection of your company, while also helping your obese employees work comfortably, safely and productively. Examine the benefits of standing versus sitting; learn how analyzing and redesigning current workspace can assist workers in losing weight; and find out how split keyboards are a preference and necessity for obese workers. Objectives: <ul style="list-style-type: none"> ✦ Understand the neutral body posture and its associated benefits ✦ Identify ergonomically correct and incorrect workstation elements as they relate to obese workers ✦ Learn how to analyze and set up workstations correctly to maximize safety, health and productivity Credits: 0.125 CEUs</p>

Date	Description
<p>Thursday 1:00 - 2:15</p>	<p>The Next Generation Law Office: Real Estate Planning and Design for Bottom Line Results Brian Koshley, IA Interior Architects, Costa Mesa, Calif., USA Level: Intermediate Real estate is the primary overhead cost for law firms; therefore, maximizing the efficient use of office space is a critical issue for facility managers across the industry. Supported by compelling case studies, this session will explore new ideas and trends for getting the most out of your square footage, while also supporting other important business goals such as increased security and confidentiality, recruiting and retaining staff, and enhancing the firm's image. Objectives:</p> <ul style="list-style-type: none"> ✦ Assess the current directions in law firm design ✦ Recognize design pitfalls ✦ Acquire a process for maximizing the efficient use of space <p>Credits: 0.125 CEUs</p>
<p>Thursday 2:45 - 3:45</p>	<p>FM Around the World Kit Tuveson, CFM, IFMA Fellow, Tuveson & Associates, El Dorado Hills, Calif., USA Level: Intermediate Hear experiences and knowledge gained from an FM working for a global high-tech company. Understand what an "FM market" is and how market maturity varies within individual geographies. Learn how to close the maturity gaps in a specific FM market where you operate. Examine challenges involved in working on projects in different countries. Objectives:</p> <ul style="list-style-type: none"> ✦ Understand how IFMA is approaching the FM marketplace ✦ Evaluate your interest/ability to work globally in FM ✦ Learn how to create a toolkit to help you be an effective FM practitioner on the global stage <p>Credits: 0.1 CEUs</p>
<p>Thursday 4:00 - 5:00</p>	<p>Best Practices in Office Services Outsourcing Frank Farnacci, The Millennium Group, New York, N.Y., USA Level: Basic Most facility managers have organizational mail, central print, document imaging and general office services reporting into them with little or no time to manage them; therefore, they outsource these functions to industry specialists, just as they may outsource facility management. This session is for those facility managers who have the responsibility to outsource office services and manage the provider. This interactive session will showcase 10 best practices that make the arrangement mutually beneficial for both clients and providers. Review the latest industry trends and samples of reports. This includes:</p> <ul style="list-style-type: none"> ✦ BTO vs BPO ✦ Reporting: What works and what does not ✦ Performance Metrics Used in Office Services ✦ Service Level Agreements ✦ Risk/Reward in Office Services Agreements <p>Objectives:</p> <ul style="list-style-type: none"> ✦ Understand what office services outsourcing providers look for ✦ Implement KPIs in office services and other best practices ✦ Understand the latest trend in office services outsourcing: integration with FM <p>Credits: 0.1 CEUs</p>

Helpful Listserv Information

What is the listserv ?

An email network that provides instant access to LIC members and allows members to stimulate conversation by posting questions, answers and opinions on various topics relating to facility management.

Send a message to the listserv

Do you want to ask a professional question of your colleagues? Send an email to the Legal Industries Council listserv at lc@listserver.ifma.org

How to Search the Listserv Archives

1. Go to listserver.ifma.org/lists
2. Click on the link "Subscriber's Corner"
3. Click on the phrase "Get a **new** listserv password"
4. Enter your e-mail address that is Registered with IFMA headquarters and select a password that you can easily remember.
5. Register this password
6. Check your e-mail for your confirmation message
7. Click on the link in the e-mail given
8. Click on Subscriber's Corner and then log in using your registered e-mail and password.
9. Click the link given.
10. Click on Server Archives on the left of the page, and then select your council for your council's archives.

This registration is a "one time only" process. From here on out you can just visit <http://listserver.ifma.org/archives/> and the site should recognize you so that you won't have to enter your information again.

Listserv Etiquette

- Include a signature tag on all messages. Include your name, affiliation, location, and e-mail address.
- State concisely and clearly the specific topic of the comments in the subject line. This allows members to respond more appropriately to your posting and makes it easier for members to search the archives by subject.
- Include only the relevant portions of the original message in your reply, delete any header information, and put your response before the original posting.
- Only send a message to the entire list when it contains information from which everyone can benefit.
- Send messages such as "thanks for the information" or "me, too" to individuals--not to the entire list. Do this by using your e-mail application's forwarding option and typing in or cutting and pasting in the e-mail address of the individual to whom you want to respond.
- Do not send administrative messages, such as remove me from the list, through the listserv. Instead, use the **Command Instructions** provided to you in your introductory e-mail to change your settings or to remove yourself from the list.
- Warn other list subscribers of lengthy messages either in the subject line or at the beginning of the message body with a line that says "Long Message."

Legal Industry Council Web site

Click here: <http://www.ifmalic.org/>

Check out the LIC Web site for the latest information on conferences, officers contacts and much more!