



May 2007

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.

LETTER FROM LIC PRESIDENT CRAIG OAKMAN

Dear fellow LIC Members,

I would be remiss in my new duties if I did not first start out by thanking Julie O'Loughlin for her 3 years of dedicated service and her outstanding contributions as the President of the LIC. Julie, we all truly thank you for your efforts!

I am very excited about the possibilities for the future of the Legal Industry Council and am very proud to have been given the opportunity to take the reins of this Council. Let me say that I am a true believer in the benefits of the Legal Industry Council of IFMA. For those of you who do not understand the value of our organization and of the Facility Manager in the legal environment, please consider this. For the first time ever, the ALA has included a category for a Director / Manager of Facilities / Office Services in their annual salary survey! This is due in no short part to the efforts of some of our LIC members who have been lobbying the ALA both locally and nationally for years to make this a reality. With your help, we can continue to make positive strides in the recognition and value of our talents throughout law firms globally.



The new LIC board is ready to continue the development efforts that have been commenced over the last few years. The LIC had our first ever Industries Forum in Atlanta on May 2nd through the 4th. This was the first time that IFMA put on an event that focused entirely on the Councils. To that end, the LIC board took full advantage of the opportunity and put together a fantastic lineup of programs that offered CEU maintenance points for those that attended. We enjoyed presentations on:

- The Next Generation Law Office: Real Estate Planning and Design for Bottom Line Results by IA Interior Architects.
- The ADA from A to Z: The Americans with Disabilities Act Impacts Everything and Everyone by Accessibility Development Associates, Inc.
- Global Trends in Law Firm Space Planning and Design by Gensler Architects.
- Audiovisual Architechnology by Electro-Media Design LTD, Inc.
- Moving Toward Sustainability: Energy-efficient Design Concepts for Technology-intensive Facilities by EYP Mission Critical Facilities Inc.
- Financial Structure of Commercial Leases for Facility Managers by KBA Lease Services.

This event culminated with a tour of King and Spalding's fantastic new state of the art offices on Friday, May 4th. A special thanks to Harry Ludwig and Kathy Farley for their hospitality!! The LIC members who attended the Industries Forum were Glenn Cook, Cyndi Dvorak, Norma Gwin, Sharon Kasachkoff, Missy Laub, Alexander Stadler, Gregory Williams, Dante Billups, Harry Ludwig, Kathy Farley, James Howard, Wanda Rice, Barbara Vold, Suzanne Willis, Corey, Zawadzki and yours truly. We enjoyed a tremendous amount of networking and

(Continued on page 2)

(Continued from page 1)

peer discussion during the event, and it was a fantastic success. We will be posting several of the presentations from the Industries Forum on our website within the next week.

Our next big get together will be on June 20th, when we will be conducting an all member LIC conference call to solicit ideas from you on what types of presentations you feel would be beneficial for the year, discuss our plans for World Workplace 2007, and talk about other topics of interest for the year. A formal announcement about the call will be sent shortly.

In closing, I am hopeful that with your help and input we can grow the LIC, increase the benefits of your membership, and continue to provide valuable tools to help you respond to the ever-changing needs of our profession.

I look forward to a great year! As Julie always says, there is no “we” without “you” - don't forget to give us your input.

Sincerely,

Craig Oakman

President, Legal Industry Council of IFMA
Phelps Dunbar LLP
Director of Office Services and Facilities

Legal Industry Council Benchmarking Survey

The board has begun assembling a team to work on the first ever Legal Industry Council Benchmarking Survey! As you know, the anti-trust laws that currently govern our actions on the List Serve have limited our ability to share some of the more sensitive information that we would all like to know. One of the ways we can get around this problem is to conduct our own legal specific benchmarking study. IFMA's benchmarking guru, Shari Epstein, has agreed to work with us on endeavor. Some of the possible categories for the survey questions could include: Asset management practices, audio and video conferencing equipment (including practices and chargeback policies), budgeting, chargeback recovery costs practices (a really big topic), travel agent services, car services, catering, conference rooms, supplies, construction, court runs, daycare centers, disaster recovery, project planning and management, ergonomics, current office design standards (such as office sizes for attorneys, paralegals, secretaries), fax and e-fax practices, furniture and allowance standards, insurance, lease management, parking, litigation support, technology tools in use, communications, print / scan copy practices, etc....

We need members who would like to work with us on this Benchmarking Survey who could agree to develop the questions for a particular topic. If you are available to help, or would like to suggest adding a specific topic, please e-mail Craig Oakman at oakmanc@phelps.com, Mark Roberts at MRoberts@KSLAW.com, or Cyndi Dvorak at cdvorak@Sidley.com.



Feature Article

At the LIC presentation on Industry and Interest Day at World Workplace in San Diego, Chris Murray of Gensler presented Trends in Law Firms. One of the projects highlighted in the presentation was Dickstein Shapiro's Fire Side Café. Sharon O'Meara, CFM, is the Chief Administrative Officer at Dickstein Shapiro, LLP in Washington, DC. Her article expands on the details of the project and it's success. Thank you Sharon for your very informative and interesting article.



You can find this article on our council's Web site at: www.ifmalic.org

Login: ifmalegal1
Password: legal

IMPORTANT WEB SITE UPDATE

One of our goals for this year is to continue to improve member communications and networking opportunities for each and every one of our members. The board's first step to help meet this goal is to provide our members with a simple, easy to use member directory resource via our website. We are proud to say that we have accomplished this step, and have completed the updated "Member List" section of our web page to show basic contact information about each member including an active e-mail link for each member to make it easy to correspond with each other by e-mail. This information is drawn from IFMA's membership records and will be updated monthly. Please take a moment to review your information for accuracy. If any changes are required, please notify melissa.hyde@ifma.org. At some point in the future we will revise our profile page and send it out to the membership so those who wish to provide additional information about their firms and experience may do so. Please check out the updated Member List by going to www.ifmalic.org, click on the "Member Logon" button on the left of the page, and at the prompt, enter the user ID "ifmalegal1" and the password "legal", (remember to check the save box, so you can skip this step the next time), then click on the "Member List" tab. The rest is easy.

If you have any questions, please do not hesitate to call me. My number is in the Member List!

Craig David Rosen
Treasurer & Communications Chair
Vedder, Price, Kaufman & Kammholz, P.C.

LIC IS FORMING A CFM MENTORING / STUDY GROUP

The board would like to form a CFM Mentoring and Study Group within the LIC to help our members towards obtaining their CFM or FMP certifications. We face a different set of circumstances from most Facilities Managers in that most of us are predominantly Tenants in large office buildings. We typically are not exposed to some of the more core facility requirements that others who own or operate buildings are exposed to. This Study group would be facilitated by the LIC by means of periodic study group meetings that would be conducted by Net Meeting conferences that would be free to our membership. The frequency of the study group meetings would be determined by the individual study groups, and the focus of the groups would be heaviest on those areas where our members feel they need the most assistance and guidance. If you would like to participate in the study group as a mentor or as a candidate, please e-mail Charlene Fischer at cfischer@cgsh.com or Cyndi Dvorak at cdvorak@sidley.com.

OUTSIDE THE OFFICE

A LIC member will be featured every month in the newsletter.

MEMBER SPOTLIGHT - Get to know your board!

Craig Oakman, the Council's new President, is the Director of Offices Services and Facilities at Phelps Dunbar LLP in New Orleans. The firm has seven offices located throughout the South and one in London. Before joining Phelps Dunbar 14 years ago, Craig worked in human resources for Hilton Corporation. oakmanc@phelps.com

Mark Roberts, Vice President, has been the Office Services/Facilities Manager in the New York office of King & Spalding, an Atlanta based firm, which also has offices in DC, Houston, London and Dubai, for 11 years. Before joining King & Spalding Mark was Office Services Manager at O'Melveny & Myers for five years. mroberts@kslaw.com

Donna Baker, Secretary, has worked in the Seattle office of Stoel Rives LLP for 20 years and has been the Office Services Manager for 18 1/2. Stoel Rives has nine offices located throughout the west and northwest. Prior to working for the firm she was one of the owners of a residential construction business. debaker@stoel.com

Craig David Rosen, Treasurer & Communications Chair, is the Office Services Manager at the NY office of Vedder, Price, Kaufman & Kammholz, P.C., which also has offices in Chicago, New Jersey and DC. Craig has been in facilities management for eight years and in his current position for four. crosen@vedderprice.com

Cynthia Dvorak, Membership Chair, is the Facilities Management Director in the Chicago office of Sidley Austin LLP, a firm with six offices in the U.S. and nine in Europe and Asia. She has been with the firm for 30 years, 10 as a Real Estate Legal Assistant and 20 in facilities. Prior to working at Sidley she attended Miss Mary's Little Lambs Pre-School. cdvorak@sidley.com

Georgeanna English, ENews and Programs Co-Chair, is the Facilities Manager in the DC office of Cleary Gottlieb Steen & Hamilton LLP, which has about 100 attorneys. Georgie has held various positions in the firm, where she has worked for 15 years. She was promoted to her current position a year and a half ago. genglish@cgsh.com

Charlene Fisher, ENews and Programs Co-Chair, has worked at Cleary Gottlieb Steen & Hamilton LLP for 22 years and is currently the Operations and Telecommunications Manager in their DC office. Charlene has had several positions with the firm, the one prior to this being Facilities Manager. She was the first to hold that position in the firm's DC office. Cleary Gottlieb's other domestic office is in NY; they also have 10 offices in Europe and Asia. Prior to working at the firm Charlene worked in retail where she picked up customer service and management skills that have served her well in her career at Cleary Gottlieb. cfischer@cgsh.com

The Comedy Corner

Please submit amusing, strange or outrageous Facilities Management stories to, cfischer@cgsh.com, and genglish@cgsh.com.

We need your input!

Do you have an interesting article or story to share with your fellow Legal Industry Council members? If so, please send those to Charlene Fischer at: cfischer@cgsh.com or Georgie English at: genglish@cgsh.com.

Writing skills are not necessary to send in your story. We can edit and adjust your information to fit our needs.

Believe it or not, our readers want to hear it. Send in your information today!



(Continued on page 5)

(Continued from page 4)

Julie O'Loughlin, Past President, is Director of Operations & Facilities at Fenwick & West LLP in Mountain View, CA. joloughlin@fenwick.com

What is one work related achievement of which you are particularly proud?

Oakman: Probably tops on the list is helping the firm through Katrina. Challenges and lessons learned were invaluable and the sense of accomplishment was tremendous.

Roberts: Restacking five floors during the blackout of August 14, 2003. Just as we started to detach the first bookcases from walls the lights went out. The floors had all been protected, the walls had been protected and there were rows of file movers packed and ready to go. There was no way to stop the move. We brought the movers in by truck from Brooklyn and Queens and worked from Friday night straight through Saturday and Sunday in 110 degree heat; the building had no AC. We had emergency lights and elevator service Friday night and light were back on Saturday. The phone system was inoperable after the power went down so we had to bribe a phone worker from a company that shall remain nameless to assist us, and we got ourselves back up and running. Because the blackout was on a Thursday night and the move was supposed to start on Friday, no one had packed. We took digital pictures of 150 people's work areas, packed them, unpacked them and had the office fully operational by 9:00 a.m. Monday morning.

Baker: Three years ago the Director of Administration, Lynn Spruill, a former president of ALA, asked me to write the emergency response/business continuity plan for the whole firm, which I did. I produced a boilerplate so all branch offices could provide their individual information and update it every year and it's the plan that we are using. It was a lot of work.

Rosen: We have a move coming up at the end of April; we'll be moving 75 people. I've been very instrumental in getting vendors on board and am working to keep everything running smoothly and happening on time.

Dvorak: Over Thanksgiving weekend 2005 we moved almost 1500 people from space we had occupied for 35 years to a brand new building across the street. Working on space planning, design and the move was my full time job for almost three years. We put a lot of thought and time into designing the new office and, based on people's reactions, we were successful in providing space and services that make their work lives more productive and pleasant. I'm grateful to have been involved in a project of that scale, during which I learned so much, and gratified that it has had a positive impact on the daily lives of so many people.

English: Two things come to mind: moving into new space 10 years ago and a build out of 26,000 sq. ft. we did in spring of '04. At that time we built a large conference center and a document management center. Our firm does a lot of mergers and acquisitions for which we hire contract lawyers to do electronic document reviews. The document management center is the nerve center of that activity.

Fischer: In 1997 we moved the office and had to move 200 people over the weekend, ensuring that everything was up and running by Monday morning. The most memorable aspect of the move was that we had to cut over the phone service and, because of the amount of planning and preparation that had been done, the switch was up operational and everyone's new phone numbers were working within 30 minutes.

What is one aspect of your personal life that you'd like people to know about?

Oakman: I have a fabulous family -- a gorgeous wife and four wonderful children.

Roberts: I love live music. I love going to see both old and new bands. My new favorite band is The Hold Steady.

Baker: I have Irish heritage and I've been to Ireland a number of times. Plans for retirement, hopefully in the not too distant future, are to build an Irish cottage in Squim on the Olympic peninsula to use as a B&B or a holiday

(Continued on page 6)

(Continued from page 5)

home.

Rosen: That I'm into theater. I'm an actor, director and playwright. I've been acting since birth. After I saw my very first Broadway show, *Hello Dolly!*, I decided I wanted to be an actor. I took classes, majored in theater in college, then got the obligatory waiter's job and pounded the pavement. I got involved with a theater in Brooklyn called The Gallery Players and that's where I got the opportunity to direct. I've mostly been directing since. A year or so ago I directed a very successful production of *A Funny Thing Happened on the Way to the Forum* and will begin rehearsals for *Man of La Mancha in April*. I'm also working on getting a play that I wrote produced. The name of that play is *Straight Men Can't Dance*. If you would like to see more about my theatrical endeavors visit me at www.craigdavidrosen.com.

Dvorak: For the past year I've been taking Spanish lessons with a friend from work. For many years I've had the desire to be fluent and I hope it's not the impossible dream -- it's interesting to see what middle age does to a mind. Fortunately, there are lots of opportunities to practice in Chicago.

English: I earned my BA while working full time and going to school first part time and later full time. I was a history major and I love history.

Fischer: About two and a half years ago I began running. Prior to that I was a walker so I began with very short runs during my walks. Last year I began participating in 5K races. The first race I participated in was the Race for the Cure last June. I plan to participate in several races this year as well. I'm not a very competitive individual so my main motivation for running is exercise. That being said, I do find it rewarding when I discover that my race time has improved.

LIC Webinars

We would like to thank the presenters of our last webinar on March 14th, Donna Martin and Adam Keplinger, of SPL Integrated Solutions. The webinar covered topics on AV such as different types of collaborative communication facilities, key issues to consider when designing a facility, and basic knowledge of technologies.

We would also like to thank those who attended the webinar. The presentation can be found on our website.

Upcoming Webinar—June 6, 2007

Business Continuity Planning: Program Initiation

Presented by: Susan Mitchell, Business Continuity Manager

Wilmer Cutler Pickering Hale & Dorr LLP

An announcement about the webinar will be sent and further information will be posted on the website.

Helpful Listserv Information

What is the listserv ?

An email network that provides instant access to LC 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

(Continued on page 7)

(Continued from page 6)

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."