

Contents

Demographics	4	Training	14
Executive summary	6	Security	16
Hardware & systems	8	Optimisation processes	17
IT departments	12	Recommendations	18



About the author

Dominic Carman is a freelance writer, journalist and consultant. He executes bespoke projects for international law firms, including Fieldfisher, Freshfields Bruckhaus Deringer, Hogan Lovells and Slaughter and May, and for investment banks, such as JP Morgan. He writes for *Legal Week*, contributes to national newspapers, and for several years was a regular feature writer for *The Times*.



After a career in banking, including a spell at Lazard, Dominic became managing director of Euromoney's Legal Media Group in London and Hong Kong, and then European head of operations at IIR, the world's largest conference company.

His books include *Heads Up* (Thistle) which reached #1 in Amazon (Business & Reference) bestsellers, and *No Ordinary Man* which reached #2 in the *Sunday Times* non-fiction bestsellers. He contributes to diverse TV programmes and speaks at conferences, most recently the HMC Conference (London 2013) and as the keynote speaker of the WSG European Legal Conference (Berlin 2014).

www.dominiccarman.com