Contents

List of Figures	
1. Introduction—the Beginning of the End?	1
1.1 The challenge for lawyers	2
1.2 Four thoughts	3
1.3 A journey	12
1.4 The Future of Law	17
1.5 Progress over the last decade	19
1.6 The flow of this book	23
2. The Path to Commoditization	27
2.1 The evolution of legal service	28
2.2 The pull of the market	33
2.3 Opportunities for innovative lawyers	36
2.4 Some apparent failures explained	40
2.5 Decomposing and multi-sourcing	42
2.6 Two case studies	53
3. Trends in Technology	59
3.1 Exponential growth	61
3.2 Information satisfaction	65
3.3 Online community	69
3.4 The Net Generation	83
3.5 Clicks and mortals	87
3.6 Disruptive technologies	93
4. Disruptive Legal Technologies	99
4.1 Automated document assembly	100
4.2 Relentless connectivity	105
4.3 The electronic legal marketplace	108

xii Contents

	4.4 E-learning	114
	4.5 Online legal guidance	121
	4.6 Legal open-sourcing	125
	4.7 Closed legal communities	130
	4.8 Workflow and project management	136
	4.9 Embedded legal knowledge	141
5.	The Future for In-house Lawyers	147
	5.1 The asymmetry between lawyers and clients	148
	5.2 The Law Firm Grid	153
	5.3 The importance of knowledge systems	158
	5.4 The Client Grid	160
	5.5 Data sharing	166
	5.6 Knowledge sharing	171
	5.7 The challenge for clients	174
6.	Resolving and Avoiding Disputes	181
	6.1 Reforms and changes	184
	6.2 Decomposing dispute resolution	189
	6.3 From litigation support to electronic disclosure	192
	6.4 Case management and electronic filing	201
	6.5 Courtroom technology and judges	210
	6.6 Online dispute resolution	217
	6.7 Dispute avoidance	224
7.	Access to Law and to Justice	229
_	7.1 Redefining access to justice	220
	7.1 Reddining access to justice 7.2 The building blocks of access to justice	230
	7.2 The building blocks of access to justice 7.3 The empowered citizen	235 238
	7.4 Streamlined law firms	245 245
	7.4 Streammed law mins 7.5 A healthy third sector	243 249
	7.5 Trincardity difficultive providers 7.6 Entrepreneurial alternative providers	249 253
	7.7 Accessible legal information systems	255 255
	7.7 Recession regainment by stems 7.8 Enlightened public information policy	263 263
	0	_00

Cont	tents	XI	i
	6.111.9	Λ I	

8. Conclusion—the Future of Lawyers	269	
8.1 The prognosis	270	
8.2 The implications	278	
Bibliography	285	
Index	293	