Maturity self-assessment

Mark the level that fits best for each question.

Basic
It gets done, by someone, when needed, with no written procedure.

Defined
There is a written procedure, an owner and simple follow-up.

Managed
The procedure is measured, followed up against targets and improved systematically.

Competence	Basic	Defined	Managed
1. Business intelligence DAY-TO-DAY Do you know how many requests the department receives per quarter, from whom and about what?	☐	☐	☐
2. Financial management Do you know what the department costs in total, including law firms, licences and time, per matter type?	☐	☐	☐
3. Firm and vendor management DAY-TO-DAY Is there a panel, an instruction routine and invoice review?	☐	☐	☐
4. Information governance DAY-TO-DAY Do you know where the contracts are, who may see them, how long they are kept and what is kept out of AI tools?	☐	☐	☐
5. Knowledge management DAY-TO-DAY Do the templates have owners and versions, and are there playbooks for the most common contracts?	☐	☐	☐
6. Organisational health Do you know where the lawyers' time goes and whether the split is reasonable, and is there a plan for who does what when someone leaves?	☐	☐	☐
7. Practice operations DAY-TO-DAY Is there one way in for the business's questions and a rule for how they are sorted?	☐	☐	☐
8. Project and programme management When the department introduces something new, is there a plan with an owner, a timeline and an end?	☐	☐	☐
9. Service delivery models Has it been decided what is done by a lawyer, what by the business with a template, what by a tool and what is bought in?	☐	☐	☐
10. Strategic planning Is there a plan for the next twelve months that management has seen?	☐	☐	☐
11. Technology DAY-TO-DAY Were your tools chosen with a method, introduced with a playbook and governed by a policy?	☐	☐	☐
12. Training and development Do the lawyers get documented training in the tools and ways of working the department has chosen?	☐	☐	☐