



**Mick Sheehy**  
*Partner, NewLaw, PwC*

**INNOVATION IN LAW**

**9:45am-10:45am**

**Legal Operations Part 1: Legal metrics and right resourcing**

Legal operations is a term used to capture human and technical resources that enhance legal practice, either within a private practice or legal department, capability to produce better, faster, more efficient, cost-effective, and risk-mitigating delivery of legal services.

In this session, Mick and Carl will explore two of the hottest topics driving change in legal operations today: Legal Metrics and Right Resourcing. This is a session for legal department and law firm practitioners to learn how metrics and right sourcing are transforming the delivery of legal services.

Mick and Carl will cover turning data into metrics and metrics into insights that tie into strategy. They will also cover how metrics and process mapping empower lawyers to optimise their functions and make more effective resourcing decisions. These disciplines are rapidly changing the legal landscape and are critical for private practice and in-house lawyers to stay on top of.

**About Mick Sheehy**

Mick joined PwC as a Partner in October 2018 to build and run PwC's Australian NewLaw practice, focused on providing strategic consulting, technology and outsourcing solutions to legal departments.

Mick is a recognised international leader in the field of legal innovation and transformation, has won numerous awards and spoken around the globe.

Mick has an extensive commercial and M&A background, and before PwC, spent 14 years at Telstra where he was General Counsel. Mick was the lead lawyer on dozens of major transactions for Telstra in Australia, Asia and the Americas. In China, Mick was the lead counsel for Telstra's highly successful investments in internet verticals SouFun and Autohome, including the subsequent New York Stock Exchange IPOs of both.

Whilst on the Telstra legal leadership team, Mick led the productivity and innovation workstreams focused on solving a long list of legal 'pain points' including workflow automation, project reporting and streamlining external law firm billing. His work establishing and running Telstra's Legal Innovation Forum eliminated 40,000 hours of low-value non-strategic work in its first year and was the subject of a case study for Harvard Law School.

In 2016, Mick founded and chaired the Corporate Legal Operations Consortium Australia, an industry body established to share best practice legal operations and innovation knowledge.

Mick has been a serving member of the Swinburne Law School Advisory Board since 2017 and a Director of the Fitzroy Legal Service since 2020.