



Ethics of Legal Outsourcing

A Continuing Professional Development Seminar from Integreon

The reality for UK and US lawyers engaging in or contemplating legal process outsourcing (LPO) is that the outsourcing of both core legal and support services is nothing new.

What is different today with the emergence of the LPO industry is that both core legal and support services are being outsourced to lawyers, law firms and corporations located offshore in countries such as India and the Philippines. The outsourcing of legal work by a law firm or legal department to a legal outsourcing entity located offshore raises specific issues pertaining to the outsourcing lawyer's ethical obligations to his or her client.

INSTRUCTOR

Mark Ross

Vice President of Legal Process Outsourcing at Integreon

Mark is an experienced UK litigation solicitor, former partner at UK law firm Underwoods, and now Vice President of Legal Process Outsourcing at Integreon, the world's leading provider of legal and knowledge outsourcing services to major corporations and law firms.

He is a preeminent authority and thought leader in the field of legal outsourcing. He is also a recognized expert on the Ethics of Legal Outsourcing, and has written numerous articles and widely acclaimed white papers dealing with the subject. He developed the first US State Bar CLE Ethics and UK CPD accredited courses, provided by a legal outsourcing company, on the ethical implications of outsourcing legal work.

Mark's experience in the LPO field is such that he is only person to have been invited to address the ABA, UK Law Society, Solicitor's Regulation Authority and the International Bar Association on the topic.

He has been interviewed by numerous mainstream and legal publications, including *The New York Times*, *Wall Street Journal*, *TIME* magazine, the *UK Law Society Gazette*, and the ABA's *Law Practice Management*. He is the former Chair of the International Association of Outsourcing Professionals' Legal Outsourcing Chapter and on the editorial board of *Outsource Magazine*.

Topics covered in this course include:

- SRA Guidance
- Avoiding Reserved Activities/Unauthorized Practice of Law
- Supervisory Responsibilities
- Duty to Act Competently
- Duty to Disclose
- Client Confidentiality
- How to Bill Appropriately
- Data Protection Act Issues
- Limitation of Liability in LPO
- Madras High Court Petition