



Goals

- Balance legal editing time with other work duties
- Spend less time looking for the documents he needs
- More easily stop and start his editing tasks
- Mentor a junior attorney to become an editor to help him

Motivations

- Industry recognition - wants to be the most recognized Subject Matter Expert in his specialty
- Client recognition - wants his clients' trust and confidence
- Career advancement - wants to make the right moves to eventually become a judge

Characteristics

- Meticulously organized and detail-oriented
- Highly ethical "do-gooder" who sees the law as vital to a functioning society
- Likes being the guy with all the answers
- Stronger commitment to work/life balance than many in his field

CARLOS VILLA

OCCUPATION: Editor/Admin

PERSONAL: 46 yrs old; Married with 2 children

LOCATION: Chicago, IL

I am a California State Certified Attorney in Taxation Law. I subscribe to changes in California Tax Law and then update our Practical Law and/or Westlaw content using AAO to reflect those changes. I live in Chicago with my two kids and our dog, and try to log off no later than 6pm every night so I can enjoy dinnertime with my family. I really appreciate being able to work from home using the new GCS so I can skip rush hour traffic.

KEY QUOTE: *"Tax law is serious, complicated, and seriously complicated. So I take my editing duties as seriously as all the other work I do, no matter what technology hoops I have to jump through.."*

KPIs

Increase document completion rate by X%

Increase accuracy rate by X%

Increase alert accuracy by X%

Decrease role attrition by X%

Pain Points

- Too many systems and back-and-forth in the GCS
- Revising documents before publishing takes too long
- Alerts and subscriptions may not be accurate
- System timeouts are too short, has to log in too many times

WORK LOCATIONS

- 75% Home Office
- 15% State Office
- 5% Other
 - Courts
 - Client Offices
 - Law Library

ENVIRONMENTAL FACTORS

- Frequent interruptions from kids when working from home
- State Office has an open floor plan with many distractions and little privacy
- Home wifi is not as fast as at work

WEEK AT A GLANCE



- Redacting Private Information
- Resolving Orphaned Records
- E-mail
- Responding to Reviewers Comments

TOOLKIT

- GCS
- Alerting Console
- Word 0365 with AAO
- Excel
- Firefox web browser
- Teams
- Outlook