

Gartner for Legal & Compliance Leaders

Benchmarks and Diagnostics

Overview



Clients turn to our rich benchmarking resources to help them compare their functions against those of their closest peers. We collect data through client-based surveys and provide it back through our research, tools and custom reporting.

Clients use our diagnostic services to uncover functional improvement opportunities and prioritize investments and functional transformations.

Risk assessments

Collect feedback from stakeholders to identify key risks and evaluate their impact, likelihood, velocity — “speed” of the risk’s impact — and control effectiveness. For the lean staffed department, this turnkey solution provides a fast and cost-effective way to build out a core component of your risk management strategy.

The following assessments are available:

- **Legal and Compliance Risk Assessment**
- **Privacy Risk Assessment**

Business alignment tools

Evaluate department performance based on input from staff and business clients. This diagnostic exercise can also be used to survey business partners’ legal, compliance and data privacy acumen levels.

The following tools are available:

- **Legal Business Alignment Tool**
- **Compliance and Ethics Business Alignment Tool**

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Identify the most important performance metrics in your function through our benchmarks.

Identify areas of potential focus and investment with the highest impact with relevant, quantitative data and analysis from our diagnostics.

Note: Benchmarks are available on demand to reference, advisor and team leader clients. All clients may participate in diagnostics, but only advisors and team leaders may initiate diagnostics.

State of the function

Benchmark budget, head count, workload, activities, and cost and performance data for legal, compliance and privacy functions. The survey includes department structure and staffing, budgeting, activities, metrics, program outcomes, performance and GDPR compliance.

The following surveys are available:

- **State of the Legal Function**
- **State of the Compliance Function**
- **State of the Privacy Function**

Skills diagnostics

- **Lawyer Skills Diagnostic:** Helps managing lawyers develop their department's in-house lawyer staff. The Diagnostic consists of three sets of surveys that ask general counsel to define skill expectations for each lawyer role, managers to assess the skills of their lawyer staff, and all lawyers to self-assess their current skills.
- **Compliance & Ethics Skills Diagnostic:** Identifies skills gaps to help you make smart training, development and talent planning decisions. Specifically, the diagnostic helps in defining compliance and ethics talent priorities, assess the skills and knowledge gaps across your team and by individual, identify training and development opportunities and provide career guidance to your team members.

Outside counsel diagnostics

- **Outside Counsel Spending and Staffing Diagnostic:** Evaluate your current approach to outside counsel management. Gartner collects data on your law firm spend (generally from your e-billing system and for your top 15 firms), and analyzes it to identify specific ways to reduce spend.
- **Outside Counsel Evaluation Tool:** Easily collect, aggregate and analyze performance data for your most critical outside counsel through an automated law firm scorecard. Combining the most advanced cost and quality key performance indicators (KPIs) with our automated platform, this tool allows you to stop spending time on manual data aggregation and analysis and focus on strategic performance conversations.

Score diagnostics

Evaluate the effectiveness of your function using objective peer-based performance standards. Gartner Score diagnostics are tools to help functional leaders measure maturity, importance and determine the priority activities within their function. The tool can assist leaders with strategic planning, functional transformation and resource allocation.

The following score diagnostics are available:

- **Legal & Compliance Score**
- **Legal & Compliance Score for Compliance**
- **Legal & Compliance Score for Privacy**

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Other diagnostics

- **Legal Department Workload Analysis Survey:** Assess how department staff members across roles, business units and locations allocate their time across department activities and identify potential areas for improvement in the legal department's allocation of work.
- **RiskClarity: A Corporate Integrity Service™:** Assess and measure your company's ethical culture by reducing the cost of misconduct. This tool helps legal and compliance leaders quickly target specific areas of employee risk, perform an enterprisewide cultural assessment, and uncover and proactively manage root causes of employee misconduct.
- **Policy and Charter Reviews:** Gain a comprehensive view of company policies and Board committee charters as compared to other companies' policies. Members use these reviews for 1) cost savings and justifying the value of the membership, and 2) managing compliance risks effectively by providing comprehensive guidance in an employee-friendly format that maximizes retention and adoption.
- **Board and Governance Custom Scorecard Service for Midsized Enterprises:** Gain a comprehensive overview of governance practices as compared to other public and nonpublic midsized companies. This scorecard is particularly targeted towards newly public companies or public companies under \$3 billion.
- **General Counsel Personal Effectiveness Diagnostic:** Benchmark your work, time allocation, management choices and performance against peer general counsel to determine what factors differentiate effective general counsel. By participating, you can identify strengths and pinpoint growth areas to maximize your effectiveness in your role.

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