

Top Legal Solutions

AI Readiness Assessment Report (Draft)

Client: Top Legal Solutions

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1. Executive Summary

Purpose

This report is to provide an evidence-based snapshot of AI readiness for Top Legal Solutions (TLS), a 90-day plan to realise value safely and a high level 12 month roadmap to support key business objectives.

TLS has strong identity basics (MFA enforced) but lacks data protection controls (no DLP, no Conditional Access). SharePoint is the primary content store, however information architecture and ownership are inconsistent and significant content still sits in user OneDrives. CRM and HR are delivered via standard SaaS platforms. Immediate focus should be permission hygiene, basic information protection, and two to three low-risk pilots in knowledge work automation.

Client's Top Business Outcomes

During the AI Foundations workshop, TLS proposed the following business objectives:

1. Increase consultant billable utilisation by 3–5% through meeting/action summarisation and drafting assistance.
2. Reduce turnaround time (TAT) for engagement letters and matter open/close packs by 30–40%.
3. Lower operational risk by establishing guardrails (labels, DLP) and cutting oversharing in SharePoint.

Readiness Snapshot

Dimension	Score	Highlights	Key Gaps
Tools & Platforms	3	• Microsoft 365 in place • SaaS HR/CRM • Teams widely adopted	• No Conditional Access • Limited automation governance
Data	2	• SharePoint central	• Inconsistent IA

Foundations		repository	- Content sprawl in OneDrives - Limited metadata
People & Skills	3	- AI Champions identified in some areas of the business - High appetite for pilots	- Limited prompt skills - No safe-use guidance
Governance & Risk	2	- MFA enforced - Basic audit	- No DLP or sensitivity labels - Oversharing - Guest access unmanaged

Scored 1–5: 1 = Not in place, 3 = Baseline, 5 = Strong

Top 3 Quick Wins (High impact / Low–Med effort):

Description	KPI	Owner	ETA
Meeting & call notes: auto-summary with action extraction in Teams	<5 mins to publish notes	Head of Operations	6-8 weeks
Engagement letter drafting assistant using company templates	35% reduction in drafting time	Head of Risk/Compliance	8 weeks
Email/file classification with baseline sensitivity labels (Public/Internal/Client-Confidential).	80% of new documents labelled	Head of IT	6 weeks

Headline Risks & Mitigations:

Data leakage via public AI tools: Enforce enterprise AI routes, block consumer tools; introduce safe-use policy.

Overshared SharePoint sites could resurface sensitive material via assistants: Permission review & adoption of least-privilege access policy; create client/matter site templates.

Hallucinations in drafted client content: Require human-in-the-loop approvals; use curated templates and checklists.

2. Organisation Context

Control	Notes
Stakeholders	• Managing Partner • COO • Head of Operations • Head of Risk/Compliance • Head of IT Manager • Practice Leads (Tax, Corporate, Litigation) • HR Lead • Finance Lead
Core Processes	• Business Development • Client Onboarding & KYC • Engagement Delivery (matters/cases) • Time & Billing • HR & Learning; Knowledge Management
Key Systems	• Microsoft Entra ID (User identities, access control) • Microsoft 365 (Exchange, SharePoint, Teams, OneDrive) • Bill4Time (Time recording/billing) • HR (BambooHR) • Helpdesk (Freshdesk)
Constraints	• Tight partner time • Strong regulatory expectations (engagement letters, retention, client confidentiality) • Budget phased by quarter; appetite for quick, demonstrable wins

3. Microsoft 365 Readiness Summary

Control	Status	Notes
Licensing baseline (Business Premium/E3/E5)	Green	Mix of Business Premium and a small E3 cohort
Tenant region & data residency confirmed	Green	UK/EU confirmed
MFA enforced for all users/admins	Green	All users via Authenticator; break-glass reviewed
Conditional Access baseline (block legacy, device compliance, risk-based)	Red	Not configured; no device compliance requirement
Privileged access (admin separation/PIM)	Amber	Separate admin accounts exist; no PIM
Email security (SPF/DKIM/DMARC)	Amber	SPF/DKIM set; DMARC at p=none
Endpoint mgmt (Intune baseline)	Amber	Windows coverage ~60%; BYOD unmanaged
SharePoint/Teams information architecture	Amber	Mix of department & ad-hoc sites; client/matter structure inconsistent
External sharing & guest access	Amber	Enabled; no approval workflow
Sensitivity labels & encryption	Red	Not configured
DLP policies (Exchange/Teams/SPO/OneDrive)	Red	None in place
Retention policies (email/docs)	Amber	Limited to email; no matter-based retention
Backups/restore tested	Amber	SharePoint restore tested; OneDrive not routinely tested
Copilot prerequisites (content in M365, permissions hygiene)	Amber	Content largely in M365, but oversharing present
3rd-party app governance (Graph/API access)	Amber	User consent enabled; no review cadence

Scored using the AI Readiness Checklist. Evidence captured in Appendix A.

Overall M365 Readiness		
M365 Readiness Score (1–5)	2.8	Baseline with notable gaps

Priority Fixes (next 30 days):

1. Introduce Conditional Access baseline
 - Block legacy authentication
 - Require MFA + compliant/registered devices for Microsoft 365
2. Publish/roll out a minimum sensitivity label set (Public, Internal, Client-Confidential) and auto-label keywords for client IDs.
3. Permission hygiene sprint
 - Review top 20 SharePoint sites
 - Remove 'Everyone except external users' access
 - Create template for consistent creation of new matter sites

4. Data Readiness Snapshot

Systems of Record

The following Systems of Record were highlighted during the AI Foundations workshop:

- Identity & Email (Microsoft Entra ID & Microsoft 365)
- Clients & Opportunities (Salesforce)
- Matters Documentation (SharePoint sites/Teams)
- Time & Billing (Bill4Time)
- People (BambooHR)

Access Model

Use of department and matter-based sites. There remain many legacy folders and personal OneDrives still used for active work.

Quality Spot-Checks (score 1–5):

Domain	Source	Quality (1–5)	Issues	Quick Fix
Customers /Contacts	CRM	3	Duplicates from imports; incomplete sector/size fields	Dedupe rules; mandatory picklists
Client/Matters Folders/Files	SharePoint /Teams	2	Flat folder structures; personal OneDrive storage	Client/matter site template, migration of active work
Tickets/IT	Helpdesk	3	Inconsistent categories	Controlled taxonomy; automation rules

Key Data Risks & Actions

- Define systems of record
- Reduce OneDrive use for client work
- Introduce metadata on matter sites (client, matter type, retention class)
- Archive redundant, outdated, trivial (ROT) content.

5. Use-Case Opportunities & Shortlist

We prioritised ideas by impact on utilization/compliance and effort/risk. The shortlist below focuses on low-risk knowledge automation with clear KPIs

1. Meeting notes & actions summariser

Target Users	Tools/Platform	KPI & Baseline	Dependencies	Owner	ETA	Complexity
Consultants & Partners	Teams + Copilot	<3 min from meeting end to posted notes	- Permissions hygiene - Template channel	Head of Operations	6-8 weeks	'S'

2. Engagement letter drafting assistant

Target Users	Tools/Platform	KPI & Baseline	Dependencies	Owner	ETA	Complexity
- Partners - Risk /Compliance	SharePoint + Copilot /ChatGPT Ent.	35% time reduction 0 policy breaches	- Approved templates - Label 'Client-Confidential'	Head of Risk /Compliance	8-10 weeks	'M'

3. Client email triage & suggested replies

Target Users	Tools/Platform	KPI & Baseline	Dependencies	Owner	ETA	Complexity
Case admins Associates	Exchange + AI add-ins	15% faster response - decrease after-hours by 10%	- DLP pilot for PII - shared mailbox model	Head of IT	8-10 weeks	'M'

6. Risks & Constraints

Risks

Risk	Likelihood	Impact	Mitigation	Owner
Data leakage via public AI	Medium	High	• Block consumer AI • Route via enterprise tiers • Introduce labels & DLP	IT Manager
Hallucinations in drafted content	Medium	Medium	• Human review • Use vetted templates • Evaluation checks	Practice Leads
Overshared SharePoint content	High	High	• Permission review • Matter site templates • Least-privilege	SharePoint Admin
Change fatigue /adoption	Medium	Medium	• Champions in each practice • Short training • Celebrate wins	COO

Constraints

The following constraints were identified during the workshop:

- Partner time
- Phased budget
- Compliance approvals for templates

7. Security & Compliance Posture (AI-Relevant)

Identity & Access

- MFA enforced for all users
- Conditional Access absent
- Recommend baseline CA policies including device compliance, risk-based sign-in, and blocking legacy auth.

Information Protection

- No sensitivity labels or DLP
- Recommend 3-tier label set and staged DLP introduction (Exchange then SharePoint/Teams)

Data Residency & Subprocessors

- M365 region confirmed UK/EU
- Verify for CRM/HR providers

Audit & eDiscovery

- Standard audit in place
- Enable prompt/output logging for AI tools as they roll out.

Safe-Use Policy

- Draft policy required
- Include 'what's OK to paste', approval flows for client-facing AI outputs, and disclosure labelling when AI assists drafting.

8. Licensing & Cost Considerations

Current licences

M365 Business Premium with limited E3

Gaps for pilots

- Copilot licences required for pilot users
- Intune coverage uplift
- Possibly require licences for enterprise access to letter drafting solution

Indicative cost for pilots

£3–12k (depending on size of pilot group and whether all or just some of recommended pilot projects are carried forward by TLS).

Notes

Confirm minimum terms and verify CRM/HR licensing for API access if integrating.

9. AI Action Plan & Roadmap

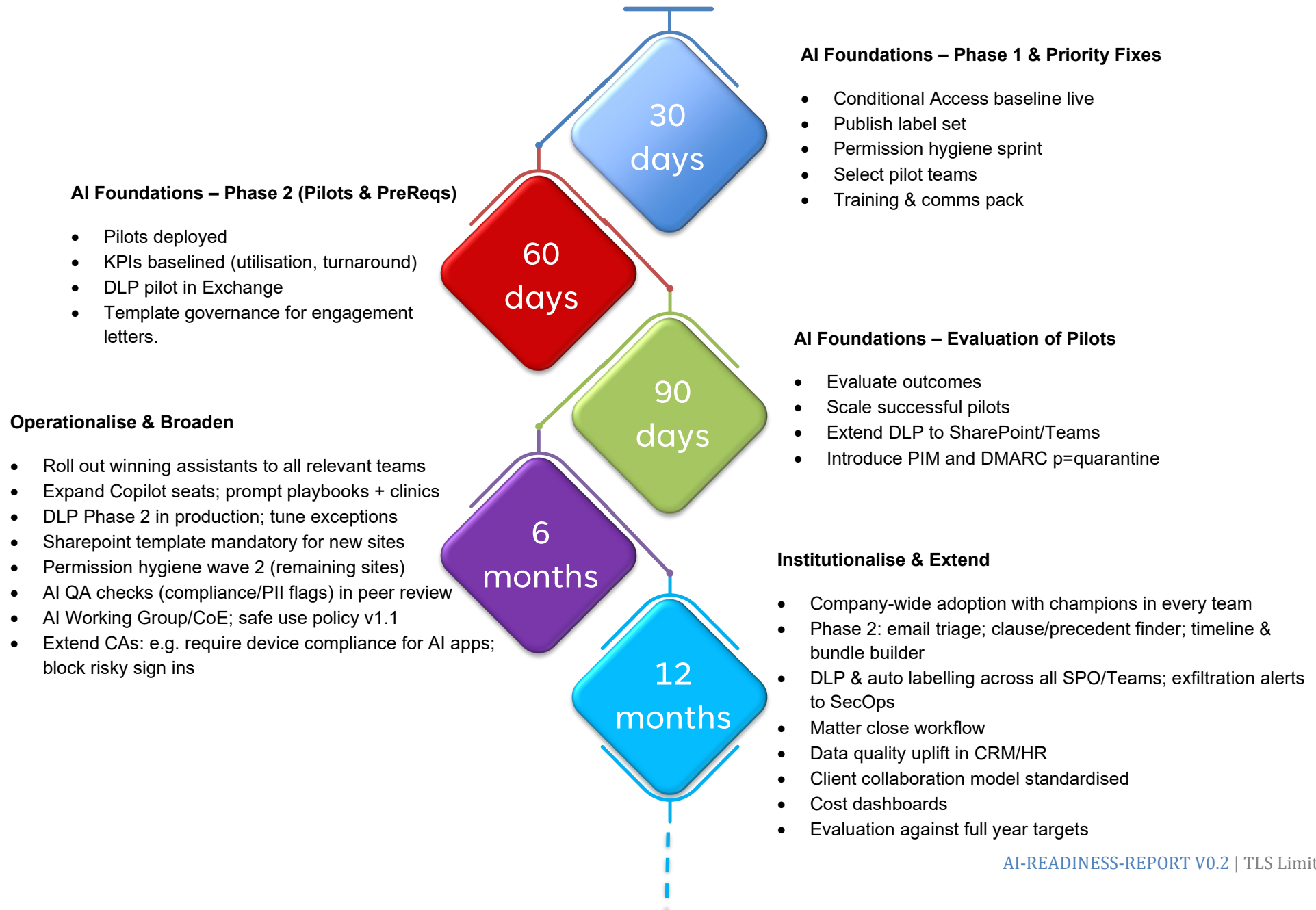
Pilot Phase High Level Timeline

Timeframe	Key Targets
30 days	• Conditional Access baseline live • Publish label set • Permission hygiene sprint • Select pilot teams • Training & comms pack
60 days	• Pilots deployed • KPIs baselined (utilisation, turnaround) • DLP pilot in Exchange • Template governance for engagement letters.
90 days	• Evaluate outcomes • Scale successful pilots • Extend DLP to SharePoint/Teams • Introduce PIM and DMARC p=quarantine

Pilot Phase RACI (key actions):

Action	R	A	C	I	Due
Implement Conditional Access baseline	IT Manager	COO	Security Partner	Practice Leads	30 days
Publish label set & update templates	Head of Risk/Compliance	Managing Partner	IT Manager	Partners	45 days
Deploy pilots & capture KPIs	Head of Operations	COO	Practice Leads	Finance	60–75 days

12 Month AI Roadmap (Proposed for



10. Sign-off

Client Sponsor: Wendy Thompson

InfraTech Lead: Paul Jones

Date: 20th October 2025

Notes:

Appendices

Appendix A — Full details of AI Foundations Discovery

Appendix B — Workshop Notes: key points captured during facilitation.