

Member Spotlight: Susan Vincent



Today, we are heading west to California to meet Susan Vincent. Susan is the Legal IT Manager for the Legal Aid Foundation of Los Angeles. Over the last few years, Susan has worked on technology projects involving LegalServer, SharePoint, Microsoft Power Platform, Business Process Improvement, and Tech Trainings.

In the next year, Susan will be tackling the following projects:

- LegalServer texting for outcomes (with a few other SoCal legal aid orgs)
- Learning Management System for staff onboarding and development
- SharePoint legal resource hub
- Real-time data quality management (including notifying staff via LegalServer workflows or Microsoft Power Platform when case/client info needs to be updated)

- Migrating phone/call center providers and rebuilding call flow

Susan's contribution to the #PetsOfLegalTech are two mutts named Quincy and Timber.

Last updated on February 01, 2023.

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Table of Contents

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