

Report On
Digital Transformation in Legal Documentation: Insights from
Legal Professionals

By

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22105013

An internship report submitted to the BRAC Business School in partial fulfillment of the
requirements for the degree of
Bachelor of Social Science in Economics

Department of Economics and Social Sciences
BRAC University
June, 2025

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Declaration

It is hereby declared that

1. The internship report submitted is my/our own original work while completing degree at Brac University.
2. The report does not contain material previously published or written by a third party, except where this is appropriately cited through full and accurate referencing.
3. The report does not contain material which has been accepted, or submitted, for any other degree or diploma at a university or other institution.
4. I/We have acknowledged all main sources of help.

Student's Full Name & Signature:

Nuzhat Ahmed Mou

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Supervisor's Full Name & Signature:

Saif Hossain

Assistant Professor & Director (BBA Program), BRAC Business School

Letter of Transmittal

Saif Hossain
Assistant Professor,
BRAC Business School
BRAC University
Kha-224 Merul Badda, Dhaka-1212

Subject: Submission of Internship Report titled “Digital Transformation in Legal Documentation: Insights from Legal Professionals”

Dear Sir / Madam,

I am pleased to submit my internship report on “Digital Transformation in Legal Documentation: Insights from Legal Professionals” which I have prepared for my academic requirement for the Bachelor of Social Science in Economics at BRAC University.

The report is based on my experience at Chevron Bangladesh where I worked in the Transaction and Legal Department. In this report, I tried to reflect the learnings I received during my tenure at Chevron Bangladesh and correlate it with the knowledge I gained in my university courses. I have also shared the tasks I worked on and how these three months of internship have helped me grow personally and professionally.

I would like to thank you for your support and guidance throughout the internship period. I am also grateful to my fellow interns and the supervisor at Chevron for their help and encouragement.

I hope this report meets your expectations and I would be happy to answer any questions or information if needed.

Sincerely yours,

Nuzhat Ahmed Mou

22105013

Department of Economics and Social Sciences

BRAC University

Date: June 6, 2025

Non-Disclosure Agreement

This agreement is made and entered into by and between Chevron Bangladesh and the undersigned student at BRAC University, Nuzhat Ahmed Mou, ID 22105013



Release of Data to Student Agreement

At various stages of the internship, the student shall communicate to Chevron Bangladesh for his/her use of the Confidential Information provided herein, including in particular specific plans to use or incorporate any such information in his/her Research Dissertation/Thesis and shall promptly notify same of any inventions, discoveries or improvements resulting from such use. Prior to the completion of his/her internship, the Student agrees to forward a draft of his/her Research Dissertation/Thesis to Chevron Bangladesh for final verification and approval. Upon approval, the Student shall deposit with Chevron Bangladesh a copy of final Dissertation/Thesis.

Nuzhat Ahmed Mou

Name

Date:

Acknowledgement

I would like to express my gratitude to everyone who has supported me during my internship tenure. First, I thank my academic supervisor, Saif Hossain, for his invaluable guidance. I am also deeply thankful to the entire team of Chevron Bangladesh for giving me the opportunity to learn in a professional environment. Their encouragement, support and insights made this experience meaningful. Lastly, I thank my family and friends for their continuous support and believing in me.

Executive Summary

The report explored the digital transformation of legal documentation based on insights from legal professionals. The goal is to find out how digital platforms are reshaping the way legal documents are done by addressing concerns related to accessibility and confidentiality. The objectives of these studies are-

1. Role of digital transformation in legal document management
2. Challenges in transitioning to digital documentation
3. Impact of digital record keeping on efficiency, compliance and security

To achieve these objectives, 11 legal professionals were interviewed from both corporate and law firms. The thematic analysis was used to identify the trends and challenges mentioned by the interviewees.

Findings reveal that digitalization significantly improves the documentation process of legal department yet faces some challenges e.g. resistance to change, data privacy concerns and lack of training sessions. However, most of the participants acknowledge the benefits of digitalization in increasing efficiency in legal documentation practices.

Keywords: Document digitization, legal professionals, efficiency, confidentiality, digital transformation.

Table of Contents

Declaration.....	ii
Letter of Transmittal	iii
Non-Disclosure Agreement	v
Acknowledgement	vi
Executive Summary	vii
Table of Contents	viii
Glossary	x
Chapter 1 Overview of Internship.....	1
1.1 Student Information	1
1.2 Internship Information.....	1
1.3 Internship Outcome	3
Chapter 2 Chevron Bangladesh.....	8
2.1 Introduction.....	8
2.2 Overview of the Company.....	8
2.3 Management Practices.....	9
2.4 Marketing Practices.....	12
2.5 Financial Performance and Accounting Practices	13
2.6 Operations Management and Information System Practices	15
2.7 Industry and Competitive Analysis	19
2.8 Summary and Conclusions	21

2.9 Recommendations	21
Chapter 3 Digital Transformation in Legal Documentation: Insights from Legal Professionals	22
3.1 Introduction.....	22
References.....	39
Appendix A.....	41

Glossary

Access Control	Restricting who can view or edit.
Cloud Storage	Saving data on remote servers rather than having physical files and hard drives.
Compliance	Following rules, laws and policies when handling legal documents.
Data Security	Protecting digital documents from unauthorized access.
Digitalization	The process of converting paper documents into digital formats.
Digital Transformation	Using digital Technologies to change the way of legal work is done.
Encryption	A method by which only authorized users can read it.
Workflow	A set of steps to process legal documents.
Confidentiality	Protecting sensitive information from unauthorized people.

Chapter 1

Overview of Internship

1.1 Student Information

Student Name: Nuzhat Ahmed Mou

Student ID: 22105013

Program: Bachelor of Social Science in Economics

Major: Economics

Minor: Business Studies

1.2 Internship Information

1.2.1 Period, Company Name, Department, Address

Internship Period: From 17th February 2025 to 15th May 2025

Company's Name: Chevron Bangladesh

Department: Transaction and Legal Team

Address: Gulshan Center Point, Gulshan-2, Dhaka-1212, Bangladesh

1.2.2 Internship Company Supervisor's Information: Name and Position

Supervisor's Name: Nameera Ahmed

Supervisor's Position: Legal Analyst

1.2.3 Job Scope – Job Description

During my tenure at Chevron Bangladesh, I was involved in supporting the Transaction and Legal department by working closely with administrative and documentation-related tasks. This task plays an important role in helping the team's workflow and maintaining organized records.

From the beginning, I was taught how to handle documents that needed accuracy and confidentiality. Most of my tasks involved digitizing legal documents. This meant I had to take physical files and scan them precisely using office tools e.g. contracts, agreements, letters or internal forms. After that I had to name and save the files following Chevron's documentation format and upload them to the proper folders in the company's secure digital storage system. I had to be precise that the correct version is saved and labeled. This job reduces the use of paper and makes it easier for the department to find documents in an easy way.

I worked with the invoice processing team and helped them organize invoices, check for important information like reference numbers, dates and compare them with internal records. This task made it easy for the team to manage their tasks more smoothly and avoid delays. I learned how to follow a routine, stay organized and maintain accuracy while handling such tasks. Another task I was assigned with is data entry and management. I frequently updated Excel files, helped maintain digital folders and sorted files in shared drives so that my team members could find things easily. This improved my attention to details and taught me how important it is to stay consistent when managing massive amounts of data.

Finally, I also have done general support whenever needed, for example printing documents for meetings, helping with internal audits or assisting team members with organizing files. Though my tasks may seem small, I did them with care and responsibly. Overall, my job during the internship was about being organized, reliable and detail oriented. Every task showed me

how a large company like Chevron handles documents professionally and how teamwork plays a vital role in everyday operation.

1.3 Internship Outcome

1.3.1 Students' Contribution to the Company

In my internship at Chevron Bangladesh in the Transaction and Legal Department, I had the opportunity to give meaningfully to the team's everyday operations. My duties were supporting the digitization of legal and transactional documents. This task includes scanning, labeling, organizing and uploading physical documents to the company's digital software. As a result, I helped reduce the dependencies on paper files and made it easier for the department to find and access documents efficiently. This simple task played a vital role in improving document security and long-term storage.

I have done invoice processing, which helped me to understand how transactions are recorded and maintained and gave me the chance to work with financial documents. I guided them in organizing invoices, checking for accuracy and making sure that all relevant information matched the internal records. This helps the team to keep everything in order and reduce the chances of mistakes or missing data. Moreover, I helped with data management tasks e.g. Excel sheets, verifying legal document records and organizing files in shared drives. These contributions may seem simple, but they helped the department workflow run smoothly.

My work allowed senior team members to focus on complex legal matters while I handled the routine but necessary administrative help. Besides the tasks, I also tried to take the initiative wherever I could. I guided team members when they had workloads, during periods of document review or internal audits. I strictly maintain confidentiality and professionalism

during dealing with sensitive legal files. Overall, my goal was to be definitive and useful to the team. I maintain accuracy, complete my tasks on time and learn from feedback.

My contributions may not have been large, but they helped the foundation of the team's operations. I believe I was responsible, eager to learn and build trust with my supervisor and colleagues by being reconcilable.

1.3.2 Benefits to the student

It was a truly valuable learning experience that helped me grow both personally and professionally by my internship at Chevron Bangladesh. As a student of Economics with a minor Business Studies, this internship helped me how companies manage legal and transactional processes. I have connected the theories which I learned in class with the way things actually work in a corporate environment.

The best thing I learned from my internship is how to work in a professional setting. It was my first time working in a corporate office, so everything was quite unknown to me, following office rules, communicating formally and attending team discussions. It shows how important it is to be organized, punctual and respectful to everyone no matter what their position. I also mastered my technical skills. I worked with Microsoft Excel, shared drives, document management system and digital archiving tools. This gaining experience with them has made me feel more confident. I also learned how to maintain confidentiality and handle sensitive information responsibly, which is essential in legal work. Another benefit was the opportunity to understand how professionals work together in teams.

The Legal team at Chevron was very cooperative and ready to answer my queries. I found how team members supported each other and managed pressure during busy times. This showed me the significance of teamwork, communication and mutual respect in a workspace. Personally,

the internship also helped me build confidence, responsibility and discipline. Throughout the day, I had to manage with time, juggle multiple tasks and remain focused. Finishing the tasks successfully and receiving positive feedback from my supervisor made me believe in my abilities more. Most importantly, this internship gave me a clear view about my future. It made me realize that I enjoy work that involves structure, detail and careful analysis. I also learned that my best outcome is in a professional and supportive environment. This work experience will guide me to choosing my future career and applying for jobs after graduation.

1.3.3 Problem/Difficulties faced during the Internship

Like any new experience, my internship at Chevron Bangladesh came with a few difficulties. Since it was my first time working in a corporate office, I had to adjust to a lot of new things in a small duration. At the beginning, I felt nervous and unsure of myself. The office environment was very formal and I worried about whether I was doing everything perfectly. I was afraid of making mistakes, especially when handling legal papers or financial information of the organization.

I find it very difficult to understand the technical terms and abbreviations used in legal and transactional papers. I often had to ask questions so I would not misinterpret anything. It takes a while to adjust with the common terms and the flow of the work in the department. Managing time effectively was challenging to me. Some tasks like document sorting or scanning seemed easy at the beginning but needed a lot of attention to detail. If I made one small mistake like misnaming a file or saving it in the wrong folder, it could cause confusion later. So I had to slow down and be very careful. There were also moments when I felt not sure about how much to ask for help. Everyone in the office was busy and I did not want to disturb them too often. At times, I struggled silently instead of asking. Later, I learned that asking for help when needed is better than staying confused.

Another challenge I faced was with software tools that were new to me. Some of the platforms used for documentation and record keeping required guidance and I had to learn them fast. Despite these challenges, I reminded myself that internships are for learning and mistakes are part of that process. By the end of the internship, many of the challenges at first became easier and part of my daily routine.

1.3.4 Recommendations

My internship experience at Chevron Bangladesh under the Transaction and Legal Department was very positive and I was lucky to have access to a structured, supportive and respectful environment. To guide interns the team was very welcoming. However, based on my experience, I believe there are a few suggestions that could make the internship journey even more practical and attractive for future interns.

I recommend introducing a “Daily Brief Session” every morning for the first 30 minutes of the workday, especially during the beginning month of the internship. These short team catch ups could be led by a team member and would help interns understand what kind of work the team is concentrating on that day and how they can contribute. It will give interns a better view of the day and allow them to prepare mentally for their assigned tasks. It will also help them to ask questions and clarify work early rather than waiting until issues arrive.

Another recommendation is about tasks that include confidential or sensitive information, such as legal agreements or financial records. While guidelines and verbal instructions are already given, I believe interns would benefit more from “supervised hands-on practice” before handling these tasks freely. For example, giving interns a mock file (with dummy data) to practice sorting, scanning, renaming and uploading could help build confidence.

This way, they learn by doing instead of just observing, which lowers the risk of mistakes when they handle real files. I believe adding a “weekly task planner” would enhance time management in terms of task structure. This planner can outline the key responsibilities for the week, deadlines and space to note personal goals.

For interns who are still learning how to prioritize tasks, this would be a useful habit. It can also help supervisors without micromanaging and monitor progress. I think it would be great to include a mid-internship reflection session. This can be a 15–20-minute meeting between the intern and supervisor to discuss how the intern is doing and any small adjustments that could improve the learning experience. I think such check-ins would show interns that their improvement is being taken seriously and encourage open communication.

Lastly, while the legal and transactional department is understandably formal, making space for informal learning such as short team chats or “ask me anything” sessions would be very effective. Interns often hesitate to ask questions because they worry it might not be the perfect time. A casual platform or designated time could allow them to ask those queries openly and learn more from the team’s experience. Overall, my suggestions are not about changing what already works but about making the internship more interactive, confidence building and reflective. As a result, future interns will not only perform better but also leave with a stronger sense of belonging and experienced identity.

Chapter 2

Chevron Bangladesh

2.1 Introduction

This chapter focuses on the organization where I had the opportunity to complete my internship in Chevron Bangladesh. Chevron plays an important role in Bangladesh's economy by involving in energy production, employment and community development. It operates in the energy sector as a multinational company. In this chapter, we will know the background information about the company, its mission, values, operations and how it is structured both globally and within Bangladesh. Helping explains the environment in which I worked and the kind of professional culture I was exposed to.

2.2 Overview of the Company

2.2.1 History and Global Presence

Chevron is one of the world's dominating integrated energy companies, which was founded in the United States and has been operating for more than 140 years. It has expanded its operations in more than 180 countries. Chevron is deeply involved in every stage of the energy process from finding and producing oil and gas to refining, marketing and delivering products. Its headquarters is situated in San Ramon, California, USA. Chevron is widely unknown for its focus on safety, innovation, reliability and environmental responsibility. It has a long-standing reputation for operating with integrity where it works.

2.2.2 Chevron in Bangladesh

In the 1990s Chevron began its journey in Bangladesh and now it's the largest producer of natural gas. It operates three main gas fields in the country which are Bibiyana, Jalalabad and Moulvibazar. All three regions are located in Sylhet. These fields supply a significant portion of Bangladesh's domestic natural gas needs. It also helps to fuel industries, power plants and households. Chevron Bangladesh works with the Government of Bangladesh and Petro Bangla. The partnership is built on mutual respect and a shared perspective of ensuring energy security for the country.

2.2.3 Mission and Values

Chevron's mission is to deliver reliability, ever cleaner and affordable energy. The company aims to help human progress while keeping safety, environmental care and innovation at the heart of everything it does. Its core values are integrity, trust, diversity, responsibility and high performance. The company believes in "The Chevron Way", a guiding set of principles that maintains its work culture. This promotes respect for employees and encourages ethical decision making. It also supports long term growth (Chevron Bangladesh, 2024).

2.2.4 Work Environment and Culture

Chevron is known for its professional yet friendly work culture. It encourages collaboration, continuous learning and transparency in communication. Employees, including interns are allowed to ask questions and they contribute meaningfully to their teams. Safety is taken very seriously, and employees are to follow proper procedures in all types of work whether technical or administrative.

2.3 Management Practices

2.3.1 Leadership Style at Chevron Bangladesh

In my internship at Chevron Bangladesh, I noticed a leadership style that blends elements of participative and democratic approaches. Managers and team leaders actively supported input from team members including interns, fostering an environment where everyone's voice was important. Every decision was made after consulting with team members and ensuring that different perspectives were considered. This leadership style helps to achieve organizational goals. Chevron ensured that team members were more aligned and committed to the company's objectives by involving employees in the decision-making process. This idea gives a different point of view which helps lead to more comprehensive solutions. Moreover, leadership highlights open communication. By regular meetings and feedback sessions not only allow transparent discussions but also build trust in employees to take initiative and responsibility for their work.

2.3.2 Human Resource Planning Process

Recruitment and Selection

My journey with Chevron began in December when I took a written aptitude test and approximately two to three weeks later, I was informed that I had been offered an interview. The interview process focused on my skills, time management abilities and how I handle different situations. The interviewer helped ease any nervousness by creating a friendly atmosphere. After the interview, I got a call for a medical fitness test. Successfully completing the medical examination, I underwent a security check where my documents were checked, and photocopies were taken. Two weeks later, I received confirmation of my selection for the internship position and on February 17th I officially joined as an intern. This structured process shows Chevron's commitment to hiring candidates who align with the company's values and

standards. After incorporating multiple stages e.g. aptitude testing, interviews, medical evaluations and security checks, they ensure that selected individuals are perfect for their roles.

Compensation System

Chevron Bangladesh has a punctual and transparent system where interns get their stipends between the 25th and 28th of each month. Their stipends are directly deposited into their bank accounts. This consistency reflects the company's professionalism. The timely payment system illustrates Chevron's respect for its employees and their contributions. It also reinforces the company's reputation as a reliable organization.

Training and Development Initiatives

After joining, I participate in induction sessions that give an overview of various departments, including security, medical, compliance and human resources. Chevron offers online training modules that introduce interns to the "Chevron Way" outlining the expected behavior and ethical standards within the workplace. Throughout my internship, I was assigned tasks that matched my skills. This progression involved Chevron's commitment to provide growth opportunities based on merit.

Performance Appraisal System

While formal performance appraisals for interns were not conducted during my tenure, feedback was consistently provided through regular interaction with my supervisors. The feedback I got was instrumental in my professional development. Which allowed me to address

weaknesses and foster a continuous learning environment. Chevron's focus on the feedback underscores its dedication to employee growth.

2.4 Marketing Practices

2.4.1 Marketing Strategy

Chevron Bangladesh is one of the global energy leaders which focuses on delivering reliable and clean energy. They have strong community engagement, sustainability and innovation. By highlighting their commitment and advanced technology, Chevron identifies it self as a forward thinking provider.

2.4.2 Target Customers and Positioning

Chevron's primary customers are industrial clients and government entities. Their positioning method is to be a dependent partner in energy and this fosters long term relationship with the consumer.

2.4.3 Product Development and Competitive Practices

Chevron is continuously investing in research and development to improve their energy solutions. Their commitment to innovation keeps them competitive in the evolving energy sector.

2.4.4 Advertising and Promotion Strategies

The company's promotional efforts centered corporate responsibility and sustainability with their success stories, community initiatives and environmental activities.

2.5 Financial Performance and Accounting Practices

2.5.1 Financial Performance

Chevron Bangladesh has posted strong and consistent financial performance in recent years. As a subsidiary of one of the largest multinational energy companies in the world, Chevron has a strong position in the gas industry of Bangladesh. Its revenue trend has been consistent, posting steady increases as natural gas consumption. Financially, the firm is supported by the company's ability to see potential in infrastructure, improvement of safety and talent development. Chevron Bangladesh enjoys long-term gas supply contracts, ensuring consistent cash flows and financial performance with stability. So far the operating margin has remained stable, which means that the firm is keeping its costs under control and remaining profitable.

In liquidity, Chevron Bangladesh has never had any issue in finding short-term commitments. The company is performing well with the current liabilities and assets, which is beneficial for daily operations. Its position in solvency is also favorable, as it does not rely too much on debt when it comes to fund operations. This translates into less financial risk for the company and a cushion in case of economic downturn. Additionally, the financial performance of Chevron shows an adequate return on assets and equity, which indicates that the company effectively deploys its resources.

Chevron has a stringent financial control strategy. The firm practices prudent budgeting maintains timeliness in payments and adheres to local and foreign finance legislations. These

measures not only assist with profits but also help to build credibility with the stakeholders like employees, associates and government.

In short, Chevron Bangladesh's financials reflect strong leadership, operational discipline, and vision for long-term sustainable business. The company is good in practice and financially healthy and well positioned to assist in sustaining Bangladesh's growing energy requirements. Such a strong financial base is also successful in assisting them in managing risks and with a strong involvement in competitive business.

2.5.2 Accounting Practices

Chevron Bangladesh follows an international standard-based systematic and transparent system of accounting, i.e., IFRS - International Financial Reporting Standards. This makes sure that the financial statements are on the right path, more like a transparent matter. Also, this helps to ensure consistency and reliability. Like most big MNC (multinational companies), Chevron is also familiar with the accrual basis of accounting. Which refers to the fact that they recognize income when earned and expenses when incurred. No matter when cash is in transaction with the intention of being received or paid. This method gives a better picture of the business's financial situation during a specified period. Chevron has the entire accounting cycle from the identification of transactions, journal entries, posting into ledgers, and preparation of trial balance to the final preparation of the statements that are related to finance. For example, the income statement, balance sheet and cash flow statement. There is regular updating of records, and these are internally and externally checked to validate them. The financial transactions are being checked periodically by internal auditors to verify that these are complying with both Chevron's global policy and local Bangladesh accounting rules.

In terms of depreciation, Chevron follows the straight-line method for most of its fixed assets. The method amortizes the cost of an asset on a proportionate basis over its life. It is easy to

calculate and thus makes it certain, which helps the company plan finances better. Every aspect of depreciation is mentioned with transparency in their accounts and according to both IFRS and local regulations.

The company also maintains strong internal controls to reduce the risk of errors or fraud. For example, every financial transaction has corresponding documents such as invoices, purchase orders, and authorization forms. Multiple departments are involved in checking and approving transactions, adding an extra layer of security and transparency.

To maintain records of all their finances and accounting data, Chevron uses advanced software systems. The systems aid in tracking expenses, reporting, and tax maintenance efficiently. All the data is saved securely and in an organized manner electronically, making auditing and reviewing easy.

Overall, Chevron Bangladesh follows a professional and globally accepted accounting practice. Accrual accounting, detailed disclosures, proper depreciation policies, and rigorous internal control guarantee the correctness and consistency of its financial data. These practices reflect the company's professionalism and dedication towards maintaining financial integrity in all its operations.

2.6 Operations Management and Information System Practices

2.6.1 Information Systems Usage

When I was doing my internship in Chevron Bangladesh, I could easily notice how productively the company applies the information systems to run its functions. Since Chevron is one of the large multinational companies, its daily operations heavily depend on technology for the company's safety, effectiveness and precision. Chevron uses different types of computer

applications to gather, store and analyze data throughout all the departments. Systems like this are essential for sharing information among the workers of the departments and even global offices.

In the Transaction and Legal Department, where I was tasked, most of the files and documents are stored digitally. There is a Chevron document management system that is secure where all files are classified, stored, and can be retrieved by authorized personnel only. This offers efficiency and confidentiality. For example, while I was doing digital documentation and invoice processing, I was granted specific access rights that allowed me to access and process only the documents that I was meant to. This was both for the safety of sensitive information and to allow me to carry out my work in a convenient way.

For communication and collaboration, Chevron uses secure email platforms, internal chat rooms, and virtual meeting tools. These applications enabled teams to stay in touch even as they worked from different locations. Not only that, but also they have a promising internal portal which helps to post the company's policies, training modules, safety protocols and management updates are posted for employees.

Chevron's information system's one of the biggest strengths is that it focuses on the core of cybersecurity. Before the company gave us all the access to the company files, they gave us a quick training on cybersecurity and we were strictly instructed to follow the protocols like two-factor authentication, changing passwords on a regular basis and secure browsing practices. These things ensure that the company's classified information is not compromised to any internal or external threats.

As an intern, I personally found the systems easy to operate and immensely helpful in conducting my job efficiently. Not only do these programs help with routine tasks, but they

also reflect Chevron's commitment to excellence in information management and organizational integrity.

2.6.2 Database and Office Management Software

Chevron Bangladesh operates its business in a systematic and professional way. In the Transaction and Legal Department, tasks like invoice and document processing were carried out following step-by-step procedures. Computer software and checklist systems were used to track progress and reduce mistakes. Tasks relevant to their abilities were assigned to each member of the team to make progress smoothly and accountable. Precision and quality were always the top priorities. All important documents were reviewed by multiple people before ultimate approval. Planning too was well taken care of. Adherence and safety were always a concern in operations, even office work. Chevron's operations in general are carefully organized and planned so that high standards are met while keeping daily tasks neat and simple for everyone.

2.6.3 Quality Management

Chevron Bangladesh has a very clean, well-organized, and professional office arrangement. I was amazed at how well the working space was planned from the very beginning of my internship. Every employee had their own desk, with all the facilities like a computer, internet, and office stationery readily available. Shared spaces like meeting rooms, printers, and common facilities were also maintained to the best standard and readily available.

Resource management was prudent and efficient. Interns were equipped with the appropriate tools to enable them to accomplish tasks independently, but assistance was never far off when

required. Stationery, recording equipment, and electronic materials were acquired in due time, making it simpler and more effective to work on a daily basis. Documents and systems were accessible by permission only, ensuring confidentiality and effectively utilizing company information. The office environment too was respectful and conducive. Managers and team leaders ensured that employees and interns both enjoyed a good working environment. Overall, Chevron's administration of office and resources led to a conducive workplace in which work could be done easily and smoothly.

2.6.4 Scheduling and Resource Allocation

Chevron Bangladesh places much stress upon high quality in everything it does. From documentation, transactions, and legal compliance, the company maintains rigorous quality standards. Regular feedback from mentors also contributed to the quality process, helping interns like me to become better with each task. Chevron also believes in doing it once and doing it right. There is a culture of double-checking work, questioning, and following proper procedures instead of cutting corners. Not only does this practice protect the company from reputational harm, but it also builds employee confidence. Overall, the company's focus on quality across all departments assures efficiency, accuracy, and trust.

2.6.5 Operations Management

In Chevron Bangladesh, the scheduling was maintained in a well-planned and efficient way. From my first day as an intern, I noticed that work was planned with specific timeframes, and no confusion and last-minute tension occurred. Critical tasks like documentation, data updates, and invoicing were scheduled in a way that there was enough time for review and accuracy checks. As an intern, I appreciated the fact that Chevron respected our time and put into place

reasonable expectations. Their scheduling approach provides for both productivity as well as a good work rate.

2.7 Industry and Competitive Analysis

2.7.1 Porter's Five Forces Analysis

1. The threat of new entrants is low as the oil and gas industry in Bangladesh is highly regulated. It requires heavy investment, advanced technology and government approval. Hence it makes new companies enter the market difficult.
2. Bargaining power of suppliers is moderate as Chevron operates its own gas fields which reduces suppliers' pressure.
3. Bargaining power of buyers is low to moderate as chevron deals with government, its buyers are small yet influential.
4. The threat of substitutes is low as natural gas has very few substitutes in Bangladesh.
5. Industry rivalry is moderate. Although competition is present, Chevron has advanced technology and safety records.

2.7.2 SWOT Analysis

Strengths:

- There is advanced technical expertise and global experience. Chevron benefits from its high end technology in the energy sector that allows it to maintain high standards in projects execution.

- It has an excellent safety and compliance record. The organization follows strict rules and regulations which have given them a strong reputation for reliability.
- It is well structured and on time. The operations are well planned and the proper division of roles helps them meet deadlines.
- It invests in employees' training sessions and development. Chevron has regular training programs and sessions to keep their employees up to date.

Weaknesses:

- It has a dependence on a few gas fields. It poses a risk to long term sustainability if any field faces depletion.
- There is low engagement in Bangladesh in terms of global offices. It reduces the visibility of local challenges to broader resources and opportunities.

Opportunities:

- It expands into renewable energy. As there is growing demand for sustainable energy in both global and local.
- There is increased local partnership and CSR activities. By strengthening ties with local communities and expanding its corporate social responsibility efforts, the organization is building strong bond in Bangladesh.
- More demand for clean energy in Bangladesh. As a growing economy of Bangladesh, there are increasing demand for cleaner and efficient energy solutions and it creates a room for innovation.

Threats:

- It has political and regulatory challenges. Changes in government policy and licensing issues can disrupt operations.
- Inflation and international pricing also have an impact. fluctuations in prices highly impacts investment decisions.
- It has high environmental concerns and pressure from fossil fuels. Strict environmental policies can affect the operations and long term strategies.

2.8 Summary and Conclusions

This chapter represents how Chevron functions internally and how the company stands in a competitive and challenging industry. With a thorough analysis, it becomes clear that Chevron's biggest advantage is its integrity, efficiency, respect for people and its environment.

2.9 Recommendations

Based on my experience at Chevron Bangladesh, here are few suggestions-

- Interacting daily briefing which will help to review the checklist and understand their task clearly.
- Hands-on learning for interns e.g. how to handle confidential information.
- More local engagement like community-based campaigns in local areas
- Renewable energy exploration e.g. pilot projects in solar or wind energy.

Chapter 3

Digital Transformation in Legal Documentation: Insights from Legal Professionals

3.1 Introduction

Digital transformation in the legal sector around the world has been seeing significant changes in the last few years. From law firms to corporate legal departments, they are shifting to digital soft copy-based transformation to manage legal documentation. The transition from paper to digital has improved the streamlined workflow as well as compliance and efficiency. From the observations through interviews with eleven legal professionals it has been seen that transition to digital documentation has refined accessibility and also it has helped legal professionals to collaborate more effectively by maintaining security protocol.

Paperwork is the base of every legal process and lawyers rely heavily on printed documents, filing cabinets and manual data entry. It is both time-consuming and locating documents can cause errors. This has been highlighted by Cedric Scott and Bushra Rahman that with digital documentation, now it allows high volume documents to be stored in the system and aids with quick search features. Additionally, a well-structured naming convention can significantly improve in handling records of legal documents.

This chapter delves into an in-depth analysis of how digital transformation has impacted legal documentation by drawing from the experiences of legal professionals. It also represents the challenges faced during this changeover regarding compliance, efficiency and security.

3.1.1 Literature Review

Law firms and corporate legal departments across the world now have begun to adopt cloud-based platforms, artificial intelligence and digital storage systems to handle legal records (Deloitte, n.d.). According to the Deloitte (2020) 2020 legal strategy survey, there are more than half of legal departments that are focusing on increased efficiency and are using digital tools to manage legal tasks.

Digital platforms enhance document accessibility, support regulatory compliance and data traceability in an organization (Xhixho et al., 2025). In countries like Bangladesh, the transition is growing in several workplaces especially after the pandemic. According to several interviewees, the global crisis has forced them to embrace digital platforms like google workplace, making it possible for remote access and virtual collaboration. However, there is resistance from senior professionals, lack of training and concerns on privacy are the main issues raised. A study by Mania (2022) has revealed that while digital tools offer better efficiency, yet the legal sector faces technological barriers during implementation.

Technology has a vital role to play in boosting security of databases. Nowadays many techniques have been used like restricted access, encryption, audit trails et cetera (Cisco, 2022). From the interviews, respondents expressed that some professionals still prefer physical documents as court practices which indicate a hybrid system.

3.1.2 Objectives

This chapter represents the following objectives by using primary data collected via interviews and supported by secondary data,

1. Role of Digital transformation in legal document management.

Participants discussed how integration in digital platforms has improved accessibility to documents, enabled remote work and refined collaboration within the team. Especially during the covid and after the pandemic.

2. Challenges in transitioning to digital documentation.

Respondents talked about the difficulties and challenges they faced. For example, resistance from older members, absence of digital literacy and lack of training to use digital tools.

3. Impact of digital record keeping on efficiency, compliance and security.

Interviews revealed that digitalization has enhanced compliance monitoring and collaboration across departments with strong data protection measures. It has also allowed a fast document retrieval process.

3.1.3 Significance

In today's fast-changing world, professionals are required to understand how digital transformation affects legal data management. The report explores real world insights from legal professionals who are engaged in both private firms (Accord Chambers) and corporate sector (Chevron Bangladesh). Their perspectives help to analyze how digital tools are modifying traditional legal practices and make this report significant.

This analysis is also beneficial for legal organizations in Bangladesh and other developing countries. Many firms still have not fully adopted digital methods. Experiences shared in this report can help these firms to make a smooth transition and avoid common errors. Additionally, different global studies contribute to broadening the understanding of how digitalization plays a crucial role in legal work. It has been highlighted that proper training and flexible systems

are important too. As legal tech adoption is emerging, it must be supported by institutional readiness (Hill, 2025).

Lastly, the report provides an overview of future legal reforms in areas e.g. cybersecurity, cloud based filing and digital court system. As more organizations are focusing on digital solutions, findings help them learn about policies and practices (European Commission, 2020).

3.2 Methodology

This section outlines how the methodology is developed to conduct the study on digital transformation in legal documentation. It includes research design, data collection methods, participants selection and ethical consideration. The motive is to offer a clearer and better understanding of how the research has been carried out and the findings have been developed. As the report is based on work life exposure during my tenure at Chevron Bangladesh, hence, the methods are connected to day-to-day interactions as well.

3.2.1 Research Design

The structure of the report is a qualitative research method and was appropriate for exploratory research topics. As digital transformation has an impact on both technical tools and human behaviors, qualitative methods helped to analyze what is changing and how the legal professionals are feeling about these changes. Legal documentation is not only about mechanical tasks; rather it is associated with compliance, confidentiality, workflow of the workplace and also with personal comfort with the technology. A semi structured interview format has been followed and it has allowed flexibility in conversations. It also ensured

consistency across themes. This method has allowed the respondents to share their experience and feelings in their own words.

3.2.2 Data collection

The primary data is collected from in person interviews that were conducted on 17th April, 27th April and on the first week of May. In total, eleven legal professionals were interviewed. Five people were interviewed from Chevron Bangladesh and six people from Accord Chambers. All the interviews were conducted in a professional setting and ensured that the participants felt comfortable sharing their experiences.

The interview questions were segmented into three main objectives-

1. Role of Digital transformation in legal document management.
2. Challenges in transitioning to digital documentation.
3. Impact of digital record keeping on efficiency, compliance and security.

Each interview lasted from 20-30 minutes. It depended on the participant's availability and engagement. Notes were taken throughout the interview. Participants included-

- a. Cedric Scott - Legal Director, Chevron Bangladesh
- b. Bushra Rahman - Legal Counsel, Chevron Bangladesh
- c. Shahidullah Selim - Senior Compliance Analyst, Chevron Bangladesh
- d. Nameera Ahmed - Legal Analyst, Chevron Bangladesh
- e. Rajia Sultana - Legal Technology Officer, Chevron Bangladesh
- f. Imtiaz Ahmed Sabuj - Barrister and Lawyer, Accord Chambers

- g. Ishtiaque Hossain - Legal Professional, Accord Chambers
- h. Adiba Tarannum - Legal Professional, Accord Chambers
- a. Ananno Raihan Chowdhury - Legal Professional, Accord Chambers
- b. Miraj Rashid - Legal Professional, Accord Chambers
- c. Mir Muiz Mosharraf - Legal Professional, Accord Chambers

Here we can see a variety of roles from compliance analysts to practicing lawyers which has helped us with a rich and diverse range of perspectives.

3.2.3 Sampling Technique

A purposive sampling method has been implemented to identify the participants. Participants who have direct experience with legal documentation and legal tools can relate to the process. The study focuses on digital transformation and for that it was important to include professionals who were a part of the changing process and were actively working in the digitalized environment. The participants of chevron provided insights from a structured, corporate legal department and are guided by international standards. However, Accord Chambers' professionals added views from a traditional firm, court practices that are adapting new digital practices. The range helped in shaping digital readiness and the process of adoption in various organizations.

3.2.4 Data Analysis Process

Thematic analysis is a method of understanding qualitative data and that has been used to process the interview responses. After taking notes of all the interviews, responses were

grouped for each objective thoroughly reviewed patterns and repeated ideas. For instance, Google workspace was mentioned by multiple participants as one of the helpful tools for collaboration across teams. Additionally, there is a presence of resistance from senior colleagues, and it is considered as one of the major barriers in adopting digital systems. There are recurring themes extracted from quotes of the interviewees, e.g. “efficiency”, “compliance”, “data security”, “resistance” et cetera. The report aims to interpret how individual experiences reflect broader industry practices.

To support transparency, interview summaries are available in Appendix. These include direct quotes and group responses by questions and organized under the objectives.

3.2.5 Ethical Consideration

The report respected the privacy and consent of each participant. Each person was informed about the purpose of this research, and their response would be used for academic reporting. The names and designations of participants are mentioned for transparency. No confidentiality data or any sensitive internal information has been disclosed, and all data is generic and stored securely.

The report aligns with ethical standards that are expected from student researchers to conduct workplace-based internship reports. All data is presented honestly without any manipulation.

3.2.6 Limitations of the methodology

There are a few limitations to be noted, although the methodology was relevant for the scope of the research-

- **Small Sample Size:** Only eleven legal professionals were involved in this study which can limit the findings. Yet, the respondents were well positioned for the relevant insights.
- **Organizational Scope:** The focus was limited to one corporate office which is Chevron Bangladesh and one law firm which is Accord Chambers. Although both have represented their perspective views, however, it does not represent the entire legal landscape.
- **Time constraint:** As internship was a short period consisting of only 3 months, it limits the opportunity to explore more legal firms.
- **Response Bias:** it is possible that some participants might have held back criticism of their organization or technological sector due to security protocol. Apart from that, the effort was to ensure comfort and neutral interview setting.

In spite of limitations the research method is relevant to generate credible insights into how digitalization is reshaping legal document management. The methodology is combined with practical fieldwork during the internship period aligned with academic theories. With purposive sampling and semi structured interviews and thematic analysis has uncovered meaningful patterns from digital change. The addition of diverse participants, real life experience and clear ethical boundaries makes this reliable and relevant.

3.3 Findings and Analysis

3.3.1 Role of Digital Transformation in Legal Document Management

The base of the legal department is paper based processes. There are large volumes of files which require more physical space for storage and manual tracking. Digital transformation is

reshaping the work process in the legal sector. For that, both interview insights and literature are making it clear.

- a. Improving access, storage and workflow efficiency: There is a consistent theme that has emerged and that is digital transformation has significantly improved access to legal document management. Cedric Scott, legal director of Chevron Bangladesh (C. Scott, personal communication, May, 2025) has added, “Digital platforms support in managing vast documentation in a snap. It also allows quick retrieval and efficient search across different folders.” According to Deloitte’s report, cloud-based platforms are improving speed and accuracy in the legal department in terms of information retrieval (Deloitte, n.d.). Rajia Sultana, legal technology officer, has shared that digitalization has allowed people to download a file and print it any time they want without needing to search for a huge physical folder. She added that a virtual document library is an advantage for teams to collaborate simultaneously (R. Sultana, personal communication, April, 2025). This finding is supported by the International Bar Association (n.d.) that digital tools encourage legal ethics and transparency by ensuring records are traceable, secure and retrievable.
- b. Enabling remote work and real time collaboration: Several participants have agreed that post pandemic environments have normalized working hybrid and remote. According to Imtiaz Rahman Sabuj, Barrister and Lawyer from Accord Chambers, online platforms allow easy access to work from different locations. This was especially helpful during COVID as remote work became essential (I. R. Sabuj, personal communication, April, 2025). It was also noted that shared drive allowed work in the same case in real time (M. Rashid, M. M. Mosharraf, personal communication, April, 2025). A study by the European Commission

(2020) has promoted digitalization as a way to ensure justice across borders with e-CODEX. The ability to partner remotely has changed the dynamics of the legal team.

- c. Security and traceability: One of the key concerns for legal professionals is security and confidentiality. Shahidullah Selim, Senior Compliance Analyst has stressed the importance of secure access and encrypted formats to limit exposure to sensitive data (S. Selim, personal communication, March, 2025). Organizations that adopt strong security protocols and audits tend to be better positioned to prevent data leakage.
- d. Benefits beyond organization: Participants have noted that digital documentation has environmental and economic benefits as well. It reduces environmental impact and administrative costs by reducing paper use, printing expenses and saving storage. These insights align with PwC's Law Firm Survey (2017), where it is seen that digital change is cost-saving and has environmental benefits.

3.3.2 Challenges in Transitioning to Digital Documentation

The transition from paper to digital has seen many challenges. For example, many legal professionals were used to traditional methods. These changes to digital platforms introduced confusion, technical barriers and discomfort and this has been clear with interviews with legal professionals and literature.

- a. Resistance to change among senior staff: interviews reveal that one of the major challenges that is faced during transition is resistance from senior professionals. According to Nameera Ahmeed, many lawyers were uncomfortable initially using digital tools, as they preferred handwritten documentation or printed case

files (N. Ahmed, personal communication, May, 2025). Legal professionals from Accord Chambers have also highlighted this hesitation that senior lawyers insisted on physical documents along with digital ones (M. Rashid, A. R. Chowdhury, & I. Hossain, personal communication, April, 2025). A study by Singla and Gupta (2024) has highlighted that the biggest barrier in digital transition was the generational gap. Sometimes experienced lawyers are sometimes slow in adapting to new technologies and they also believe that existing methods are more reliable.

- b. Lack of proper training and awareness: Multiple participants have emphasized on the importance of training sessions. According to Imtiaz Rahman Sabuj, there are many early mistakes while transitioning due to lack of knowledge and understanding, e.g. pdf encryption. Bushra Rahman has added that organizing old files and labeling them accordingly was extensive work during transition (B. Rahman, personal communication, May, 2025). The findings of Mania (2022) are similar, it says most of the staff do not receive proper boarding. Training sessions show how to use a tool as well as the usefulness of it. Without clarity, using technology can be underused or misused.

- c. Technical Issues and Infrastructure Gaps: Shahidullah Selim, a Senior compliance analyst has shared that many employees are unaware of features in software. they do not know the proper use, format, security features or document filtration methods (S. Selim, personal communication, April, 2025). This can lead to data duplication or loss of information. Additionally. Law firms also

struggle with inconsistent digital systems or user-unfriendly software (Hill, 2025).

- d. **Data security and confidentiality:** Another major barrier is securing data. Bushra Rahman noted that transitioning to digital means facing risk as well. Risk such as system crash, unauthorized access or not having enough backups (B. Rahman, personal communication, May, 2025). Data privacy is a major issue in the legal sector. According to Cisco (2022), around 80% of organizations consider data security as one of the top concerns in digital adoption.
- e. **Limited Court Integration and readiness:** One major that is mentioned by several interviewees is that digital integration was limited in the Bangladeshi court system. Mir Muiz Mosharraf and Miraj Rashid have noted that even if lawyers and firms are adopting digitalization, court practices are still traditional. Hence, physical documents are required. This hybrid system causes extra work and confusion. The gap in public readiness is highlighted in the European Commission's (n.d.) report which states that digitalization of court practices and the justice system to balance with professional practices.

3.3.3 Impact of Digital Record keeping on Efficiency, Compliance and Security

Digital record keeping has made legal professionals' lives easier with their daily operations. From speeding up the legal process to ensuring compliance with sensitive data, digital innovation has introduced an efficient level of productivity in legal departments and firms.

- a. **Boosting efficiency in workflow:** Several interviewees have agreed that digital documentation has significantly increased efficiency within teams. Cedric Scott noted that it helps in saving time while handling bulk documents. Everything

now can be sorted with just a few clicks instead of searching in physical folders (C. Scott, personal communication, May, 2025). Additionally, Adiba Tarannum from law firm has revealed that she uses cloud-based systems for specific cases with dates, type, keywords. It makes legal research easier and drafting files has become quicker than before (A. Tarannum, personal communication, April, 2025). According to Clio (2023), the work speed has increased up to 30% using digital tools, especially with case management and communication. This time saving benefits are applauded by most of the participants. It's also handy in terms of filtering data, retrieving and organizing. However, efficiency can be increased predominantly through team wide digital tools adoption. Imtiaz Rahman Sabuj (I. R. Sabuj, personal communication, April, 2025) has expressed, “Without all the members of the team being technically literate, efficiency cannot be maximized ”. His point underlines that training among team members is important for digital systems to be effective.

- b. Enhancing compliance and regulatory adherence: compliance with legal standards and international standards is one of the top priorities for the legal department. To track licenses, deadline renewals, regulatory conditions, digital tools are extremely helpful. A legal counsel, Bushra Rahman, has also highlighted that digitally saved folders should be labeled by a regulatory body for easy monitoring and tracking due for renewals. She has pointed out that these reminder and tracking systems reduce the risk of missing deadlines (B. Rahman, personal communication, May, 2025). Senior Compliance analyst, Shahidullah Selim further said that digital task log helps to keep track by regulatory authorities e.g. environmental clearances (S. Selim, personal communication, April, 2025). A study by Deloitte (2020) has shared the same

insights that digital compliance tracking is a better solution for internal and external audits. Nameera Ahmed has mentioned that having access to cross functional documents has primarily improved interdepartmental collaboration and reduced errors (N. Ahmed, personal communication, May, 2025). They support organizational transparency and accountability.

- c. Improving data security and confidentiality: Confidentiality is one of the most sensitive aspects of legal work which is needed to maintain. Multiple participants have discussed the steps taken to safeguard their document digitally. Rajia Sultana from Accord Chambers has prioritized the use of tracking tools and limiting file access to those with assigned roles (R. Sultana, personal communication, April, 2025). These can help prevent unauthorized access and build a better audit trail to identify who has edited or viewed any document. A study named Data Privacy Benchmark study by Cisco (2022) noted that implementing layered security like two factor authentication and file encryption can lead to higher client trust and fewer data breaches. These practices are described by Cedric Scott who shared that files should be protected with user specific passwords and encryption. It can protect sensitive financial and legal information (C. Scott, personal communication, May, 2025). Barrister Intiaz has described the court system in Bangladesh that still relies on physical documentation. However, private firms nowadays keep encrypted backups on a secure platform e.g. Clio (I. R. Sabuj, personal communication, April, 2025). This approach also reflects Xhixho et al. (2025) findings where they explored that most law firms in developing countries are operating with both physical and digital format of files.

- d. Supporting collaboration and institutional memory: Digital documentation has improved team work significantly along with individual benefits. The participants agreed that sharing drives for real time access has enhanced the task coordination. For example, Muiz and Miraj from Accord chambers have highlighted that drafting and briefing legal documents used to be a one person work but now technology has enabled multiple lawyers to work on the same documents without overlapping or version issues (M. M. Mosharraf & M. Rashid, personal communication, April, 2025). This kind of collaboration can boost productivity and help new members in learning the work. A well decorated digital record can serve as institutional memory where new members can get access to old cases, documents and notes and with digitalization it can be efficient whereas a paper-based system could be a hurdle (Artificial Lawyer, 2019). Digital records also give access to better internal reviews. According to the International Bar Association (n.d.), to improve the legal service quality, digital traceability enriches internal audit capabilities to address client queries more accurately. Digital record keeping has transformed the way legal professionals manage their daily tasks, interact within their teams and ensure compliance standards. There is increased speed at work and better control over data access and confidentiality.

3.4 Summary and Conclusions

The report has been made on my internship experience at Chevron Bangladesh under the Transaction and legal department. The main goal of this report is to explore how digitalization has transformed the legal documentation process in Bangladesh. To achieve this goal, I interviewed eleven legal professionals from both the corporate sector and law firms. The

organizations are Chevron Bangladesh and Accord Chambers. The responses to the interview were supported by secondary data from trusted sources, e.g. International Bar Association, Deloitte, Clio, European Commission, ResearchGate et cetera. It helped in understanding the real situations, challenges and solutions in legal document management.

The objective of this report is as follows-

- a. The role of Digital Transformation in legal document management.
- b. Exploring the challenges faced by legal professionals in the transitioning phase.
- c. The impact of digital record keeping on efficiency, compliance and security.

Each objective has been studied thoroughly in findings and analysis sections. Both interview insights and secondary data have been used.

The interviews have made it clear that digital transformation has made the legal industry work with increased speed, more organized and better accessibility. Legal professionals noted how digitalization helped during the pandemic by allowing remote work with real time editing documents. Digital tools help the files structuring with appropriate naming conventions, metadata tagging and labeling the folders. These features have prevented the risk of data loss and made documents more reliable and transparent. Along with clear benefits there was some resistance mentioned by the interviewees. Resistance in Bangladesh is not new, even globally many law firms face similar struggles as there is less support and explanation (Singla & Gupta, 2024). Another challenge was related to infrastructure and tools. Many do not have access to high-speed internet or up to date devices, especially in small firms. Imtiaz Rahman Sabuj mentioned that at that time scanning documents was difficult because the systems were not compatible. The most serious concern revolved around data security and confidentiality. The legal department most of the time consists of sensitive data or high-risk information, hence,

there was genuine fear of system crashes or unauthorized access. Finally, the courts in Bangladesh still require hybrid mode which slows down full digital adoption.

The findings of the report reveal that digital transformation is a major cultural and professional shift. It is changing how legal professionals are reshaping their workflows and interacting with each other. Digitalization was a necessity during covid but now it has become a long-term solution to improve legal service. However, the transformation is not happening at the same speed for all, e.g. the private sector is growing rapidly whereas the public sector still needs to speed up. The process also depends on the availability of digital tools, openness to learning, training sessions et cetera. As a legal intern, it was an incredible journey to be part of this digital transformation. I saw how real professionals are adapting, learning, growing with transition. To conclude, digitalization is about creating smarter systems, effective collaborations and making it more accessible for the professionals. It's not just replacing files with folders but to make it more transparent and aligning with the world.

3.5 Recommendations

Based on research, finding and my experience as a legal intern, it is visible that digital transformation in legal documentation has introduced many benefits and also included some real challenges. Few practical recommendations and implications can aid legal teams and firms to move forward more smoothly and confidently. Recommendations are- a. Investment in regular training and support sessions, b. Standardized digital filing system creation, c. Strengthening data protection, d. Encouraging gradual cultural change, e. Advocating for the public sector to adopt digital practices.

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Appendix A.

A.1 Overview of Interview

As part of the research, I have conducted interviews with 11 legal professionals during my tenure at Chevron Bangladesh. The in-depth insights are collected and categorized into three key search objectives.

Table of Interview Participants

Name	Position	Organization
Cedric Scott	Legal Director	Chevron Bangladesh
Bushra Rahman	Legal Counsel	Chevron Bangladesh
Shahidullah Selim	Senior Compliance Analyst	Chevron Bangladesh
Nameera Ahmed	Legal Analyst	Chevron Bangladesh
Imtiaz Rahman Sabuj	Barrister and Lawyer	Accord Chambers
Adiba Tarannum	Legal Professional	Accord Chambers
Mir Muiz Mosharraf	Legal Professional	Accord Chambers
Rajia Sultana	Legal Technology Officer	Chevron Bangladesh
Miraj Rashid	Legal Professional	Accord Chambers
Ananno Raihan Chowdhury	Legal Professional	Accord Chambers
Ishtiaque Hossain	Legal Professional	Accord Chambers

All semi structured interviews were conducted face to face.

Interview Questions:

Objective 1: Role of Digital Transformation in Legal Document Management

1. How has digital transformation changed the way legal documents are managed in your organization?

2. What are the key advantages of using digital documentation over traditional paper-based records?
3. How has digitalization impacted the efficiency of legal professionals in handling legal records?

Objective 2: Challenges in Transitioning to Digital Documentation

4. What were the biggest challenges faced during the transition from physical to digital legal documentation?
5. How do legal professionals overcome issues like data security and confidentiality concerns in digital documentation?
6. Have you experienced any resistance to adopting digital documentation within the legal team? If so, how was it addressed?

Objective 3: Impact of Digital Record-Keeping on Efficiency, Compliance, and Security

7. How has digital documentation improved legal compliance and regulatory adherence?
8. What measures are in place to ensure data security and confidentiality in digital legal records?
9. In what ways has digital record-keeping affected collaboration and accessibility for legal teams?
10. Based on your experience, what improvements do you think can be made in digital legal documentation systems?

Summary Response:

Objective-1:

- Bushra Rahman added that naming conventions and the metadata system aids in locating data quickly.
- Cedric Scott focused on the importance of platform that stored vast amounts of documents.
- Imtiaz Sabuj shared that using cloud-based system since covid-19.

Objective-2:

- Shahidullah Selim emphasized on the lack of awareness about encryption and other digital tools.
- Nameera Ahmed and Bushra Rahman noted resistance from senior members
- Other respondents mentioned hybrid systems increased workload.

Objective-3:

- Bushra Rahman and Cedric Scott talked on digital systems that help to organize compliance files and reminders.
- Muiz, Imtiaz and others are concerned about court systems that require hardcopy still.
- Most professionals added that tools like Clio have increased the effectiveness, transparency and trackability.