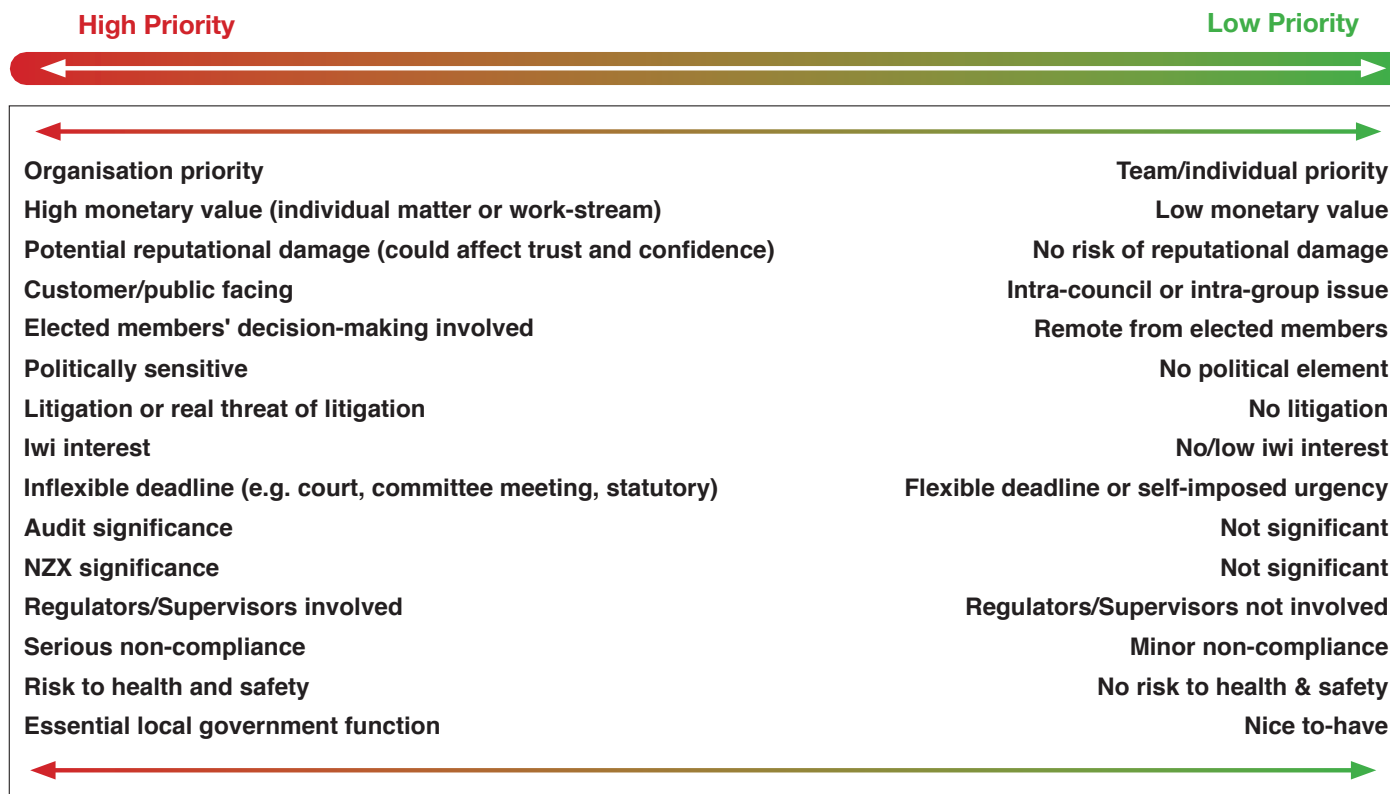


Auckland Council Legal Team Prioritisation Heat-map

This is a flexible guide to help you to decide, in consultation with clients, how work should be resourced and prioritised, including:

- Whether the matter should be resourced by Legal or handled by the business unit itself
- How much time should be given to the matter
- How it should be resourced (internally, externally, choice of external provider)
- Urgency and priority over other matters.



Questions you might ask clients to explore the priority of a matter and how it should be resourced could be:

- Where does this sit in terms of priority for your business unit?
The organisation?
- Have you done everything you can do? Can you handle this yourself – with some guidance from us?
- (Where we have advised on this before) Have you first asked others in your team if they know the answer?
- (Where it is an issue between business units or within the council group) Can this be resolved by management?
- Do you have a clear idea of what you are trying to achieve?