

Oregon eCourt

The QUARTERLY

Oregon Judicial Department

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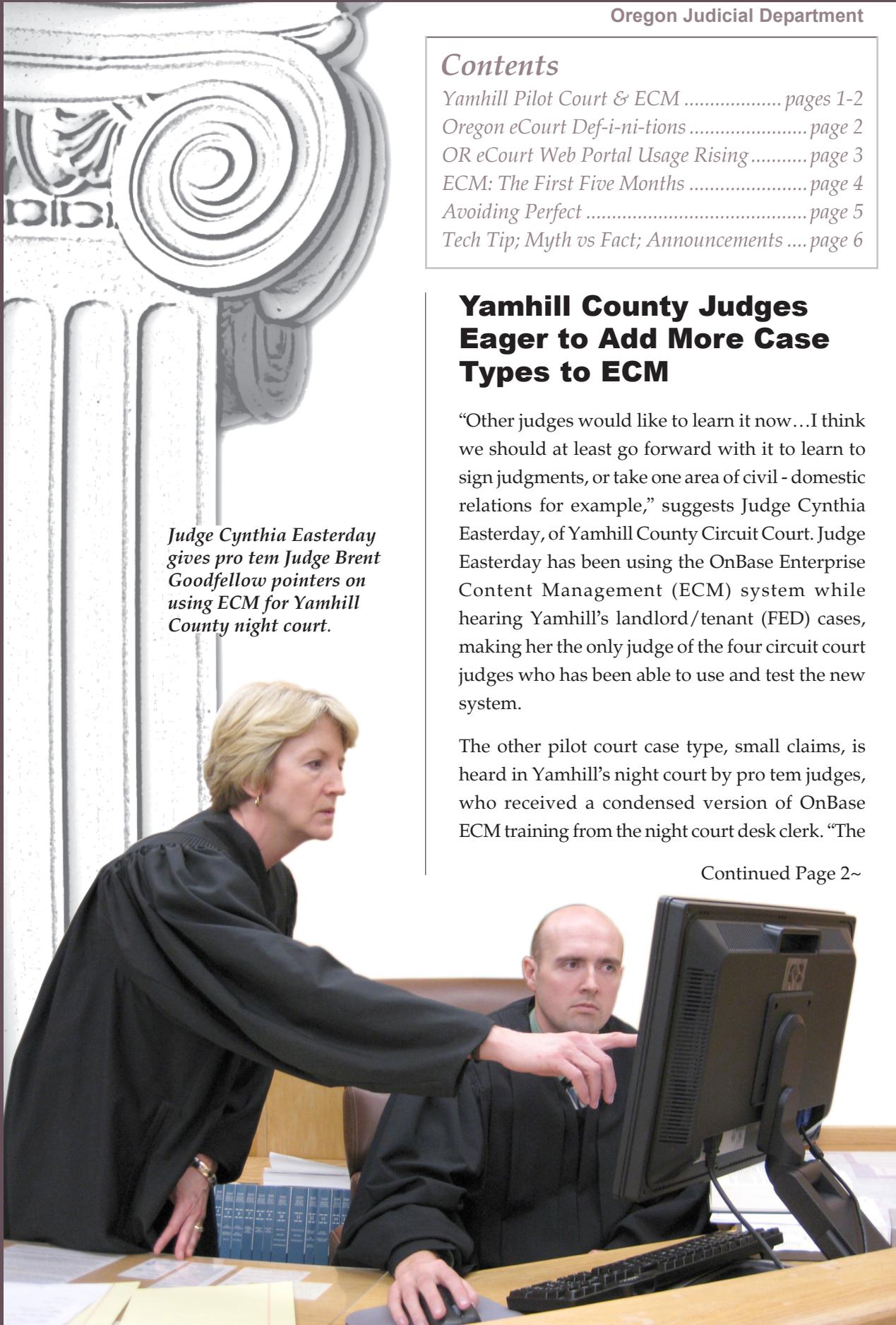
Yamhill County Judges Eager to Add More Case Types to ECM

“Other judges would like to learn it now...I think we should at least go forward with it to learn to sign judgments, or take one area of civil - domestic relations for example,” suggests Judge Cynthia Easterday, of Yamhill County Circuit Court. Judge Easterday has been using the OnBase Enterprise Content Management (ECM) system while hearing Yamhill’s landlord/tenant (FED) cases, making her the only judge of the four circuit court judges who has been able to use and test the new system.

The other pilot court case type, small claims, is heard in Yamhill’s night court by pro tem judges, who received a condensed version of OnBase ECM training from the night court desk clerk. “The

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Judge Cynthia Easterday gives pro tem Judge Brent Goodfellow pointers on using ECM for Yamhill County night court.





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Oregon eCourt Def-i-ni-tions:

What is "ECM"?

1. ECM stands for Enterprise Content Management. OJD's ECM "software solution" is called OnBase, which was purchased from the Hyland Software Company. ECM will manage the intake, storage, security, distribution, publishing, and retrieval of large numbers of electronic documents for Oregon eCourt.
2. ECM will not replace OJIN. The two will co-exist as complementary tools for the courts until OJIN is replaced sometime in the future. ECM will automatically copy some case information from select OJIN screens, reducing duplicate data entry.

night court pro tem judges really didn't have any training," says Judge Easterday. "With one judge, (pro tem) Judge John Bridges, he only knew the day he got there that he was going to have to use OnBase, and I happened to be there, so I gave him a few pointers on how to use it - and that was the extent of his training."

Rising to the challenge, Yamhill's night court pro tem judges networked with night court staff, Judge Easterday, and each other to pick up the basics of using OnBase. Night court pro tem Judge Brent Goodfellow modified his customary work habits while using the pilot court's new paper on demand

system. Thinking back on life before the ECM implementation, his routine was to come in early before court "to look at the case files on the docket and review the complaints and answers so I could get in my mind what I thought the issues were going to be." Now, the case documents are accessed through ECM on a single, and very busy computer shared by all the night court judges. Despite this cultural change from paper to computer screen, pro tem Judge Goodfellow points out that implementing ECM opens many opportunities for the future. "Someday our judges will have the capability to log in from another computer - I could log in from the computer in my office, get into the documents, and get in my mind what the issues are. I love the idea of this, I think it makes a ton of sense, and I'm excited for the improvements that will come in the future."

Now that Judge Easterday has learned the new software (that she currently uses to sign eviction judgments) she looks forward to full implementation of ECM in all the courts for other cases. "It's really pretty limited for what we use it for now... It's nice that we are starting off slowly with landlord/tenant and small claims cases, but then again it would be nice to start doing other case types. We're just frustrated that it's not going faster."

"Someday it will get to dependency work. Those cases have huge files with multiple filings, emails from case workers...they are big, messy files. That's where I could see OnBase being a big help," says Judge Easterday. "In court, if you ask a parent, 'What was your last operating judgment with parenting time?' they usually won't know, so you go to the old Laserfiche system, where you have to scroll through hundreds of pages to find it. OnBase would be much better...it's more organized."

"I still have a long way to go as far as reading large quantities of material on the computer screen," says Judge Easterday. "I like to flip through pages, but I know it's what the future is going to be. It really doesn't matter whether I like paper or not. It's going to happen, and 10 years from now I'll be thinking...Why didn't I do it this way before?" ■



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Web Portal Usage Rising

Oregon eCourt's Web Portal has reached its one-month anniversary showing that login and usage numbers are steadily increasing. An estimated 2,000 internal OJD users have access - that number includes the usage of OJD's new electronic timesheet. As of April, the OJD Public Portal has had a total of 333 people register to access their "my portal page."

The ETSD web team and operations have been working closely with Hewlett Packard (HP) and IBM to optimize the portal and remedy any remaining functionality issues. Slow and steady improvements are increasing browser compatibility, eliminating pop-up messages, and improving the docket calendar performance.

During the portal's first month of use, the team expanded its knowledgebase with user comments, recommendations, and questions. This knowledge will form the basis for additional improvements to the web portal, and has also produced a Frequently Asked Questions (FAQs) document that will be added to Portal Help.

As the web portal development phase (introducing Oregon eCourt's web portal) ends, the portal project transitions to Phase 2. The web portal team will implement enhancements and new services requested by courts and the public. James Wollenweber will be the Project Manager for Phase 2. ■



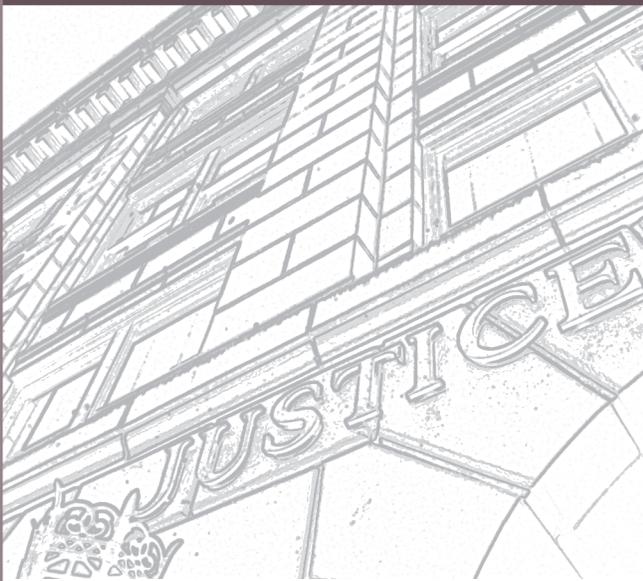
Enterprise Technology Services Division (ETSD) web portal team (l to r) Keith Koerner, Leo Ruiz, Kelly Cross, Bernice Todd, & James Wollenweber get their game faces on for Phase 2.





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First Person Report...

“ECM: The First Five Months”

Gregory F. Silver

Circuit Court Pro Tem Judge, Multnomah County

As someone who got a Smith-Corona manual typewriter for his high school graduation present, and did his first Westlaw research on a 14.4K dial-up modem with a green screen, I am always amazed at the speed with which technology advances. When I was a new lawyer, I spent countless days going through seemingly endless paper files reviewing documents. As a pro tem judge in Multnomah County, hearing cases in many of our “high volume” courts, I have spent days reading through paper files and signing Orders and Judgments which became yet more paper in the manila folder.

In October 2009, that began to change. Multnomah County is one of the pilot courts for OJD’s new Enterprise Content Management system, using

OnBase software, and I became the first of our judges to work with it full time. Being a pilot court is somewhat like being a test pilot – without the possibility of dying. You know that everything will not work as well as you’d like on the first day; you just hope that any crashes can be managed, and you can learn from them.

To be honest, the first several weeks of OnBase were an unending test of patience and good humor for almost everyone involved. We regularly experienced error messages, crashes, and software glitches. OnBase’s speed was a major issue: documents that could be processed in 20 seconds by hand took one minute 35 seconds in OnBase. While that extra minute may not be a problem when the docket has 10 cases, it becomes significant when multiplied by 40, 60, or 80. Fortunately, the Multnomah County training staff – Ellen Haines, Mary Jo Green and Heather Barrance – joined by the vendor ImageSoft, spent almost as much time in the courtroom as I did. When OnBase locked up or slowed down, they were there – along with Multnomah County Technology Manager Roger Rand and others – to help find the solution.

We discovered new ways to work together as a team. Courtroom clerk John Evans developed methods that made our work more efficient. As I write this, testing is proceeding on a new judicial workflow process that should speed up and simplify matters even more. The process will reduce the number of screens and keystrokes it takes to produce a signed document, allowing the judge to concentrate more on the litigants and less on the software. That type of improvement in how the software operates can only occur after working with the program in a real-world environment, and is an excellent example of what a pilot court program can accomplish. I look forward to the results.

It has not always been easy, but it has been worthwhile. The dedication and expertise of our people in OJD, working with the vendors, convince me that Oregon eCourt has a great future.

I don’t plan to break out that old Smith-Corona anytime soon. ■





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Getting to Good, Reaching for Better, & Avoiding Perfect

Doug Bray, TCA, Multnomah County Courts

The Enterprise Content Management (ECM) system is the component of the Oregon eCourt Program that scans paper documents and stores the images in electronic “case file” folders. This system is the first component that needs to be in place to allow us to go forward with Oregon eCourt and to meet our vision, “to give courts and judges the tools they need to provide just, prompt, and safe resolution of civil disputes; to improve public safety and the quality of life in our communities; and to improve the lives of children and families in crisis.”

In April 2008, as OJD was preparing to begin the ECM system work, the then Oregon eCourt team met with key staff in the Clerk’s Office of the Superior Court of the State of Washington for King County. King County was an early and very successful adopter of technology in creating a “paperless” court office. We set up a meeting with Deputy Clerk of the Court, Roger Winter - one of the names in the national literature of the early days of what we now call ECM and the “paper on demand” environment, to see what we could learn from their implementation process and success.

Roger had lined up a full day’s itinerary for us, beginning with a discussion of the processes and

pain of getting the King County program started, from changing state law to permit the filed paper copy to be destroyed and replaced by the electronic image as the court’s original record; to the development of a broad-based constituency to support the request to the King County Commissioners to make the investment; and acquiring a vendor to build the system.

The King County Superior Court’s system is impressive. It was running full throttle the day we were there, and gave us a great glimpse of our future. The customers, staff, and judges all embraced it with a certainty and confidence that was notable.

In the course of the afternoon, Roger Winter talked about how uncertain they were when they started and how they agonized in the early stages, over when they should stop keeping the paper files in parallel to the electronic file. “Was the new system good enough?” they wondered, “Had they done everything possible to make it a functional court case records repository?”

“Always remember,” he said, “that the perfect is the enemy of the good.” King County stopped keeping paper files even though many considered such a move to be too great a risk (there was always one more newly discovered thing to be done to the ECM application before they could safely drop paper files).

As we work in 2010 on building Oregon eCourt starting with ECM, we will build as good as system as we can, and use it with the knowledge that it is the best we can do with the resources and time available. It is not wrong to reach for perfection, but it can only hurt our enterprise if we delay every application until we find “the perfect.”

The pilot courts at Yamhill and Multnomah counties have helped identify a series of improvements being made to the OnBase application. That version will be installed by the Oregon eCourt program team in Jackson County, in June, and in Crook and Jefferson Counties June through July. It will be a lot better, but it won’t be perfect. We don’t have the time or the financial support necessary to wait for “perfect” to be available; we don’t need “perfect” to have a very good ECM system. ■



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Myth vs Fact

Myth:

“Organizational Change Management (OCM) doesn't affect me, it only involves technology.”

Fact:

Technology, which includes hardware, software, and terms like infrastructure, is just one of Organizational Change Management's four responsibilities. OCM includes: organizational readiness, court readiness, communication, and training. **Organizational readiness** is the human or “emotional” side of change and prepares you as a person for change. **Court readiness** is the technology or business process changes that occur. **Communication** targets awareness efforts and provides information on how the Oregon eCourt system will work. **Training** provides hands-on learning tools which help develop the skills and knowledge necessary for a person to succeed in the changed environment. Combined, all four of these areas of responsibilities make-up Oregon eCourt Organizational Change Management. ■

Tech Tip

Submitted by Ellen Haines, Supervisor, Applications Training, Multnomah County Circuit Court

“Highlight or Select Text with a Click - Shift - Click”

This works in any kind of windows program where you can drag the mouse to highlight or select text. It allows a faster and more precise way to select text for copying, cutting, pasting, or formatting.

1. Click the mouse to place the cursor at the beginning of the text you want to highlight or select.
2. Release the mouse button.
3. Press and hold the Shift key on your keyboard.
4. While still holding the Shift key, move the mouse to the end of the text you want and click once. This will select all the text between the cursor you placed in step 1 and the spot where you click in step 4.

Now you can copy, cut, paste over, or format the text you have selected. ■

A Oregon eCourt Program ANNOUNCEMENT:

— Coming to Your Court SUMMER 2010!! —

- Detailed presentations on the Oregon eCourt Recalibration Plan and what it means to you
- Assistance in establishing the roles of Local Implementation Teams (LIT) in preparation for Oregon eCourt
- Court and organizational readiness tools with the OCM Project Team and ETSD

The Organizational Change Management (OCM) Project Team will be contacting each court to schedule visits between June and September.

Begin planning NOW to benefit from this series of essential updates and activities as OJD prepares to establish Oregon eCourt statewide!

Oregon eCourt will give courts and judges the tools they need to provide just, prompt, and safe resolution of civil disputes; to improve public safety and the quality of life in our communities; and to improve the lives of children and families in crisis.