

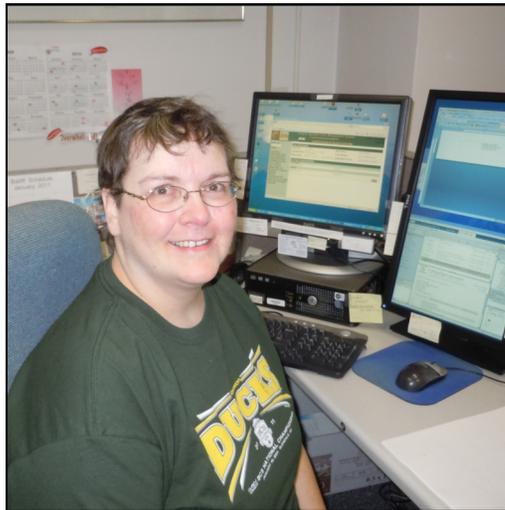
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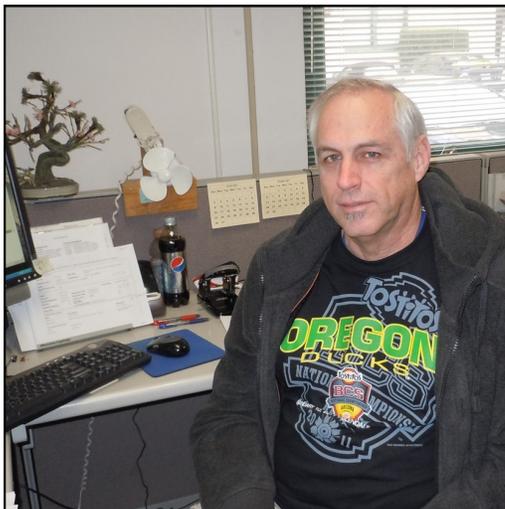
Created by the Organizational Change Management Team for Oregon eCourt

Two Enterprise Content Management Workflows for Appellate Go Live!!

After work was temporarily delayed on the Enterprise Content Management (ECM) project for the Appellate Courts in the spring of 2009, the project was restarted again in December of 2009 resulting in today's official launch of two important court staff workflows for electronic processing: Court of Appeals Substantive Motions and Supreme Court MOPO (Motion/Other Petition/Other). These are the first set of ECM workflows with the second set of workflows scheduled for March / April 2011 and the final set scheduled for June 2011. The installation of these two workflows to the Appellate ECM system will allow use of OnBase software to scan and index case documents, which are then routed to the appropriate queues where they are processed and linked to the Appellate Case Management System. During Go Live today, Appellate staff shared their comments:



Left: Terri Fritz (processing 1st scanned document with Katrina Cooper of ImageSoft) - "A lot of work especially at first. It's very exciting!" **Right: Carol Reis** - "I've been here from the SJIS change, to the OJIN change, to the change to ACMS, and all of the different things that have been added to that so this is just the next step in the progression."



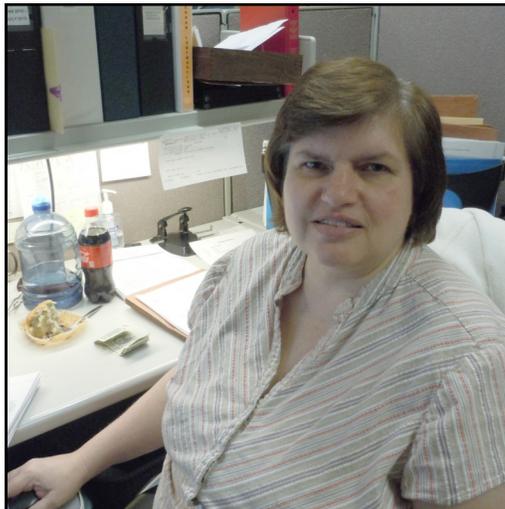
Left: Rosie Paris (created her 1st deficiency letter with the new workflow) - "It will take a while to get this set in my mind, but once we get to where we are doing it regularly, I'll be fine!" **Right: Frank McAuley** - "The bottom line is whether this is a good process—Yes. To not have to look through paper documents is great for efficiency—it will be much easier to use."

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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.



Left: Katie Martin, Team 2 Lead - "ECM will be a work in progress until June when the rest of the workflows are incorporated. I'm looking forward to getting the judges on board...with the briefs online, it will be much easier as the judges will get the whole bundle where they can view it electronically and we won't have to make copies any longer, which takes a lot of time and it's very expensive."
Right: Jenny Bockelman "I think it's going to be fine. It doesn't really affect my process until Terri (Fritz) scans the hard copy into OnBase. It's going to be different, but I will be focused and positive about it."



Left: Becky Osborne, Director of Appellate Court Services - "I am impressed with the unbelievable effort and resolve of the ETSD staff...they pulled it all together in a miraculous way. I'm really hoping now that with all three pieces in place, if the workflows behave as we anticipate, the benefits will be realized and at that point, there will be a major end-zone dance here in records."
Right: Linda Kinney, Appellate Court Office Manager - "The Supreme Court staff are checking queues and waiting. The attitude is positive up here and after months of planning, it will be nice to see it come to fruition."



Left: Diane Swint - Project Manager, Anthony Cranford, Bernice Todd, and Judi Baker - ETSD staff who brought the implementation together for the Appellate Courts, hold the "fun-o-meter" (a non-technical tool that measured excitement levels as Go Live progressed).

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Appellate Staff training for the new workflows was held January 6-7 and included Scanning and Indexing of filed documents, workflow training to process the documents, and document retrieval training.



Left: OnBase Trainer from ImageSoft, Sherri Lowery instructed Appellate Court staff (right) in the processes of document retrieval in the morning session and workflow processes in the afternoon.



Left and Right: Appellate Court staff in training on the processes of document retrieval in the morning session and workflow processes in the afternoon.

Diane Swint, Project Manager of Appellate ECM says, "It's been a complex implementation with two different vendors, eFiling, integration with the existing case management system, public access, integration with FIAS, plus the migration of 165,000 documents. Great team on the ETSD and Appellate sides and the vendors were outstanding and very supportive."

The Appellate Courts and project team look forward to future Go Live dates for additional workflows, processes, and the completion of Appellate ECM.