

# Oregon eCourt The QUARTERLY

Oregon Judicial Department

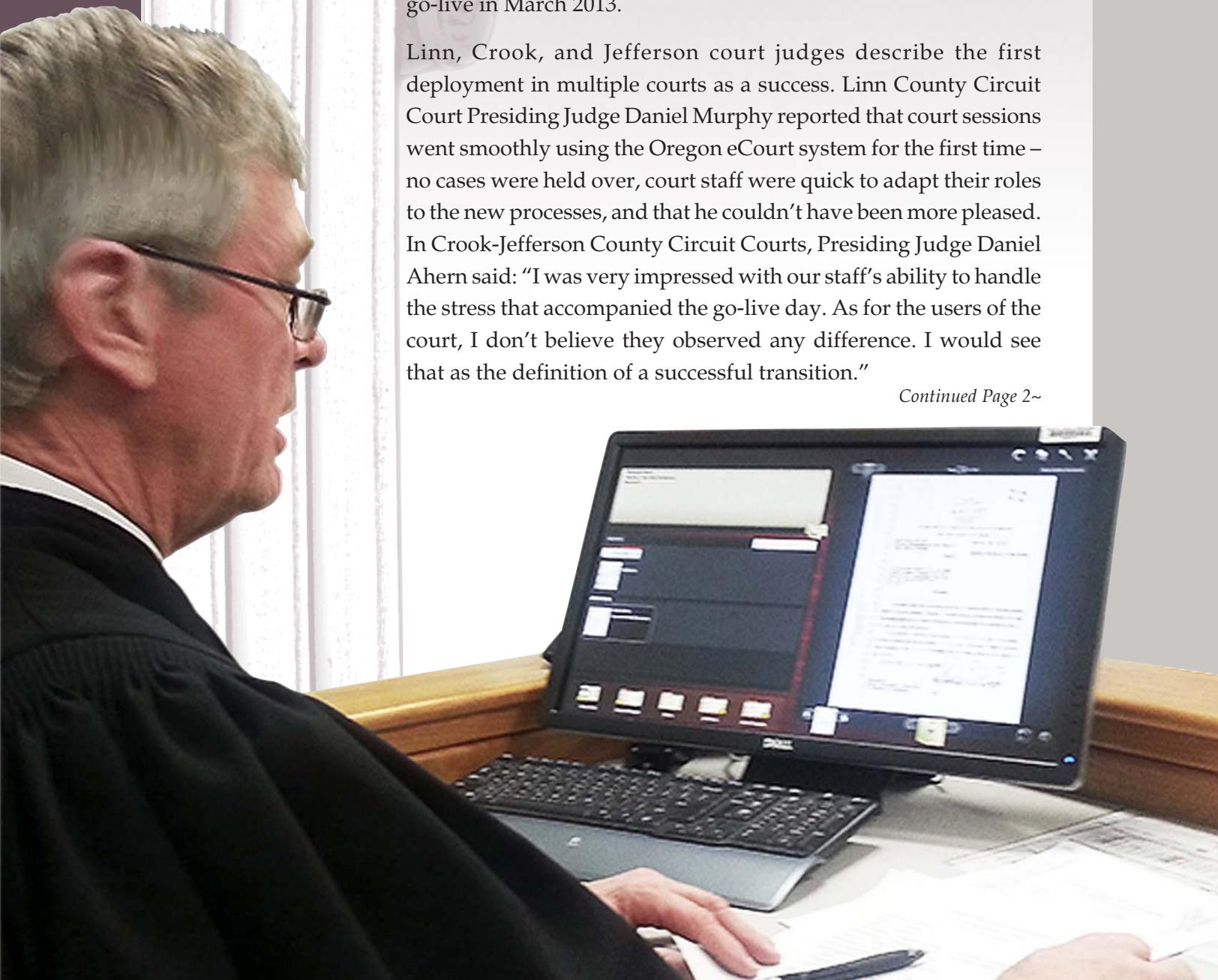
## Oregon eCourt Implementation Advances Through Second Phase

by Eve Dedek, Staff Writer

Three of the Oregon eCourt Program's early adopter courts – Linn, Crook, and Jefferson County Circuit Courts – went live with the Oregon eCourt Case Information system on December 10, 2012. This began the second phase of Oregon eCourt implementation and it was the first simultaneous deployment in multiple courts. Jackson County Circuit Court, the fourth early adopter court, will go-live in March 2013.

Linn, Crook, and Jefferson court judges describe the first deployment in multiple courts as a success. Linn County Circuit Court Presiding Judge Daniel Murphy reported that court sessions went smoothly using the Oregon eCourt system for the first time – no cases were held over, court staff were quick to adapt their roles to the new processes, and that he couldn't have been more pleased. In Crook-Jefferson County Circuit Courts, Presiding Judge Daniel Ahern said: "I was very impressed with our staff's ability to handle the stress that accompanied the go-live day. As for the users of the court, I don't believe they observed any difference. I would see that as the definition of a successful transition."

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*Crook-Jefferson Circuit Court Judge Gary Williams using Oregon eCourt Session Works Judge Edition, which allows judges to view or search for all case information, monitor docket calendars, and manage a case via computer while in the courtroom.*



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*Business Process practice labs were provided to complement the Tyler training classes at Crook - Jefferson County Circuit Courts*

Oregon eCourt analyses of lessons learned from the pilot court implementation at Yamhill County Circuit Court in June 2012, resulted in numerous advantages for the early adopters. Early adopter implementation preparations from June through November and activities leading up to go-live day on December 10, were revised as needed based on feedback from Yamhill court staff, and the go-live teams from ETSD, OETO, and BFS. Technical glitches that occurred with the pilot court had been addressed or were being resolved, configuration and business processes were fine-tuned, and more training options had been

developed. Additionally, a larger contingent of Tyler Technologies team representatives, OJD technical staff, OETO trainers, BFS staff, and a Yamhill subject matter expert (experienced in Oregon eCourt go-live activities) were scheduled to be onsite to support early adopter judges and staff as the go-live process was carried out. Post go-live support teams remained onsite for three and a half weeks after the go-live.

*Training Class at Yamhill County Circuit Court*



Enhancements in role-based training developed by OETO were put into place for the early adopters - complementing Tyler's basic Odyssey training, and enriching the learning process for judges and staff. Open practice labs outside of the training classes (see Practice Labs article on page 4) were established to allow judges and staff to work in Odyssey utilizing numerous business process scenarios that OETO created specifically for judges, judicial assistants, courtroom clerks, and court staff roles. This additional step in the training process paid off as the early adopter courts went live on December 10 and judges and staff had familiarized themselves with the new system in the open labs.

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*Linn County Circuit Court staff and support teams (L) and Linn County Circuit Court Presiding Judge, Daniel Murphy with Judge Deann Novotny (R) come in on Saturday, December 8 to prepare for the December 10 Go-Live*

As with Yamhill, the go-live process for the early adopters began a few days prior to December 10. On Wednesday, December 5, ETSD and Tyler teams began the conversion of court documents into Odyssey. Early Thursday morning, the BFS D go-live team balanced, verified, and approved financial reports for conversion. OJIN and ePay in Linn, Crook, and Jefferson were temporarily shutdown to begin the extraction of data to the new Oregon eCourt Case Information system. Tyler and ETSD teams completed the transfer of data from OJIN to the Oregon eCourt Case Information system

*The War Room staffed by Tyler, ETSD, and BFS D*



on December 6 converting 709,953 OJIN/FIAS cases; 209,398 Laserfiche documents; 17,330 OnBase documents; and 28,339 UCJ documents. Court staff began scanning documents.

Assisted by ETSD, Tyler, BFS D, OETO go-live support teams, and the Yamhill SMEs, early adopter court staff started entering court transactions into the new system December 8 through 9. Judges, staff, and the go-live support teams came to work on Saturday the 8<sup>th</sup> and Sunday the 9<sup>th</sup> to complete new case data entry, scanning in of documents, and to perform docketing activities for the first official court day on Monday, December 10. The early adopter courts continued to receive onsite and conference call support from the go-live support teams during go-live and for three and a half weeks after.

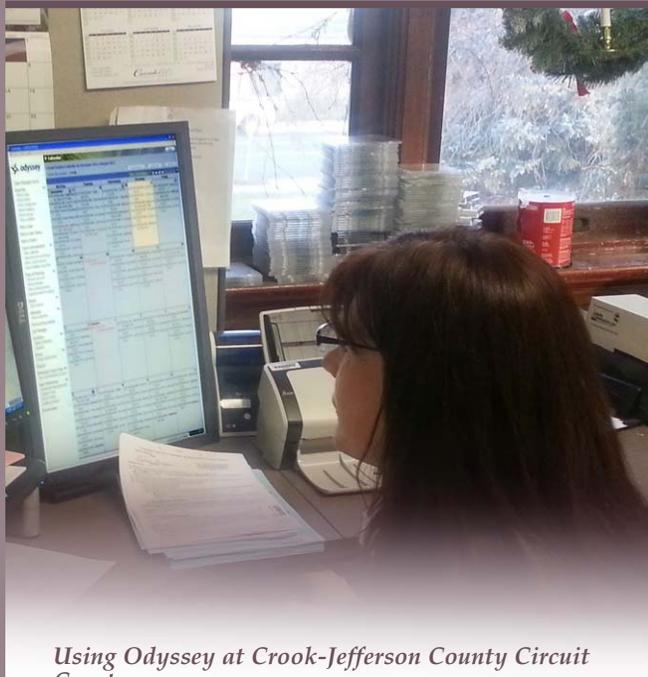
Throughout go-live activities ETSD teams monitored hardware, software, servers, network traffic, and performed system backup to ensure no loss of data. Go-live issues discovered as court staff began using the new system were immediately handed over to the onsite "War Room" staffed by go-live teams from Tyler, ETSD, and BFS D, allowing most issues to be resolved as they occurred. Business process experts and trainers from OETO were

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*Using Odyssey at Crook-Jefferson County Circuit Courts*

assigned to each early adopter court to answer business process questions and help the courts identify, document, and resolve new business process changes immediately.

Linn County TCA, Don Smith, recounts the go-live: "Beginning December 10<sup>th</sup> we were overwhelmed with staff from OETO, ETSD, and Tyler to assist staff and judges with any problems and/or glitches. We were wise to set and handle only minimal and required daily proceedings in the courtrooms. We started out slow with some glitches, but nothing major. This was an opportunity for everyone to put

*Using Odyssey at Linn County Circuit Court*



their training to use. As the days went by, speed picked up and was improved by the staff and judges. During the first three and a half weeks after go-live we had good onsite support from OETO and Tyler, and ETSD was notified of any particular or unusual problems. We did encounter a few last minute changes that staff and judges were not prepared for, i.e., utilizing e-Signature which no one had received any training on, but we scrambled and received last minute training. This put pressure on everyone and made the process more hectic."

At Crook - Jefferson, TCA Amy Bonkosky said of the go-live process: "Getting here involved a lot of hard work by one and all. The judges and staff in Crook and Jefferson are very grateful for all the assistance provided by Tyler, ETSD, OETO, BFSB & Yamhill. Due to the support we received, the competitive nature of my staff, and the patient leadership from our bench, the transition to Odyssey went much smoother than I expected. Judges and staff have adapted quickly to the new system. There have been some stressful times, but with patience, humor and a lot of chocolate we have worked through them. I feel honored to work with such a great team of judges and staff, they're all rock stars in my book!"

Oregon eCourt's five-year phased implementation approach is not only a technical necessity (36 courts in 36 counties is a lot of real estate to cover with hardware installation, training, business process configuration, court partner integrations, and data transfer processes), but the expected benefit to each subsequent court implementation down the line is that the entire process will become more effective and the inevitable technology "glitches" will be identified and fixed.

Oregon eCourt services such as File and Serve (which will provide eFiling in the circuit courts) and public access services are also being

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phased in as the new system is configured to meet Oregon's legal requirements and court business processes. Before going live, eFiling will go through a critical testing phase with a Yamhill County "pilot" law firm in January involving test filings of each case type (Criminal, Civil, Family (Juvenile), and Probate/Mental Health). Once thorough testing proves stability of the eFiling process, and any issues and court business processes are resolved, eFiling will move forward and go live in Yamhill County Circuit Court. Subsequently, each county circuit court will phase in eFiling by designating a pilot law firm/s, which will verify eFiling in the simulated eFiling environment before the court confirms that it is ready to go live with the service.

Upcoming Oregon eCourt implementations include the fourth early adopter, Jackson County Circuit Court, in March, followed by another simultaneous implementation in three courts (Clatsop, Columbia, and Tillamook County Circuit Courts) scheduled for the third quarter of 2013. ■

### 4 Courts & Counting...

As of December 10, 2012 the following courts have implemented Oregon eCourt's new Case Information System (Odyssey):

**Yamhill County Circuit Court  
Linn County Circuit Court  
Crook County Circuit Court  
Jefferson County Circuit Court**

Jackson County Circuit Court is next, going live on March 11, 2013.

### Linn County 30 Days Post Go-Live

*Linn County Circuit Court TCA Don Smith, writes:*

Today is our one month anniversary of Oregon eCourt Go-Live. Staff are picking up speed and are getting more comfortable with the new Odyssey system. We still run into daily glitches and some minor problems, but for the most part staff and judges are becoming more proficient. We are still having problems producing a consolidated court calendar and entering judgments in Odyssey when there are multiple creditors and running reports (judgment index) for some of our community partners. The frequent conference calls with ETSD and onsite help from OETO and Tyler reps was very helpful and was an opportunity to submit and receive assistance and support on the problems we were encountering in our courts. Some of these problems were addressed and handled quicker than others and there are still some issues that have not been resolved but are being reviewed.

Overall, I think our court is where we thought we would be in 30 days after going live. We have taken great strides and our speed and proficiency has improved but we are still experiencing some problems and glitches. By all accounts I believe we're in a better position than Yamhill was 30 days after going live and we would expect the next few courts would see less problems, more improvements, and be a little better prepared. ■

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questions, suggestions  
for articles to:***

***OETO@ojd.state.or.us***



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*Angelo Jordan, OETO Applications Software Trainer, is developing interactive online training for Oregon eCourt*

### OETO Develops Oregon eCourt Practice Labs to Assist Courts Going Live

Business process practice labs have been developed by OETO's training team to supplement Odyssey software training given by Tyler Technologies. The labs are "open labs" staffed by OETO trainers and allow judges and staff to gain practice using Odyssey while completing an array of practice scenario exercises.

OETO training staff designed the practice scenarios in response to lessons learned comments from Yamhill pilot court staff who recommended more practice time, creation of training exercises that included role-specific court situations, and additional training in court business process changes produced by the new Oregon eCourt system.

"After reading Yamhill's Lessons Learned," says Angelo Jordan who is OETO's Applications Software Trainer, "I came to the conclusion that what court staff needed was open labs to give them every opportunity to practice." Jordan then got together with OETO's Business Process team (Ed Jones, Liza Randol, and Kathy Ziegler) to come up with productive lab activities. The team developed role-specific practice exercises that would reinforce Odyssey training as well as provide business process training (of both statewide standardized and court specific business processes).

The scenarios range from simple to complex day-to-day activities and events associated with specific court roles: judges, judicial assistants, court clerks, and court staff. "The lab exercises direct users to figure out how to use Odyssey (based on the training they've had to that point) in a certain court process and event situation...they can refer to the lab-provided

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quick reference guide or Odyssey class notes to help them figure it out...if they can't figure it out, they can ask the trainer," explains Jordan. "And the open labs are flexible...lab users can bring in their own work to practice with, or come in with whatever questions they need answered."

The Oregon eCourt practice labs were opened during Odyssey training for the early adopter courts that went live on December 10, 2012. An extra week was added to the training schedule to accommodate the practice labs which included three "guided lab" sessions followed by three days of "open lab."

Jordan observed that the early adopter courts were more prepared having had the opportunity to complete hands-on practice in the labs (Jordan was one of the trainers who provided go-live support at Linn County Circuit Court). "The level of apprehension for judges and staff was much less than it was at Yamhill," he says, "and it made a huge difference for those courts during implementation of Oregon eCourt."

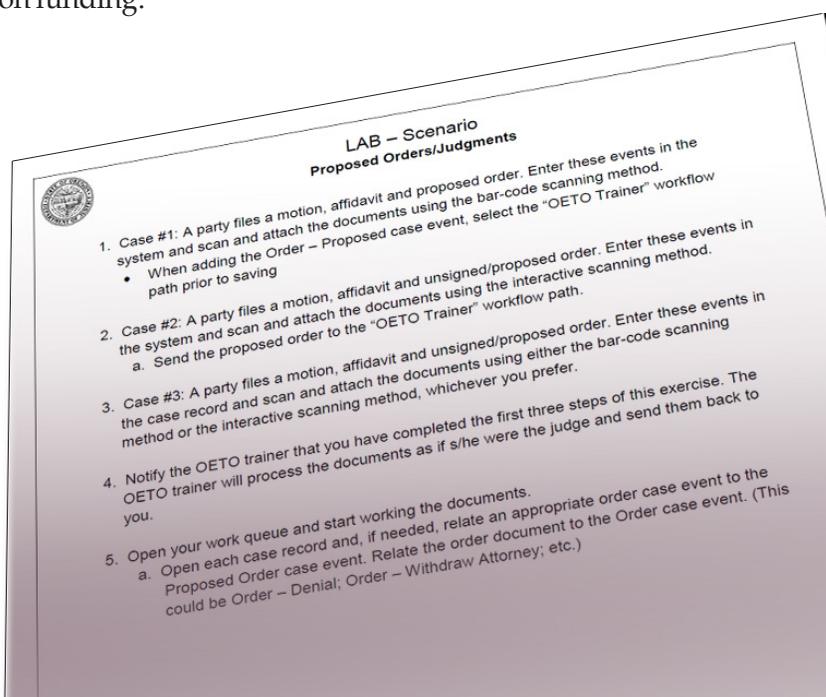
Future training tools for Oregon eCourt are in the works at OETO, but will depend on funding.

Jordan is building interactive online training modules that are "within a simulated Odyssey environment...people can click through Odyssey screens that look and work like the live system," he says. "We want judges and staff [in training on Odyssey] to not only be able to watch the process online, but also to try it out and practice it online so that they can make sure they are clicking in the right spots."

Jordan's advice to judges and staff who will be attending Oregon eCourt training and practice labs in the future centers around preparation and practice. "The more prepared you are, the better you will be able to help yourself. The biggest thing is that you need to be able to connect the dots, so take notes during Odyssey training and bring any questions that are important to you to the labs, bring in your work, bring in your real world issues. For the judges, come and be involved, make sure that you are a part of it – we recommend that judges come to the labs to be with staff to see what they are going through. We're also going to have Judge Labs and we encourage attendance there. Finally, don't be afraid! Everything's going to be all right." ■

### Lab Scenarios:

- Preparing For Court
- Criminal Courtroom
- Judicial Process & Workflows
- Contempt
- Sentence Modification & Correcting Judgments
- Proposed Orders
- Working w/Parties & Attorneys
- Traffic & Violations
- Family Disposition
- Family (Rule &)
- Juvenile Delinquency & Dependency
- Civil Dispositions
- Civil (Rule 7)
- Calendar Scheduling Trials
- Cashiering
- Bonds



*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.*