

Oregon eCourt The QUARTERLY



Photo Montage: Columbia Circuit Court Oregon eCourt Go-Live activities in the courtroom and court business offices; court staff and judges in training.

Oregon eCourt Carries Out Implementations in Three Coastal Courts

Columbia, Clatsop, and Tillamook circuit courts went live with Oregon eCourt on August 12, 2013 and will offer eFiling by mid-October, bringing the year's scheduled implementations to an end, and acquiring three more into the ranks of OJD's electronic courts. There are now a total of eight circuit courts providing Oregon eCourt services.

The three-court implementation required the orchestration of Oregon eCourt Program resources over an eight month period to review hardware needs and business processes, deliver change-management training, hold Odyssey training classes and labs (Odyssey is the integrated court software that powers Oregon eCourt), technical setup of hardware, technical integration with public safety agencies, data migration processes, installation of Odyssey software, presentations to stakeholder groups, and finally, addressing multiple go-live activities and support in each court provided by Tyler, ETSD, OETO, and BFSD. The courts themselves took on additional tasks to help review their court business processes so

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that they could be configured or modified to work with the new Oregon eCourt software, Odyssey. Judges and staff attended presentations, training, and practice labs in addition to their daily court duties to ready themselves for the new system.

Columbia County Circuit Court Presiding Judge, Jenefer S. Grant describes the activities starting at Columbia a week before the August 12 Go-Live:

In Columbia County, our preparation for Oregon eCourt was complicated by a courthouse-wide IT disaster on the Friday a week before we were scheduled to Go-Live. The fire department responded to a sulfur smell in a computer equipment room, and triggered our newly installed fire suppression system. The potassium powder released from that system went all through the courthouse, including into every piece of computer equipment that was running at the time. Although the fire suppression system was designed to protect computer equipment from water damage caused by sprinklers in the event of a fire, it turned out to be very damaging to that computer equipment. (On the bright side, no paper sustained any water damage.) Many of our computers were damaged and had to be replaced, and the County had to replace several servers. The disaster response trailer was parked in front of the courthouse for most of the following week; the clean-up started at about midnight on Friday, and there were still workers in "hazmat" attire cleaning the building when our staff returned to work on Monday morning — which was a little disconcerting. However, the courthouse was probably cleaner when we Went Live than it had been since it was first opened.

Things could have been quite a lot worse, though. For example, our staff had been asked to complete training in Astoria, 66 miles from St. Helens, where we are located. OETO and Odyssey teams were kind enough to grant my request that we be trained here, after I explained my belief that no good would come of the additional stress entailed in our people either commuting that distance or staying in Astoria (nothing

against Astoria, which is perfectly lovely). There were many stressors on staff in the weeks leading up to Oregon eCourt implementation, primarily because of the uncertainty surrounding Go-Live and its consequences, but also because of all the time required for training while work continued to pour in as usual. Anyway, we were very grateful for this reprieve, and I believe it made the difference between staff being ready for Go-Live, and the alternative.

When Go-Live finally came, everything went the way it was supposed to go. The trainers were wonderful, and I was very proud of our staff, who showed themselves to be the competent professionals that they are. By the end of Go-Live Saturday, sighs of relief were breathed all around, and it was obvious that everyone's hard work had paid off.

During the weeks following Go-Live, Judge Grove and I have been making a little Oregon eCourt history by electing to do Uniform Criminal Judgments in Odyssey. Here, our practice has been for judges rather than clerks to fill out judgments, so it didn't seem reasonable for us to just twiddle our thumbs while our clerks struggled to produce a UCJ for our e-Signature. Our trainers were very flexible regarding this development, and taught us how to do UCJs in the courtroom. Once we master them and no longer have to ask our clerks to remind us how to do various UCJ operations, this will allow our clerks to work on other things in the courtroom while we are preparing the judgments.

Although there have of course been issues arising every day since Go-Live, which need time and attention to sort out, we have had an overall positive experience with this process. The success of the operation is due entirely to the quality of the people involved, including Odyssey and OETO folks, and my own superb TCA and court staff.

Jenefer S. Grant

Training and Go-Live support teams described Columbia's determination to master the new software and business processes as

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Photo Montage: Clatsop Circuit Court Oregon eCourt Go-Live activities in the courtroom and court business offices; court staff and judges in training.

“impressive.” Attitudes remained positive and calm throughout the go-live process and the mantra of the week heard over and over again was: “We just have to get used to it.” Staff enjoyed being able to scan documents and simply send them where they needed to go, and commented on the advantages of having so much information provided through Odyssey at their fingertips. Judges focused on going from paper to paperless in the courtroom – processing documents, eSigning orders ahead of live sentencing, and creating their own UCJs from the bench.

Sixty-seven miles to the West, Clatsop County Circuit Court judges and staff were also preparing for Oregon eCourt. Presiding Judge Philip L. Nelson reflected on the activities, use of the new software, and challenges that arose in his courthouse during Go-Live, as did Clatsop Trial Court Administrator, Lee Merrill: Presiding Judge Nelson:

The transition to Oregon eCourt went well for us in Clatsop. I do not think we missed a beat Monday when we started using the system. I

am the least computer savvy person in our court but I found it easy to use the courtroom edition and maneuver around the cases. There are still some things to learn but overall it seems to work.

I would echo what other judges have already said, it is a difficult adjustment for courtroom staff. Gene Berg from OJD explained it as not only having to learn a foreign language but being immersed into the country at the same time and having to learn the culture as well. Things that my clerk/JA could do in the past as we were handling cases now require her to catch up with after court and during breaks. As she tells me, she now has to deal with four computer screens with Oregon eCourt rather than one with the old system.

The one thing I did not realize going into Oregon eCourt is the extra pressure for all court staff to keep their jobs current as well as handle the two months of training before “go-live.” I do not know what else could be done but for a smaller court with reduced positions from the budget cuts it was stressful for all our staff to fit in the training with their regular job duties. Using

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hindsight, we should have considered longer closures to reduce some of that stress.

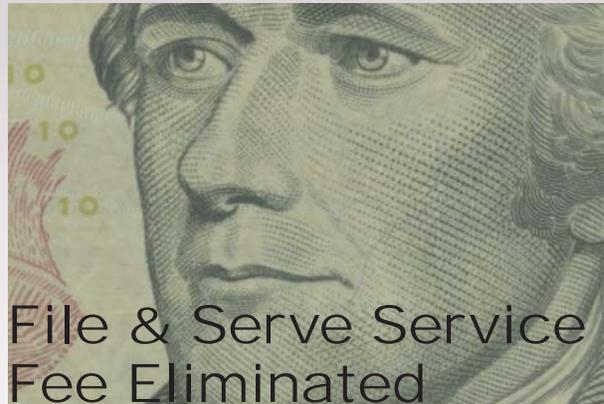
Phil Nelson, Clatsop Circuit Court

Trial Court Administrator, Lee Merrill:

On the Friday before Go-Live, Judge Nelson, our Presiding Judge, asked me if we were ready. I stopped to think – were we? We had certainly worked hard enough and put in more time and effort than I thought possible. The “after-Odyssey” pile continued to grow higher each day as the preparation for go-live became all-consuming. Judges and staff had completed all of their training and still maintained an amazingly positive attitude. We had completed all, well most, of the tasks identified in the Implementation Guide. Still I didn’t know the answer to the question. It was at that point I realized it felt like the end of a long, sometimes difficult, first pregnancy. I was worried about how we would handle the new arrival. Did we know exactly how to do the everyday tasks required, would we remember the more complicated things, and how would we cope if it misbehaved? Would we be good parents or, heaven forbid, fail miserably and end up with a child we just couldn’t manage? Ready? Really, no! On the other hand . . . we were tired of being pregnant, overwhelmed by the preparation, stunned by the weight gain (okay, maybe that’s just me), and excited to begin the next stage. The books were read, the classes were done, the nursery was prepared, and friends were on hand to help us through delivery and those scary first few weeks. How much more ready could we be? As it turned out, the delivery went smoothly, needing only one weekend day. When we moved into full-time with the new addition, we discovered we really did know how to do this after all and when there were questions or frustrations, we had a wonderful circle of support from ETSD, BFS, OETO, and Tyler for advice and comfort. Now, going into our third week, we find ourselves not only adjusting to the new reality, but actually getting comfortable with and finding we really like having this Odyssey baby around.

Lee Merrill, Trial Court Administrator

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File & Serve Service Fee Eliminated

OJD eFiling now costs users \$10.00 less. eFiling service fees were dropped to \$5.00 on September 1, 2013, and then eliminated on October 1, 2013. The service fee drop occurred as increases in statutory case filing fees took effect pending reviews of supplementary eFiling funding by the Oregon Legislature in the upcoming February 2014 session.

Current File & Serve Implementation Schedule

CIRCUIT COURT	GO-LIVE DATE
Yamhill -----	Apr 1, 2013
Crook/Jefferson/Linn -----	May 13, 2013
Jackson -----	June 3, 2013
Clatsop/Columbia/Tillamook	Oct 15 2013
Benton/Polk -----	March 2014
Multnomah -----	June 2014
Marion/Douglas/Josephine -----	2014
Lane/Lincoln -----	2015
Deschutes/Klamath/Lake -----	2015
Coos/Curry/Hood River/Wheeler/ Wasco/Sherman/Gilliam -----	2015
Clackamas -----	2015
Washington/Tax Court -----	2016
Morrow/Umatilla/Wallowa/ Union/Grant/Harney/	
Baker/Malheur -----	2016



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Photo Montage: Tillamook Circuit Court Oregon eCourt Go-Live activities in the courtroom and court business offices; court staff and judges in training.

Questions for support teams from Clatsop staff dropped dramatically during the second week after go-live. Court staff had taken the initiative to utilize the Oregon Judicial Department's Business Processes custom online help system (Alt + F1) to look up step-by-step instructions and tips to complete the new processes that accompanied implementation of Oregon eCourt.

Tillamook County Circuit Court, smallest of the three courts and sixty-five miles to the south of Clatsop, were also focused on meeting the demands required to transition to Oregon eCourt.

Presiding Judge Mari Trevino reported on court preparations the weekend before August 12, and adjustments made in the weeks after the Go-Live at Tillamook:

The Tillamook County Go-Live event was a great success! Staff spent most of the day on Saturday working to scan files and get ready for Monday morning. Morale was high and the OETO and Tyler staff were a big help. Both over the weekend and the following week, we made a point to have lots of great food available to fuel implementation. There were a few processing quirks that we worked through and

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we made some changes to our initial plans regarding how we handle files that are part digital and part paper. The local bar handled the transition well and was very patient with us. There were some issues with local counsel regarding opening the email notifications. However these were due to browser adjustment issues on the receiving end and Tyler staff walked the attorney staff through the process. We are now in the process of transitioning our dockets back to almost normal levels and we are all comfortable with the new system.

Presiding Judge Mari Trevino

Oregon eCourt Program support teams observed that the successful transition to Oregon eCourt's Odyssey software in Tillamook County Circuit Court was helped along by an exceptionally positive attitude and the court's development of a sense of ownership towards the new system – in addition to the same enthusiasm shown in Columbia and Clatsop to begin using the new software and business processes. UCJs produced in Tillamook's courtrooms were completed without difficulty, as were electronic workflows for the signing of orders and motions. Tillamook distinguished itself by completing a 125% case initiation rate (compared to typical OJIN rates) during the first week after go-live.

Since the pilot court Go-Live in Yamhill (June 4, 2012), the Program has developed and refined its implementation process through information generated from Lessons Learned, which were designed to allow the courts and Program teams to review and analyze the go-live activities of configuration, organizational change management, technical readiness, business processes, integration, data migration and data conversion, testing, implementation, and training.

Lessons Learned responses from previously implemented courts indicated that they wanted to hear from and visit courts already live; they wanted the Program to add more categories of training classes including training on the OJD

Business Processes custom online help system (Alt+F1); earlier installation and testing of new equipment; more time to put local business processes in place; a more structured support team system and resources from live courts during go-live; change management training at the judge level; and better and earlier communication about the new system with external stakeholders.

Program teams faced time and resource constraints – especially when implementing in multiple courts; the need for more Odyssey training; coordinating equipment setup on go-live weekend so that all users were present; and more organized communication systems to share resolution of issues and data fixes.

After eight implementations and analysis of lessons learned reviews for each, there is a continual flow of improvement in Oregon eCourt implementation procedures. Training is more robust including job task specific training, new sessions that allow practice of courtroom processes for judges and clerks, business process and hands-on practice labs, and more one-on-one judge training. Business process team coordination activities with court TCAs and supervisors ensure that the courts are successful in developing new business processes and that there is resultant building of the statewide business processes custom online help system for courts. Communication and experience sharing between implemented courts and courts waiting to go live has increased, and court leadership (along with Program leadership and the organizational change management team) are reaching out to community stakeholders to let them know about specific court changes that will affect their means of doing business with OJD.

Program technical teams have obtained more training to enable a working understanding of the new system. Some software installation processes have been automated, cutting down significantly on time spent preparing each computer for go-live, and detailed scheduling of all technical tasks for implementation are

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followed. Data conversion and migration processes are taking less time, and are benefiting from a huge drop in the number of issues. Technical teams have set up email trees, accessible spreadsheets, and regular meetings to communicate decisions and fixes on go-live problems and issues.

Creative solutions to a budget-driven scarcity of resources both in the Program and at the courts have included pulling resources from live Odyssey courts to assist during go-live and involving resources from courts going live soon (who pass on that experience to help prepare their own courts).

Looking forward, the Oregon eCourt Program is in the midst of preparations for six approaching implementations in 2014, that will include the Program's largest Go-live yet at Multnomah County Circuit Court and Parking Services.

Additional Oregon eCourt components and functions are also scheduled for 2014 contingent on the upgrade of Odyssey software to Odyssey 2013. Once the upgrade is in place, additional eServices will be implemented such as e-Portal (new web portal) and e-Charging (criminal case initiation for DAs). Free public access to the register of actions and online document access (to be piloted first with government users) is tentatively in the works for end of 2013 to 1st Quarter of 2014. ■

8 Courts and Counting...

As of August 12, 2013, the following circuit courts have implemented Oregon eCourt's new Oregon eCourt Case Information System (powered by Odyssey):

Clatsop, Columbia, Crook, Jackson, Jefferson, Linn, Tillamook, Yamhill ■

Oregon eCourt Tech Tips for Attorneys, Users, & Court Staff



Attorney Notifications Update

As courts go live with Oregon eCourt, attorneys will receive emails with a link to electronic notification of hearings, trials, and judgment entry. **The emails will only be sent to the email address on file with the Oregon State Bar (OSB).** Updated attorney emails are downloaded to the court from the OSB on a daily basis.

An issue that has occurred regarding the email notifications from the court is that some of the emails are not getting through to the attorneys correctly. In some situations, the link in the email that allows the user to view the notification is not clickable, or the link has been removed from the email entirely.

In most cases, this is due to the email program's antivirus spyware software on the receiver's end. Attorneys should be sure that their email security settings will allow links from the following court email addresses:

Court_Notification@ojd.state.or.us

Hearing_scheduled@ojd.state.or.us

Hearing_rescheduled@ojd.state.or.us

Hearing_cancelled@ojd.state.or.us ###

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Access to Confidential Case Types in OECI (for OJIN OnLine Subscribers)

OJIN Subscribers using OECI will not automatically have access to all the case types they had access to in OJIN. The Oregon eCourt Case Information (OECI) system does not automatically give attorneys of record access to juvenile and mental health case types even if you had access to them in OJIN.

Any current OJIN OnLine subscriber that has access to juvenile or mental health cases was sent a new Restricted Access Request form to complete. If you misplaced this form you can obtain another by calling 1-800-858-9658 or by emailing OJIN.Online@ojd.state.or.us. Once the steps associated with this request are completed, and upon approval of the State Court Administrator, you will have access to cases in which you are the attorney of record regardless of case type.

If you believe you need access to juvenile or mental health cases that you are not the attorney of record on, you will need to include that information in your request and detail specifically *why you need this access*. These requests will be reviewed by the **State Court Administrator** and you will be notified of the decision.

If you wish to have access to all your cases, regardless of case type, you should complete this process immediately. ###

Accessing Dockets/Calendars

Court calendars are available to the public on the Oregon Judicial Department's website at: <http://courts.oregon.gov/OJD/OnlineServices/calendars/pages/index.aspx>

There are three calendar options:

1. **OJIN Circuit Court Calendars** – courts that have not migrated to OECI
2. **Oregon eCourt Circuit Court Calendars** – courts that have migrated to OECI
3. **Custom Oregon Court Calendars** – courts that produce a custom calendar

Oregon eCourt calendars have functionality that allows the user to select a county then narrow their search to select a calendar for a

specific attorney, a case number, a judicial officer, a party or defendant name, or for a date range. The user can also expand or limit their search to one or more of the main case categories: Criminal, Civil, Family, or Mental Health/ Probate. After the selected parameters are entered and the results are displayed, the user can sort the results by case number, defendant, hearing type, judicial officer, plaintiff, or date and time.

Additionally, OJIN Online subscribers who access the calendars for courts in the OECI system using their online subscription will find hot links to the register of actions (Case Summary) for each case.

It is important to remember that the OECI calendars do not include confidential cases on the public access calendar. In order to view your confidential cases you will need to have completed and have approved a Restricted Access Request Form. You will then be able to view them remotely through your OJIN Online subscription based upon your SCA approved authorization. ###

Odyssey Reminders for Court Staff

- Local business processes that don't occur very often and that were difficult to figure out in OJIN won't change with a new case management system. There will *always* be unique processes that have to be figured out as they arise and this is true no matter what case management system you are using.
- Use the OJD Business Processes Documentation custom online help system (Alt+F1) for step-by-step instructions on OJD's statewide business processes within the Odyssey system.
- Check out the OJD Business Process Feedback Blog for courts using Odyssey. Post a comment, question, or suggestion for OJD business process content in the OJD Business Processes Documentation custom online help system (Alt+F1) here: <http://scasrv58/osca/oeto/businessprocess/default.aspx> (accessible only to OJD internal users). ###