

Oregon eCourt The QUARTERLY



Benton County Circuit Court Oregon eCourt Go-Live activities in the courtroom and court business offices

Benton and Polk Achieve “Smoothest Overall” Oregon eCourt Implementations

By Eve Dedek, Staff Writer, TheQUARTERLY

The Oregon eCourt Program has made noticeable progress in the quality of its recent implementations. Individual components of Oregon eCourt – including expertise of project teams, training advancements, local court go-live activities, and lessons learned analyses - have developed functional connections within the Program to present a single, stronger enterprise. In large part, a higher quality of implementation success has originated from that connection.

The January 13, 2014 implementation in Benton and Polk circuit courts was described by Oregon eCourt Program leadership as the “smoothest overall” implementation of Odyssey and the Oregon eCourt Case Information system (OECI). Program implementation teams and go-live support staff from Tyler, ETSD, OETO, and BFSFD observed a shift to fewer technical issues replaced by more easily solved business process issues. Court staff and judges came to the event confident, well-prepared, and motivated to complete go-live

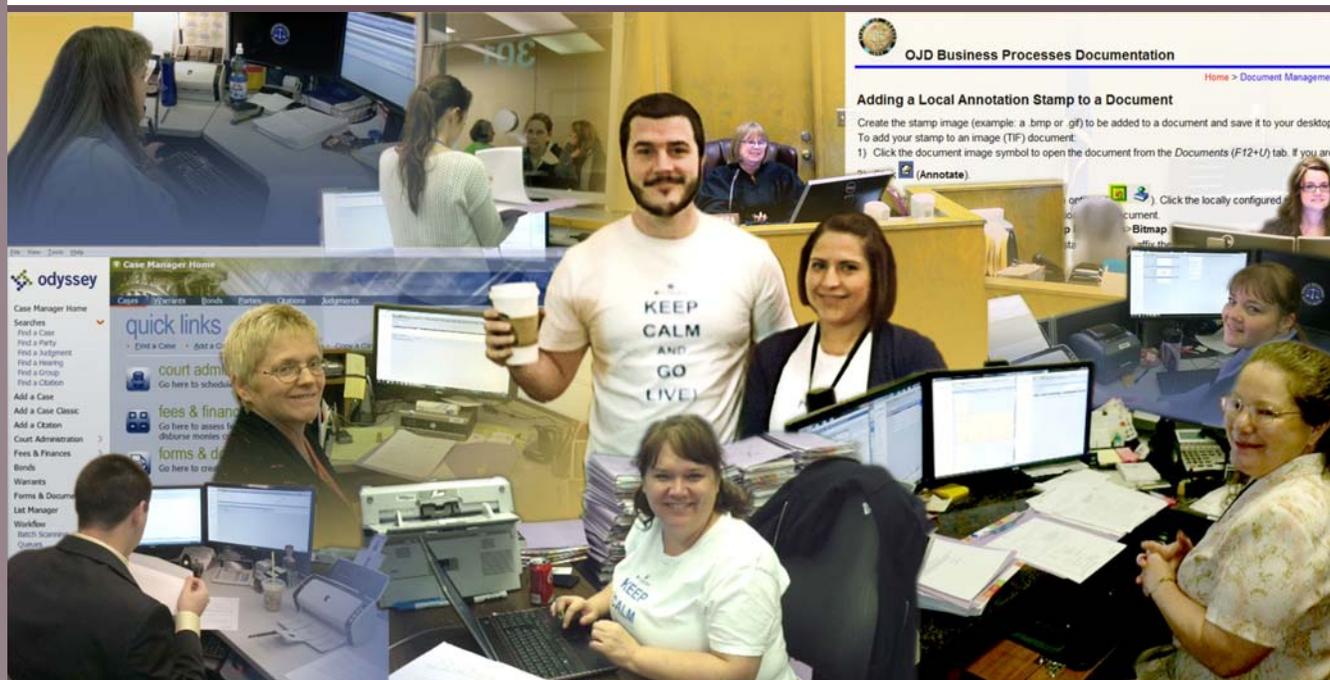
weekend and officially begin their first business day working with the Oregon eCourt system on January 13. Both courts completed all go-live weekend tasks and were ready for the first business day earlier than expected. Judge Locke Williams from Benton and Presiding Judge Monte Campbell from Polk describe the go-live from the court’s point of view:

“Benton County’s go live event came off without a hitch. We met with our staff at 8:00 am and, even though it was a Saturday morning, they were clearly eager to finally get started with Odyssey. The support teams from OETO, BFSFD, and Tyler were helpful and responsive to our needs. The many months of tireless preparation by our TCA and Subject Matter Experts (SMEs) and the hours of training and practice lab time allowed us to complete our go live Saturday by 4:00 pm.” – Judge Locke A. Williams, Benton County Circuit Court

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Polk County Circuit Court Oregon eCourt Go-Live activities in the courtroom and court business offices

“Polk County went live with very few issues. I attribute this to the dedication of our staff getting ready for the go live. They worked tirelessly in prepping and back-scanning files which has made the transition to Oregon eCourt successful. We also had great support from Tyler, ETSD, BFS, and OETO.” – Presiding Judge Monte S. Campbell, Polk County Circuit Court

Pre-implementation work and go-live activities conducted in the courts by TCAs, SMEs, judges, and staff has also been essential in fostering internal enthusiasm for Oregon eCourt. After implementation, court experiences and ideas become a resource to those courts still waiting for the new system. From the first implementation in Yamhill, courts have taken

the initiative to both seek and share information about the transition, which has helped to promote momentum and enthusiasm for Oregon eCourt - two elusive change management goals early on that were reached by the actions of the courts themselves. “I think the best way to keep staff motivated and positive is to keep them involved throughout the process,” says Polk Trial Court Administrator, Heidi Bittick, “their input matters - from co-authoring business procedure worksheets, to creating logos for our [go-live] T-shirts and voting on them. It was a very smooth transition and we are now going forward on our new normal.”

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Polk Go-Live Weekend Meeting



Benton Go-Live Weekend Meeting





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Benton and Polk circuit courts received Odyssey User Training together in Salem

Valuable experience and knowledge held by court staff and judges has contributed to the mix during Oregon eCourt implementations. New business processes and workflow procedures for Odyssey are created with the input of court staff and judges from the beginning of the implementation process, to the go-live, and beyond.

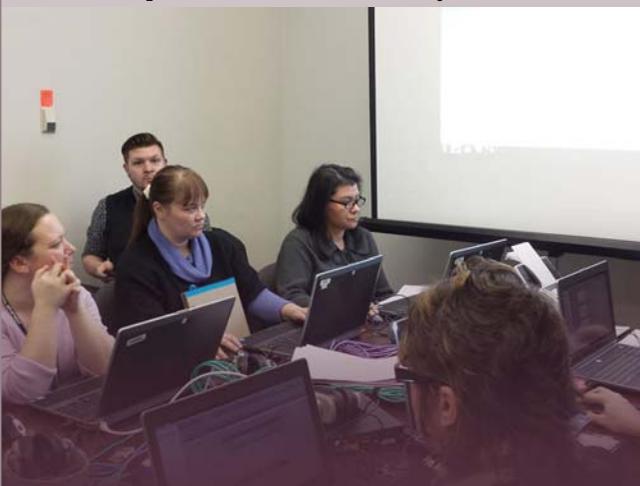
Multiple lessons learned reviews of each Program project is a standard practice of the Oregon eCourt Program after each go-live. Analyses of the reviews are part of a continuous improvement process to help advance technical expertise, business process development, and training techniques. They are also useful resources for courts preparing for Oregon eCourt. Benton County Circuit Court TCA, Linda Hukari, reviewed processes and lessons learned from previous go-lives to come up with ideas to assist her court's staff and judges. Both Benton and Polk TCAs used Clatsop's "task list" idea to assign staff to specific training labs

related to their jobs, and to designate go-live weekend task assignments, which resulted in clearly defined and organized preparation activities.

In addition to achieving a higher level of performance with recent implementations, the Oregon eCourt Program is providing a bigger "return on investment" for stakeholders and online users in offering a growing list of online services. Current services for the public include the ability to access court calendars and pay fines and fees online that will expand later this year with online access to case information and intelligent forms for family law cases. Attorneys can eFile in "live" courts, obtain case information with an OJIN subscription, and will soon have access to case documents online. eFiling will be available in Benton and Polk circuit courts on March 10, 2014, and Multnomah County Circuit Court is preparing to go-live with Oregon eCourt on May 12. ■

Business process labs give court staff and judges the opportunity to practice using Odyssey before Go-Live. OETO's training team provides business process scenarios that relate to daily job functions and courtroom procedures.

Business process labs at Polk County Circuit Court



Business process labs at Benton County Circuit Court





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Time Flies as Benton Prepares for Oregon eCourt

By Linda Hukari, TCA, Benton County Circuit Court

“Poof!” is my new word. That is the only way to describe the time from the first Odyssey informational meeting to Go-Live Saturday. A year seemed like a long time in the beginning, but as we got closer and closer, I kept wishing for more time. The staff however was ready. They had asked their questions, gone to training, worked on the local business processes and just wanted to do it, no more waiting. Our Go-Live weekend went smoothly. Our staff all had to-do lists and they were able to jump right in and start working. The support from the staff at OETO, ETSD, BFS, and Tyler was incredible. We were able to complete the majority of the items on our lists on Saturday so staff did not have to return on Sunday.

We are now six weeks into our implementation. As we have become more familiar with Odyssey, we have made some changes to our local business processes. The staff and judges like Odyssey and already more than one person has said they wouldn't want to go back to OJIN. Our community partners have easily made the transition. We are still allowing extra time for court appearances that involve a UCJ, though the rest of our dockets are back to normal. I am so proud of the staff. They took advantage of every opportunity to get more familiar with Odyssey. They have helped and supported each other during this process and we are a stronger team because of it.

Business process trainers and staff at Benton



Oregon eCourt Online Document Access Coming Soon

By Scott Smith, Oregon eCourt Program Advisor

Part of the goal of the Oregon eCourt Program is to improve access to information for stakeholders. One mechanism to accomplish this is to provide online access to non-confidential case documents. The Program plans to eventually provide all non-confidential case information and case documents through a new web portal, which is expected to be available early 4th quarter 2014. In the meantime, Oregon eCourt staff is working with Tyler Technologies to provide document access through the current Oregon eCourt Case Information (OECI) Register of Actions.

Part of this process involves piloting the new document access functionality with a small group of users. They will test how well the system works and provide feedback to the Program. Once that process is complete, additional users will be added.

The initial effort is with OJD's government justice partners, called Designated Government Users (DGUs) and a group of public defenders whose practice constitutes more than 50% in non-paying “indigent defense” cases. The pilot that began February 18 includes that public defender group plus 20 users within five DGU organizations:

- **Jackson County Sheriff's Office** (including at least one user at the jail)
- **Linn County District Attorney**
- **Linn County Parole and Probation**
- **Oregon State Police - Criminal Justice Information Services Division** (formerly ID services)
- **Yamhill County District Attorney**

Once the DGU pilot is complete, around the first week of March, the Program will proceed to add the remainder of the DGU stakeholders into the system. This may take up to 30 days.

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The Program will then turn its attention to Oregon State Bar (OSB) members, following a similar process. A pilot with a limited number of OSB members will begin in the second half of March, followed by a full rollout to OSB document access subscribers in April. This rollout is a little more complicated, because it involves a subscription fee, and a higher level of access to documents filed on an attorney's own cases.

The general public will also have online access to court documents, when the new web portal goes live at the end of 2014. It should be noted that everyone has current access and will continue to have access to documents at courthouse public access terminals and the court's public service counter.

Comments from DGU Pilot participants:

“Having access to these documents has been very valuable. I no longer need to contact the court for the information. This saves time for everyone.”

– Linn County Parole and Probation

“So far so good. It has been very helpful for our research process to be able to view the court documents.”

– Oregon State Police, CJISD (formally ID Services)

“This has been a great tool, I have used it a number of times and find it very helpful. (It helps me to use my time better because I don't have to wait for Court staff to let me into their office and/or interrupt them at their desk to ask for copies. I also find it makes quick work to add the document to our cases. I have not run into any problems at this date.”

– Yamhill County DA's Office

“This has been fantastic for us. In the future I can see this being a big benefit for our staff in not having to contact the courts for documents that we need. Being able to see the full DOB and the arresting agency case numbers are the only things we have noticed that we need to be able to access and haven't been able to so far.”

– Jackson County Sheriff's Office



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File & Serve in Benton and Polk March 10

Beginning March 10, 2014, Benton and Polk circuit courts will open eFiling services to court customers, bringing the total number of courts offering File & Serve to ten:

Benton County Circuit Court
Clatsop County Circuit Court
Columbia County Circuit Court
Crook County Circuit Court
Jackson County Circuit Court

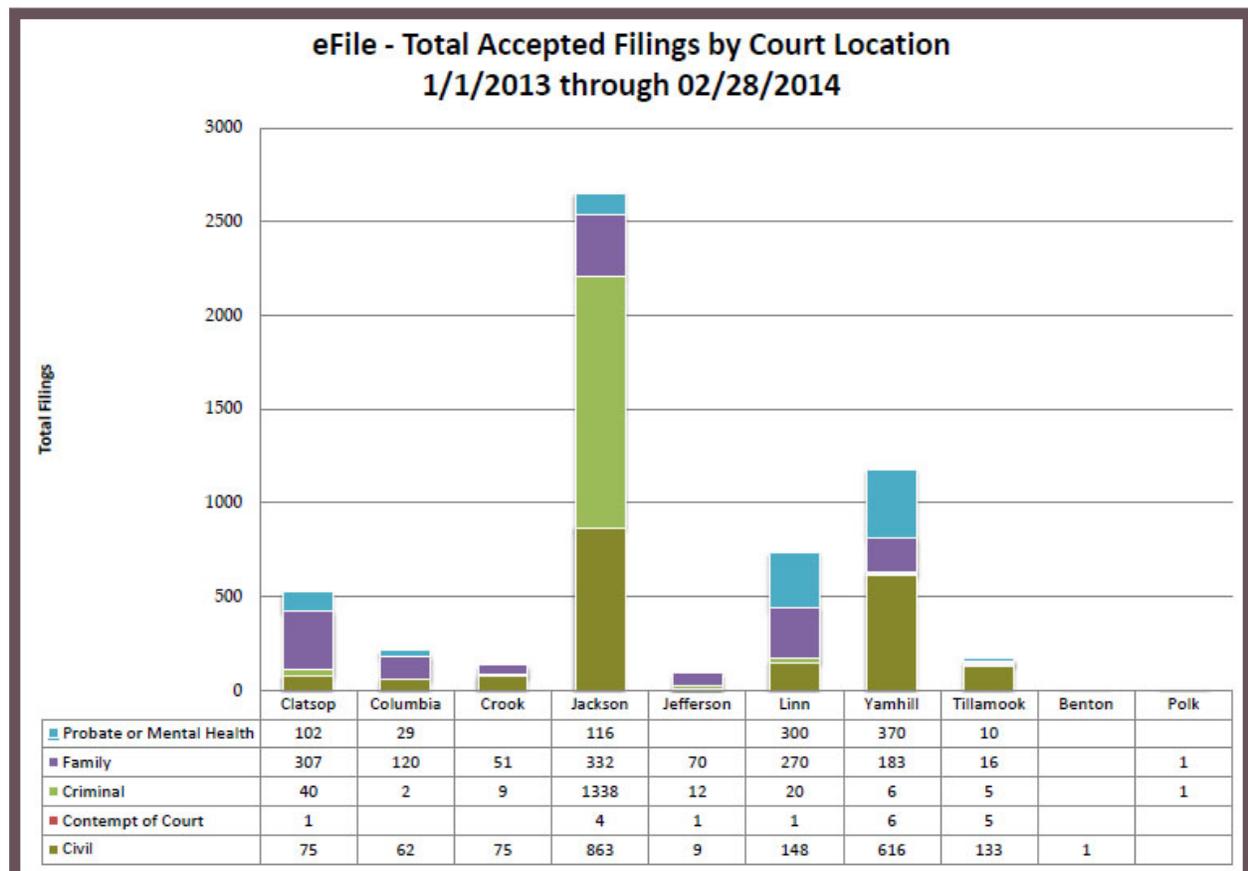
Jefferson County Circuit Court
Linn County Circuit Court
Polk County Circuit Court
Tillamook County Circuit Court
Yamhill County Circuit Court

Free online training for OJD eFiling (short, self-study online classes and live webinars) can be accessed by going to the OJD eFiling homepage: <http://courts.oregon.gov/OJD/OnlineServices/OJDeFiling/Pages/index.aspx> and clicking the Start Now button. This opens the File & Serve portal page. The “TRAIN” section is at the bottom of the page. User and quick reference guides are also provided in the “LEARN” section.

While other types of eFilers can register for access too, the availability of electronic forms and other user assistance processes for non-attorney self-represented eFilers remain in development and are not scheduled for release until late 2014.

Learn more about all of OJD’s current online services by going to the OJD Website’s Online Services page, <http://courts.oregon.gov/OJD/OnlineServices/pages/index.aspx>.

The chart below shows accepted eFilings by court and case type. The percentage of rejected eFilings by case type were: Probate - 12%; Family - 15%; Criminal - 5%; Contempt - 0%; and Civil - 14%.



Oregon eCourt **The QUARTERLY**Oregon eCourt Tech
Tips for Attorneys,
Users, & Court Staff**TIPS FOR ATTORNEYS:****Attorney Notifications Updates**

UPDATE 1: There are now five court email addresses that generate notices to attorneys! As each court implements Oregon eCourt, the OECI system will automatically generate emails containing links to notices on hearings, trials, and judgment entry. It is important that attorneys take the following steps to make sure they will receive electronic notices from the courts:

1. The electronic notices will only be sent to the attorney email address on file with the Oregon State Bar (OSB) – *please be sure your email address with the OSB is kept up to date.*
2. Users should make sure that their email program's security settings and other security software installed on their systems will allow links from the five following court email addresses to come through:
 - a. Court_Notification@ojd.state.or.us
 - b. Hearing_Rescheduled@ojd.state.or.us
 - c. Hearing_CANCELED@ojd.state.or.us
 - d. Hearing_scheduled@ojd.state.or.us
 - e. Judgment@ojd.state.or.us

UPDATE 2: Electronic notices from courts have been changed to PDF format! Beginning February 10, 2014, all electronic notices generated from Oregon circuit courts that have implemented the Oregon eCourt system will provide a link to a PDF (portable document format) file instead of a TIFF (tagged image file format) image. This change will improve accessibility through screen reading software for visually impaired users.

TIPS FOR ALL OJIN AND OECI USERS:**Reminders About OJIN and OECI
Usernames and Passwords**

1. Remember that your Username for OJIN and OECI are the same.
2. Registered OJIN Online users should have already changed their OJIN password to accommodate access to OECI. If you have not changed your OJIN password and need access to Oregon eCourt Case Information, contact the Oregon Judicial Department Help Desk at 503-986-5582.
3. When keying in your password at the OJIN or OECI sign-in page, note that OECI requires a "case sensitive," password, where OJIN does not.

ODYSSEY REMINDERS FOR COURT STAFF:**The OJD Business Processes Custom
Online Help System for Odyssey****Use Alt + F1 When in Odyssey**

Custom Help contains current OJD Business Processes Documentation for Odyssey. Court staff working in Odyssey can easily access the system by pressing **Alt + F1** on the keyboard.

**Tip for Court staff who are still waiting to
implement Odyssey**

Interested in reviewing current business processes for Odyssey? Use the following link to get to the system's table of contents:

<http://ojdodyprod/Help/CM/Custom/index.htm>

Keep Updated on New Business Processes:

Using either link above, court staff can stay updated on recently added Business Processes by clicking on "What's New" (see example below) in the Table of Contents list:

