

# Oregon eCourt The QUARTERLY



*Judge Collins, Yamhill County Circuit Court, presides over court session on first day of Oregon eCourt Go-Live, as an attorney looks on*



*Justice De Muniz (l) and Chief Justice Balmer (r) observe Oregon eCourt session in Judge Collins's courtroom on first day of Go-Live*



*Yamhill Courtroom view during Oregon eCourt's historic Go-Live - June 4, 2012*

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Oregon Judicial Department

### Yamhill County Circuit Court Brings OJD Into the Oregon eCourt Era

by Eve Dedek, Staff Writer

On June 4, 2012, the Oregon Judicial Department (OJD) took a historic step with implementation of the Oregon eCourt system in Yamhill County Circuit Court. This step begins the "Oregon eCourt Era" bringing more efficient, cost-effective court technology and standardized court business processes to the state of Oregon. It widens communication channels with the public, legal system partners, and other state agencies who have business with the courts. It will aid in repairing what has been felt by state courts nationwide as an increasing alienation between antiquated court business processes and modern day tech-savvy citizens who live in a faster-paced, more complex society that calls for updated court services.

Since hiring Tyler Technologies as a single-solution provider (SSP) in 2011 to complete the implementation of Oregon eCourt, OJD's Oregon eCourt Program has maintained a relentless and weighty schedule. Besides the complex technical site preparations for implementation of the SSP's Odyssey software, the structure of Oregon eCourt has been constructed through essential sub-projects (each staffed by OJD subject matter experts). Those

projects (Data Centers & Servers, Data Conversion/Migration, ePayment, Implementation, Integration Backbone, Organizational Change Management, Odyssey Configuration, Testing, Web Portal, File & Serve, Odyssey ePayment) will contribute the necessary building blocks for each circuit court as it goes live with the new system.

Other critical components of the Program include a comprehensive configuration of business processes and workflows; a consolidation of codes that were previously put into the OJIN system by multiple courts; offering each court the choice to use centralized financial processes; intensive interactions with the Oregon Legislative Fiscal Office, which shares oversight of the Program; taking action to resolve quarterly quality assurance (QA) findings and recommendations made by the Program's independent outside QA vendor; monitoring and managing Program issues and risks; training of OJD technical staff, judges, and staff; and preparing stakeholders and integrating technology systems with public safety partners who will communicate with OJD through the Oregon eCourt system.

All of these demanding activities were synchronized for the Yamhill County Circuit Court Go-Live of the Oregon eCourt system and will remain ongoing while Oregon eCourt is deployed across the state.

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*Yamhill County Circuit Court staff, TCA, supervisors, and judges received training on how to use Odyssey for the new Oregon eCourt system. The training was organized by OETO, presented by Tyler Technologies, and was geared to court staff job roles. A practice environment was set up to practice using the system during and after training. Tyler, OETO, ETSD, and BFSB staff remained onsite to provide support and answer questions during the several weeks of training, in addition to remaining onsite to give support three weeks after the June 4th Go-Live.*



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(Lower left of photo) Jan Lawrence, Yamhill County Circuit Court Judicial Assistant to Judge Collins receives support and assistance from Tyler Technologies Odyssey trainer, Rebecca Low, in the courtroom during first day of Go-Live.

As Go-Live began, Bryant Baehr, ETSD Director, was on-site at the Yamhill courthouse (along with Scott Smith, Oregon eCourt Program Director and Mollie Croisan, OETO Director) and sent daily updates to the Oregon eCourt Sponsors and trial court administrators of the 26 remaining circuit court districts awaiting implementation of the new system. Below is a high level REPLAY of those daily updates to give courts awaiting the process an idea of how events will play out when the Oregon eCourt system is deployed for them:

Night of Weds. May 30 (6 days to Go-Live)

- ETSD/BFSD/OETO/Tyler teams prepare OJIN/ FIAS/UCJ data for migration
- 5:00 pm, OJIN for Yamhill is de-activated to "read only" status
- Data extract and verification is begun
- Yamhill financial data/system is balanced.

Thursday, May 31

- 2:20 am, extract and verification complete
- Data compressed and sent to Tyler
- Tyler begins data conversion to Odyssey.

Friday, June 1

- Tyler continues migration of Yamhill case data over to Odyssey
- OJD servers are prepared for production
- All training components are finalized
- Teams finalize equipment installation & configuration.

Saturday, June 2

- 7:30 am, ETSD/OETO/Tyler teams arrive at Yamhill County Courthouse
- Final configuration & equipment setup completed
- 9:00 am, Yamhill court staff arrive

- Staff receive their assignments and go to work inputting new case data, receipting funds, scanning, and updating cases from Thursday and Friday into the new system
- BFSD/ETSD/OETO/Tyler staff are the on-site Go-Live teams at Yamhill providing court staff real-time assistance
- The on-site teams and ETSD and Tyler staff in Salem are monitoring the Go-Live and providing immediate response to resolve issues that arise
- A scanner hardware malfunction and a financial configuration change caused a delay which left additional cases to be processed at end of day
- A group of staff will come in on Sunday to finish the additional cases.

Sunday, June 3

- Court staff arrive to finish scanning, cashiering, and docketing in preparation for the business day on Monday, June 4
  - Tyler, OETO, BFSD, and ETSD teams are on-site addressing some local hardware configuration, fine-tuning permissions\* to the Odyssey system, and adjusting some local business processes.
- \*Security permissions define what role and authority is assigned to each individual. This assignment will vary by court depending on court size, where some roles may be combined for smaller courts.*

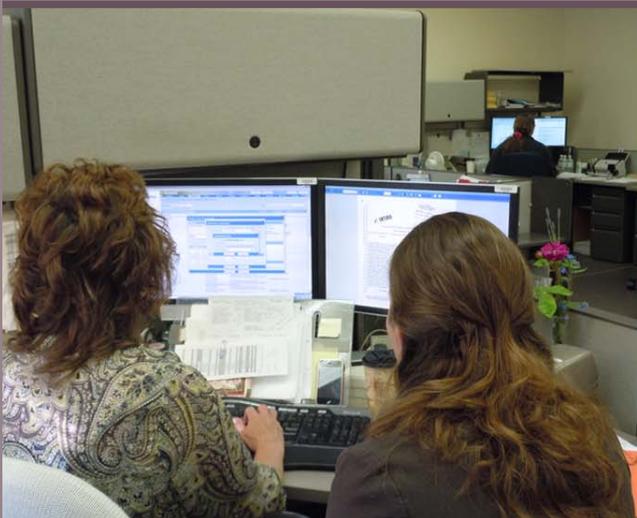
Go-Live Monday, June 4

- The Odyssey system on the OJD platform worked well – there were no system or data conversion disruptions
- Tyler, ETSD, OETO, and BFSD teams remain on-site and are resolving any issues and configuration changes as they arise
- OETO and ETSD made updates on-site to local forms for Yamhill's particular needs

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*Yamhill County Circuit Court staff were supported by OETO OCM business processes staff and Tyler trainers as they worked with the new system. (Left) Susan McVay receives support from Liza Webb - OETO. By the third day, most court staff were performing their jobs using the new system independently. (Right) Kourtney Kugler scans documents into the Oregon eCourt system.*

- Chief Justice Balmer, Justice De Muniz, and Kingsley Click, State Court Administrator, were on-site to observe court operations during the Go-Live.

2nd Day, Tuesday, June 5

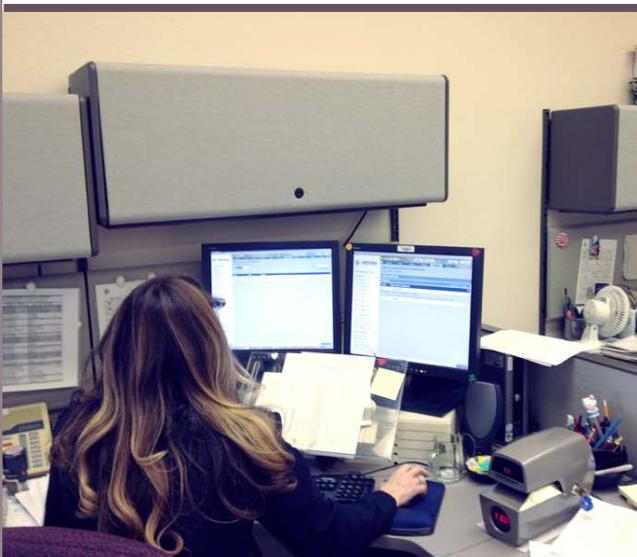
- Overall, the attitude is upbeat; office staff are working independently and court sessions are proceeding; there is still some polishing to do
- On-site BFSD support staff report that deposits are running smoothly and the new system balances with OJIN, to the penny, for May
- This afternoon, deposits for Friday and Saturday will be exported and the May monthly check run will be done producing the output files for DAS to print
- Program staff support and Tyler support in the courtrooms report that court sessions are starting slow but the judges have done an amazing job of adapting, and the judicial assistants are getting more comfortable and stepping through the processes with the judges

- An issue with the UCJ (Uniform Criminal Judgment) is being carefully documented by court staff and forwarded by Tyler to the Tyler Development Team for resolution - a new, updated version is expected Wednesday or Thursday
- The first data migration issue was discovered this morning. It was related to how OJIN handled the Y2K date change. OJIN stopped incrementing birth dates at 1999 so a "flag" was added in OJIN to all birth dates after that to indicate 2000+ dates. The data migration did not recognize the OJIN "flag" and imported all those dates as 1900 dates (1901, 1902, etc). Tyler has already developed a script to fix the dates. The script will be run tonight, and it will be validated tomorrow morning.

3rd Day, Wednesday, June 6

- The Y2K birth date issue has been resolved and identification of cases effected is underway

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*Donna Levine (left) inputs case data and (middle) Court Clerk, Cathy Owens updates case data and (far right) Judicial Assistant, Jan Lawrence works with the Odyssey calendaring screen.*



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*The WAR ROOM - (from left: Anthony Cranford, Michael Johnsey, Gene Berg) Outside support staff from Tyler, ETSD, OETO, and BFSO remained onsite during pre-Go-Live and 3 weeks after Go-Live. The WAR ROOM was used as a workspace to immediately solve and keep track of Go-Live issues.*

- ETSD teams report that they have been monitoring server and network performance with no interruptions in service reported. Scenarios to predict usage across the state with the roll-out of additional courts do not show an issue with bandwidth or server performance at this time
- Working with Yamhill court staff, OETO and ETSD have wrapped up the customization of local forms for Yamhill Circuit Court use
- A page formatting issue that cut off the last two digits of the case number in OJD's internal view of Yamhill cases will be changed Friday
- Most staff are operating the new system without assistance.

#### 4th Day, Thursday, June 7

- Three cases from Yamhill's OnBase system (small claims and FED) were identified (during validation) that did not convert over into Odyssey. That issue is being corrected this evening. There was no impact to court operations.
- Yamhill TCA, Phil McCollister, is reporting that court processing is getting faster and courtroom operations are picking up speed. Tyler resources brought in to assist with Go-Live are beginning to return to Texas. OETO and ETSD have a continued Go-Live support plan with transition to a longterm support plan for Yamhill
- Tyler, OETO, and ETSD will meet next week to discuss the remaining issues on the Yamhill issues list, action plans, and next steps in preparing for Crook/Jefferson and Linn Go-Live events
- A meeting is scheduled with the TCAs of Linn, Crook/Jefferson, and Jackson to discuss Go-Live preparations and activities for their courts. Information gained from the Yamhill Go-Live will be shared.

#### 5th Day (1 week mark), Friday, June 8

- Tyler and ETSD teams will be updating various components of the Odyssey database over the weekend based on changes identified during the Yamhill implementation
- Forms development and deployment should wrap-up next week
- Yamhill court staff continue to work independently with the Odyssey product.

#### Saturday, June 9

- A one day delay (moved from June 11 to June 12) is being instituted for the external public access system to Yamhill non-confidential case information (for OJIN OnLine customers and public access terminals in the courthouse) due to code fixes that Tyler needs to install this weekend, which ETSD will test Sunday and Monday.

#### Monday, June 11 (2nd week)

- Configuration and testing was successfully completed over the weekend
- Public access systems (OJIN OnLine and courthouse public access terminals) will go active on Tuesday, June 12
- ETSD staff are sending information to all OJD court technical staff with instructions on how to configure courthouse public terminal access
- Non-confidential document access to the public (from courthouse only) was tested for the June 18 deployment, which remains on schedule.

#### Tuesday, June 12

- Public access to the Oregon eCourt system for Yamhill went active in all courthouses and OJIN OnLine customers
- Deployment went smoothly - no issues were reported.

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*Michael Johnsey, Tyler Odyssey Trainer, gives the thumbs-up at the two-week mark, post Go-Live. Andrea Michek of BFSB on the left, and Rudy Ordonez of BFSB on the right, working in The WAR ROOM.*

Monday, June 18 (3rd week)

- Non-confidential documents went active on public access terminals located inside the Yamhill County Courthouse
- Deployment went smoothly - no issues were reported.

By the end of the third week, Yamhill staff graduated from working on the new system with a full support presence (Tyler Technologies, ETSD, OETO, BFSB) to local and help-desk support. Tyler Technologies, who has implemented the Odyssey system in seven other states, said of the Yamhill implementation: "This was the smoothest transition with the best tested system we have ever had."

For approximately the next six months, judges and staff will need to look two places for case information - the OJIN system for all circuit courts other than Yamhill and the Oregon eCourt system for Yamhill case information. The public will access case information through OJIN OnLine if they are a subscriber to the service, or through public terminals located in most courthouses. The terminals will provide access to both Yamhill case information and case information for the remainder of circuit courts statewide.

The second phase of Oregon eCourt will occur in December when three of the early adopter courts, Crook, Jefferson, and Linn will have the Oregon eCourt system deployed in their courthouses. The fourth early adopter court, Jackson, will go live with the system in March of 2013. ■

*"This [the Yamhill County Circuit Court Go-Live] was the smoothest transition with the best tested system we have ever had."*

*Tyler Technologies, Oregon eCourt SSP*

### A Note from Yamhill's TCA

"Tyler Technology's Odyssey Case Management product is strong and will certainly move the Oregon Judicial Branch of government into the 21<sup>st</sup> Century. This is not to say there are not issues when you move 26 years of OJIN and 24 years of FIAS, four years of OnBase, and almost four million LaserFiche images into Odyssey. Added to that mix, develop statewide business practices and local business practices which can't be really tested until you go live... well you have a challenge. I am extremely proud of the many hard working people at ETSD, OETO, Tyler, the development and configuration team, the testing team, and my own staff, for the truly outstanding job they all have done to get us to this point. I am very proud and I know each court that works to make us all a success will be proud as well as they come up on Odyssey. I am honored to be a member of the Oregon Judicial Branch of government and Yamhill Circuit Court - the Pilot Court for our move to support the citizens of Oregon."

*Phil McCollister, Trial Court Administrator  
of Yamhill County Circuit Court*



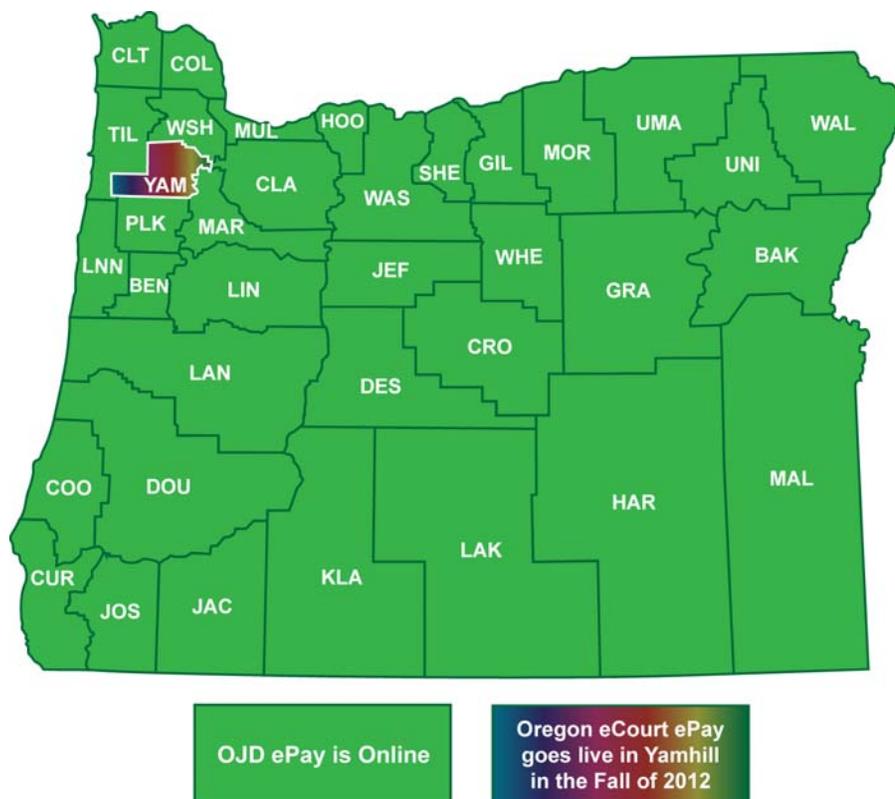
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## OJD ePay Implementations are Complete

Washington and Clackamas County Circuit Courts went live with OJD ePay on May 7, 2012, completing the implementation of OJD ePay across the State. Yamhill County Circuit Court was not part of the OJD ePay project in anticipation of its role as the Oregon eCourt pilot court going live with the Oregon eCourt system on June 4, 2012. **Oregon eCourt ePay** is currently scheduled to go live in Yamhill County Circuit Court in the Fall of 2012.

As of 7-11-12, ePay Statistics show 78,479 Lookups; 27, 691 ePayments; Total Payments of \$2,475,658.65



### Def-i-ni-tions: What is “Odyssey ePayment” (Oregon eCourt ePay)?

Phase II of the OJD Courts ePayment project will transition the existing ePayment solution into an Odyssey based application. The current ePayment solution interacts with the state’s existing case and financial management system (OJIN/FIAS) to collect the necessary case, citation, or account information prior to payment processing then indicates the successful completion of the online payment.

The Odyssey version (Oregon eCourt ePayment) of OJD Courts ePayment will go live in the Odyssey pilot court, Yamhill, in the Fall of 2012. It will go live in the other courts across the State as each court goes live with Odyssey.

For more Oregon eCourt-related definitions, go to the [Oregon eCourt Glossary on the internet](#) or the Oregon eCourt Glossary on the intranet [Oregon eCourt/Projects/Organizational Change Management/](#) in the Quick Links box.

Please email your comments, questions, or suggestions for articles to: [OETO@ojd.state.or.us](mailto:OETO@ojd.state.or.us)

*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.*