Spring 2011

Oregon eCourt

The QUARTERLY

Oregon Judicial Department

Contents

SSP Team: 30+ Years of Know-How ..... page 1
The Quarterly Quote ..... page 3
Why Yamhill Was a Logical Choice ..... page 4
Change Agents Help Extend OCM Efforts ..... page 5
Fit Assessments...Laying the Groundwork ..... page 6
Guiding Principles ..... page 6
Up and Running ..... page 7
Myth vs Fact ..... page 8
Tech Tip ..... page 8

The Tyler SSP Team: 30+ Years of Know-How

Tyler Technologies, the Oregon eCourt Program's new single-solution provider, has sent an experienced team of court system implementation experts to work with the Oregon Judicial Department in a five-year rollout plan to complete Oregon eCourt. Kristin Wheeler – Project Director; Bryan Hartman – Project Manager; and Eric Ferguson - Client Solutions Architect, have participated in the implementation of six other statewide rollouts across the United States. Between the three of them, they bring over 30 years of accumulated know-how in implementing court system software.

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Tyler Technologies SSP Team, Left to Right: Kristin Wheeler - Project Director, Bryan Hartman - Project Manager, and Eric Ferguson - Client Solutions Architect

http://courts.oregon.gov/oregonecourt/

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Kristin Wheeler, Project Director for the Tyler Technologies Oregon eCourt implementation, has more than 10 years of experience in customer relations, systems integration, implementation, consulting, outsourcing, and management within all levels of government. Wheeler joined Tyler Technologies in 2007 as the Project Manager for the State of Indiana Odyssey statewide implementation. In 2008, she was promoted to Regional Project Manager. She is responsible for all aspects of the client relationship, including change management, budget management, project oversight, and site rollout for statewide and large county projects. Currently, Wheeler has responsibility for Odyssey projects in the State of Indiana; the State of North Dakota; the State of New Mexico; Clark County, Nevada; El Paso County, Texas; and Bowie County, Texas. She manages a team of seven project managers and senior project managers, and reports to Tyler's Vice President of Professional Services. Wheeler has a wide range of expertise in successfully implementing new systems and processes, establishing reliable and repeatable processes, mentoring project managers, business process re-engineering, and establishing best practices based on lessons learned across multiple implementations.

Prior to joining Tyler, Wheeler worked for LexisNexis for eight years designing and implementing electronic filing solutions for courts and attorneys. Wheeler attended Lamar University in Beaumont, Texas where she studied Business Administration and Music. She lives in the Houston, Texas area with her husband, 19-year-old daughter, and 17-year-old son.

Bryan Hartman, Project Manager for the Tyler Technologies Oregon eCourt implementation, has 10 years of experience working with the Odyssey application and working in the field of courts and justice. Hartman started with Tyler in 2001 under the title of Software Developer, and by 2002, he had been promoted to Development Technical Manager. Through these roles he gained an intimate knowledge of the Odyssey application's design and development. Hartman was integral in much of the existing Odyssey application functionality and is still consulted in new development that impacts those areas. In 2004, Hartman was given the assignment of Deployment Manager. At the conclusion of his assignment in the Deployment Division, he transitioned into the Professional Services Division to become Project Manager for Clark County, Nevada. During Hartman's three years on this assignment, Clark County successfully

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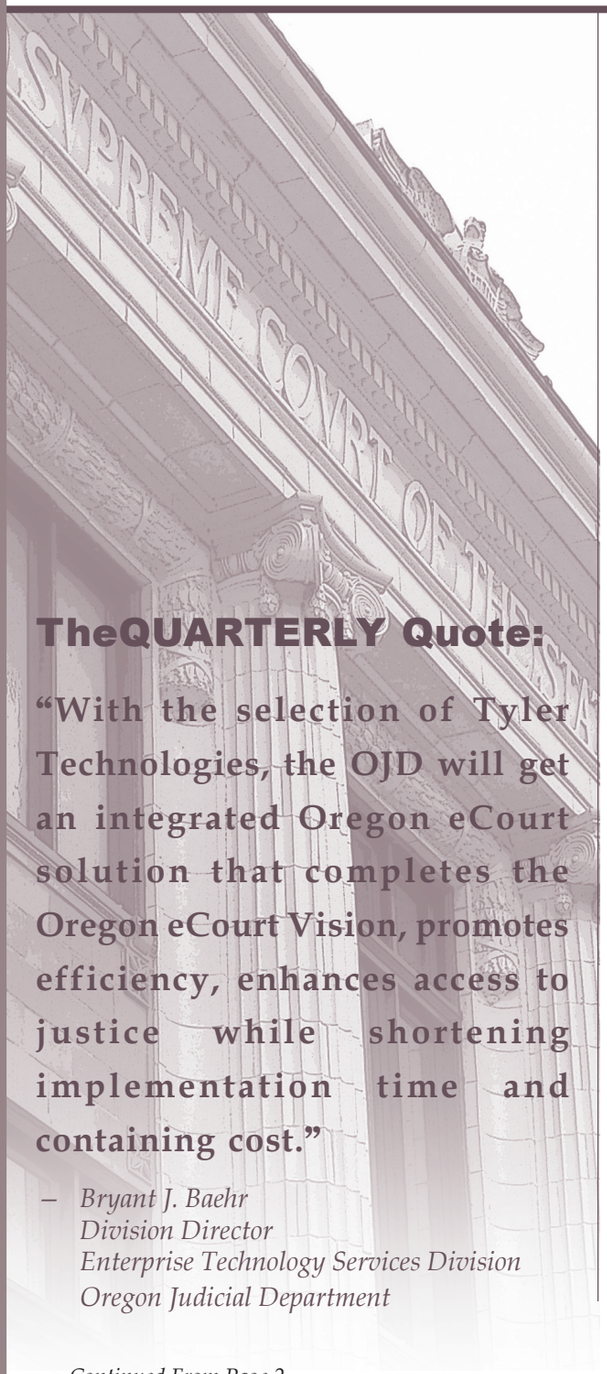
Tyler's Odyssey Implementations

County Courts	Statewide Courts
Miami-Dade Florida	**Minnesota** Statewide
Dallas Texas	**New Hampshire** Statewide
Wayne Detroit, Michigan	**Indiana** Statewide
Broward Ft. Lauderdale, FL	**New Mexico** Statewide
Clark Las Vegas, NV	**North Dakota** Statewide
Tarrant Ft. Worth, Texas	**South Dakota** Statewide

Tyler has the experience required to successfully implement the Oregon eCourt solution for Oregon. They have migrated hundreds of courts in 12 states to the Odyssey software solution. OJD will be state number 7 to implement Tyler's solution statewide.



TheQUARTERLY Quote:

"With the selection of Tyler Technologies, the OJD will get an integrated Oregon eCourt solution that completes the Oregon eCourt Vision, promotes efficiency, enhances access to justice while shortening implementation time and containing cost."

– *Bryant J. Baehr*
Division Director
Enterprise Technology Services Division
Oregon Judicial Department

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...30+ Years of Know-How

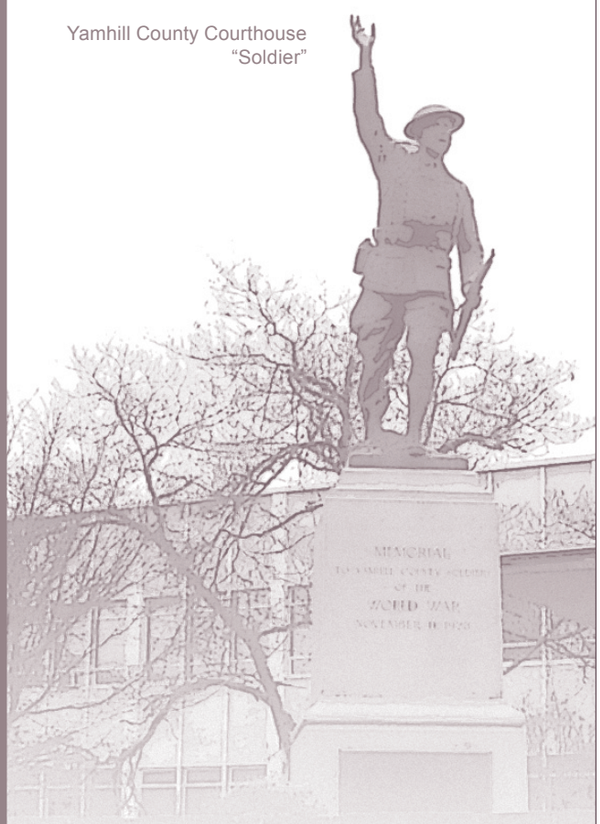
implemented every contract line item as well as many additional process improvements not in the original scope of work. Clark County participated in seven departmental go-lives, conformed to the required state and federal reporting standards, implemented a mandatory e-filing system across all noncriminal case categories in their District Court, implemented online traffic payments, created a secure public access document repository for the attorneys and outside agencies, as well as many other service improvements for both the court staff and the general public.

Hartman studied Computer Science while attending the University of Texas in Austin. He currently lives in the Dallas, Texas area with his wife and two sons, ages 14 and 8. Hartman will relocate his family to Oregon as the project progresses.

Eric Ferguson is serving as the Client Solutions Architect for the Tyler Technologies Oregon eCourt implementation. After graduating from Texas A&M University, he joined Tyler Technologies in 2002. Over the nine years that Eric has worked for Tyler, he has served in many roles. He lived onsite in Minnesota for two years and was instrumental in the first few maiden go-lives of Odyssey Case Manager. Following that, he worked in support and was one of the lead implementation specialists. Ferguson has also served as a Senior Quality Assurance Analyst and is currently working as a Client Solutions Architect. He has lead numerous successful implementations of Odyssey Case Manager and brings with him a wealth of knowledge that will no doubt aid in a smooth transition for the State of Oregon as they roll out their new Case Management System.

After serving four years in the US Army, Ferguson studied at Texas A&M University where he obtained his Bachelor of Business Administration in Management Information Systems. He currently lives in Austin, Texas with his wife and two young sons, ages 3-years and 7-months, but plans to relocate his family to Oregon as the project progresses.

Along with their know-how, the Tyler team will also bring with them their excitement about working on the Oregon eCourt Project at OJD. Wheeler, speaking for the entire team says: "Project Management with Tyler Technologies is always exciting, and working with courts and justice partners is never boring! This project presents some unique challenges and opportunities for us as a project team. There are some really innovative ideas that are a part of this project, and we look forward to helping bring the Oregon eCourt Vision to life." ■



Yamhill County Courthouse "Soldier"

Why Yamhill Was a Logical Choice

In August 2009, Yamhill County Circuit Court became the first pilot court to receive a rollout of Oregon eCourt's Enterprise Content Management (ECM) system under OJD's early "best of breed" plan. Since then, Yamhill has successfully established electronic processing of small claims and landlord/tenant cases as part of their business processes. Judges and staff at Yamhill use computers to access case documents during small claims and landlord/tenant court sessions, and staff use computer screens instead of searching for the physical files, as they provide customer service to small claims and landlord/tenant case participants over the phone, via email, or in person. Having firsthand knowledge of the improvements in court efficiency that Oregon eCourt offers, Yamhill judges and staff have patiently anticipated a full implementation in their court for the remainder of case types.

Now, as OJD prepares for completion of Oregon eCourt using a single-solution provider (SSP) approach, the value of Yamhill's experience in implementing and utilizing electronic processing makes Yamhill Circuit Court a practical choice as the SSP's Phase 1 pilot court. Other factors include Yamhill's volume and representative cross-section of case types, the manageability of Yamhill's court size, its technical readiness (in equipment, wiring, training facilities, and video conferencing capabilities), and an accumulation of electronic case documents which they have been scanning in for the past six years – all providing the most suitable conditions in which to complete Phase 1's full implementation of Oregon eCourt.

This first phase undertaken at Yamhill will establish the procedures unique to OJD that will become part of the implementation process going forward, and will prove the effectiveness of the SSP software, Odyssey, in meeting Oregon's court requirements. The first phase process will then be applied to the 2nd phase of implementations in the "early adopter" courts - Crook, Jackson, Jefferson, Linn, and Multnomah. The implementations in Phase 2 are scheduled to begin at the end of the first year. ■

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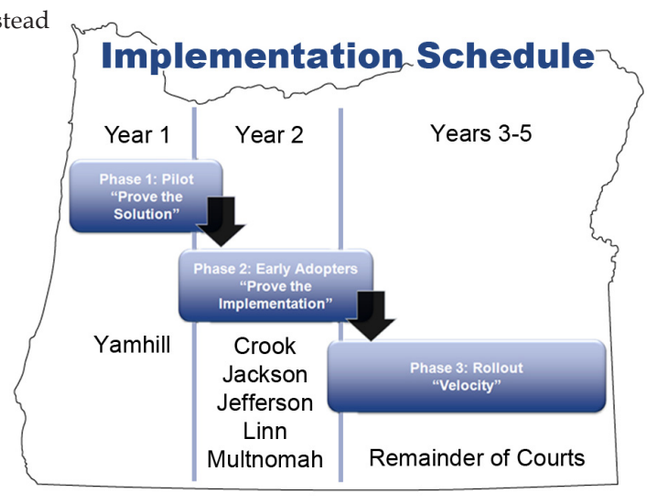

OJD Change Agents attend coaching workshop given by OJD trainers. Workshop content included ADKAR concepts and and skills used to communicate, advocate, and liaison.

Change Agents Help Extend OCM Efforts

Implementation of Oregon eCourt is an enterprise wide business change that involves some degree of adjustment for each individual judge, staff member, stakeholder, and customer doing business with the courts. In some way, we will all need to do our jobs differently when Oregon eCourt is fully implemented.

As part of the Oregon Judicial Department's commitment to successful change, a group of Change Agents recently participated in a coaching workshop. The Change Agents were selected by their presiding judge and trial court administrator to work with the Organizational Change Management (OCM) Project Team, Local Implementation Teams (LIT), and other judges and staff from across the state. They will help extend OCM efforts (in communication, training, and readiness) associated with activities of Oregon eCourt and the single-solution provider, Tyler Technologies. At the workshop, Change Agents learned skills to help them communicate, advocate, coach, liaison, alleviate resistance, and become more familiar with the Awareness, Desire, Knowledge, Ability, and Reinforcement (ADKAR™) process of change.

A guiding concept of OJD's change management program is that organizational change happens one person at a time. OJD's goal of moving our technology (and our mission to administer justice) into the 21st Century will only succeed when individual judges, staff, and customers adopt, utilize, and become proficient in the new business processes established by Oregon eCourt.

Development of an OCM strategy has created a formal framework through which OJD can assist individuals during the transition from current business processes and job skills to future processes and job skills. OJD is dependent on each one of us for its success as a branch of government and as an organization. It is committed to providing its judges, staff members, stakeholders, and the public with information, understanding, and training through the tools, techniques, and processes of change management. We are fortunate to have a newly formed group of Change Agents to help with this challenge. For a list of OJD Change Agents, click here: OJD Change Agents.

If you'd like more information on change management or on becoming an OJD Change Agent, contact: OETO, (503) 986-5911, oeto@ojd.state.or.us.

Tyler's two-day overview and demonstration on using Odyssey software to OJD judges, TCAs, and staff.

Fit Assessments...Laying the Groundwork

A fundamental activity that must take place before configuring the SSP's Odyssey software and system to match functions with OJD's specific court processes is conducting Fit Assessments. The assessments will compare OJD's court processes side by side with the functionality offered by the Odyssey system. Identified adjustments and functions will be configured within the Odyssey software to fit the needs of OJD's caseflows and business processes.

The assessment activities began February 22nd. A high-level listing of OJD's current caseflow and business processes was distributed to court staff throughout the state. They were asked to review OJD's existing processes and provide feedback on any that have changed or that were not included on the list. Tyler will use this information to make sure that all critical processes will be a factor in the design of the new system.

Reviewers then attended an overview and demonstration of Odyssey to view how the system works, and how the system components (case management, financial management, jury system, ePayment, etc) will be integrated into a single process "pathway." The pathway is made up of individual steps in the process, each step linked to a tool through which users will be able to complete that step. The Odyssey demonstration prepared reviewers to take part in the three-week Fit Assessments from March 28th through April 15th.

The work of the Fit Assessments involves extensive reviews, discussions, and analysis on how we will configure and merge all of OJD's Fit Scenarios into the Odyssey system for statewide use. It will be at this stage that gaps within the software's functionality will be identified and remedied. The assessments will ultimately determine what will need to be configured in Odyssey before implementing the statewide system in Yamhill County. ■

Oregon eCourt's Guiding Principles

Guiding Principles for a program, an organization, a club, a sports venue, or a governing body can all be compared to a set of family house rules, the purpose of which are to establish expectations of customary actions within the family, to keep everyone organized, and to help things run smoothly.

In a business setting, guiding principles provide leadership with the opportunity to set a unique list of "house rules" regarding how the organization (or group within an organization) should uniformly proceed as they work together to achieve a united action.

On January 31, 2011, the Oregon eCourt Executive Sponsors adopted Guiding Principles for the implementation of Oregon eCourt. The principles define our priorities and how we should use and adhere to them as we collaborate with Tyler Technologies to achieve full implementation of Oregon eCourt. ■

Def-i-ni-tions:

"Critical Success Factors"

Critical Success Factors (CSFs) are factors or activities essential to the success of a project. The Oregon eCourt Program CSFs include:

- adequate funding
- infrastructure and processes in place to transmit data through the deployed solutions
- information and applications successfully utilized by users
- SSP integration with OJIN/FIAS
- organizational change in a short period of time, program director available for decisions on issue resolution
- serving OJD in achieving OR eCourt Program Strategic Goals and objectives along with the Oregon eCourt vision
- executive leadership involvement
- an enduring governance model
- an effective communication plan with internal and external stakeholders
- an internal common vision at OJD
- court staff and judge participation in development of solutions
- a technology architecture that will have staying power over the lifetime of the program
- a common methodology used by program managers
- participation by OJD internal stakeholders in adopting common business processes
- quality goals of OR eCourt aligned with OJD goals of administering justice

For more Oregon eCourt-related definitions, go to the Oregon eCourt Glossary on the internet or, the Oregon eCourt Glossary on the intranet located under Oregon eCourt/Projects/Organizational Change Management/ in the Quick Links box.

PRINTING TIPS:

- **If you want to print TheQUARTERLY in black and white, click this link: Blk_Whi_TheQUARTERLY.**
- **Select legal size paper.**
- **Select "photos" under your printer's properties for finishing or quality.**

Up and Running

Oregon Judicial Department Website

On April 4, 2011, visitors to OJD's public website (internet) and employee website (intranet) got the first look at a more user-friendly design and navigation system.

The OJD internet now provides easy navigation to specific information on role-based pages for attorneys, jurors, case participants, and the self-represented. *How Do I….* links go to pages with instructions on how to make payments, file a case, contact a court, find an interpreter, etc.

There is a quick Court Information Finder that offers information on local court hours, phone numbers, directions, maps, fees, and websites.

OJD intranet website users can find role-based pages for judges, staff, TCAs, and TSSs, and can click on new homepage links that will take them to the OJD Timesheet, statewide forms, personnel rules, Oregon Revised Statutes, judicial benchbooks, and many other pages that provide fast access to the information needed to conduct OJD business.

OJD Internet Homepage Link:
http://courts.oregon.gov/OJD/

OJD Intranet Homepage Link:
https://intranet.ojd.state.or.us/OJDIntra/index.page

Oregon eCourt Homepage

The new Oregon eCourt homepage has also updated its design and navigation. The new homepage features a "Latest News" box on significant events related to Oregon eCourt implementation; an updated "Oregon eCourt Map" that shows the latest on upcoming SSP activities in all counties; and an "Update from the Chief Justice" that provides recent information on the progress of Oregon eCourt from Chief Justice Paul J. De Muniz.

Oregon eCourt Homepage Link:
http://courts.oregon.gov/oregonecourt/

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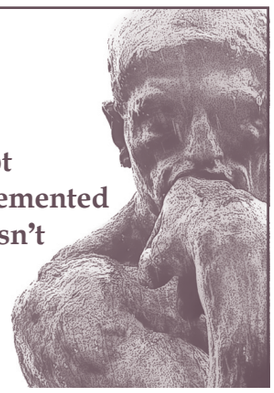
Myth vs Fact



Myth:

"Oregon eCourt is not currently being implemented in my court, so it doesn't affect me."

Fact:

The first project our new SSP vendor will complete in 2011 is implementation of ePayment, system-wide in all OJD courts - a project that will take approximately 6 to 8 months to complete. The benefits to all OJD courts will include an average savings in staff time of up to 30% previously spent on opening envelopes and processing checks for violation and fine payments. Those staff resources can be redirected to more important court staffing functions. The convenience this will bring to the citizens of Oregon is expected to increase the revenues collected by OJD from violations and fines, benefiting the state budget.

Also in the first year, the SSP will begin the first of three phases for Oregon eCourt:

1st phase – Complete implementation in the pilot court, Yamhill County, which will establish an implementation process and provide the first opportunity to prove the Odyssey product in the OJD environment.

2nd phase – Four early adopter courts (Crook, Jefferson, Jackson, and Linn) will follow in year two, receiving full implementation, and providing further development of the new system's functionality serving OJD business processes and perfecting reliable implementation methods for the OJD environment, all of which will benefit the remaining courts in the final statewide rollout. Multnomah County implementation will be separate but will run concurrently with the early adopter courts during Phase 2 and will conclude in the early part of Phase 3.

3rd phase – Final statewide rollout using the successful implementation methods developed in the previous two phases. ■

Tech Tip

Submitted by Jesus Ramirez, Lotus Domino/ Blackberry Administrator, Enterprise Technology Services Division

Email Etiquette

Email is a part of our daily lives and that makes it easy to overlook some of the basics. There are rules and courtesies for sending emails, just as there are with verbal business conversations. Consider using the following email etiquette tips and hints to help you use email appropriately and effectively in your communications.

- **Don't write when you're angry. Wait 24 hours. Calm down. Be reasonable. Have someone else review a sensitive email before you send it.**
- **DON'T USE ALL UPPERCASE!!! That's the email equivalent of yelling. Your recipient won't be appreciative. Go easy on the exclamation marks too. Overuse dulls their effectiveness.**
- **Use clear subject lines. That will help people decide whether to read the email now or later. Consider putting "FYI" at the beginning of the subject line if the message is simply to inform the receiver.**
- **Keep the context of your messages professional.**
- **Don't use humor or sarcasm.**
- **Change the subject line if you change the topic of an email conversation.**
- **Reread and spell check every email before you send it. (Go to File/Preferences/Spell Check to set your Lotus Notes spell check preferences.)**
- **Always double-check to make sure you've included attachments.**
- **Limit who you "CC" to. Only include those who are involved and really need to know.**
- **Use the option "Reply all" sparingly.**
- **Use the option "High Priority" sparingly.**
- **Avoid replying with overly short responses. Include enough of the original message so that continuity is maintained.**
- **Send an email with just the words "thank you" only when acknowledgment or confirmation of receipt is expected.** ■

Please email your comments, questions, or suggestions for articles to: 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.

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