

Oregon eCourt

The QUARTERLY

Oregon Judicial Department

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Protecting Court Information

Preparing for court information to become available online with Oregon eCourt services, groups inside the Oregon Judicial Department (OJD) have been working behind the scenes, developing a collaborative, branch-wide program of information security services and standards designed to protect the confidentiality and integrity of OJD information. Subject matter experts, a group of program sponsors (overseeing security program scope, cost, schedule), and a steering committee (ensuring that the program meets OJD priorities and direction) have provided essential pieces to the design of an OJD-specific security program. An effective information security program will assure the public, OJD judges and staff, stakeholders, and business partners that

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The Information Security Management Plan Project team is working to safeguard OJD information and business processes from outside threats, such as malicious hackers, and data mining. The team, l to r: Heather Myers-Falk - Project Manager Identity & Access Mgmt, Sam Taylor - Information Security Officer, Christopher Knutson - Information Security Specialist, Rich Gresham - Enterprise Security Lead Administrator, Joann Llerenas - Human Resource Manager. Not pictured: Robert Klecker - Court Operations Subject Matter Expert (SME), Rod MacLean - Training SME, Evan West - Security & Emergency Preparedness SME.





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the new Oregon eCourt system will be safeguarded from outside threats.

To house the new security program, the Enterprise Information Security Office (EISO) has been formed within the Enterprise Technology Services Division (ETSD) to merge existing security services for OJD technology with new ones driven by Oregon eCourt. The OJD-wide security program will be capable of protecting information (paper and electronic), technology, facilities, and operational processes for all courts and OSCA divisions. The program, formed with existing ETSD staff, will place both information technology (IT) security services and information security services under one roof.

“People have a hard time establishing the difference between information security and IT security,” says Sam Taylor, Information Security Officer, “IT security is information in electronic form, while information security is looking at all facets of it...so we’re bringing into the mix paper documents, or people talking about confidential things whether it’s in a public setting or even an office setting. So information security is about protecting the confidentiality, integrity, and availability of information whether it’s physical, electronic, or spoken. It covers that entire facet of security.”

To take on that challenge, Taylor identifies two of the program’s key deliverables: complete the development of a security management plan, and establishment of an Information Security Program OJD-wide. “In order to do this, we had to identify which security industry standards we were going to follow. The one we decided on was the ISO Standard, which is the international industry standard for information security. We identified OJD’s current practices, policies, and procedures, and matched those up to the ISO standards; identified which gaps were there; and then put those through a risk analysis matrix and process to say: of these gaps, which are the highest risks based on the OJD environment? Next, we develop a plan to implement policies, procedures, or practices in order to fill in those gaps. That’s what the Information Security Management Plan is...an effort, over two years, to fill in those gaps that we have identified.”

When the Information Security Management Plan (ISMP) is implemented, it will answer not only the IT security needs for an electronic court, its applications, and technologies, but will also benefit OJD information security overall. Heather Myers-Falk, Identity & Access Management Project Manager, points out that this is “enterprise-wide, and it will go on forever...that’s the point of establishing a program.”

Implementation of the ISMP throughout OJD will also depend on input from representatives from each court and OSCA division. Taylor says, “So anytime we are working with a compliance initiative, we will have someone to work with, so we can say, here’s what we’d like to do for this policy or procedure...how’s that going to affect your court or division? The biggest part of this is to set up that collaborative model because of the OJD environment...we’re not a command and control environment by any means. The last thing we want to do with the security program – is slap a bunch of security controls on everyone. We’re not here to stifle business operations, but to put enough security controls in place that allow business to happen in a secure fashion.”

“The courts will have those representatives to help define processes and how they will be implemented. There’s no ivory tower kind of thing going on. The intent is to collaboratively work with all the court representatives to come up with solutions that don’t adversely affect the existing business processes,” says Myers-Falk.

Some of the outside threats, such as malicious hackers, or data miners are things that the new security plan will guard against. “Our valuable asset is personal information,” says Taylor, “We are required by statute to protect SSN’s, driver license numbers, and personal financial information. That’s going to be the big target for people. The Law and Policy Group is actually working on whether this information should be redacted or should never be displayed - so in juvenile, adoption, court-sealed cases, those things aren’t available, making sure no one can get to those things through the application. Or, you could have a malicious intent where someone says, I’m being sentenced and I’m going

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to make sure that no one can pull up my past history, so I'm just going to flood that system at the time of sentencing, which could cause court to be delayed, costing the public more money."

The Information Security Program will have a hand in the development of applications used by Oregon eCourt to provide services outside and inside OJD – applications used by the Decision Support System, for example. "We'd be behind the scenes to make sure that the right safeguards and requirements made it into the development of that application to make sure that only a judge can see this information and that when it's stored, nobody else can get in there and take a look at it or alter it," says Taylor. "Making sure the information is true and correct, maintaining the confidentiality of information so only those people that should see it are able to, and then maintaining the availability of that information assuring that nobody can deny access to it."

OJD has a big stake in the success of the Information Security Program. "The greatest benefit will be public trust. We are providing these services to the public and the success of the entire Oregon eCourt Program, to me, would be in the consumer's willingness to utilize those services. If they cannot trust that we have protected the data they are providing to us, or that the data they are getting from us is accurate, what would be the point? Same thing with our internal staff...if data is being compromised somehow, then there is no trust in utilizing the new system," says Myers-Falk.

The Enterprise Information Security Office will visit the courts in July and August to meet one on one and to ask who their representatives will be that will work with the EISO to implement the new security plan for their court. ■

The QUARTERLY Quote:

"It is easy to question the validity of Oregon eCourt in today's budget environment. It is a huge investment in staff time, training, software, hardware, and ongoing maintenance. However, the benefits are dramatic not only for OJD but for the public, attorneys, and agencies who interact with the court. Change for the sake of change is rarely productive or worthwhile. Change to improve the lives of individuals who come in contact with the court, change to improve access to the court by the public and change to provide the tools needed by OJD to provide just, prompt, and safe resolution of disputes is not only productive but necessary. Oregon eCourt provides OJD the means to accomplish these goals and it is why we must continue to move forward even in these difficult economic times."

- Ed Jones, TCA, Coos/Curry County Circuit Court ■

Oregon eCourt Def-i-ni-tions:

What is "Organizational Readiness"?

This is the human component of change management. It addresses the people-aspect of change which is necessary to build and sustain commitment from judges and staff, the public, and other external stakeholders to support Oregon eCourt and its vision. [Click here for more info on Organizational Change Management.](#)



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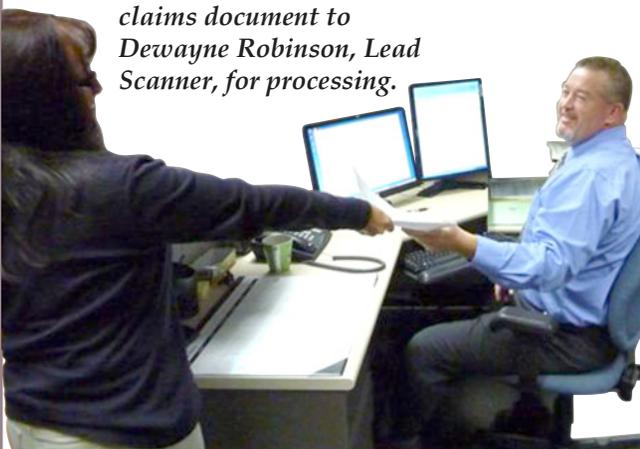


Jackson County Goes Live

Pilot court, Jackson County Circuit Court, rolled out ECM for small claims and landlord tenant (FED) cases on June 10, 2010. See the June edition of the [Oregon eCourt NewsFLASH](#) for more photos and details of the rollout.

Jefferson and Crook County Circuit Courts will also rollout ECM for small claims and FED cases on June 28th and 30th, respectively. Photos and details of both rollouts will appear in Oregon eCourt NewsFLASHes that will be published on the Oregon eCourt website shortly after the events. ■

*Lynne Jones, small claims
& FED Lead Clerk –
Jackson, hands 1st small
claims document to
Dewayne Robinson, Lead
Scanner, for processing.*



First Person Report...

On Appellate Court eFiling

By Margaret McWilliams

Attorney-at-Law, Sisters, Oregon

I frequently use the eFiling system for the Oregon Supreme Court and Court of Appeals in my practice. I represent parents and children in appeals from juvenile dependency and delinquency cases. I first began using the eFile system in the spring of 2009. I used the online training and found it extremely easy to use. In the past year I have eFiled approximately 35 pleadings.

I estimate that I have eFiled at least one document (typically a MOET or motion for extension of time) in every one of my appellate cases. I find the system easy and cost-efficient. Once I have drafted a document and converted it to PDF format, it takes me less than five minutes to file it using the eFiling system. Compare this to conventional filing – where I'd have to spend time printing it, making service copies, printing envelopes, hunting around for stamps (or worse, getting into the car and driving to court to file it) – and the choice to eFile is obvious.

Currently, the appellate rules regarding electronic filing do not permit attorneys to eFile appellate briefs in confidential cases, such as juvenile or adoption cases. *See* ORAP 16.60(4). Briefs in such cases *must* be filed conventionally. I hope that this rule will be relaxed in the future, perhaps by allowing attorneys to eFile redacted briefs. Access to the online eFile page for a confidential appeal is already restricted to attorneys who have entered an appearance in the case. This restricted access should provide enough confidentiality to allow attorneys to eFile briefs as well as the other documents already permitted.

My hope for the eFile system is that it will be expanded to the circuit courts. I also hope that the appellate courts will begin using an electronic file management system for pleadings and briefs, similar to the federal PACER system. I think the goal for electronic filing and case management should not be to have paperless courthouses, but to maximize the efficiency of our judicial system in terms of time, money, and access to justice. ■



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Yamhill County Court Staff Take On Role of Guiding Their New ECM System

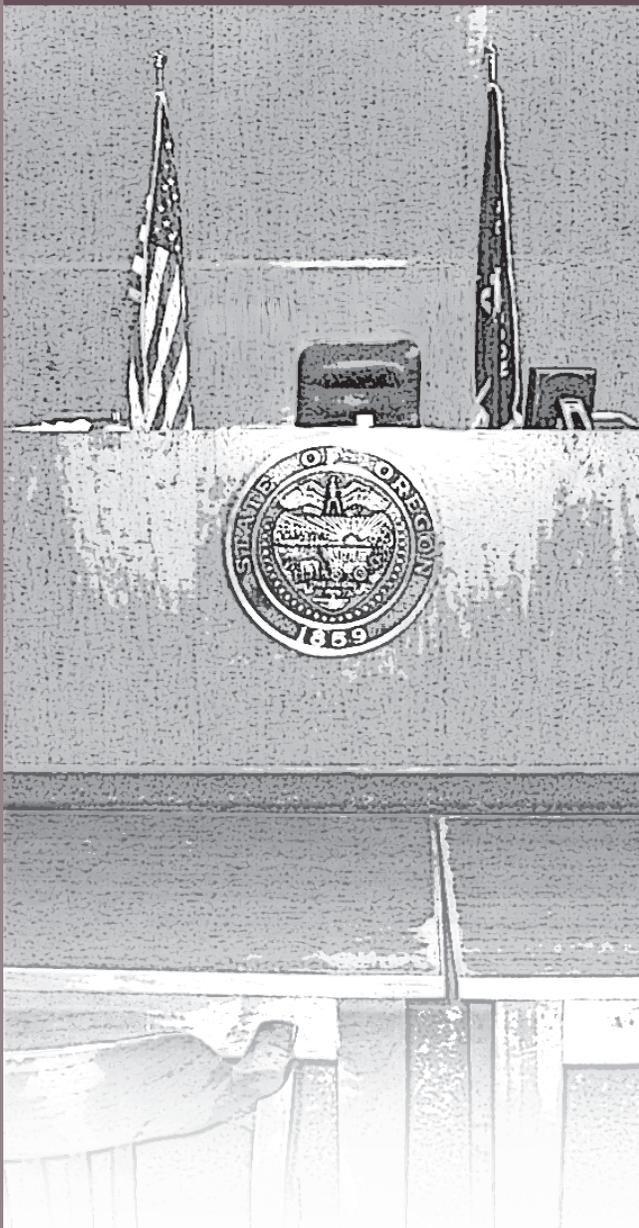
Joint article written by Debbie Barlow, Karla Fry, Fran Genco, Sue McVay, and Kathy Nicol

We (Yamhill County Court's staff) have been using the new OnBase Enterprise Content Management (ECM) system, (called "OnBase" by OJD users) for over nine months now, and have come to consider OnBase much like a child who requires patience, oversight, and constant nurturing as we help guide it into adulthood!

From the start of this pilot court project, OJD's Enterprise Technology Services Division ECM Project Team listened to our feedback on the new system and made adjustments to increase efficiency and provide needed improvements.

Of all the improvements, Web Services is the most celebrated by Yamhill staff as working evidence that our input has been heard. Web Services made life easier for us in reducing the court's traditional duplication of data entry by auto-populating information fields directly from OJIN into OnBase. In our scheduling processes, Web Services provides enhancements and additional automation that moves case documents into the Hearing Queue, ready for immediate use in court appearances. The OnBase Judgment Form allows us to auto-populate

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Sue McVay speaks with a customer by phone while using a "Web Services" feature to email that customer case documents.





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case party information, including current addresses, directly into orders that we are creating while in court.

We at the local courts have an interest in nurturing the process along, dealing with the changes in how we do business, and celebrating the successes first hand! We see OnBase as a system that is in its infant stages and will continue to grow and evolve as additional courts go live, and as the project team works toward including more case types in the system.

Our staff loves the new ability to pick up a phone call and literally, within seconds, have in front of them the documents necessary to answer customer questions about Small Claims and FED cases that are in OnBase! We no longer have to search out missing files and (for a fee) we can email case documents...That is customer service! ■

Oregon eCourt Def-i-ni-tions:

What is “Court Readiness”?

This is the technical component of change management. It involves activities that ensure equipment, space, and facilities are ready for new technologies and business processes which are necessary to implement Oregon eCourt and its vision. [Click here for more information on Organizational Change Management.](#)

“Toto, we’re not (just) in Oregon anymore”

The Oregon eCourt Internet site has hosted a diverse list of worldwide visitors since going live in December of 2009. We’ve had visitors from 720 cities across the U.S., and 177 cities outside the U.S.

Oregon eCourt’s website visitor statistics indicate the growing global interest in electronic court technologies. From democracies to autocracies (and those in between), where different judicial systems vary on how the law and justice are granted, many of the reasons for acquiring electronic court technologies are the same:

- Providing speedier, more inexpensive, and greater access to the courts
- Acquiring electronic content management systems to improve the processing of cases that are backed up for years in some countries
- Using technology in creative ways to bring justice to citizens living in remote rural locations
- Technological modernization to speed up the process of legal and societal reforms

The map below shows origins of recent visits to the Oregon eCourt website. It reveals the far reach and value of our experience to other courts and societies as we continue the task of building the OJD’s electronic court system. ■





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Myth vs Fact

Myth:

“Enterprise Content Management (ECM) is Oregon eCourt.”



Fact:

Occasionally, Enterprise Content Management (ECM) is referred to as “electronic case management,” which is incorrect, and may be the source of the notion that “ECM is Oregon eCourt.” The core purpose of ECM is managing documents and workflow, not cases. ECM tools are being deployed as a component of OJD’s Oregon eCourt Program and will not replace OJIN, which currently serves as the case management system (CMS) for OJD (until a new CMS is selected and deployed in the future). ECM does not deliver eFiling, which is being delivered through a separate project.

ECM tool suites focus on two key areas of functionality: document management and workflow automation. Document management encompasses the capture (via scanning or some other import process), categorization (indexing for subsequent search and retrieval), security (ensuring users have access to only those documents which they are authorized to see), and version control (maintaining a history of changes and who made them) of electronic documents.

Workflow refers to ECM’s ability to automate the movement and management of documents through their business lifecycle. ■

Tech Tip

Submitted by Nick Hodges, Desktop & Help Desk Supervisor, Enterprise Technology Services Division

“Take a Picture of What’s On Your Computer Screen”

Did you know that you can take a picture of whatever is on your computer screen and send it to someone? This is handy for reporting computer error messages to tech support, or for sending a picture of your Word font settings to a coworker. To capture a picture of your screen, simply:

1. Bring up the image on your computer screen that you’d like to take a picture of (the error, settings, etc).
2. Press the Print Screen button on your keyboard labeled “Prnt Scrn” or “Print Screen.”
3. Click on the Copy icon at the top of the PrintKey window that appears on your screen.
4. Next, open the program you would like to paste the image into (Lotus Notes email, a Word document, etc).
5. Place your cursor where you want to paste the image. While holding down the “Control” key on the keyboard (Ctrl) press the “V” key (to Paste).
6. That’s it! You should now see the image of your computer screen that you wanted to capture. Note that the image is a snapshot of your entire computer screen.
7. To capture only the specific error or window that is open (and not everything that is on your computer screen), hold down the “Alt” button while pressing “Prnt Scrn.” ■

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.