

Arkansas Court Automation Programs



“Supporting Courts; Ensuring Justice”

Tim Holthoff
CIS Division Director
Arkansas Supreme Court
Administrative Office of the Courts
April 2014

Arkansas Government

Three Co-Equal Branches



Legislative

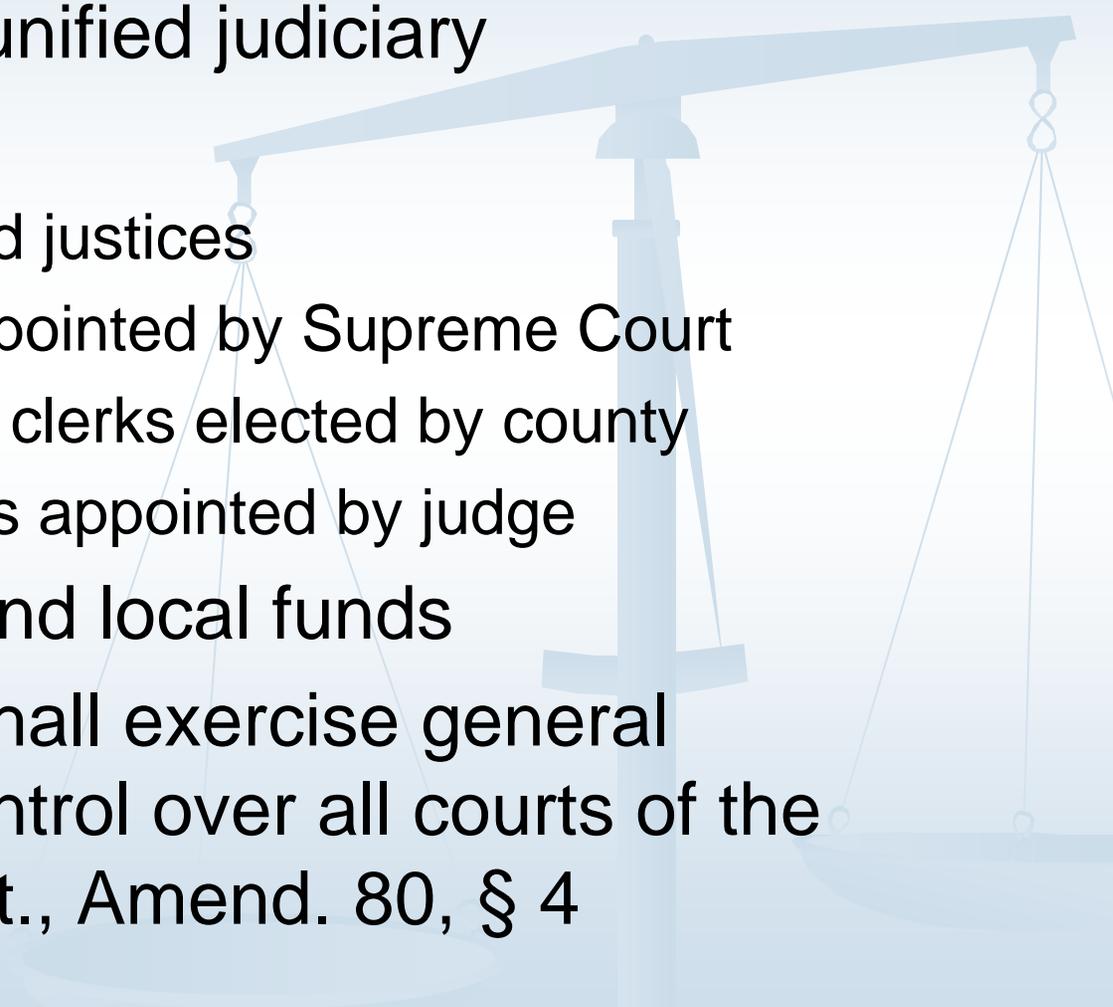


Executive



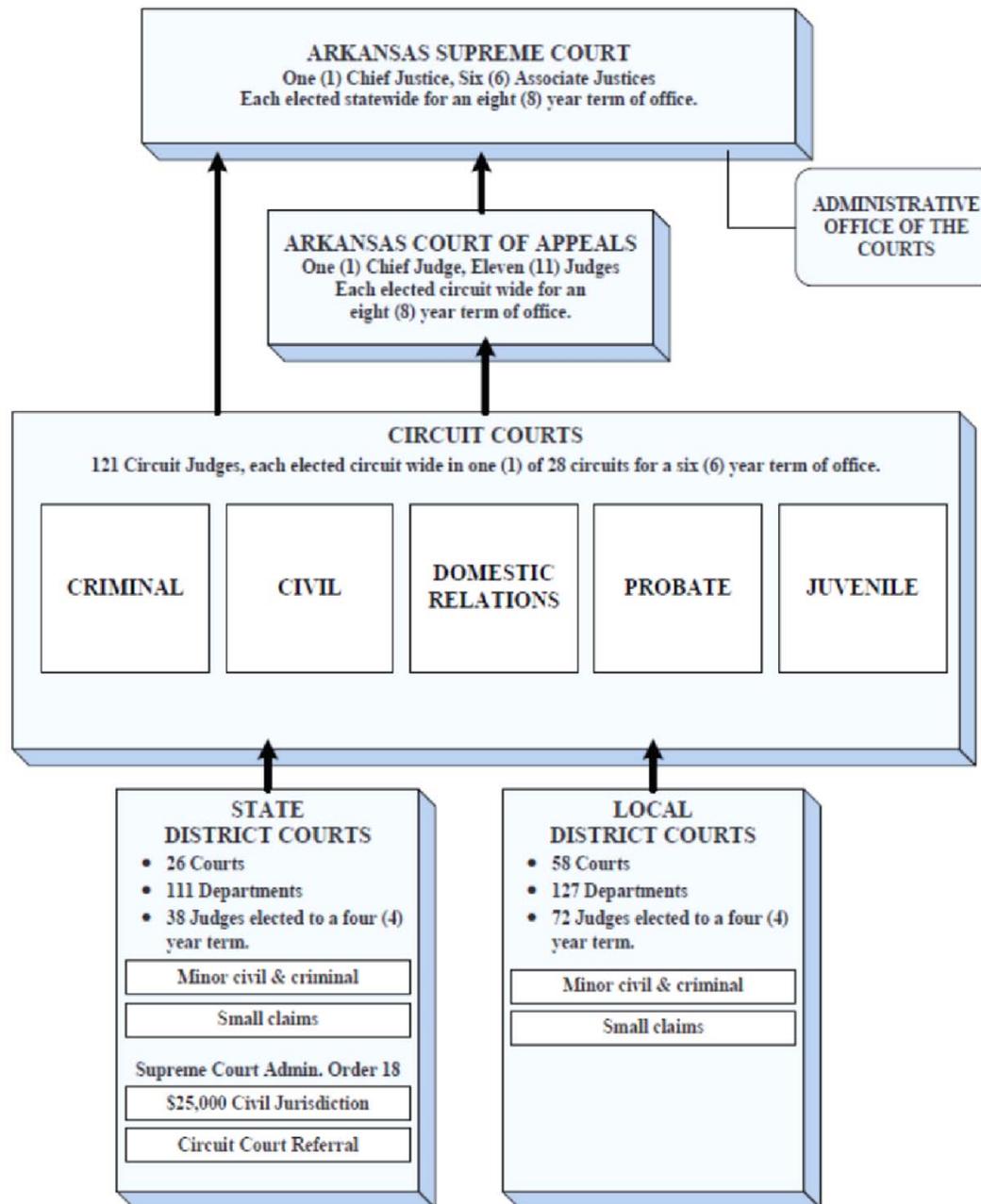
Judicial

Arkansas Judiciary

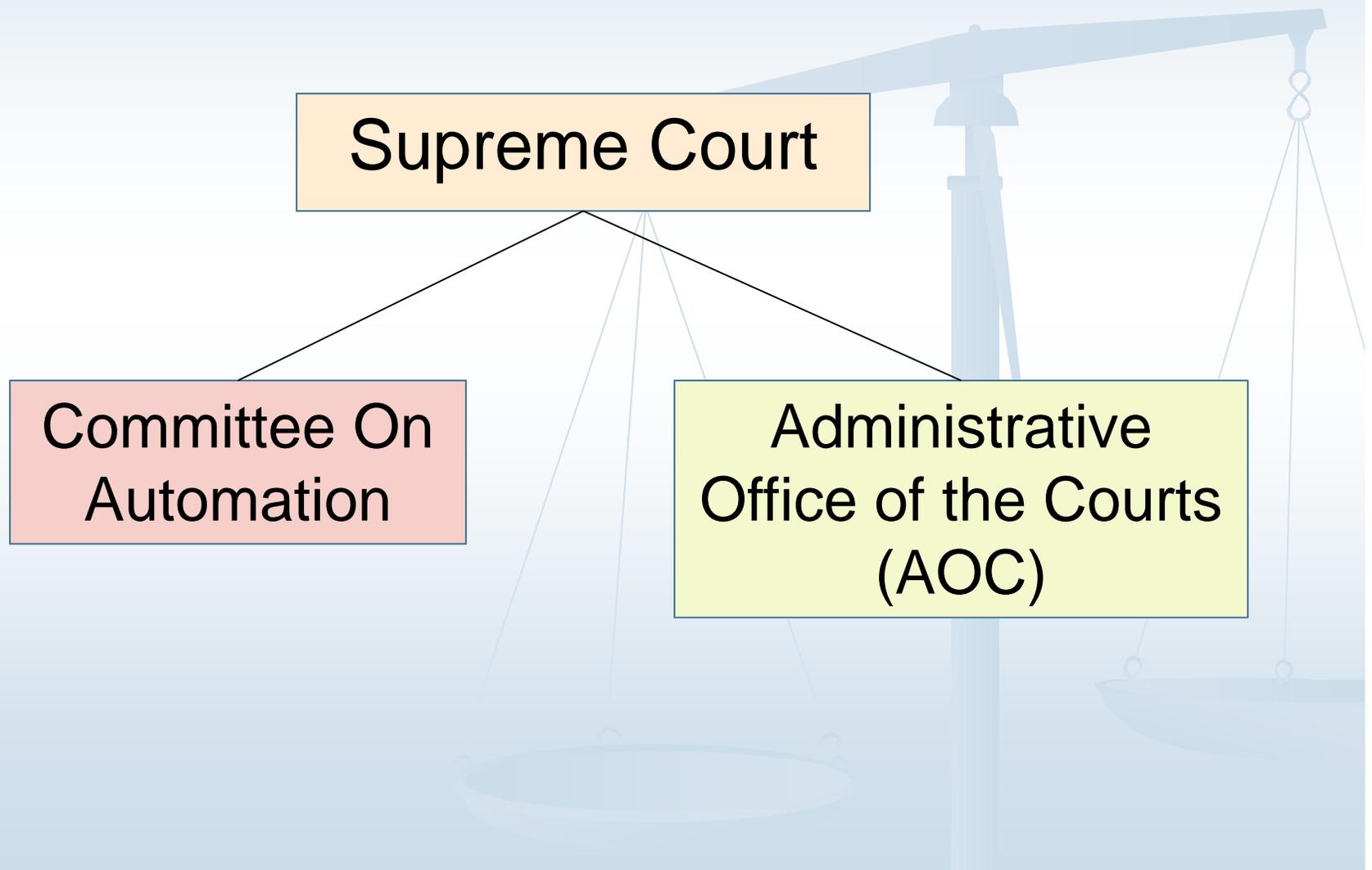


- Three-tiered non-unified judiciary
- Composed of
 - Elected judges and justices
 - Appellate clerk appointed by Supreme Court
 - Circuit and county clerks elected by county
 - District court clerks appointed by judge
- Funded by state and local funds
- Supreme Court “shall exercise general superintending control over all courts of the state” – Ark. Const., Amend. 80, § 4

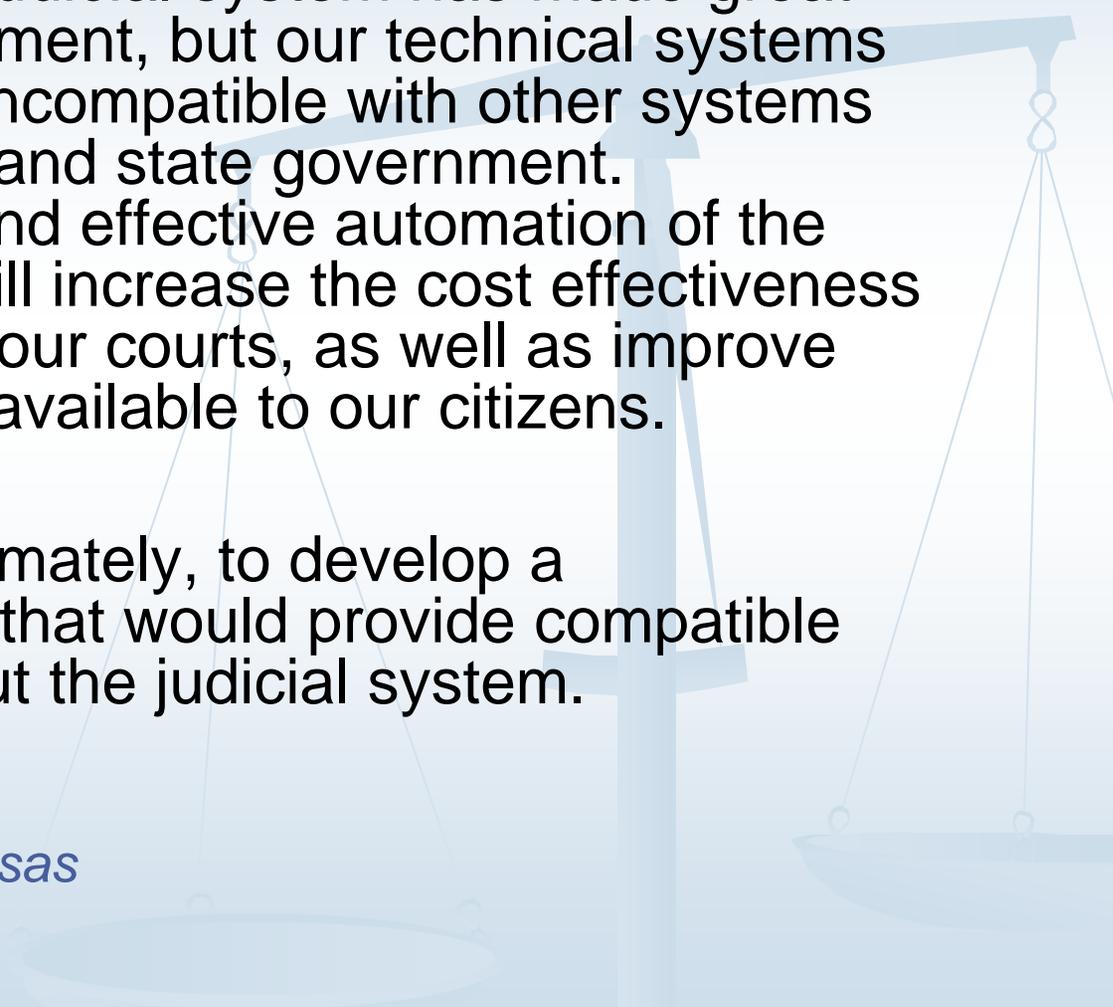
ARKANSAS COURT STRUCTURE



State Court Technology Governance



Committee on Automation

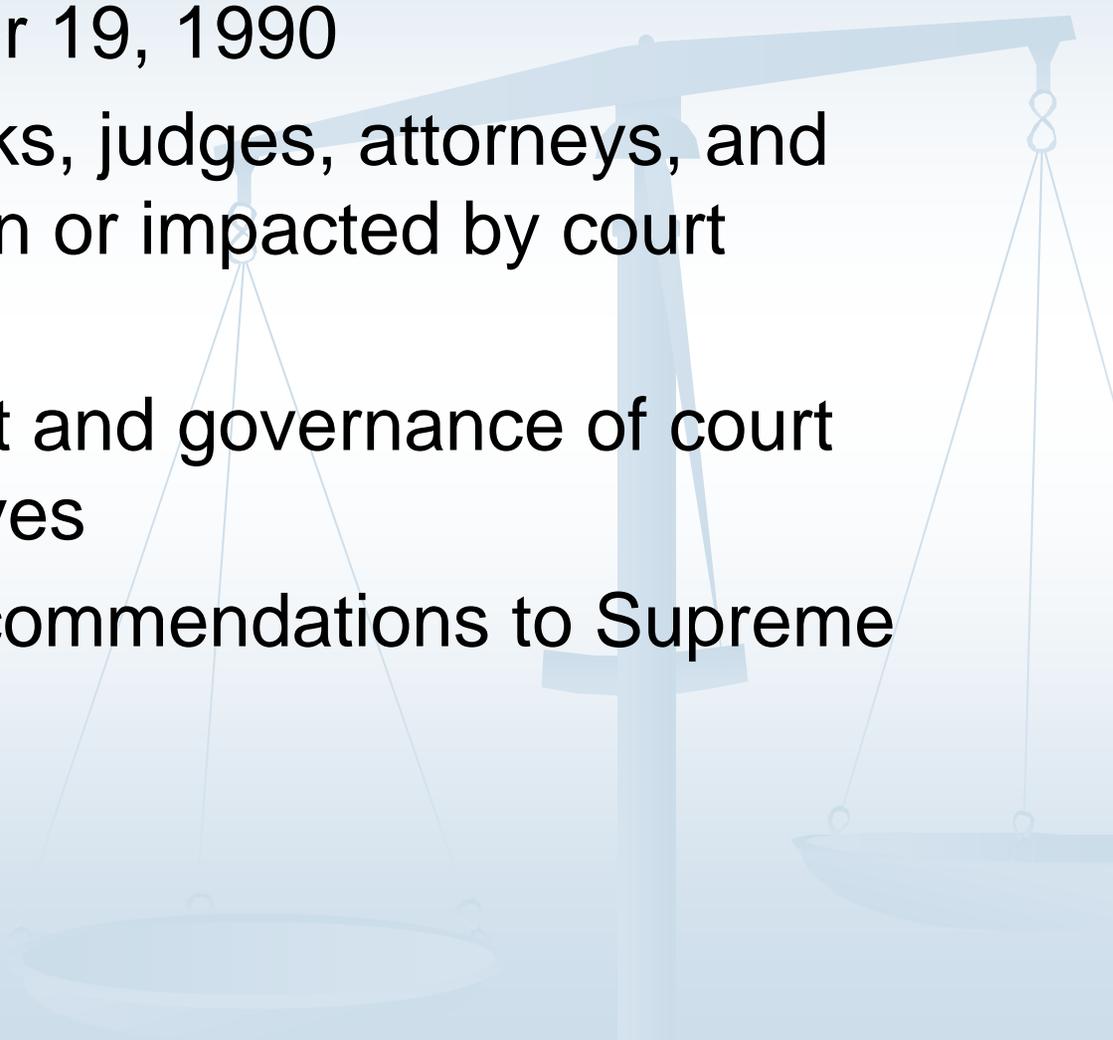


In recent years, our judicial system has made great use of modern equipment, but our technical systems are incomplete and incompatible with other systems utilized in the courts and state government. Obviously, uniform and effective automation of the courts of this state will increase the cost effectiveness and the efficiency of our courts, as well as improve the quality of justice available to our citizens.

It is our intention, ultimately, to develop a comprehensive plan that would provide compatible equipment throughout the judicial system.

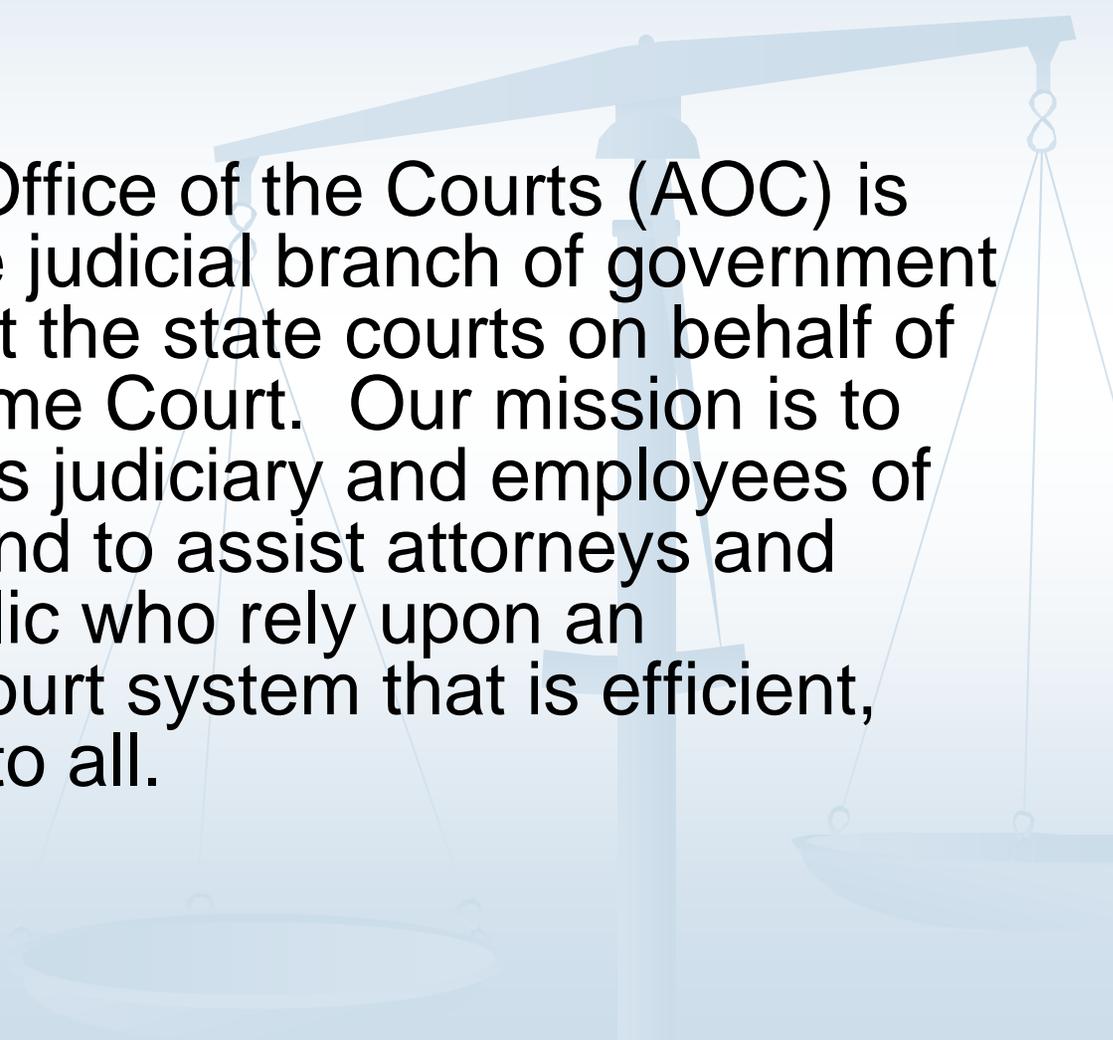
*Supreme Court of Arkansas
November 19, 1990*

Committee on Automation

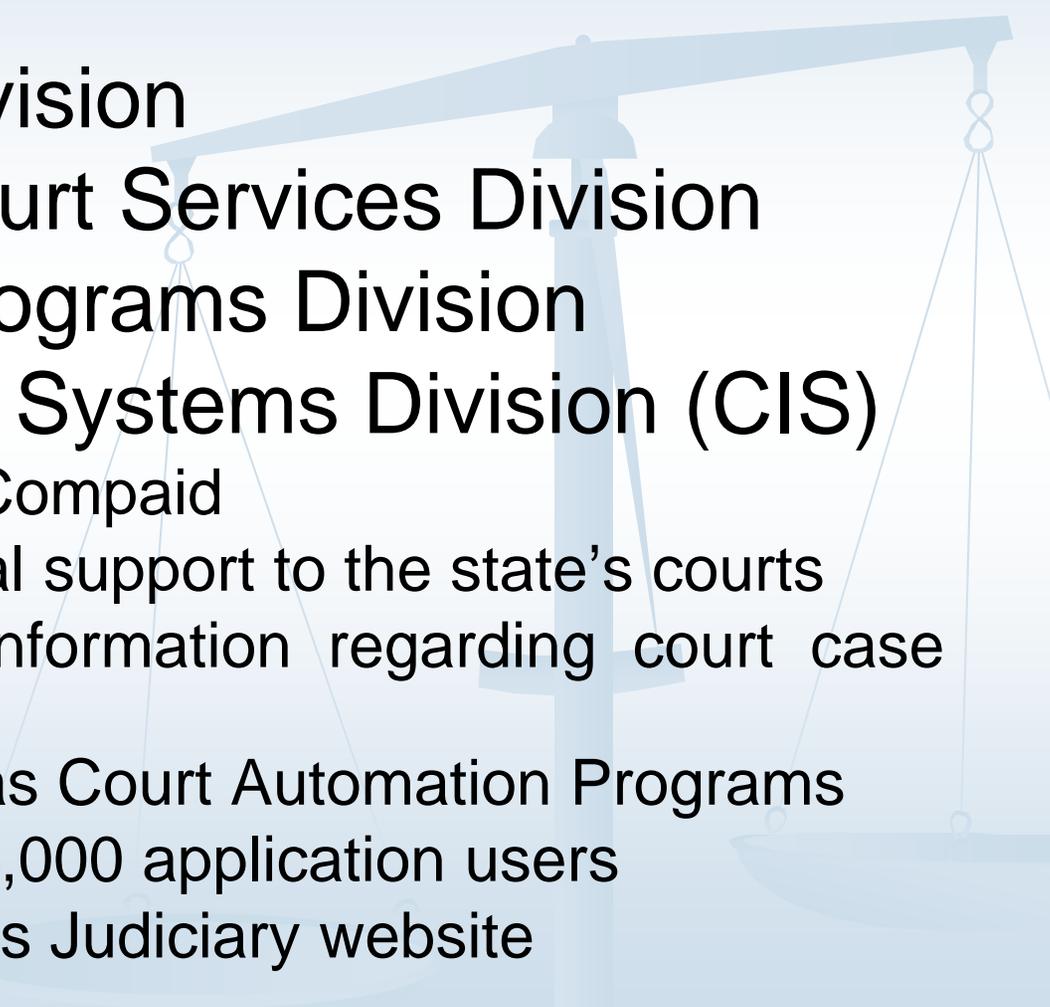
- Created November 19, 1990
 - Composed of clerks, judges, attorneys, and others interested in or impacted by court technology
 - Provides oversight and governance of court technology initiatives
 - Submits policy recommendations to Supreme Court
- 

Administrative Office of the Courts

The Administrative Office of the Courts (AOC) is an agency within the judicial branch of government that works to support the state courts on behalf of the Arkansas Supreme Court. Our mission is to support the Arkansas judiciary and employees of the judicial branch and to assist attorneys and members of the public who rely upon an independent state court system that is efficient, accessible, and fair to all.



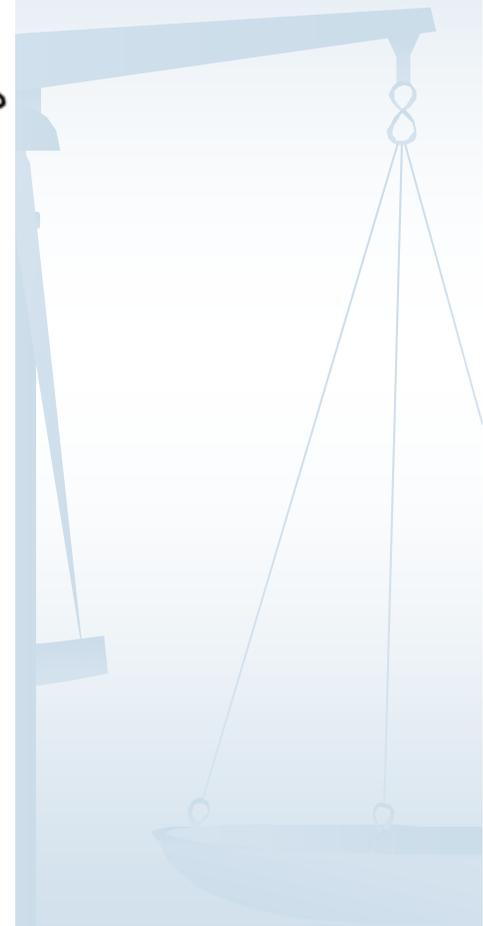
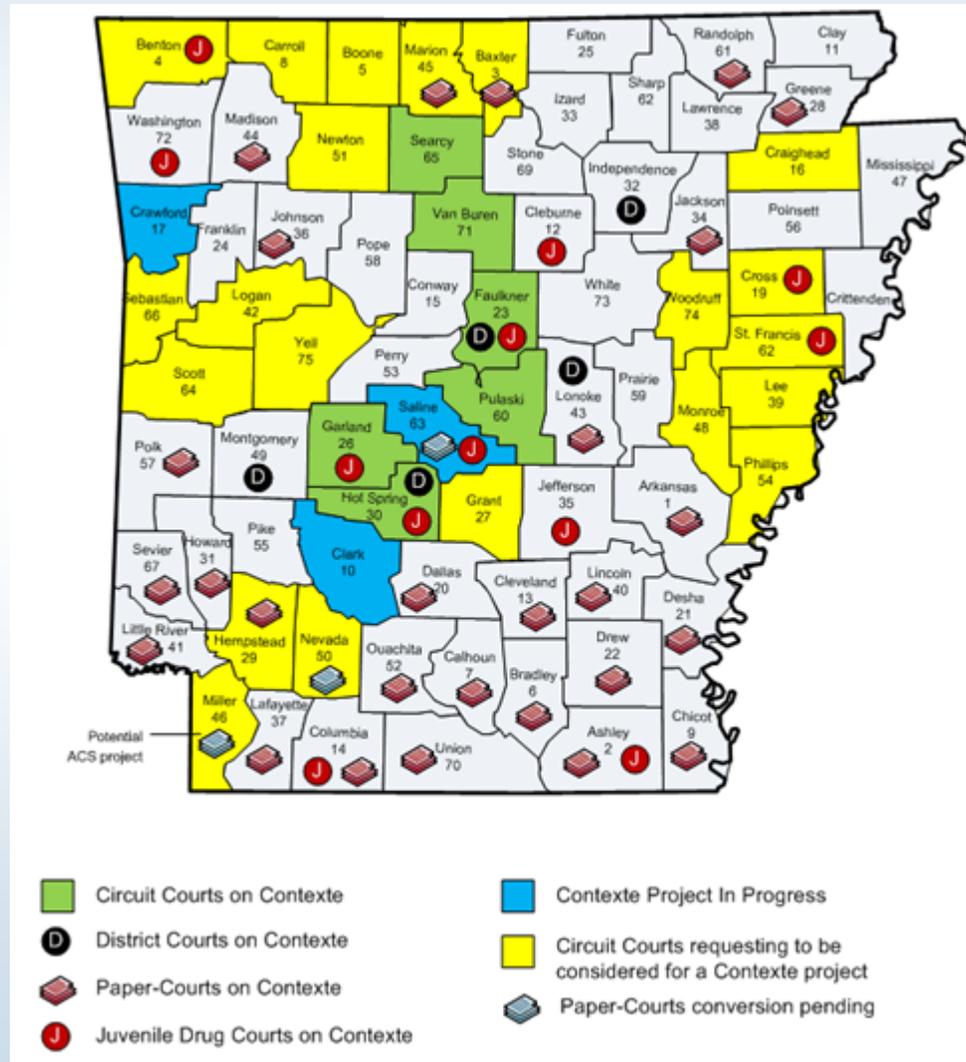
Administrative Office of the Courts

- Administrative Division
 - Research and Court Services Division
 - Juvenile Court Programs Division
 - Court Information Systems Division (CIS)
 - 64 FTE including 8 Compaid
 - Provide technological support to the state's courts
 - Maintain accurate information regarding court case loads
 - Manage the Arkansas Court Automation Programs
 - Support more than 4,000 application users
 - Support the Arkansas Judiciary website
- 

Court Automation Program Goals

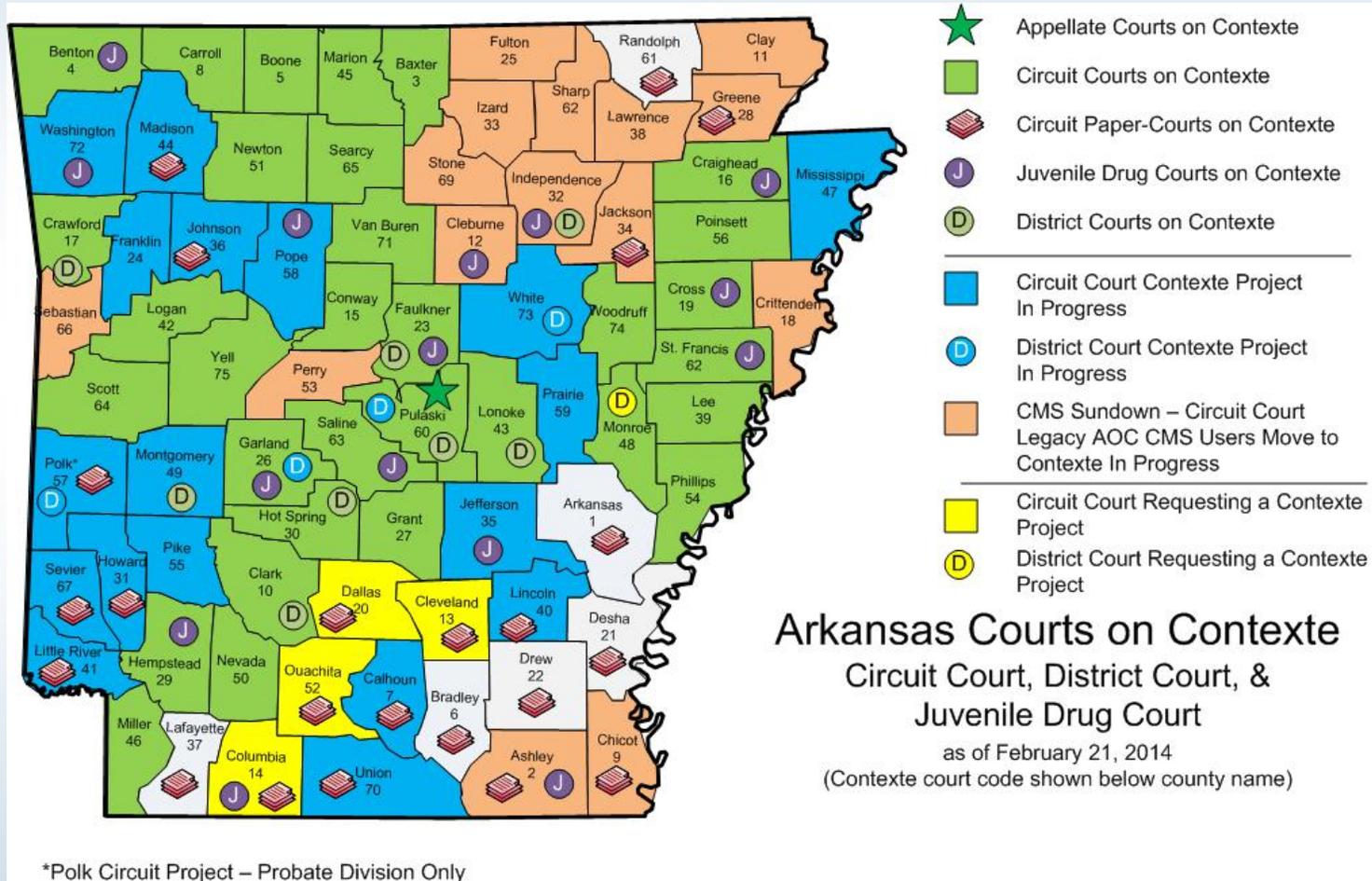
- Statewide Case Management System (Contexte)
- Statewide Jury Management System (Juror)
- Electronic Filing (efile.aoc.arkansas.gov)
- Public Access (caseinfo.aoc.arkansas.gov)
- Online Payment (pay.courts.arkansas.gov)
- Juror Access (myjuryinfo.courts.arkansas.gov)
- Timely, Accurate, Complete Information Shared with Justice Agencies

Contexte Courts May 2011



Contexte Courts

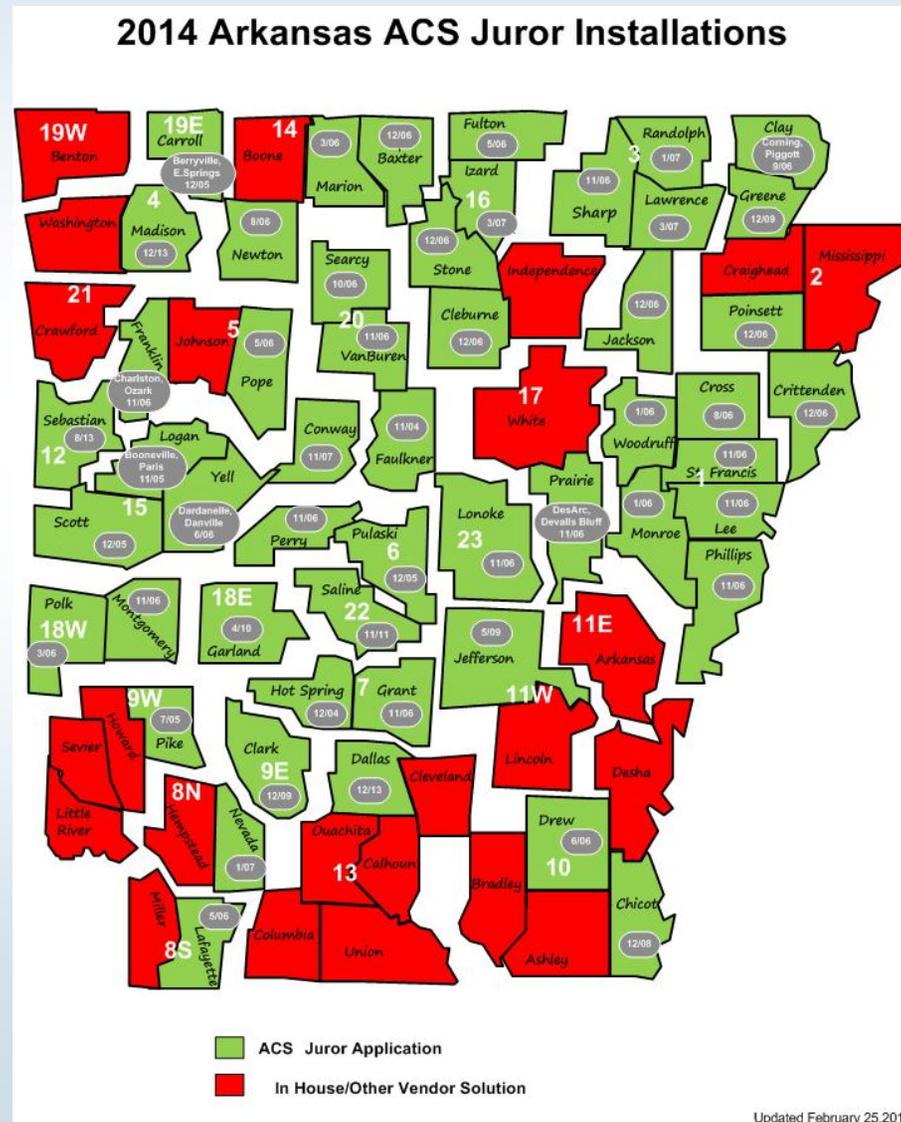
February 2014



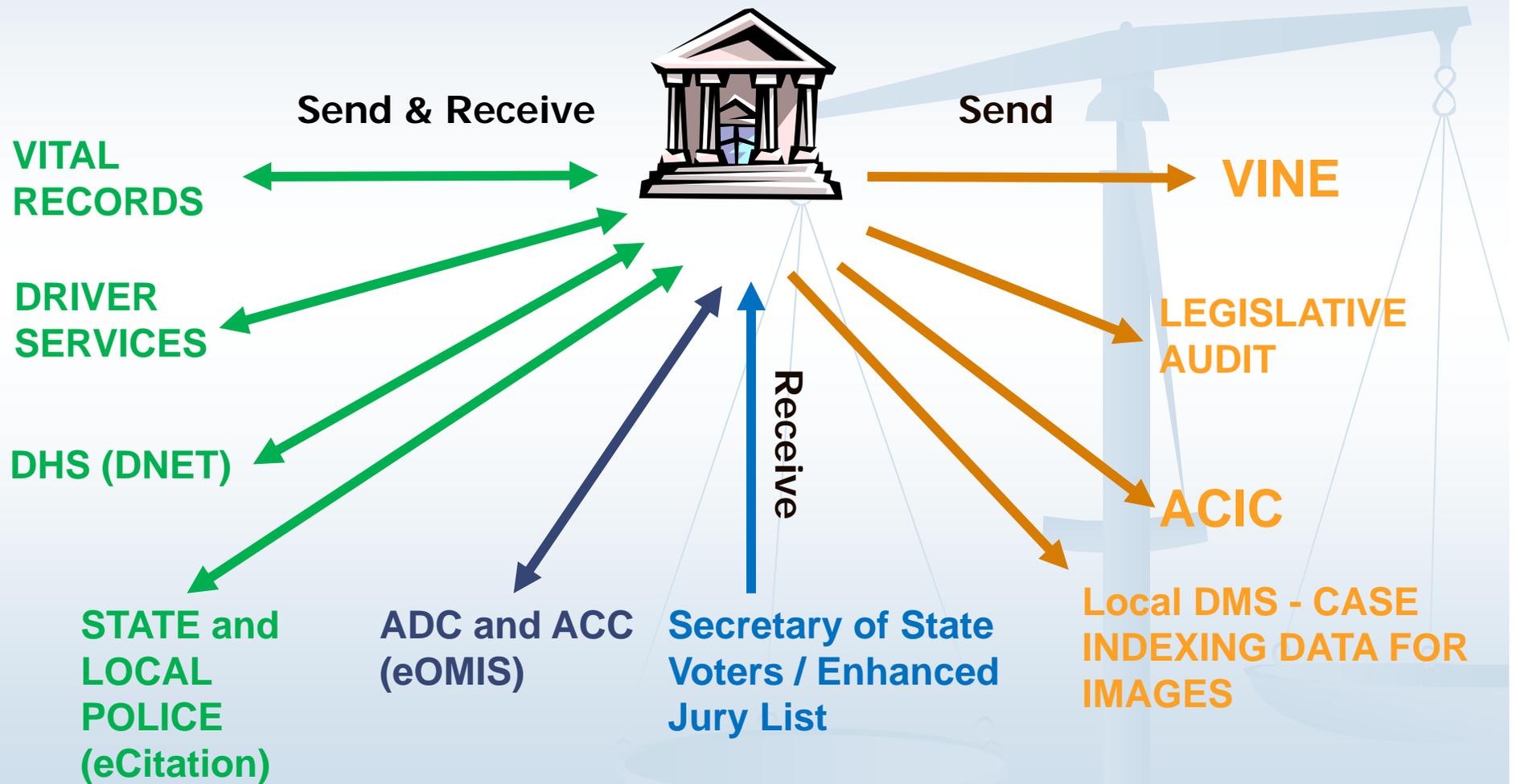
*Polk Circuit Project – Probate Division Only

Jury Management

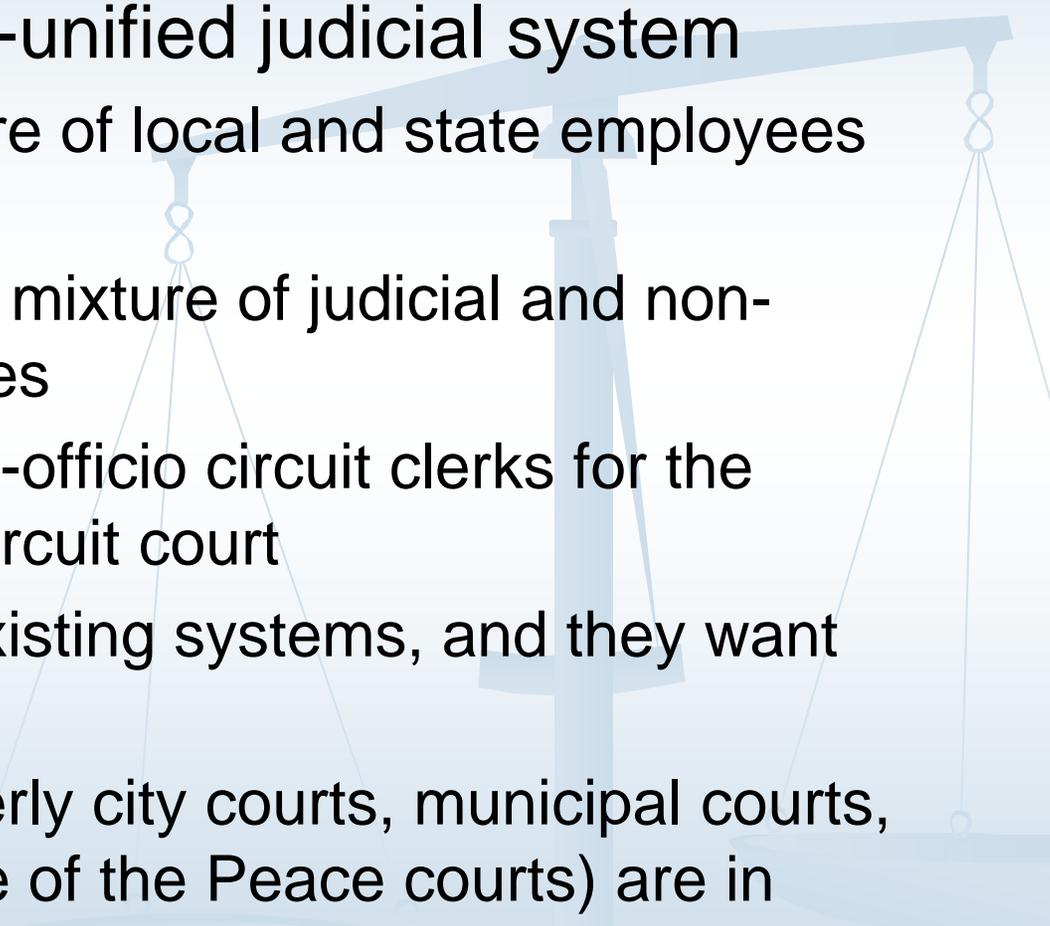
- AOC has implemented Xerox Jury Management System in 51 counties
- MJI web interface for jurors in 3 counties



DATA SHARING

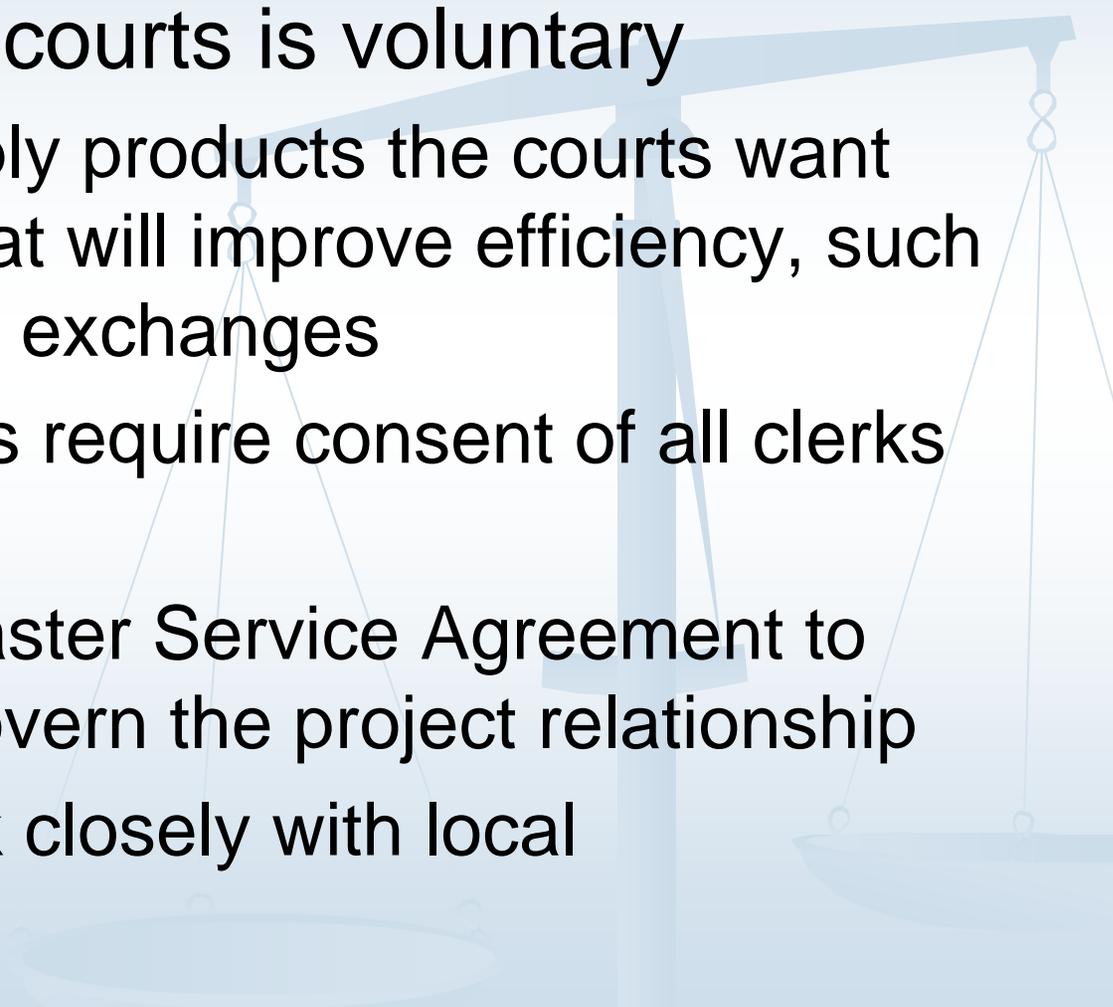


Challenges to Success



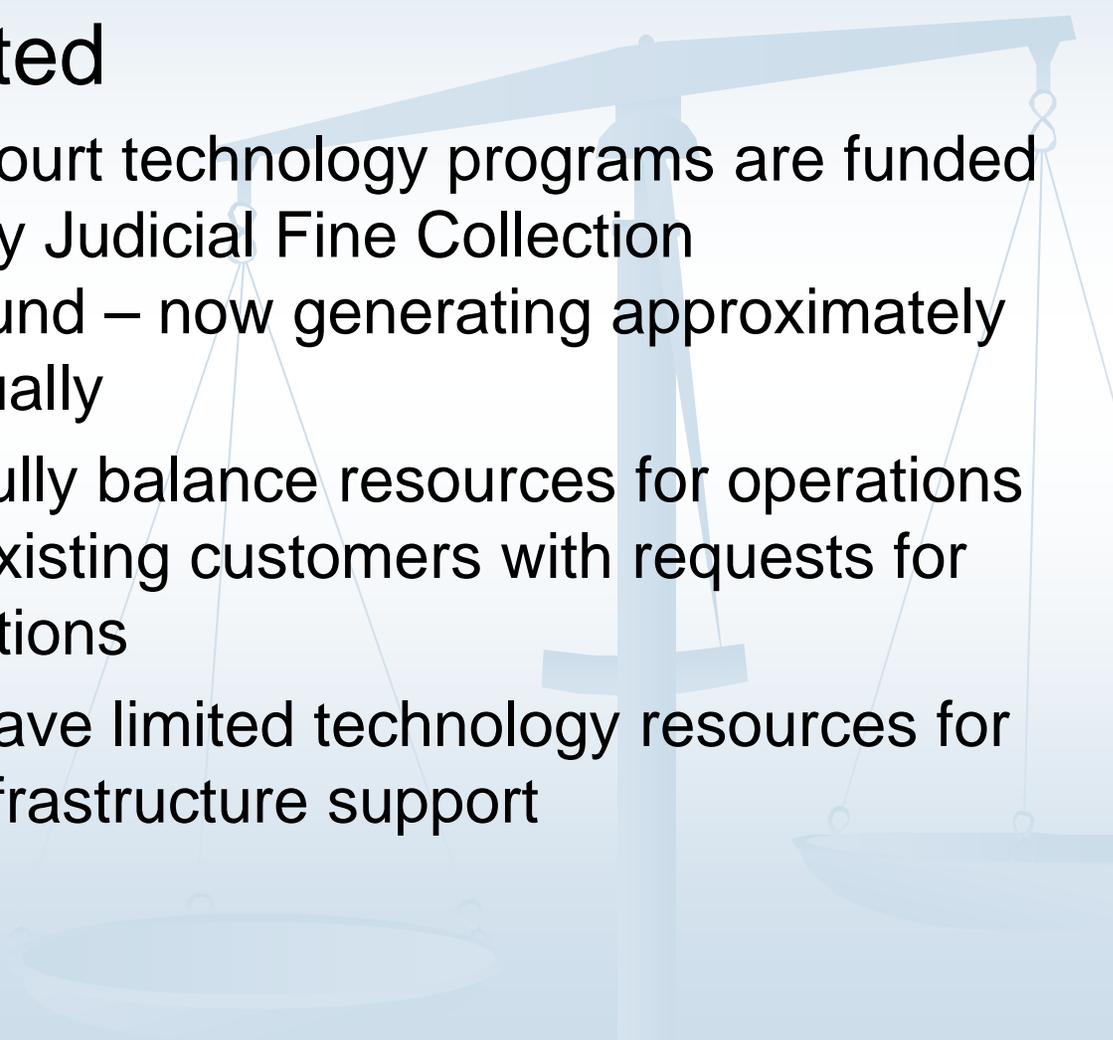
- Arkansas has a non-unified judicial system
 - Courts have a mixture of local and state employees and funding
 - Circuit clerks have a mixture of judicial and non-judicial responsibilities
 - County clerks are ex-officio circuit clerks for the probate division of circuit court
 - Many courts have existing systems, and they want their data converted
 - District courts (formerly city courts, municipal courts, police courts, Justice of the Peace courts) are in transition from purely local entities

Keys to Success



- Participation by courts is voluntary
 - AOC must supply products the courts want and services that will improve efficiency, such as through data exchanges
 - Project requests require consent of all clerks and judges
 - AOC uses a Master Service Agreement to contractually govern the project relationship
 - AOC must work closely with local stakeholders

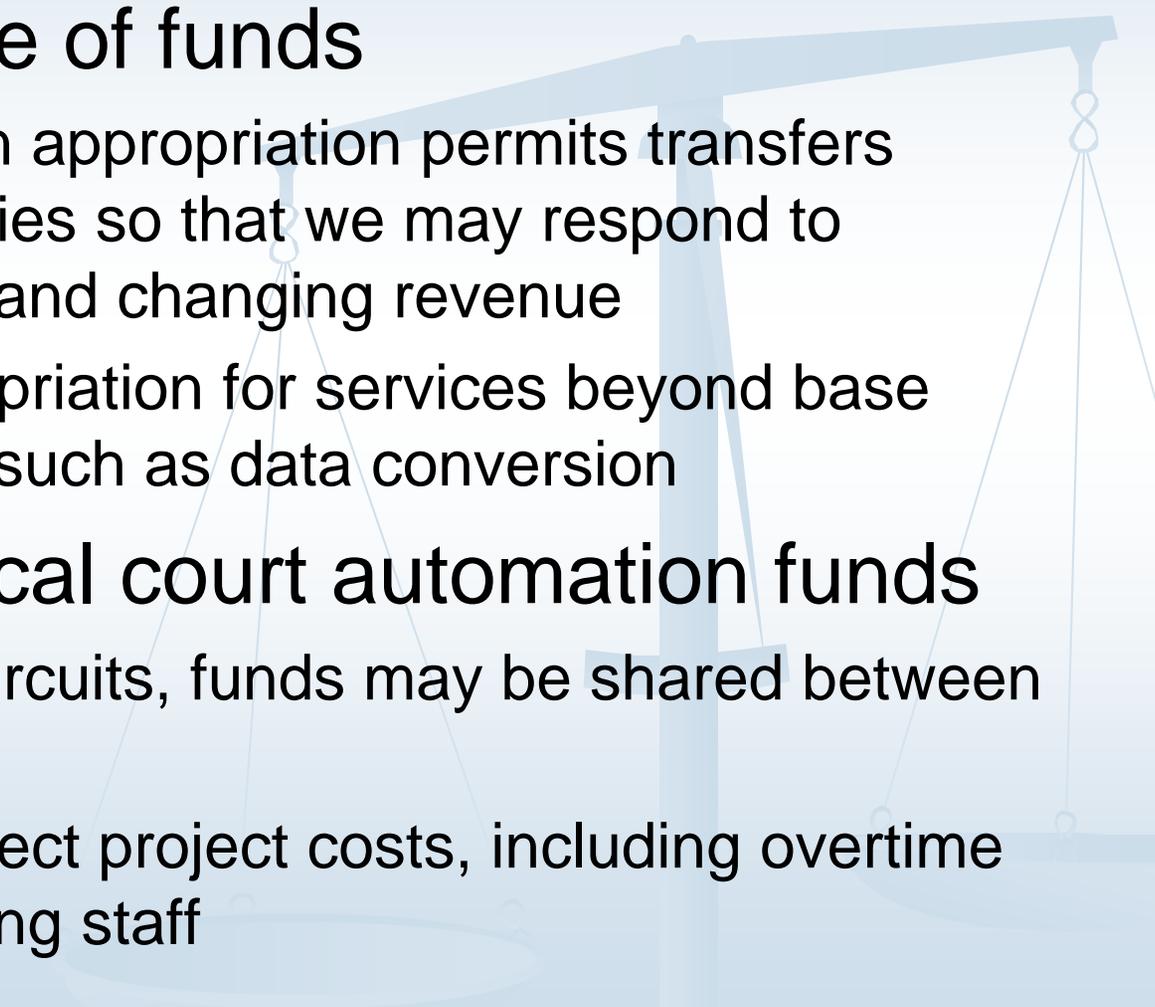
Challenges to Success



■ Funding is limited

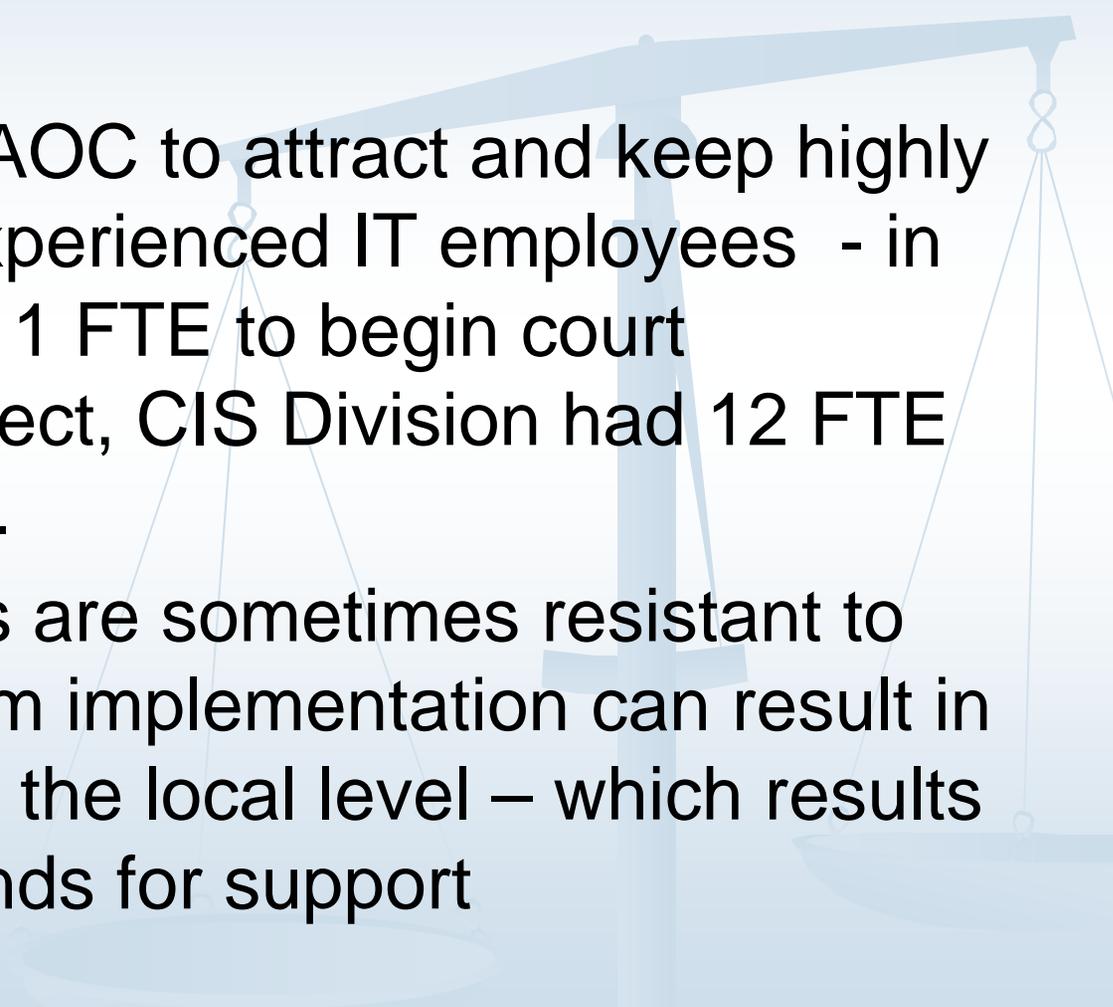
- Currently AOC court technology programs are funded almost entirely by Judicial Fine Collection Enhancement Fund – now generating approximately \$5,000,000 annually
- AOC must carefully balance resources for operations and support of existing customers with requests for new implementations
- Smaller courts have limited technology resources for hardware and infrastructure support

Keys to Success



- **Flexibility in use of funds**
 - Court automation appropriation permits transfers between categories so that we may respond to changing needs and changing revenue
 - Cash fund appropriation for services beyond base implementation, such as data conversion
- **Courts have local court automation funds**
 - In multi-county circuits, funds may be shared between counties
 - May use for indirect project costs, including overtime and supplementing staff

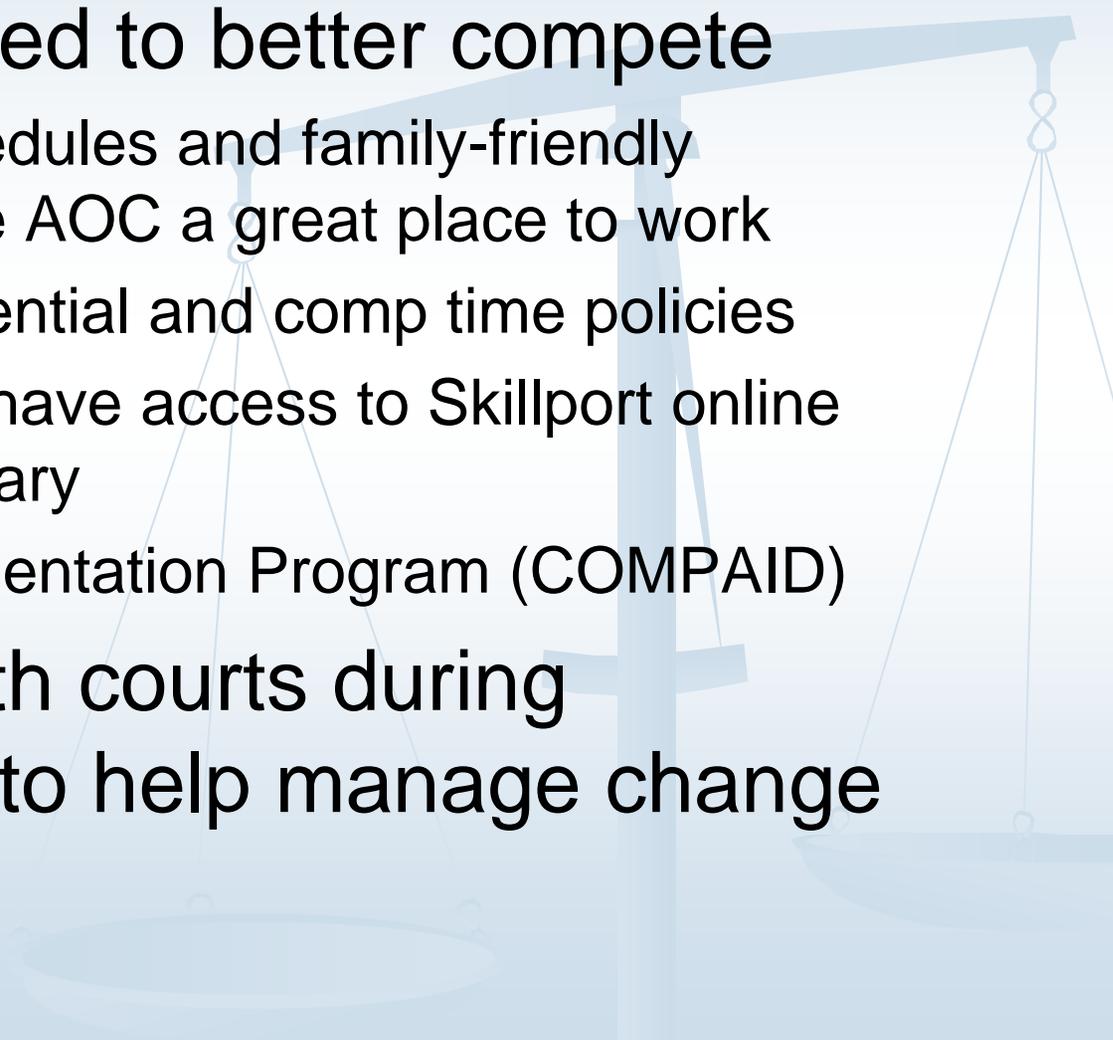
Challenges to Success



■ Staffing

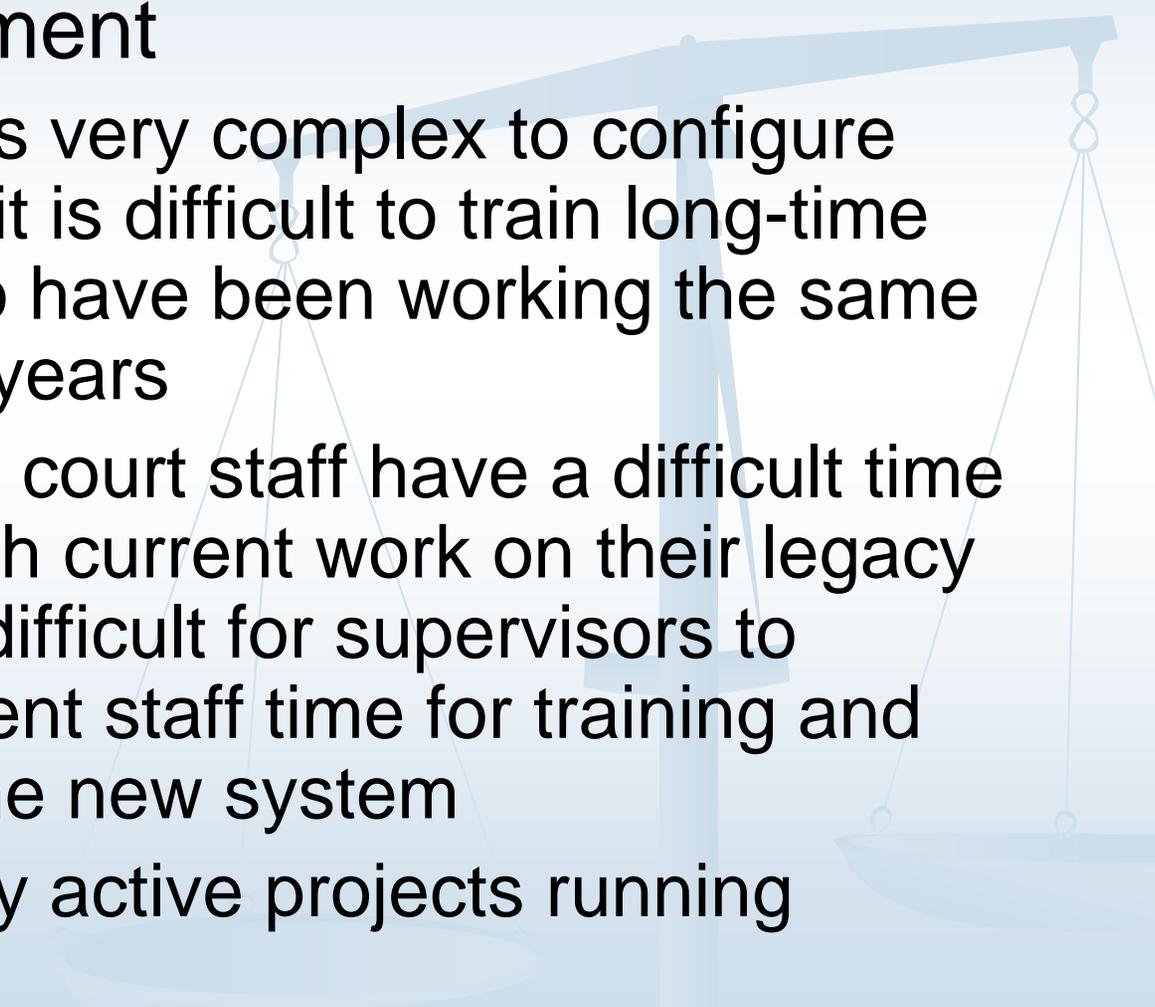
- It is difficult for AOC to attract and keep highly qualified and experienced IT employees - in 2001 there was 1 FTE to begin court automation project, CIS Division had 12 FTE – today 64 FTE.
- Court end users are sometimes resistant to change – system implementation can result in staff turnover at the local level – which results in higher demands for support

Keys to Success



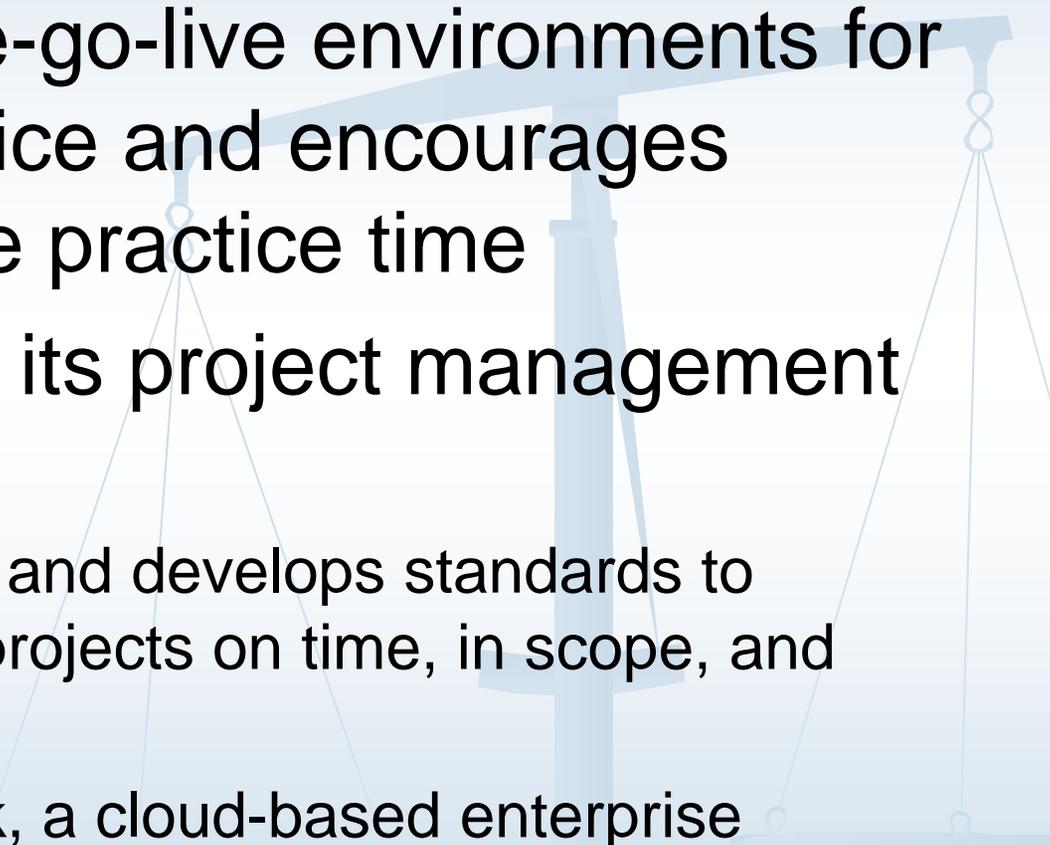
- AOC has changed to better compete
 - Flexible work schedules and family-friendly environment make AOC a great place to work
 - Certification differential and comp time policies
 - CIS Division staff have access to Skillport online training and IT library
 - Use IT Staff Augmentation Program (COMPAID)
- Work closely with courts during implementation to help manage change

Challenges to Success



- Work management
 - The software is very complex to configure correctly, and it is difficult to train long-time court staff who have been working the same way for many years
 - Overburdened court staff have a difficult time keeping up with current work on their legacy system – it is difficult for supervisors to provide sufficient staff time for training and practicing in the new system
 - AOC has many active projects running concurrently

Keys to Success



- AOC provides pre-go-live environments for training and practice and encourages courts to schedule practice time
- AOC is improving its project management methodologies
 - PMO manages PMs and develops standards to improve delivery of projects on time, in scope, and within budget
 - AOC is using AtTask, a cloud-based enterprise project management tool, to plan, track, and report progress on projects, operations, and support

Portfolio Optimization

AOC CIS Division

Delete Portfolio



Projects Programs Portfolio Details **Portfolio Optimization** Documents Updates More ▾

35 Projects



Project Prioritization

Set Priority Optimize

ID	Score	Name	Owner	Start Date	Completion Date	Program	Net Value	Align...	Cost	Risk
7	██████████	Contexte/AIRS Interface Redesign (Driver Services)	Kelly Hinkson	11/18/13 8:00 AM	4/4/14 2:00 PM	AOC CIS Applications	\$42,480.00	58%	\$7,520.00	
14	██████████	Madison County Juror Implementation	Kelly Hinkson	10/7/13 8:00 AM	3/28/14 5:00 PM	Jury (Implementation)	\$24,675.00	58%	\$25,325.00	
17	██████████	Pro Se eFiling	Linda Holley	11/25/13 8:00 AM	5/23/14 9:00 AM	EFiling (Implementation)	\$18,875.00	63%	\$31,000.00	\$125
16	██████████	Bulk Data Extract Process Revision	Linda Holley	7/12/13 8:00 AM	7/22/14 9:00 AM	AOC CIS Applications	\$242.40	60%	\$24,757.60	
12	██████████	Revise MSAs and Add Service Level Agreement (SLA)	LaShanda Jenkins	7/1/13 8:00 AM	6/30/14 6:00 PM	AOC CIS Process Improvement	\$6,040.00	42%	\$18,960.00	
29	██████████	Judiciary Intranet	Kelly Hinkson	2/24/14 8:00 AM	2/24/14 8:00 AM	AOC CIS Division	\$1,574.50	68%	\$83,128.00	\$297
13	██████████	Vital Records Data Exchange	Terry Bobo	12/17/12 6:00 PM	4/4/14 5:00 PM	AOC CIS Applications		0%		
15	██████████	CMS Sundown	Kelly Hinkson	7/11/13 8:00 AM	12/12/14 5:00 PM	Contexte (Implementation)	(\$46,183.15)	78%	\$196,183.15	
30	████	MJI Rollout	Linda Holley	5/8/13 8:00 AM	10/13/14 5:00 PM	AOC CIS Jury	(\$21,200.00)	0%	\$21,200.00	
11	██████████	Administrative Order 19 (AO19) Redaction	Lee Lowe	7/12/13 8:00 AM	12/29/14 5:00 PM	AOC CIS Case Management	(\$9,823.67)	67%	\$32,823.67	\$2.00
3	██████████	White County (Searcy) Distri...exte Implementation Project	Linda Holley	8/27/12 8:00 AM	3/5/15 8:45 AM	Contexte (Implementation)	(\$210,509.80)	0%	\$210,509.80	
21	██████████	Mississippi County Circuit Contexte Implementation	Linda Holley	6/21/12 12:00 AM	12/31/14 5:00 PM	Contexte (Implementation)	(\$143,551.44)	0%	\$143,551.44	
4	██████████	Garland County (Hot Springs...exte Implementation Project	Linda Holley	6/15/12 12:00 AM	1/13/15 12:00 PM	Contexte (Implementation)	(\$234,192.30)	0%	\$234,192.30	
31	████	Xerox Juror Application Replacement Project	Tim Holthoff	2/4/13 8:00 AM	4/23/14 3:01 PM	AOC CIS Jury	\$38,298.20	40%	\$20,651.80	\$1.00
28	██████████	eFiling Rollout Strategy	Alex Rogers	3/1/14 8:00 AM	7/22/14 5:00 PM	EFiling (Implementation)		0%		
25	██████████	Data and System Security Classification	Tim Holthoff	12/7/12 8:00 AM	12/7/12 8:00 AM	AOC CIS IT Security		0%		

Project Status

Projects
Portfolios
More ▾

Projects I Own
Projects I'm On
All Projects
Templates

+ New Project ▾
Export ▾
Showing Active but not complete ▾ projects in the Project Status Update ▾ view, grouped by Owner ▾

<input type="checkbox"/>	Ref #	Name ↑	Condition Update	Pln Start	Proj Comp	% Complete	Status	Priority	Status Icons
Owner: Kelly Hinkson (8)									
Owner: Lee Lowe (9)									
<input type="checkbox"/>	9804	12th Judicial Circuit (Sebastian County) CMS Sundown Project	<p> On Target ACCOMPLISHED (03/16/14 - 03/22/14): Worked on moving up the schedule</p> <p>IN PROGRESS (03/23/14 - 03/29/14): Meeting again next week to finalize</p> <p>UPCOMING (03/30/14 - 04/05/14): Project targeted to start 04/20/15</p> <p>TRAINING DATES: 08/10/15 - 09/04/15</p> <p>TARGET GO-LIVE: 09/08/15</p> <p>Mar 25 at 8:13 am by Lee Lowe</p>	5/29/13	9/9/15	31.2%	Active	Normal	
<input type="checkbox"/>	7500	4th Judicial Circuit (Washington & Madison) Contexte Implementation Project	<p> On Target ACCOMPLISHED (03/16/14 - 03/22/14): BPA Analysis complete, Madison MSA reviewed</p> <p>IN PROGRESS (03/23/14 - 03/29/14): CCR001 Approvals - Gloria; Washington Internal BPA Review 3/26-3/27; Meeting with Madison on 3/28</p> <p>UPCOMING (03/30/14 - 04/05/14): Madison MSA Signed; Madison BPA</p> <p>TRAINING DATES: SU 05/12/14 - 06/06/14 EU 04/13/15 - 06/12/15</p> <p>TARGET GO-LIVE: 06/29/15 PCC: 08/28/15</p> <p>Mar 25 at 11:55 am by Lee Lowe</p>	5/20/13	9/1/15	41.2%	Active	Normal	
<input type="checkbox"/>	7250	5th Judicial Circuit (Franklin, Johnson, Pope) Contexte Implementation Project	<p> On Target ACCOMPLISHED (03/16/14 - 03/22/14): N/A</p> <p>IN PROGRESS (03/23/14 - 03/29/14): Waiting for Pope MSA; schedule is in the approval process</p> <p>UPCOMING (03/30/14 - 04/05/14): MSA's Fully Executed; project targeted to start on 07/16/14</p> <p>TRAINING DATES: 02/09/15 - 03/27/15</p> <p>TARGET GO-LIVE: 04/13/15 PCC: 06/10/15</p> <p>Mar 25 at 8:53 am by Lee Lowe</p>	11/20/12	10/27/15	29.8%	Active	Normal	
<input type="checkbox"/>	12451	7th Judicial Circuit (Grant & Hot Spring) eFiling Implementation Project	<p> At Risk ACCOMPLISHED (03/16/14 - 03/22/14): N/A</p> <p>IN PROGRESS (03/23/14 - 03/29/14): Applying schedule template; preparing for orientation meeting</p> <p>UPCOMING (03/30/14 - 04/05/14): Orientation Meeting on 4/4</p> <p>TRAINING DATES: TBD</p> <p>TARGET GO-LIVE: TBD</p>	2/6/14	9/29/14	8.2%	Planning	None	

Team Updates

Teams People Resource Planning

- CIS Division Team
- Aaron Lax
- Alex Rogers
- Alexander Worker
- Amanda Armstrong
- Angela Daniels
- April Davis
- Becky Taylor
- Ben Houston
- Beth Jacks
- Bobbi Sue Krank
- Brian Lindsey
- Chan Rajaram
- Cindy Hombs
- Connie Compton

CIS Division Team Team Settings | Delete Team

Includes all CIS employees.
Send a Work Request to CIS Division Team

Updates Working On Team Requests

(60/LR) Need to be able to create new Organization IDs when entering CVAQMVI citations - Incident #102219, PSJSDC-287 » Little Rock District Contexte Implementation Project

Chan Rajaram Van,
I had sent you a few emails 03/27/2014 Thursday evening regarding this issue and I just wanted to make sure you saw these comments in my email(I am sure you did but just checking):

On a related note :

In our LRDC team meeting we were also thinking that CVAQMVI should provide the functionality to create organization ids on the fly in addition to accommodating citing an existing organization just like how we are able to create person ids on the fly in CVAQMVI or cite an existing person id.

When we leave the first name column blank in CVAQMVI thinking that would create an organization id in CVAQMVI just like how an organization created in CPAIDEN has NULL in spriden first name with only SPRIDEN LAST NAME column populated the CVAQMVI form throws an error message that first name cannot be blank. So CVAQMVI is assuming and accommodating only creation of person ids even with the existing organization id citation fix. I have mentioned this to you in earlier emails I think and let me know if you think this needs to be communicated to Xerox so that they are aware of this need and can get back to us to let us know the feasibility.

Is Xerox aware of this need already? Please let me know.
6 · Yesterday at 12:22 pm · Like

Tim Holthoff We also need to explore this relative to ecitation. I'm not sure there is a way to write an ecite to an organization or indicate it's an organization.
1 hour ago · Like

Comment

RFS verification and clean up of system test rejects » Montgomery County, Polk County-County Clerk, & Polk District (MOPP) Contexte Implementation Project

Lorna Cross Working list, make it more understandable by clerks, of rejects to Montgomery.
Yesterday at 5:12 am · Like · Comment

Audit preparation » Montgomery County, Polk County-County Clerk, & Polk District (MOPP) Contexte Implementation Project

Lorna Cross Ran Montgomery's transmittal and printed active reports and missing numbers lists for both Montgomery and Polk. Emailed Dena to remind her about my audit; to pick up the BPEN.
Yesterday at 5:09 am · Like · Comment

RFS: Transmittal Processing » OPS: Functional Operational Tasks Project

Sheri Cole 3/28 stopped in Washington Co on my way to Madison Co meeting to work with juvenile clerk on transmittal questions

Reports

Back to Reports

ALL HelpDesk Open Issues Grouped by Source and Priority

Show Filters Report Actions As of 6:03 AM

Unresolved issues on HelpDesk projects

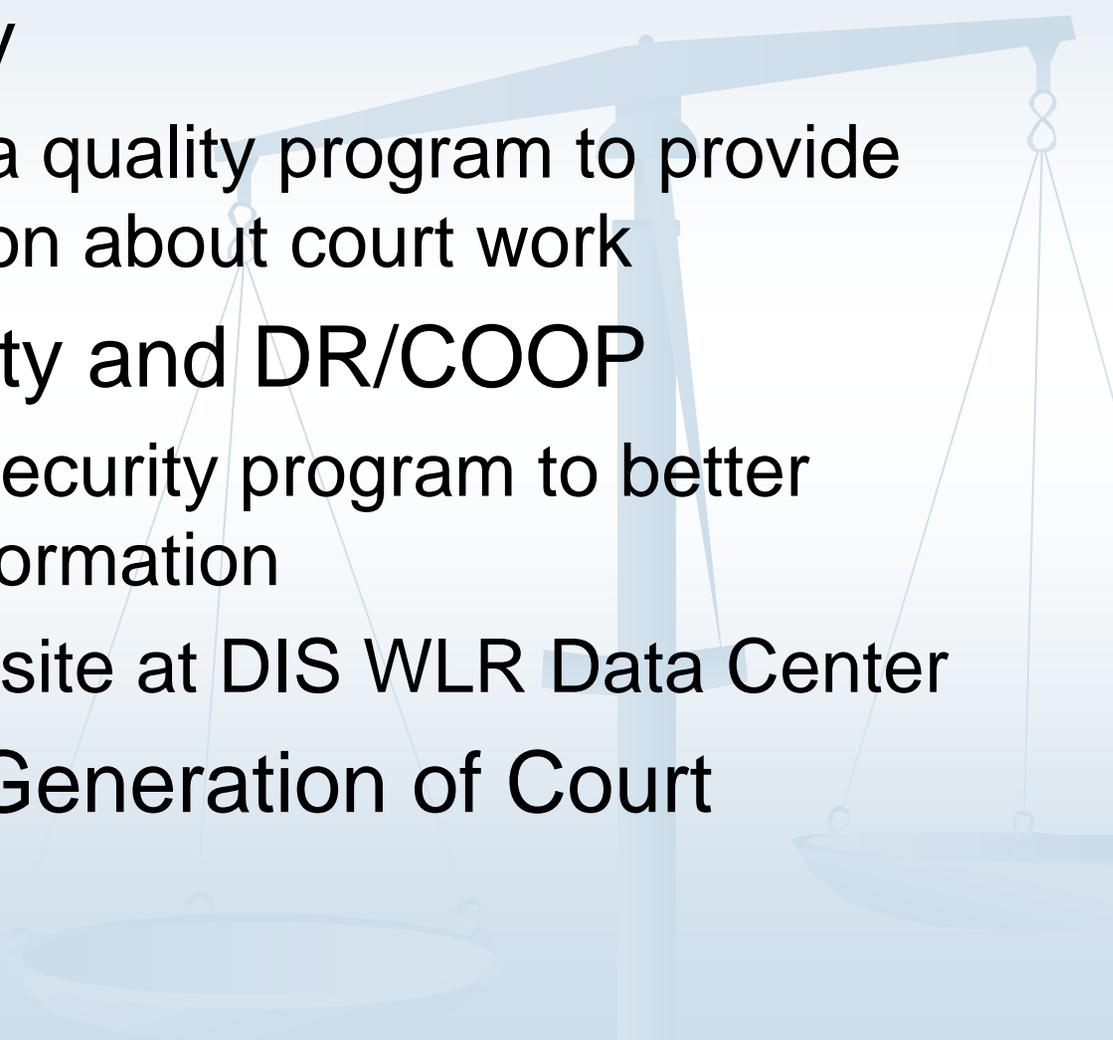
Details Summary

Export

Showing Report Default issues in the Report Default view, grouped by Report Default

<input type="checkbox"/>	Ref #	Name	Assignments	Priority	Status	Entry ↑	Act Comp	Priority
Project: Name: Contexte Application Support (77)								
<ul style="list-style-type: none"> ▶ Priority: Low (60) ▶ Priority: High (8) ▶ Priority: Medium (6) ▶ Priority: Urgent (3) 								
Project: Name: eFlex Application Support (15)								
<ul style="list-style-type: none"> ▶ Priority: Medium (2) ▼ Priority: Low (13) 								
<input type="checkbox"/>	20956	(60/CI) efile: Administrative Order 18 Compliance	Amanda Armstrong	Low	In Progress	2/25/13		0
<input type="checkbox"/>	24268	(60/CI) Lengthen the Party Description field RPE	Vendor - Xerox Case Management	Low	Vendor On Hold	3/26/13		0
<input type="checkbox"/>	24129	efile: Request for quote to modify Courtesy NEF #99842	Vendor - Tybera	Low	Vendor In Progress	3/27/13		0
<input type="checkbox"/>	29426	(60/CI)efile: User Manual update needed- Jason Kennedy asking about form fillable pdfs	Amanda Armstrong	Low	In Progress	5/2/13		0
<input type="checkbox"/>	30211	(AO/CP) efile: AR Judiciary court forms that will obstruct an electronic file mark	Alex Rogers Amanda Armstrong Gloria Thompson John Stewart Lars Hultqvist Michelle Maxwell Tim Holthoff	Low	In Progress	5/9/13		0
<input type="checkbox"/>	34389	(60/CI) efile on hold - No Action Taken #99718	Vendor - Tybera	Low	Vendor In Progress	6/25/13		0
<input type="checkbox"/>	38228	(60/CI) eFile - Nancy Sadler: case error with multiple cases reprocessed. Xerox case #102445, PSJSDC-333	Vendor - Xerox Case	Low	Vendor In Progress	8/21/13		0

Looking Forward



- Focus on quality
 - Developing data quality program to provide better information about court work
- Focus on security and DR/COOP
 - Developing IT security program to better secure court information
 - Developing hot site at DIS WLR Data Center
- Focus on Next Generation of Court Management

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