

TECHNOLOGY

LONG-RANGE STRATEGIC PLAN

SUPERIOR COURT OF CALIFORNIA
COUNTY OF EL DORADO_

LONG-RANGE ISSUE: 4. TO USE TECHNOLOGY TO ENHANCE PRODUCTIVITY, IMPROVE CITIZEN ACCESS, PROVIDE MODERN FILING AND INQUIRY ACCESS TO LITIGANTS, ATTORNEYS, AND MEMBERS OF THE PUBLIC.

Issue Description: All exchanges of data with the District Attorney, Public Defender, Sheriff's Department, two police departments, probation department, and other county and state criminal justice agencies are done manually. This delays the transmission of information, increases the chance of errors, and inhibits staff productivity in all agencies.

Citizens and attorneys must call or come to the courthouse to obtain case and calendar information as the Court currently does not provide case and calendar information by interactive voice response or the internet.

LONG-RANGE GOALS, STRATEGIES AND DESIRABLE OUTCOMES

Goal 4.1 Exchange Court data electronically, with criminal justice agencies in the county and State.

Strategies:

- 4.1(a) Define communication protocols among agencies.
- 4.1(b) Establish electronic exchange of data from Court to criminal justice agencies and criminal justice agencies to the Court.
- 4.1(c) Coordinate with criminal justice agencies to obtain necessary equipment to exchange data electronically.

Desirable By the year 2012, the court will have:

Outcomes:

- By 2008, provide read only access of case or appearance outcomes, sentences, calendars, probation reports and warrant information to local law enforcement agencies;
- Achieved the electronic filing of complaints, motions, responses to motions, and other documents related to criminal cases by the District Attorney and Public Defender and private counsel;
- Achieved the electronic exchange of information between the two jail and juvenile hall locations and the Court;

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Goal 4.1 Exchange Court data electronically, with criminal justice agencies in the county and State.

Strategy: 4.1(a) Define communication protocols among agencies.

Objectives: 4.1(a) 1. Identify by agency different software packages available from different vendors to communicate electronically.
2. Define data elements and structure so that each agency's software is able to read and use data exchanged electronically.

Strategy: 4.1(b) Establish electronic exchange of data from Court to criminal justice agencies and criminal justice agencies to the Court.

Objectives: 4.1(b) 1. Provide timely and accurate transmission of data from the Court to other agencies.
2. Reduce the potential for errors in the manual preparation and transmission of information for and to other agencies.
3. Assure proper security for Court's information; improve staff productivity;

improve customer service.

Strategy: 4.1(c) Coordinate with criminal justice agencies to obtain necessary equipment to exchange data electronically.

Objectives: 4.1(c)

1. Provide timely and accurate entry of data.
2. Reduce the potential for errors in the manual preparation and transmission of information for and to other agencies.
3. Improve staff productivity and customer service.

ACTION PLAN

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Objective 4.1(a) 1. Identify by agency different software packages by different vendors to communicate electronically.

Tasks:	Who	When	Fiscal Year
1. Begin discussions with agencies to identify software.	IT Managers	2008	2008/09

Objective 4.1(a) 2. To define data elements and their structure so that each agency's software can read and use data exchanged electronically.

Tasks:	Who	When	Fiscal Year
1. Begin discussions with agencies.	IT Managers	2008	2008/09

Objective 4.1(b) 1. Establish electronic exchange of data from Court to criminal justice agencies and criminal justice agencies to the Court.

Tasks:	Who	When	Fiscal Year
1. Provide agency read only access to CMS.	IT Managers	July	2006/07

Objective 4.1(c) 1. Coordinate with criminal justice agencies to obtain necessary equipment to exchange data electronically.

Tasks:	Who	When	Fiscal Year
1. Begin discussions with agencies regarding equipment needs.	IT Managers	2008	2008/09

LONG-RANGE GOALS, STRATEGIES AND DESIRABLE OUTCOMES

Goal 4.2 Post all of the Court’s indexes and calendars on the Court’s web page and make this information available through public access terminals.

Strategies: 2.2(a) Put the Court’s daily calendars and indexes on the Court’s web page.
 2.2(b) Install public access PCs for use in the courthouses.

Desirable Outcomes: By the year 2007, the Court will have:

- An active web page through which attorneys and citizens may access the Court’s indexes and calendars.
- Installed and operational public access terminals in each Court location through which citizens and attorneys can access non-confidential case information.

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Goal 4.2 Post all of the Court’s indexes and calendars on the Court’s web page and make this information available through public access terminals.

Strategy: 4.2(a) Put the Court’s indexes and daily calendars on the Court’s web page.

Objectives: 4.2(a) 1. Expand availability of case-based information.
 2. Expand hours for providing access to case-based information.
 3. Reduce burden of travel on attorneys not located near courthouses and costs for their clients.
 4. Reduce appearances and phone calls to the court for index and calendar information.

Strategy: 4.2(c) Install public access PCs for use in the courthouses.

Objectives: 4.2(c) 1. Expand availability of case-based information.
 2. Expand hours for providing access to case-based information.
 3. Reduce telephone calls to Court and personal visits to counters, thereby improving staff productivity.

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Objective 4.2(a/b) 1. Expand availability of case-based information.

Tasks:	Who	When	Fiscal Year
1. Using software purchased, develop program for calendars and indexes to post to Courts web page.	IT Manager	December 2007	2007/08
2. Obtain funding for implementing this program.	Court Administration	2007	2006/07

LONG RANGE GOALS, STRATEGIES AND DESIRABLE OUTCOMES

Goal 4.3 Through technology, improve telephone access available to citizens to obtain information and transact business.

Strategies: 4.3(a) Provide interactive voice response (IVR) telephone access to individual traffic case information, for scheduling traffic court appearances and paying fines by credit cards.

4.3(b) Improve and expand telephone message tree.

**Desirable
Outcomes:**

By the year 2010, the Court will have:

- Installed an IVR system for traffic cases that reduces calls to staff.
- Installed a new message tree that will offer more information than the current system in a manner that is easier to comprehend for the caller.
- Provide recorded messages in Spanish as well as English.

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Goal 4.3 Through technology, improve telephone access available to citizens to obtain information and transact business.

Strategy: 4.3(a) Provide interactive voice response (IVR) telephone access to individual traffic case information, for scheduling traffic court appearances and paying fines by credit cards.

Objectives: 4.3(a)

1. Improve customer service by expanding the means by which citizens can obtain case-based information.
2. Facilitate customers' scheduling appearances in traffic cases.
3. Reduce calls to Court regarding scheduling of traffic court appearances and fine payments due.
4. Reduce the time staff spends handling fine payments.
5. Reduce number of NSF checks.

Strategy: 4.3(b) Improve and expand telephone message tree.

- Objectives:** 4.3(b)
1. Provide verbal descriptions of processes, how to use IVR system to obtain information, and how to access the web page.
 2. Provide all the English messages in the Spanish-language.
 3. Reduce the number of initial options to no more than four.

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Objective 4.3(a) 1. Improve customer service by expanding ways and hours during which citizens can obtain case-based information.

Tasks:	Who	When	Fiscal Year
1. With the implementation of California Case Management System provide for interactive voice response for case information.	IT Manager & AOC	2012	2012/13
2. Obtain funding for interactive voice response.	Court Administration	2010	2010/11

LONG RANGE GOALS, STRATEGIES AND DESIRABLE OUTCOMES

Goal 4.4 Transition telephone systems from El Dorado County Communication Department to Court.

Strategies: 4.4(a) Obtain and install Court operated telephone system.

Desirable Outcomes: By the year 2008, the Court will have:

- Obtained and installed a Court operated telephone system.

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Goal 4.4 Transition telephone systems from El Dorado County Communication Department to Court.

Strategy: 4.4(a) Obtain and install Court operated telephone system.

Objectives: 4.4(a) 1. Cost savings and internal control.

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Objective 4.4(a) 1. Cost savings and internal control.

Tasks:	Who	When	Fiscal Year
1. Review various telephone systems and obtain bids.	IT Manager	2008	2007/08
2. Select telephone system and install	IT Manager	2008	2007/08

LONG RANGE GOALS, STRATEGIES AND DESIRABLE OUTCOMES

Goal 4.5 Implement ISD case management certified software with JBSIS statistical reporting for civil, criminal, traffic and juvenile. Obtain funding for migration to ISD case management certified software for juvenile.

Strategies: 4.4(a) Have case management software that provides JBSIS statistical reporting.

Desirable Outcomes: By the year 2008, the Court will have:

- Implemented ISD certified JBSIS statistical reporting software.
- Obtain funding for migration to ISD case management certified software for juvenile.

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Goal 4.5 Implement ISD case management certified software with JBSIS statistical reporting for civil, criminal, traffic and juvenile. Obtain funding for migration to ISD case management certified software for juvenile.

Strategy: 4.5(a) Have case management software that provides JBSIS statistical reporting.

Objectives: 4.5(a) 1. Accurate JBSIS statistical reporting from CMS eliminating the need for manual statistical gathering and reporting.

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Objective 4.5(a) 1. Accurate JBSIS statistical reporting from CMS eliminating the need for manual statistical gathering and reporting.

Tasks:	Who	When	Fiscal Year
1. Tailor ISD case management system for JBSIS statistical reporting.	CMS Coordinator & IT Manager & Managers	2007	2007/08
2. Train staff on proper input of data to CMS for JBSIS statistical reporting.	CMS Coordinator & Managers	2007	2007/08