Oregon Judicial Department

Oregon eCourt

*To the
Joint Committee on Information Management
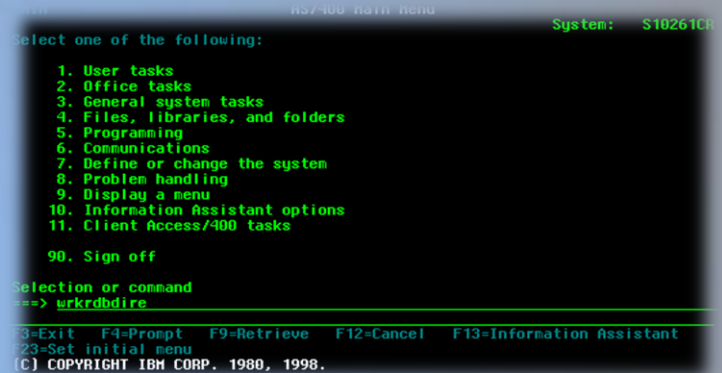and Technology*

December 12, 2016

Oregon eCourt

- **Implemented On Schedule**
  - Final circuit court implementations June 2016
  - Project closeout December 2016
- **Within Budget**
  - $91 million in total funds
  - From 2008 to 2016
- **Statewide Implementation**
  - All trial, tax, and appellate courts using new systems

Why Oregon eCourt?

- **OJIN reached end of its useful life**
  - 30+ year old, homegrown system
  - Case-based, not person-based
  - Could not maintain (archaic program language)
  - Unable to respond to law changes

OJIN – Green Screen

Odyssey Home Screen

Why Oregon eCourt? (cont'd)

- **Improve Court Services**
  - Modernize internal court processes
  - Paper on demand (replace 50 million pages/year)
  - Allow electronic payment of fines and fees
  - Allow electronic filing of pleadings 24/7
  - Remote access to court documents by court users
  - Interactive, interview-based court forms
  - Person-based system (not case-based)
  - Automate case document storage and retrieval
  - Reduce lost files, routing times, and entry delays
  - Reduce data entry duplication during life of case
  - More timely and complete case information for judges
  - Easier communication and information for the Bar, media, and public

OJD **COURTS** E PAY
Make payments on your court case

OJD eFiling
using Odyssey File & Serve
mandatory for
attorneys filing
in certain
circuit courts
Save time. Save money. Save paper.
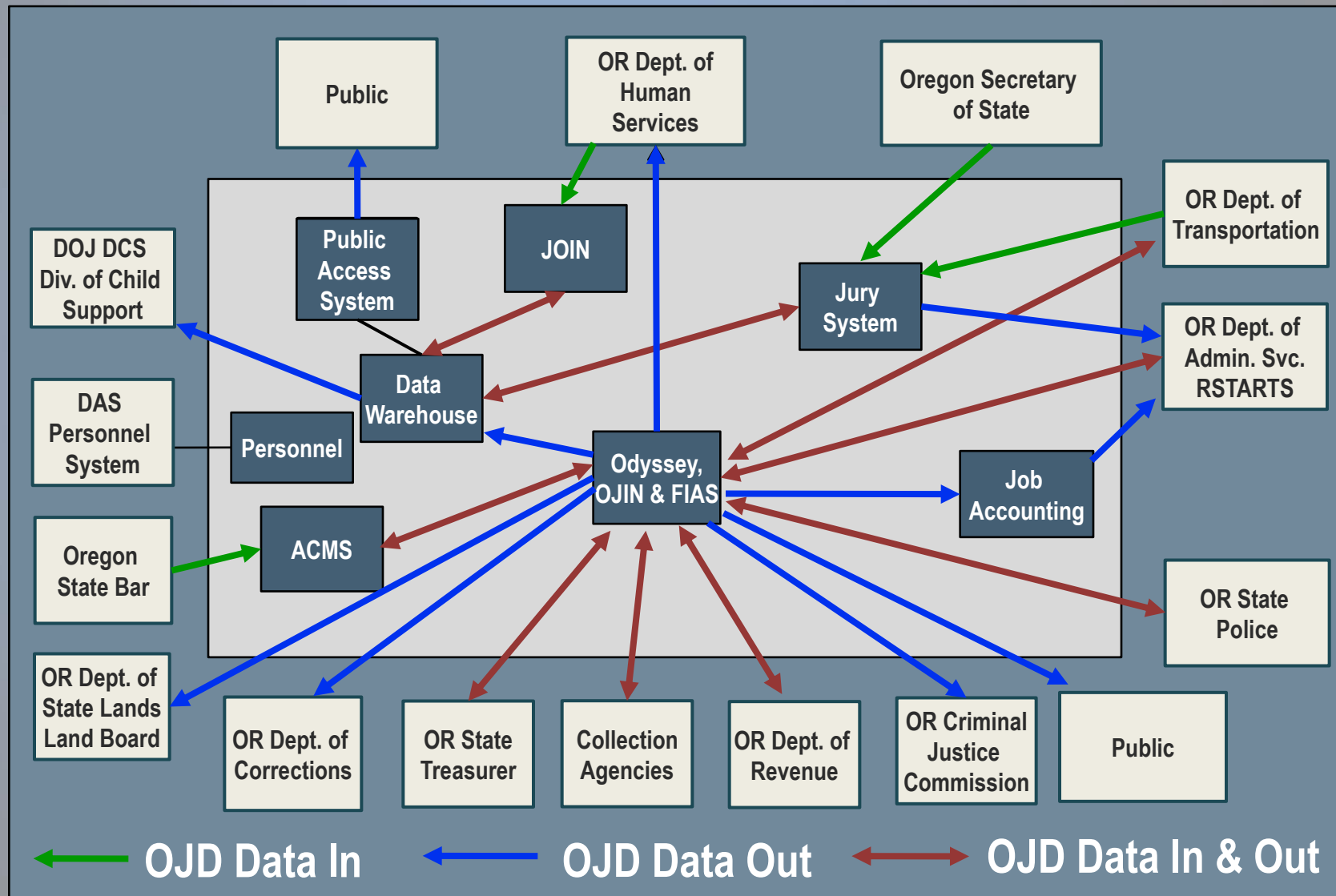
Benefits of Person-Based System

- **Easier to find multiple cases involving same person(s)**
  - Warrants
  - Restraining orders
  - Probation violations
  - Family court
- **Avoid conflicting orders**
- **Faster law enforcement access to restraining orders**
- **Easier to schedule interpreters**

Oregon eCourt Timeline

- **2008:** Legislature approves business case
  - Deploy appellate courts proof of concept
- **2010:** Strategy change
  - From best-in-breed to COTS
- **2010-12:** Preparation
  - RFP, site visits, demonstrations
  - Selection, deliverables-based contract
  - Configuration
- **2012-16:** Implementation
  - Pilot court to prove concept
  - Early adopter courts to test
  - Rollout in 'velocity' implementation

# Partner Integrations

Taking a Court Live

Oregon eCourt Roll-Out Schedule

Quarter	2012	2013	2014	2015	2016
1st		**Jackson** (March)	**Benton Polk** (January)	**Lane Lincoln** (March)	**Washington Tax Court** (March)
2nd	**Yamhill** (June)		**Multnomah** (May)	**Deschutes Klamath Lake** (June)	**Baker Grant Harney Malheur Morrow Morrow Umatilla Union Wallowa** (June)
3rd		**Clatsop Columbia Tillamook** (August)		**Coos Curry Hood River Wasco Gilliam Wheeler Sherman** (September)	
4th	**Crook Jefferson Linn** (December)		**Douglas Josephine Marion** (December)	**Clackamas** (December)	

Budget/Implementation

Oregon eCourt Program Funding Overview						
	Actuals	**Actuals**	**Actuals**	**Actuals**	**Budget**	**TOTAL**
$ in millions	**2007/2009**	**2009/2011**	**2011/2013**	**2013/2015**	**2015/2017**	
COP/Bonds	$ 10.13	$ 12.58	$ 26.13	$ 18.56	$ 16.54	**$ 83.945**
OF	$ 0.58	$ 0.24				**$ 0.823**
GF	$ 1.81	$ 0.41	$ 0.05	$ 0.12	$ 0.08	**$ 2.476**
Total	**$ 12.52**	**$ 13.23**	**$ 26.19**	**$ 18.69**	**$ 16.62**	**$ 87.245**

Suite of Odyssey Products
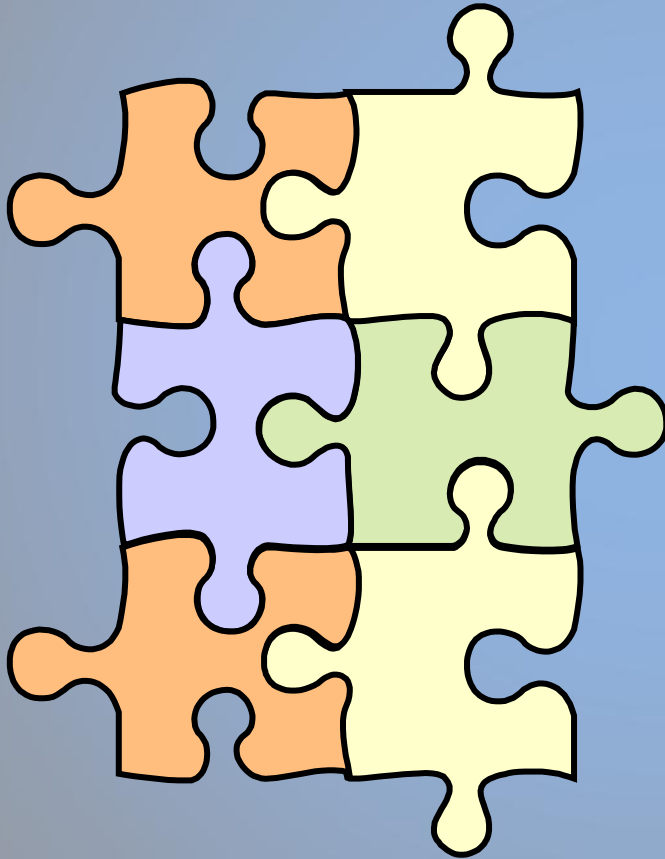
- Case Management

- Financial

- Judge Edition

- Jury

- File & Serve

- Guide & File

OJD File & Serve

- 24/7 electronic filing of pleadings in court

- Electronic service to other parties

- Mandatory for attorneys

- More than **1 million eFilings** in 2016

- May 2016 Oregon State Bar survey

  – Two-thirds said it expanded access to the court
  – 60% said it improved their productivity
  – Almost half said it reduced their costs

OJD iForms

- **Interactive, interview-based, fillable forms**
- **Forms free to the user via the OJD webpage**
- **OJD develops and owns the forms**

- **Better access to the courts**
  - Complete, legible information to courts
  - Forms can be eFiled
- **Focus on cases with self-represented litigants**
  - Small claims
  - Landlord-tenant
  - Restraining order
  - Family law (dissolution, child custody, etc.)
    - **New forms AVAILABLE TODAY!**

Oregon eCourt Document Access

- **Oregon eCourt Case Information (OECI) System**
  - **Free Register of Actions**
  - **Document Access for all State courts**
    - Free electronic access at courthouse
    - Remote access in public case types via subscription to the Oregon Judicial Case Information Network (OJCIN)
      - Free subscribers
        - » Law enforcement
        - » DOJ/DHS
        - » Attorneys providing indigent defense
      - Paid subscribers
        - » Oregon State Bar members
        - » News media, title companies, financial institutions, rental and employment background checks, etc.

Oregon eCourt Lessons Learned

- Best-of-Breed vs. COTS in changing market
- Statewide configuration
- Guiding Principles
  - Customize <u>only</u> if required by law
- People side of change
- Stakeholder Involvement
- Internal/External Oversight

Oregon eCourt Oversight

- **Internal**
  - Sponsors: Chief Justice, SCA, two Presiding Judges
  - Steering Committee: Judges, staff, Bar members
  - Project management team/structure
- **External**
  - Contracted Quality Assurance
    - Quarterly reports
    - Specific reviews
  - Legislative
    - JLCIMT
    - Budget
  - OJD/Oregon State Bar Implementation Task Force
    - Forum for user feedback
    - Bar members included in policy, governance

OJD Project Management

- Program Management Office
- Scheduling
- Risk
- Budget
- Scope
- Issues
- Decisions

Training and Outreach
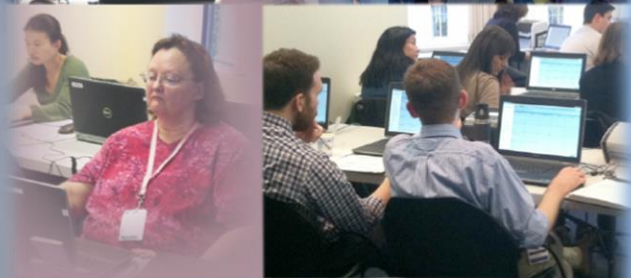
- **Trainings Across the State**
  - Trained 200+ judicial officers; 1500+ staff; more than 1,000 classes held
  - Over 180,000 hours of end-user training throughout implementation
  - 27 end-user training events; minimum 3 weeks at each event
  - Events ranged from 1 court, 1 location to 8 courts, 8 locations, etc.

- **Outreach Presentations**
  - 100+ Oregon eCourt and eFiling trainings and presentations to external stakeholders
  - Numerous requested presentations to individual organizations, associations, community partners, and external stakeholders

Oregon eCourt: What's Next?

- Move from implementation to operations and maintenance

- Evaluate and integrate technology processes into court operations

- Statewide system for training programs, business processes, technology changes

Operations

- Embed structures for ongoing policy development, work process changes, efficiency
  - All developed/working while OR eCourt was being implemented
- Odyssey Change Control Workgroup (OCCW)
  - Evaluate, recommend technology system changes
- Court Reengineering & Efficiencies Workgroup (CREW)
  - Efficiencies
  - Business processes
- Judicial Leadership & Education Committee (JLEC) / Staff Education and Professional Development Advisory Committee (SEPDAC)
  - Education and training

Maintenance

- **Technology**
  - Test and implement upgrades, patches, releases
  - For all component systems
  - Servers and back-up system
- **Security**
  - Audit, Test, Train, Evaluate
  - Upgrades

Delivered

- On schedule and within budget
- Technology infrastructure improvements
  - Statewide backup
  - Free public internet access in courthouses
- Improved court processes
- Ability for court users to conduct electronic transactions 24/7

Oregon eCourt...

Many court services available **24/7** ▪

282,792 ePayments in 2016 ▪

1,133,355 eFilings in 2016 ▪

Remote document access by **10,600** subscribers ▪

Better Access

Access to all cases statewide ▪

12 million documents in **22 million** cases ▪

iForms **help** self-represented litigants in court ▪

Training and help materials available **online** ▪

Better Information

More **consistent** court processes and forms ▪

Instant access to case files ▪

Faster data transmission to agencies ▪

Avoid conflicting court orders ▪

Better Outcomes