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# OREGON JUDICIAL DEPARTMENT

## TECHNOLOGY OVERVIEW

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JOINT COMMITTEE ON INFORMATION MANAGEMENT AND TECHNOLOGY  
FEBRUARY 24, 2021



# THE ROLE OF THE COURTS IN OUR DEMOCRACY

- Access to Justice
- Public Trust and Confidence
- *A Place to Be Heard, Resolve Disputes, and Solve Conflicts*



# COURTS IMPACT PEOPLE IN ALL ASPECTS OF THEIR LIVES

Courts are at the crossroads wherever people have disputes.

- Workplaces, Businesses
- Debtor/Creditor and Small Claims
- Treatment Courts
- Mental Health
- Family Law
- Child Welfare
- Protective Orders
- Criminal Justice
- Housing
- Public Benefits
- Tax Disputes
- Election and Ballot Measure Disputes
- Juvenile Dependency and Delinquency
- Claims of Wrongful Injury
- Objections to Government Action



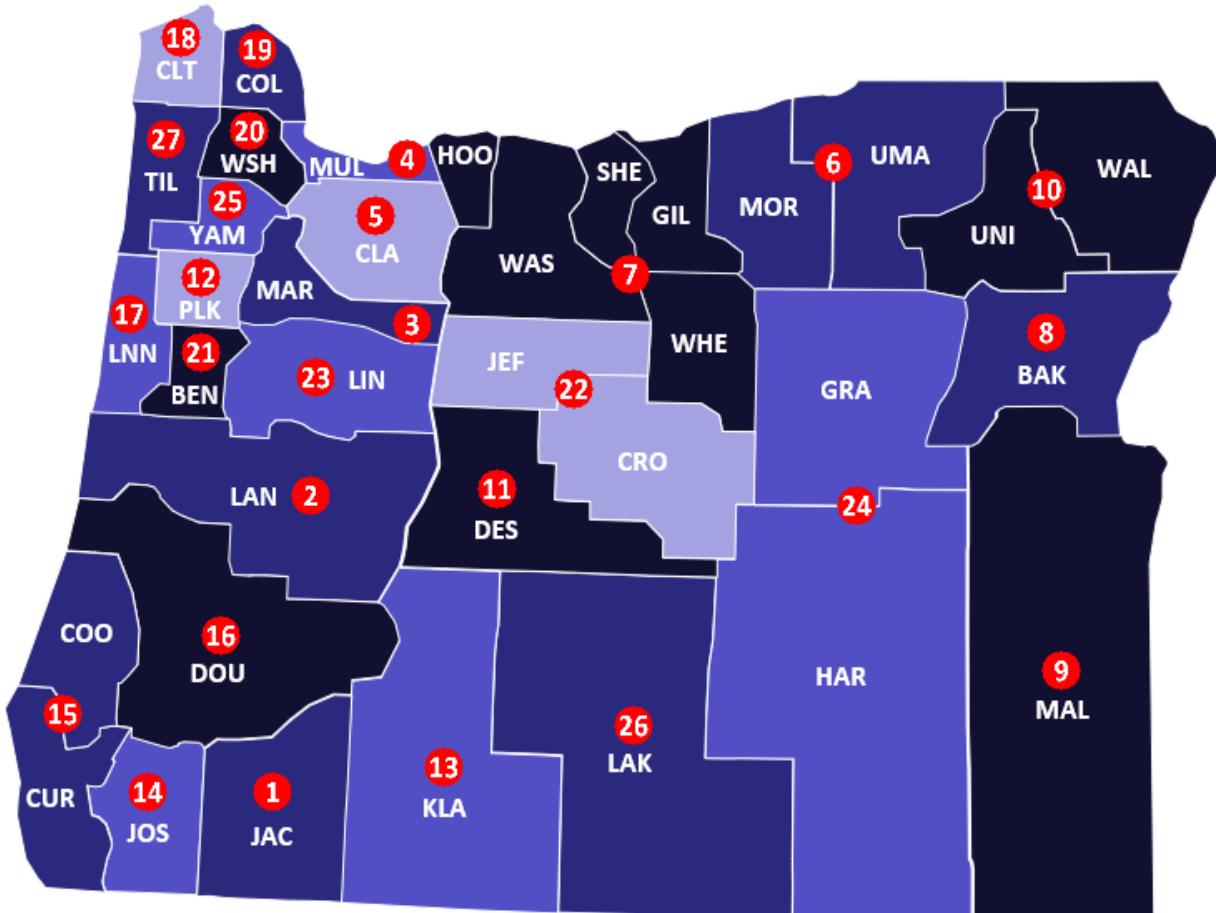
Treatment Court Graduates



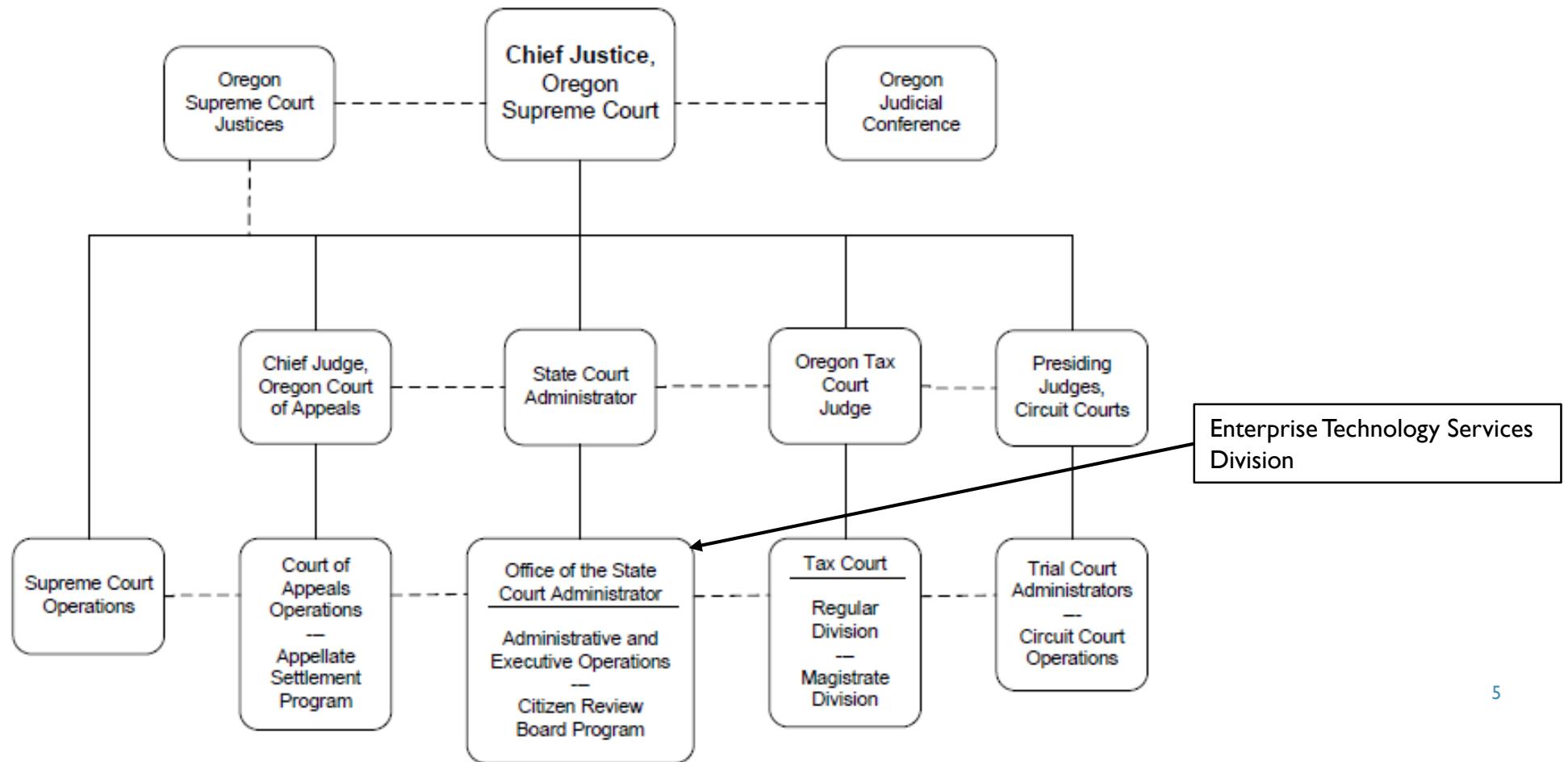
Serving Families in Crisis

# OREGON COURTS - A UNIFIED COURT SYSTEM

- Oregon Supreme Court
- Court of Appeals
- Tax Court
- 27 Judicial Districts
  - Circuit Courts in every county
  - 198 Judges
  - 1,620 Staff
  - Serving 4.22 million Oregonians
- Office of the State Court Administrator

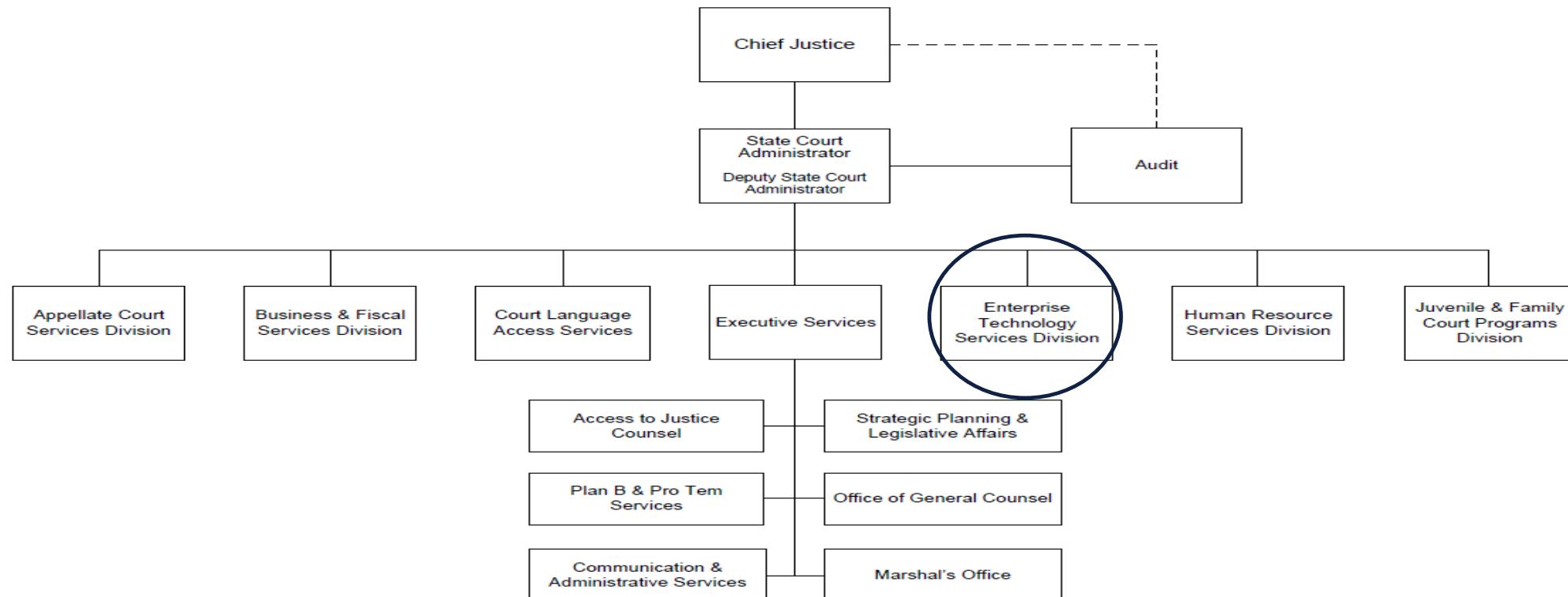


# OREGON JUDICIAL DEPARTMENT STRUCTURE

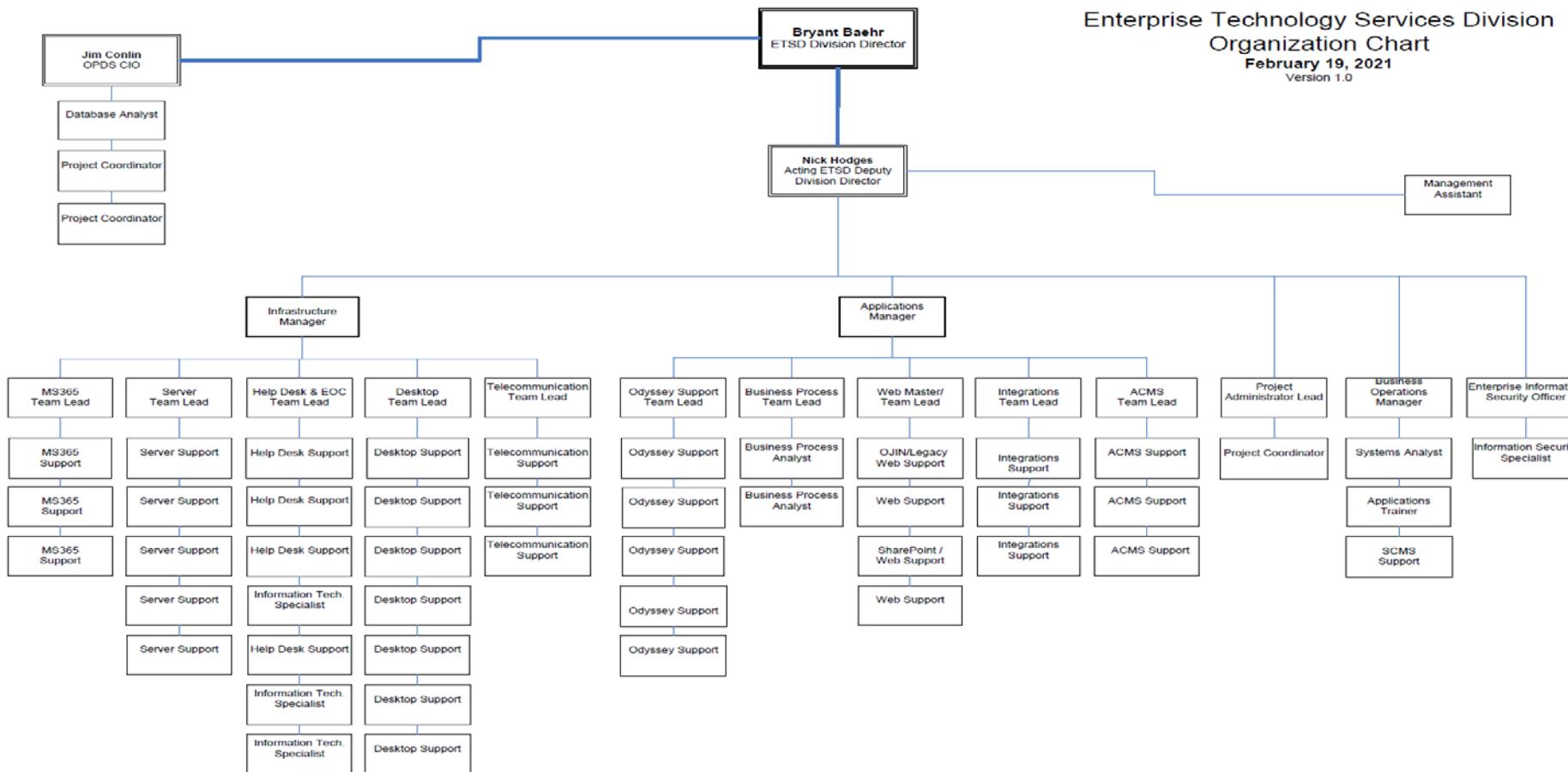


# OFFICE OF THE STATE COURT ADMINISTRATOR (OSCA)

OFFICE OF THE STATE COURT ADMINISTRATOR  
(Organization Chart)  
(January 2021)



# ENTERPRISE TECHNOLOGY SERVICES DIVISION (ETSD)



# INFORMATION SECURITY

## Enterprise Information Security Office

2 staff assigned - both are Certified Information Systems Security Professionals (CISSP) and have 17+ years of service with OJD.

## Information Security Penetration Testing

Annually OJD contracts with a private entity to conduct external and internal system penetration testing.

### **Penetration tests conducted:**

June 2013, August 2014, August 2015, November 2016, November 2017, November 2018, January 2020, November 2020

Information Security Policies	Information Security Standards
Information Security Policy 050.20.03	Information Asset Classification Standard - 050.20.03-St1
Information Access Control Policy 050.20.04	Asset Use Standard - 050.20.03-St2
Information Security Incident Response Policy 050.20.05	Information Access Control Standard - 050.20.04-St1
OJD Equipment Use at Non-OJD Locations Policy 050.20.01	Password Control Standard - 050.20.04-St2
Virus Management Policy 050.20.12	Information Security Incident Response Standard - 050.20.05-St1
Software and Patch Vulnerability Management Policy 050.20.06	Software and Patch Vulnerability Management Standard - 050.20.06-St1
Software License Policy 050.30.01	Virus Management Standard - 050.20.12-St1
Information Security Minimum Protection Policy 050.20.07	Mobile Computing and Storage Device Security - 050.20.02
Information Security Exception Policy 050.20.08	Mobile Computing and Storage Device Standard - 050.20.02-St1
Configuration Management Policy 050.20.09	BYOD Program Standards - 050.20.02-St2
Cryptographic Control Policy 050.20.10	Information Security Minimum Protection Standard - 050.20.07-St1
Intrusion Detection Policy 050.20.11	Configuration Management Standard - 050.20.09-St1
Network Management Security Policy 050.20.14	Cryptographic Control Standard - 050.20.10-St1
Information Security and Risk Management Policy 050.20.15	Intrusion Detection Standard - 050.20.11-St1
Information Security Awareness and Training Educational Program Policy 050.20.13	Information Security Awareness and Training Educational Program Standard - 050.20.13-St1 8
	Network Management Security Standards - 050.20.14-St1
Information Security Plan (Updated March 2018)	Information Security and Risk Management Standard - 050.20.15-St1

# TECHNOLOGY GOVERNANCE

## Change Advisory Board (CAB) Statewide Infrastructure

- Server and system environment changes documented
- Management approval prior to changes made
- Manages documentation / changes to the enterprise systems

## Odyssey Change Control Workgroup

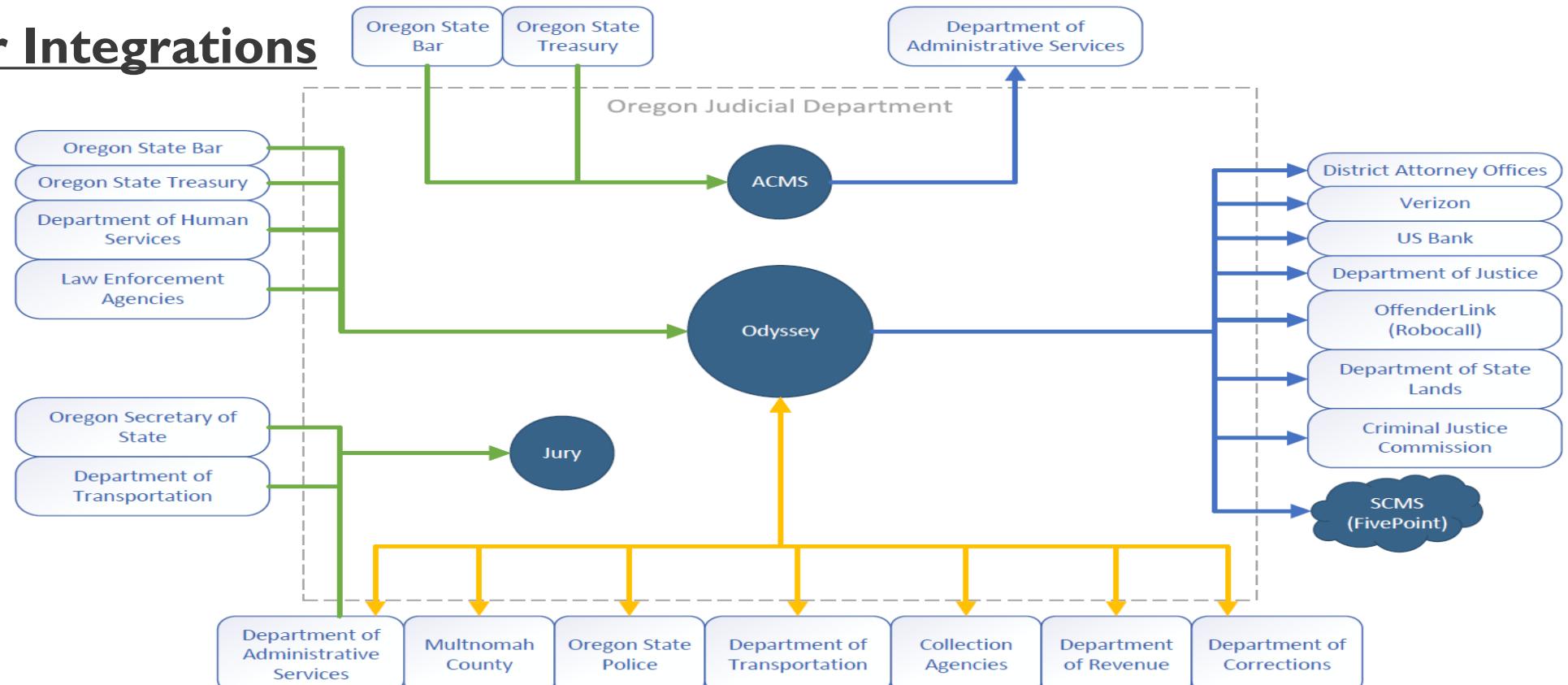
- Documents and evaluates requests for changes to the Odyssey system
- Representatives from small, medium, and large courts, judges, and the Oregon State Bar
- Recommendations to the State Court Administrator

## Appellate Change Management Committee (ACMC)

- Documents and evaluates requests for changes to the Appellate System
- Representatives from the Supreme Court, Court of Appeals, and Records Office
- Recommends system enhancements

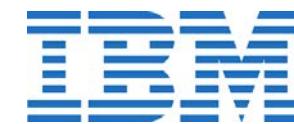
# DATA SHARING/INTEGRATIONS

## Partner Integrations



# TECHNOLOGY PROVIDERS

## Case Management Systems



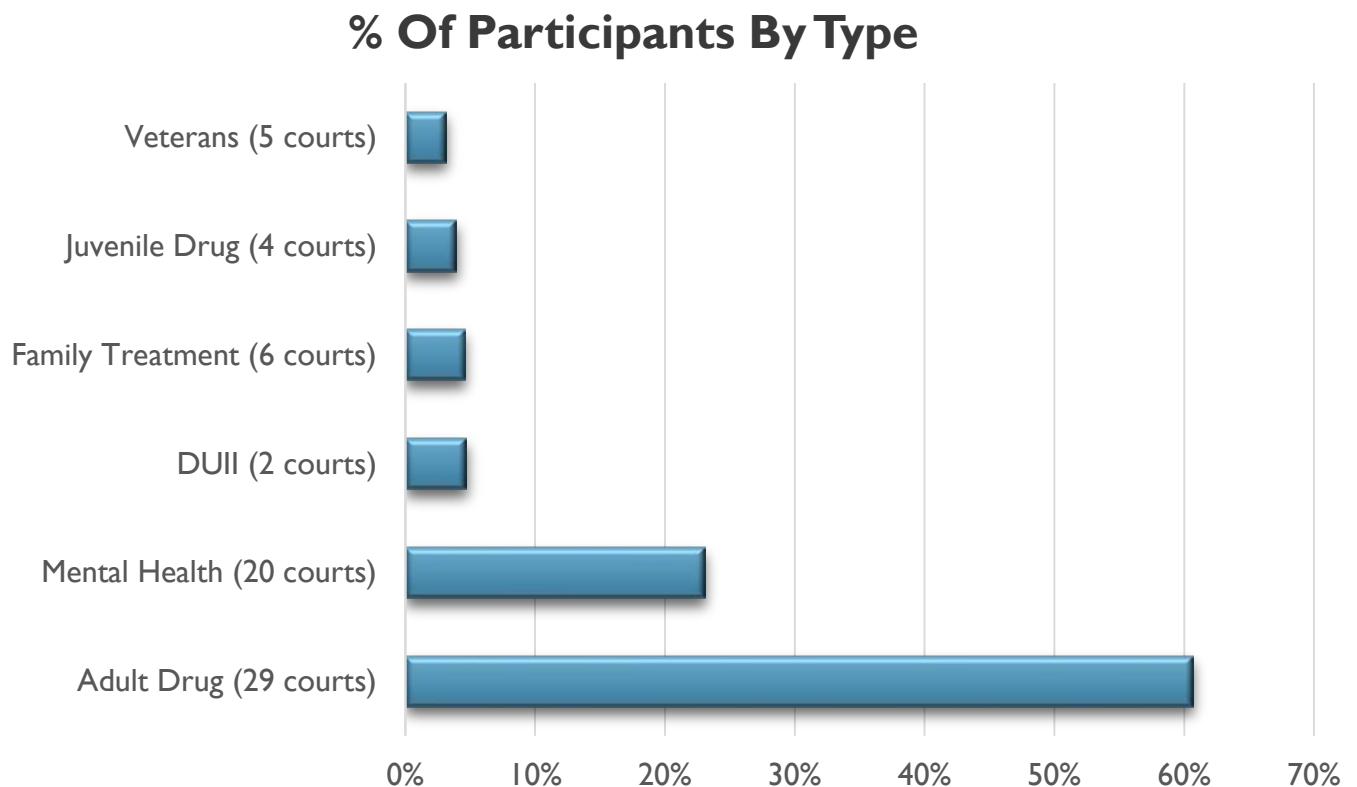
COMMVAULT



# SPECIALTY COURT MANAGEMENT SYSTEM (SCMS)

## Oregon's Specialty Courts

- System implemented 2018-2019
- 4,145 total cases processed
- 880 users
  - 216 users are OJD Judges and staff
  - 664 users are external partners



# ON-LINE SERVICES

## Online Services - Home

### ONLINE SERVICES

- OJCIN OnLine
- OJD Courts ePay
- OJD Records and Calendar Search
- OJD eFile
- Appellate eFile
- OJD iForms
- Live Stream Proceedings
- Remote Hearings

 *Your court business. Getting you what you need, any day of the week.*

OJD offers a wide range of online services to help make it easier to file, pay fees, and look up court dates / case information. Click on a link below to view more information on a specific service.



### OJCIN OnLine

Paid subscription access to cases and documents

[Go >](#)

### OJD Courts ePay

Make a payment on a case

[Go >](#)

### OJD Records & Calendar Search

Search for free basic case information and find out when to appear in court

[Go >](#)

### OJD eFiling

Initiate a new case or file in an existing circuit court case

[Go >](#)

### Appellate eFile

Initiate a new case or file in an existing appellate court case

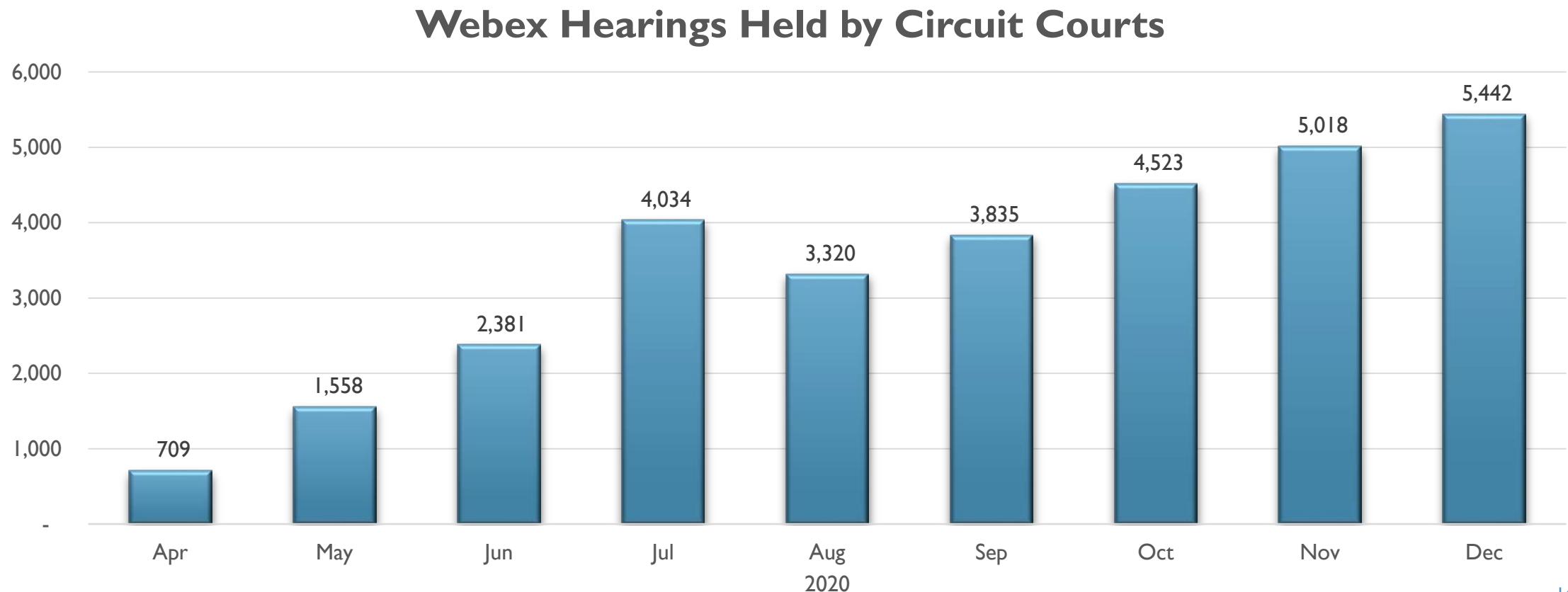
[Go >](#)

### OJD iForms

Question-and-answer interviews to complete forms

[Go >](#)

# PIVOT TO REMOTE SERVICES TO REDUCE SPREAD AND PROTECT COMMUNITIES



# FREE PUBLIC CASE ACCESS

## Welcome to the Oregon Judicial Department Online Records Search

The Oregon Judicial Department is pleased to provide free online access to limited case information in the circuit courts and Tax Court of this state. The displayed information is not the official ORS 7.020 register record, and, therefore, should not be relied upon as an official record of the court. Specifically, individuals should not use this system for background checks or other purposes that require more complete identity or case information. The full official register for non-confidential case types can be accessed at the courthouse public terminals or, for certain business entities, through a subscription to OJCN Online.

[Click here to view our user guide](#)

[Click here to access Frequently Asked Questions](#)

[Click here to access the Oregon eCourt Case Information \(OECI\) system](#)

Courts may change their schedules at any time. Please check the calendar on the day of your scheduled event to confirm the information for your event.

Sign-in and/or registration is not required to perform a search on this site. To specify which court records you want to search, along with other options, click on the Advanced Search Options link in the Smart Search section below.

### Smart Search

#### Search Criteria

\* Enter a Record Number or Name in Last, First Middle Suffix Format

Please retype the characters below

ANSU5X 

\* Captcha Code

Smart Search

Search for court records.

Case Number	File Date	Type	Status	Location
120992MI	02/29/2012	Offense Misdemeanor	Closed	Jackson
9300917C-D	03/03/1993	Offense Misdemeanor	Closed	Jackson

## Events and Hearings

[03/13/1990 Convicted](#)

[03/13/1990 Remove - Inactive Status](#)

[03/13/1990 Plea - Guilty](#)

[03/20/1990 Motion](#) ▾

#### Comment

Comment: for approval of deferred sentencing;

# EXTENSIVE LIBRARY OF FILLABLE FORMS

## Welcome to the Forms Center!

Please go to the [Self-Help Center](#) to learn more about what forms you may need and find other information about the topics below.

Please select a form category.

### Court Forms Categories:



#### Family Law

- ▶ [Abuse / Domestic Violence](#)
- ▶ [Adoption](#)
- ▶ [Child Support](#)
  - [Modifications](#)
- ▶ [Domestic Relations](#)
  - [Divorce / Dissolution](#)
    - [Parenting Plan](#)
  - [Enforcement](#)
  - [Modification of Judgment](#)
    - [Parenting Plan](#)
  - [Separation](#)
    - [Parenting Plan](#)
  - [Temporary Orders](#)
  - [Unmarried Parents](#)
    - [Parenting Plan](#)
- ▶ [Guardian Ad Litem](#)
- ▶ [Miscellaneous](#)
- ▶ [Modification of Judgment](#)
- ▶ [Name Change and/or Sex Change](#)
- ▶ [Parenting Plan](#)



#### Civil / Criminal / Probate

- ▶ [Civil](#)
  - [Discriminatory Property Provisions](#)
  - [Eviction / Landlord / Tenant](#)
  - [Fee Waiver & Deferral](#)
  - [General Forms](#)
  - [Guardian Ad Litem](#)
  - [Limited Scope Representation](#)
  - [Non-Disclosure of Personal Identification Information](#)
  - [Small Claims](#)
  - [Satisfaction of Money Award](#)
- ▶ [Criminal](#)
  - [Certificate of Good Standing](#)
  - [Court Appointed Attorney](#)
  - [Distracted Driving](#)
  - [DNA Testing](#)
  - [DUII Diversion](#)
  - [Firearms Surrender Declarations](#)
  - [Guardian Ad Litem](#)
  - [Marijuana Conviction Set-Aside or Reduction](#)
  - [Sex Offender Reporting Relief](#)
- ▶ [Probate / Guardianship](#)
  - [Guardian Ad Litem](#)
  - [Guardian / Conservatorship](#)
  - [Small Estate](#)



#### Protective Orders

- ▶ [Elderly Abuse Orders](#)
- ▶ [Extreme Risk Protective Orders](#)
- ▶ [Restraining Orders \(FAPA\)](#)
- ▶ [Sexual Abuse Orders](#)
- ▶ [Stalking](#)



#### Specialized Forms

- ▶ [ADA Accessibility](#)
- ▶ [Appellate](#)
- ▶ [Citizen Review](#)
- ▶ [Interpreters](#)
- ▶ [For Court Use Only](#)
- ▶ [Tax Court](#)
- ▶ [Uniform Trial Court Rules \(UTCR\) Forms](#)



#### Forms for Attorneys and Government Entities

- ▶ [Attorney Certificates of Good Standing](#)
- ▶ [Firearms Prohibition and Dispossession](#)
- ▶ [Uniform Plea Petition](#)
- ▶ [Uniform Traffic Citation](#)
- ▶ [Uniform Trial Court Rules \(UTCR\) Forms](#)

# GUIDE AND FILE

## Interactive Online Forms *Using Odyssey Guide & File*



Oregon circuit courts now provide interactive forms (iForms) for self-

represented individuals to electronically complete, file, and respond to cases. Using Guide & File tools in an online self-guided interview process, filers can generate completed court forms on any computer.

**Start Now**

The screenshot shows the OJD Guide & File homepage. At the top, there is a navigation bar with links for 'OGF Home', 'Home', 'Start a Filing', and 'My Interviews'. Below the navigation bar, a large blue section titled 'What You'll Need' lists five requirements for using the service. At the bottom of this section is a blue button labeled 'Start Your Legal Process ▶'. At the very bottom of the page is a footer with a link to 'Guide and File FAQs'.

OJD iForms are currently available for the following case types:

- **Family Cases** - divorce, children, separation, parenting plan. File or respond to a case. Create a parenting plan that you can use on your own, or that you can file with the court as part of a family case.
- **Small Claims** - file a small claim or respond to a small claim
- **Residential FED-Eviction** - file a residential eviction
- **Satisfaction of Money Award** - court documentation of debt paid
- **Restraining Order** - Apply for, modify, dismiss, challenge or renew a FAPA Restraining Order

Modification of Family Judgment  
Divorce with Children (Petition)  
Divorce with Children (Response)  
Divorce without Children (Petition)  
Divorce without Children (Response)  
Separation with Children (Petition)  
Separation with Children (Response)  
Separation without Children (Petition)  
Separation without Children (Response)  
Unmarried with Children (Petition)  
Unmarried with Children (Response)  
Small Claims - Defendant  
Small Claims - Plaintiff  
Residential FED - Eviction  
FAPA - Application  
FAPA - Challenge  
FAPA - Modification  
FAPA - Less Restrictive  
FAPA - Renewal

# GUIDE AND FILE

COMPLETED INTERVIEWS		
Interview Name	Chart Area	Usage
Divorce, Children and Separation (Petition)		5,940
Divorce, Children and Separation (Response)		995
Eviction Set Aside		87
FAPA Application		2,498
FAPA Challenge		106
FAPA Dismissal		216
FAPA Modification		70
FAPA Modification-Less Restrictive		49
FAPA Renewal		223
Firearms Surrender Declaration		47
Marijuana Conviction Set-Aside or Reduction		71
Modification - Family Law Judgment - Motion		698
Modification - Family Law Judgment - Response		149
Name/Sex Change Petition		2,714
Parenting Plan (Main)		781
Parenting Plan (Safety)		309
Payment Plan Application		69
Residential Eviction (FED) Complaint		572
Satisfaction of Money Award		219
Small Claims Complaint		3,604
Small Claims Answer/Counterclaim		1,693
<b>Total</b>		<b>21,110</b>

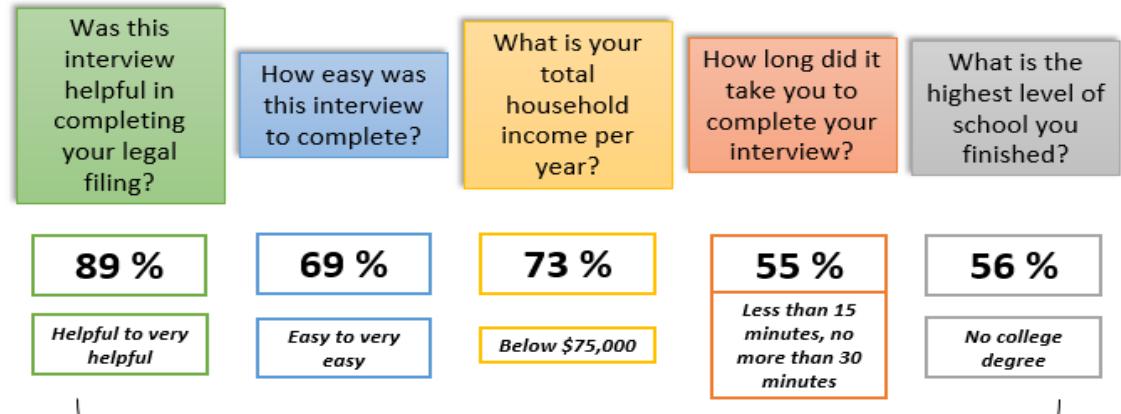
## Total Users

2019: 55,462

2020: 70,319

## Guide and File

User Satisfaction Survey (2020)



Results have met and in some areas exceeded OJD's expectations

# TECHNOLOGY ENHANCEMENTS

- Juror and Hearing Text Reminders
- Odyssey System Upgrade
- Initiate Appellate Case Management System Upgrade
- Assist OPDS with Financial/Case Management Project
- Electronic Violations Bureau (eCVB)

08:00

Sent from your Twilio trial account - A hearing for case 21DR00709 in the Josephine County Circuit Court is scheduled for tomorrow, 2/5/2021 at 9:00 AM. For any questions, contact the court at 541.476.2309.

To Opt Out and stop receiving text message reminders regarding court hearings from the Oregon Judicial Department, reply NO.

BRYAN STAYMAN, Juror #5, you have been selected to appear for jury service on 02/15/2021 at 08:00 AM. Please verify that you are required to appear by visiting <https://www.courts.oregon.gov/courts/clackamas/jury/Pages/jury-schedule.aspx> or call (503)655-8397 after 5 PM today. If you are expected to appear, please check in at the Ralph Holman Building (821 Main Street Oregon City, OR 97045) for your jury service.

## BY THE NUMBERS

- Circuit Court Filings (electronically) through File and Serve for 2019-2020: 3,401,319
- Circuit Court Filing fees paid (electronically) through File and Serve 2019-2020: \$46,662,806
- Appellate Filings (electronically) for 2019-2020: 56,914
- Payments Received (electronically) for 2019-2020: \$811,161
- Statewide Locations Supported – 78
- Computers throughout OJD – 3,900
- Visits to [www.courts.Oregon.gov](http://www.courts.Oregon.gov) – 11,000,000
- Registered Online Users – 10,478
- Court Records to Authorized Users – 35,000,000+
- Documents Available to Authorized Users – 10,000,000+

## QUESTIONS?

# Thank you!

**Contact:**

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