



## **eWORKING COPIES SERVICE LEVEL AGREEMENT (JUDGES)**

### **1.0 Scope**

This Agreement represents a Service Level Agreement ("SLA" or "Agreement") between the King County Department of Judicial Administration ("DJA" or "Clerk") and King County Superior Court ("KCSC" or "Court") and the judges therein for the provision of services required to support and sustain the electronic submission of working copies through the Clerk's e-filing system and delivery of those same working copies in paper form to the court.

This Agreement remains valid until superseded by a revised Agreement mutually endorsed by DJA and KCSC.

This Agreement outlines the parameters of all services covered as they are mutually understood by DJA and KCSC. This Agreement does not supersede current processes and procedures unless explicitly stated herein.

### **2.0 Purpose, Goals and Objectives**

The purpose of this Agreement is to ensure that the proper elements and commitments are in place to provide consistent service, support, and delivery of electronic working copies in paper form to the Court.

The goal of this Agreement is to obtain mutual agreement for service provisions between the Clerk and the Court.

The objectives of this Agreement are to:

- Provide clear reference to service ownership, accountability, roles and/or responsibilities.
- Present a clear, concise, and measurable description of service provisions to the Court.
- Match perceptions of expected service provision with actual service support and delivery.

### **3.0 Assumptions / Definitions**

DJA will act as the contact for customers related to the submission of electronic working copies. Customers and the Court can expect the following.

- Working copies submitted electronically will generally be delivered to the judge's mailbox within 24 hours of receipt.
- If the hearing date is the day following the working copies submission, the working copies will be delivered the same day by 1:00 PM, if received by noon.
- If working copies are received after noon for the following day they will be delivered by 8:00 AM the following day.



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- Customers will be provided a confirmation that their working copies submission has been received.

Superior Court will be responsible for transferring working copies between judges. For example if a case is assigned from one judge to another judge and working copies have already been provided by DJA, the court will transfer the working copies and not have DJA reproduce working copies. In the event a hearing is rescheduled, or continued to another day, the current process as it relates to working copies will be followed.

#### **4.0 Periodic Review**

This Agreement is valid from the Effective Date outlined herein and is valid until the Date of Termination. This Agreement should be reviewed at a minimum twice per calendar year; in lieu of a review during any period specified, the current Agreement will remain in effect. The intent of a service performance review will be to review service levels for the prior period, identify issues and actions resulting from the previous period's experience, identify future service enhancements or modification, and to amend this Agreement based on the results of the service performance review.

DJA is responsible for facilitating regular reviews of this document. Contents of this document may be amended as required, provided mutual agreement is obtained from both DJA and KCSC and communicated to all affected parties. DJA will incorporate all subsequent revisions and obtain mutual agreements/approvals as required.

#### **5.0 Service Details**

The following detailed service parameters are the responsibility of DJA and KCSC in the ongoing support of this Agreement.

##### **5.1 Service Scope**

This Agreement encompasses the delivery of all working copies electronically submitted through the Clerk's online e-filing system to KCSC judges in paper form.

This Agreement does not encompass any working copies delivered by the parties directly to judges in paper form or electronic working copies submitted through e-mail or any other system other than the Clerk's e-filing system.

##### **5.2 Services Provided**

This Agreement commits DJA to deliver the following services related to the delivery of electronically submitted working copies through the Clerk's e-filing system:



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- Maintain ability of Clerk's e-filing system to receive electronic working copies.
- Print color copies of working copies submitted through the Clerk's e-filing system.
- If selected by the submitting party, insert tabs before the appropriate documents printed from the electronic working copies submitted through the Clerk's e-filing system.
- If selected by the submitting party, print and deliver envelopes with address information for mailing a copy of the signed order.
- Included with each submission is a cover sheet with the following information:
  - Case Title & Case Number
  - Submitted date and time
  - Judge
  - Submission type (i.e. motion, response, or reply, etc.)
  - Hearing date and time
  - Hearing type (with or without oral argument)
  - Document type, file names, and tab label (if any) of all submitted documents
  - Contact information of submitting party
- Bind printed e-working copies submitted through the Clerk's e-filing system with a binder clip, or three ring binder if appropriate.
- Deliver twice daily at 8:00AM and 1:00 PM printed and bound working copies received through the Clerk's e-filing system to the appropriate judge's mailbox in the judge's mailroom.
- Stamp the cover page when delivered to the judge's mailbox

### **5.3 Escalation Protocol**

When a service falls below the threshold outlined in this Agreement please contact:

For Seattle, problems will be reported to Bob Dowd at 296-7865.

For Kent, problems will be reported to Kathei McCoy at 205-8451.

For Juvenile, problems will be reported to Paul Wood at 296-1142.

If the individuals listed above are unable to resolve the issues, the Deputy Director and Director should be notified.

### **5.4 Problem Management**

When service falls below the thresholds identified under the service goals and standards as outlined in this Agreement, DJA will work to resolve service problems and report progress to the Court. In the event that service does not improve, a joint meeting between the appropriate representatives of the Clerk's office and the Court shall occur. This

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meeting will be used to discuss and resolve problems that have resulted in the diminished service, and how to resolve those problems. A detailed summary that documents the results and resolutions of these problems shall be produced by DJA and distributed to the Court.

**6.0 KCSC Responsibilities**

Report problems/issues timely.

Work with DJA to address concerns.

Participate in periodic reviews of this practice.

Retrieve working copies at the designated locations.

Transfer working copies between judges when cases are reassigned after working copies have been delivered.

**7.0 Approval Process**

This Service Level Agreement and subsequent modifications will first be approved by the Court Technology Steering Committee and then the Executive Committee.