ELECTRONIC COURT RECORDS (ECR)

Connectivity Report to the Court Technology Committee

August 14, 2000
Department of Judicial Administration
Barbara Miner, Acting Director
Roger Winters, Connectivity Project Manager

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DEFINITIONS

Electronic Court Records (ECR): Through creating electronic images from hard copy (paper) documents and, later, by accepting and using fully electronic documents, the King County Superior Court and DJA are establishing a "paperless" official case file record. The Electronic Court Records Program (ECR) includes three major phases; while each brings definite savings and efficiencies, the full benefit of electronic document and computer technology will be achieved when all phases have been implemented.

Archival Scanning: The Clerk's Office began scanning (imaging) archived case files in 1997. Cases are archived once they are closed and a prescribed period of inactivity has been noted. Prior to 1997, the Clerk microfilmed archived cases. This project provided the Clerk with experience in document preparation and image creation and management that was invaluable in building the Core ECR system.

Core ECR (ECR Phase I): This 1999 implementation resulted in a robust document management system for electronic Superior Court case files and documents. Beginning with cases opened in 2000, the Clerk is maintaining the official case files in electronic form. Initially these files are made up of images scanned from source documents filed as hard copy paper; later they will also include electronic format documents (i.e., digitally created documents which do not necessarily have to be printed on paper to be used and incorporated into the record).

ECR Connectivity (ECR Phase II): This phase of ECR brings access to the electronic case files and documents to the bench and into the offices of staff in the law, safety, and justice departments of King County. The project provides access through web browsers such as Internet Explorer and Netscape. Where technology has been shown to be necessary to ensure those who work with court files in fact have access, it is provided through this project.

Electronic Filing (ECR Phase III): Litigants and the Court will create and send to DJA electronic documents using forms and software provided by the Clerk or by private vendors. Data items within the documents will be "pointed to" by standard codes which, while invisible to the writer, can be read by software; this enables automation of a considerable amount of routine data entry. Electronic filings will be more versatile than images, with many of the capabilities of word processing available to the reader. Electronic filings will be signed digitally through software compliant with the State of Washington's Electronic Authentication Act.

Paperflow: The time it takes from document filing to placement in the case file, during which all necessary DJA procedures, such as file stamping and scanning, take place.

Technology: For the purposes of this report, the term is used mainly to refer to computers, monitors, printers, networks, software, and other components, such as switches and hubs.

Workflow: This is a software feature of the Core ECR system whereby imaged documents are assigned to standardized routes through the Clerk's Office so staff may perform regular and special tasks depending on each document's type and content. For non-electronic documents, staff move papers from desk to desk until all tasks have been completed. Doing this movement electronically constitutes workflow.

IMPLEMENTATION OF CORE ECR

PAPERFLOW ISSUES –
HOW ECR CONNECTIVITY WILL HELP

Paperflow

DJA has heard from the Court and is acutely aware that we have been experiencing great trouble this year keeping up with the standards for the time it takes a document from filing to placement in the case file. (These standards are called "paperflow" standards or just "paperflow.") The measurement of paperflow is done daily by a very complex and complicated method of counting and batching every document DJA works on. You encounter problems with DJA's paperflow when documents that were filed 5 court days ago or more are not yet in the file (2 court days at Juvenile).

ECR Core Implementation – January 2000

The reason that DJA is struggling with paperflow in 2000 is twofold: 1) the extra documents associated with the increase in criminal cases and 2) all the new steps we added to document processing because of ECR. The majority of the problem can be attributed to ECR. Due to the implementation of Core ECR in January of this year, DJA added many steps to the paperflow process that must happen before a document is placed in the file. In other words, we added a lot of work, without adding extra staff.

The steps to paperflow WITH CORE ECR are:
A. Sort by KNT/SEA and deliver to other site if necessary
B. **Prepare documents for scanning by unstapling, etc.**
C. **Scan**
D. **Index** + Quality Control
E. **Reassemble documents**
F. **Hold the hard copy for 24hrs while we make sure that ECR backups happened**
G. Send documents off to be filed/file documents
H. Send images off to be docketed/docket documents

Steps B, C, D, E and F are all *new work* for DJA this year, and are problematic because all these steps, through G, affect the status of the hard copy files. With Core ECR and Connectivity, once through Step D, the image is available to everyone; Steps E, F, G, and H will happen behind the scenes. Before ECR, paperflow consisted of A, H and G.

Efforts to Date

In an attempt to keep up to date with paperflow, DJA has paid out an additional 60% in overtime in the first 6 months of this year than in the same period as last year. Many staff in DJA's case processing areas have worked every Saturday to date in the year 2000. However, paperflow is still struggling.

New Efforts
Over the last 3 weeks, DJA has been re-allocating staff from its Archive Scanning Project to help get active case paperflow up-to-date. A total of 8 staff will be borrowed from the Archive project to assist at Juvenile, downtown and at the RJC. New standards will be in place so that daily goals for paperflow will be in place.

ECR Connectivity
By November of 2000, DJA expects to have all the courts connected to ECR and many courts comfortable enough to use electronic images and not the case file. This will help by 1) eliminating file access work for DJA staff and 2) assuring Court access to images faster than documents can be placed in hard copy files.

King County
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August 14, 2000

Hon. Michael Trickey, Judge
King County Superior Court
516 Third Avenue
Seattle, WA 98104 ⸱

　　　　RE:　　Electronic Court Records Connectivity Project

Dear Judge Trickey:

In this letter, I have tried to give a thorough and thoughtful response to the questions you raised in the memo you wrote about the Electronic Court Records (ECR) program. The questions you raised are important ones to the Court and to the Clerk's Office. They go to the heart of matters that relate to the conversion of case records from paper to electronic form. I hope that you will let me know if the responses provided here leave questions unanswered or concerns unaddressed. It is our job in building and maintaining the ECR program not only to ensure that the technology is strong, secure, and effective, but also that those who create and depend on the Clerk's records have confidence in this new way of working.

The text of your memo is indicated in *italics* for clarity's sake.

I.　　*Fundamental Principles*

　　A.　*The Clerk is the keeper of the court file and/or electronic record.*

　　　　The court file is a combination of the documents and the electronic record created in SCOMIS. Documents are now being kept in electronic form as images. Paper submitted for the file is the "source" for the images.

　　B.　*Judicial officers must have access to the court file and/or electronic record on and off the bench.*

　　　　Connectivity provides a second PC for each judicial officer, to ensure each of them will be able to access documents and case files from on the bench as well as off.

　　C.　*The court file and/or electronic record must be easily accessible, reliable, and up to date.*

　　　　Imaged files are more easily accessed, eliminating the wait for the file to be requested, located, retrieved, and brought to the courtroom. Also eliminated is the competing for the one-and-only original file in an all-paper file system. Once captured and indexed, images are not subject to being lost or misfiled, as is inevitable for some files in paper systems. The

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Clerk takes pains in document preparation, scanning, and image indexing steps to scrutinize the original, prepare it for optimal imaging, ensure it is captured correctly when scanned, and compare the image against the source hard copy.

The ECR web viewer allows the user to magnify and zoom within viewed pages, to obtain a clearer, close-up view of any part of the document; this is possible with paper only with a magnifying glass.

Imaged files are accessible as soon as they are indexed in the ECR system and before they are indexed (docketed) into SCOMIS. In the ECR web viewer, any just-indexed image is available, showing the filed date and sub number, though lacking a title in the "Case Contents" screen until docketed into SCOMIS. Thus, imaged documents are accessible earlier in the process. A number of logistic difficulties with hard copy (e.g., having to pull a calendar days ahead of the actual date, thereby missing documents filed after the file folders were pulled from the shelves) are completely eliminated.

II. *Minimum requirements for Connectivity*

A. *Every in court clerk must have a PC and a terminal large enough to be easily read*

The courtroom clerk will have a PC and a monitor from which documents can be easily read. The same PC will provide the clerk with SCOMIS access.

B. *Every judicial officer must have a PC and a terminal on and off the bench, which can access the court file and/or the electronic record quickly.*

Each judicial officer will have a new PC on the bench. It, as well as the Judge's PC in chambers, will access imaged court files quickly using the ECR web viewer. The viewer is a program accessed from the intranet by selecting a link in one's web browser. For most of the Court, the browser is Internet Explorer, version 4.0 or above. SCOMIS will be installed by Superior Court on the same computers, but access to SCOMIS is not affected by the ECR system. The ECR Case Contents screen lists the documents in the file, similar to the SCOMIS Docket screen. In the Connectivity phase of ECR, case files are accessible only within the King County Wide Area Network (WAN). Remote access to the system is not yet possible.

The ECR web based viewer can be accessed by judicial officers and staff whether or not "Max," a Superior Court server, is operating or down. ECR is also independent of the electronic mail system in Superior Court and will not go down if that does.

C. *There should be sufficient training so that judicial officers know how to access the file and/or electronic record.*

There will be several levels and forms of training available, to accommodate the needs of judicial officers whose experience with PCs ranges from little or none to extensive. A "lab" will be in place in August in which DJA will provide a place for hands-on practice for judicial officers who need to learn basic PC skills required to use ECR. Each judicial officer, bailiff, and clerk will receive instruction in the operation of the ECR web viewer. Written materials and on-line Help supplement this training. DJA will continue to train any judicial

officer until mastery of the ECR web viewer has been achieved. (During some of the training for Commissioners, DJA has provided back-fill funds.)

D. *Printers should be installed in all courtrooms where there may be a demand for copies of the file and/or electronic record*

Printers already obtained for Superior Court have been installed or are slated to be installed for each judicial officer. DJA's business and technical analysis found that for the occasional need to have attorneys, parties, or a jury to view a page or document, this printer should be sufficient. The function of providing a way for litigants to obtain copies from the case file has always been located in the Clerk's Office; this should not change. We are looking at the option of placing high-capacity printers in a location to be determined in the Courthouse and Regional Justice Center to give judges a means to obtain printouts of very large files or documents.

III. *Transition to Connectivity*

A. *There must be agreement on the following:*

1. *specifications for equipment—county desktop standards?*

Equipment provided is as follows:

> Pentium Celeron 500 MHz Processor
> 7.5 GB Hard Disk
> 128 MB RAM
> 19" Color Monitor
> Windows 98 or Windows 2000 (depends on monitor/video card requirements)

This varies from the County's draft recommended standard's suggestion to use a 550 MHz Processor.

A 15" flat panel monitor is to be used where there is a serious space issue. Due to the configuration of most courtrooms, the bench PC should use the flat panel monitor obtained earlier for Superior Court. If there is a flat panel monitor being used on a PC in chambers, we will seek to move it to the bench and furnish a 19" monitor for the PC in chambers.

2. *location of equipment—for the in court clerk and the judicial officer.*

PC equipment will be difficult to place on the bench in some courtrooms. Flat panel monitors require minimal space there. Even greater constraints are present for most courtroom clerks. Flat panel monitors and other approaches to space problems will be used as the courtroom clerk, Superior Court and DJA technical staff, and the Connectivity team problem-solve in this area.

3. *protocol on access to the electronic record in court.*

The *Protocol* is presented as a separate document.

4. *determination of adequacy of wiring and electricity to handle additional equipment*

Some courtrooms downtown are said to have poor wiring that needs attention. These physical plant issues are being researched by DJA and Superior Court technical staff and Facilities Management.

5. *retention and/or destruction of original documents like wills, promissory notes, etc.*

DJA presently does not plan to destroy certain hard copy records, such as promissory notes, when we reach the time when only the image record system is being maintained. Traditionally all hard copy records in the court file have been subject to transfer to an approved alternative storage medium (e.g., microfilm). All paper records, however, must be archived at some time. Paper is not an archival medium.

B. *Special effort must be made for the "hot calendars" to work under ECR. E.g., family law motions and ex parte.*

The ECR "lab" is to be used in part as a place to practice handling "hot calendars," to be sure that the judicial officer is well versed in how to call up documents or pages, to compare pages, and so forth. The ECR web viewer can display subsets of court files, defined as "Groups." DJA is able to define new "Groups" to filter case documents and display only those typically needed for review in a particular calendar.

C. *Integrity and Security of System*

1. *Safeguards to ensure that the system won't crash, and a plan on what would happen if it did.*

ECR has been built using modern technology, with safeguards built into the system that are appropriate for high-volume mission-critical systems. Components protect the system from tampering, power failure, and other problems. The central equipment is housed in the Key Tower with other mission-critical King County systems. DJA has ongoing support arrangements with the providers of the critical components of the ECR system. As images are copied into the storage "jukebox" onto optical disks, duplicate optical disks are created and removed to an off-site location for security. Data and software backups are performed routinely, including overnight backups that require that the system be shut down and therefore unavailable from 11 p.m. to 5 a.m.

1. *Maintenance—who will maintain the in court equipment: DJA or Superior Court. Adequate budget to keep everything working.*

Equipment obtained from the technology bond via the Connectivity project is to be owned and maintained by the receiving agency. Therefore, in-court equipment is to be maintained by Superior Court. At the time the equipment was ordered, the warranty service provided for the equipment was made a priority, to make sure equipment will be well maintained for

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the first one to three years. We all need to ensure there will be sufficient funds to maintain and replace/update Court technology. DJA is responsible to maintain the ECR system at all times.

2. *Quality of Data—are scanned in documents readable? What will happen if they aren't?*

Almost all scanned documents are easily read. For those with very fine print or with detail, such as fingerprints in the *Judgment and Sentence*, a higher than standard scanning resolution is used by the Clerk to enhance readability. The web viewer has built-in tools for magnifying and zooming pages to help readers see fine detail close up.

Pages which are for any reason deemed unreadable can be re-scanned if the problem is identified during the time period when the source document is still being held by the Clerk. (At present, all hard copy is maintained. Later, the Clerk will maintain hard copy source documents for a set period, to be determined, to provide for such eventualities.) Where images are considered unreadable, ordinarily the hard copy source is itself unreadable. In archived cases, little can be done about this situation, since the case has been closed and inactive for some time. In currently active cases that have been imaged, the filer of an unreadable document can be directed to provide a readable substitute.

3. *Preservation of Data—will documents keep over time? Will they degrade?*

Electronic images maintained in a quality optical "Jukebox" on quality optical disks will "keep" over time. The exact time period for the maximum life of such a system cannot be determined from experience; such systems have not been in existence for long periods. They are generally being constantly improved and upgraded. DJA's systems comply with the provisions of state statutes and the Washington Administrative Code regarding retention of historical and archival records in electronic image form.

ECR's duplicated disks are a security copy of each optical disk in the storage jukebox. The Hewlett-Packard jukebox and the FileNET image/document management software are powerful tools built to maintain the data in such a large system optimally. DJA expects that the ECR system should last at least 10 to 15 years, understanding it will be upgraded and improved throughout that time. The State Archivist's recommended period for recopying data on optical disks is 10 years. How soon a system like ECR's needs to be completely migrated forward to yet another new kind of technology will depend on the system, the quality of its maintenance, and the advantages to be gained from such a change.

DJA has assigned technical staff whose job is to manage the ECR system. Ongoing support contracts are in place with Sierra Systems and FileNET; these will continue as operations and maintenance items throughout the life of the system. If the system is to be replaced in the future, DJA, the Court and County will develop a transition plan that will include "migrating" all data in the system forward to a successor system. (It should be noted that, when ECR was developed, Sierra Systems "migrated" over 10 million pages of images from the Image-X based system which DJA had been using to scan archived cases since late 1997; this conversion was completely successful and no images were lost.)

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An alternative to migrating data forward is to determine that some amount of older data or images of older cases will be converted to microfilm images. Computer Output to Microfilm (COM) software could be used to create traditional microfilm reels and the images could then be erased from the ECR system. The advantage for COM is that microfilm is a trusted long-term storage medium (projected to last at least 100 years). The disadvantage is that customers or court personnel wishing to access those older records could no longer do so through the ECR system. They would have to obtain microfilm reels and view the records on microfilm readers.

D.   *Privacy Issues*

1.   *Proposed Amendment to GR 15—2 "files" for each case?*

DJA understands the concerns that have been raised about privacy within certain cases. Presently there is no schedule for extending access to the imaged court case files to the general public over the Internet. After Connectivity is implemented, members of the public still will have to come to the Courthouse, Regional Justice Center, or Juvenile Clerk's Office to view records. ECR viewing PCs are being provided at all sites for that purpose. In the meantime, the Clerk is eager to work with the Court to review how the proposed amendments to General Rule (GR) 15 and other approaches might help address those privacy issues.

ECR has advantages in this area that paper systems lack. The issue of maintaining two files for each case is more difficult and problematic for a hard copy paper file system. In an electronic system, access to sealed records can be controlled by managing user access levels and passwords.

I hope these responses have provided you with the information you need. Since ECR is a new way to maintain the Court's case records, we must continue to work together to confirm that we are keeping and maintaining these records effectively and securely. We expect the ECR web viewer to become a welcome tool for judicial officers and staff, far superior to the paper file for nearly all tasks. We recognize that some people will have to learn new skills, but we are glad they will find many uses for those skills beyond operating ECR.

Please call on me to assist you with further detail or to pursue these or other questions in more depth.

Sincerely,

Roger Winters
Electronic Court Records (ECR) Program Manager

Cc: Paul L. Sherfey, Interim Chief Executive Officer
        Members of the Superior Court Technology Committee
        Barbara Miner, Acting Director, Department of Judicial Administration
        Members of the DJA Connectivity Committee

9.

ECR Connectivity Protocol
for
Judicial Administration and Superior Court
August 14, 2000

I. Accessing Court Files as Electronic Images

A. The Department of Judicial Administration (DJA), through the Electronic Court Records (ECR) system, will provide a PC intranet (web-based) program to be used for viewing Superior Court case document images by Superior Court Judges and staff at work locations within the King County Wide Area Network (WAN). Cases filed on or after January 3, 2000 and imaged archived cases will be available to them to view on PCs. They will not have to obtain the hard copy from the Clerk's Office to view those records.

B. ECR access will be available daily except during pre-scheduled backups and required maintenance, which happen at night and on weekends except in emergencies. ECR will be available between the hours of 5:30 a.m. and 10:30 p.m.; this allows for routine daily security backups in the ECR system.

C. DJA will maintain and provide the Court with paper documents and files for active imaged cases until the Superior Court has achieved ECR connectivity.

1. Connectivity is achieved when the Judges and staff are able to do their work that now requires access to case documents by obtaining the documents as images through ECR; that is, retrieving the hard copy files from the Clerk's Office will not be necessary to accomplish this work.

2. The achievement of connectivity for the Superior Court will be indicated by requests to DJA for hard copy files declining toward zero, as file users master ECR. DJA will help all users achieve this level of mastery.

3. Connectivity also means that ECR will be shown to be a stable and reliable system based on its performance. DJA will carefully observe the effects of added users and other factors and adjust or upgrade system components to ensure ongoing performance reliability and availability of records.

D. There will be a phase-in period of several months, so file users will be able to adjust to using images in their work with Court files. They will have the time needed to become competent and confident with using ECR.

E. After connectivity is achieved, DJA will begin to transition away from hard copy file systems for imaged records. Paper files and documents for imaged cases will no longer be available from DJA after _____.

F. Superior Court will continue to provide paper documents when filing matters with the Clerk.

G. Superior Court agrees to support the use of ECR images.

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II. User Training

A. DJA will ensure all needed user training is given for every ECR user.

B. DJA will provide users with on-line Help screens.

C. DJA will provide users with written ECR help materials.

D. DJA will update its Help and other written support materials as new situations are encountered.

E. DJA will provide users with troubleshooting guidance, including detailed instruction on what to do when there seems to be a problem with ECR.

F. DJA will provide training in ECR security procedures.

G. During Connectivity implementation DJA will provide a "lab" in the Courthouse and at the RJC for training judicial officers and staff in using PCs and ECR to view documents. The "lab" provides a place to practice ECR use before trying it in actual working conditions.

H. DJA will provide the ongoing in-person support needed for a user to master use of the ECR viewer.

I. DJA will provide *pro tem* judicial officers and new staff with training and support so they can use ECR to access what they need for their work. DJA and Superior Court will work together to include ECR training in intake procedures for new employees and *pro tem* judicial officers.

J. Superior Court will ensure that its case file/document users, including *pro tem* judicial officers, will be available to attend and receive ECR training sponsored by DJA.

K. Superior Court will encourage ECR-trained judicial officers and staff to check the on-line Help screens and written training/troubleshooting materials.

L. Superior Court will regularly remind users of required ECR security measures.

III. ECR System and User Support

A. DJA's ECR system is designed to maximize the security and reliability of electronic records, as both a safeguard for the Superior Court's case records and a system to provide ready access to those records.

B. DJA will maintain ongoing reliable operation of the ECR system to ensure against service interruptions. Server hardware and software are monitored and updated regularly to ensure their reliability. Necessary service is performed as needed, but this generally occurs during nights or weekends to avoid causing problems for the ECR users. During normal business hours, ECR is observed by trained technical staff from DJA to guard against unanticipated or unscheduled system problems. DJA maintains strong around-the-clock support contracts with the vendors whose components are vital parts of the ECR system. DJA also maintains offsite duplicate optical disks so that any images or disks that may have flaws or problems can be replaced or restored.

C. DJA will provide and maintain an ECR telephone "Status Line." This telephone line will be available to any user to report problems, get information on how to use ECR, or get information about system status. The telephone "Status Line" will always have recorded information on ECR system status. In case of a system down situation, the telephone line will indicate the expected system restoration time. The phone options will be:

1. An option for a person to report a technical problem will connect the caller with a technical staff person or with a voice mail slot for recording the report.

2. An option to "Speak to a Person" for a training-related purpose will link a caller with a DJA contact person who will take the call if during regular business hours; after hours, a recorded voice message can be left for DJA attention the next business day.

3. An option will connect the caller with recorded help information, such as *Frequently Asked Questions (FAQ)*.

D. DJA will maintain an "ECR Support Mailbox" in the electronic mail system. DJA will use this mailbox to notify users about unscheduled service interruptions, to tell users when service has been restored after an outage, and to give users a single point of contact for sending electronic mail about ECR. Users will use this mailbox to:

1. report less urgent problems with ECR,

2. ask questions about using ECR, or

3. share comments or suggestions about ECR.

E. How to obtain in-person help when a user needs it will be covered as part of ECR training. Updated information will be maintained in written form, made available to users in handouts, via e-mail, and posted on the Clerk's web site.

F. ECR technical staff will always be available during County business hours, providing system support for ECR, from 8:30 a.m. to 4:30 p.m., Monday – Friday, except for holidays. Contact with them on urgent technical matters will be through the "Status Line."

G. Superior Court will name ECR Representatives (and back-ups) who will be Court contact persons with DJA about ECR administration and operations for their assigned areas or sites. DJA will train the ECR Representatives fully in operating the image viewer, including guidance on troubleshooting when problems arise, including using the "Status Line" or "ECR Support Mailbox."

H. Superior Court will post or distribute ECR service or ECR support notices provided to them by DJA.

IV. User Status and Administration

A. DJA will maintain ECR user access and security.

B. DJA will assign users their proper ECR access privileges, including ensuring that access to sealed records is provided only to authorized personnel. Access by others to sealed records will be strictly prohibited.

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C. Users will follow workstation and ECR security requirements, including safeguarding and changing passwords as required. DJA will contact Superior Court about any reports it receives regarding users who are not observing such important requirements.

D. Superior Court will routinely provide DJA with information on new, reassigned, or departed staff, so DJA can maintain user security privileges. Supervisors of new or reassigned staff will sign and submit a standard form to DJA that declares the security privileges required by the staff person for ECR, SCOMIS, JASS, or any other system administered by the Clerk's Office.

V.   ECR Software and Equipment

A. DJA will maintain software licenses required for access to ECR by Superior Court users.

B. DJA will provide Superior Court with assistance in the initial technical set-up of ECR software and equipment obtained for Connectivity.

C. DJA technicians will advise the Superior Court's technical staff on how to troubleshoot ECR-related technical problems.

D. Superior Court is responsible for its user equipment and will provide the operating system, browser(s), and workspaces for using ECR to view electronic document images.

E. Superior Court will maintain its own network and its connectivity with the County WAN.

F. Superior Court technical staff will remain the contact persons for the Court's users for their computer related and network problems.

G. Superior Court will own, maintain, and plan for replacement of all items of technology obtained for it through the ECR Connectivity project. This technology shall be part of Superior Court's own property inventory.

13.

Electronic Court Records (ECR) Program, Phase II
Law, Safety, and Justice (LSJ) Connectivity

Technology Analysis and Deployment Report
King County Superior Court

August 14, 2000

Introduction

Minimum PC requirements for successful "ECR Connectivity" connections with imaged case files have been determined to be the following:

- Pentium PC with at least 133 MHz processor and 32 MB RAM (64MB recommended)
- Monitor with 1024 X 768 minimum resolution
- Internet Explorer 4.01, Service Pack 2, or above; Netscape 4.0 or above; or other major web browser
- Windows 95 or later (alternate major operating systems other than Windows are supported, including Mac, Unix, Linux)
- Access to a laser or inkjet printer

Each courtroom is being given the following new equipment:

- Pentium Celeron 500 MHz Processor
- 7.5 GB Hard Disk
- 128 MB RAM
- 19" Color Monitor
- Windows 98 or Windows 2000

The technology analysis carried out by DJA's Connectivity Committee determined how and what items of technology are needed to provide full ECR access to the Court and its support staff. It also determined what technology is now available to the Court (or known to be coming from other sources) that meets the requirements of ECR access. The Connectivity project is generally intended to provide the Court and its support staff with the difference between (A) technology that is needed for full ECR Connectivity, less (B) technology that is Connectivity-ready and already in place, and less (C) technology that is "in the pipeline," *i.e.*, known to be coming to Superior Court.

14.

This report presents the preliminary results of this analysis, providing detail for the Superior Court and Court staff only. The table below shows what DJA has concluded is the necessary technology to be provided to Superior Court and for the Court's support staff, taking into account the technology that already is in place. At the bottom of the following table is an indication of what DJA has learned of the technology that is pending for Superior Court from other sources, specifically KC Casem and the King County PC Replacement.

Superior Court Technology Needed for ECR[1]

Location	PCs @ 19"	PCs @ 17"	PCs @ Flat	19" Monitors	Add-On Monitors	Printers	Switches	Hubs
Ex Parte RJC	1		1		1	1		
Ex Parte SEA	6		3		2	3		
Family Law RJC	1		1		2	1		
Family Law SEA	7		2		4	2	1	
Harborview	1		1			1		1
RJC Other Courts[2]	5		19	1		3		
SEA Other Courts[2]	32		35					
JUV Courts & Coord's.[3]	9	3	8			8		
Court Support Staff	71			10		2		
Total New Technology Needed	133	3	70	11	9	21	1	1
Pending Court Technology								
- KC Casem PCs	-3							
- Replacement PCs	-42							
Net Totals Needed from Connectivity	88	3	70	11	9	21	1	1

During early discussions of Connectivity, the concept of "high speed" or "high capacity" printers was raised. Such printers, costing approximately $3,000 each, can print images faster than "desktop" printers can. Business analysis by DJA showed that there are a few instances where printing out large documents or whole files is necessary. DJA plans to ensure that each site has one of these printers available for this purpose.

Deployment Plan

DJA and Superior Court technical staff are working together to build a detailed schedule for deploying Connectivity equipment and to provide for upgrades and modifications needed in the equipment in our courtrooms.

DJA's goal is to deploy new technology installed with the tools needed for ECR Connectivity. Superior Court's goal is to deploy electronic mail and network server improvements. Technical staff from the two organizations will minimize their visits to each

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[1] PC's to be obtained are all the same except for their monitors. Monitors are 19", 17", and 15" flat panel. In some instances, only monitor upgrades from small to 19" or 17" are needed. Printers are provided only where no printing access is available. Switches and hubs are network-related items necessary to connect PCs and printers.
[2] "Other Courts" includes all courtrooms other than *Ex Parte* and Family Law.
[3] "Other Courts & Coords." includes all non-specialized courtrooms, *i.e.*, refers to equipment for the bench and for the Courtroom Clerk, plus equipment for Juvenile Coordinators in the Courtrooms.

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courtroom, usually to a one-stop installation. To this end, the following steps are being taken:

1. As many courtroom updates as possible will be completed during the fall Judicial Conference, when many judicial officers will not be using their courtrooms.

2. Some other updates will be planned for times when a judicial officer is on vacation or will not be holding court on a particular date, provided that Superior Court does not use these courtrooms for alternate purposes on those dates.

3. The rest of the updates/installations will take place before or after business hours, including weekends, as necessary. In general, this work will be performed between 7:00 a.m. and 8:30 a.m. or between 4:30 p.m. and 6:00 p.m. on weekdays, or between 9:00 a.m. and 2:00 p.m. Saturdays, during the deployment period. This results in approximately 8 hours per week of total in-courtroom installation time during a "normal" week.

4. Installations of new equipment, including installing operating systems, virus programs, e-mail, other software to be used, and ECR access software, will be prepared at a "computer lab" in the Superior Court technology work space. This preparation will be done cooperatively by the two technical groups, so that new equipment will often only need to be "plugged in" once delivered to a courtroom.

5. Installations will take place over a period of six to eight weeks. First installations will be in the *Ex Parte* and Family Law Commissioners' courtrooms. These were identified as areas where the extensive file use requires ample time to adapt work processes and train people for retrieving case files electronically. Other installations will be affected by the schedules affecting courtroom and staff availability, by the timing of equipment ordering and delivery, and so forth.

6. Generally, the bench PCs will be set up with the flat-panel monitors previously obtained for Judge use. This monitor will be moved from the Judge's PC in chambers and replaced with a new 19" monitor from Connectivity. This minimizes space problems for the PCs at the bench and provides a strong computer for file retrieval from the bench.

7. Replacement PC hardware is not expected to arrive in time to accommodate the schedule for ECR Connectivity. Accordingly, it is proposed that DJA proceed with those 42 PC installations during the installation period. DJA will use PCs, which would otherwise go to other LSJ offices. Since paper records will be accessible for these LSJ offices during this important period of Court-wide adjustment to using imaging instead of paper case files, this strategy will make sure the entire Court is fully equipped in the beginning. Later, when Replacement PC technology arrives, DJA and the Superior Court will redirect the units to other ECR Connectivity use.

DRAFT Schedule for Connectivity Technology Deployment[4] DRAFT

Month/Week	# PCs	# Courtrooms (PCs)[5]	# Support Staff	Notes
September 1-9 and prior (actual date depends on receipt of order; could be earlier than September 1st)	25	*Ex Parte*, Family Law (25)	*Ex Parte*, Family Law[6] (included at left)	If feasible, Harborview will be installed during this period.
September 11-16	59	24 (48)	11	Celebration 2000 & Fall Conference. (Allows 3 full days of installations, *i.e.*, about 3 times the time available in a "normal" week.)
September 18-23	31	8 (16)	15	Installations during 7-8:30 a.m., 4:30-6:00 p.m., plus 9:00-2:00 Saturday periods.
September 25-30-	31	8 (16)	15	"
October 2-7	31	8 (16)	15	"
October 9-13	29	8 (15)	15	One PC less here than in other weeks.
Totals	**206**	**61 (135)**	**71**	
"Replacement PCs" provided in advance by ECR Connectivity Project	45		45	When received, these units will be redirected to complete other Connectivity installations.

This schedule is subject to availability of courtrooms and equipment.

A more detailed deployment plan, showing specific groups of courtrooms to be targeted in each week, will be available soon. Deployment begins with *Ex Parte* and Family Law. Next will be deployment for Court Technology Committee members and other volunteer judicial officers who are eager to begin using ECR. After this, a sequence of deployments will occur in the Courthouse downtown, at Juvenile, and at the RJC. The Mental Illness Courtroom's installation will be specially scheduled to accommodate its particular scheduling needs.

Training Plan

1. Training will generally be provided for users at a time following the placement of their ECR-capable equipment in their work area. In this way, training will not be lost because of a gap in time between learning and actual use of the new system.

2. DJA's ECR training team is working closely with the Connectivity Team to schedule training soon after installation of ECR-ready hardware.

3. Training will range from minimal (a handout from DJA plus access to Help in the web viewer) to moderate (group sessions held at various times facilitated by DJA, with written handouts) to extensive (one-on-one training in basic PC skills necessary to use ECR plus practice opportunities in the ECR "training lab," in the downtown Courthouse or at the RJC).

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[4] Nine special monitors are to be added in to the Commissioner courtrooms. Some PCs will receive monitor upgrades. A few printers are being provided where unavailable from other sources. These installations will be happening along with the PC installations scheduled here.

[5] This includes installation of a new PC for the bench and one for the Courtroom Clerk. Some PCs included in this category are being installed for Coordinators in Juvenile courtrooms.

[6] Includes *Ex Parte* Coordinator at downtown Courthouse, Family Law & Facilitator staff in downtown Courthouse.

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4. Since the ECR web viewer is not difficult for experienced PC users to operate, once equipment has been provided, DJA will provide a 1-page *Guide to Viewing ECR Documents* to each user. This will tell them the URL (universal resource locator, the "http://" address to use to get to ECR), with basic instructions on how to log in to ECR and use the viewer. This will let them experiment with the viewer on their own. The *Guide* will also invite the user to contact DJA to set up needed training.

5. Training will begin for *Ex Parte* and Family Law Commissioners, using the "training lab," at times to be scheduled in late August or early September. It is expected that DJA training staff will help Commissioners master basic PC operations including using the ECR viewer, as we will do with all users who need help to get to this level of proficiency.

6. DJA will work for up to four hours with individual Commissioners (and other judicial officers) in the DJA "training lab," to let them practice with the image viewer in processing cases as they would appear on a calendar. This practice opportunity is to make sure each Commissioner feels comfortable with the web viewer as they transition their work from using paper to viewing imaged records.

DRAFT   Schedule for ECR User Training   DRAFT

Month/Week	Training Event	Courthouse	Juvenile	RJC
August 21-25	Commissioner training/practice	W-945	Courthouse W-945	DJA Administrative area
August 28-September 1	Commissioner training/practice	"	"	"
September 5-8	1-Page *Guide* for Users & scheduled training (for groups and in "training lab")	Meeting rooms to be determined & at W-945	Meeting rooms to be determined & in Courthouse W-945	Meeting rooms to be determined & in DJA Administrative area
September 11-15	"	"	"	"
September 18-22	"	"	"	"
September 25-29	"	"	"	"
October 2-6	"	"	"	"
October 9-13	"	"	"	"
October 16-20	"	"	"	"
October 23-27	"	"	"	"
October 30-forward	"	"	"	"

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