



King County

# **Electronic Court Records: The Technical Side**

**Carol Bertapelle**

Technology Division Manager

King County Superior Court Clerk's Office

ESTABLISHING YOUR OWN ELECTRONIC COURT RECORDS PROGRAM

CONFERENCE AUGUST 4-6, 2009

PRESENTED BY THE KING COUNTY SUPERIOR COURT CLERK'S OFFICE, SEATTLE, WA





King County

# ECR: The Technical Side

- System Overview
- Business Continuity
- Security
- Standards

ESTABLISHING YOUR OWN ELECTRONIC COURT RECORDS PROGRAM

CONFERENCE AUGUST 4-6, 2009

PRESENTED BY THE KING COUNTY SUPERIOR COURT CLERK'S OFFICE, SEATTLE, WA





King County

# System Overview

- Functions Supported

Technology team of 10

- Infrastructure

4 locations

- Software and Platforms

- Data Storage

3 TB currently written

ESTABLISHING YOUR OWN ELECTRONIC COURT RECORDS PROGRAM

CONFERENCE AUGUST 4-6, 2009

PRESENTED BY THE KING COUNTY SUPERIOR COURT CLERK'S OFFICE, SEATTLE, WA





King County

# System Overview

## Functions Supported

- ECR Core – records capture and case flow
- Delta Viewer – document viewing and printing
- ECR Online – citizen document viewing
- E-Filing – electronic filing of court papers
- E-Service – electronic process service of E-Filed documents
- E-Working Papers (2009) – unofficial bench copies and proposed orders
- E-Ex Parte via the Clerk – ex parte submission for Clerk presentation to the Court

ESTABLISHING YOUR OWN ELECTRONIC COURT RECORDS PROGRAM

CONFERENCE AUGUST 4-6, 2009

PRESENTED BY THE KING COUNTY SUPERIOR COURT CLERK'S OFFICE, SEATTLE, WA

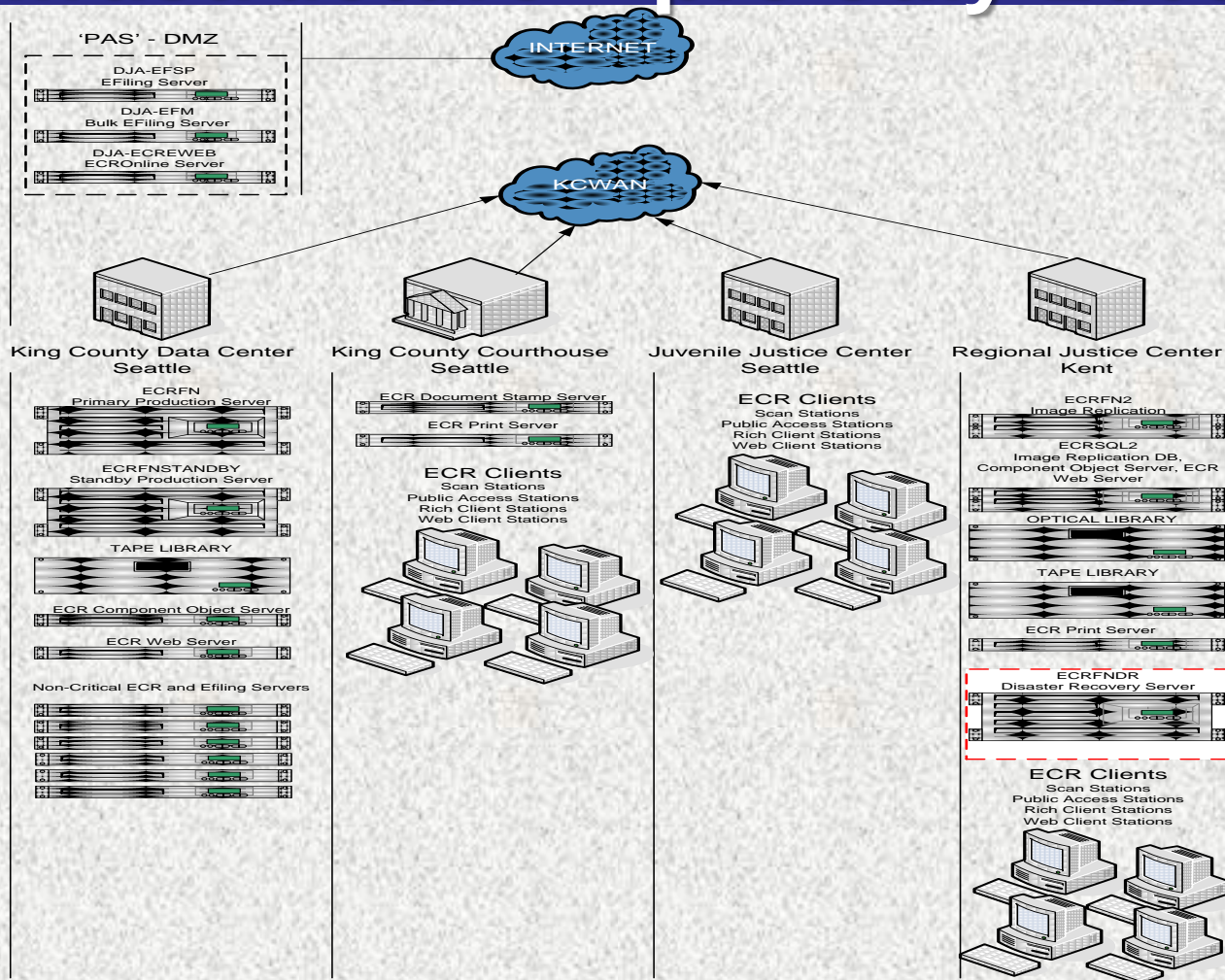




King County

# System Overview

## Infrastructure – pre-July 2009



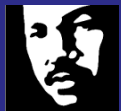
ESTABLISHING YOUR OWN ELECTRONIC COURT RECORDS PROGRAM

CONFERENCE AUGUST 4-6, 2009

PRESENTED BY THE KING COUNTY SUPERIOR COURT CLERK'S OFFICE, SEATTLE, WA



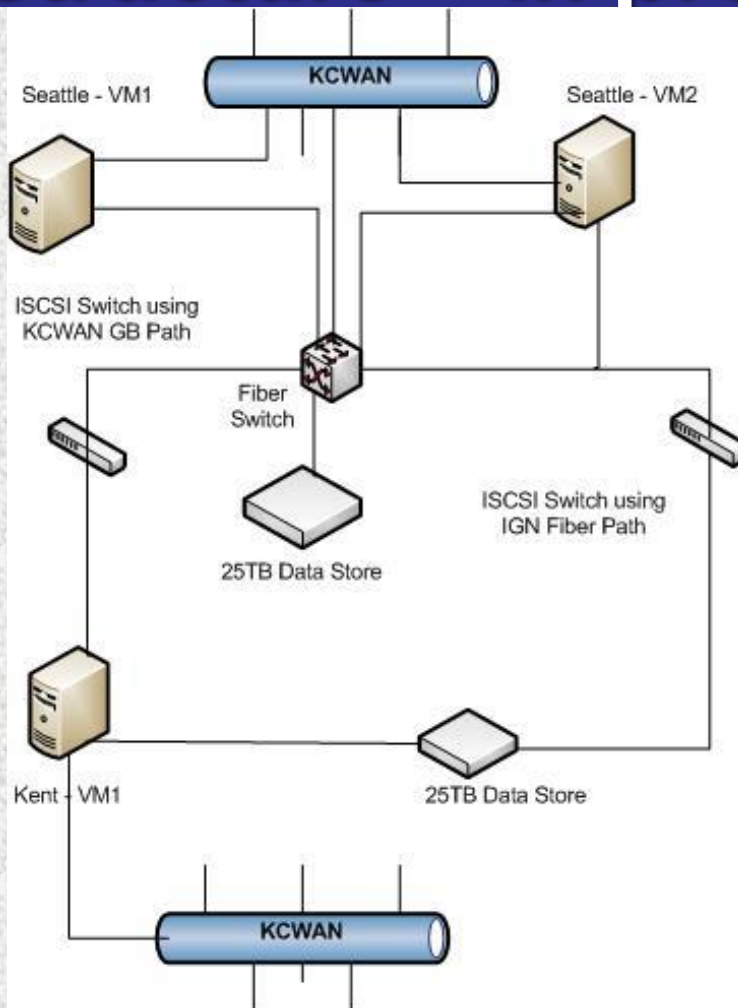




King County

# System Overview

## Infrastructure – in process



ESTABLISHING YOUR OWN ELECTRONIC COURT RECORDS PROGRAM

CONFERENCE AUGUST 4-6, 2009

PRESENTED BY THE KING COUNTY SUPERIOR COURT CLERK'S OFFICE, SEATTLE, WA





King County

# System Overview

## Software and Platforms

- ECR Core version 6.3.4
- Microsoft SQL Server 2000
- IBM FileNET version 3.6 SP1 –  
14.3 M documents currently
- Microsoft Windows 2000 SP4 Operating System
- All Clients run on MS Windows XP SP2
- Ancillary packages

ESTABLISHING YOUR OWN ELECTRONIC COURT RECORDS PROGRAM

CONFERENCE AUGUST 4-6, 2009

PRESENTED BY THE KING COUNTY SUPERIOR COURT CLERK'S OFFICE, SEATTLE, WA





King County

# Software & Platforms

## Ancillary Packages

<b>EFiling</b>  Server name DJA -	<b>Adobe Acrobat v. 6.0</b>	<b>Active PDF v. 3.5.2</b>	<b>ms.NET Framework v. 1.1</b>	<b>Microsoft Windows 2000 SP4</b>	<b>SQL Server 2000</b>	<b>BCL EasyPDF v. 3.1</b>	<b>Panagon Capture v. 3.1 &amp; 4.0</b>	<b>Panagon IDM v. 3.2 &amp; 3.3</b>
<b>EFiling</b>								
<b>EFSP</b>	✓	✓	✓	✓				
<b>EFM</b>	✓		✓	✓				
<b>EFSPDB</b>			✓	✓	✓			
<b>ECRSTAMP2 &amp; ECRSTAMP</b>		✓	✓	✓		✓	<b>4.0</b>	<b>3.2</b>

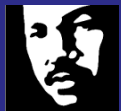
ESTABLISHING YOUR OWN ELECTRONIC COURT RECORDS PROGRAM

CONFERENCE AUGUST 4-6, 2009

PRESENTED BY THE KING COUNTY SUPERIOR COURT CLERK'S OFFICE, SEATTLE, WA







King County

# Software & Platforms

## Ancillary Packages – cont'd

Server name DJA -	Adobe Acrobat v. 6.0	Active PDF v. 3.5.2	ms.NET Framework v. 1.1	Microsoft Windows 2000 SP4	Panagon Capture v. 3.1 & 4.0	Panagon IDM v. 3.2 & 3.3	Deaja ViewOne-Pro v. 1.0.506
Delta Web Viewer							
ECRWEB2	✓	✓	✓	✓		<b>3.3</b>	✓
ECR Online							
ECREWEB	✓	✓	✓	✓		<b>3.2</b>	
250 Client PCs – XP SP2	✓		✓		<b>3.1</b>	<b>3.2</b>	

ESTABLISHING YOUR OWN ELECTRONIC COURT RECORDS PROGRAM

CONFERENCE AUGUST 4-6, 2009

PRESENTED BY THE KING COUNTY SUPERIOR COURT CLERK'S OFFICE, SEATTLE, WA

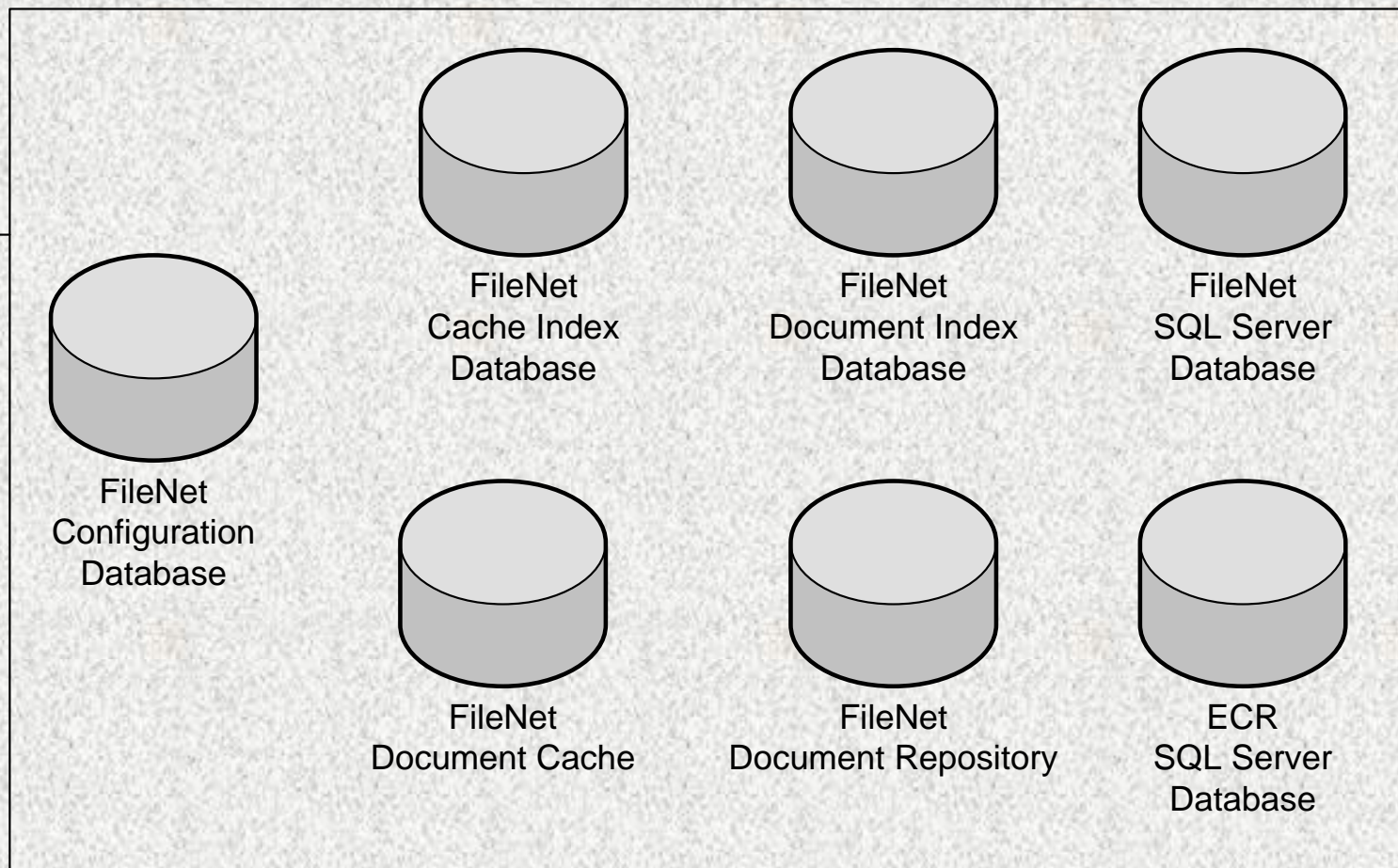
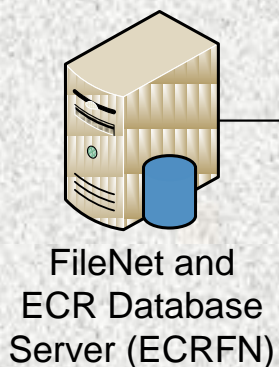




King County

# System Overview

## Data Storage



ESTABLISHING YOUR OWN ELECTRONIC COURT RECORDS PROGRAM

CONFERENCE AUGUST 4-6, 2009

PRESENTED BY THE KING COUNTY SUPERIOR COURT CLERK'S OFFICE, SEATTLE, WA





King County

# Business Continuity

- Technology – trust but verify
- Prioritize Business Functionality
- Contingency Planning – what and when
- Disaster Recovery – keeping the doors open
- Standby – replicates full functionality

ESTABLISHING YOUR OWN ELECTRONIC COURT RECORDS PROGRAM

CONFERENCE AUGUST 4-6, 2009

PRESENTED BY THE KING COUNTY SUPERIOR COURT CLERK'S OFFICE, SEATTLE, WA





King County

# Business Continuity

## Prioritize Business Functionality

- Document viewing and Printing - Courts
- County Clerk business process support - Clerk
- External user functions - Public
  - E Filing
  - E Service
  - ECR Online

ESTABLISHING YOUR OWN ELECTRONIC COURT RECORDS PROGRAM

CONFERENCE AUGUST 4-6, 2009

PRESENTED BY THE KING COUNTY SUPERIOR COURT CLERK'S OFFICE, SEATTLE, WA





King County

# Business Continuity Contingency Planning

- Identify functional subset for court processing continuity
- Identify functional subset for County Clerk business continuity
- Build mechanism to provide functionality sets
- Develop & Document plan – it's alive
- Adopt plan – meeting of the minds
- Drill per plan – your agency's life depends on it
- Maintain plan – current and algorithmic

ESTABLISHING YOUR OWN ELECTRONIC COURT RECORDS PROGRAM

CONFERENCE AUGUST 4-6, 2009

PRESENTED BY THE KING COUNTY SUPERIOR COURT CLERK'S OFFICE, SEATTLE, WA







King County

# Business Continuity Maintenance

- Software current to supportable levels
- Hardware current to maintainable levels
- System health –
  - Monitor log files
  - Verify procedures on a set schedule
  - Also verify procedures after any upgrades
- Environment streamlined and modularized
- Documentation
  - current and tested
  - Configurations/settings

ESTABLISHING YOUR OWN ELECTRONIC COURT RECORDS PROGRAM

CONFERENCE AUGUST 4-6, 2009

PRESENTED BY THE KING COUNTY SUPERIOR COURT CLERK'S OFFICE, SEATTLE, WA





# Security

- Access Methods
  - Internal users –
    - Active Directory controls
    - User accounts and application roles
  - External users –
    - SSL VPN - terminal access to public facing servers
    - Firewall policies
- Access Controls
  - Web services
  - User authentication
  - User profile maintenance





King County

# Scalability

- Bottlenecks
- Serial processing
- Not redundancy for availability planning
- Efficiency in coding and database design
- I/O distribution and bandwidth
- Identify and fortify weak link in design

ESTABLISHING YOUR OWN ELECTRONIC COURT RECORDS PROGRAM

CONFERENCE AUGUST 4-6, 2009

PRESENTED BY THE KING COUNTY SUPERIOR COURT CLERK'S OFFICE, SEATTLE, WA





King County

# Standards

- Mature technology
  - Resist customized protocols and interfaces
  - Minimize hybrid environments
- Best practices – vendor and technology users
- Software versioning – interoperability
- Maintenance plans and procedures
  - Mirror Production procedures on Standby and Failover
  - Test against procedures at least quarterly
- Documentation
  - target master, senior and journey level consumers

ESTABLISHING YOUR OWN ELECTRONIC COURT RECORDS PROGRAM

CONFERENCE AUGUST 4-6, 2009

PRESENTED BY THE KING COUNTY SUPERIOR COURT CLERK'S OFFICE, SEATTLE, WA





King County

# ECR Technology

## Questions?

ESTABLISHING YOUR OWN ELECTRONIC COURT RECORDS PROGRAM

CONFERENCE AUGUST 4-6, 2009

PRESENTED BY THE KING COUNTY SUPERIOR COURT CLERK'S OFFICE, SEATTLE, WA

