On the Business Side: Changing Operations

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King County

To talk about today

- Prepping/scanning/indexing

- Workflow/logging/processing

- E-Filing/Electronic viewing

- E-Services/E-working copies

- Data Tracking/Reporting

- Document destruction

Operations

- Receiving Documents 7,000 each day

- Prepping & Scanning

  – Scanning decisions

  – Double or single sided

  – Document quality

  – How to separate documents

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- Indexing – Quality Control
  - Indexing connects a document with a case number and sends it on a workflow
  - Quality Control policies put in place
  - QC steps different for e-filed documents
  - Delete an entire document? Delete a single page? How to handle redacting?

- Workflow—Routing

  – Identifying where each document goes.

  – How many people can work on a document at one time? Sequential or concurrent steps?

  – How do people know there is work pending?

  – At what point do you want the public to see the documents?

Operations

- Workflow—General Docketing

  – Batch processing pros & cons

  – One-stop – single work step

  – Easy and flexible

  – Automated steps

- Activity Log—Tracking

  – How do we know what actions have been taken on certain documents? Some auto entries – additional info can be added

  – How can we replicate some of the tracking done in the paper file? Approval process?

Operations

- Processing—docketing

  – Eliminating dual entry

  – Automating some of the steps

  – Communication between SCOMIS and ECR

- E-Filing

  – Receiving the records electronically

    - Direct to indexing – no prepping or scanning

  – Clerk staff e-filing

    - Filing documents from the courtroom

    - Spotlight on docketing

- New Cases

  – Receiving new cases electronically

  – Receiving payments

  – Providing information back to customers

  – New case reports

Operations

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- Accessing – retrieving records

  – Viewing electronically

  – Visual alerts

  – Working with agencies

Operations

- Customer Services
  - New type of customer service – help desk
  - Customers need help with filing or viewing
  - Authentication issues come up - passwords

- E-Working Copies
  - Courtesy copies for judges
  - Printed with color, tabs, clips, or binders
  - New line of work – fee based process

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- Tracking Submissions

- Tracking time in process

- Tracking who did what

- Generating auditing reports

- Individual reports available

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- One system for original document

  – Allows for the destruction of records as long as certain steps are followed to preserve records indefinitely in a different format

Destroying Documents

- Develop a process

  – Include a retention period

  – Contract for the type of destruction you need—cost/benefit

  – Separate from the other records

Questions?