

Creating a Paper-On-Demand Court

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Agenda

- Define “Paper-On-Demand Court”
- Value
- Building Blocks
- Roadmap to Achieving
- Working Within State Rules
- The Future
- Tips From Your Peers

Define “Paper-On-Demand Court”



The concept of “Paper-On-Demand” is a **way of thinking**. It is a **discipline** that when made pervasive throughout the court enterprise, dramatic cost savings follow.

Definition:

“Paper-on-demand” means that all content is stored in a digital format at all times and is only made into paper format when needed. If a constituent or party to a case requires paper, then a copy can be printed for that individual need, but the paper is not used within the court.

Define “Paper-On-Demand Court”



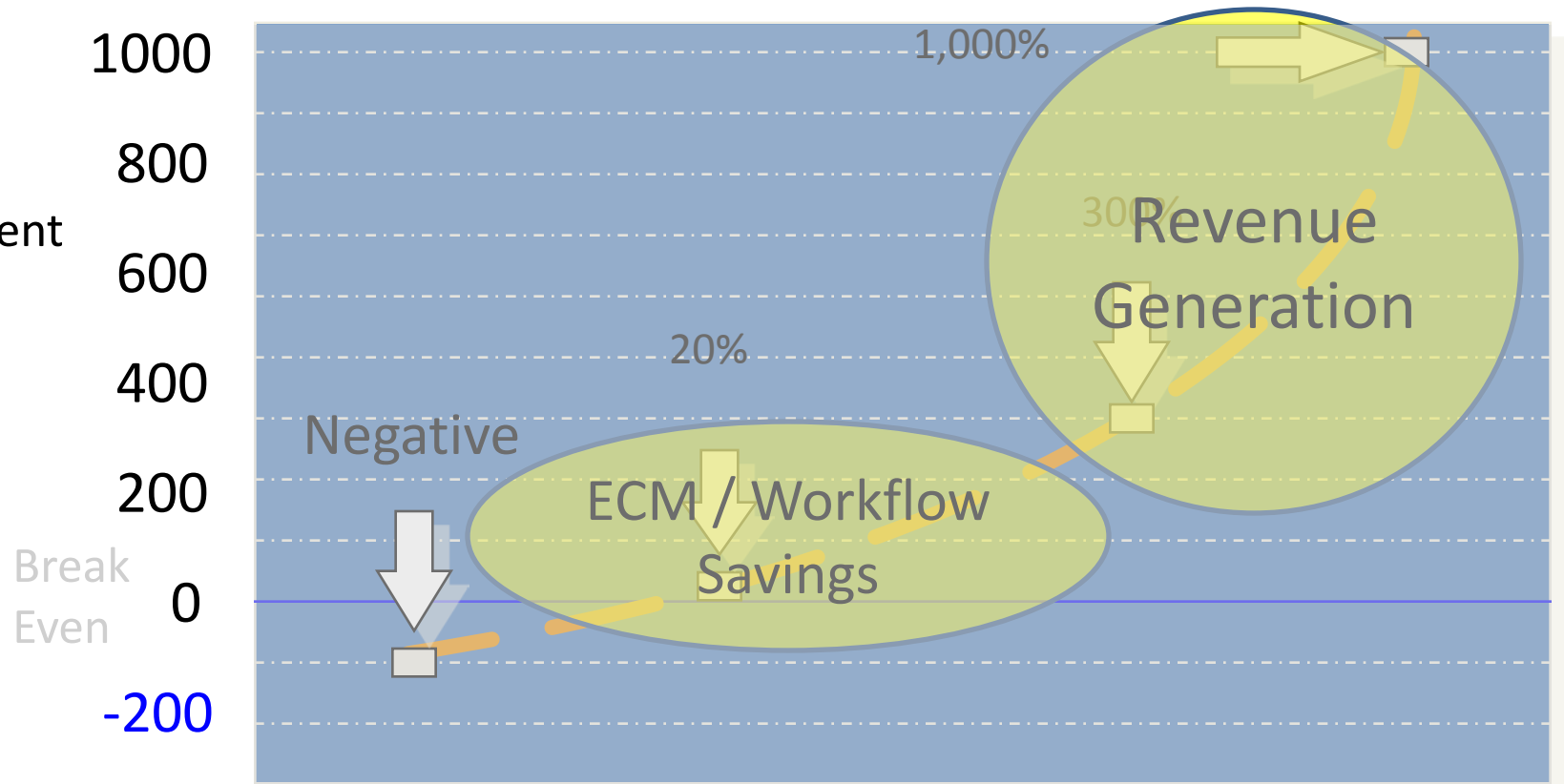
- Recognizes that “Paperless” is not achievable
- The three E’s become more important
 - E-Commerce
 - E-Filing
 - E-Mail

Value

- Save money / Increase productivity
- Improve service
- Standardize processes
- Improve work environment
- More informed decision making
- Staff flexibility (cross-training)
- Improve Security and Disaster Recovery
- Revenue Generation
 - E-filing, Document Reproduction, Shared Services



ROI and Technology Maturity



Stage One:
Technical
Proficiency

Stage Two:
Task
Automation

Stage Three:
Business
Process
Reengineering

Stage Four:
Business
Trans-
formation

Creating a Paper-On-Demand Court

Building Blocks

- ECM Software and Hardware
- Workflow Technology
- TrueSign™ Technology
- Web Strategy
- Leadership
- Sales / Marketing
- Teamwork



Roadmap to Achieving

- Establish executive leadership vision:
 - Select an authority figure, get buy-in
 - Write out the vision
- Establish diverse team
 - Operational leader (PM)
 - Business and technical delegates
- Strategic and tactical project plans
- Sales / Marketing Plan
 - internal and external
- Leverage Vendor Experience
- Get busy!



Internal Marketing

- Establish clear leadership vision
- Communicate frequently and control the message (newsletters, signs)
- Pick your spies carefully
- Find a way to make it fun (signs, celebrations)
- Reward the behavior that helps the cause
- Root out the bad apples and bargain with them (a naysayer can be a powerful ally)



Working Within State Rules



- 12/09 - MICHIGAN TRIAL COURT GUIDELINES AND STANDARDS FOR DIGITAL IMAGING (http://courts.michigan.gov/scao/resources/standards/di_stds.pdf)
Well written summary of using ECM. Should be starting point for new users
- Michigan Trial Court Case File Management Standards
http://courts.michigan.gov/scao/resources/standards/cf_stds.pdf
- RECORDS REPRODUCTION ACT - Act 116 of 1992 (MCL 24.401-24.406)
<http://www.legislature.mi.gov/documents/mcl/pdf/mcl-act-116-of-1992.pdf> - Most records must be kept in original form for 6 years. Microfilm is the only suitable duplication.
- MICHIGAN DEPARTMENT OF HISTORY, ARTS, AND LIBRARIES TECHNICAL STANDARDS FOR CAPTURING DIGITAL IMAGES FROM PAPER OR MICROFILM
http://www.michigan.gov/documents/hal_mhc_rms_st_for_digitizing_125531_7.pdf
- Ottawa County Leadership
 - Issued a proposal to SCAO for an LAO in 2008 (008-01J)
 - TrueSign™ (formerly iSign) confirmed as legal and not requiring an LAO
 - SCAO rejected two features: sign by proxy and electronic seals
 - SCAO reaffirmed that keeping an electronic file is acceptable, however not as the only storage mechanism.

The Future

- More Complete Workflow Templates for:

- Clerk Intake
- Domestic Relations
- Criminal
- Civil
- Probate
- Juvenile
- Prosecutor
- Victim's Rights
- Law Enforcement



- Inter-county case file transfer

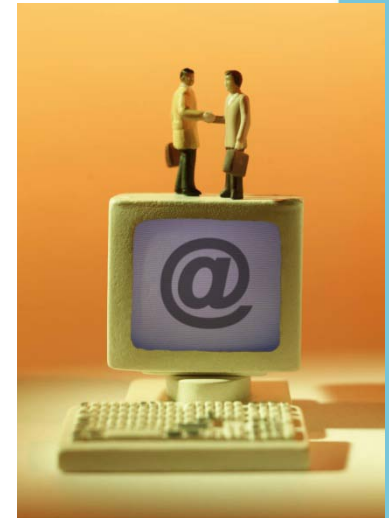
- Hyland offers the new Document Transfer module (\$7K / site)
- Would it be valuable?

The Future

- Now that we have all this data, are there opportunities for better measurement and statistical analysis?
- Quality of life: Are our solutions supporting law-enforcement as well as they could?
 - How can we break down barriers between systems?
Example: person-based record linking. Give police the ability to see all court data.
 - Would Geographic look at data by multiple case types be useful to try to spot trends?
- More focus on Revenue Generation
 - E-filing - we are building a solution, and looking for early adopter clients

iJustice E-Filing

- One-time pricing (based on geographic size)
- No extra fees for filers
- Based on OASIS (LegalXML) standards
- Complete Service management (including e-service and third-party service)
- One site for entire state
- Integration with SCAO forms
- CMS Integration
- Public search-view interface (revenue generation)
- TrueSign™ Integration
- Contact Scott Bade for more information



Tips From Your Peers

- Top unexpected benefits:
 - [Dee Dee Malone – Calhoun County] Time savings – she wishes she would have tracked the time spent prior to implementation
 - [Amy Henderson – St. Clair County] The vast reduction in client call-wait time
 - [Wendell Roy – St. Clair County] Benefits to outside firms, i.e. title companies
 - [Dan Krueger – Ottawa County] A far more relaxed staff and much less pressure on them
- User Adoption Timeframe:
 - [Dee Dee] Less than 1 month
 - [Amy] 1-2 Months
 - [Dan] Had some turnover, 12 months for full adoption
- I wish I would have known this at the start:
 - [Dee Dee] **Better grasp of lingo, dedicated IT staff needed**
 - [Amy] Other court offices launching at start, less codes
 - [Dan] Better understanding of how workflow and CMS would tie together, better knowledge of tools at start

Tips From Your Peers

- Biggest negative:
 - [Dee Dee] Made original workflow too complex
 - [Amy] Human errors (ex. document affixed with wrong code, creating inaccurate or missed workflow)
 - [Wendell] Core-based workflow is going to cause re-write
 - [Dan] Effort to do backfile scanning, inability to easily redact
- Top Procedural/Process Changes:
 - [Dee Dee] rather than assigning 1 or 2 staff to scan/validate everything, we divided the job into 3 smaller segments, allowing each area to scan what they were familiar with.
 - [Amy] Eliminating the need for staff to physically search out and walk paper documentation to each other for further process. Electronic workflow & file retrieval has single-handedly made every employee more efficient and improved customer service.
 - [Wendell] Workflow parallel routing made a huge difference in the office
 - [Dan] We did a total reorg, developed groups by case type and then cross-trained

Thank You

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