

YESTERDAY, TODAY, AND TOMORROW



2015 NACM ANNUAL CONFERENCE

# Know Your Red Routes!

(and other technology planning tips for today's Court Manager)

### About Technology Planning

- What is YOUR project role as the court manager?
- ••• Keep the goal in mind
- Take advantage of planning tools
- How do you route through the project?
- Measure progress and reroute if needed



Know Your Red Routes!

### Your Role as the Court Manager

- Do you have the right staff in place?
- What is the impact of a technology project on court operations?
- Does the project meet strategic goals and the vision of where your court is headed?
- Embrace change!
- ••• Engage in the project are you a <u>champion</u>?
- Ensure that project scope and completion stay on target!

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Know Your Red Routes!



### Keep the Goal In Mind

- What are we trying to solve or improve?
- Is it about the people, process, technology OR???
- What is the readiness of the court to tackle the project?
- ••• What outcomes will mark your project a success?
- Is the right project governance structure in place?



Know Your Red Routes!

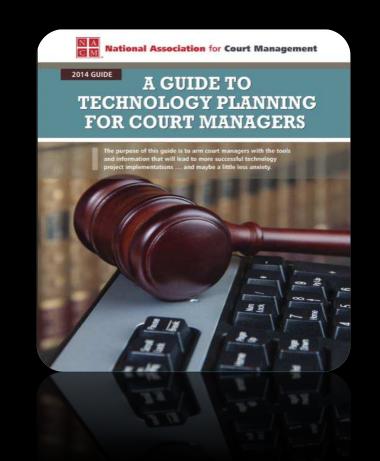
Know Your

**Red Routes!** 

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### Take Advantage of Planning Tools Utilize your NACM Guides

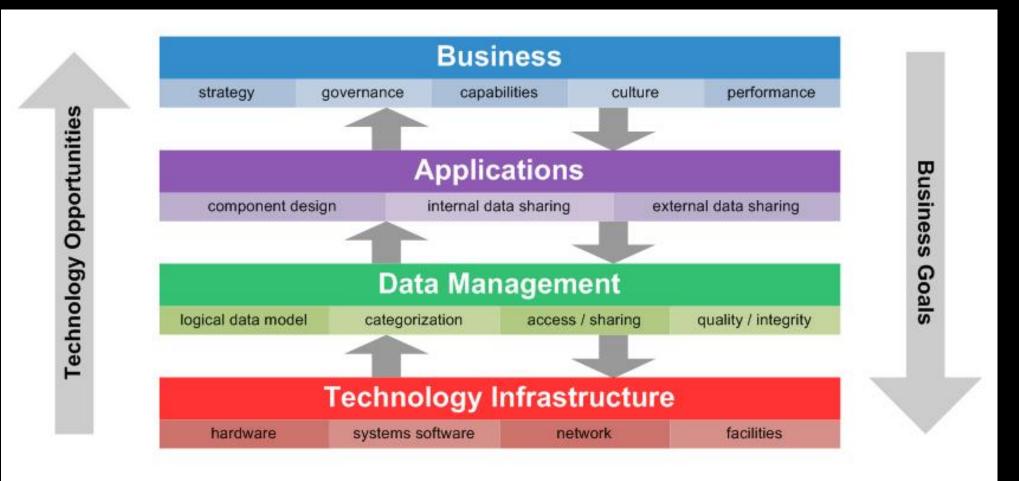
- Identify the problem or need
- Collect the information
- Analyze the information and communicate effectively
- Take action!



https://nacmnet.org/sites/default/files/Resources/2014TechGuide\_WithCover.pdf

### Take Advantage of Planning Tools Utilize the Court Technology Framework (CTF)

Know Your Red Routes!



Routing Through Your Projects And Your Strategic Plans, Too

- Plans and projects may have many moving parts and pieces
- Priorities fluctuate over time
- Your plans should reflect the critical path
- ••• Which aspects/processes have no room for error?
- Is the payoff worth the effort?

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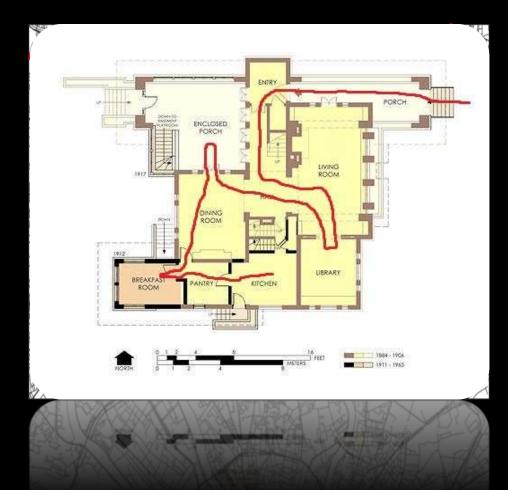
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### What Are Red Routes?

Your most important considerations

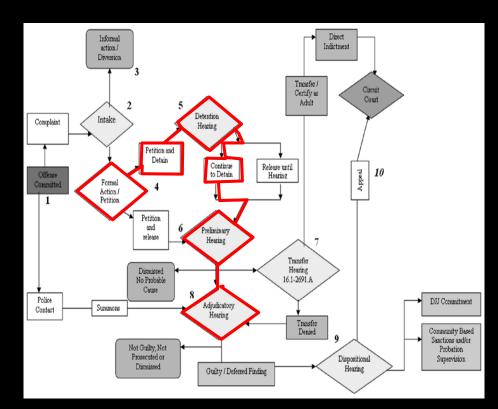
- Because of their frequency
- Because of their criticality
- Reflect key business objectives
- Reflect key customer objectives
- Must be kept clear of usability obstacles
- Cannot be 'broken' <u>no matter what</u>
- Improve speed and effectiveness



Know Your Red Routes!

### What About Red Routing for Courts?

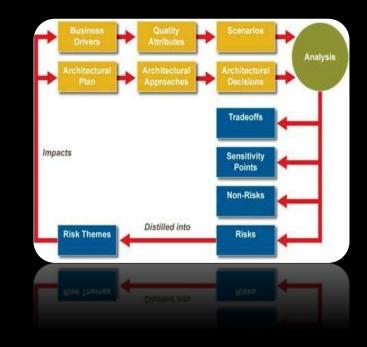
- What routes (processes) do you or your justice partners/customers take most often?
  - Are there any that you share?
  - Do they align with your key objectives?
- Be willing to prioritize (what is most critical?)
- These are the processes that must be flawless
  - No interruptions
  - No obstacles
  - No exceptions



Know Your Red Routes!

### Some Red Routing Rules for Technology

- Must be complete activities, not simple tasks
- Must imply an obvious measure of accomplishment
- Must be portable to multiple screens or processes
  - Typically not "one-off" activities
- Must focus on goals, not on procedural steps
- •• Must be accurate, feasible, and realistic



Know Your Red Routes!

### Let's Practice Red Routing!

- Using the checklists and process map provided, fill in some "<u>online access" activities</u> that qualify as Red Routes in your court.
- Think about what makes these activities particularly important to you and/or your justice partners or customers.
- Are there different Red Routes depending on user role?



Know Your Red Routes!

#### Exercise: Planning Your Red Routes for Online Access

	Finding Scheduled Events Online	Electronic Filing Online
	<ul> <li>Simple court calendar lookup (court, date, etc.)</li> <li>Detailed court calendar lookup (specific events, judges, etc.)</li> <li>Flexible calendar lookup (keywords/Google-like)</li> <li>Save / pin calendars for later</li> <li>Subscribe to calendar updates/alerts</li> <li>Print / export calendars</li> <li>Schedule (or suggest) new events/appointments</li> <li>Other:</li> </ul>	<ul> <li>Attorney self-registration online</li> <li>Pro-Se self-registration online</li> <li>Authenticate users (Bar ID, party of record, etc.)</li> <li>Access to case/name information</li> <li>File on one case at a time</li> <li>File on multiple cases at once (shopping cart, etc.)</li> <li>File new cases</li> <li>Submit credit card payments</li> </ul>
	Finding Forms and Documents Online	<ul> <li>Pay against "escrow/credit" accounts</li> <li>Route filings through clerk/court queues</li> </ul>
)	<ul> <li>"How to" information</li> <li>Assemble necessary forms (select/shopping cart)</li> <li>Download forms</li> <li>Online "fillable" forms</li> <li>Save / pin forms for later</li> <li>File new forms online</li> <li>Simple search for case documents (by case, etc.)</li> <li>Flexible search for documents (keywords/Google-like)</li> <li>Subscribe to document updates/alerts</li> <li>Other:</li></ul>	<ul> <li>Interactive filer queue for ongoing access and updates</li> <li>Subscribe to filing updates/alerts</li> <li>Other:</li></ul>
e) ormation	<ul> <li>Making Payments Online</li> <li>Find cases on which payments are due</li> <li>Pay multiple cases at a time (shopping cart, etc.)</li> <li>Pay for cases before they are officially filed (traffic tickets)</li> <li>Pay for miscellaneous items (copies, classes, etc.)</li> <li>Accept multiple forms of payment</li> <li>Pay against "escrow/credit" accounts</li> <li>Set up payment plans</li> <li>Subscribe to payment reminders/alerts</li> <li>Other:</li></ul>	Other

#### Helpful "How To" Information

- Simple directions
- Interactive maps
- Parking/local information
- Finding the right forms
- Filling out the right forms
- Contact the Help Desk
- Interactive chat with court personnel
- Other:

#### **Finding Cases Online**

- Simple case lookup (case number, etc.)
- Detailed case lookup (multiple attributes)
- Flexible case lookup (keywords/Google-like)
- Find multiple cases at once
- Save / pin cases for later
- Subscribe to case updates/alerts
- Print / export case information
- Access documents related to cases
- Other:

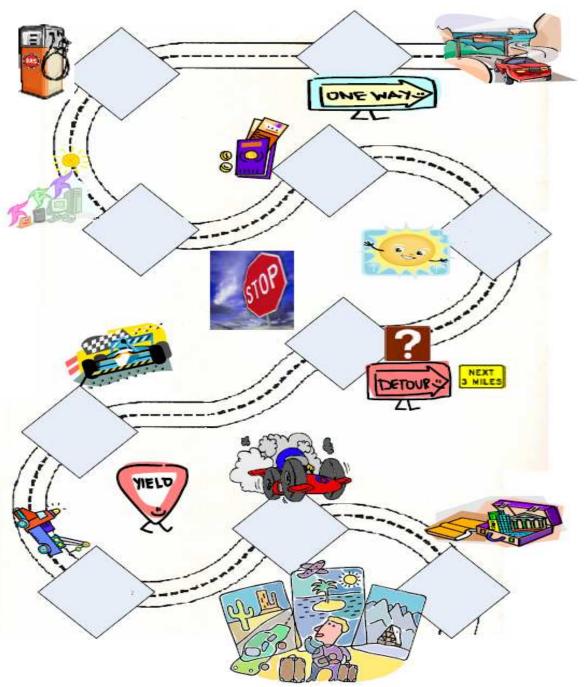
#### **Finding Names Online**

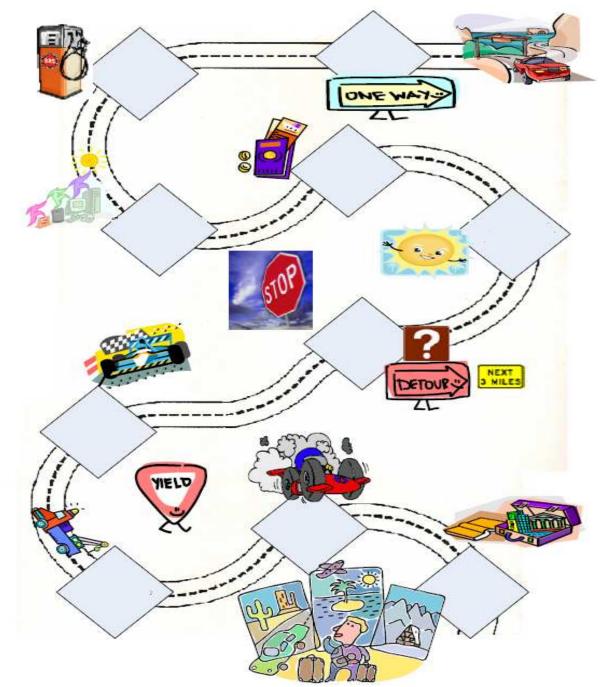
Simple name lookup

Other:

- Detailed name lookup (multiple attributes)
- Flexible name lookup (keywords/Google-like)
- Find multiple names at once
- Save / pin names for later
- Subscribe to name updates/alerts
- Print / export name information
- Access documents related to names
- Submit updates to name/address/other infor

#### Exercise: Planning Your Red Routes for Online Access





## Start Your Engines And Get Ready to Red Route!

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Start Red Route Countdown

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Know Your

**Red Routes!** 

### Remember: Flowers won't save you!

- Don't be distracted by "shiny objects" on the road
- Don't be tempted to say "just make it easy"
- Identifying Red Routes will help keep you on track
- Covering the Red Routes can bring you close to
   90% project success
- Work with your vendor/technology team to identify your Red Routes - and be RELENTLESS!





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### Measure Progress and Reroute Early

### Whether you're routing through:

- Project Phases
- Business Processes
- Software Functionality
- Identify what's most frequent/critical

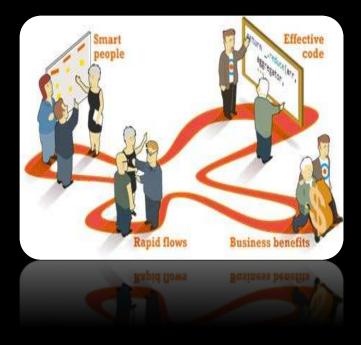
### Test your assumptions

- Consult your data
- Talk to colleagues and customers
- Collaborate with the private sector
- If you miss the mark, find it, fix it, and reroute!





Know Your Red Routes!



Thank You!

#### COMMITTED TO EXCELLENCE

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Contact us with questions or to talk more about Technology Planning and Red Routing for your court

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