

COMMITTED TO EXCELLENCE

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

Know Your
Red Routes!

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TECH PLANNING TIPS

- ...> 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



Your Role as the Court Manager

Know Your
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- ... 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 champion?
- ... Ensure that project **scope** and completion stay on target!



Keep the Goal In Mind

Know Your
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- ...→ 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?



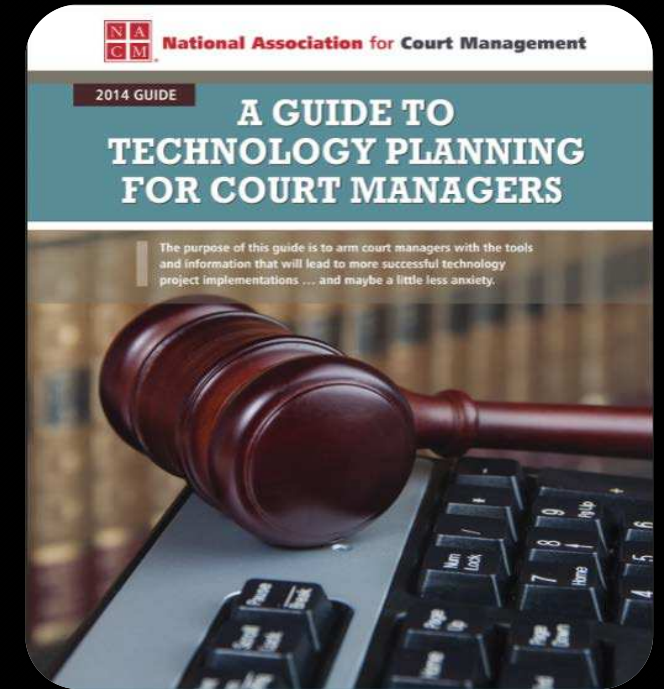
Take Advantage of Planning Tools

Utilize your NACM Guides

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

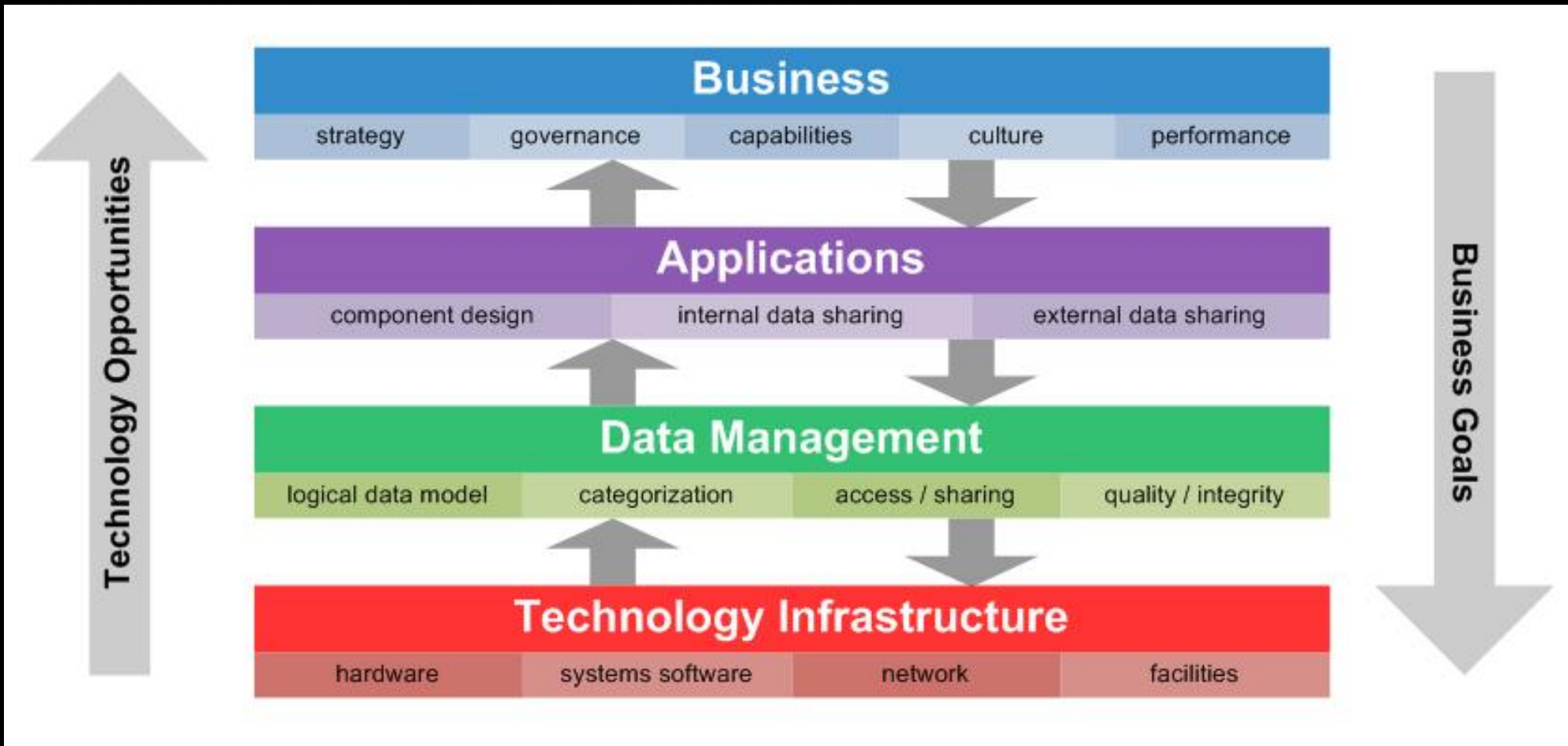


Take Advantage of Planning Tools

Utilize the Court Technology Framework (CTF)

Know Your Red Routes!

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Routing Through Your Projects And Your Strategic Plans, Too

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- ... 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?

These are **Red Route** candidates!

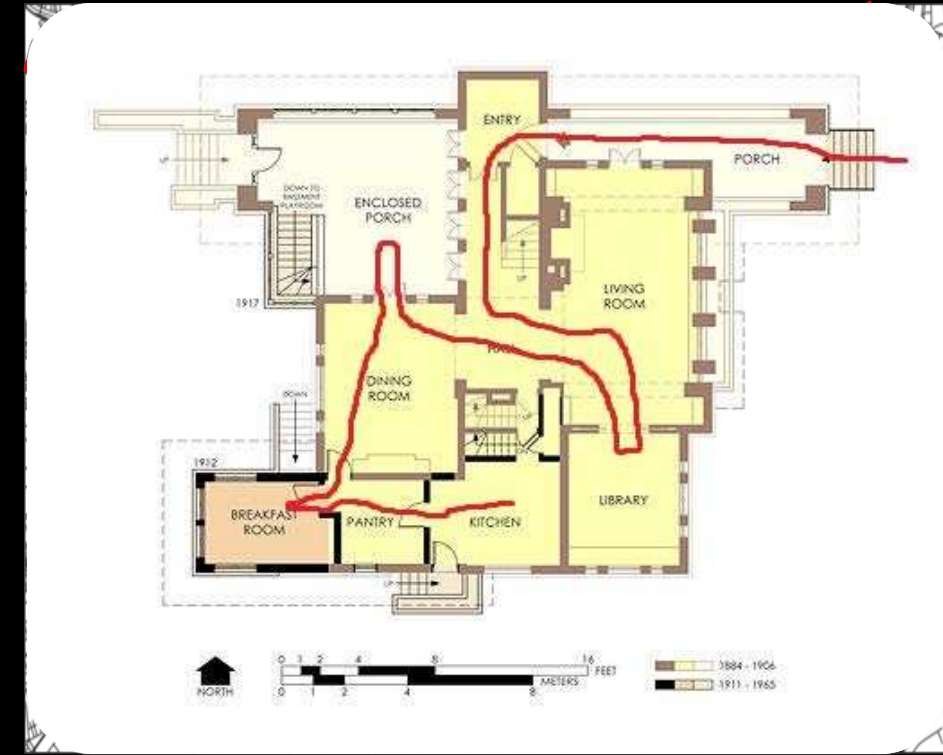


What Are Red Routes?

Know Your
Red Routes!

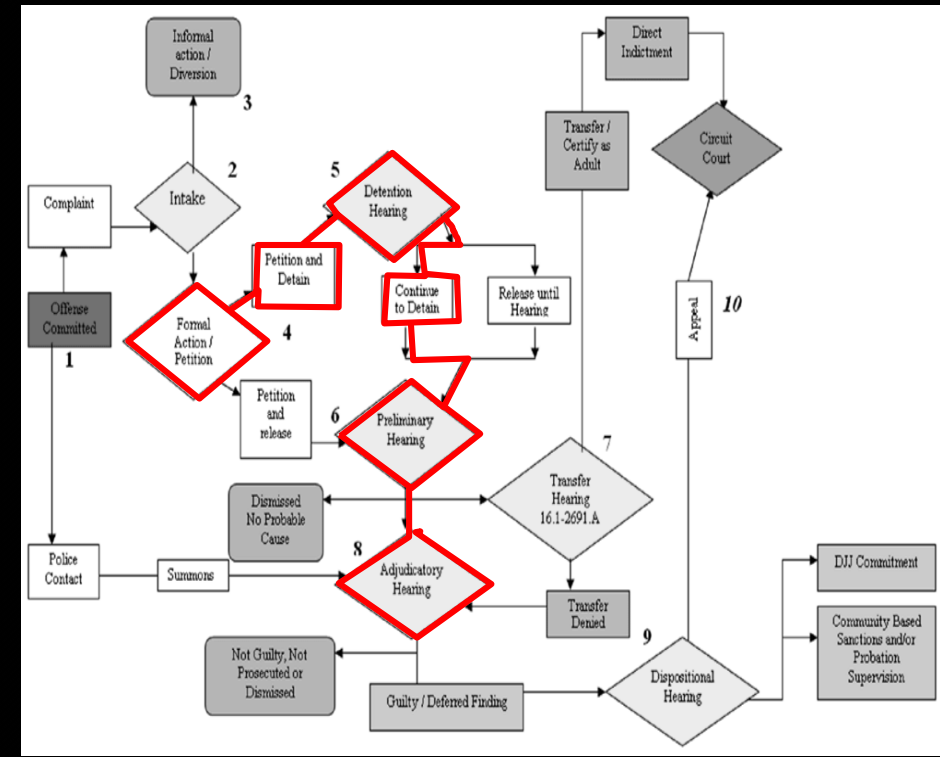
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- Your most important considerations
 - Because of their **frequency**
 - Because of their **criticality**
- Reflect key business objectives
- Reflect key customer objectives
- Must be kept clear of usability obstacles
- Cannot be 'broken' **no matter what**
- Improve speed and effectiveness



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

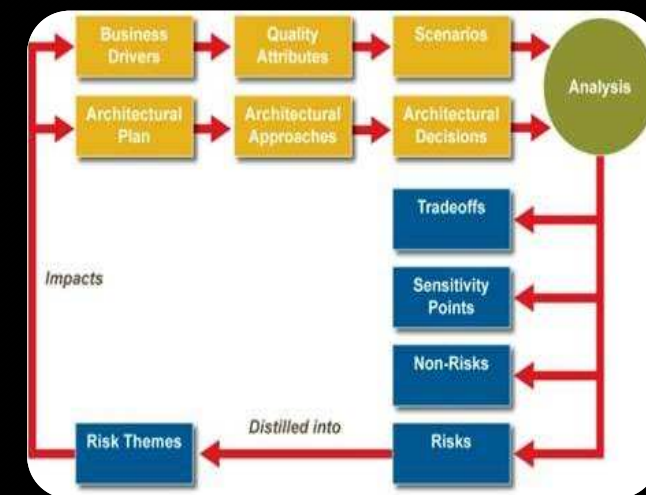


Some Red Routing Rules for Technology

Know Your
Red Routes!

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- ... 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**



Let's Practice Red Routing!

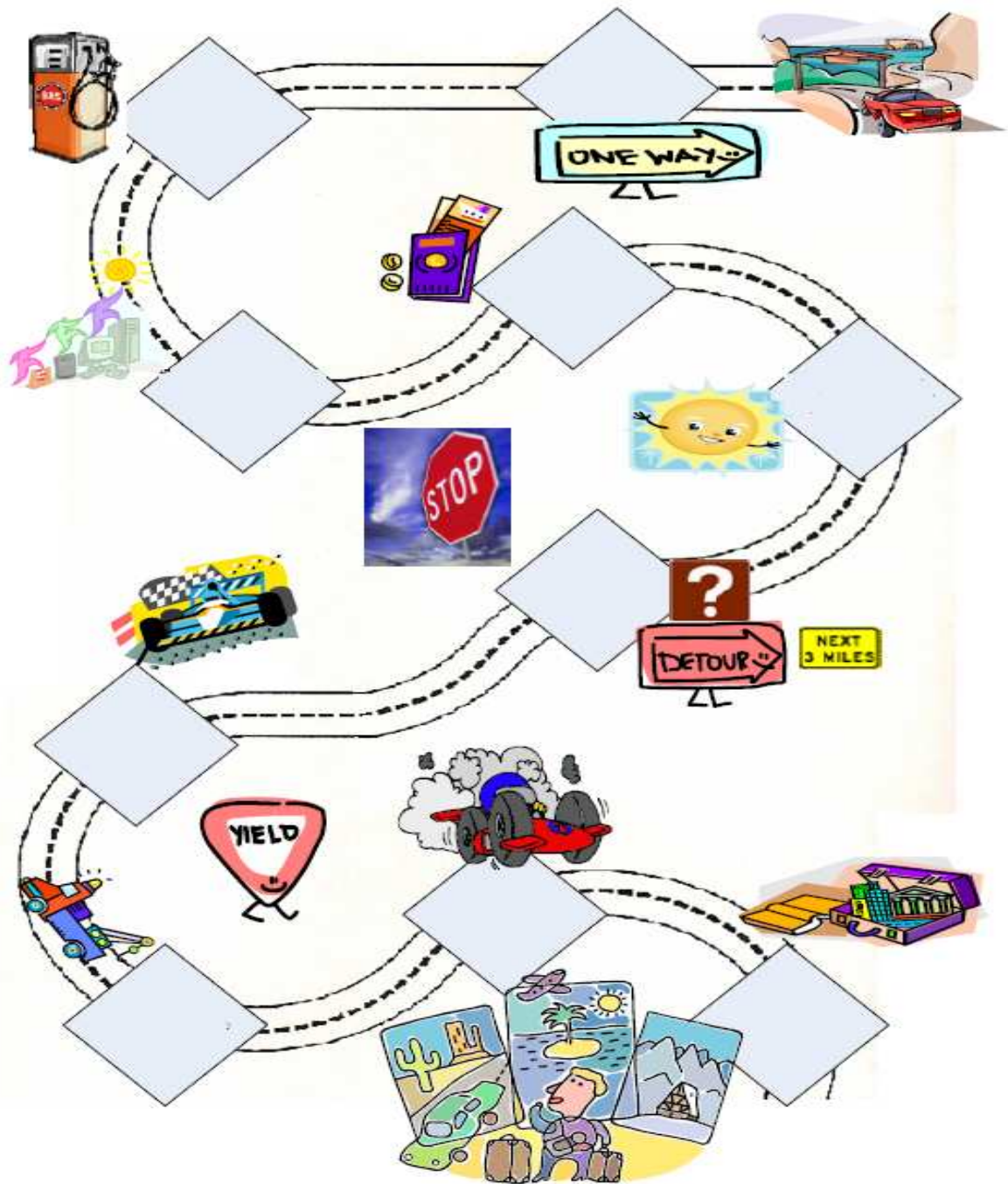
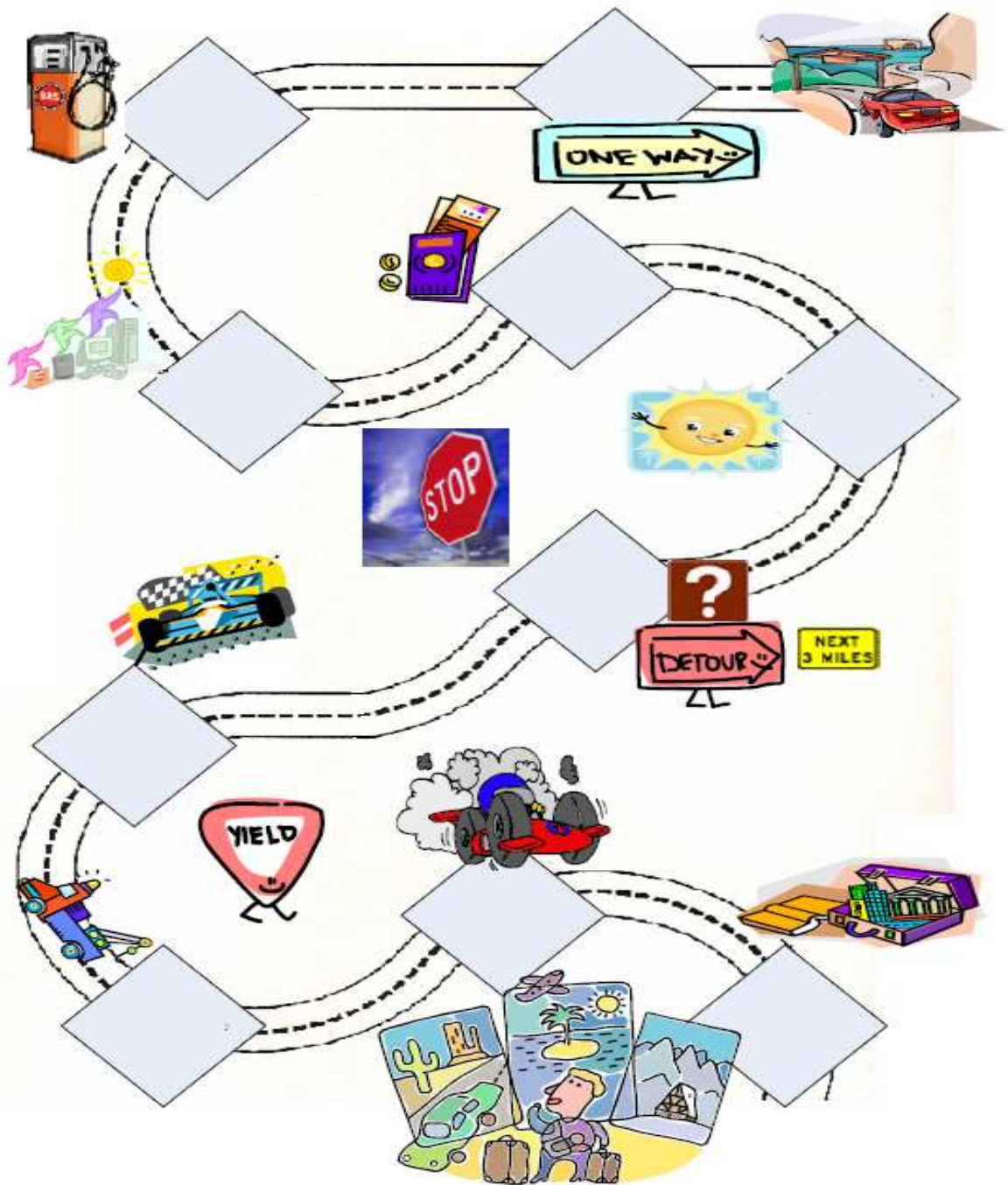
Know Your
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- Using the checklists and process map provided, fill in some “online access” activities that qualify as **Red Routes** in your court.
- Think about what makes these activities **particularly important** to you and/or your justice partners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



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

Remember: Flowers won't save you!

Know Your
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- 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!**

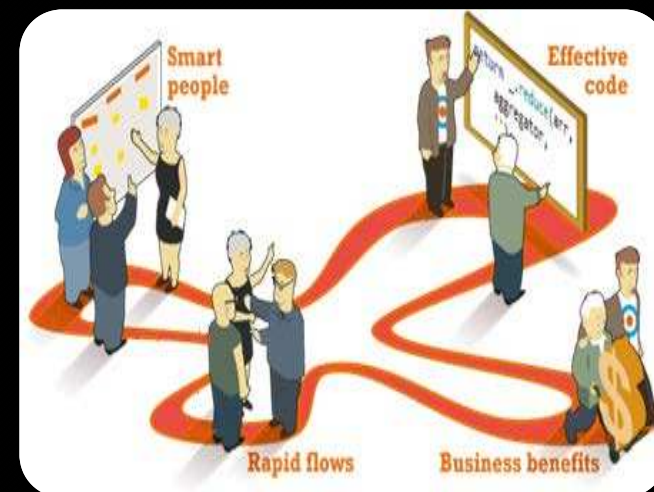


Measure Progress and Reroute Early

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- 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!



Thank You!

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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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