

ELECTRONIC FILING

CASE MANAGEMENT

JURY MANAGEMENT

ONLINE PAYMENTS

ONLINE PUBLIC ACCESS

ELECTRONIC CITATIONS

INTERGOVERNMENTAL  
DATA EXCHANGES



Arkansas Supreme Court  
Administrative Office of the Courts

[acap.help@arcourts.gov](mailto:acap.help@arcourts.gov)

[www.courts.arkansas.gov/acap](http://www.courts.arkansas.gov/acap)

*"Supporting Courts; Ensuring Justice"*

# 2016 ACAP Systems Conference

*"Supporting Courts; Ensuring Justice"*

## The Path to Change: AgileCourt and AgileJury?

Tim Holthoff

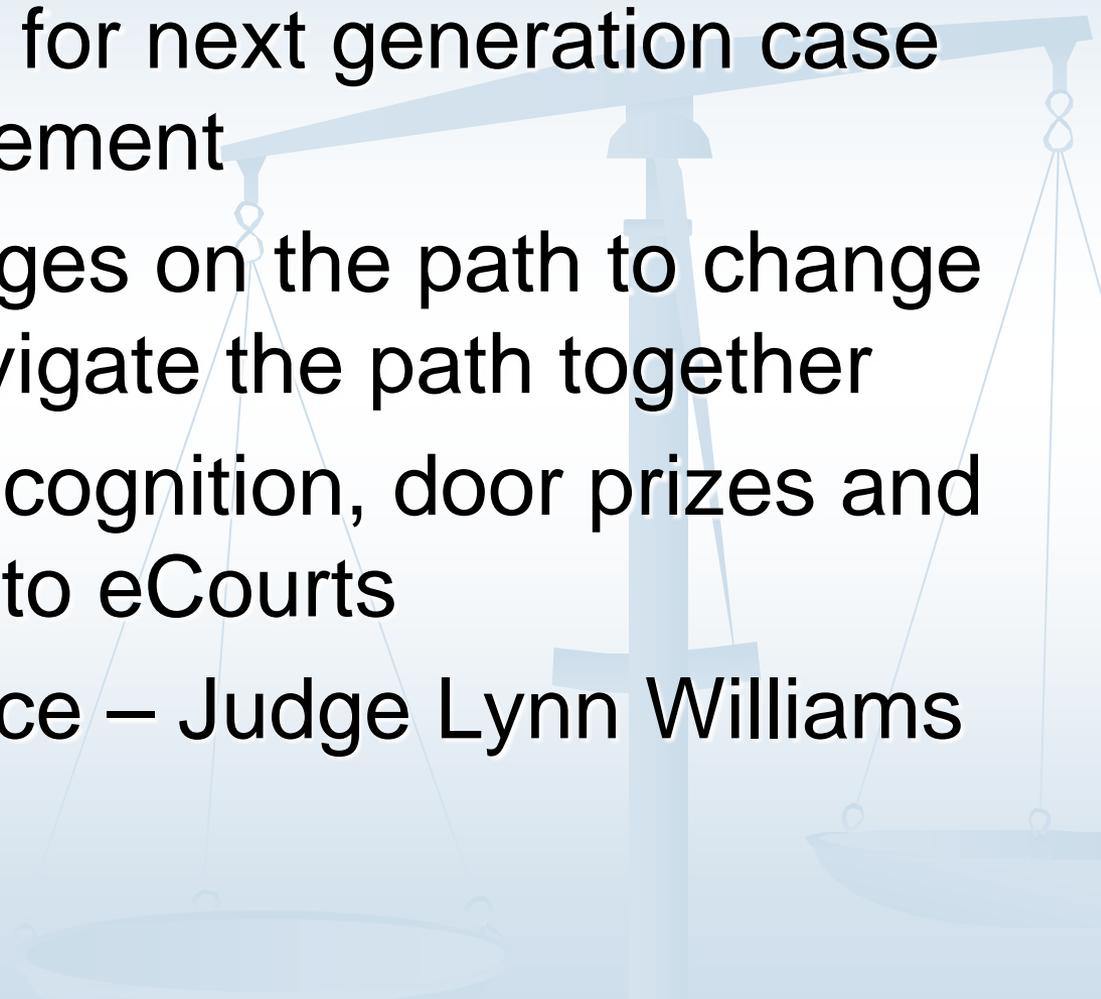
Phil Hatton

Dr. Matt Kleiman

Judge Lynn Williams

July 2016

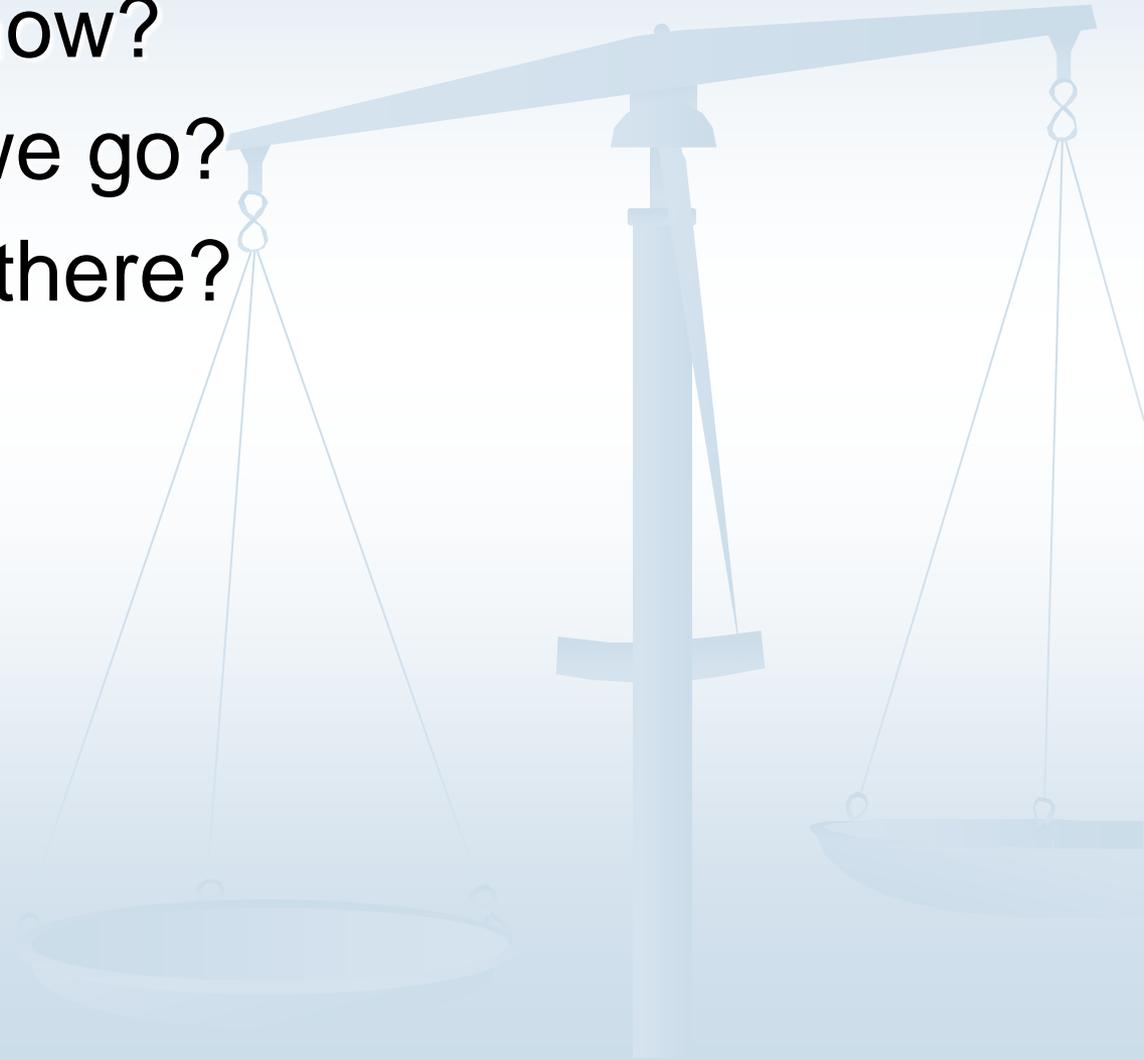
# Agenda



- Discuss options for next generation case and jury management
- Discuss challenges on the path to change and how we navigate the path together
- Data Quality Recognition, door prizes and select attendee to eCourts
- Close Conference – Judge Lynn Williams

# Options for Case Management and Jury Management

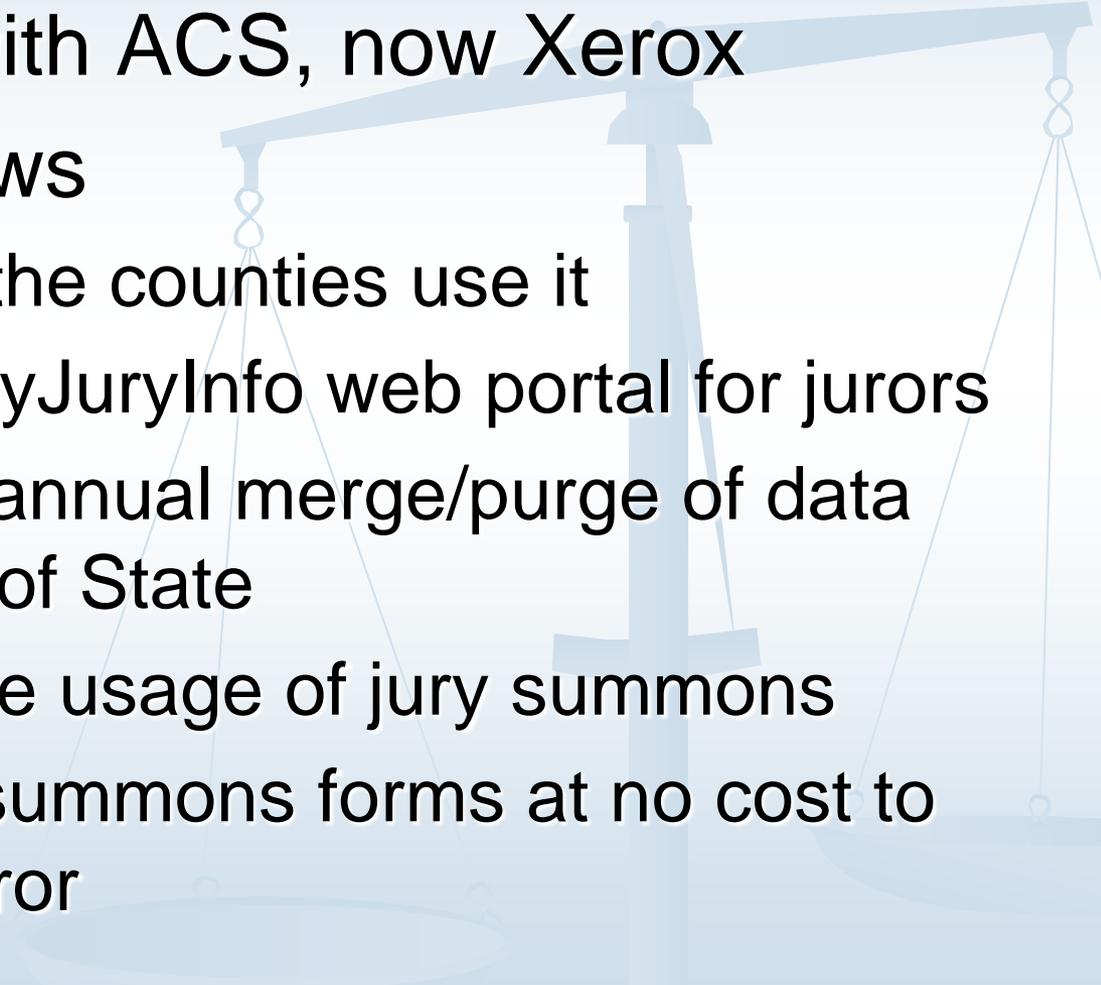
- Where are we now?
- Where should we go?
- How do we get there?



# Where Are We Now?



# Where Are We Now?

- 2002 contract with ACS, now Xerox
  - Juror for Windows
    - More than half the counties use it
    - AOC created MyJuryInfo web portal for jurors
    - AOC conducts annual merge/purge of data from Secretary of State
    - Nearly statewide usage of jury summons
    - AOC provides summons forms at no cost to courts using Juror
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# Where Are We Now?

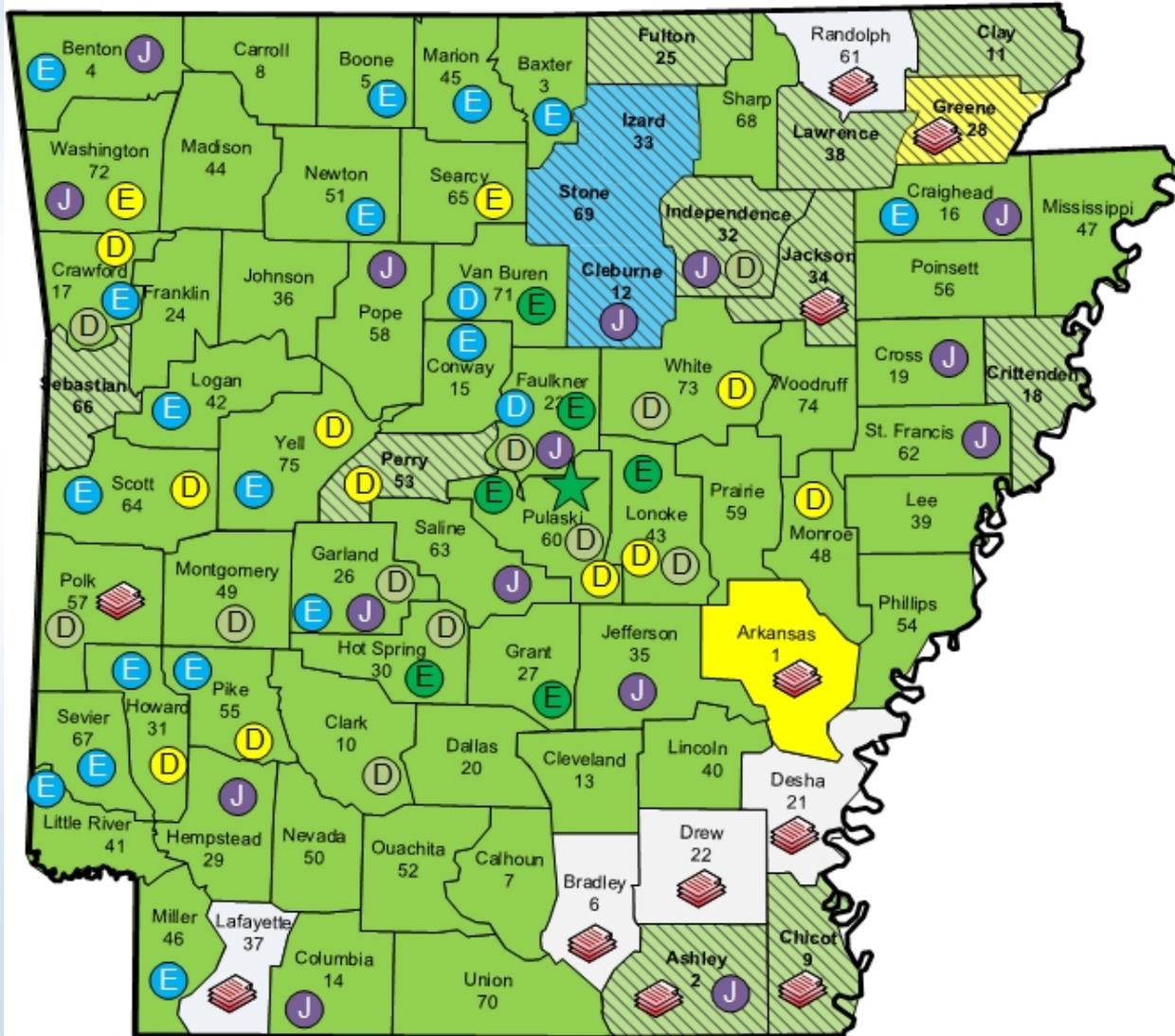
- Contexte 5.2 (2010) custom for Arkansas
  - Thousands of users of integrated applications
  - Integrated with eFlex, eCitation, INA, and multiple data exchanges
  - AOC customized Public, Courthouse, and Internal CourtConnect
  - AOC customized eTraffic (into ePay)
  - AOC created DNet interface
  - AOC creating juvenile drug court interface

# Arkansas Courts on Contexte and eFiling

## Circuit Court, District Court, & Juvenile Drug Court

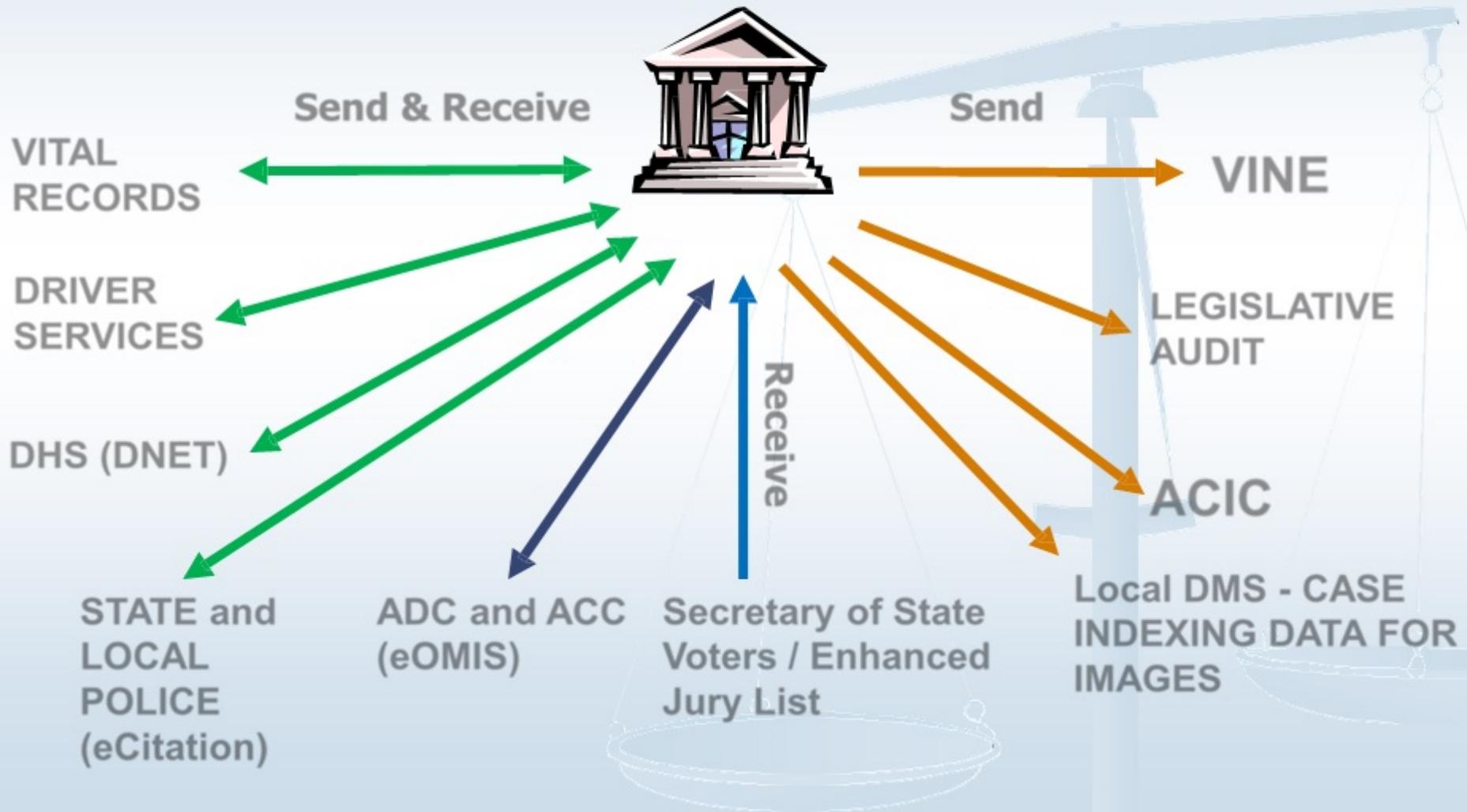
as of July 1, 2016

(Contexte court code shown below county name)

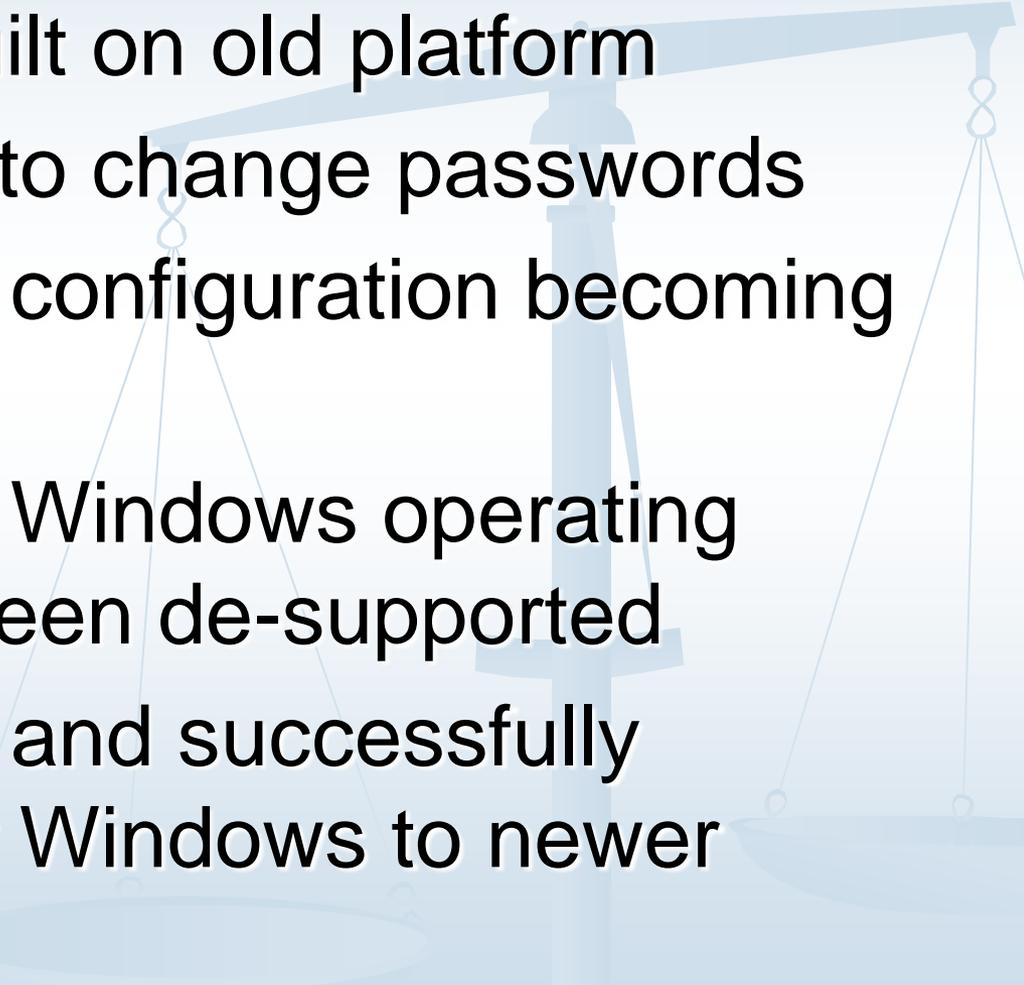


- Appellate Courts on Contexte
  - Circuit Courts on Contexte
  - CMS Sundown – Circuit Court Legacy AOC CMS on Contexte
  - Court on eFiling
  - District Courts on Contexte
  - Juvenile Drug Courts on Contexte
  - Circuit Paper-Courts on Contexte
- 
- Circuit Court Contexte Project In Progress
  - Circuit Court Legacy AOC CMS with Full Contexte In Progress
  - Court eFiling Project In Progress
  - District Court Contexte Project In Progress
- 
- Circuit Court Requesting a Contexte Project
  - Circuit Court Legacy AOC CMS on Contexte Requesting Full Contexte
  - Circuit Court Requesting an eFiling Project
  - District Court Requesting a Contexte Project

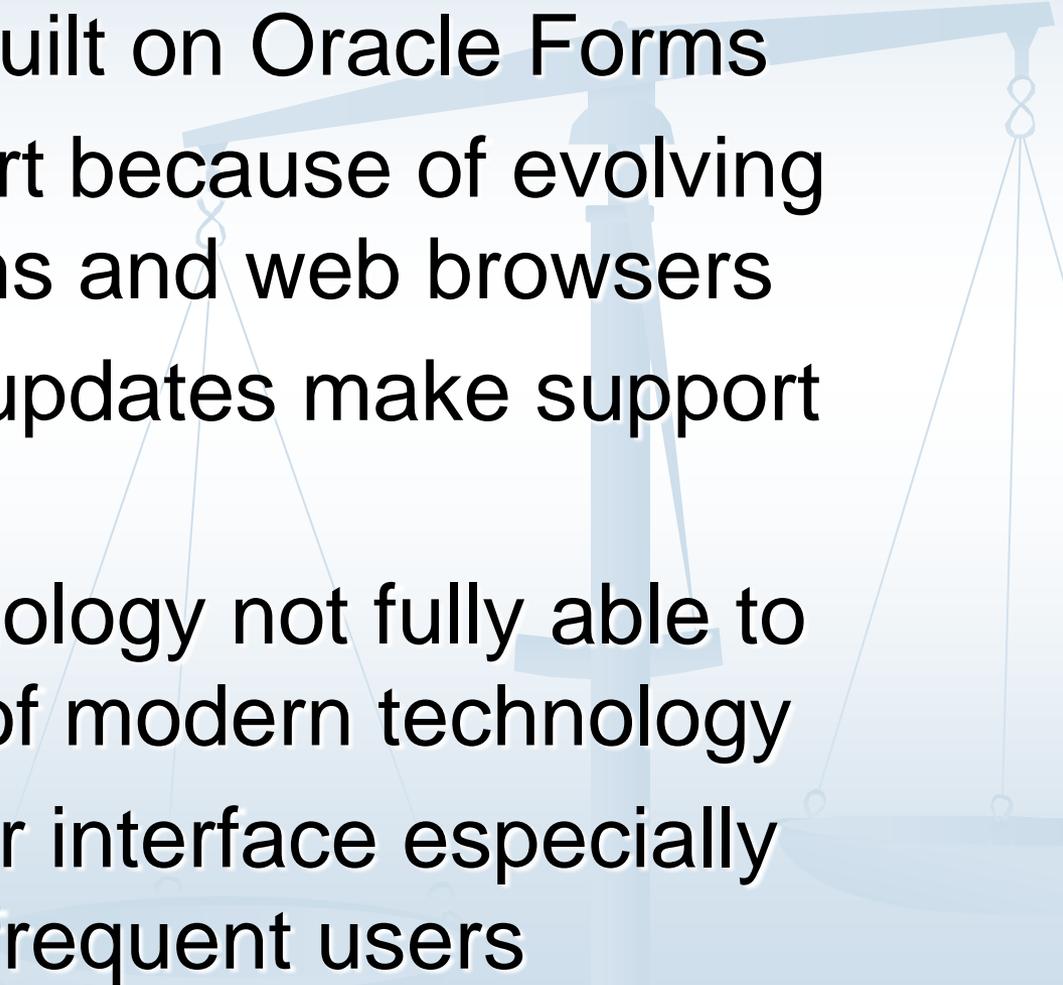
# DATA SHARING



# Juror Challenges

- Aging software built on old platform
  - Users are unable to change passwords
  - Management and configuration becoming more difficult
  - Residing on older Windows operating system that has been de-supported
  - AOC has not fully and successfully migrated Juror for Windows to newer operating system
- 

# Contexte Challenges

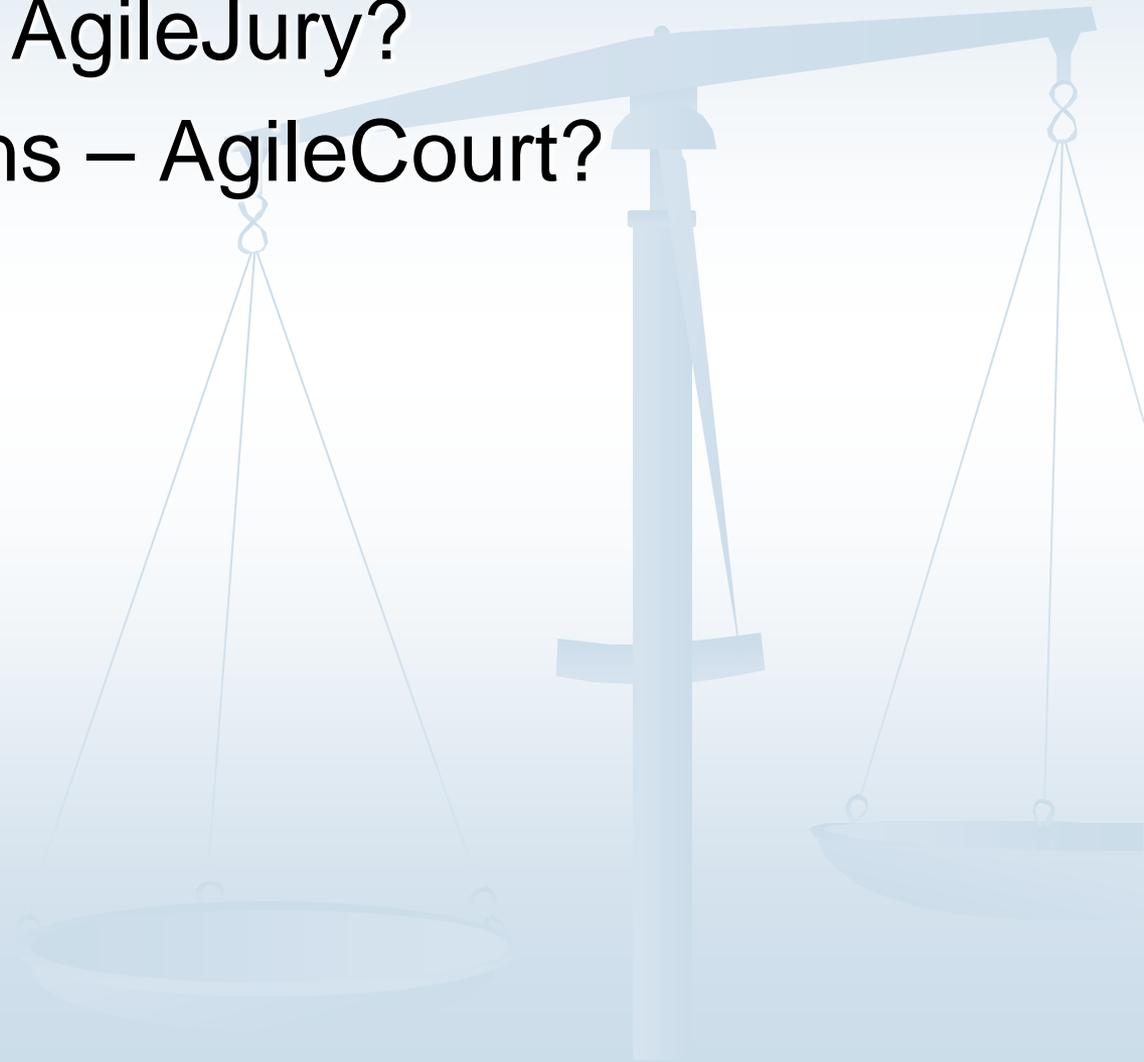
- Aging software built on Oracle Forms
  - Difficult to support because of evolving operating systems and web browsers
  - Java – frequent updates make support difficult
  - Underlying technology not fully able to take advantage of modern technology
  - Non-intuitive user interface especially challenging to infrequent users
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# Where Should We Go?



# Where Should We Go?

- Juror Options – AgileJury?
- Contexte Options – AgileCourt?

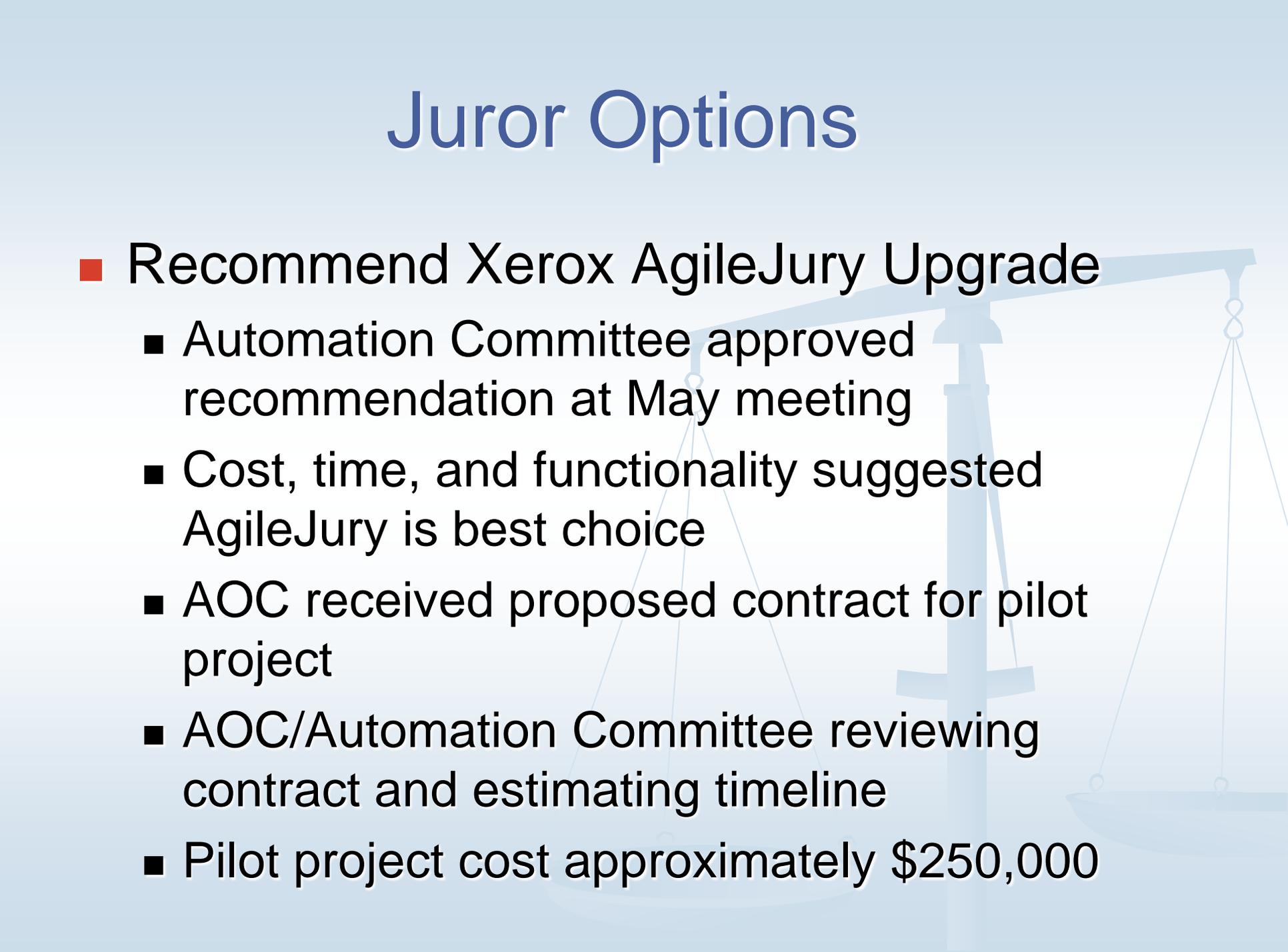


# Juror Options

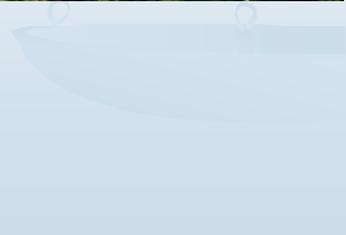
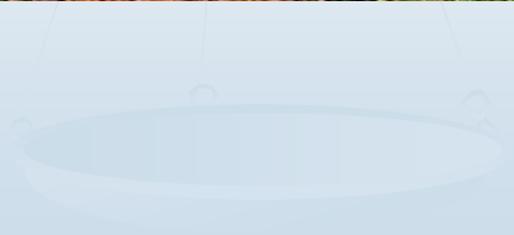
- Business Case Considered
  - Build New System
  - Buy New System
  - Upgrade to AgileJury
  - Do Nothing



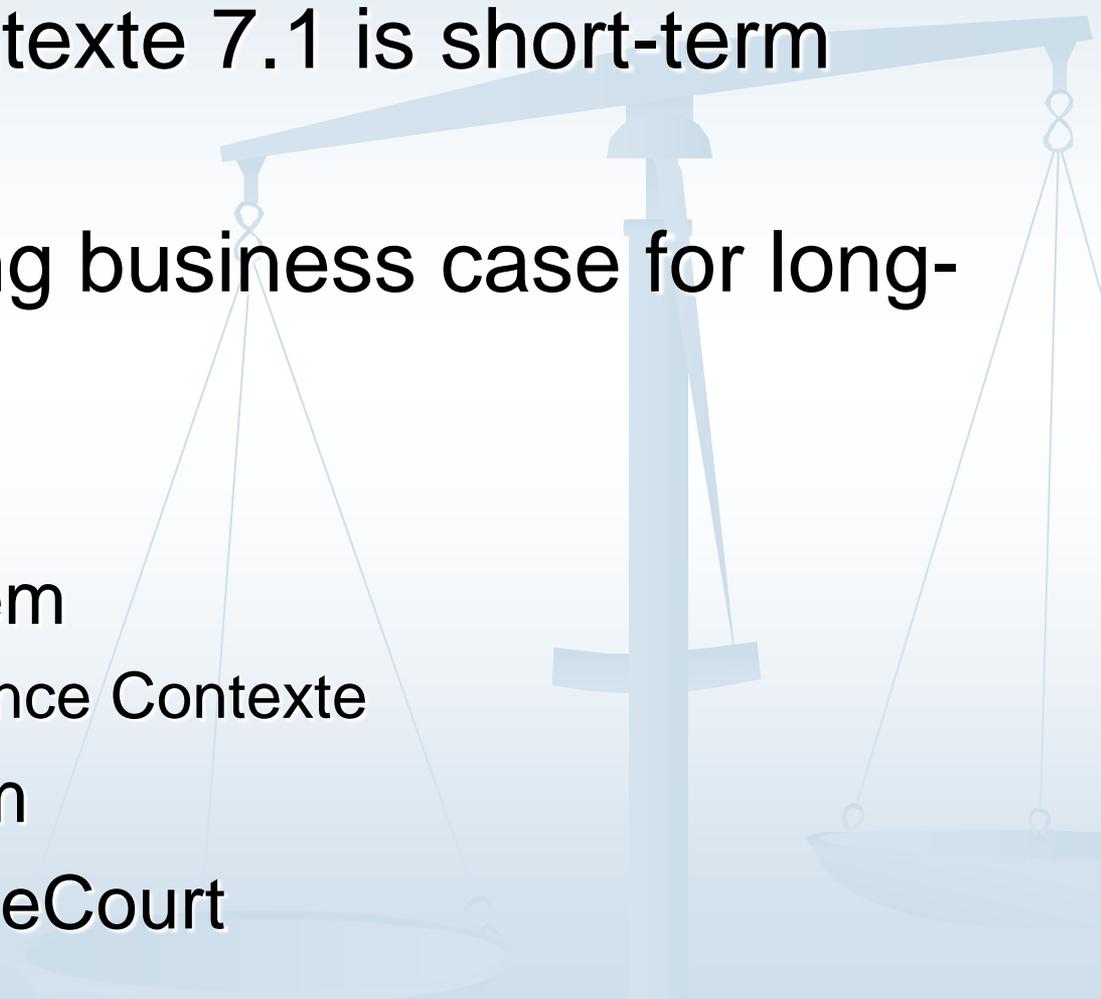
# Juror Options



- Recommend Xerox AgileJury Upgrade
  - Automation Committee approved recommendation at May meeting
  - Cost, time, and functionality suggested AgileJury is best choice
  - AOC received proposed contract for pilot project
  - AOC/Automation Committee reviewing contract and estimating timeline
  - Pilot project cost approximately \$250,000



# Contexte Options



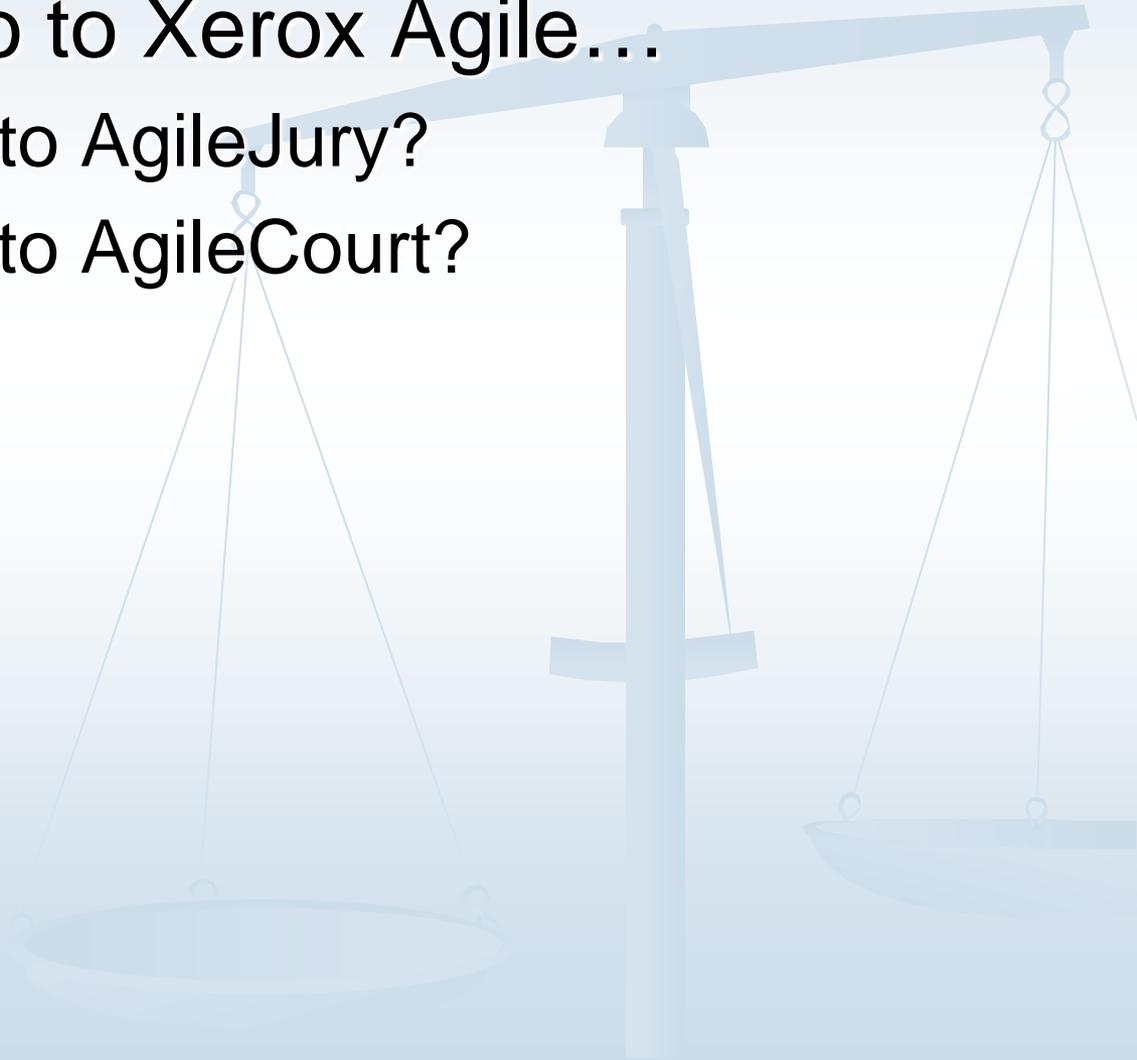
- Upgrade to Contexte 7.1 is short-term solution
- Begin developing business case for long-term strategy
- Options
  - Build new system
    - Internally enhance Contexte
  - Buy new system
  - Upgrade to AgileCourt

# How Do We Get There?



# How Do We Get There?

- Assuming we go to Xerox Agile...
  - How do we get to AgileJury?
  - How do we get to AgileCourt?



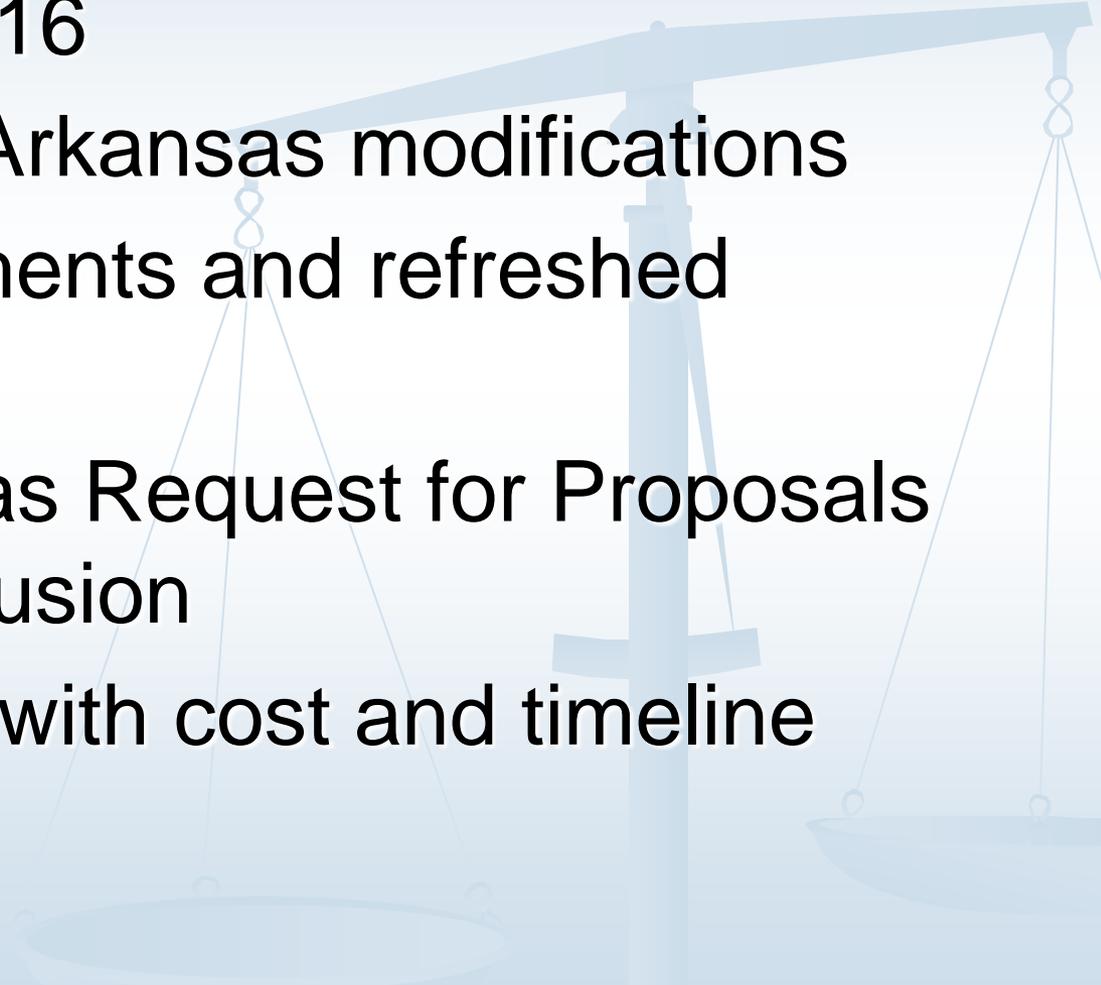
# AgileJury



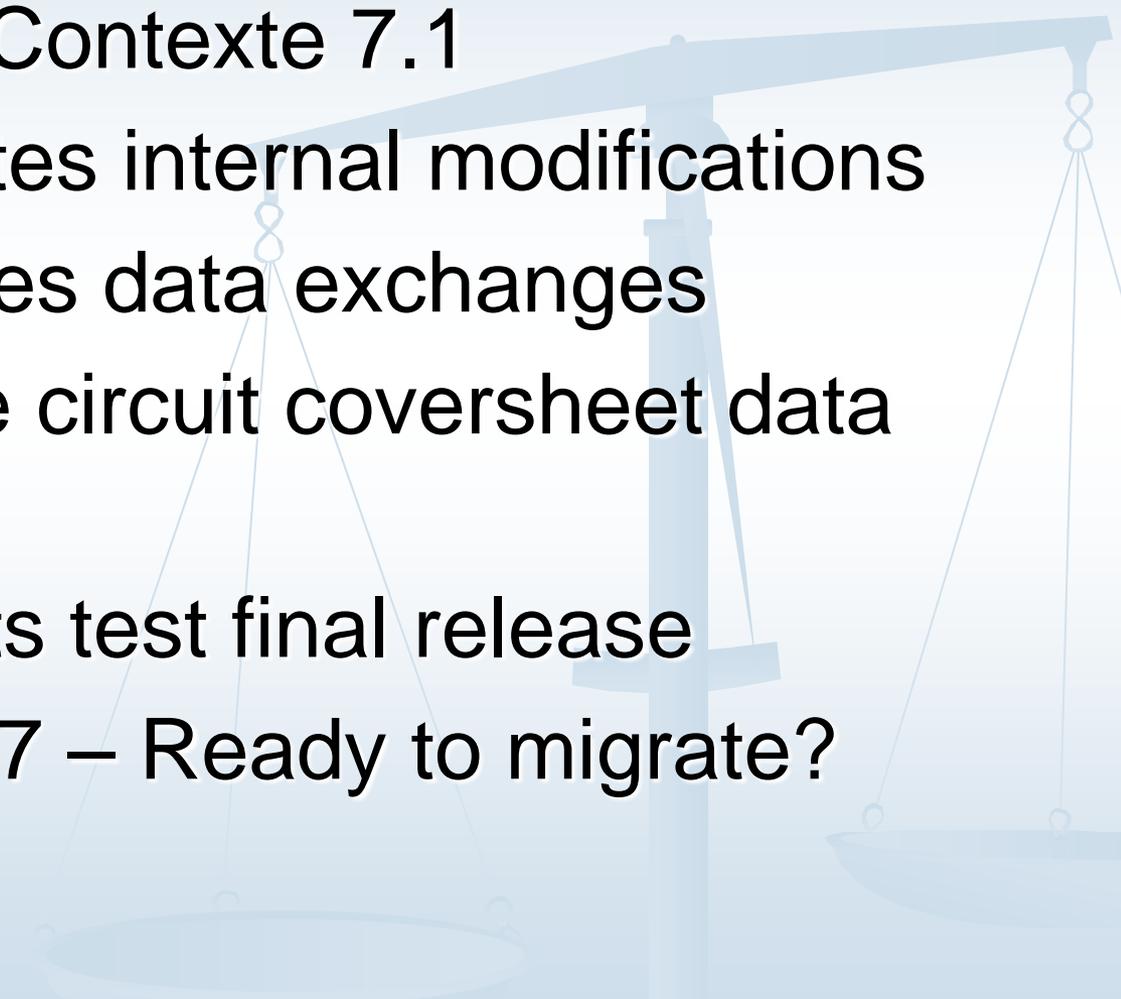
- Complete contract negotiations
- Receive latest AgileJury release
- Confirm status of gaps
- Identify pilot court(s)
- Implement AgileJury in pilot court(s)
- Develop migration plan to decommission Jury for Windows
- Work with courts to complete migration



# Contexte 7.1

- Release late 2016
  - Baseline more Arkansas modifications
  - More enhancements and refreshed interface
  - Review Arkansas Request for Proposals for possible inclusion
  - Xerox proposal with cost and timeline
- 

# Contexte 7.1

- Xerox delivers Contexte 7.1
  - AOC incorporates internal modifications
  - AOC reintegrates data exchanges
  - Hope to include circuit coversheet data from eFlex
  - AOC and Courts test final release
  - 3<sup>rd</sup> Quarter 2017 – Ready to migrate?
- 



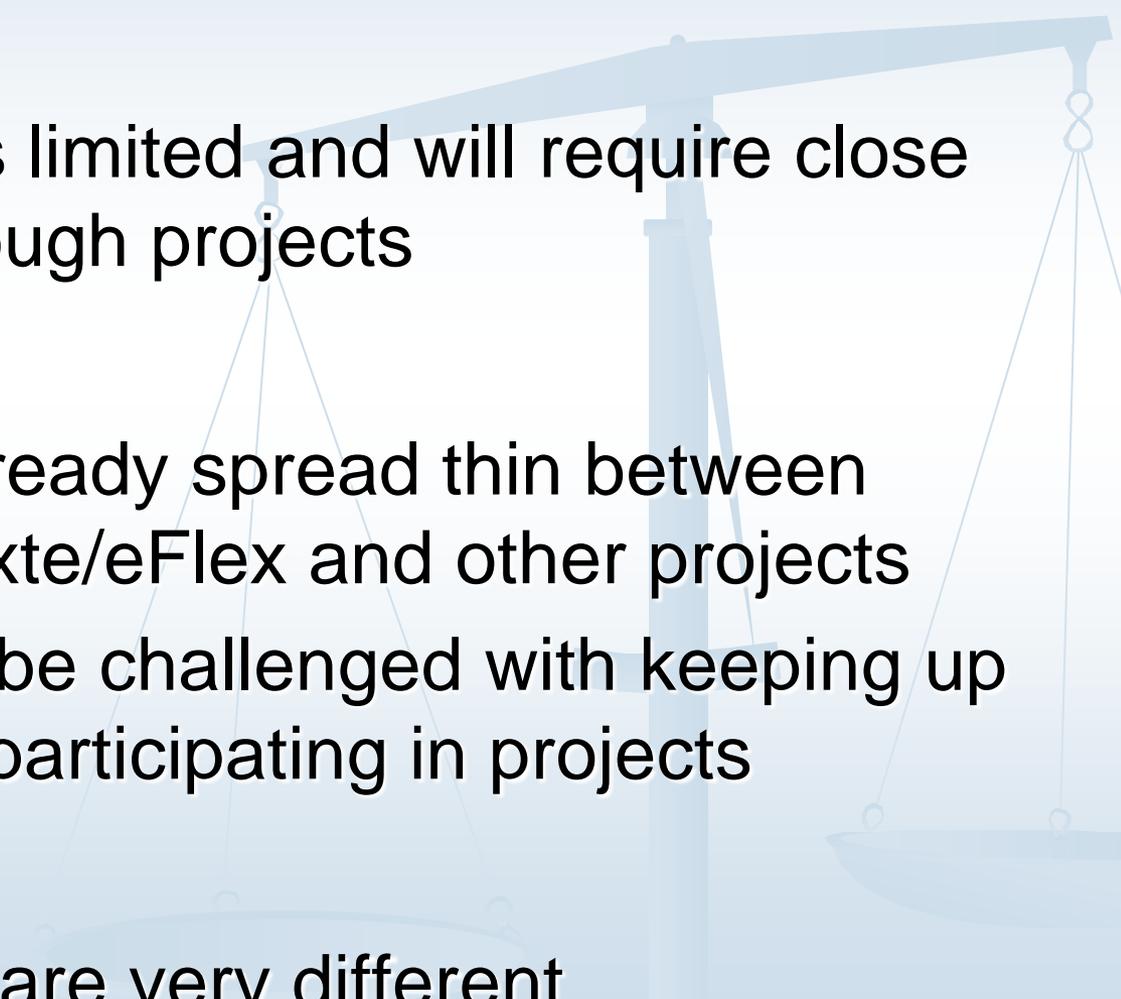
# AgileCourt 2020?

- After upgrade to Contexte 7.1
  - Work on long-term strategy and business case with Automation Committee
  - Work with Xerox on continued AgileCourt development
  - Monitor progress
  - Test releases and provide Xerox feedback
  - Get feedback from courts
  - Complete business case when functional gap between Contexte and AgileCourt is narrow

# Navigating Challenges on the Path to Change



# Navigating Challenges on the Path of Change



## ■ Funding

- AOC funding is limited and will require close monitoring through projects

## ■ Staffing

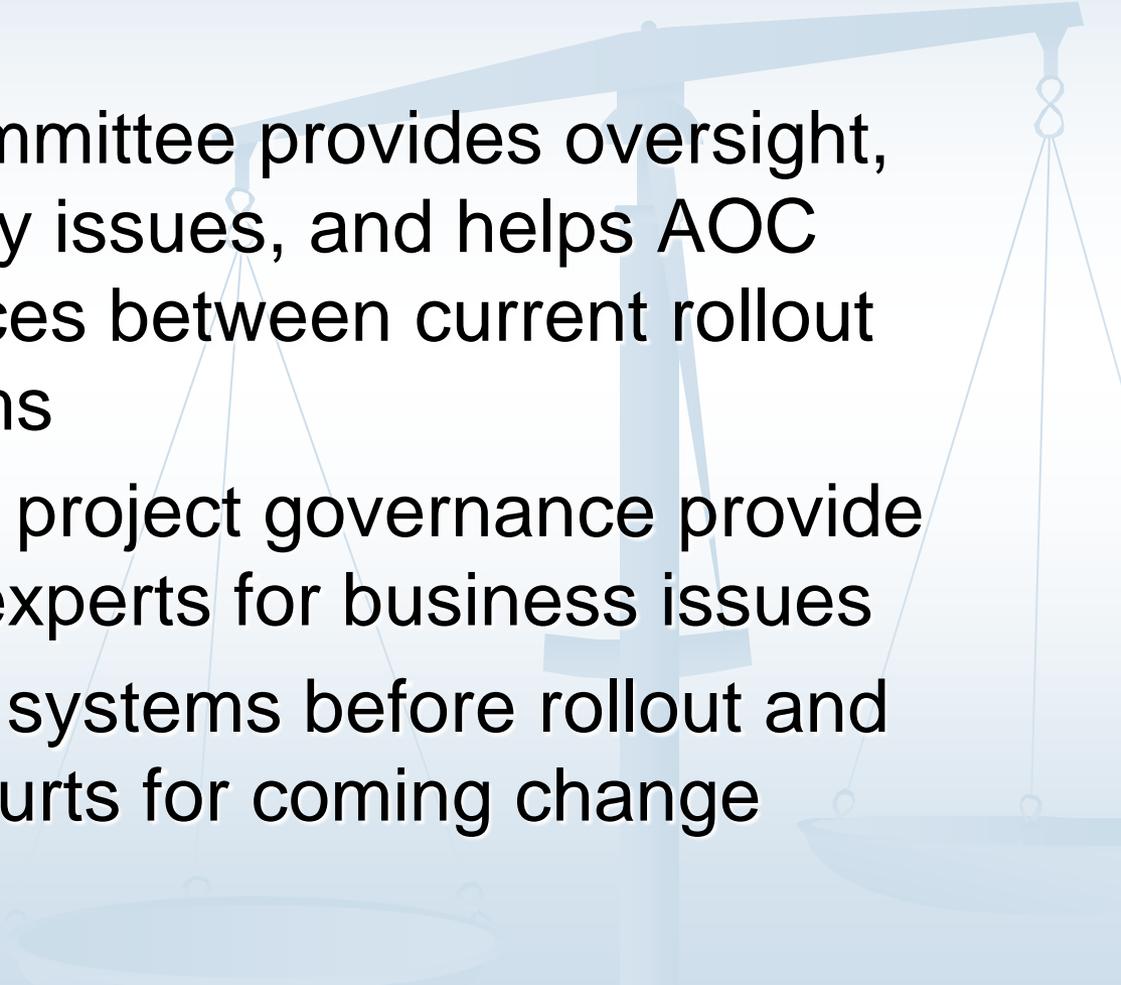
- AOC staff is already spread thin between multiple Contexte/eFlex and other projects
- Court staff will be challenged with keeping up with work and participating in projects

## ■ Training

- Agile products are very different

# Navigating Challenges on the Path of Change

## ■ Approach?

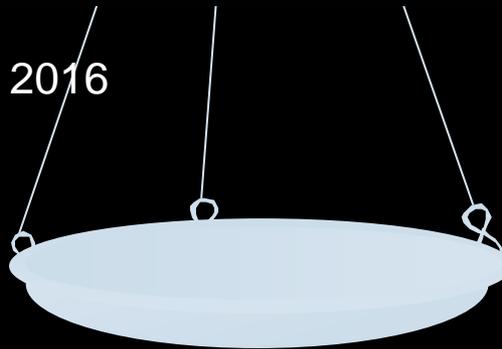
- Automation Committee provides oversight, addresses policy issues, and helps AOC balance resources between current rollout and new systems
  - Core Teams for project governance provide subject matter experts for business issues
  - Pilot courts test systems before rollout and help prepare courts for coming change
- 

# Court Culture and Change

Matthew Kleiman, Ph.D.  
National Center for State Courts  
Williamsburg, Virginia USA

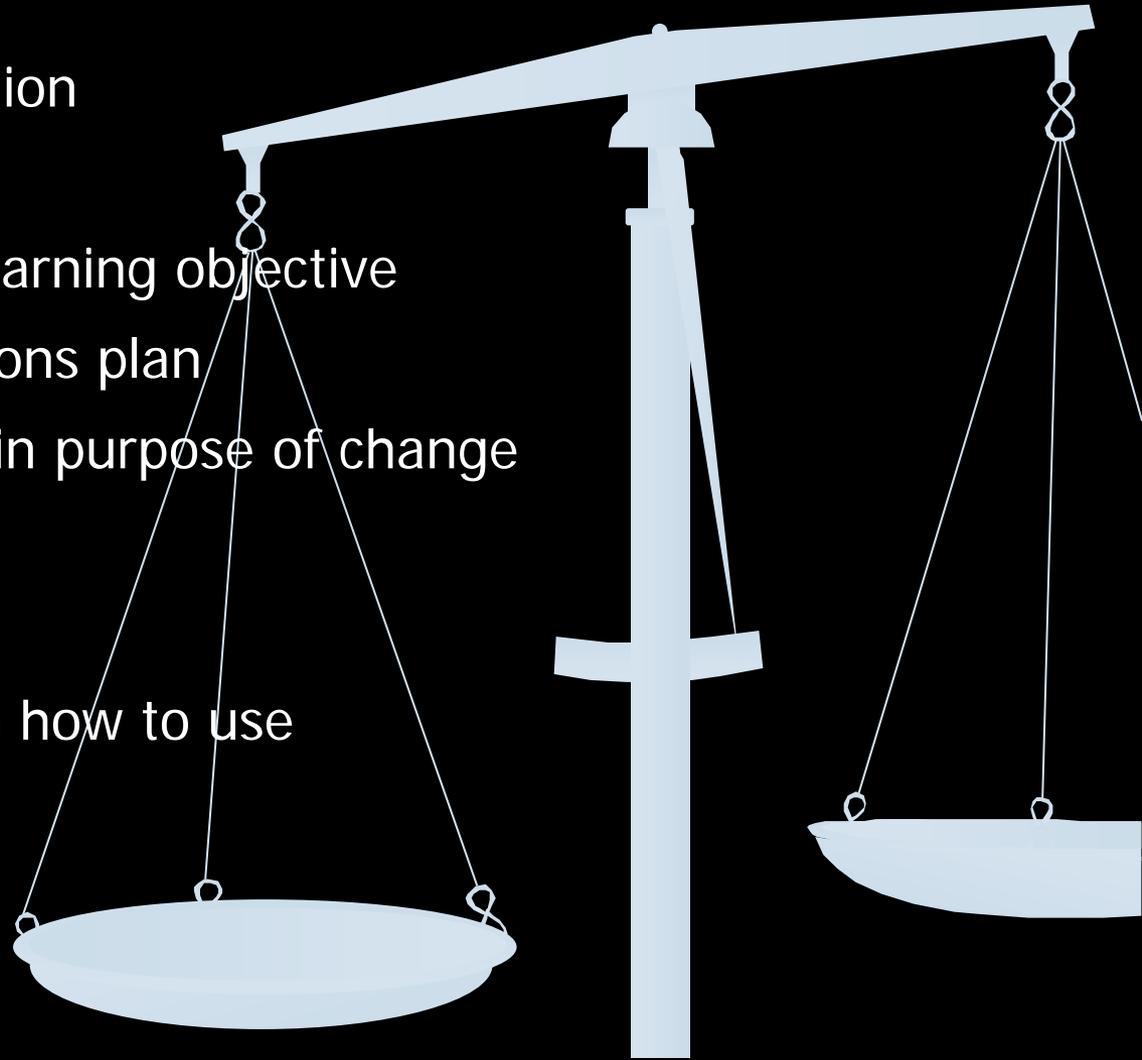


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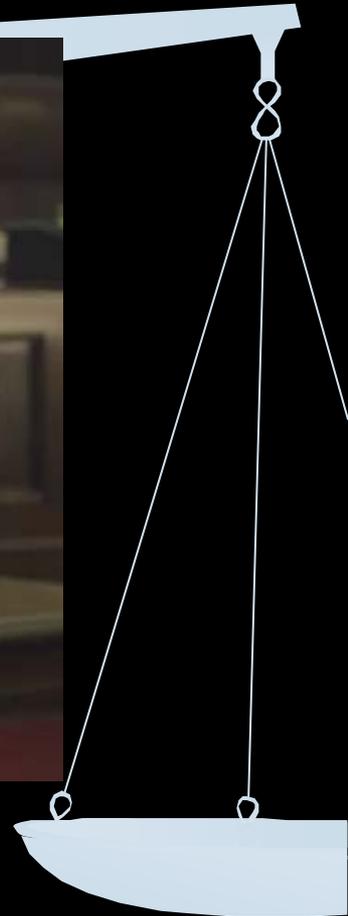


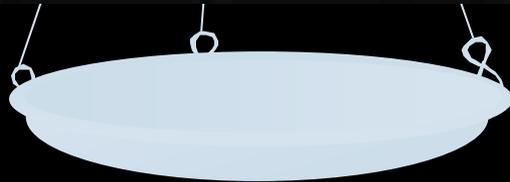
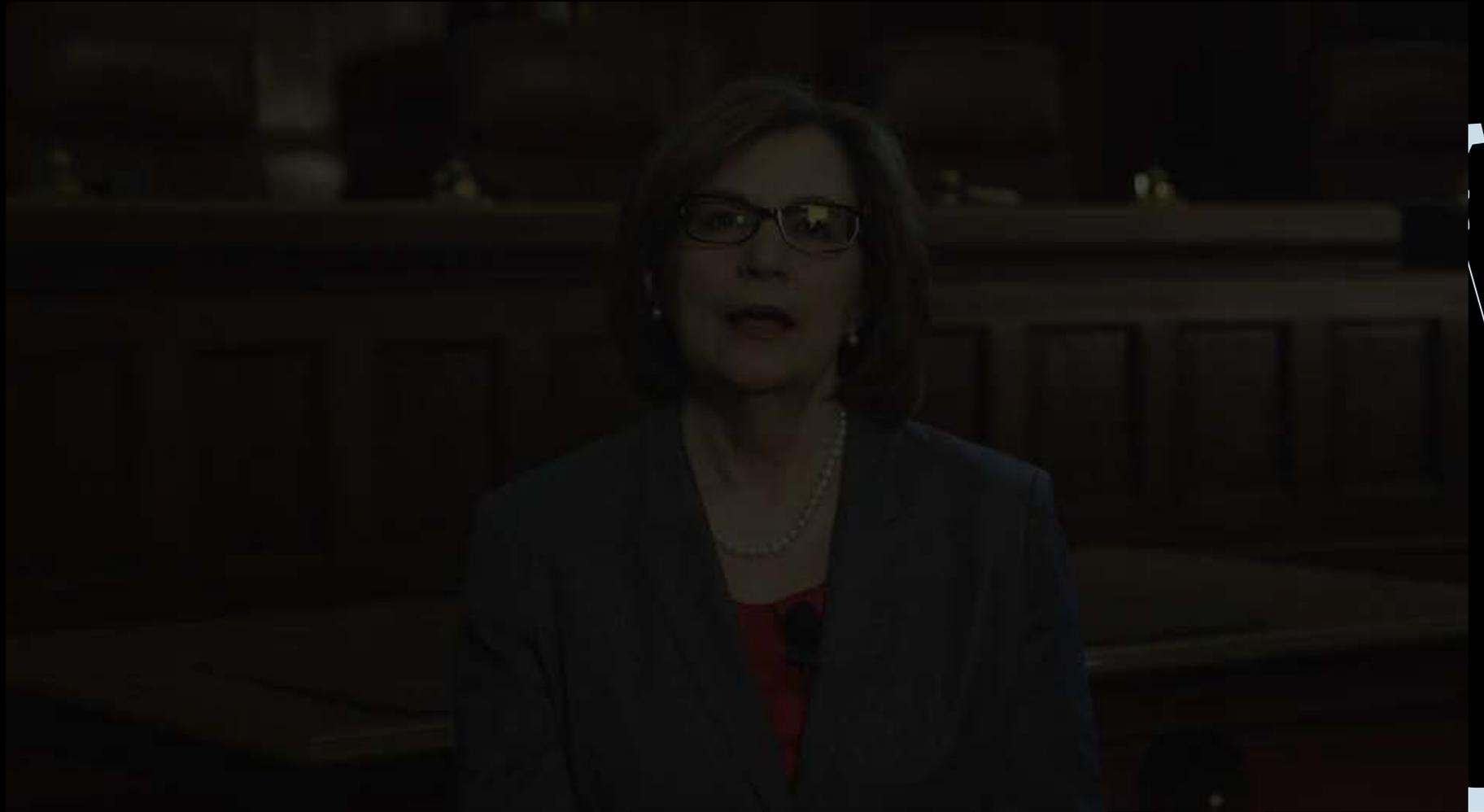
# Nano Learning

- Quick hits of information
- 2 to 15 minutes
- Typically cover one learning objective
- Internal communications plan
- Can be used to explain purpose of change
  - Why?
  - Impact?
- Mechanism to explain how to use



# Maryland Chief Justice Barbera, an example







**Discussion  
Observations  
Questions**

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# Data Quality Recognition Door Prizes Conference Closing

## 2017 ACAP Systems Conference July 13-14, 2017 Embassy Suites Little Rock