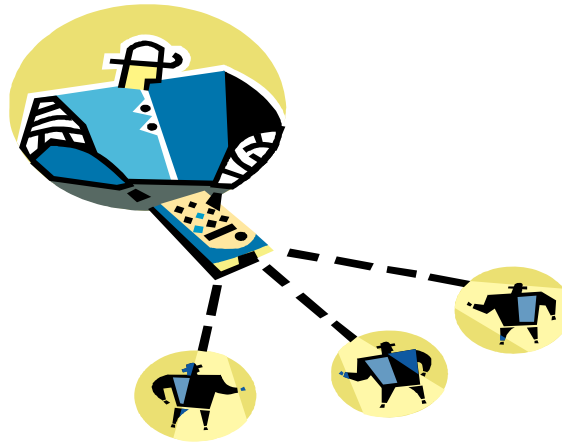


Electronic Case Management Systems



Andrew D. Lee
Systems Manager
Michigan Court of Appeals



Electronic Case Management Systems

- I. Background Information
- II. Michigan's Current Systems (MAPPIS)
- III. Michigan's System in Development



Goals of Case Management

- Manage information for Court cases
- Log all inbound and outbound filings
- Ensure events meet required deadlines
- Organize case documents & records
- Manage case assignments
- Record & publish decisions
- Provide statistical reporting



Appellate Specific Issues

- Pre-existing cases
 - Can we import case and party information from trial courts?
- Different workflow – appeal > transcripts > briefs > research > oral argument > opinion
- Trial courts more form based
- Other differences?



History

- Need to track status of cases
- Original organization with paper ledgers
- First electronic systems mimicked paper process
- Document generation / DB integration
- Electronic case files / E-Filing

Current State



- At least 21 State IAC's seeking new system
- Most have some ECM in place
- Main Complaints
 - User Interface
 - Desire for e-filing
 - Electronic documents/files
 - Inadequate reporting
 - Unable to adapt to changing rules



Considerations for New CMS

- Need to evaluate business processes to fully exploit possibilities of automation
- Concerns over reliability of electronic versions

Available Options

- Modify existing CMS
- Buy off the shelf
- Outsource / Partner
- Build in-house



Off the Shelf



- Many ECM vendors, few cater to IAC
 - LT Court Tech
 - NCSC vendor list
http://www.ncsconline.org/d_tech/vendorlist/vendbyproduct.asp?id=11
- Considerations: Fast start up, little control, high up-front cost



Outsource

- Potentially a good option for courts without existing programming staff
- After delivery modifications likely to be slow and expensive
- Best scenario: retain code ownership, and have in-house staff trained for on-going maintenance
- Considerations: More input, unlikely vendor knows court business



Build Your Own

- Excellent input, great control
- Long term investment
- Potentially a good option for Courts with existing programming staff



Electronic Case Management Systems

- I. Background Information
- II. Michigan's Current System (MAPPIS)
- III. Michigan's System in Development



Features

- ASP Web based interface
- Oracle database
- Content management
- Messaging
- Calendaring
- Integrated courtroom audio recording
- Barcode tracking of case files

Benefits

- Document integration
- Public access
- E-Filing integration
- Management lists with well defined rules
- Meets most current business requirements





Drawbacks

- Complicated plumbing
- Non-intuitive inconsistent interface
- Difficult to modify data after entry
- Difficult to perform ad-hoc queries
- Legacy platform
- Inadequate security



Electronic Case Management Systems

- I. Background Information
- II. Michigan's Current System (MAPPIS)
- III. Michigan's System in Development

Goals

- Fast reporting
- Ease of use
- Flexibility
- Security
- Availability
- Integrated data transfers



Alerts

- Calendaring
- Alarms
- Lists
- Dashboards





Intuitive Design

- “Docket Sheet-Centric”
- Edit anywhere
- Recent cases
- Pending action lists
- Documents everywhere
- Web based



Fluid Configuration

- Configurable Look & Feel
- Business Rules Engine

Security



- Log sensitive document access
- Role based security
- Permissions set by screen and record
- Common security for App, DB & DMS
- SSL Encryption



Public Access

- Access to judges and staff from anywhere
- Public access for inquiry and filing
- Single code base for internal and public filing
- Customized accounts
- Alert subscriptions



Service Oriented Architecture

- Foundation on which to hook services
- Services allow easy integration with various interfaces, like pages, PDAs, web services, reports
- Modular design for easy customization and modification



Rapid Development

- RAD Tools
- Feature Driven Development
- Quick prototype, fast delivery, quick feedback
- Short cycles == increased productivity & better product



Completed Work to Date

- Data Model
- Menu/User/Security Framework

Project Timeline

ID	Task Name	2008				
		Qtr 2	Qtr 3	Qtr 4	Qtr 1	Qtr 2
1	Preliminary Design		█	█		
9	Core Case Information		█	█		
20	Docket Sheet			█		
24	Panel Assignments			█		
31	Case Assignments				█	
37	Docket Events			█	█	
58	Opinion Status					█
63	Opinion Release					█
68	Order Status					█
71	Management Lists					█
75	Reports					█