

Court Case Study

Oregon Judicial Department

“ We’re pleased to be the first step towards a statewide eCourt. What is important is to keep moving forward, improving at each stage for our judges and staff, our public and our partners.”

— **Phil McCollister,**
Trial Court Administrator
Yamhill County Court

Their Success

- Now on the path to creating a fully electronic court environment
- Providing case stakeholders with easy and rapid access to case-related information through a Web browser interface
- Replacing the paper case file with an electronic case file
- Improving consistency by standardizing business processes across all Oregon courts
- Reducing court costs
- Protecting the rights of individuals
- Inspiring public confidence

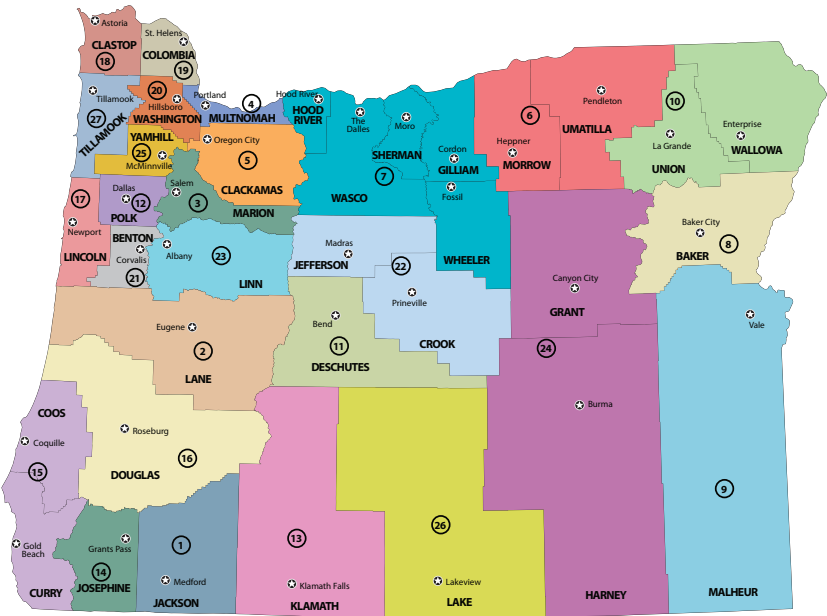
Their Challenge

- **Limited Physical Storage Space** - The courts were running out of space to store physical documents. Many courts had to store documents in locations physically removed from the courthouse, thus increasing the cost associated with physical document management.
- **Limited Document Accessibility** - Physical documents could be accessed only from specific locations by one individual at a time. The ability to review documents was limited by time and physical location.
- **Insufficient Access Controls** - Access control to specific court documents was limited. Most court documents could be accessible to most anyone by default. In addition, documents could be misplaced or lost during review.
- **Staff and Resource Limitations** - Document management was a resource-intensive manual process. The availability of additional resources to manage this function is limited.
- **Limited Workflow Efficiency** – Current case-based processes lacked the necessary controls, data validation rules and metadata indexing necessary to achieve desired productivity improvements.
- **Limited Disaster Recovery Capability** – Needed to implement improvements to ensure business records can be recovered in the event of a disaster. The existing paper records were especially vulnerable to damage and destruction.

Their Story

In February 2004, the Chief Justice of the Oregon Courts appointed a Special Task Force on Future Technology. Four years later, in 2008, an exhaustive RFP process was undertaken to select a qualified enterprise content management (ECM) product and vendor to help realize this vision. ImageSoft and Hyland Software were selected based on the OnBase® product’s capabilities and ImageSoft’s experience implementing ECM in courts.

The solution will serve each of the trial courts in 36 Oregon counties through a central system located in Salem. Features include high-speed document scanning, storage of audio and video, electronic signature capabilities and extensive workflow automation.



The trial courts are divided into approximately 6 case classes (criminal, civil, etc.). The initial phase began with a pilot implementation for five counties and two case classes. After the success of the pilot, all the remaining case classes will be implemented and the solution will be rolled out to each county. A comprehensive automated workflow has been provided for each case class.

Workflow automation is a key efficiency driver in the Oregon trial courts. Workflow allows the court to automate repetitive processes and ensure that transactions occur in a consistent and timely fashion. Workflow makes knowledge workers significantly more effective by ensuring that work arrives in a prioritized fashion and is presented to the user with all other information necessary to make an informed decision.

