

Electronic Court Records (ECR) Program, Phase II Law, Safety, and Justice (LSJ) Connectivity

Technology Analysis and Deployment Report King County Superior Court [REVISED] August 14, 2000

Introduction

Minimum PC requirements for successful "ECR Connectivity" connections with imaged case files have been determined to be the following:

- Pentium PC with at least 133 MHz processor and 32 MB RAM (64MB recommended)
- Monitor with 1024 X 768 minimum resolution
- Internet Explorer 4.01, Service Pack 2, or above; Netscape 4.0 or above; or other major web browser
- Windows 95 or later (alternate major operating systems other than Windows are supported, including Mac, Unix, Linux)
- Access to a laser or inkjet printer

Each courtroom is being given the following new equipment:

- Pentium Celeron 500 MHz Processor
- 7.5 GB Hard Disk
- 128 MB RAM
- 19" Color Monitor
- Windows 98 or Windows 2000

The technology analysis carried out by DJA's Connectivity Committee determined how and what items of technology are needed to provide full ECR access to the Court and its support staff. It also determined what technology is now available to the Court (or known to be coming from other sources) that meets the requirements of ECR access. The Connectivity project is generally intended to provide the Court and its support staff with the difference between (A) technology that is needed for full ECR Connectivity, less (B) technology that is Connectivity-ready and already in place, and less (C) technology that is "in the pipeline," *i.e.*, known to be coming to Superior Court.

This report presents the preliminary results of this analysis, providing detail for the Superior Court and Court staff only. The table below shows what DJA has concluded is the necessary

technology to be provided to Superior Court and for the Court's support staff, taking into account the technology that already is in place. At the bottom of the following table is an indication of what DJA has learned of the technology that is pending for Superior Court from other sources, specifically the King County PC Replacement.

Superior Court Technology Needed for ECR [revised]¹

Location	PCs @ 19"	PCs @ 17"	PCs @ Flat	19" Monitors	Add-On Monitors	Printers	Switches	Hubs
<i>Ex Parte</i> RJC	1		1		1	1	1	
<i>Ex Parte</i> SEA	6		3		2	3		
Family Law RJC	1		1		2	1		
Family Law SEA	7		2		4	2		
Harborview	1		1			1		1
RJC Other Courts ²	5		18	1		3	4	
SEA Other Courts ²	32		34				2	
JUV Courts & Coord's. ³	9	3	6			8		
Court Support Staff	71			10		2		
Total New Technology Needed	133	3	66	11	9	21	7	1
Total PCs to be procured for Superior Court & Superior Court support staff, incl. Courtroom Clerks = 202								
Pending Court Technology								
- Replacement PCs	-42							
Net Totals Needed from Connectivity	91	3	66	11	9	21	7	1

[NEW: Technology staff believe the 42 pending "Replacement PCs" will take time to arrive. If this proves true, Connectivity funds will be used to purchase 42 PCs so that Court deployment of ECR Connectivity can be completed together. Once "Replacement PCs" arrive, they can be swapped out with these units or forwarded for other Connectivity use. The pros and cons of different ways of handling this are under discussion.]

During early discussions of Connectivity, the concept of "high speed" or "high capacity" printers was raised. Such printers, costing approximately \$3,000 each, can print images faster than "desktop" printers can. Business analysis by DJA showed that there are a few instances where printing out large documents or whole files is necessary. DJA plans to ensure that each site has one of these printers available for this purpose.

Deployment Plan

DJA and Superior Court technical staff are working together to build a detailed schedule for deploying Connectivity equipment and to provide for upgrades and modifications needed in the equipment in our courtrooms.

DJA's goal is to deploy new technology installed with the tools needed for ECR Connectivity. Superior Court's goal is to deploy electronic mail and network server improvements. Technical

¹ PC's to be obtained are all the same except for their monitors. Monitors are 19", 17", and 15" flat panel. In some instances, only monitor upgrades from small to 19" or 17" are needed. Printers are provided only where no printing access is available. Switches and hubs are network-related items necessary to connect PCs and printers.

² "Other Courts" includes all courtrooms other than *Ex Parte* and Family Law.

³ "Other Courts & Coords." includes all non-specialized courtrooms, *i.e.*, refers to equipment for the bench and for the Courtroom Clerk, plus equipment for Juvenile Coordinators in the Courtrooms.

staff from the two organizations will minimize their visits to each courtroom, usually to a one-stop installation. To this end, the following steps are being taken:

1. As many courtroom updates as possible will be completed during the fall Judicial Conference, when many judicial officers will not be using their courtrooms.
2. Some other updates will be planned for times when a judicial officer is on vacation or will not be holding court on a particular date, provided that Superior Court does not use these courtrooms for alternate purposes on those dates.
3. The rest of the updates/installations will take place before or after business hours, including weekends, as necessary. In general, this work will be performed between 7:00 a.m. and 8:30 a.m. or between 4:30 p.m. and 6:00 p.m. on weekdays, or between 9:00 a.m. and 2:00 p.m. Saturdays, during the deployment period. This results in approximately 8 hours per week of total in-courtroom installation time during a “normal” week.
4. Installations of new equipment, including installing operating systems, virus programs, e-mail, other software to be used, and ECR access software, will be prepared at a “computer lab” in the Superior Court technology work space. This preparation will be done cooperatively by the two technical groups.
5. Installations will take place over a period of eight weeks. First installations will be in the *Ex Parte* and Family Law Commissioners’ courtrooms. These were identified as areas where the extensive file use requires ample time to adapt work processes and train people for retrieving case files electronically. Other installations will be affected by the schedules affecting courtroom and staff availability, by the timing of equipment ordering and delivery, and so forth.
6. Generally, the bench PCs will be set up with flat-panel monitors. This minimizes space problems for the PCs at the bench. The PC flat-panel monitor now in the Judge’s chambers will be replaced with the new 19” monitor.
7. Replacement PC hardware is not expected to arrive in time to accommodate the schedule for ECR Connectivity. Accordingly, it is proposed that DJA proceed with those 42 PC installations during the installation period. DJA will use PCs, which would otherwise go to other LSJ offices. Since paper records will be accessible for these LSJ offices during this important period of Court-wide adjustment to using imaging instead of paper case files, this strategy will make sure the entire Court is fully equipped in the beginning. Later, when Replacement PC technology arrives, DJA and the Superior Court will redirect the units to other ECR Connectivity use.

A more detailed deployment plan, showing specific groups of courtrooms to be targeted in each week, will be available soon.

Here is that Schedule:

DEPLOYMENT SCHEDULE FROM SUPERIOR COURT & DJA TECHNICAL GROUPS

Month/Week	Courtroom Locations	Support Staff Locations	Notes
September 5-9	<i>Ex Parte</i> , Family Law	<i>Ex Parte</i> , Family Law	If feasible, Harborview will be installed during this period.
September 11-16	Judges on Court Technology Committee & other volunteers; Begin KCC: 12 th , 10 th & 9 th Floors	Remaining staff who work with Commissioners. Begin KCC staff offices from 12 th , 10 th , 9 th Floors	Celebration 2000 & Fall Conference. (Allows 3 full days of installations, <i>i.e.</i> , about 3 times the time available in a "normal" week.)
September 18-23	Complete upper floors, KCC; Begin 8 th Floor	Complete upper floors, KCC; Begin 8 th Floor	Installations during 7-8:30 a.m., 4:30-6:00 p.m., plus 9:00-2:00 Saturday periods.
September 25-30	KCC 8 th , 7 th	KCC 8 th , 7 th	"
October 2-7	KCC 3 rd , 2 nd	KCC 3 rd , 2 nd	"
October 9-13	RJC	RJC	"
October 16-21	RJC/Juvenile	RJC/Juvenile	"
October 23-28	Juvenile	Juvenile	"

This schedule is subject to availability of courtrooms and equipment.

Deployment begins with *Ex Parte* and Family Law. Next will be deployment for Court Technology Committee members and other volunteer judicial officers who are eager to begin using ECR. After this, a sequence of deployments will occur in the Courthouse downtown, at Juvenile, and at the RJC. The Mental Illness Courtroom's installation will be specially scheduled to accommodate its particular scheduling needs.

Training Plan

1. Training will generally be provided for users at a time following the placement of their ECR-capable equipment in their work area. In this way, training will not be lost because of a gap in time between learning and actual use of the new system.
2. DJA's ECR training team is working closely with the Connectivity Team to schedule training soon after installation of ECR-ready hardware.
3. Training will range from minimal (a handout from DJA plus access to Help in the web viewer) to moderate (group sessions held at various times facilitated by DJA, with written handouts) to extensive (one-on-one training in basic PC skills necessary to use ECR plus practice opportunities in the ECR "training lab," in the downtown Courthouse or at the RJC).
4. Since the ECR web viewer is not difficult for experienced PC users to operate, once equipment has been provided, DJA will provide a 1-page *Guide to Viewing ECR Documents* to each user. This will give them the basic instructions on how to log in to ECR and use the viewer. This will let them experiment with the viewer on their own. The *Guide* will also invite the user to contact DJA to set up whatever training they want.
5. Training will begin for *Ex Parte* and Family Law Commissioners, using the "training lab," at times to be scheduled in late August or early September. It is expected that DJA training

staff will first help Commissioners master basic PC operations including using the ECR viewer, as we will do with all users who need help to get to this level of proficiency.

6. DJA will work for up to four hours with individual Commissioners (and other judicial officers) in the DJA “training lab,” to let them practice with the image viewer in processing cases as they would appear on a calendar. This practice opportunity is to make sure each Commissioner feels comfortable with the web viewer as they transition their work from using paper to viewing imaged records.

Schedule for ECR User Training

Month/Week	Training Event	Courthouse	Juvenile	RJC
August 21-25	Commissioner training/practice	W-945	Courthouse W-945	DJA Administrative area
August 28-September 1	Commissioner training/practice	"	"	"
September 5-8	1-Page <i>Guide</i> for Users & scheduled training (for groups and in “training lab”)	Meeting rooms to be determined & at W-945	Meeting rooms to be determined & in Courthouse W-945	Meeting rooms to be determined & in DJA Administrative area
September 11-15	"	"	"	"
September 18-22	"	"	"	"
September 25-29	"	"	"	"
October 2-6	"	"	"	"
October 9-13	"	"	"	"
October 16-20	"	"	"	"
October 23-27	"	"	"	"
October 30-forward	"	"	"	"

DJA:RW:8/14/00