Attachment 2
District Judge Timothy Hansen
February 8, 2017

Update on iCourt and Odyssey Implementation

I. What is the iCourt project?
   A. iCourt involves a change from a paper-based system to an electronic on-line judicial system
      1. This change was needed for two reasons:
         a. ISTARS (Idaho Statewide Trial Court Automated System) was declared by its vendor to be at the end of its life
         b. A modern computer system was needed to meet the Court's constitutional mandate to "resolve cases without delay"

II. The Idaho Supreme Court considered available options and ultimately chose a case management software called Odyssey by Tyler Technologies because it was felt to be the most capable and cost effective
   A. Tyler is a proven software company with at least 10 statewide court implementations and 500 county court implementations across the country
   B. In selecting this new case management system, consideration was given not only to the needs of the courts, but to other stakeholders including the legislature.
      1. Odyssey is designed to allow the courts to provide accurate information to allow the legislature to make reasoned policy decisions concerning the courts
         a. iCourt contains a centralized data base and standardized recording of data which allows the ISC to create reports as needed
      2. Other advantages include:
         a. Immediate access by judges to documents including access by travelling judges to court records from other counties
         b. Access by multiple persons to the same court record from different locations at the same time
         c. Access to court records 7 days a week, 24 hours a day
         d. Allowing judges, clerks and others to work from remote locations
         e. Allowing the parties to submit documents electronically 24 hours a day, 7 days a week, 365 days a year
         f. Allowing filing parties to digitally serve others eliminating paper service costs
         g. Reduce the need for physical storage space for case files

III. iCourt has already been launched in Twin Falls County on June 22, 2015, and in Ada County on August 8, 2016
   A. In Ada County the go-live not only included Odyssey Case Manager and Session Works for Judges (Judge Edition), it also included Attorney Manager for the Ada County Prosecutor's Office and the Ada County Public Defender's Office and the TriTech Jail Booking System for the Ada County Sheriff's Office
      1. Case Manager helps the clerks complete their tasks, but it also includes the judge's queue by which the clerk can send documents to the queue for the judge's review and signature electronically. In other words, judges now have an electronic in-box instead of an in-box filled with paper files.

2. Session Works for Judges is used by the judge for case preparation and while in court
    a. It allows the judge to bookmark those documents the judge needs to address during a hearing which reduces the time to locate and refer to those documents in court
    i. Speaking from personal experience, it has reduced the time I need to dispose of most cases at hearing on a law and motion day, which is no mean feat given how technologically challenged I am
3. Attorney Manager is an integrated electronic case management system that prosecutors and public defenders can utilize

IV. However, in spite of these advantages, it has become evident that more time needs to be spent in these two counties to improve business processes, provide additional training and enhance features of the technology to achieve greater benefits from iCourt. In other words, to make sure the counties can take advantage of everything Odyssey has to offer. ISC is intensifying its efforts to resolve high impact issues for Twin Falls and Ada counties to improve efficiencies in the case management system.

A. E.g., as of January 6, 2017, Ada County had 1,228 issues as of the go-live on August 8, 2016

1. Of those, 1,133 have been closed; however, 95 issues remain open and are still being addressed
2. This almost 94% resolution rate is due to the hard work of the IT and other staff at the AOC; Ada County's judges, clerks, IT and other staff; and Tyler Technologies
    a. For example, following the Ada County go-live, there were daily meetings for 3 weeks with on-site go-live support and an active "war room" where representatives from Tyler and the AOC met with Ada County personnel to address problems as they arose
    b. The AOC maintained an ongoing on-site presence through September 2016 and new incidents can now be reported to the ISC's IT Service Desk
    c. Since that time, AOC representatives have met regularly with Ada County personnel at bi-weekly Executive Support Meetings
    d. In addition, beginning January 31, 2017, representatives from Tyler and the AOC IT staff have been on-site at the Ada County Courthouse to observe processing, activities in some courts and the clerk's office to understand current issues
    e. Recently, representatives from the AOC including Administrative Director of the Courts Sara Thomas, Technology Division Director Kevin Iwersen, and Director of Court Management Janica Bisharat met with Ada County personnel including magistrates handling criminal matters on the 2nd floor to address ongoing issues with Odyssey and the magistrate criminal calendar
3. Among the issues resolved was an especially challenging one involving a freeze up in Judge Edition which required a restart every time it occurred. When this happened while the judge was on the bench, it took longer to get through the calendar because additional time was needed before the judge could again take up cases.

a. This issue was finally resolved after much hard work on October 31, 2016
b. Another issue which has now been addressed is putting bar code printers in each courtroom on the 2nd floor in the Ada County Courthouse which will improve the operational use of Odyssey in those courtrooms

V. Originally, the first wave deployment of the remaining ten counties in the Fourth and Fifth Judicial Districts was scheduled for April 2017. However, in an effort to address all of the issues in Twin Falls and Ada counties, including those mentioned previously, and, in particular, conversion of legacy data such as financial and case data into Odyssey and integration challenges with some of the data sharing partners, an adjustment to a more timely roll out of Odyssey in the other counties is needed

A. Ultimately the scheduled completion date will remain the same. However, the first wave or Implementation Event #3 will now include the ten remaining counties from the Fourth and Fifth Districts as well as Canyon and Owyhee counties from the Third District and is scheduled for October 10, 2017
B. The second wave or Implementation Event #4 will include the remaining counties from the Third District and all counties from the First and Second Districts and is scheduled for April 2, 2018
C. The final wave or Implementation Event #5 will include all counties from the Sixth and Seventh Districts and is scheduled for October 9, 2018

VI. With all of these programs being implemented and the work and personnel involved to insure success, ISC is working to repurpose some of the funds allocated to address the increased costs of implementing iCourt

A. E.g., the video conferencing project is now a limited pilot project rather than a statewide project as originally contemplated
B. However, the business plan for the iCourt implementation was designed in part to be covered by filing fees which with the decrease in civil case filings has resulted in a projected revenue shortfall over the life of the project
C. While it will require the help of the legislature to overcome this shortfall, ultimately iCourt will save the taxpayers money, provide greater access to court records and services and allow the courts to measure and improve performance in ways not previously possible