



Not-So-Trivial Pursuit:

Constructing Views to Meet User Needs

The game so far...

- Recap Approach
- Case View Release 1.0
- Case View Release 1.1
- Docket CRUD POC
- Case View Release 1.2
- Product Roadmap

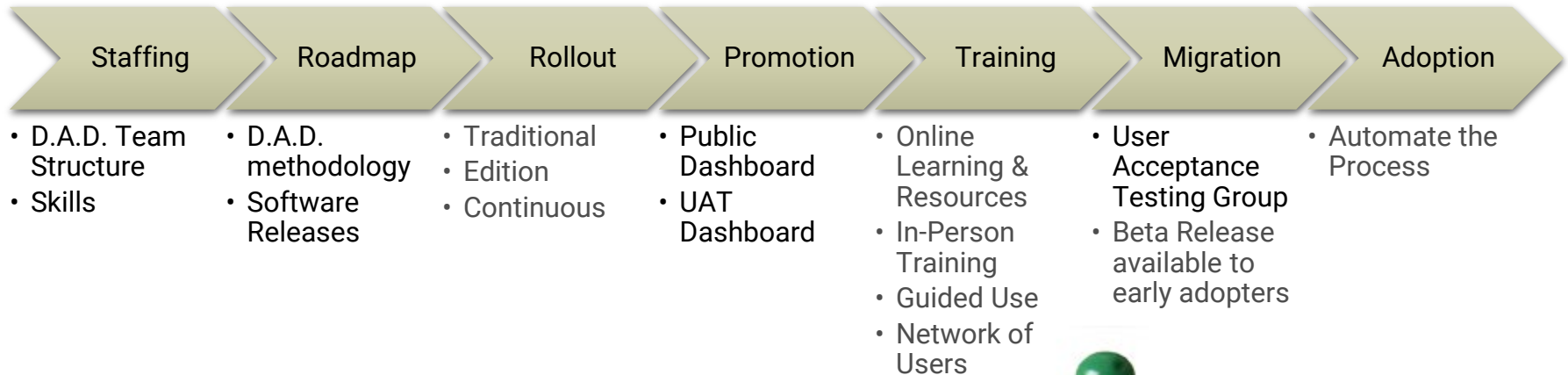


The Modernization Plan

- New Methodology: D.A.D.
- New Delivery and Approach
- New Rollout
- New Promotion: Dashboards



A change in approach - from Initiation to Implementation



Releases and Rollout Strategy Approach



Rapidly deliver customer value:

- Software is developed in iterations and released to a UAT Environment
 - Application reaches a maturity before it is deployed to production
 - Efficient feedback loop (Features, Architecture)
 - Improved product quality. Bugs in the software can be found and dealt with faster than the other delivery methods
- Production Edition
 - Functionality in the UAT environment is evaluated for its ability to be deployed
 - Initial Release is a minimum, functional application
 - Development iterations continue to build on the functionality and maturity of the edition



Project #1 - Vision



Create a new "case" view, "person" view, and "event" view that is generated from "case summary" or "person summary" in Contexte or by selecting a case hyperlink or person hyperlink in Public, Courthouse, or Internal CourtConnect.

The new views will allow a user to view "all" the information on a case, person, or event, including the "criminal history" view available in Internal CourtConnect.

The views will be limited by user permission to see the information and to allow the views to be customizable by user and be printer friendly.

In courts where documents are stored in Contexte, users will be able to compile the documents into a single pdf.



Modernization Project #1

- Development began on May 16th
- The First Beta release is estimated to be available in COURTS in July
 - **Ready for UAT Testing on 9/27**
- Production releases are estimated to begin in the fall
 - **Release 1.0 on 1/23**
 - **Release 1.1 on 5/13**



Case View Release 1.0 – Released Jan. 23

Here are some of the highlights and features you saw:

- The case number stays at the top of the page as you scroll through the case
- Easy navigation through the navigation frame
- History modals! History is available on Case View around the following areas of a case:
 - Case Change history
 - Case Status history
 - Party Status history
 - Party Change history
 - Offense history
 - Docket history
 - Milestone history
- Contact information is now available for the court, parties and judges
- Easy to see party associations
- Search by date, description, code, or name on the docket
- Printer-friendly through the browser print functionality
- Notes are now visible outside of Contexte



Docket CRUD POC

The team was asked to do a proof of concept to modify Case View (not the user interface) to

- Create/Read/Update/Delete docket entries in the same fashion or with same result as if done in Contexte
- Create/Read/Update/Delete docket entries by multiple concurrent users in eFlex, Contexte, and Case View
- Create/Read/Update/Delete docket entries within current Contexte security limits.



Case View Release 1.1 – Released May 13th

Here are some of the highlights and features you saw:

- Service Documents were added to Case View
- The following bug fixes were implemented:
 - For the Case Level Summary section, the history time being off by 5 hours was corrected
 - In the Party section, the history modal header was changed from “Party Type History” to “Party History”
 - For the Dockets section, the issue of dockets and images not displaying has been corrected
 - Under Offenses, the incident info label was changed from “Commercial Vehicle Less” to “Commercial Vehicle”
 - For Events, the “days” column is now thinner, the badge is now bigger, and the judge & parties text does not wrap when zooming in or out
 - Under Milestones, the header “completion date” was changed to “filing date”
 - Also under Milestones, if there are no docket entries then the Milestone will not appear

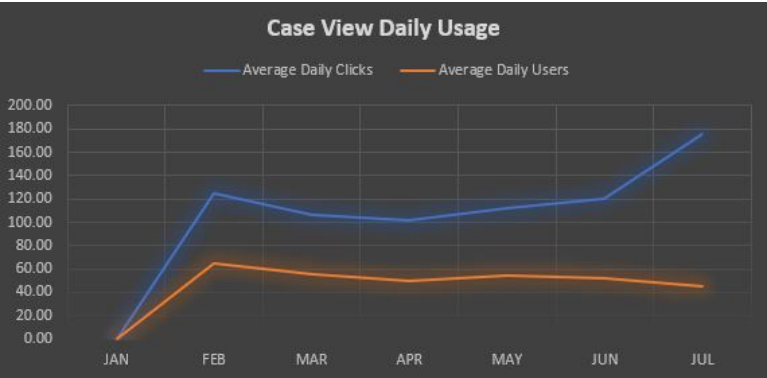


Case View Statistics

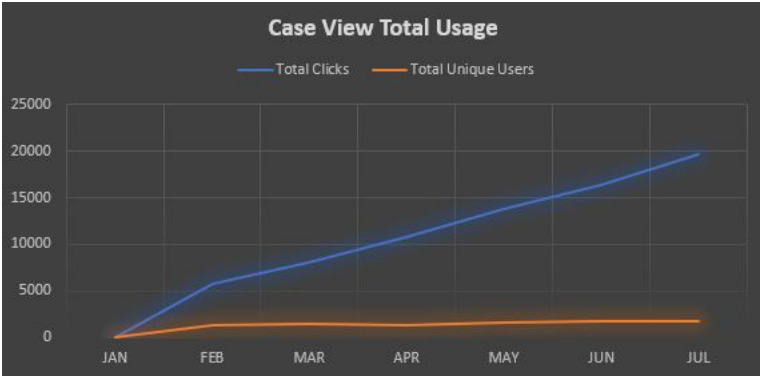
Total Unique Users: 1,781

Total Clicks: 21,508

Daily Average by Month



Total Average by Month



Case View Release 1.2

Here are some of the highlights and features you will see:

- Financial Information added to Case View
- A Support Page and Hint Buttons are available on Case View
- The following bug fixes implemented:
 - In the Service Documents Section, document type now displays the actual service document description
 - In the Parties Section, unassociated parties now show the same data as associated parties
 - In the Offense Related Section, Violation Text and Probable Cause Text are now populating
 - In the Events Section, special logic was applied to show HE33 as “Held” and FID5A as “Waived”
 - The Dockets Section now displays for all monitor sizes



**When will
Case View
Release 1.2
be live ?**



What's the next move?

Case View Release 1.3

- Includes additional bug fixes and security updates

Case View Release 2.0 **New Functionality*

- Supervision

Person View

- Inception for creating a “person” view including criminal history that can be accessed in Contexte or by selecting a person hyperlink in Public, Courthouse, Internal CourtConnect, or eFlex



End Game

- Product Roadmap – Quarterly Releases

Year / Quarter	Proposed Production Dates
2019Q4	November 26, 2019
2020Q1	February 18, 2020
2020Q2	May 12, 2020
2020Q3	August 4, 2020
2020Q4	October 27, 2020

Don't forget to check the Public Dashboard for up to date information:

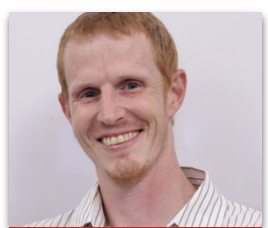
<https://www.arcourts.gov/modernization>



Demo Time!



Meet the Team...



Aaron Lax



Donald Wilson



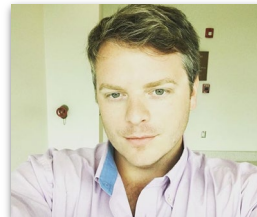
Kristina
Campbell



Lee Lowe



Lisa Wadley



Michial
Armstrong



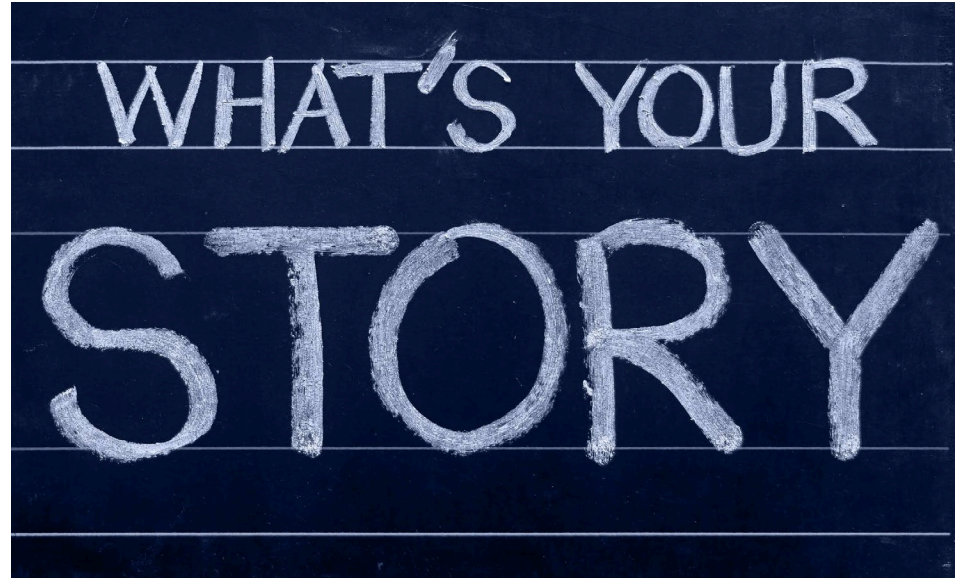
Vikram Madhira



Come tell us your story:

User Stories are being collected in Room C1 during the ACAP Systems Conference

Don't have time to stop by? NO PROBLEM. Go to Case View and use the Feedback Button:

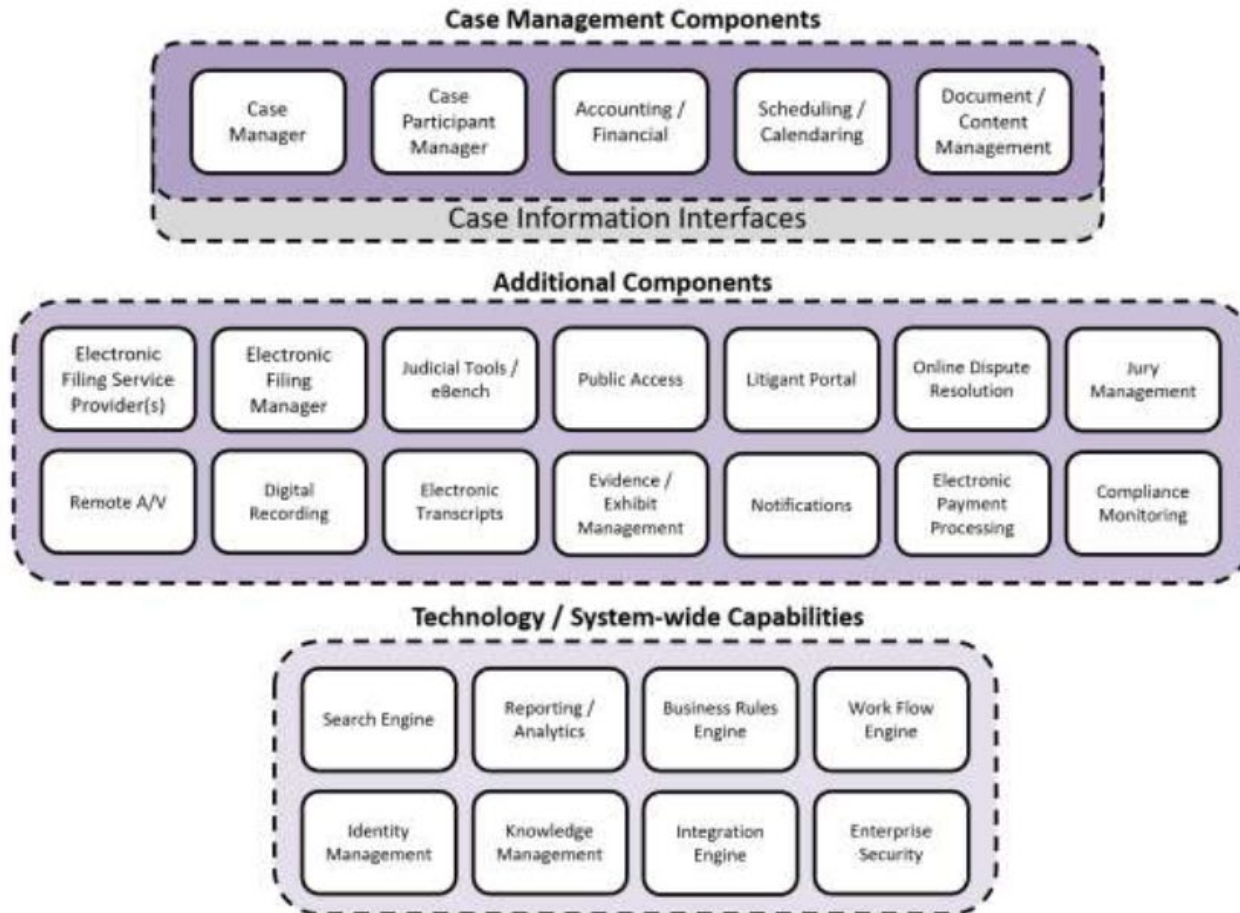


What happened to the user story I submitted last year?

- Stored in Workfront for later development
- Organized around NCSC Components
- 93 requested epics so far (outside of “Views” project)



NCSC Component Model





Thank You!