Administrative Office of the Courts/CIS Division/Application Support Team

Application Name:

COURTSERVICES (Service Documents: Warrant Correction Application)

Release #:

1.0

Release Date:

November 9, 2020

Summary of Release:

# Goal

The goal of Release 1.0 is to deliver an application that will provide the courts with the ability to manage service documents created in error. The COURTSERVICES application will provide the courts the ability to flag and delete the document created in error.

Prior to the COURTSERVICES application, it was a multi-step process for the court, to have a service document created in error deleted.

1. The Court sent a request to Application Support.
2. Application Support receives the request.
3. Staff from multiple teams worked to complete the deletion and verify the deletion was completed correctly.
4. Application Support communicates to the court the request is complete.

The COURTSERVICES application will:

* Allow Courts access to maintain accurate data on a case and party.
* Alleviate the multiple steps and waiting time it takes to delete the service document.
* A secure application to correct service document errors internally.

# Security

COURTSERVICES application requires:

Two security roles to complete the deletion process.

1. Court staff will have security access to flag a warrant that was created in error.
   1. The flagger will have the option to add comments justifying the error. The comments will provide important information about the error and reason it has been flagged.
   2. Once flagged the deletor will receive an email notifying them of the flagging.
2. Court Clerk/Judge will designate one to two court users to have delete security access.
   1. Deletor will determine if the warrant flagged should be deleted and complete the deletion of the document.
   2. Or, the deletor will determine if the warrant flagged is correct and unflags the document to remain on the case.
3. A flagger may only have security to flag
4. A deletor has security access to flag and delete.
   1. The deletor role can flag a service document but cannot delete the service document they flagged. It requires another deletor to delete the flagged service document.

# COURTSERVICES application rollout plan.

Court Flagger Access

The court Flagger Access will be added to the user’s security using a one-time script. The script will update ALL court users who currently have security access to Service Document Update. This will be a security class addition to these user accounts when the application is implemented in Contexte Production environment.

Implementation in the Courts

The application will be available to all Circuit Courts and District Courts using the State of Arkansas case management system (Contexte).

The COURTSERVICES application will be implemented in the Circuit and District Courts, as they request the application or submit a request to Application Support to have a service document deleted.

At the time Application Support receives a request from the court to delete a service document the Application Support team will discuss the COURTSERVICES application to be implemented in that court.

The court will provide the names of the court staff designated to have Delete security access. The user security application will be updated to reflect the updated Security access and signed showing approval.

The updated security application will reflect the access on the Service Document Update row, as shown below. Service Document Security: “DFU” (Delete, Flag, Update)