

**Commission on Trial Court Performance and Accountability
Court Statistics and Workload Committee**

**Integrated Trial Court Adjudication System Project
Issue Summary**

November 19, 2012

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Performance and Accountability
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ITCAS Issue Summary
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Item I. Integrated Trial Court Adjudication System (ITCAS)

Issue

The Integrated Trial Court Adjudicatory System (ITCAS) project defines a court case management system optimized to assist judges and case managers in the electronic processing and maintenance of cases and associated court activity. The project is an outgrowth of the nearly completed Trial Court Integrated Management (TIMS) project coupled with a critical need to manage electronic case documents submitted via the Florida Courts e-Filing Portal (e-Portal). The project proposes a data management system that focuses on local essential adjudicatory functions and provides for the state level collection of case activity for statewide court operations management.

The system presents two distinct components. The first component, the judicial viewer¹, provides basic tools and capabilities at the local level to manage and track case activity including performance measures such as clearance rates, pending caseload and calendar summaries. This component is largely centered on the local jurisdictions in which it is deployed allowing judges, case managers, chief judges and other court managers to review these measures.

The second component of the ITCAS project defines a state level data management and service provider system known as Judicial Data Management Services (JDMS). The specific purpose of this component is integrating case data contained within the local judicial viewer systems into a cohesive statewide database. While the JDMS component should obtain the bulk of its data directly from the corresponding judicial viewer, it can also be expanded to integrate court activity data from other primary sources such as the Comprehensive Case Information System (CCIS) maintained by the Florida Court Clerks and Comptrollers Association (FCCC). As JDMS development advances, the courts may find other data sources useful as well.

Since it involves collection and management of trial court data, it is expected that the development of the JDMS component of the ITCAS project will be overseen by the Court Statistics and Workload Committee.

¹ Judicial viewer: an application designed to allow a judge to view and use electronic documents and manage cases. Please see Attachment One for a complete description.

² A dashboard provides summary measures of current activity and other performance indicators in a simple, intuitive visual display. These displays typically present indicators in colors such as green for in limits and red for out of limits. Other, equally visual icons such as an exclamation point or warning sign may also be used. For example, clearance rates that fall outside of limits might be displayed in red or cases outside of time limits might have an

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Discussion

Attachment One contains a summary of the ITCAS project as presented to the Florida Courts Technology Commission on October 10-11, 2012. Attachment Two presents the current ITCAS system diagram. Notice that this diagram includes the integration of the CCIS external data set as a design element. Also note that the JDMS component provides for the collection and integration of operational data from court administration in addition to case activity data.

Data and Services

The Judicial Data Management Services component of the ITCAS project will be modeled on the TIMS Core Subsystem (TIMS Core). Discussions concerning the scope of potential services provided by the JDMS are ongoing. OSCA staff is preparing a JDMS business case for senior management consideration as to the scope of services that may be provided. The work of JDMS system will fall into three broad categories, consisting of:

- **Reporting Services** – The production of inventory reports, case activity and aging reports, and performance and program measurement. Some examples of possible reports are:
 - Summary Reporting System Statistics
 - Clearance Rates
 - Case Inventory and Case Aging Reports
 - Divisional and Judicial Case History Reports
 - Operational Dashboards²

- **Processing Services** – applications and services that assist judges and court managers with the performance of their duties. Some examples of possible processing services include:
 - Judicial Workload Balancing - provides tools that enable court administrators and administrative judges to better balance judicial workload to make better use of available judicial resources

² A dashboard provides summary measures of current activity and other performance indicators in a simple, intuitive visual display. These displays typically present indicators in colors such as green for in limits and red for out of limits. Other, equally visual icons such as an exclamation point or warning sign may also be used. For example, clearance rates that fall outside of limits might be displayed in red or cases outside of time limits might have an exclamation point next to them. The manager can then click on these indicators to display more detailed information about the issue.

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- Resource Management of State-Level Shared Elements - providing tools for circuits to share data and resources such as ensuring full utilization of court interpreters or court reporting equipment.
 - Special Purpose Data Collection Initiatives - providing tools for the collection of data involved in short term projects such as the 2010-2011 Foreclosure and Economic Recovery Initiative
- **Data Warehouse and Analytical Services** – a central location of statewide court activity and resource data that integrates disparate data sources from across the state. This warehouse will also serve as a central point for operations research and analysis designed to manage process improvement within the court system, examples include:
- Legislative Data Requests
 - Judicial Workload Modeling
 - Supplemental Resource Modeling
 - Validation of Funding Formulas

JDMS does not intend to duplicate reporting capabilities available in local jurisdictions as a centralized solution to individual data needs would not be efficient. While the JDMS will provide case level reporting as necessary, in most instances, the JDMS will provide comparative and summary reporting primarily in a broader context such as across court divisions or circuits. Thus, the value provided by JDMS to the court system falls somewhere on a continuum between the adjudication process and court operations.

ITCAS and TIMS

The Integrated Trial Court Adjudication System (ITCAS) project incorporates many elements identified as part of the Trial Court Integrated Management Solution (TIMS) project. While addressing many of the same problems, they each have different goals and scopes. Still, a brief discussion of these two projects is helpful. To facilitate this discussion, a copy of the TIMS Court Data Management Framework (TIMS Framework) is included as Attachment Three.

The judicial viewer component of the ITCAS project will encompass most of the functionalities defined for the Adjudication Subsystem of the TIMS Court Data Management Framework. In fact, the FCTC's TIMS Committee developed the original specifications to be used in the ITCAS project during its work on the TIMS project. The FCTC's TIMS Committee developed the Functional Requirements Document for Case Application Processing Specification (CAPS, May 2012), as the functional specification for the judicial viewer. This document is provided as Attachment Four and details the functionalities that should be present in the judicial viewer

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component. While this specification includes most of the functionalities posited for the TIMS Framework, it leaves the implementation details to the vendor. Thus, we should not expect the judicial viewers to interact with the judges and other court systems in the manner described by the TIMS Framework. Similarly, some of the capabilities that depended upon architectural design, such as the way different components communicate with each other, are almost certainly going to be different.

Likewise, it is important to recognize that the TIMS Core design was developed primarily for local use within the circuits. While the JDMS component will be based upon the TIMS Core design, it will have to be adapted to ensure efficient and effective operation in the JDMS role as state-level provider. For example, it is unlikely JDMS will need a generalized case scheduling module. On the other hand, the JDMS may incorporate new capabilities such as a web based reporting service provider which was not part of the original TIMS Core design.

The JDMS component will benefit greatly from the considerable design work that went into the TIMS project. In particular, the Court Data Model and research into automation technologies should greatly facilitate JDMS development.

Constraints

There will be some constraints to the ITCAS project. For example, the Court Application Processing System (CAPS) specification identifies the functionality required of a judicial viewer system but not the implementation specifications. This will likely require the JDMS component to develop mechanisms to extract and process data in different ways from multiple vendors. This may impede progress on the JDMS component as resources are devoted to standardizing what is essentially the same data across different vendor platforms rather than developing new data. On the other hand, the work of standardizing court data across varied vendor platforms offers a fundamental benefit to the court system by enabling data across jurisdictions to be assimilated and compared in a meaningful way. In the long run, this standardization would also serve to reduce the reporting burden on circuits for special legislative reports and programs as each circuit would no longer be required to evaluate and transform their data separately as this is already performed within JDMS.

Interoperability is another potential issue. The CAPS specification does not specifically contain a requirement for data access except through a user oriented web interface. This may limit the ability of judicial viewer systems in other circuits and the JDMS to programmatically interact with each other. Given that manpower is the most expensive commodity in the court system, automation should be considered a key element for all data management systems. The lack of an efficient method of sharing data could reduce the benefits of automation to the court system as a

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whole. However, the JDMS has a defined services provider module as part of its design which can reduce the negative impact of this particular issue.

At this point, little is known about the vendor software applications that will be advanced to satisfy the judicial viewer component of this project. OSCA staff has viewed one demonstration system from Mentis Corporation. This application has recently been certified as meeting the CAPS standard. Two local jurisdictions, the Eighth and Thirteenth Circuit, are advancing their local systems for certification under CAPS. There has also been some interest from other case management vendors such as Pioneer Technologies. However, this activity is specifically focused on the judicial viewer component. A thorough analysis of content and capabilities of any vendor system will be necessary so that the software applications contribution to JDMS can be quantified.

It should be also noted, that development of JDMS capabilities will be heavily influenced by the availability of manpower and other resources at the state level. Unlike the judicial viewer, there is little existing software available to implement the JDMS. Additionally, the consequent centralized development model reduces the talent pool available to JDMS. The TIMS Framework proposed a local version of the TIMS Core in every circuit. This distributed model would have allowed the court to leverage the manpower and resources of twenty circuits to develop the requisite core capabilities. The shifting of that work to the state level will impose severe constraints on development. The ITCAS Proposal (Attachment One) includes funding for additional Data Administration staff and hardware necessary to support JDMS development

The TIMS project was an enormously successful project that provided deep insights into the needs of court data management. Unfortunately, the current economic and political climate precludes implementation at this time. However, we can carry the lessons learned from the TIMS project into the ITCAS project. Yet, it must be understood that the ITCAS project is not a scaled down version of TIMS. The focus of the ITCAS project is narrower in scope and will, therefore, provide more targeted benefits and can stand on its own as a meaningful investment of court system time and effort. It will also present fewer risks and operational challenges increasing the likelihood of successful implementation.

Conclusion

The Integrated Trial Court Adjudicatory System (ITCAS) project embodies a significant advancement in trial court data management. It will provide much needed case management and process control to judges and case managers through its judicial viewer component and will provide meaningful case and court activity data to the court organization through its Judicial Data Management Services component. Although there are significant challenges to completing this project given the considerable economic constraints the courts are under, the long term

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benefits to the judges and managers of the court system more than justify the effort. The Court Statistics and Workload Committee, with its long dedication to trial court data management, will have a unique opportunity to bring parts of this system to fruition.

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Attachment One

Per the Supreme Court opinion issued on June 21, 2012, in re: case no. SC11-399, electronic filing will become mandatory for attorneys in the civil, probate, small claims, and family law divisions of the trial courts, as well as for appeals to the circuit courts in these categories of cases, on April 1, 2013, at 12:01 a.m. Electronic filing will become mandatory for attorneys in the criminal, traffic, and juvenile divisions of the trial courts, as well as for appeals to the circuit courts in these categories of cases, on October 1, 2013, at 12:01 a.m. Although, e-filing is being mandated, it does not provide, by itself, a completely usable (capable of being annotated, bookmarked and highlighted) electronic file to a judge. Nor does it allow for an all inclusive e-court model that would facilitate efficiencies between the court and clerk. This gives impetus for a judicial viewer (an application designed to allow a judge to view and use electronic documents and manage cases) to be implemented in every county in order to provide electronic case file access to the judiciary. As electronic filing is implemented, judges will need to have the ability to view and process electronic court records effectively and efficiently. A judicial viewer is needed to facilitate the use of electronic documents shared between the courts and clerks allowing for increased courtroom efficiency by eliminating paper based interaction between court and clerk personnel. A judicial viewer provides judges rapid and reliable access to cases scheduled to be heard and also the capability to schedule court hearings and continuances. A viewer allows for judges and courtroom clerks to access and use information electronically in the courtroom by providing the judges with the ability to prepare, electronically sign, file and serve orders in court and have them immediately entered into the clerk's system. Judges can make electronic notes related to cases that can be shared or private. A judicial viewer can also be used to track cases and dispositions for performance monitoring by identifying clearance rates by case type, listing of pending cases by case type, listing of cases on a particular calendar, listing of cases that have not had any activity within a year, etc. This will provide chief judges, trial court administrators and the Supreme Court with statewide reports about the working of divisions and the circuit as a whole.

It is estimated to cost approximately \$24 million (see attachment A) to deploy a statewide e-Courts initiative with recurring of \$3 million thereafter for maintenance and support. The funding strategy is still being developed and is awaiting input from the National Center of State Courts who is preparing a report on this project. Calculations were derived from licensing costs and number of state wide staff (1,816 users) that would need access to a judicial viewer. The implementation plan is projected to take two years which will target half the circuits in year one and remaining in year two.

Without this funding, the judiciary will continue to use paper based processes that result in additional cost to judicial case management and workload to both clerks and courts. The performance requirements of the judiciary drive the need to define an environment that can fulfill the needs of the judges and court staff as they interact with the public and other state agencies. Florida courts need to be equipped to participate effectively in the emerging framework for information exchanges.

Attachment A – Judicial Viewer
Cost

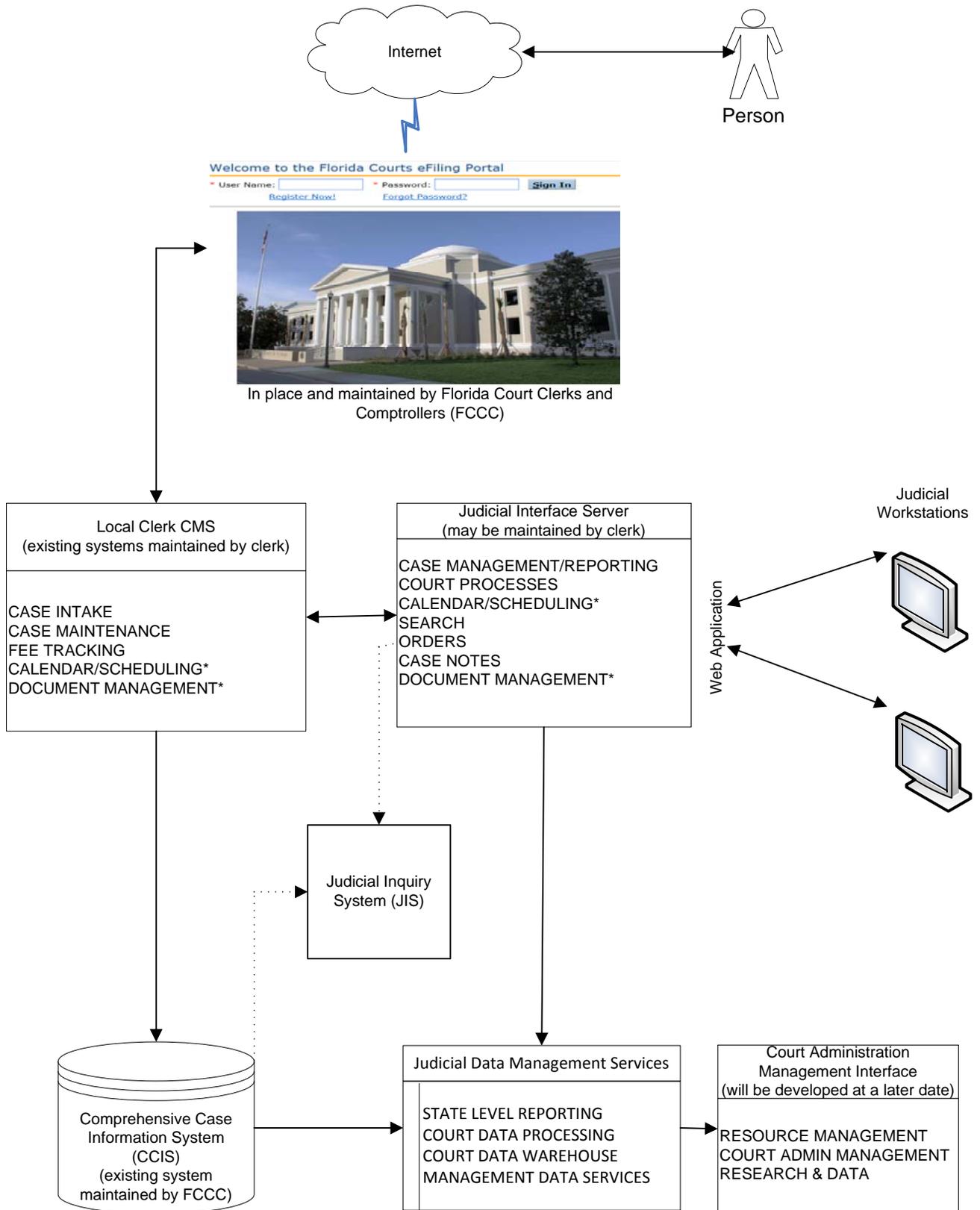
	# of Staff/Sites	Cost per unit	Total Cost (over 2 years)
Software/Licensing			
Judges	734	\$7,700	\$5,651,800
JA's	734	\$7,700	\$5,651,800
Case Managers	237	\$7,700	\$1,824,900
Magistrates/Hearing Officers	111	\$7,700	\$854,700
Integration (includes installation, integration and 1st year support)			
	50	\$30,000	\$1,500,000
Training			
	50	\$10,000	\$500,000
Annual Maintenance (20% of licensing costs)			
	1816 licenses	\$1,540	\$1,500,00 (3 million thereafter for entire deployment)
Hardware and OS Software			
	50	--	\$1,450,000
Hardware (laptop/touch screen monitor for judges/magistrates/hearing officers)			
	845	\$3,000	\$2,535,000
Contingency Funds			
3 Consultants at \$100/hour	--	\$3,060,000	\$3,060,000
Project Management/Oversight			
1 OPS IRM Consultant - Full Time	--	\$313,595	\$313,595
1 OPS IRM Consultant - Half Time	--	\$156,800	\$156,800
Statewide Reporting Support			
2 OPS Ct Statistics Consultant (data admin specialist) - Full Time	--	\$558,660	\$558,660

1 OPS Sr. Ct Analyst II (data specialist) - Full Time	--	\$229,805	\$229,805
1 OPS Sr. Ct Analyst I (data analyst) - Full Time	--	\$225,711	\$225,711
Software/Licenses	--	\$54,273	\$54,273
Hardware	--	\$80,500	\$80,600
Annual Maintenance (20% of licensing costs)	--	\$43,418	\$43,418
		<hr/>	
TOTALS			\$24,191,062
		<hr/> <hr/>	

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Attachment Two

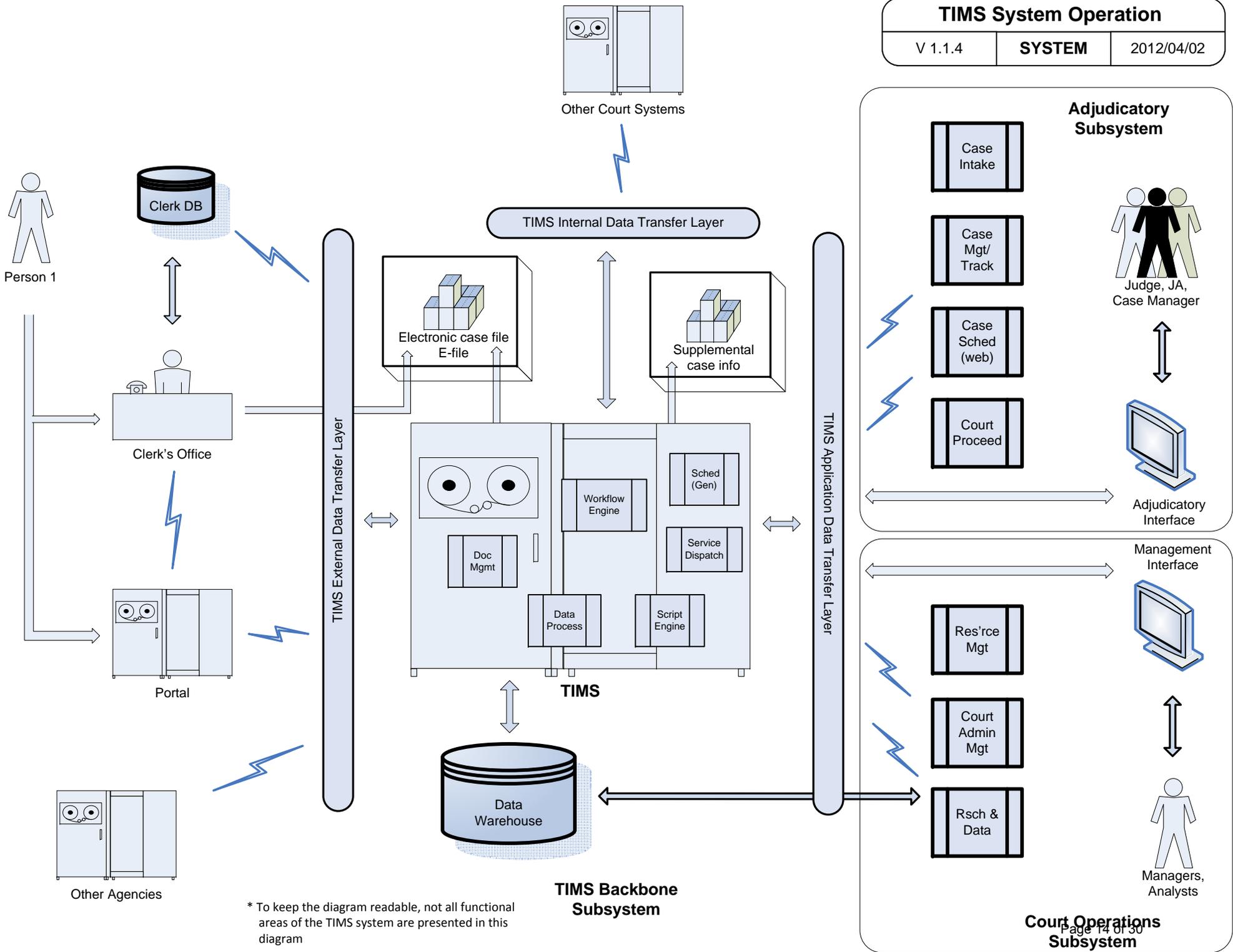
Integrated Trial Court Adjudicatory System



*Functions will be contained in the Local Clerk CMS or the Judicial Interface

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Attachment Three



* To keep the diagram readable, not all functional areas of the TIMS system are presented in this diagram

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Attachment Four

Functional Requirements Document

For Court Application Processing System

The Florida Courts Technology Commission (FCTC), upon motion of its Trial Court Integrated Management Solution (TIMS) Committee, adopts this Functional Requirements Document (FRD) to provide specifications for Court Application Processing Systems (CAPS) to coordinate the use of information technology and electronic case files, in court and in chambers, by trial court judges and staff.

§1. AUTHORITY

- 1.1. Historical Directive. Administrative Order SC03-16 required that a court or clerk developing data systems or software to adhere to the applicable Functional Requirements Document as well as Technical Standards and the Strategic Plan. It further directed that the specifications of any proposed system, whether vendor created or internally created, must be submitted to the FCTC to ensure that the system would meet the three sets of requirements. The Administrative Order established standardization within circuits as a high priority. It governed the judicial branch's coordination of technology until the adoption of Rule 2.236 took its place, and was rescinded in 2010 by Administrative Order AOSC10-59
- 1.2. Current Authority. Rule 2.236, Florida Rules of Judicial Administration, created the FCTC in its current form and defines its responsibility and authority. Rule 2.236(b)(5) authorizes the FCTC to establish technical standards for technology to be used in the judicial branch, and while FCTC performs the bulk of that activity

through its technical standards committee, it also sets some technical standards related to the CAPS through the TIMS committee. Subsections (b)(6) and (7) of Rule 2.236 specifically authorize FCTC to create procedures for courts to apply for approval of new systems or modification of existing systems, and to evaluate such applications to determine compliance.

§2. APPLICABILITY

2.1. Certification Required. Any system meeting the definition of CAPS in this section must be certified under section 3 below before being deployed, renewed, or substantially modified. Each circuit determines which certified system best meets its needs. The Chief Judge's approval shall be required prior to the purchasing or upgrading of any system.

- (a) Certification may only be granted when a product or combination of products meets or exceeds the functional standards specified in this document, unless excluded.
- (b) The system shall meet the general criteria of §4 and perform each of the following functions, as specified in the sections cited:
 - (i) Calendar (§5);
 - (ii) Search (§6);
 - (iii) Case Management and Reporting (§7);
 - (iv) Orders (§8);
 - (v) Case Notes (§9); and
 - (vi) Help (§10).

2.2. CAPS Definition. CAPS is defined as a computer application designed for in-court and in-chambers use by trial judges or their staff to access and use electronic case files and other data sources in the

course of managing cases, scheduling and conducting hearings, adjudicating disputed issues, and recording and reporting judicial activity.

- 2.3. Exclusion for Clerk's Responsibilities. The FCTC recognizes that existing law establishes the clerks as the official custodians of court records. Systems built and maintained by clerks of court and limited to their historical functions are excluded from this definition. Specifically, general purpose files, indexes, or document viewers made available by the clerk to users other than the judiciary and in-court participants are not subject to the functional requirements of this document. This standard does require the clerks of court to make their official court files available to the CAPS in read-only fashion in real time or from a replication delayed no more than five minutes from real time.

§3. CERTIFICATION

- 3.1. Vendor Product Certification. A product offered by a single commercial vendor must be certified by FCTC under this section before the vendor may sell or otherwise deploy a new installation, or renew a contract for an existing installation, as meeting the §2.2 definition of CAPS above. When a vendor obtains certification for a product, the State Courts Administrator is authorized to enter into such agreements as she deems advisable to facilitate transactions between such vendor and any trial court unit that chooses to purchase the certified product.
- 3.2. General System Certification. Any CAPS product or system that is not subject to the vendor product certification section requires general system certification before a new installation or deployment. General system certification can be granted for:
- (a) Internally developed systems that comply with the functional requirements of this document; or

- (b) Aggregated systems, consisting of components which individually may not meet the functional requirements but taken together do satisfy the requirements.

3.3. Provisional Certification. Provisional certification is for six months and may be renewed at the discretion of FCTC. It may be granted for:

- (a) Partial systems or subsystems that meet only a part of the standards when a plan for attaining certification within a reasonable time has been approved by FCTC;
- (b) Systems that lack specific data reporting requirements because the local clerk's office does not maintain that data and it is not otherwise reasonably available from machine-readable sources;
or
- (c) Any other partially compliant subsystem. Approval will be on a case by case basis pursuant to the procedures set forth in §3.5.

3.4. Existing Installations. An existing system requires certification upon the earliest of the following events:

- (a) Substantial modification of the system; or
- (b) Expiration of the contracts under which any vendor provides the system or a subsystem.

3.5. Certification Process. The certifying entity is the Florida Courts Technology Commission. The FCTC delegates its authority to make initial certification determinations to the State Courts Administrator.

- (a) Application. An entity seeking certification shall file an application with the Office of State Courts Administrator in such form and location as the Administrator may provide.
- (b) Administrative Decision. The State Courts Administrator shall issue certification, or a notice that certification has been denied, within a reasonable time. Unless an interested party files a written

application for review within thirty days of the Administrator's decision, that decision will constitute the final decision of FCTC.

- (c) Review and Final Action. Review of any disputed certification decision by the administrator is conducted by a subcommittee of the FCTC appointed by its Chair for that purpose. The committee's decision shall constitute final action unless, within 30 days of its rendition, the FCTC adopts a resolution accepting review of the certification decision.

§4. SYSTEM DESIGN AND PERFORMANCE STANDARDS

- 4.1. Performance. The system must meet or exceed the efficiencies delivered by conventional paper systems or previous electronic systems.
- 4.2. Robustness. The system must be engineered so that it does not break down upon foreseeable peaks of usage, user error, data corruption, or other stress.
- 4.3. Compatibility. The system must be adaptable at reasonable cost to be compatible and interoperable with any of the clerk's systems being used in the state. It must use, to the extent feasible, industry standard document formats and transmission protocols, and avoid all use of proprietary formats, data structures, or protocols.
- 4.4. Adaptability. The system must be designed in a way that anticipates obsolescence of hardware and software, and is upgradeable and modifiable as new technologies become available or statutes, rules, or court procedures change. In particular, the system must be able to accommodate, at reasonable expense, additional data elements for specific divisions of court as adopted by the FCTC in its ongoing TIMS project.
- 4.5. Accessibility and Security. The system must prevent access by unauthorized persons and facilitate access by authorized persons

according to a defined set of user permission levels. The system must be usable by judges, and also by judicial assistants, clerks, and case managers as the judge may direct.

- (a) Security. The system must comply with industry standard security protocols.
 - (b) Password Protection. The system must authenticate users and their permission levels based on username and password, providing access to all functional modules using the same credentials.
 - (c) Electronic Signatures. The system must ensure that encrypted electronic signatures may be applied to orders only by the authenticated user.
 - (d) Remote Access. The system must be accessible remotely via web by judges and other personnel having appropriate permission levels.
 - (e) Persons With Disabilities. The system must comply with Section 508 of the Rehabilitation Act of 1973 (as amended), which lists standards necessary to make electronic and information technology accessible to persons with disabilities.
- 4.6. External Data Access. The system must employ read-only access to the database(s) of the clerk(s) in the circuit to avoid any unnecessary re-keying of data by court personnel. It must be able to retrieve basic case information, any scheduling or calendaring information the clerk may maintain, the clerk's progress docket, and the set of electronic documents that constitute the official court file.
- 4.7. Global Navigation. Each top-level module of §2.1(b) shall be accessible from any non-modal screen in the application by clicking once on a global navigation menu.

- 4.8. Hardware Independence. The system must be reasonably hardware independent, and must work with touch screen, mouse or other pointing device, or keyboard entry.
- 4.9. Printer-Friendliness. All displays of case data or document images shall be printable, using either a screen print function or a developed printer-friendly routine. When a document is being displayed, the court shall have the option to print one or more pages at once.
- 4.10. Disaster Prevention and Recovery Strategy. The system must use reasonable measures to prevent service interruption and have a plan for continuation of operations if interruption occurs. It must be designed to minimize risk of data loss, including but not limited to secure, regular, and redundant data backup.

§5. CALENDARING FUNCTION STANDARDS

- 5.1. Calendaring System Required. A system must include a planning and calendaring function that permits the court to allocate blocks of future time for specific purposes, that permits the court or authorized other persons to book specific hearings or other events into allocated time, and that displays or prints the schedule for a day, week, or month with appropriate level of detail.
- 5.2. Planning Flexibility. The system must accommodate docket planning using either time-certain or multiple-case-docket approaches, or such other approach as the court may specify. It must permit the court to specify the capacity of any multiple case docket and displays must be able to show the portion of capacity remaining.
- 5.3. Calendar Control. The calendaring system must prevent a user from inadvertent double booking a hearing for the same time slot that is not a mass docket or intentionally double booked. It must also prevent booking a multiple case docket in excess of its capacity unless the user deliberately overrides the capacity.

- 5.4. Replication. The system must permit the court to allocate blocks of time on a recurrent basis (e. g. every other Thursday or every fifth Friday) with minimum data entry. It must also be able to call up a list of cases based on defined criteria and schedule or reschedule all of the cases simultaneously into a new time block.
- 5.5. External User Access. The system must be capable of displaying allocated time blocks to external users such as attorneys or parties as the judge may direct, and must also provide a means by which the external users can either request to book a hearing into an allocated time block, or automatically and directly book a hearing into an allocated time block, as the judge may direct.
- 5.6. Direct Access to Calendar Management. The calendar display screens must provide direct access to functions by which a judge, judicial assistant, or case manager can directly and immediately manage the court's calendar with minimal click count, including: set, re-set, continue, or cancel hearings or trials; and add a case to or remove a case from a docket.
- 5.7. Automatic Notation and Notification. The system shall, as directed by the judge, create immediate automatic e-mail alerts to parties, attorneys, clerks, case managers, court staff, whenever a calendared event is changed on a calendar by a judge, judicial assistant, or case manager. It shall also place a brief entry in the case notes describing the action taken.
- 5.8. Calendar Display (Internal). The calendaring system shall contain a general purpose calendar viewing function for internal users that displays allocated time blocks, any appointments scheduled within those blocks, and any unallocated time as the user may select.
- (a) The displayable fields shall be at least: hearing type; case type; case name; case number; date; time; judge; parties; attorneys; location (court and hearing rooms) and case age.

- (b) The fields displayed shall be limited appropriately by the user's permission level. The display must have the ability to sort and filter by any displayed field.
- (c) When a specific appointment is listed on the display, clicking on the time and date portion shall call a function that permits editing, canceling, or rescheduling the event without retyping identifying information. Clicking on the case name will bring up a case calendar display (§5.9). There shall also be a control that opens the progress docket (§6.5).
- (d) When an allocated but still available time block, or any portion of unallocated time, is listed on the display, clicking on it shall call a function that permits entry of a new matter into that time block.

5.9. Case Calendar Display. The system shall have the ability to list all events (past and future) scheduled in a specific case.

5.10. Daily Event or Reminder. The calendaring function must support the daily reminder function of the case management module (§7.4) by accepting items posted to a specific date without a specified time, for use as a reminder or tickler system.

§6. SEARCH AND DISPLAY FUNCTION STANDARDS

6.1. Case Search and Display. The system must be able to retrieve and display basic case information from the clerk's database and from any internal database it maintains. Basic case information includes at a minimum: Case style (parties names, case number, and division of court); type of case; date opened; current status; identities, roles, and contact information of parties and attorneys.

6.2. Case Search Keywords. The system must be able to search for cases by: Case Number, Party name, Party role, Case Filing Date or Date Range, Case Type, or a combination of these fields.

6.3. Lookup Return. The result of a lookup function must return either a list of cases meeting the search criteria, a Basic Case Information display screen if only one match was found, or a notification that no cases were found.

6.4. A Case Information display must contain at least

- (a) Basic Case Information and appropriate subsets of the events scheduled in the case and of the clerk's progress docket.
- (b) Controls that call:
 - (i) the full progress docket;
 - (ii) display of detailed information including search for related cases on party, attorney, witness, or other participant;
 - (iii) an email window pre-addressed to all the parties or attorneys in the case;
 - (iv) a button that opens the scheduling function (and remembers the current case);
 - (v) a control that opens the list of orders that the system can generate; and
 - (vi) a search window permitting word search of the electronically filed documents in the case, returning a subset of the progress docket containing the search terms.
- (c) Detailed information of a party or other participant consists of: name, aliases, date of birth, role in case, dates when role commenced or ended, charges (for criminal cases), causes of action (for non-criminal cases), other cases, attorney (or for attorney records, client), contact information.

6.5. Clerk's Progress Docket. The clerk's progress docket is a list of the documents in the official court file for the case. It is the most common entry point for display of the contents of the court file. The

court application must display the docket in a useful, user-friendly way.

- (a) Each electronically filed document listed on the progress docket must have a link or button that immediately opens the document for viewing. It must be able to retrieve and display the documents without unnecessary delay.
- (b) The progress docket must list the documents filed in the case in such a way as to readily distinguish, via icons or color-coding, electronically filed documents from those which have been filed in paper form and not converted.
- (c) Orders must similarly be distinguished from motions and from other filings.
- (d) There must be a word search function for the progress docket.

6.6. Document Image Display standards. The system must display multiple documents from the clerk's official court files without unnecessary delay.

- (a) The viewing area must be capable of displaying three pages side-by-side, either three different documents or three pages of the same document. Each page display must contain a control for paging the document forward or back.
- (b) A document being opened for viewing must open in the next available page viewing area or if all page viewing areas are occupied, it may be opened in a new window.
- (c) The page viewing area must contain controls that zoom, shrink, rotate, or flip the document they contain.
- (d) The display must afford the court an option to specify user settings that identify the documents which should be loaded by default when a case is opened for viewing.

- (e) The system must automatically adjust page viewing area sizes to fit the monitors on which the documents are displayed.
- 6.7. Global or sub-global word search. The system must be able to search the contents of the documents in the official court files of multiple cases selected according to criteria, including division of court, date range, related cases of a party, attorney or other participant, charges or causes of action, and document type.
- 6.8. Accessing External Data. The system must make reasonable use of available sources of machine-readable data, organized into a display format useful to the court. It must contain a direct means for accessing legal research providers including but not limited to Westlaw and Lexis-Nexis.
- 6.9. External User Access to Case Data and Document Images. Information and documents selected by the judge must be made available via Internet or intranet so that external users-
- (a) can view the same data or document at the same time in court or while on a telephone hearing; and
 - (b) can view the case information the court chooses to display for other purposes.
 - (c) Data and documents exposed to external users must be safeguarded to prevent revealing information that is required to be redacted or otherwise not disclosed.

§7. CASE MANAGEMENT AND REPORTING STANDARDS

- 7.1. Reporting. The system must have a comprehensive reporting function for case management data, and must be flexible to meet the reporting needs of individual circuits or counties. At a minimum it must provide:

- (a) Active Case List, including title, type, age, attorneys or firms, next scheduled event date, and time since last activity with the ability to sort and filter on any field.
- (b) Critical Case List. Listing of cases by type which are near or have exceeded Supreme Court time standards for such cases.
- (c) Inactive Case List. List of cases with no activity for 180 days; with motions filed but not set for hearing; with no service of process after 120 days;
- (d) Pending Orders list, containing cases having matters held under advisement by the judge, with the number of days since being placed in a work queue, see §7.3 below.
- (e) List of cases on appeal, if the data is retrievable from the clerk's database.

7.2. Workflow management. The workflow management system shall contain a work queue for each internal user and a due date monitoring system.

7.3. Work Queue. The system shall have a function for tracking the court's work queue.

- (a) The judge, when viewing a document or a progress docket, shall have the ability to place a reference to the document directly into the work queue for subsequent action, with the ability to over-ride default due date, or such other due date the judge may select.
- (b) The work queue shall also accept other manually entered items.
- (c) The judge shall be able to route the work queue item to other court personnel by moving it to the other person's work queue.

7.4. Daily Reminder (tickler). The system shall have a function for tracking due dates of specified tasks.

§8. ORDER GENERATION AND PROCESSING FUNCTIONAL STANDARDS

- 8.1. Order Generation and Processing Required. The system shall have the capacity to generate court orders by merging information from the accessible databases and runtime user input into a bank of forms. It shall also have the ability to process proposed orders submitted as PDF documents by internal and external users.
- 8.2. Recallable Entries. The order generation subsystem shall be able to recall previous entries by the same user to avoid the necessity of re-keying content.
- 8.3. Document Models. The document model for the order generation function must not be proprietary. The court or county must not be prevented from building or customizing their own form banks.
- 8.4. Generic Order. The order generation function shall afford the court an option to generate a generic order, merging only the case style, signature lines, and distribution list data, leaving the title and body to be entered as free text.
- 8.5. Electronic Signatures. The Order generation function must support electronic signing of PDF documents, whether internally generated or submitted as proposed orders by external users.
 - (a) Unless a document is signed when generated, it shall be placed in the judge's work queue.
 - (b) The court must have the option of electronically signing some, all, or none of the documents in the work queue at the same time.
 - (c) The subsystem must have a means for rejecting proposed orders submitted for signature with an explanation of the reason for rejection.
- 8.6. Electronic Filing and Service. The system shall effectuate electronic filing and service of orders according to the Florida Rules of Judicial Administration.

§9. CASE NOTES FUNCTION STANDARDS

- 9.1. The system shall have a case note function which accepts input from internal users and may be viewed only by authorized personnel.
- 9.2. The subsystem shall accept note entries through text entry and insofar as feasible shall be compatible with speech-to-text utilities.
- 9.3. The subsystem shall be capable of accepting and storing documents or scanned images as part of the case notes.
- 9.4. When a case note is originally entered from a document viewing screen, the case note must be able to recall the same document when the note is later viewed.

§10. HELP FUNCTION STANDARDS

- 10.1. The system must have a help system that adequately provides tutorial and documentation for users.
- 10.2. There must be a control on every screen other than a modal window which can access the help menu.
- 10.3. The help menu must provide a description of how to use each component of the system.
- 10.4. The help menu must contain a feedback channel for alerting system administrators of any performance issues or other problems.