



IDAHO JUDICIARY

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Court Technology Fund

Odyssey to Improve Access, Enhance Data Sharing, and Maximize Efficiency

Over the last five years, Idaho's courts have undergone a revolutionary, technological transition. The courts have now retired the manual, paper-based case system that relied upon localized business processes. In its place is a modernized, digital court record system as well as uniform, statewide business practices.

In 2013, the court's 25+ year old legacy case management system vendor announced that the software was at "end of life." With the vendor no longer willing to support the system the courts embarked on a five-year process of identifying, configuring, and implementing a new statewide system. In 2018, the Idaho Judicial Branch completed this five-year implementation plan of the Odyssey system, bringing all of Idaho's trial and appellate courts onto the system.

This significant milestone marks the first time in Idaho's history that all courts – from trial courts through appellate courts – are operating on a common, shared system. This new platform provides improved access to court records, greater convenience for court users, better information exchanges with judicial partners, and significant efficiency improvements for court personnel.

State-of-the-Art, Statewide Court Case Management System – Trial Courts

On April 9, 2018, fourteen counties comprising "Wave 2" (Adams, Benewah, Bonner, Boundary, Clearwater, Gem, Idaho, Kootenai, Latah, Lewis, Nez Perce, Payette, Shoshone, Washington), successfully transitioned to the court's new case management system, Odyssey. This implementation was the second multi-county implementation event of the iCourt project with the largest geographical region covered.

On October 9, 2018, the final sixteen counties comprising "Wave 3" (Bannock, Bear Lake, Bingham, Bonneville, Butte, Caribou, Clark, Custer, Franklin, Fremont, Jefferson, Lemhi, Madison, Oneida, Power, and Teton), were converted, completing the statewide implementation of Odyssey. This go-live event was a monumental milestone for Idaho's Courts, in which all courts across the state were now fully operational on the statewide case management system.

The iCourt Project Team, along with county volunteers from courts that had previously made the transition to Odyssey, provided on-site support in all counties for at least two weeks.

Data from ISTARs (the court's legacy case management system) for these 30 counties was successfully converted to Odyssey. Courts were fully operational on "day one" with the ability to hear cases with digital case files. Access to court data for the public and judicial partners transitioned from the ISC Data Repository to the iCourt Portal. The iCourt Project Team developed and scheduled reports to be delivered to specific judicial partners (such as prosecutors and public defenders) to assist with their daily business processes. In addition, most county misdemeanor probation offices, and all problem solving courts transitioned to the integrated Supervision module.

Statewide integrations to the Idaho State Tax Commission, Idaho Transportation Department, Idaho State Police, Idaho Fish and Game, Division of Juvenile Corrections and VINE were expanded for all counties across the state. Additionally, several new e-citation integrations were implemented for city and county jurisdictions. The statewide Idaho State Police e-citation solution can now be integrated and operational in any of Idaho's counties that choose to utilize it.

Legacy court documents previously scanned by counties were converted into Odyssey as part of the implementation event. Counties then began scanning active cases directly into Odyssey. All counties are now functioning with digital case files, providing easier access to court files for court personnel at anytime, from anywhere.

Financial transactions were accepted at each court at the time of go-live. On-line payments are also now available via the iCourt Portal for all 44 counties. Financial processes were outlined for the court clerk staff and county auditors. All counties had personnel travel to Boise to conduct their first end-of-month financial close process using Odyssey, ensuring court monies were accounted for and accurately distributed to state and local entities.

The transition to a digital court case management system for all magistrate and district courts across Idaho was a substantial undertaking by the Idaho judiciary. The successful completion of this immense effort was only possible through the partnerships with county commissioners, elected clerks, judges, court clerks, prosecutors, public defenders, law enforcement and many other stakeholders.

State-of-the-Art Statewide Court Case Management System – Appellate Courts

On June 4, 2018, Odyssey was successfully implemented for Idaho's appellate courts. The Idaho Supreme Court justices, Court of Appeals judges, judicial assistants, clerk's office, and law clerks began to use the statewide iCourt platform for all appellate

cases. By using a common system with the trial courts, the process to submit appellate records from the trial courts to the appellate courts has been greatly streamlined. Additionally, the transition to a fully digital court record for Idaho's appellate courts has reduced data entry, enabled automated workflows, and simplified judicial voting processes.

Electronic Filing

As part of the transition to Idaho's new case management system, a statewide electronic filing and service system is now available for all attorneys across Idaho. Odyssey File & Serve (OFS), used by the legal community to submit court filings electronically and to digitally serve other parties, was fully implemented for all of Idaho's courts. Attorneys from across the state are now required to submit electronic filings to all courts. This system decreases file processing time and makes documents immediately available to the courts for processing. For attorneys, OFS takes processing court documents and filing from a time-consuming, tedious task to a simple, online process. Attorneys are now able to track documents online and get proof of delivery, while eliminating trips to the courthouse and time waiting in line to file documents. Today, attorneys are able to file documents 24 hours a day, 7 days a week, 365 days a year.

Building on the Foundation

The basic foundation of a modern, technology-enabled, statewide court management system is now a reality. However, work to evolve Idaho's courts to maximize efficiencies, improving data sharing with judicial partners, and enhance access to justice for Idaho's citizens continues.

The Idaho courts are now in the initial stages of configuring and testing a new statewide jury management system. This software application, Odyssey Jury, will allow jury commissioners to efficiently organize, manage and simplify the entire jury selection process, including compensation. The solution will enhance the citizen experience by providing text message reminders of their jury service or changes in status, provide online access for responding to a jury summons, and improve faster check-in processing times. This new jury application will also streamline jury processes by providing an interactive seating chart for the judge to quickly review juror questionnaires' and other relevant documents for each juror.

Building on the successful implementation of an attorney case management system for prosecutors and public defenders in Ada County, the iCourt Project Team is now working with the Bonneville County prosecutor's office to implement Odyssey Attorney Manager to track, organize, and manage their caseload. This solution will enable their office to maintain case data and documents for hearing and trial preparation. The iCourt Project Team is also working with prosecutor and public defender offices across the state to begin exploration for expanding this solution to any interested prosecutor or public defender office in all counties.

As part of the data sharing goals set forth by the Idaho Courts, improvements to the existing data integrations with the Idaho State Police, Idaho Transportation Department, and Idaho State Tax Commission are underway. These improvements will bolster the resiliency of these data exchanges and provide opportunities to expand the types of data exchanged. Initial discussions are underway with other entities such as the Idaho Department of Health and Welfare and other executive agencies to explore the opportunities of automated data exchanges to improve outcomes for Idaho's citizens.

The need for reliable, accessible, and current data is essential for Idaho's courts to effectively measure our performance, provide transparency to stakeholders, and gain insights into our strategic, operational, and financial outcomes. Building upon the Odyssey system deployed to all courts, the iCourt Project Team is actively working to establish a data platform that will enable users to more easily access and analyze data, create visualizations, and establish measurements across departments, courts, or programs. A proof of concept of this new capability will be completed this fiscal year with the goal to expand the solution for multiple needs in future fiscal years.

The Court Technology Fund

The Idaho Courts greatly appreciate the Idaho Legislature for the long supported statewide approach to funding court technology, beginning with appropriations in FY1989, then the creation of the Court Technology Fund in 1997, a subsequent increase to the fund in FY2006, and continuing with the funding for the iCourt project provided from FY2014 through FY2019. Pursuant to Idaho Code § 1-1623, the Supreme Court is required to provide an annual report on the following aspects of court technology and the Court Technology Fund:

(1) Status of the Fund:

- a. In response to the Supreme Court's proposed five-year business plan to fund the technology project, the Legislature has appropriated five one-time general fund appropriations in FY2015, FY2016, FY2017, FY2018, and FY2019 in the amounts of \$4.85 million, \$2.18 million, \$2.00 million, \$1.85 million, and \$1.80 million respectively.
- b. The Technology Fund also receives funds from increases to civil filing fees as a result of HB 509 (2014). Fee revenues into the Technology Fund as a result of this statute fluctuate due to variables which are beyond the Court's control including the number of case filings and collection rates. As stated in last year's report, the actual revenues received since 2014 have not met the projected estimates; these declines contributed to the need for additional revenues into the Technology Fund to meet the projected needs outlined in the iCourt 5-year business plan. Although civil filing fees have begun to increase, revenues attributable to HB 509 have yet to reach the previously projected fiscal impact.

- c. In response to the HB 509 revenue shortfall, the Supreme Court requested funding to supplement the projected \$3.73 million shortfall. The Legislature has appropriated funds, \$1.88 million in FY2018, and \$1.55 million in FY2019, to help address the project's funding shortfall.

(2) Maintenance, replacement and enhancement of technology: The Court uses the fund to maintain the new Odyssey software, to pay electronic filing and service transaction fees, to fund software and hardware maintenance, and to pay for computer replacements. As indicated above, the technology team made significant progress by implementing an additional 30 counties, along with the appellate courts, and are now building upon this success through the implementation of a jury module, a prosecutor/public defender application, data sharing/integrations, a new data analytics platform, and addressing document security with the intention of creating an on-line platform for all Idahoans to access court records.

(3) Manner in which court technology has advanced the courts in Idaho: The deployment of court technology, to include Odyssey, is transforming how our courts work and how individuals including self-represented litigants interact with the courts. Through electronic filing and service, electronic case processing, electronic court operations, and electronic access, citizens can now expect the same level of service and capabilities within their courts as they expect with other entities that they commonly engage. Furthermore, this transformation is enabling the courts to optimize the time and use of existing court personnel, to share statewide data via a unified statewide case management system, and to enhance statewide, district and local court data reporting capabilities.

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Mission Statement of the Idaho Courts

*As the Third Branch
of Government, we
provide access to
justice by ensuring
fair processes and
the timely, impartial
resolution of cases.*

The Idaho Judiciary Stands For:

*Integrity
Fairness
Independence
Respect
Excellence
Innovation*

The Idaho Judiciary Strives To:

*Provide Timely,
Impartial Case
Resolution Through
Legally Fair
Procedures*

*Ensure Access to
Justice*

*Promote Effective,
Innovative Services*

*Increase Public
Trust and
Confidence In
Idaho's Courts*