

Changing Role of the Clerks

Presentation Outline

Linda Doggett, Clerk of Courts, Lee County

I. What does the Clerk's Office Do?

Challenges, Change Management, and Vision

II. New Roles for Your Clerk's Team

Clerks

Business Experts

Leaders

Business Analysts

IT Analysts

Project Managers

III. New-Used Buzz Words:

Collaboration

Communication and Information Sharing

Analysis & Return on Investment (ROI)

Business Intelligence (BI)

Planning and Goal Setting