



IDAHO JUDICIARY

Idaho Supreme Court
451 W. State Street
P.O. Box 83720
Boise, ID 83720-2246
www.isc.idaho.gov

*Sara B. Thomas
Administrative
Director
of the Courts*

stthomas@idcourts.net

Court Technology Fund

I.C. § 1-1623(2) Report to the 2020 Legislature

Building on the Foundation: Simplifying Access, Maximizing Efficiency, Integrating Partners, Leading with Data

In 2018, the Idaho Judicial Branch achieved a significant milestone when all of Idaho's courts – from trial courts through appellate courts – completed their transition to a common, shared statewide court case management system. This new platform, Odyssey, provided improved access to court records, greater convenience for court users, better information exchanges with judicial partners, and efficiency improvements for court personnel.

Throughout 2019, the Idaho Judicial Branch began building on this solid foundation to further simplify access, maximize efficiency, integrate additional partners, and lead with data. As Idaho's courts continue on their journey of digital maturation, the investments provided by the Court Technology Fund enable the courts to achieve these goals while also maximizing system capabilities, improving application reliability, and protecting sensitive information.

Continuously Improving Idaho's Statewide Court Case Management System

Following the completion of the initial implementation phase of Odyssey, the initiative pivoted to focus on testing and adopting of the most recent version of the court case management software. This upgrade will simplify navigation via a new user interface, increase productivity and efficiency using personalized tools, speed up access to cases due to new client software performance, enable more efficient task work using new task management features, and simplify document signing for judges. This new version will also alleviate several core functionality issues reported by the trial courts and provide the ability to embrace new workflow automation and other process-oriented features.

Leading with Data through the Implementation of an Advanced Data Platform

With the transition to a statewide court case management system, Idaho is positioned to provide improved data reporting and analysis for all of Idaho's courts. While Odyssey provides several data reporting capabilities, the ability to easily access, format, and present this data using visualizations to enable data-driven decisions has been time-consuming and challenging. In 2019, Idaho's courts implemented a data analytics and reporting solution called Socrata. The goal of Socrata is to integrate the suite of Odyssey products with this data platform to provide easier access to court data. When launched, this platform will provide the ability to conduct data queries, implement dashboards and reports, and provide access to information for internal and external stakeholders.

Simplifying Access to Court Case Information on the iCourt Portal

The iCourt Portal provides access to case information, party information, hearing schedules, and online payments. The Portal also serves as the primary method for many of Idaho's judicial partners (e.g. law enforcement, Idaho Department of Corrections (IDOC), prosecutors, public defenders, etc.) to access specific data and certain court case documents.

Due to challenges with the Portal, the Administrative Office of the Courts (AOC) worked aggressively throughout 2019 with Tyler Technologies and other Tyler clients across the country to improve the iCourt Portal experience for our citizens and judicial partners. An updated version of the Portal was tested and implemented to improve the performance and accuracy of search results. This version significantly improved load times on search results, provided a cleaner user interface for search results, provide quicker access to case information with less scrolling, improved printing, instituted a new mechanism to decrease data mining, and improved performance during high peak periods.

Sharpening our Focus on Cybersecurity

Securing Idaho's court computers, servers, network infrastructure, and data remains a top priority. As Idaho's courts become more digital, cybersecurity diligence is essential to the operations of our courts and to the protection of our citizens' data. Throughout 2019, a multi-pronged effort to improve our cybersecurity posture was of highest importance.

A revamped cybersecurity education and anti-phishing campaign was deployed for Idaho's appellate courts. Building on this success and through a joint partnership with the Idaho Counties Risk Management Program (ICRMP), the AOC is assisting with educating our trial court personnel on how to protect their systems and data. This new collaboration strategy with ICRMP will ensure all judges, clerks, and other court staff are fully informed on cybersecurity threats, how to recognize these dangers, and how to respond to various cybersecurity risks.

The Court Technology Fund

The Idaho Courts greatly appreciate the Idaho Legislature for the long supported statewide approach to funding court technology.

(1) Status of the Fund:

- a. The Technology Fund receives monies from civil filing fees. These fee revenues in the Technology Fund fluctuate due to variables which are beyond the Court's control including the number of case filings and collection rates.
- b. In FY 2019 Court Technology Fund revenues were \$9,273,047. This was an increase of \$413,156 over actual FY 2018 revenues. The increase was contributed primarily to interest earned on the fund and the addition of service-base fees related to private entity party verifications. The Court Technology Fund ended the year with a cash balance of \$5,958,622. The fund's cash balance has increased over the last few years as a direct result of the postponement of routine maintenance, replacement of statewide court assets, and several other enhancement initiatives during the four-year deployment of the new Odyssey statewide case management system.



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*

The Court Technology Fund — Continued

With the rollout of the case management system complete, the Court's plan is to begin utilizing the cash balance in the Court Technology Fund to facilitate this postponed work and to provide continuous improvements to the Odyssey system.

- (2) Maintenance, replacement and enhancement of technology: The Court uses the Fund to maintain the 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 initial technology infrastructure was funded primarily from the Legislature's one-time capital allocations; this infrastructure is becoming out-of-date and less reliable. The AOC will begin to refresh this infrastructure throughout 2020 through the planned use of the existing Court Technology Fund cash balance. This strategy, using existing cash balance, is essential to modernizing our technology infrastructure to current, supportable platforms.
- (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 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 information via a unified statewide case management system, and to enhance statewide, district, and local court reporting capabilities.

*For more information please contact Sara B. Thomas
Administrative Director of the Courts
sthomas@idcourts.net Office 208-334-2246*