Non-Court/Clerk Local Gov't IT Personnel Assistance Survey

The following responses were received from Court and Clerk staff

Q1: 44 responses

What sort of office projects require assistance from non-court/clerk local government IT personnel?

- Projects usually involve either pulling data from JIS or SCOMIS via screen scraping. The IT staff needs to be able to go to all of the necessary screens involved with a project in order to become familiar with the data and how the screens work, in order to either push data in or pull data out. It is essential for the IT staff to have access to the necessary screens in order to fully test and allow for data anomalies.
- Setting up a new user to access JIS and data correction.
- Setting up new computers to access Blue Zone; loading Bluezone Parking downloads.
- Installation of computers, printers, wiring, software, email, system upgrades, new technology, JIS, local programs/email to computers provided by AOC.
- Configure office copier to JIS.
- Troubleshooting; FTR Gold issues, Network issues, Outlook issues, Phone issues, copier issues, personal PC issues, software and hardware issues, printing issues for BOXI, JIS, diagnostics when JIS is down (not AOC related).
- Connectivity issues -- PC's to the office printer & court laptops for attorneys to connect to JABS.
- Our court forms are on a separate program but use data from DISCIS and the police. Our infractions are downloaded from the police.
- Assistance with AOC with config, etc.
- JIS Connection with City Server, interface between JIS and local jail records, interaction between 2 systems.
- Reporting statics [sic]
- Windows updates that effect BOXI.
- Calendaring system and conversion to word format.
- Setting up video hearings, backup of audio recordings.
- Reports - Caseload of Public Defenders, Prosecutor, how many cases have been dismissed or Assault 4th DV or Theft charges.
- Scanning documents into Liberty Automated docket reader boards.
- Keyboard mapping.
- Oversight of video arraignment equipment. Oversight of jury summons software application.
- Projects with technological components unfamiliar to our staff.
- Most IT problems that cannot be easily be attended to by court staff are fixed by the City IT dept. All IT projects require IT personnel assistance.
- Our court has personnel on staff to provide office project assistance. Very limited assistance is required from non-court/local government IT personnel.
- We have very few projects.
- No projects – 8 replies

Q2: 42 responses

If possible, please provide the last two projects that your office needed assistance from non-court/clerk local government IT personnel.

- The projects listed are not necessarily the last two, but provide examples of different types of projects.
    - I. Docket data entry of a record to indicate when the paper file for a case has been destroyed. The whole destruction process is a semi-automated process where data in the local Clerk Imaging system is checked against data in the SCOMIS system programmatically. Any discrepancies are shown on a screen so that they can be corrected in whatever system is incorrect. The corrections are done manually. The final process is to write a docket entry for each case where the paper has been destroyed. This process uses the RACFID of an IT staff member, so as not to tie up the RACFID of a Clerk Employee.
    - 2. Clerk Document Image Index screen scrape. When the Clerk's offices enters docket entries into SCOMIS, that data is screen scraped and put into the Clerk document imaging system. The screen scraping is done by Clerk Staff, but it was necessary for IT to have access to the screen in order to map the screen scraping data routine.
    - 3. Collection Assessment Daily Process – This process enters data into multiple Finance screens in JIS, and the Link Docket screen in SCOMIS. This process is currently disabled and is waiting for a decision by the elected Clerk. This process uses the RACFID of an IT staff member, so as not to tie up the RACFID of a Clerk Employee.
    - 4. Clerk Image Lookup from SCOMIS, this interface is currently between SCOMIS and the local Clerk Imaging system. It allows the user to look up images from the SCOMIS docket screen.
    - 5. Clerk Finance Batch Input - this process allows the IT department to easily set up a new process to make mass updates in the Finance screens in JIS and sometimes other screens, such as the docket screen in SCOMIS. These processes involve such large amounts of data that must be input in a relatively short amount of time, that they could require extra help employees to be hired.
- Setting up or moving equipment such as fax machine, desks, computer wires, computers, copiers, routers.
- AV capture, Windows upgrade.
- JIS installation and troubleshooting upload issues; troubleshooting issues with BOXI and JIS.
- Bluezone installation.
- Using BOXI with updated internet explorer and JAVA issues. Some installations of JABS and JIS.
- Spam issues.
- Setting up users to access JABS with a JIS login and ongoing project to updating data when amending a charge.
- Connecting the laptops in the courtroom to the city wireless site so the attorneys can use them for JABS.
- Transferred programs/e-mail to AOC computers.
- Data Exchange.
- Pretrial Risk Assessment Project Graduated Sanctions Project.
- Trouble-shooting connectivity issues with our JIS printer at the front counter (would not print receipts). Setting up profiles on our PCs for various programs including JIS.

- Diagnosing a connection problem that included cooperation between our local IT, the County IGN, and AOC.
- Electronic Forms Imaging System.
- Setting up recording equipment for our video hearings. Setting up scrolling calendars.
- Caseload Count for Public Defender / Collection Agency Needed Information.
- Creating on-line access to DMS and providing user-friendly judicial access to electronic documents.
- Scanning Project Automated docket reader boards.
- Tally printer configuration for label printing JIS calendar conversion to Word format.
- Implementation of Probatum, Probation CMS and upgrade of video conferencing equipment.
- Network upgrade and the replacement of outdated computer equipment requiring loading proprietary software for other purposes such as Jury management and photo enforcement management. Our IT accomplished what was needed by having phone contact with AOC.
- We haven't had any projects recently. We usually only call them for connectivity problems.
- None – 9 replies

Q3: 43 responses

Why are RACFIDs needed for the non-court/clerk IT personnel to assist you?

- 2 replies with the following:
    - a. The RACFIDs are used by IT staff for a couple of different reasons. If IT is working on a project for the Court or Clerk, it is essential for the IT staff to be able to look the necessary screens with the same type of access as the Court/Clerk person who would be doing the data entry or lookup, so that they can write an accurate and comprehensive program. The Court/Clerk staff does not have the time to sit with IT during all the time that it takes to comprehensively test a program.
    - b. Often IT is called to just look at something in one of the SCOMIS, JIS, or JCS screens. This is because many of the County local systems download data directly from the JIS staging tables database and it is helpful to look in the state systems versus the local system to determine if there is a problem with the downloaded data or with the local system. IT is often able to determine where the problem is as they are familiar with how both systems work. IT is often able to spot a data entry issue on the state system that will affect how the data is downloaded and imported into the local systems.
    - c. When court staff is unavailable to assist in login.
- They troubleshoot the errors by "using" the product. We don't currently have an IT RACFID, but we give them our name and password to use.
- Very Limited staff.
- IT access to reset passwords Accessing Reports [sic].
- For signing into the AOC website for access to JIS access issues such as BOXI & BLUEZONE.
- Develop interface.
- I think the need is for our IT people to have access to your [AOC] IT people when we go through IT needs, software updates, etc.
- If access problems occur we contact our IT dept.
- To move data from JIS to the docket reader boards.
- So they can log onto the courts website.
- Not necessarily "needed" although it would make their work quicker and we would not have to sit at the computer to sign in for IT staff each time they need to fix something.

- Not sure that they do - both Public Defender and Prosecutors do have RACFIDs but not Collection Agencies?
- Not really sure why they would need one. I assist our local IT with whatever we are doing and there hasn't been a need for them to log into JIS on their own.
- Not needed or not allowed access – 29 replies

Q4: 37 Responses

What JIS or SCOMIS screens need to be accessible?

- This depends upon the project and the area supported by the IT person. Currently the IT staff that support Superior Court, the Superior Court Clerk, and Juvenile Court are the same. These staff have access to most screens in SCOMIS, JIS, and all of JCS. This is to allow for the maximum level of support needed by the aforementioned offices. – 2 replies
- All JIS screens – 2 replies
- Varies or depends on the problem – 2 replies
- All screens on the test data base
- CKD, CNCI, ATHX ATHA OFO OFOA CDK - case review for projects MRS - Reports
- Just the main racf screen to test accessibility. They do not need access to command screens.
- Access to blue zone installation.
- Logon screen when they are assisting other departments that are not part of the court, like the police department.
- Counts and Charges.
- Printer Screens.
- None or not known – 23 replies

Q5: 28 Responses (one respondent provided two answers)

For how long is the access needed?

A day or two	**7.14%**	**2**
A week	**0.00%**	**0**
A month	**3.57%**	**1**
Other (please specify)	**92.86%**	**26**

Q6: 42 Responses

Do you have projects requiring IT assistance that have short turnaround times and that happen frequently and unexpectedly?

Yes	**38.10%**	**16**
No	**61.90%**	**26**

Q7: 16 Responses

If you answered 'Yes' to Number 6, approximately how often do these projects happen a year?

1-4 times a year	**50.00%**	**8**
5-10 times a year	**25.00%**	**4**
More than 10 times a year	**25.00%**	**4**

Q8: 15 Responses

If you answered 'Yes' to Number 6, how do these projects change the access that is needed for the IT personnel? (For example, different screen access, shortened time for use of the RACFID as opposed to other projects, may have different IT personnel involved with the these projects compared to the usual computer assistance)

- Because it is difficult to be given RACFIDs that are not tied to a person, but are to be used specifically for data entry, the IT RACFID's are currently being used to enter data in batch situations. This is definitely not preferable, but if the RACFID of a Clerk employee, for example, is used it can interfere with daily work. For example when the case destruction docket entry is run, some of the cases are sealed, the program needs the ability to temporarily unseal the case, make entry and reseal the record. This access would not be necessary except on a limited basis to build the program, if the Clerk could acquire a RACFID for this purpose, but so far this has been denied. – 2 replies
- It would be different IT personnel involved. We do have one main tech, but if he is not available we would use another one.
- Based upon the issue - the access need varies.
- Integrations may have issues.
- We prefer they not have access, we have encountered problems after their access and now have employees that can handle a good share of our needs.
- Depending on the project the screens that need to be accessed may change.
- Don't need RACFIDs but they should be able to call in to the JIS helpdesk with certain issues for help.
- Use is not frequent, but often unexpected. I don't know how to answer these questions.
- Unsure.
- No change – 2 replies
- No JIS access is needed – 3 replies

Q9: 28 Responses

How many non-court/clerk IT personnel at a time are needed to complete the work for all the various projects?

1-2 people	**82.14%**	**23**
3-5 people	**10.71%**	**3**
more than 5	**7.14%**	**2**

Q10: 19 Responses

Is there anything else about RACFIDs for these IT staff that you want to describe?

- IT staff also use RACFIDs to log onto inside courts. This access is essential to: 1. Check on the progress of the SC-CMS project. 2. Have access to the information that is available at inside courts. This information is used when working on projects etc. 3. Have the ability to submit e-tickets which sometimes is done by IT staff if the downloads quit working, or access to the IGN is interrupted. b. The IT staff are not court employees, but they are like an extension of the department that they represent. The entire IT department is required to be fingerprinted, and have a full background check done every 5 years. They are also required to sign confidentiality agreements when they are hired because of the sensitivity of the data and information that they deal with on a daily basis. If necessary we could simply have the identified IT staff personnel sign the judicial oath just as we do now for personnel working in the Clerk's and Court Administrator's offices.
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- We are also currently trying get access for an outside vendor to use.
- If JIS access were required, court staff would log in and assist the IT staff. Access to JIS would be overseen by court staff.
- They don't need them in our County.
- We have never had an occasion that would require us to give IT a RACFID or access to JIS/JABS, etc.
- Would prefer they didn't have it, our IT dept is not very good and we prefer they not touch our state computers unless we are standing right next to them and watching.
- Our IT staff is not a programmer, just maintains/updates city computers.
- I haven't had a time that our local IT staff needed to have a RACFID.
- No – 10 Replies