

Butte/Glenn Collaborative IS Program





Overview

- ❖ What Makes this Project Unique?
 - Capitalizes on Synergies Between Smaller Courts
 - Comprehensive Support for Smaller Courts at a Fixed Cost
 - Synergies Provide for Managed Growth Consistent with Branch Goals and Standards
 - Trusted IS Resources Promoting Strategic Planning and Forward Thinking
 - Additional Benefits



Synergies

- ❖ Centralized Support for:
 - Like Case Management Systems
 - Like Accounting System (hosted and maintained by Butte)
 - Like Internet and Mail Systems
 - Like Protection
 - Like Network Security
- ❖ Court-centric support team
- ❖ True “partnership” between different counties



Comprehensive Support

- ❖ Comprehensive Help Desk And Court-Experienced Support Team provides multiple counties with:
 - Available to courts with one-time IT funding
 - Access to CTO, IS Manager, and multiple system analysts
 - “Court-savvy” IS staff understands clerk needs and speaks the same language.
 - Remote-control of desktop computers decreases response time
 - Call-tracking system and well-defined procedures ensures consistent and reliable support.
 - Trend analysis and proactive solutions



Synergies & Managed Growth

- ❖ Infrastructure Analysis and Redesign for Network Stabilization
- ❖ End-user access to online work order status
- ❖ Deployment of the Online Index in both counties
- ❖ Deployment of Online Traffic Ticket Payments in both counties
- ❖ Web site hosting for both counties



Trusted IS Resources

- ❖ Strategic Planning with Trusted Resources
- ❖ Purchasing Recommendations
- ❖ Growth Recommendations and Planning
- ❖ Support Resolution Options
- ❖ Shared IS resource results in recommendations in Court's best Interest
- ❖ All staff are sworn officers of the Court providing confidentiality
- ❖ Concerned about Long-term Success



Additional Benefits

- ❖ Development of ISSC with Technology Grant Award provides:
 - Easily replicate services to other courts
 - Ability to service multiple courts with overall fewer IS resources
 - Dramatic reduction in downtime and network outages when compared to vendor support
 - Dramatic reduction in response time and problem resolution in both counties
 - Improvement in support and overall quality of service provided to both counties



Additional Benefits (con'd)

- ❖ Provides Local Liaison, Court Technical Project Manager and Technical Contact to AOC and Outside Vendors for AOC sponsored projects:
 - Infrastructure Upgrade
 - Security Monitoring Project
 - CARS
 - CCMS V2.....
 - SHARP
- ❖ Maintains Branch Standards & Protocols



Summary & Questions

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