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## FACT SHEET

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### Court Case Management System (CCMS)

The California Court Case Management System (CCMS) is an integrated case management system using a single application. CCMS will support courts of all sizes and be maintained at a statewide level, centrally hosted in the California Courts Technology Center. The core CCMS product was delivered in April 2011 and is expected to be deployed to three early adopter courts. The project is managed by the CCMS Program Management Office.

#### Vision

The California Court Case Management System (CCMS) is an essential component of the judicial branch's strategic plan for technology. CCMS will be used by 90 percent of court staff and judicial officers, transforming the way cases are received, adjudicated, and communicated. The intent is to transform court operations from a paper-based process in which response time is measured in days to an electronic environment in which the response time is immediate and in line with the expectation of today's consumers.

Transitioning from paper to electronic documents will result in savings across all courts. New paper-on-demand initiatives, including electronic filing, electronic calendars, self-service case inquiries, and self-service payments, will transform the way courts do business.

CCMS will improve public safety and transform the quality of justice rendered in California's trial courts by providing the public, attorneys, judges, and litigants with immediate access to case information. This transformation will bring the service levels provided in the California court system into alignment with the service quality that has been achieved in the private sector and other areas of government.

State agencies that interact with the courts, including the Department of Justice, Department of Social Services, Department of Child Support Services, California Highway Patrol, and others will be able to interact with a single case management system to improve efficiency, eliminate redundant data entry, avoid data entry errors, and reduce system costs. Attorneys and the public will have increased options and improved service time frames for conducting business with the courts.

## Background

CCMS development began with a new criminal and traffic case management system, deployed in one superior court. This was followed by development of a civil, probate, small claims, and mental health case management system. This product is in use to varying extent in seven California superior courts. The final product in development is an integrated case management system for all case types, the California Court Case Management System. This is the final development phase and will combine the functionality of the previous interim case management systems with new functionality for family law and juvenile case categories. CCMS will also include statewide reporting, court interpreter and court reporter scheduling, and integration with justice partners.

## Features and Functionality

Based on comprehensive business requirements compiled from trial courts around the state, the CCMS design includes the following key capabilities:

- Criminal, traffic, civil, small claims, probate, mental health, juvenile dependency, juvenile delinquency, and family law case functionality;
- Improved responsiveness, reduced costs, and enhanced justice coordination by establishing electronic interfaces with state agencies and justice partners;
- Statewide portal for the public and justice partners;
- Court interpreter and court reporter scheduling functionality;
- Improved ability to respond to external requests for statistical information by providing a statewide repository of case information;
- Quality improvements and reduced cost for internal court processes by eliminating paper and automating work processes;
- Document management integration; and
- Justice partner data exchanges based on National Information Exchange Model standards.

## Goals and Objectives

This project supports the Judicial Council's strategic goal to create a branchwide infrastructure for service excellence, consistent with the strategic plan of California's judicial branch of government. In addition, CCMS supports the following goals:

- Support courts of different sizes and demographics;
- Efficiently manage system enhancements, including those that arise from legislative changes;

- Establish standard procedures that will make it easy for courts to use a common solution with minimum customization;
- Utilize a common approach for all case categories based on best practices, contemporary information technology architecture, and technology;
- Create venue transparency, allowing judicial officers access to information, irrespective of jurisdiction; and
- Provide opportunity to implement shared services in the future through a single system that can be used at all courts.

#### Governance

In December 2010, CCMS governance was augmented to provide broader participation within the judicial branch, bar, and justice system partners. The governance structure provides overarching direction and guidance to the program and helps ensure successful implementation across the state. It consists of the CCMS Executive Committee and three advisory committees to help manage issues related to administration, operations, and justice partner relationships. The CCMS Executive Committee has 13 members, including 8 justices and judges and 3 court executives. The CCMS Executive Committee will provide overall executive oversight and leadership, including project scope and supervision, budget, priorities, policy, and independent verification and validation.

In recognition of the growing complexity and scope of the CCMS program and the need to have full-time executive sponsorship for this statewide infrastructure effort, effective November 1, 2010, the CCMS organizational structure and executive management is under the direction of a new Program Management Office (PMO) within the AOC led by an executive program director.

#### Project Timeline

At this time, CCMS is in its final development stages and is undergoing rigorous application testing before it is made available to the courts. Deployment of CCMS will begin with three early adopter courts to validate the application in a production environment in a large-, medium-, and small-sized court and to develop a deployment approach for the remainder of the 55 trial courts.

#### Contact:

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