

# The California Court Case Management System (CCMS)

---

AN INTRODUCTION

SEPTEMBER 2010



ADMINISTRATIVE OFFICE OF THE COURTS  
SOUTHERN REGIONAL OFFICE



# Contents

<b>Introduction</b> .....	1
<b>State of Information Technology Before Trial Court Funding and Unification</b> .....	2
<b>Case Management Goals and Objectives</b> .....	3
<b>Incremental Approach to Achieving Objectives</b> .....	5
<b>CCMS Components</b> .....	8
<b>Benefits of CCMS</b> .....	15
<b>Conclusion</b> .....	17
<b>Information</b> .....	17

# California Court Case Management System

## Introduction

The California Court Case Management System (CCMS) is a single statewide case management system for use by the superior courts to manage all case types. CCMS will eliminate the more than 130 variations of 70 independent systems currently in use in California superior courts. CCMS will change the way California superior courts conduct business with their justice system partners and transform the way the public accesses the courts and case information. CCMS will complete the transformation from 58 independent court systems to the unified trial court system envisioned by many and set in motion by unification of the municipal and superior courts, enacted by the voters as Proposition 220 in 1998, and state funding of the trial courts accomplished through the Lockyer-Isenberg Trial Court Funding Act of 1997 (Assem. Bill 233 [Escutia]; Stats. 1997, ch. 850). CCMS leverages technology to provide benefits to the courts and to millions of Californians by expanding electronic services and enabling a standardized approach to doing business across the state.

Case information will be easily shared across county and court jurisdictions, enabling judges to access information from across the state regardless of where the case originated. State and local agencies that previously struggled to share information with the courts will exchange information electronically with one system, instead of 70 systems. This new way of sharing data will also enable justice partners to access vital case information real-time on the Internet.

Public safety concerns that have existed for decades due to untimely or incomplete information will be greatly alleviated when CCMS creates real-time updates to the California Department of Justice (DOJ) Criminal History System. The Department of Justice recently stated that it receives only 60 percent<sup>1</sup> of all criminal conviction records due to the inability to obtain accurate, timely, and complete data from the many legacy case management systems and because many courts still send this information in paper form. When all courts are using CCMS, the DOJ will receive court disposition and sentencing information real-time through a single electronic interface.

The elimination of 70 different case management systems will reduce maintenance and operational costs across the state. A Gartner Consulting business case study conducted in 2007 concluded that with the full deployment of CCMS the judicial branch will save an estimated \$157 million<sup>2</sup> annually, primarily due to the elimination of paper handling, electronic filing, and improved operating efficiencies.

CCMS reduces the problem of uncoordinated local technology systems that can't share information across county lines and moves the judicial branch forward to ensure greater and equal access to justice for the public regardless of residence.

---

<sup>1</sup> Percentage based on a report provided by the California Department of Justice, Bureau of Criminal Identification and Information, based on the number of 2008 arrests for which no case disposition was reported or no fingerprint match made by DOJ, as of April 9, 2009

<sup>2</sup> Gartner Consulting, *CCMS Business Case* (December 31, 2007).

This document outlines the events and decisions leading up to CCMS and describes the benefits it will provide to those who use the California courts.

## State of Information Technology Before Trial Court Funding and Unification

To understand how the Judicial Council reached its decision to develop a single customized case management system for the California trial courts and the iterative approach to the project, it is necessary to describe the state of the judicial branch from a technological and financial standpoint in the last decade of the twentieth century.

At the beginning of the 1990s, the trial courts were comprised of 58 superior courts and more than 100 municipal courts. Each superior and municipal court was essentially autonomous, and many were divided into multiple judicial districts. The funding for the courts was bifurcated, with the bulk of funding provided by the 58 counties and a small portion provided by the state. The two-tier structure and the bifurcated funding left the trial courts with fragmented and highly variable levels of administrative and technological capabilities.

Studies were conducted by the judicial branch on the state of technology, and recommendations were offered to address the weaknesses and challenges in the technology infrastructure of the branch, including:

- Inconsistent capabilities, such as in interfacing with local justice partners, from one trial court to another. Technical capabilities within a trial court were heavily dependent on the funding and technical abilities of each trial court's county;
- Fragmented technology solutions implemented throughout the trial court system. Each technology decision was subject to the discretion of the county management process. In most cases, municipal and superior courts within the same county implemented multiple and different technology solutions for a similar business need;
- Diverse systems with little or no interoperability, making it difficult for the judicial branch to assemble, maintain, and disseminate the most basic information about court financial conditions, human resources, and court case statistics branchwide; and
- Disparate local technology strategies and solutions, making it impossible for the branch to develop a cohesive statewide strategy for modernizing business processes to take advantage of the tremendous advances in technology.

Although severely hampered by the two-tier municipal and superior court structure and bifurcated court funding, the Judicial Council took several steps in the 1990s to assess the state of technology within the branch. By the time the Trial Court Funding Act of 1997 was enacted, it was clear that the existing court technology infrastructure was inadequate and that a statewide approach would be required to resolve the systemic issues and support the future needs of the branch.

## **Trial Court Funding and Unification**

The Trial Court Funding Act of 1997 eliminated the bifurcated state and county funding process for trial courts by transferring funding responsibility to the state.

In 1998, California voters approved Proposition 220, which enabled the unification of superior and municipal courts into a single superior court in each of the 58 counties. Trial court unification provided an opportunity to consolidate court administrative and information technology functions at local and statewide levels and reduce inefficiencies that existed as a result of the autonomous administrative structures of the municipal and superior courts.

While these significant changes removed many obstacles that hindered a branchwide strategic technology plan, they could not change the outcomes of years of decisions necessarily driven by local needs and priorities, and without an eye toward statewide needs.

## **Impact of the Fragmented Infrastructure on Statewide Partners**

While the judicial branch was addressing the internal challenges posed by a proliferation of disparate systems, state justice partners confronted the enormous administrative burden of interfacing with each system.

In a meeting of Chief Justice Malcolm M. Lucas, Associate Justice Ronald M. George, and Attorney General Dan Lungren, then-Governor Pete Wilson expressed his expectation that the branch would consolidate its technology platforms and improve its ability to exchange data with state and local justice partners.

In that meeting, the attorney general raised public safety concerns regarding the inability to provide timely, comprehensive, and consistent case history and disposition information to the Department of Justice and law enforcement agencies across the state.

Also of concern at that time was the courts' ongoing inability to electronically exchange child dependency court orders with the recently implemented state Department of Social Services (DSS) statewide system. Meetings were held between DSS and the Administrative Office of the Courts (AOC) to discuss the problem, but without a statewide court case management system, little could be done at the time. These are but two examples of the challenges that resulted from the lack of a statewide and unified court case management system.

## **Case Management Goals and Objectives**

In 1998, the Judicial Council adopted the Court Technology Advisory Committee's *Strategic Plan for Court Technology*<sup>3</sup> to develop a technology approach for the California courts. The plan addressed court case management systems, judicial branch infrastructure, telecommunications, and information technology standards. The goals of the strategic technology plan were to:

---

<sup>3</sup> Judicial Council of Cal., *Strategic Plan for Court Technology* (August 14, 1998).

- Provide technology that delivers equal access to justice;
- Support independent branch operations and enhanced accountability;
- Create a foundation for a high-performance workplace;
- Improve public safety and service delivery to the public; and
- Create a dependable redundant branchwide information technology infrastructure.

### **Quantifiable Case Management Objectives**

Building on the strategic plan, the following objectives were identified as necessary to support branch goals:

- Create an ability to receive 94 percent of initial case filings and amendments electronically (system-to-system) via the Internet or self-service kiosks to accelerate case dispositions, reduce errors, improve operational efficiencies, and decrease costs;
- Enable courts to receive 75 percent of payments through self-service channels such as the Internet to improve service quality;
- Implement online court calendars to improve the quality of case scheduling;
- Improve the quality of research by making case information available online and enable self-service for 70 percent of case inquiries;
- Improve the quality of service for background checks by enabling self-service for 90 percent of these requests;
- Improve justice coordination by establishing electronic interfaces with state and local justice partners;
- Improve the timeliness of sending notices to court users by enabling electronic transmission of 30 percent of such notices;
- Serve court orders immediately in the courtroom to improve the quality of case outcomes;
- Reduce the number of court hearings by unifying family law cases with other related matters;
- Improve the efficiency of scheduling judicial officers through use of a common application across all jurisdictions and case types;
- Reduce the costs of supporting multiple case management systems by replacing them with a single case management application;
- Reduce disaster recovery risks by providing electronic case files;
- Provide enhanced information to support operational and policy decisions;
- Decrease the amount of outstanding collections to improve funding for cities, counties, and the state;
- Provide opportunities to implement shared services in the future through a single system in use across all courts;
- Streamline case preparation and reduce the number of conflicting orders by providing a statewide repository of case information;
- Replace paper-based processes with automated electronic processes;
- Deploy automated warrant issuance and recall capability to improve public safety;
- Achieve full compliance with criminal protective order reporting requirements;
- Improve compliance with deadlines for out-of-home placement cases by automating communications between the courts and social service agencies;
- Reduce cost and noncompliance risks by implementing federally mandated interfaces with the California Department of Child Support Services (DCSS);

- Improve financial controls by implementing the capability to accurately track trust fund balances and reconcile them at the case level;
- Reduce storage space by implementing electronic tracking capabilities for the dispositioning of property and exhibits;
- Improve the accuracy of revenue distribution by enabling a system that can be rapidly adapted to changing revenue distribution rules; and
- Improve statistical court data reports by enabling a statewide repository of case information.

### Incremental Approach to Achieving Objectives

In 2000, consistent with the *Strategic Plan for Court Technology*, the Judicial Council directed the AOC to ensure greater efficiencies in the delivery of administrative, technology, and infrastructure services throughout the branch.

With a number of courts facing case management system failures and realizing the complexity and risk of moving from a model of locally selected and/or designed systems to a statewide paradigm, in 2000 the AOC embarked on an iterative and incremental approach to achieving the identified goals and objectives. While the ultimate goal was to transition all the superior courts to a statewide case management solution, much needed to be learned before that could occur.

The AOC's approach provided the benefit of improving case management system offerings to superior courts in desperate need of replacing failing and outdated systems. At each step in the process, the branch gained valuable experience in the areas of the development of collaborative requirements, product acceptance testing, business process standardization, and effective deployment methodologies.

The approach included parallel activities that each provided key information and thus informed the next steps in the evolution. These included:

- AOC-sponsored service bureau programs to host courts in a single data center;
- Certification of existing products to stabilize court operations; and
- Development of a long-term statewide case management solution.

### **One-Time Funding Advances the Statewide Approach**

In 2001, the branch received one-time funding in support of several initiatives detailed in the branch's *Tactical Plan for Court Technology*, a second document developed by the Court Technology Advisory Committee.<sup>4</sup> The Legislature provided the following funding:

- \$21 million from the state General Fund for initial seed money to be used for the development of a case management system for several Southern California trial courts, including the Superior Courts of Los Angeles, Orange, San Diego, and Ventura Counties; and

---

<sup>4</sup> Judicial Council of Cal., *Tactical Plan for Court Technology* (January 26, 2000).

- \$22 million from the state General Fund for the development of collaborative solutions to common trial court technology issues. This funding was to support the:
  - Development of the Judicial Branch Statistical Information Systems Program (JBSIS);
  - Implementation of Certified Case Management Systems; and
  - Implementation of the Service-Bureau Pilot Program Solutions for integration with state partners such as the Department of Motor Vehicles (DMV) and DOJ.

At the same time, the Southern California Trial Court Technology Group (SCTG), a group of 10 courts located in Southern California, formed a partnership with the AOC to begin working on proposals to be supported by the \$21 million case management system funding provided by the state. While a single case management system was considered, it was not SCTG's highest priority. In the end, the SCTG submitted four separate proposals to be funded by the state funds, prompting the Administrative Director of the Courts to meet with the southern regional superior court leadership in late January 2002 to resolve the direction of case management system initiatives. The agreement reached at this meeting was the genesis of the CCMS project.

### **Inception of a Statewide Case Management Concept**

The January 2002 meeting of the southern regional superior court leadership and the AOC focused on the strategies and proposals presented by the SCTG for case management system initiatives. The SCTG had been working collaboratively since February 2000, and, as of January 2002, six courts (the Superior Courts of San Diego, Los Angeles, Ventura, Riverside, Orange, and San Bernardino Counties) were offering four separate proposals. The AOC reiterated the state's desire *not* to pursue four separate initiatives.

Unanimous decisions were reached in several areas, including:

- A single comprehensive case management system would be purchased or developed that would meet the requirements of the California courts and be configurable for any size court in the state;
- Authority to pursue this single solution would be delegated to the Southern Courts Oversight Committee (SCOC), which included leaders of the Superior Courts of San Diego, Los Angeles, Orange, and Ventura Counties and would be renamed the CCMS Oversight Committee.<sup>5</sup> The committee can require all participating courts to reengineer court processes to achieve the maximum benefits of automation and to establish commonly accepted procedures; and
- The support of interim case management systems would ensure the smooth operation of superior court business while the new case management system was being developed and implemented across the state.

### ***Forming the Initial Strategy***

Given the collective experience across the branch with the case management certification project, the model court pilot program, and the evaluation of available off-the-shelf case management systems

---

<sup>5</sup> The CCMS Steering Committee was also formed at that time.



from various vendors, the CCMS Oversight Committee adopted a strategy for developing a customized court case management system.

### ***Purpose of the V2, V3, and V4 Designations***

The original intent of the “V” designation was to provide a distinction between the discrete interim products (V2 and V3) and to reflect the evolution of the case management product culminating in the final CCMS product (V4).

The “V” designation originated from the first letter of the Vision case management system that was originally developed by KPMG for the Ventura County court and subsequently used by the Orange County court. The Orange County version was ultimately used as the base for the interim criminal and traffic system. The courts expressed concern about using the Vision product name—wanting to create a clear distinction between the older systems and the current effort—so “V” was used instead.

### ***Early Adopters***

During the next three years—from 2003 through 2006—V2 and V3 proceeded on parallel development and deployment tracks.

The Superior Court of Fresno County, faced with needing to either replace its failing COFACS criminal and traffic case management system or have no case management system available, led as the V2 pilot court. In July 2006, V2 was successfully deployed to that court. The application was initially hosted at the California Courts Technology Center (CCTC) in Newark, California.<sup>6</sup>

As part of their role as lead courts on the CCMS Oversight and Steering Committees, the Superior Courts of Los Angeles, Orange, San Diego, and Ventura Counties agreed to deploy V3.<sup>7</sup> Beginning in 2006 and continuing through 2008, these courts, plus the Superior Court of San Joaquin County, began deploying V3.<sup>8</sup>

### ***Selecting the Architecture***

Throughout the remainder of 2006, the lead courts and the AOC, collaborating with the CCTC and BearingPoint, worked to adapt the V2 application and court operations processes. During this period, metrics were gathered and analyzed to forecast the scalability of the V2 application versus the V3 application architecture that was concurrently under development by Deloitte.

The objective of this analysis was to determine the most appropriate design strategy for the CCMS application. The CCMS Oversight Committee was considering two design strategies:

1. Develop components and architecture that would tie V2 and V3 together, allowing for the usage of both products but in a manner that was seamless from the end-user’s perspective (referred to as a “composite application architecture”); and
2. Consolidate all case management functionality on a single architecture and technology stack.

---

<sup>6</sup> The CCTC is currently hosted by SAIC in Tempe, Arizona, with a redundant site in Omaha, Nebraska.

<sup>7</sup> The Superior Court of Sacramento County ultimately asked to become an early adopter of the V3 product and joined the CCMS Oversight Committee in 2006.

<sup>8</sup> The Superior Court of San Joaquin County was added to the program when its legacy civil case management system failed in late 2007.

### ***Ruling Out the Composite Application Architecture***

After assessing the long-term technical viability of the V2 and V3 platforms, analyzing their performance in the field, and evaluating the impacts of creating a composite architecture, the AOC reached the following conclusions:

- The user interface in V2 was converted from the Vision 1.x application, which was a client server application and, thus, not optimal for a web-based solution;
- Due to the older Vision system architecture on which V2 was based, the hardware and infrastructure to support all of the courts would be more costly and complex to support than under the newer V3 architecture. In contrast, V3 was designed from the beginning to support multiple courts of different sizes and needs;
- The long-term cost of maintaining two back-end systems outweighed the cost of moving all functionality into a single system; and
- Resources that could support the older V2 architecture were becoming increasingly difficult to obtain and retain.

In the fourth quarter of 2006, the CCMS Oversight and Steering Committees decided to consolidate all case management system functionality onto the V3 architecture.

With the final direction set, the AOC and the superior courts were poised to move ahead with the common goal of developing and implementing a single statewide case management system that would be known as CCMS.

### CCMS Components

#### **CCMS Requirements Defined**

On June 30, 2007, based on comprehensive business requirements compiled from the superior courts around the state, the AOC amended its development contract with Deloitte Consulting to include the design and construction of the following key capabilities:

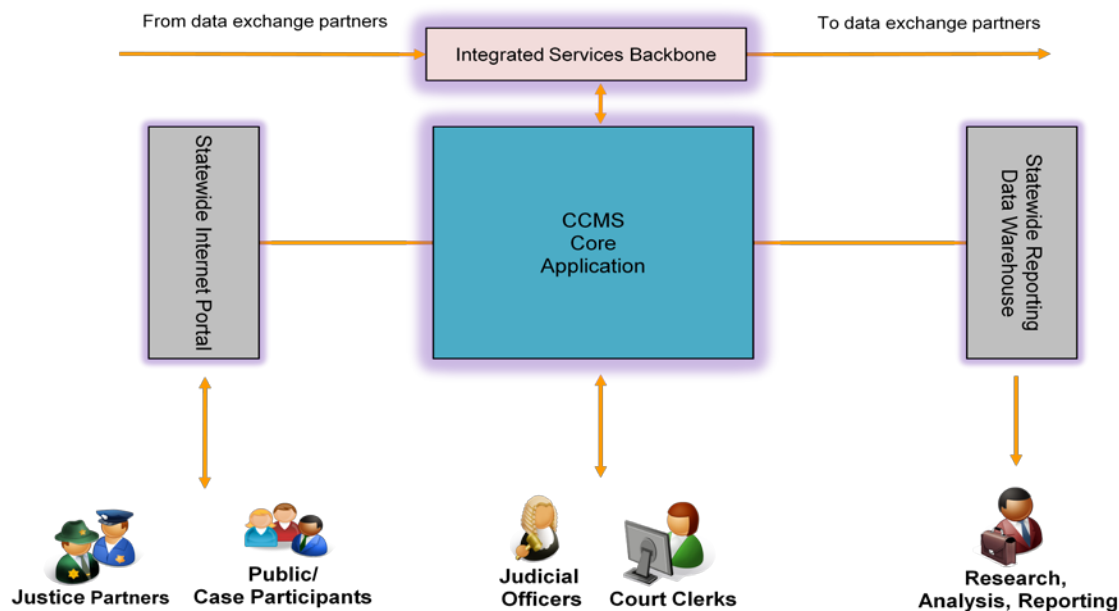
- Juvenile dependency, juvenile delinquency, and family law case type functionality;
- Functionality of V2 and V3 incorporated into the CCMS product;
- Internet portal for the public and justice partners;
- Statewide reporting data warehouse;
- Set of state and local justice partner data exchanges based on National Information Exchange Model (NIEM) standards;
- Document management integration;
- Court interpreter scheduling;
- Court reporter scheduling; and
- E-filing.

#### **CCMS Design and Components**

More than 200 superior court, county, AOC, and justice partner subject-matter experts from across the state worked jointly for two years to vet an extensive set of business requirements. The collaborative effort culminated in the CCMS core product design (17,000+ pages) approved on May

1, 2009, by the CCMS Steering Committee. The CCMS design included the following major software components:

- Core product to produce functionality to manage cases at the courts;
- Internet portal to provide access to data;
- Integrated Services Backbone—data exchanges and information sharing with justice partners; and
- Statewide Reporting Data Warehouse (SWRDW).



**Figure 1. CCMS Major Components**

### CCMS Core Product

The core CCMS product will support the performance of all aspects of daily case processing and case management for all case categories used by the California superior courts. General functions that CCMS will perform in support of all case types include:

- Log On/Off, Home, Graphical User Interface, Icons, Overarching Business Rules, Search Conventions, and Core Product Site Map
- Participant Management by Person/Entity/Family
- Case History/Register of Actions
- Form/Notice Generation
- Work Queues
- Security/User Administration
- Case Initiation
- Subsequent Case Filings and Updates
- Courtroom Operations
- Orders, Verdicts, Dispositions, Sentences, and Sanctions
- Payments/Cashiering
- Business Office Accounting
- Fiscal Configuration
- Clerk Review
- Records Management
- Exhibits
- Application Configuration
- Document Management
- Case Management

- Case Clocks and Tracks
- Appointments and Referrals
- Issuances and Warrants
- Electronic Service
- Resource Availability Tracking
- Calendaring/Scheduling
- Court Interpreter Management
- Court Reporter Management
- Collection Management and Enforcement
- Integration With Phoenix Financial Systems
- Appeals and Transfers
- Judicial Officer Views and Functionality
- Audit Trail Data Requirements
- Report Generation
- Case Data Archival
- Batch Job Scheduling
- DMV/DOJ Processing

### ***Highlights of the Core Product***

CCMS will dramatically improve operational efficiency for the superior courts and service to the public. Organizations that interact with the judicial branch will gain a new ability to receive and process electronic filings in any case type. Filings may be submitted electronically through court- and branch-owned e-filing systems, private vendor systems, and directly from trusted records management systems of justice partners. Once inside the court application, the Clerk Review module allows the clerk to review, process, and then accept or reject case filings.

Electronic filings can be a group of one or more related documents that come together with the data needed to initiate or update a case. These documents are received in portable document format (PDF) or XML, which the clerk reviews for data integrity and completeness. Once the documents are deemed acceptable, the clerk initiates or updates a case and endorses the documents. All pertinent actions taken by the clerk as part of case initiation or the addition of a subsequent filing are returned to the filer in a confirmation message. These documents are then routed electronically to judicial officers for action and added to any related case history entries.

CCMS provides a broad range of functionality to support the receipt, acceptance, and management of and workflow related to electronic documents and data. These include:

- **Electronic service of notices.** Courts will have the ability to serve notice electronically to parties of documents issued by the court. This electronic notice can happen via the Internet portal, through a selected e-filing provider, or by e-mail. This will save courts a great deal of printing, mailing, staff time, and processing costs.
- **Electronic proposed orders.** Proposed orders present a unique electronic challenge because the court must be able to edit them on receipt. Therefore, CCMS allows filers to submit both a PDF version of proposed orders and a version in Microsoft Word so the judicial officer can edit and finalize the order. The judicial officer then has the functionality available to finalize the order, convert it to PDF, and serve the final order back to the parties. This process will allow the court to preserve both the submitted proposed order and the final order in case there are any disputes.
- **Electronic trial exhibit list.** Parties will be able to build and submit an electronic trial exhibit management list that will automatically populate the exhibit management screens in CCMS.

This will save the clerks data entry work and provide a good foundation for ultimately allowing the acceptance of electronic trial exhibits.

### **Standardization and Configuration**

Having consistent superior court data is critical for achieving the goals of CCMS, including venue transparency, statewide participant management, and reliable statewide reporting. An essential component of CCMS is standard configurations to facilitate uniform court business practices. Examples of standardized items are system codes, calendar formats, bail schedules, and forms. Items excluded from standardization, to provide courts with flexibility at the local level to manage their unique workload and community needs, include courtroom calendaring, work queues, city ordinances, and local fees.

### **Security**

CCMS security is role-based, which means different levels of access are granted based on the requirements of a given user's role. As an example, juvenile cases, victim information, and certain family law matters will have higher security so they will not be part of the publicly available case history. Security can also be configured for supervisors or managers performing system administrative functions. Ultimately, each court will decide how security will be configured to meet local needs.

Three global security layers are used:

- **Role-based security.** Addresses access to screen functions (e.g., menu items, buttons) and screen elements (panes, tabs) by job classification or person;
- **Data security.** Addresses access to data according to case category and case type levels, registers of action, and documents; and
- **Case security.** Consists of rules built into the application that allow (or deny) a user access to a specific case or cases.

### **Internet Portal**

Access to case information and online services will be made available to the public through the CCMS Internet portal. Users will be able to conduct court business related to:

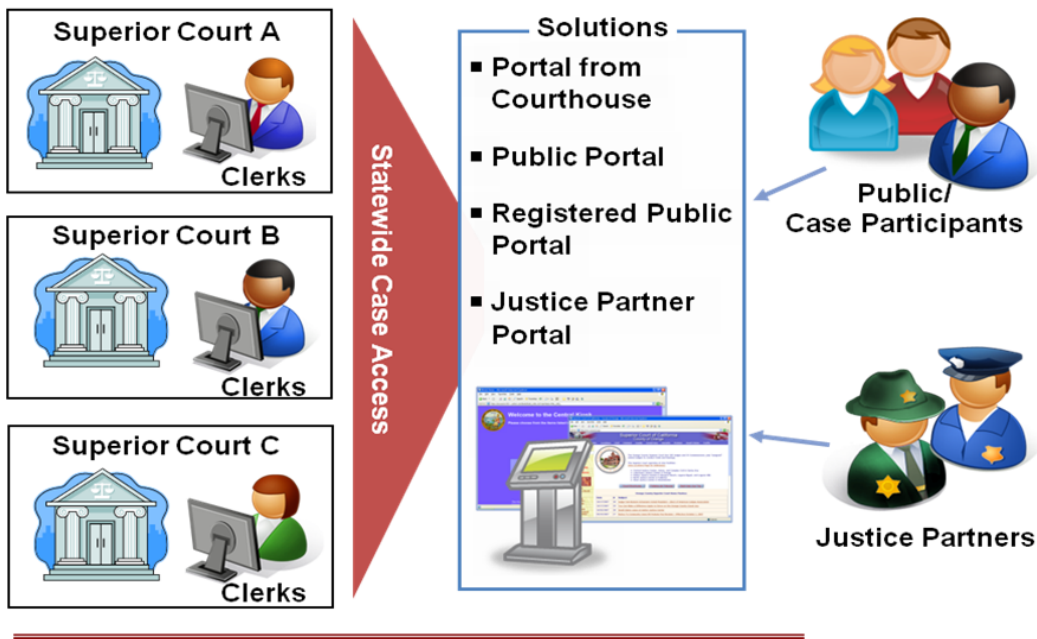
- Accessing case information;
- Traffic services;
- Fines and fee payments;
- Scheduling of first arraignment hearings; and
- E-service.

The Internet portal will display select case information:

- Case index;
- Calendars;
- Registers of actions;
- Case documents (restricted access); and
- Case information to case participants and justice partners (requires a login).

Internet portal users will have different security privileges. For example, the public can make inquiries only about records that are considered public information, while a justice partner user may have a higher security level that provides additional case data. Justice partners will access CCMS through a single justice partner portal. Figure 2 shows the relationship of the Internet portal with its users.

### CCMS Portal Access



**Figure 2. Relationship Between the CCMS Internet Portal and Its Users**

The following functions have been designed into the Internet portal:

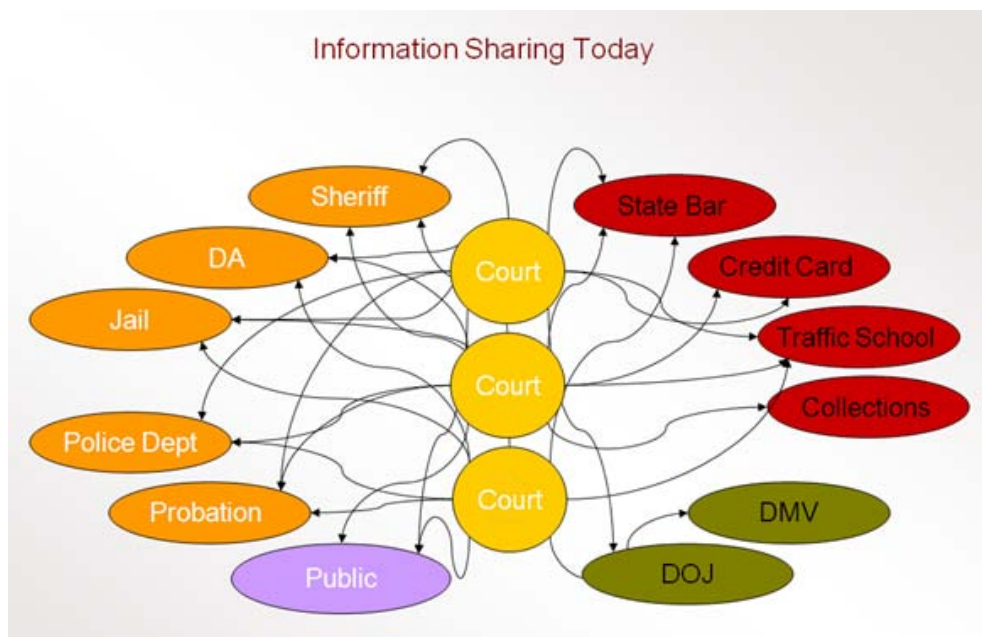
- Log On/Off, Search Conventions, and Graphical User Interface
- Case Inquiry and Document Access
- Court Calendars
- Citation Payments and Traffic Services, including Traffic School Enrollment and Extension
- Registered Public Self-Registration, Case Provisioning, and Account Self-Service
- Justice Partner Person Inquiry
- Justice Partner User Administration
- Electronic Service Delivery, E-notifications

### Integrated Services Backbone—Data Exchanges

More than 400 justice partners need to exchange data with the courts. Hundreds of different transaction types and millions of data elements must be transferred accurately, securely, and to the right justice agency. Data is currently exchanged between the courts and justice partners individually (known as “point-to-point interfaces”). These interfaces are custom developed,

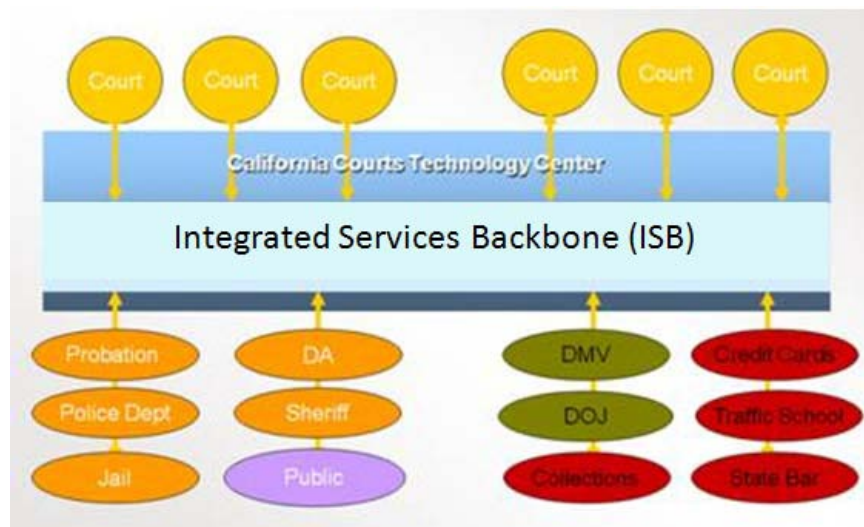
expensive to maintain, and easy to break. Because information related to the disposition of cases is handled differently from court to court—primarily due to the wide range of disparate systems currently in place—in many instances, critical conviction, criminal history, and court order information is not always readily available to public safety, child welfare, and other justice system partners. Figure 3 is a visual representation of the current state of data exchanges.

The development of CCMS allows a holistic approach to court communication with justice partners. This has prompted a justice partner integration strategy currently being developed as part of CCMS. To ensure that state justice partner systems will be able to interact with the data exchanges, many justice partner agencies across the state participated in the definition and design of their specific data exchanges. Based on the concept of a “central post office” for all partners, the Integrated Services Backbone will receive and deliver messages to and from all 58 courts and all of their state and local justice partners. (See Figure 4.)



**Figure 3. Data Exchanges Today**

Justice partners include district attorney offices, law enforcement agencies, public defenders, probation officers, and other local justice partners as well as the DMV, DOJ, Department of Corrections and Rehabilitation, DCSS, DSS, and other statewide justice partners. This collaboration has distilled the data transmissions into 119 discrete data exchanges that cover the diverse needs of justice partners, from sending traffic citations electronically to filing proposed orders in juvenile dependency or child support cases. The courts will also send electronic disposition information to the DOJ. For more information, see the Justice Partner Data Integration Program web page at [www2.courtinfo.ca.gov/justicepartners](http://www2.courtinfo.ca.gov/justicepartners).



**Figure 4. Data Exchanges After CCMS**

Data exchanges are all being developed using the National Information Exchange Model standards. NIEM is an XML-based information exchange framework developed by a partnership of agencies across all levels of government (federal, state, tribal, and local) and with private industry. Its purpose is to effectively and efficiently share critical information at key decision points throughout the entire justice, public safety, emergency and disaster management, intelligence, and homeland security enterprise. “NIEM is designed to develop, disseminate, and support enterprise-wide information exchange standards and processes that will enable jurisdictions to automate information sharing.”<sup>9</sup>

### **Statewide Reporting Data Warehouse**

The Statewide Reporting Data Warehouse is designed to support the branch reporting needs across all of the superior courts of California. The data warehouse encompasses two components: the data warehouse database and the business intelligence tool. The database is an environment that contains read-only data. It integrates and reorganizes data to support data warehouse queries and reports from the CCMS core product. The business intelligence tool addresses user access to the SWRDW through a third-party product, Cognos Business Intelligence (BI). The Cognos BI tool will be used for generating defined, routine reports as well as creating and producing ad hoc reports.

Security access to the SWRDW will be defined at the local level according to user or role. Security is available at the case category or case type level as well. Data at the department level is available only within the local court. Sealed records are unavailable to all users.

Reports in the SWRDW include those previously developed in V2 and V3 and JBSIS reports. The SWRDW also includes 162 new reports. Reports developed in the SWRDW generally fall into the following categories:

<sup>9</sup> National Information Exchange Model, [www.niem.gov](http://www.niem.gov).



- JBSIS audit
- Case inventory (all case categories)
- Collaborative court
- Aging (by case category)
- Recidivism/rehabilitation
- Hearings
- Open cases by probation/supervision
- Fee waivers
- New cases
- Dispositions (by case category)
- Dispute resolutions
- Alternative dispute resolutions
- Case stages
- Protective order unit statistics
- Domestic violence convictions
- Collections
- Cases under submission
- Self-represented litigants

### Benefits of CCMS

The 2007 Gartner CCMS business case study reconfirmed the major operational issues currently experienced by the courts relative to case management. The study linked the planned CCMS functionality against those operational needs and the branch case management objectives to validate that CCMS will indeed address them. Finally, the study quantified annual branch savings of \$157 million when CCMS is deployed in all superior courts.

CCMS will not only affect the way the courts perform their day-to-day business; it will also provide much-needed advantages and efficiencies to state and local law enforcement agencies, child welfare services, child support services, and all Californians who participate in the court system as litigants, jurors, attorneys, victims, and witnesses.

CCMS will bring to California the following key benefits.

#### **Improved Court Efficiencies**

CCMS will:

- Provide judges with critical information as they are hearing cases and making decisions about releasing criminal defendants, placing children in foster care or reunifying them with their parents, ordering custody or visitation of children, and issuing protective or restraining orders;
- Create common standards for information integration and sharing among justice agencies and the courts;
- Make data viewable across all case types; and
- Save valuable resources currently used to enter data that instead will be updated electronically.

#### **Enhanced Public Access**

CCMS will:

- Enable litigants to electronically file cases, saving the time and expense of traveling to court;

- Provide public access to certain court records across the state regardless of jurisdiction, as permitted by law; and
- Allow self-represented litigants, who do not have the assistance of attorneys to aid in the understanding of the court process, greater ability to process cases by providing Internet and web-based functionality.

### **Critical Improvements to Public Safety**

CCMS will:

- Connect the courts with probation and parole departments, correctional institutions, and law enforcement agencies to provide officers with real-time data about court orders, convictions, probation terms, and sentencing;
- Expedite the transfer of criminal history information to the Federal Bureau of Investigation National Criminal Information Center;
- Improve integration with the U.S. Department of Justice and departments of justice in other states to enhance information sharing about outstanding warrants and court convictions as provided by state and federal law;
- Link the courts with the California DOJ's domestic violence and protective order registry, providing real-time updates of all court orders across the state;
- Provide law enforcement officers with current information in their jurisdictions regardless of where the court orders were imposed;
- Enable officers to make direct inquiries of CCMS via patrol vehicle computers and handheld mobile devices about individuals who are contacted during routine patrol stops. (Some case dispositions and convictions currently do not make it to a criminal's record of arrest and prosecution (RAP sheet), resulting in law enforcement officers patrolling our neighborhoods without up-to-date information.);<sup>10</sup>
- Enable the automated processing of warrants. Today some warrants are still sent to law enforcement agencies on paper, leading to failure to issue or recall warrants and resulting in the failure to arrest known offenders or the improper detention of members of the public; and
- Permit electronic transmission of traffic citations from law enforcement agencies to the courts. This will save significant superior court, local law enforcement, and California Highway Patrol resources currently required to enter this data manually.

### **“Greening” of the Courts**

CCMS will:

- Decrease the number of vehicle trips to courthouses as a result of electronic access to court data and the e-filing of cases and documents;
- Eliminate the need to print millions of pages of paper because of document management systems, electronic filing, and Internet viewing of court data; and
- Reduce the carbon footprint of the judicial branch.

---

<sup>10</sup> Based on a report provided by the California Department of Justice, Bureau of Criminal Identification and Information.

## Conclusion

The judicial branch will need to invest millions of dollars in case management systems during the coming years. That investment will happen either as an organized branch-sponsored statewide effort—the California Court Case Management System—that will bring sweeping change and vast improvement, or through a haphazard set of costly repairs and support of the more than 70 failing, antiquated, or functionally deficient systems that exist today.

## Information

For more information, visit [www.courtinfo.ca.gov/courtadmin/branchwideinitiatives/CCMS.htm](http://www.courtinfo.ca.gov/courtadmin/branchwideinitiatives/CCMS.htm) or send an e-mail to [ccms@jud.ca.gov](mailto:ccms@jud.ca.gov).