



California Courts Protective Order Registry (CCPOR)

Phase I: Court Planning Guide

SEPTEMBER 2010



ADMINISTRATIVE OFFICE
OF THE COURTS

CALIFORNIA COURTS
PROTECTIVE ORDER REGISTRY

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OF THE COURTS

CALIFORNIA COURTS
PROTECTIVE ORDER REGISTRY

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Contents

ACKNOWLEDGEMENTS.....	1
Introduction.....	1
Target Audience.....	1
Terminology and Definitions.....	2
Revision History.....	2
CCPOR Team/Contact Information.....	3
Roles and Responsibilities.....	3
Project Information: AOC Web Sites.....	5
CCPOR Overview.....	6
Two-Phased Approach.....	6
CCPOR Service Offering.....	6
CCPOR Processing Models.....	8
CCPOR Deployment Planning Process.....	10
Operations Processing Considerations.....	11
Imaging.....	11
Data Entry Options.....	11
Court Organizational Infrastructure.....	12
Hardware/Software Planning.....	14
Personal Computer (PC) Recommendations for CCPOR Access.....	14
Scanner/Software Recommendation for Scanning Orders.....	15
On-Boarding Dependency Planning.....	16
Court Connectivity to CCPOR at CCTC.....	16
California Department of Justice (DOJ) CARPOS Gateway Service.....	17
CCPOR Training and Education Planning.....	19
Court Acceptance Test (CAT) Plan.....	21
Go-Live Readiness Checklist.....	22
Post Go-Live Activities.....	22
Resource Planning.....	23
Glossary.....	25

Introduction

The California Administrative Office of the Courts (AOC) is developing and deploying the California Courts Protective Order Registry (CCPOR)—a statewide system for entering and viewing protective and restraining order data and images for the judicial branch and law enforcement.

This document was developed to assist courts and law enforcement agencies (LEAs) as they prepare for CCPOR Phase I of CCPOR deployment. The guide will help address many common deployment questions, such as:

- What do I need to know to prepare for CCPOR on-boarding?
- What are the different processing options?
- What kind of hardware/software does my court/sheriff need?
- How will this impact my court and sheriff?
- Who gets trained, and when?
- What is the post-deployment plan?

Target Audience

This guide is intended to focus on deployment activities. The following groups have been identified as the target audience for the guide.

Superior/Trial Courts

- Court chief information officers/managers/lead staff and project managers
- Court professionals—managers and non-managers
- Jurisdiction agencies—LEAs and the sheriff's department personnel

Administrative Office of the Courts

- Executive management team
- Regional Administrative Directors
- AOC staff and vendors

Terminology and Definitions

The following section outlines CCPOR terminology.

Term	Definitions
AOC CCTC On-Boarding	Activities related to courts or law enforcement agencies that are hosted in the California Courts Technology Center (CCTC)/Shared Services. This includes site assessment, local hardware and software, connectivity & security measures.
Deployment Planning	Includes pre-deployment planning, deployment, and support post-deployment.
<ul style="list-style-type: none"> • Pre-Deployment 	Includes pre-deployment planning, including determining court service options, user set up, and Court Acceptance Testing (CAT).
<ul style="list-style-type: none"> • Deployment/Go-Live 	Includes courts and or law enforcement agencies go-live with CCPOR; using the system going forward.
<ul style="list-style-type: none"> • Post Deployment/Go-Live 	Includes system monitoring and providing support post go-live.
	Important reading and consideration

Revision History

Change #	Date	Description of Changes
	January 2010	Phase I - First Release
	September 2010	Scanner/Software section changes Cosmetic changes

CCPOR Team/Contact Information

The CCPOR team leads include the following:

Name	Title	Contact Information
Jeffrey Johnson	AOC Manager	Email: jeffrey.p.johnson@jud.ca.gov Office: (415) 865-4619
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CCPOR Team email		CCPOR@jud.ca.gov

Roles and Responsibilities

The purpose of this section is to define the positions of the AOC project team, the role that each position will play during the deployment, and the responsibilities that go along with each role.

Position	Role	Responsibilities
AOC Manager/Supervisor	Point of escalation.	<ul style="list-style-type: none"> ▪ Contact resource for project escalation.
AOC Deployment Manager	Provide deployment planning and execution.	<ul style="list-style-type: none"> ▪ Establish deployment activities; deployment plan. ▪ Ensure that deployment is performed on schedule and with the available resources. ▪ Work closely with Project Manager and the court to drive the implementation to completion.
AOC Project Manager	AOC project execution and communications prior to deployment activities.	<ul style="list-style-type: none"> ▪ Establish project objectives. ▪ Monitor project status.
Subject Matter Experts <ul style="list-style-type: none"> • Business SME • Technical SME • Vendor SME 	Provide business expertise as related to CCPOR.	<ul style="list-style-type: none"> ▪ Work with project team to ensure business needs and software functionality is being met. Help validate user requirements. ▪ Provide input for the design and construction of test cases and business scenarios.

The following table outlines respective parties' responsibilities.

Entity	Responsibilities
AOC	<ul style="list-style-type: none">• Set and drive statewide direction on CCPOR.• Develop and maintain standards.• Application management of CCPOR solution.• Ensure compliance with specifications.• Support deployments.
Court/LEAs	<ul style="list-style-type: none">• Plan and manage court and LEA deployment activities.• Configuration specific testing of the CCPOR.• Internal training to court users.
AOC Vendors	<ul style="list-style-type: none">• Development, hosting and support of CCPOR application.• Customer support.

Project Information: AOC Web Sites

Two AOC Web sites provide updated information on CCPOR. Both sites contain the same information.

For court staff with Serranus access: <http://serranus.courtinfo.ca.gov/programs/tech/ccpor/>

For viewing by anyone with Internet access: <http://www2.courtinfo.ca.gov/ccpor>

These Web sites will be instrumental for current status of the CCPOR program. The sites will contain guides, documents, schedules and task lists for court deployment and on-boarding. The CCPOR team will direct your court to the appropriate documents during the deployment process.

www2.courtinfo.ca.gov/ccpor

Example of CCPOR Information on California Courts Public Web Site

		ADMINISTRATIVE OFFICE OF THE COURTS							
		CALIFORNIA COURTS PROTECTIVE ORDER REGISTRY							
Home		California Courts Protective Order Registry (CCPOR)							
About CCPOR		<p>The California Courts Protective Order Registry (CCPOR) is a judicial branch project to create a statewide protective order repository that will provide more complete, accessible information on restraining and protective orders.</p> <table border="1"><tr><td>About CCPOR History and goals of the initiative</td><td>Project Information Target Courts, CCPOR Images, and Integration at a glance</td></tr><tr><td>Deployment Documents</td><td>FAQs</td></tr><tr><td>Contact CCPOR</td><td></td></tr></table>		About CCPOR History and goals of the initiative	Project Information Target Courts, CCPOR Images, and Integration at a glance	Deployment Documents	FAQs	Contact CCPOR	
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Deployment Documents	FAQs								
Contact CCPOR									
Project Information									
Deployment Documents									
FAQs									
Contact									
About the Administrative Office of the Courts Web Site Feedback									

CCPOR Overview

The California Courts Protective Order Registry (CCPOR) is a judicial branch project to create a statewide repository that will provide more complete, accessible information on restraining and protective orders. Access to protective orders through CCPOR will be available 24 hours a day, seven days a week (24/7) in all court jurisdictions. The CCPOR project resulted from a recommendation to the Judicial Council submitted by its Domestic Violence Practice and Procedure Task Force to provide a statewide protective order registry. The proposed registry will contain up-to-date information, including order images that will be readily available to judges and law enforcement. In February 2008, the Judicial Council approved the recommendation and creation of the CCPOR project.

To address the task force's recommendations, CCPOR has three primary goals:

- Provide the trial courts in all 58 California counties access to CCPOR, enhancing the ability of bench officers to make more informed decisions and avoid issuing conflicting orders;
- Improve public safety and the safety of law enforcement officers by providing access to the full text (images) and more accurate, complete, and up-to-date order information; and
- Automate the exchange of information between the courts and CLETS.

To participate in CCPOR, courts begin by evaluating CCPOR and submitting a scope questionnaire, available on the CCPOR website: <http://www2.courtinfo.ca.gov/ccpor/>. This CCPOR Planning Guide is generally provided after the court submits the questionnaire.

Two-Phased Approach

CCPOR is being implemented in two phases. The highest priority needs of courts are addressed in first phase, with additional functionality provided in the second phase.

Phase I allows small and mid-sized courts with no Restraining and Protective Order (R&PO) registries to be the first to participate in the program. Phase I allows courts and LEAs to enter and upload, search and retrieve protective order data and images. Viewing these electronic images is particularly valuable because this allows users to see any special conditions and notes added by judges that are not available in the DOJ California Restraining and Protective Order System (CARPOS). In addition, Phase I provides a gateway service to the DOJ CARPOS in which the data is extracted and automatically imported into CLETS.

CCPOR Service Offering

Phase I of the CCPOR project provides the following service features:

- Supports all use cases through a user interface;
- Ability to view other local court data and images through an interface;

- Ability to query and view all data and images within CCPOR, both within a county and between counties, on a statewide basis;
- Acts as a gateway for the California Department of Justice California Restraining and Protective Order System (CARPOS). This is an optional feature.
- Provides back-end user administration management;
- Supports basic statistical reporting.

During Phase I, courts and sheriffs with local image and/or data storage will be limited to CCPOR search functionality (no entry/import), until Phase II availability.

Phase II includes all Phase I features and also includes:

- Web services integration service with local court systems
- CARPOS Query
- Clone order
- User administration management
- Reporting enhancements

CCPOR Processing Models

This section outlines a number of solutions that will fit any court that wishes to participate in CCPOR. Any courts can use the basic search/queries with the CCPOR user interface. Courts or LEAs have varying options for entering and importing data into the CCPOR system, based on individual processing model. The AOC designed CCPOR with the flexibility to meet a myriad of data and image processing options. In this way, courts and LEAs can evaluate a variety of workflow processes and determine which option best fit their individual needs.

No-Local Storage: Phase I

Courts and LEAs that do not use a local Document Management System (DMS) for storing R&PO images perform R&PO data entry directly into California Law Enforcement Technology System (CLETS), or outsource to the county sheriff’s department for entry. These courts are represented in Figure 1 as “No-Local Storage.”

Figure 1 - Entry Processing Options - Phase I

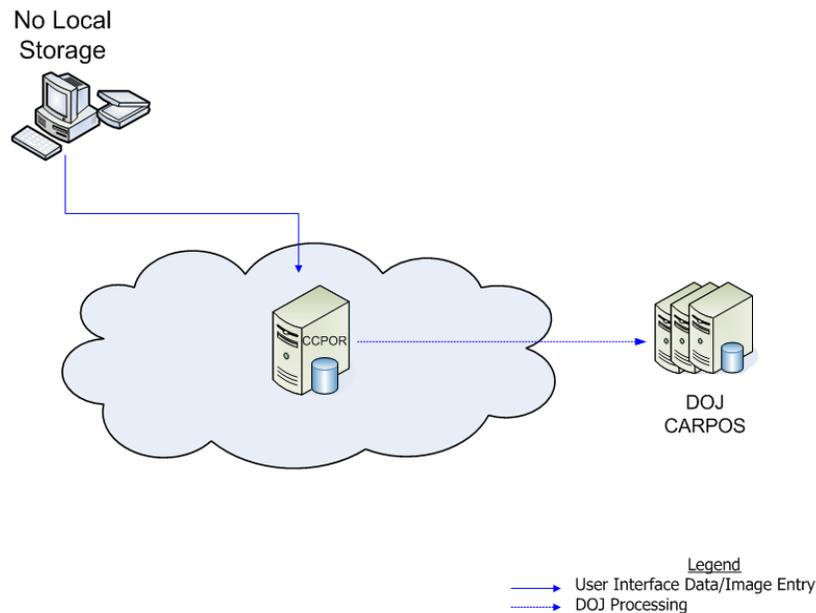


Image and Data Storage: Phase II

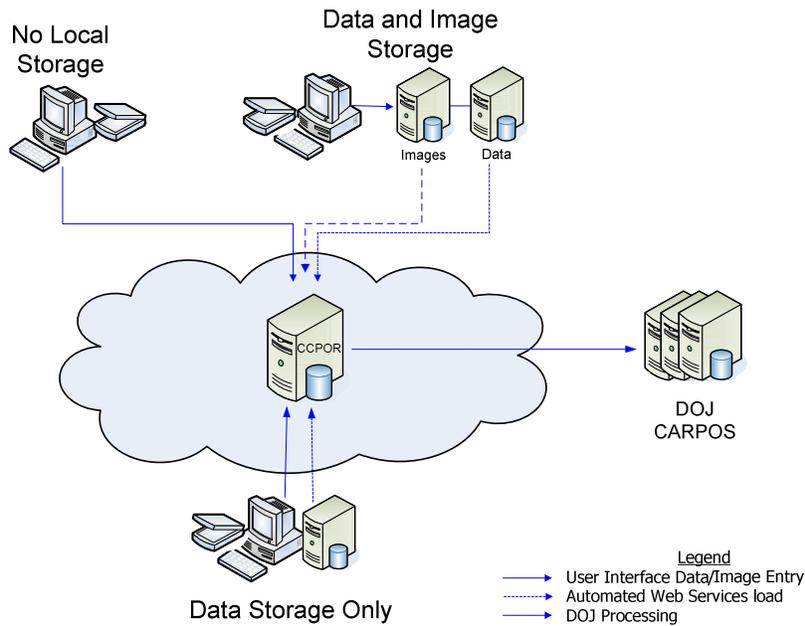
Courts that currently store R&PO data and images in a DMS are represented in Figure 2 as “Image and Data Storage.” These courts generally input and process to the DOJ directly. With CCPOR, they can scan and load images and enter data into their local systems as normal; the local system will send order images and data to CCPOR. Courts using this model can have DOJ CARPOS messages processed by CCPOR, or they may use their local interface to the DOJ, as desired. These courts will be able to optionally load historical images and data into CCPOR via an offline file extract, transformation and load (ETL) process. This option is recommended if the court desires to transition from their current operating model to a CCPOR operating model with no local storage.

Data Storage Only: Phase II

Courts that currently only store R&PO data with no images are represented in Figure 2 as “Data Only Storage.” These are courts or LEAs who use the Family Court Case Tracking System (FACCTS) by Farheap Solutions or other Records Management System (RMS) or database solutions that store R&PO data. Since the data is already captured, the system will be enabled to send the data to CCPOR. Subsequently, the image will be scanned and submitted separately using the CCPOR user interface.

Image and data storage courts may optionally load historical data into CCPOR via an offline file extract, transformation and load (ETL) process. This option is recommended if the court desires to transition from their current operating model to a CCPOR operating model with no local storage.

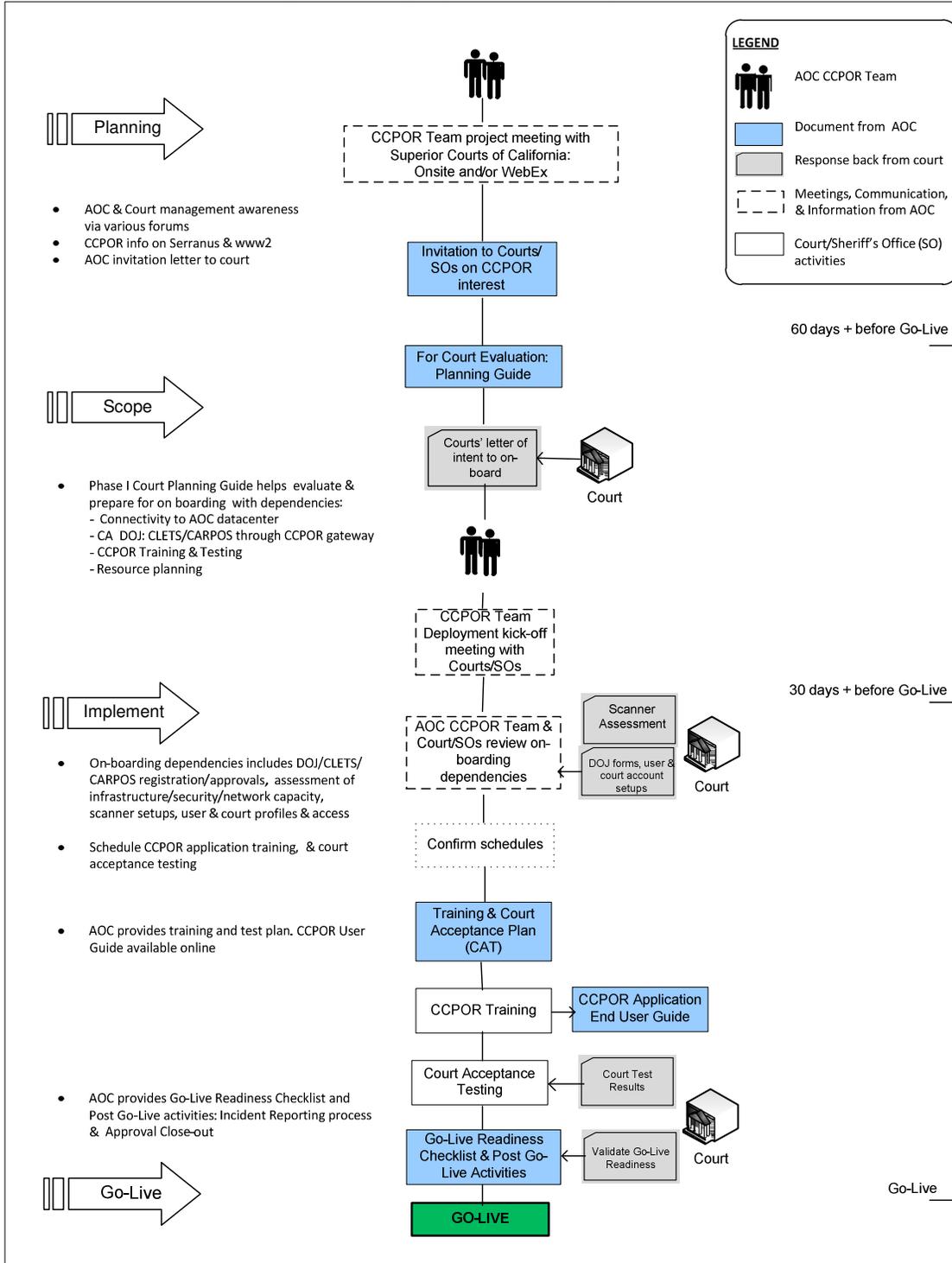
Figure 2 - Entry Processing Options Phase II



CCPOR Deployment Planning Process

Figure 3 outlines the deployment planning process to help courts understand the on-boarding process.

Figure 3 - Deployment Planning Process





Operations Processing Considerations

CCPOR was designed to accommodate a variety of workflow processes. Courts that carefully weigh the options will be prepared to implement a lasting solution. These courts are more likely to avoid service quality disruptions as a result of corrective changes to work flow processes. For Phase I, courts and LEAs may share the effort in a variety of approaches that best meet their needs.

Regardless of option or combination of options selected, the most important factor in implementing a successful program is obtaining stakeholder buy-in. This is likely to require a coordinated effort among court departments and locations, and may include outside agencies such as the sheriff's department.

Three important operations processing considerations include the imaging function, data entry options, and court organizational infrastructure.

Imaging

Imaging is the term for creating an electronic image from a paper document. Both fax machines and scanners perform the function of imaging by reading a paper document and converting it into an electronic proxy. Many courts do not have ready access to California Law Enforcement Telecommunication System (CLETS), and orders are faxed to the sheriff's department for entry. As CCPOR provides a gateway service to DOJ CARPOS, courts may process all orders themselves, or share in the effort with the sheriff's department. With a shared solution, courts may scan and upload document images to CCPOR instead of faxing. The sheriff's department pulls up the scanned images, enters the CARPOS fields, and submits for the DOJ for processing.

Data Entry Options

Data Entry is the process of viewing the scanned image that was saved in CCPOR and entering all of the required fields for processing to the DOJ CARPOS. The AOC highly recommends having both the order image and the CARPOS data in the CCPOR database. However, there is still value in capturing the image or data if both cannot be supported for an interim period. Courts and sheriff's departments should consider processing in the following data entry sequences:

1. Imaging followed by data entry (recommended option)

Imaging and data entry can be managed exclusively by the court, by the sheriff's department, or a combination of both. The courts and sheriff's department should evaluate which of the following options works best in each county:

- a) Court scans and saves image in CCPOR and enters all CARPOS data and submits to the DOJ;
- b) Court scans and saves image in CCPOR, enters basic order details, and the sheriff's department enters the remaining CARPOS data and submits to the DOJ;
- c) Sheriff scans and saves image in CCPOR and enters all CARPOS data and submits to the DOJ.

An alternative to saving the image in CCPOR is for the court to scan and save the image to a local or network drive, and then email to the sheriff's department. This option replaces faxing the order and provides the sheriff with an image from which to view and enter directly. This requires agreement by the sheriff's department to enter all data (normally entered into CARPOS), and to attach and save the image in CCPOR.

2. Data entry followed by imaging

Data entry followed by imaging is similar to option #1, but in reverse order. CCPOR also supports entering the data first and having the document image scanned and uploaded subsequently. This option is viable when data entry can be done prior to waiting for image scanning.

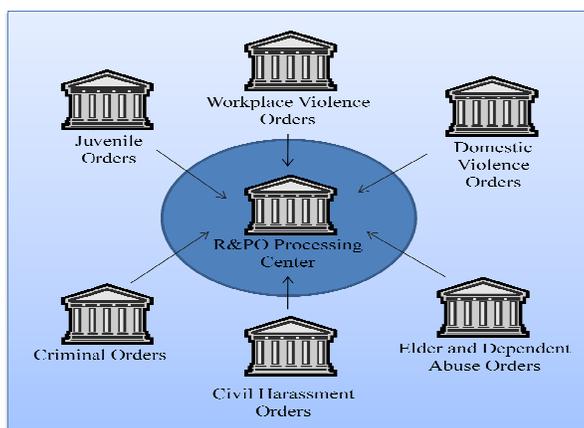
Court Organizational Infrastructure

All courts should evaluate and determine the court organizational option that works best for their infrastructure.

Centralized Processing Option

Centralizing the scanning and/or data entry functions may provide resource efficiencies in terms of staff and equipment. In this model, a centralized department is responsible for conducting all image scanning and/or data entry. The advantage is a focused approach in which skilled staff process orders more quickly than if distributed across the courts. In addition, fewer scanners and software should be required and day to day operations communications contained. The centralized model works best with courts that process large volumes of R&PO orders from multiple locations. Existing staff already processing other centralized processing functions are the most likely fit in this model.

Figure 4 - Centralized Processing Option

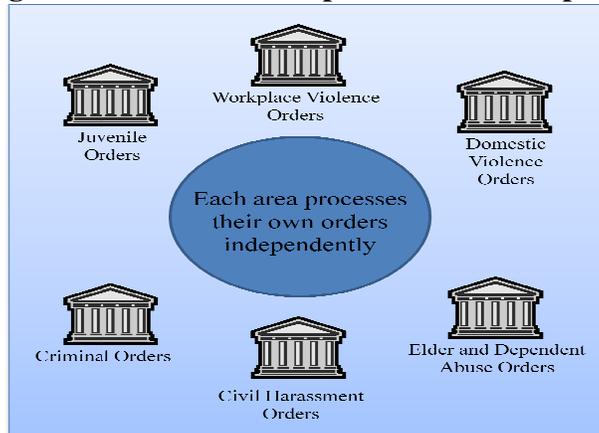


A modification to this model is following the options presented in the [Court and Sheriff Entry](#) section above, where the sheriff's responsibility is replaced by the centralized data entry staff.

Distributed/Departmentalized Option

Some courts may find that a distributed or departmentalized approach works best for them. In this model, each court department and location processes orders independently. This may be the best solution for small counties with low volumes of orders that can be shared among existing staff. The disadvantage is the need to deploy additional scanning equipment and software, increased training requirements, and day-to-day operations communications and support.

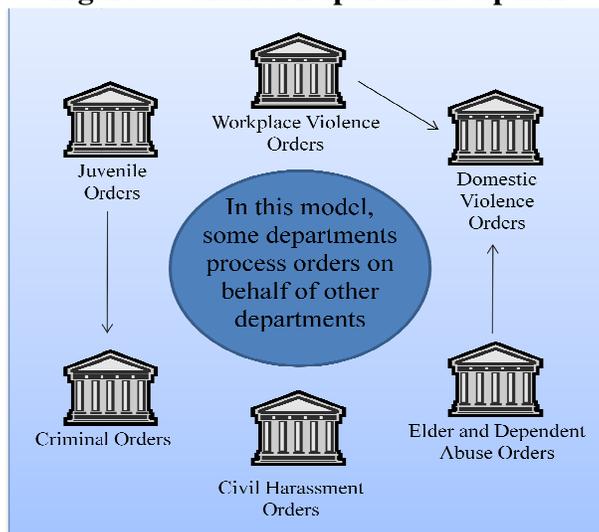
Figure 5 - Distributed/Departmentalized Option



Shared Department Option

The shared department model shares similarities with both the centralized and distributed models. In this solution, two or more departments (e.g., family court and criminal court, or all criminal courts in the county) share resources in CCPOR order processing. The advantages are localized subject matter experts and a reduction in total scanner and software requirements. This solution requires additional training and day-to-day operations communications and support, but not to the degree as in a fully distributed model.

Figure 6 - Shared Department Option



Hardware/Software Planning

This section provides detailed information about equipment recommended in preparation for on-boarding to CCPOR. Equipment is important for optimal use of the CCPOR application from scanning restraining and protective orders to searching or entering orders in CCPOR.

Hardware recommendations for the CCPOR application should include:

- A personal computer and monitor, with minimum requirements for accessing CCPOR application through the Web browser;
- Scanner and software that meet the minimum standards for the CCPOR project.

If a court currently has equipment or plans to purchase hardware for CCPOR, please ensure that the hardware meets the minimum recommendations detailed in the table below.

Personal Computer (PC) Recommendations for CCPOR Access

The specifications listed below reflect the PC recommendations for CCPOR scanning and entry processing through the web browser.

Figure 7 – PC Recommendations

Equipment Description	
PC and Monitor – Available with Minimum Capacity or Above	<p>Recommended configuration:</p> <ul style="list-style-type: none"> • Windows Vista, Service Pack 1 (32-bit, Enterprise and Business editions) • Windows XP Professional, SP3 • Dual core processor • Memory: 2 GB • Hard disk: 250 GB or shared service storage • Monitor resolution: 1280 x 1024 • DVD/CD-ROM drive • Microsoft Internet Explorer 6 (or later) <p>Monitor size and resolution: A 19” or larger monitor suitable for displaying an image and input screen side-by-side without the need for unnecessary adjusting or scrolling is recommended. Recommended resolution 1280 X 1024; acceptable 1024 x 768.</p> <p>A PC monitor capable of displaying the order and entry screen side by side is required for CCPOR data entry. Ensure that the monitor is large enough to resize application windows and prevent eye strain.</p>

Figure 8 – Monitor Display

A PC monitor capable of displaying the order and entry screen side-by-side is required for CCPOR data entry. Ensure the monitor is large enough to resize application windows and prevent eye strain.



Monitor size and resolution

Scanner/Software Recommendation for Scanning Orders

A scanner will be required to scan restraining and protective orders for storing the images into the CCPOR system. If you already have a scanner or the plan is to purchase a scanner, ensure the scanner and support software meets minimum recommendation as listed in the table below.

Figure 9 – Scanner Recommendations

Description	
Scanner - Available with Minimum Capacity or Above	<p>Scanner The scanner selection depends on volume of orders processed a day.</p> <ul style="list-style-type: none"> • 40ppm/80ipm scanning in monochrome and grayscale • 300 dpi (or 600 dpi to support optional Separator Sheet Utility) • Simplex and duplex scanning • 50-page Automatic Document Feeder (ADF)
Scanning Software	<p>Kofax Capture Stand-Alone Edition Kofax Capture software makes it easy for anyone to scan, index and store documents in an archive. It has the ability for user to process orders in batches with file separation for each order. It also has the option to follow a standard naming convention. It includes Kofax VirtualReScan (VRS). Kofax’s VRS is a document image and enhancement software that has the ability to clean up and self-correct images. VRS is a feature supported by some scanners.</p>
Miscellaneous software	<p>Software Adobe Portable Document Format (pdf) software 8.0 or later is to be used for viewing order images as saved during scanning process. To read more on adobe software, use the link below. http://www.adobe.com/products/reader/systemregs</p>

On-Boarding Dependency Planning

This section covers requirements and guidelines for CCPOR on-boarding. The AOC will contact the courts for the following items prior to the court go-live date.

Court Connectivity to CCPOR at CCTC

This is to evaluate and validate site assessment, user access and DOJ/CLETS/CARPOS requirements via CCPOR.

Figure 10 – Court Connectivity

	Description	Responsible Party
Site Assessment	<p>The site assessment ensures that all security measures are in compliance to AOC standards prior to court go-live and includes:</p> <ul style="list-style-type: none"> • Infrastructure assessment • Security assessment • Network capacity assessment <p>AOC Security will work with court IT security to perform the court site assessment eight weeks prior to go-live date for that court. AOC Security will provide an assessment questionnaire for the Court IT Security to complete; AOC Security will review completed questionnaire; an on-site visit at the court may be required; AOC Security will write up the assessment communication for Court IT Security and AOC Security final approval.</p>	<ul style="list-style-type: none"> • AOC Security • Court IT Security via IT Deployment Manager
CCPOR User Access	<p>The user account information will be required to ensure necessary roles with permission are set-up and tested for training, testing to go-live.</p> <p>User account set-ups</p> <ul style="list-style-type: none"> • Identification of users and permission for training, testing and production environments; • Creation of network security permissions; • Creation of user accounts for VPN users, if applicable; • Register authorized users for AOC Helpdesk. <p>The AOC CCPOR deployment manager & security will work with the court contact and provide instructions for user account set-up eight weeks prior to court go-live.</p>	<ul style="list-style-type: none"> • AOC Security • Court IT Deployment Manager
CLETS/ CARPOS response via CCPOR	<p>If the court uses the CARPOS Gateway Service, the court will need users to meet CLETS security requirements (covered in next section).</p>	<ul style="list-style-type: none"> • AOC State Partners Integration (SPI) team & Security • Court and LEA Operations staff via IT Deployment Manager



California Department of Justice (DOJ) CARPOS Gateway Service

This section provides a high-level overview of requirements for courts and LEAs using the DOJ CARPOS Gateway Service. While service within CCPOR is optional, it provides an alternative to processing CARPOS records through a CLETS workstation. Further, as R&POs are time sensitive, speed of entry helps provide important information to officers in the field and to other courts, thereby promoting victim and public safety.

The diagram below reflects the DOJ CARPOS Gateway service components.

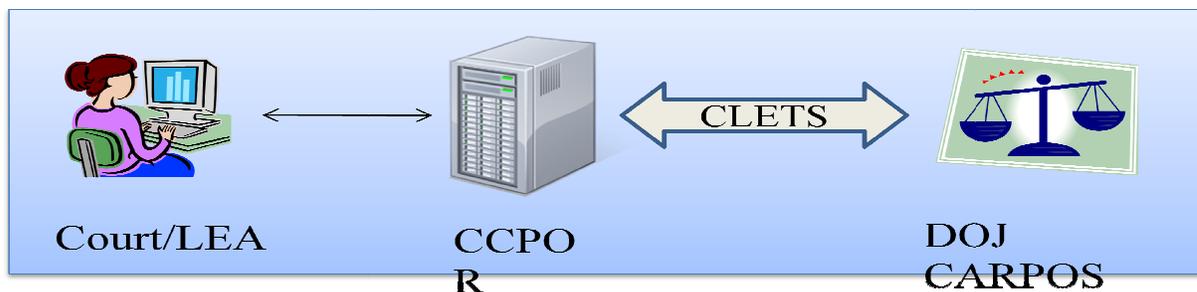


Figure 11 - DOJ CARPOS Gateway Service

Processing through the DOJ CARPOS gateway service is as follows:

1. An authorized CCPOR user adds or updates an order in CCPOR.
2. The CCPOR gateway service sends the message to the DOJ CARPOS through the CLETS network.
3. The DOJ sends a response acknowledgement message to the court through CCPOR. The message must be reviewed for accuracy by a user who meets CLETS security requirements.

CLETS Security

The DOJ exercises an elevated level of security on the CLETS network due to the sensitive information that is processed through it. The DOJ defines any data received via CLETS as “CLETS data.” As a result, CLETS physical and personnel security rules below apply to CCPOR users, workstations, and networks when CLETS data is received electronically, stored, displayed on a monitor, or printed.

Note: Data and court document images that are entered and/or stored within CCPOR are not considered CLETS data.

CLETS Physical and Personnel Security

CLETS security compliance is satisfied by adherence to the following requirements:

- PCs, monitors, documents, and printers must be secure and not accessible nor viewable by personnel that are not “CLETS Certified.”
- PCs must be in a secure location and cannot be used by non-CLETS certified persons (court staff, the public, janitorial, etc.). If CLETS data may be stored on the PC, it will be necessary to physically secure it when not in use.
- CLETS personnel must have successfully completed background checks, signed appropriate documentation, and received a minimum level of training.
- When CLETS data is transported through a network or over public circuits, appropriate security and encryption requirements are required.

The AOC SPI team provides the courts with guidance and project management for the satisfying of all the DOJ/CARPOS and CLETS requirements.

CCPOR Training and Education Planning

The CCPOR Training and Education Planning section describes the training programs being offered for CCPOR courts and LEAs.

Training Program

The CCPOR program uses a train-the-trainer approach for individuals who will be responsible for downstream training at their local court or sheriff’s office location. The program will provide courts and LEA subject matter experts (SMEs) with the knowledge and tools to educate their staff about the CCPOR application.

Training Strategy

The strategy is to provide training and education to Court and LEA SMEs on:

- Full functionality of the CCPOR application use cases, processing principles, and service options;
- Train-the-trainer workshop (optional) for presentation skills.

Training Prerequisites

The following are prerequisites for training:

- Each court and sheriff should identify SMEs that will conduct training in each location. Scheduling training for the court and sheriff users should be coordinated, based on the on-boarding and activation schedule.
- The AOC will provide a training plan to the court and sheriff that covers full details of the training program, according to each court/sheriff’s project schedule.

Training Method

AOC trainers will provide training either in a classroom environment (preferred), or online via WEBEX. It is recommended that the court and LEA subject matter experts provide training to other court and LEA staff just prior to CCPOR activation.

CCPOR Training Modules

The CCPOR application training has three modules in offering:

Figure 12 - CCPOR Training Modules

Module 1: CCPOR Query Training	This module focuses on the CCPOR search and retrieval process; conduct initial search, navigate search results, and select and retrieve an order. This module is intended for an audience with the user role “CCPOR Query Only” and “CCPOR Query Only with Sealed.” There is no data entry associated with this role.
Module 2: CCPOR Full Functionality Training	This module focuses on scan an order and search, add, draft, modify, service, and cancel an order using the CCPOR system. This training also focuses on viewing DOJ/ CARPOS messages intended for users who are CLETS certified.

<p>Module 3: Local Helpdesk Training</p>	<p>This training will be conducted for the local helpdesk of the courts who will be involved in court and user profile setup, manage reporting requirements and are authorized to report CCPOR requests; issues/error handling to the AOC CCTC Service Desk after court go-live.</p>
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Training Material

A CCPOR User Guide will be used in all training and contains step-by-step instructions on CCPOR functionality. This document will also be available online on AOC Web sites, and on Serranus and www2.

Train-the-Trainer Workshop (Optional)

An optional workshop will provide basic training skills to staff that, as part of their work assignments, train on an occasional basis, and may benefit from training staff. The intent is for court and LEA SMEs to learn and educate court staff on CCPOR application.

At the end of the workshop the SME will be able to:

- Learn basic training skills
- Handling problem situations
- Practice training (prepare and deliver)

Figure 13 - Training Time Duration

CCPOR Query Training	2 hours	Classroom / WEBEX
CCPOR Full Functionality Training	4 hours	Classroom / WEBEX
Local Helpdesk Training	0.5 hour	Classroom / WEBEX
Train-the-Trainer Workshop (optional)	1 hour	Classroom / WEBEX

Court Acceptance Test (CAT) Plan

Court Acceptance Test is a final step before go-live; all courts should be prepared for acceptance testing. CAT is a process to obtain confirmation by a subject matter expert (SME) that validates that the CCPOR application meets all functional requirements.

CAT Strategy

The courts and LEAs should be trained and educated on the CCPOR application before conducting acceptance testing. The strategy is to provide courts and LEA SMEs with the test plan just before testing is performed.

CAT Prerequisites

The strategy is to provide a well-defined test plan to the courts and LEA SMEs on the following:

- Each court and sheriff should identify SMEs to conduct acceptance testing in each location.
- Scheduling testing of the court and sheriff users should be coordinated, based upon the on-boarding and activation schedule.
- The AOC will distribute a CAT Plan to the court and sheriff with full details of the test program according to each court/sheriff's project schedule.

The test plan will include:

- Test plan responsibilities
- Strategy; test approach, assumptions & constraints, test environment and test period
- Test scenarios; test series and tracking defects

Test acceptance criteria; entrance & exit

CAT Schedule

The AOC will define and distribute the schedule which will be based on court and LEA's desired operations start date for CCPOR.

Go-Live Readiness Checklist

The purpose of the go-live readiness checklist is to ensure that courts and LEAs assess and validate readiness before coming on board with CCPOR. The checklist will be distributed to courts and LEAs just prior to the go-live date and includes the following sections:

- Technical and configuration readiness
- Staff readiness
- Support readiness

Post Go-Live Activities

The purpose of the Post-Go Live activities is to provide the process and procedures to courts and LEAs after go-live. The plan will consist of:

- Submitting close-out approval
- Participate in lessons learned
- Providing incident reporting process

Resource Planning

The resource planning is to help the courts and LEAs plan for physical resources recommended for project support as well as type of resources, and length of time they are needed.

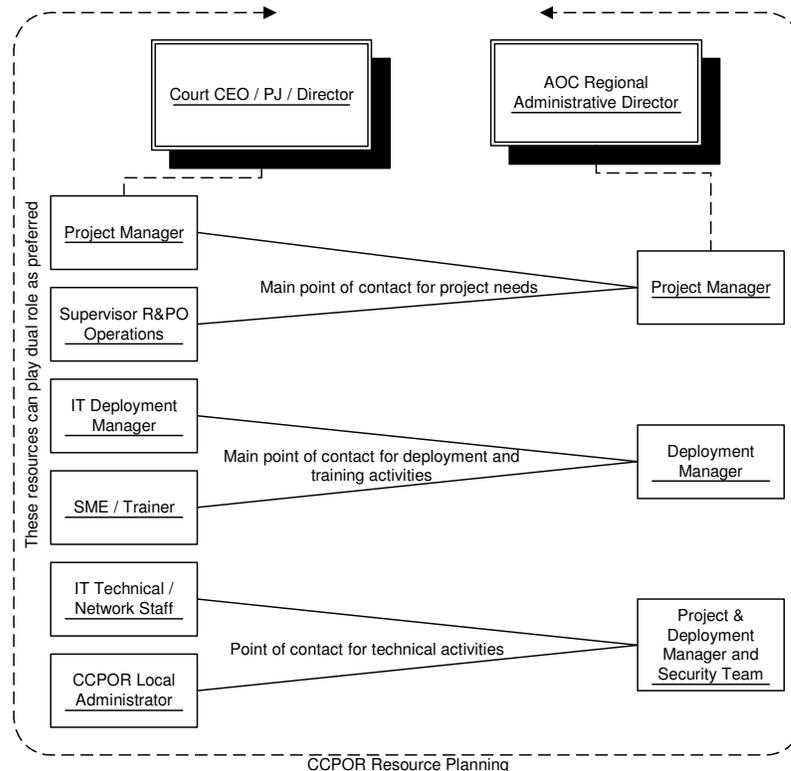
The resources can play a dual role as preferred.

Figure 14 – Resource Planning

Item	Role	Responsibility
Leadership		
Court Executive Officers and Presiding Judges	Point of contact for project decision and promotion.	Work closely with RADs.
<p>Project Manager</p> <p>This person is designated as lead contact for the court to AOC relating to the CCPOR project.</p> <p>NOTE: This person can be the Supervisor or IT Deployment Manager.</p>	Point of contact for project needs.	<p>Work closely with AOC CCPOR Project Manager on project planning and activities.</p> <p>Relationship management with respective courts and LEAs.</p> <p>Complete CCPOR Questionnaires e.g. contacts, court processing, be involved in court & user profile setup, etc.</p> <p>Monitor project status at Court and LEAs.</p> <p>Attend meetings to exchange status.</p>
Management		
<p>Supervisor Restraining & Protective Order Operations</p> <p>This is the person designated as the primary contact for the Court to AOC relating to the CCPOR project.</p>	Main point of contact for overall project needs.	<p>Work closely with AOC CCPOR Project Manager on project planning and decisions.</p> <p>Monitor project status at Court</p> <p>Attend meetings to exchange status.</p>
<p>IT Deployment Manager</p> <p>This is the person designated as the primary contact for court deployment activities.</p>	Main point of contact at the court for deployment activities.	<p>Work with AOC CCPOR Deployment Manager on deployment planning and activities; Review Court Planning Guide, Training Plan, Go-Live checklist, and Post Go-Live activities.</p> <p>Establish court deployment activities; develop internal deployment plan.</p> <p>Ensure that deployment activities are performed on schedule and with the available resources.</p> <p>Attend meetings to exchange status.</p>
Court Supervisor / Clerk		

Item	Role	Responsibility
Subject Matter Experts (SME) / Trainers	Participate in train-the-trainer planning. Train-the-trainer for respective county staff. Test CCPOR for CAT.	Work with the AOC training team for identifying and scheduling court staff for CCPOR training. Attend CCPOR Query and Full system Training. Conduct training for courts/LEA users. Work with the AOC to report results from testing.
Technical Staff		
IT Technical/Network Staff	Manage technical and network activities.	Manage, participate and support all pre-deployment activities e.g. Site Assessment, Scanner setup and configuration, etc. Assist court IT Deployment Manager up to and including court go-live. Ensure internal security requirements are met.
Local CCPOR Administrator	Manage and support on-boarding activities.	Manage, participate and support court on-boarding activities. Involved in court & user profile setup and report administration. Attend local CCPOR administrator training.

Figure 15 – Resource Planning Organization Chart



Glossary

The following table lists acronyms and abbreviations used throughout this document:

Acronym	Name
AOC	Administrative Office of the Courts
CARPOS	California Restraining and Protective Order System (formerly DVROS)
CCTC	California Court Technology Center
CLETS	California Law Enforcement Technology System
DMS	Document Management System
DOJ	Department of Justice
FACCTS	Family Court Case Tracking System
HTTP	Hypertext Transfer Protocol
HTTPS	Hypertext Transfer Protocol over Secure Socket Layer
LEA	Law Enforcement Agency
R&PO	Restraining & Protective Order
RAD	Regional Administrative Director
RMS	Records Management System
SPI	State Partners Integration
UI	User Interface
VPN	Virtual Private Network