



## ★ Dallas County, Texas

Implemented Odyssey to transform court operations and increase service to citizens

### Situation

As the ninth largest populous county in the U.S., Dallas County leveraged Odyssey to provide best-in-class technology, optimize business processes and save costs. Dallas successfully deployed Odyssey SessionWorks Judge Edition 4.0 throughout the district and county civil courts to streamline case disposition processes, creating an efficient, electronic courtroom. Judge Edition enabled judges to work with multiple cases, quickly access case information and search for a particular text phrase within PDF documents. The county leveraged Odyssey document management features to digitize paper content and convert more than five million images. The Odyssey Portal provided secure information access for the attorney community and its stakeholders via any mobile device, reducing office traffic and increasing information accessibility. Odyssey Optical Character Recognition (OCR) and Record of Appeal decreased case review times filed through eFileTexas by eliminating the frequency of returned filings, as well as expedited case bundling and the preparation of cases for the Appellate Courts.

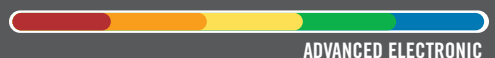


### Results

- Digitized paper content for all 28 civil courts within both the District and County Clerk's office
- Deployed eFileTexas, Odyssey document management features, Judge Edition, Odyssey Portal, Odyssey OCR and Record of Appeal for cost savings and increased efficiency
- Improved service to public by providing a more enriched self-service experience
- Redesigned Truancy Information System (TIS) to comply with House Bill 2398 and to incorporate a judge's approval and the district attorney's filing of new truancy cases, minimizing file time

### E-Court Maturity Model Progress

Dallas County has achieved an "Advanced Electronic" environment on the court and operations dimensions and is making significant progress on other dimensions with the use of Odyssey.



ADVANCED ELECTRONIC

# E-Court Maturity Model

The Maturity Model is a tool for planning your organization’s successful evolution from paper-based to electronic operations. As a scorecard, it identifies many key characteristics of an electronic court. By implementing the capabilities in the table, and over time moving toward the top of the chart, courts eliminate paper and become more efficient. Eventually, a completely electronic court is achieved. Shown below is the Maturity Model for courts, but there are also versions for jails and prosecuting attorneys. All of the Excellence Award winners have made significant progress moving up the Maturity Model toward fully electronic operations.

	<b>Court</b> 	<b>Operations</b> 	<b>Citizens</b> 	<b>Attorneys</b> 	<b>Justice Partners</b> 
<b>Advanced Electronic</b>	<ul style="list-style-type: none"> <li>Documents received and signed electronically.</li> <li>Participants are electronically noticed on court orders and actions.</li> <li>Automated electronic tasks exist between court and clerk.</li> </ul>	<ul style="list-style-type: none"> <li>All documents in CMS are searchable PDFs.</li> <li>Automated electronic tasks exist between clerk and court.</li> </ul>	<ul style="list-style-type: none"> <li>Self-represented litigants can complete forms and electronically file online.</li> <li>Electronic interaction between court and juror regarding jury services and trial cancellation.</li> </ul>	<ul style="list-style-type: none"> <li>Attorneys are electronically noticed on court orders and action.</li> <li>Automated electronic tasks exist between attorneys and the CMS.</li> <li>Feature-rich services function natively on mobile devices.</li> </ul>	<ul style="list-style-type: none"> <li>Automated electronic tasks exist between clerk and court.</li> <li>Courts can view electronic case information from many jurisdictions in the region.</li> </ul>
<b>All Electronic</b>	<ul style="list-style-type: none"> <li>All files in courtroom are electronic.</li> <li>All data entry and forms generated in courtroom.</li> <li>Processes between court and clerk are electronic.</li> </ul>	<ul style="list-style-type: none"> <li>Only electronic files are maintained.</li> <li>Appeals are generated electronically.</li> <li>Processes between clerk and court are electronic.</li> </ul>	<ul style="list-style-type: none"> <li>Court documents can be viewed online.</li> <li>Jurors can submit excusal and reschedule requests online.</li> <li>Some self-represented litigants can complete forms online.</li> </ul>	<ul style="list-style-type: none"> <li>All new cases and subsequent filings are submitted electronically.</li> <li>Attorneys can submit proposed orders electronically.</li> <li>Court documents can be viewed online.</li> </ul>	<ul style="list-style-type: none"> <li>All justice partners receive information from the court electronically.</li> <li>Justice partners can electronically retrieve appropriate case documents.</li> </ul>
<b>Mostly Electronic</b>	<ul style="list-style-type: none"> <li>Most files in courtroom are electronic.</li> <li>Some manual and paper processes still exist.</li> </ul>	<ul style="list-style-type: none"> <li>Most cases are initiated electronically.</li> <li>Most subsequent filings are received electronically.</li> <li>E-filings are automatically updated in CMS.</li> </ul>	<ul style="list-style-type: none"> <li>Citizens can look up case information online.</li> <li>Jurors can complete questionnaires online.</li> </ul>	<ul style="list-style-type: none"> <li>Most filings are submitted electronically.</li> <li>Attorneys can look up case information online.</li> </ul>	<ul style="list-style-type: none"> <li>Most justice partners receive information from the court electronically.</li> <li>Justice partners have appropriate elevated privileges to access secured case information.</li> </ul>
<b>Some Electronic</b>	<ul style="list-style-type: none"> <li>Some data entry and forms generated in the courtroom, but paper/manual process are still prevalent.</li> </ul>	<ul style="list-style-type: none"> <li>Some documents are received electronically.</li> <li>All paper documents received or generated are scanned.</li> </ul>	<ul style="list-style-type: none"> <li>General court information is available online.</li> <li>Payments can be made online and are automatically posted in the CMS.</li> </ul>	<ul style="list-style-type: none"> <li>Some filings are submitted electronically.</li> </ul>	<ul style="list-style-type: none"> <li>Some justice partners receive information from the court electronically.</li> </ul>
<b>Manual</b>	<ul style="list-style-type: none"> <li>Paper files in courtroom.</li> <li>Manual forms generated in courtroom.</li> <li>All signatures on paper.</li> </ul>	<ul style="list-style-type: none"> <li>All case filings are received on paper and docketed manually.</li> <li>All case files are maintained on paper.</li> </ul>	<ul style="list-style-type: none"> <li>Copies of court records are available at the courthouse.</li> <li>Payments are mostly made in person by cash or check.</li> <li>Jury service is facilitated through paper and mail.</li> </ul>	<ul style="list-style-type: none"> <li>Copies of court records are available at the courthouse.</li> <li>Attorneys hand-deliver or use couriers to file documents with the court.</li> </ul>	<ul style="list-style-type: none"> <li>Information is provided to justice partners mostly by exchanging paper documents.</li> <li>Case information from other court jurisdictions must be requested manually.</li> </ul>