



Public Access Fees Elimination Project Update

Business Technology Services
Board Meeting

October 18th, 2012

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(BTS & Clerk of Circuit Court)

Project Recap

- The BTS Board, on *January 20, 2011*, unanimously supported and voted for the *elimination of Online Public Records Fees beginning Oct. 1, 2012.*
- Oct. 1, 2012 - Successfully Completed Implementation

The Approach

- Perform Risk Assessment
- Perform statistical analysis
- Formulate Goals and objectives
- Formulate strategy
- Formulate implementation plan
- Execute the action plan
- Go-Live
- Perform post go-live monitoring and support activities

Challenges

- Ability to scale with increase in
 - Subscription Account (Initial Mainframe limitation of 20,000 accounts)
 - Increased website usage
- Prevent or minimize data mining and security risks
- Minimize Customer Support Call Volume
 - Password reset/change
 - Production issues with the website
- Maintain or increase Accountability for audit purposes
- Communication and Consumer Awareness about Fees Elimination
 - Reduce or eliminate refunds
- Team Co-ordination between cross-functional teams
- Availability of resources
 - Number of projects in flight
 - Time sensitive initiatives

Communication Plan

- Communicate with Customers
 - Message on the monthly billing statement
 - Message on the website
 - Message in a directed customer email
- Communicate with Internal Stakeholders
 - Training for BTS CSC
 - Training for Clerk Information Center
 - Training for Finance Staff
- Coordinate Activities between Entities

Accomplishments

- Enhanced customer experience
- No impact to current customers
- Enhanced Accountability
- Mitigated Risks
 - Security Risks
 - Data Mining Risks
 - Performance Impact
 - Additional Subscription accounts Requirements
- Maintained effective communication and collaboration within cross-functional teams

Opportunities

- Integration with Justice ccms
- Implement additional security controls
- Effectively manage Performance
 - Server
 - Application
- Achieve economies of scale

Future Activities

- Migrate complete (all courts) Public Access to Justice ccms
- Civil inquiries migrated to Justice ccms
- Enable Attorney access to Civil Justice ccms portal
- Maintain free public access when migrated to Justice ccms



Demonstration



Questions

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