

2018 Schedule

Sunday, 12/9

1:00pm – 6:00pm Registration

Monday, 12/10

7:00am – 5:00pm Registration

7:30am – 8:30am Breakfast

8:30am – 8:45am Welcome to eCourts

8:45am – 9:45am **Hair On Fire: Courts in 2030**

eCourts 2018 opens by asking a big question: what will the courts look like in 2030? The answers will be provided by Dr. Tom Clarke, Vice President of Research and Technology at NCSC, in a wide-ranging “fireside chat” with the co-chairs of the Joint Technology Committee, David Slayton and Kevin Bowling. Expect a stimulating and interactive discussion as the panelists highlight how the rapid pace of adoption is pushing the courts in new and previously unimagined directions.

Speakers

- **Tom Clarke**, Vice President of Research and Technology, NCSC
- **David Slayton**, Administrative Director, Texas Office of Court Administration
- **Kevin Bowling**, Court Administrator and Attorney Referee, 20th Circuit and Ottawa County Probate Courts

9:45am – 10:00am Networking Break

10:00am – 10:45am **Evidence-Based Practice**

As the evidence-based practice revolution sweeps through state and local governments, court leaders must think strategically about how to test which reforms work—and which do not—through rigorous evaluation. Researchers from design labs at two of the nation’s leading institutions of higher learning will discuss how they have collaborated with court partners in California and Massachusetts to build new systems and operations for improving both court operations and the user experience. Specific examples will include testing new approaches to communicating with court users, including ODR and text-message reminders.

Speakers

- **Renee Danser**, Access to Justice Design Lab at Harvard Law School
- **Margaret Hagan**, Legal Tech Design Lab at Stanford Law School and Design School
- **Maria Livingston**, Superior Court of Orange County
- **Sherlece Perry**, Massachusetts Trial Court

10:50am – 11:30am

AI: The Good, The Bad, and The Risk Mitigation

Artificial intelligence (AI) can be applied in a number of settings in courts. Given the fundamental importance of the rule of law, the introduction of AI should be done carefully and responsibly. Let's think creatively about potential applications of AI and its benefits. At the same time, we must understand challenges posed by use of AI and what can be done to mitigate the associated risks. Working together, humans and AI can improve the courts as we strive for justice.

Speakers

- **Alan Carlson**, CEO (Retired), Orange County Superior Court
- **Judge Alan Tiras**, Incline Village – Crystal Bay Justice of Peace, NV

11:30am – 11:45am

eGnite Session – Powered by Cisco

Cisco Connected Justice: What Should You Expect From Your Courtroom Today?

The courtroom of tomorrow is available today. With shrinking budgets and rising caseloads, now is the time to bring innovation into your courthouse and improve the way justice is delivered. A streamlined judicial process with cost-effective and secure real-time collaboration capabilities should be the expectation for all who interact with the courts. Learn how the Cisco Connected Justice solution is enhancing courtroom technology to bring you the courtroom you need today.

Speakers

- **Shannon Redd**, Senior Advisor, Cisco Connected Justice

11:45am – 1:00pm

Lunch on your own

1:00pm – 1:15pm

eGnite Session – Powered by Computing System Innovations

AI, Software Bots, and Court Document Processing – A Candid Conversation with the First Adopter

The Palm Beach Clerk and Comptroller was an early adopter of AI and software bots to automate their court document workflows. In fact, they were the first in the United States. This session is a candid conversation with Cindy Guerra, the visionary that pushed her organization to do such, the challenges they encountered, the benefits received, and their roadmap for the future use of AI. Joining Ms. Guerra will be Henry Sal, the president of Computing System Innovations and the provider of Intellidact AI for the Clerk's office. Topics covered will be from initial setup for process automation to AI online learning and automatic system accuracy improvements.

Speakers

- **Cindy Guerra**, Chief Operations Officer of Court & Official Records, Clerk & Comptroller of Palm Beach County, FL
- **Henry Sal**, President, Computing Systems Innovations (CSI)

1:20pm – 1:35pm

eGnite Session – Powered by Thomson Reuters

Modernizing Your Courtrooms with Real-Time Courtroom Processing

In today's fast-paced, courtroom settings, the ability to efficiently and accurately manage multiple cases at one-time empowers courtroom staff and increases constituent satisfaction in access to, and administration of, justice. Imagine the improvements to the overall court experience if parties can leave the courtroom with the confidence that case outcomes have been recorded and with copies of signed Orders in-hand so that they aren't required to visit another office.

Thomson Reuters' C-Track Courtroom Processing module facilitates real-time processing of court proceedings, bulk entry and action of tasks, and Minute Order generation after a hearing and across multiple hearings at the same time.

Speakers

- **James Hunt**, Manager, Product Development, Thomson Reuters
- **Alex McCall**, Director, Product Management, Thomson Reuters
- **Kendal Smith**, Business Development Manager, Thomson Reuters

1:40pm – 2:25pm

Correct. Complete. Informative.

Courts collect data to better manage cases and the docket as a whole, to report to the public, to make decisions about resources, to inform policy, and to comply with reporting requirements. But too often the data we collect do not fit these purposes. Learn how to identify what data you need to collect, how variations in data lifecycles should inform your collection timetable, what approaches improve the completeness and quality of your data, and above all, how to effectively use data to improve judicial administration.

Speakers

- **Diane Robinson**, Director of Research & Justice Statistics, Arkansas Administrative Office of the Courts
- **Dave Byers**, Administrative Director of the Courts, Arizona Supreme Court

2:30pm – 2:45pm

eGnite Session – Powered by Justice Systems

Case Management Innovation: Consumer Preferences, Compliance, and Technology

Join Ernie Segó of Justice Systems, an Ontario Systems company, for a brief overview of the impact of evolving consumer preferences and compliance considerations on court case management. From text messaging to online payment portals, consumer feedback is driving innovation and options in managing accounts, making payments, and receiving communications.

In this session, you will learn:

- How courts can achieve a consumer-centric approach while embracing stronger compliance standards and practices
- What courts can apply from the healthcare and finance industry in implementing omnichannel communication
- What emerging technologies courts can adopt to address these consumer preference trends

Improve your case management through innovation designed with courts in mind.

Speakers

- **Ernie Segó**, Vice President, Ontario Systems

2:50pm – 3:05pm

eGnite Session – Powered by Tybera

Tybera: Improving Court Data for Better Decision Making

Many courts today require individuals to fill out PDF forms which are then ‘flattened’ to prevent editing. The PDF form is then docketed on the case.

The challenge is, much of this data entered into PDF forms is not populated into CMS database fields where it can be easily searched, consumed, and reported on. Tybera’s Alpine and eFlex solution meets this challenge by storing and indexing XML data for future use and reporting.

A good example of how indexed data can help a court is to consider multiple cases; a divorce case, a separate but related domestic violence case, and a juvenile case. If the juvenile is not a named party on the divorce case or the domestic violence case but is a child to one of those cases, this new extended data collected can be properly stored. A query can then be created to link the relationship to the cases. This gives a judge a much better picture of what is occurring in the child’s life.

Tybera will discuss how our technology helps courts collect, store and present better information for better decisions.

Speakers

- **Dallas Powell**, President, Tybera

3:05pm – 3:20pm

Networking Break

3:20pm – 3:50pm

Blockchain Isn’t Bitcoin

Come find out if Blockchain is the same as Bitcoin. (Spoiler alert: nope, it is not). But how might Blockchain soon be used in the courts? Applications may include criminal history records, disposition reporting, and expunging records—including those already out in the public space. Bonus: Get a heads-up on what sorts of Blockchain-related cases may be coming before state court judges.

Speakers

- **Paul Embley**, Chief Information Officer, NCSC
- **Anne Thompson**, IJIS Institute
- **Di Graski**, National Center for State Courts

3:55pm – 4:10pm

eGnite Session – Powered by ImageSource

Advance Efficiencies Within and Beyond Your CMS

Most Courts utilize Case Management systems to manage ever-growing case loads, yet significant efficiencies can be attained through smart technologies that both augment CMS and reach far beyond their scope. Ryan Keller will share how ImageSource provides solutions for Courts that:

- Utilize electronic forms in the courtroom that integrate with data in your CMS, any business system or database, and auto-fill state mandated forms
- Capture, process & store documents and data to actively support any paperless business processes, from Court cases to HR to AP, and more
- Automate Public Records Requests processing for faster, more accurate and less laborious responses

Speakers

- **Ryan Keller**, CIO, ImageSource

4:15pm – 4:30pm

eGnite Session – Powered by One Legal

The Benefits of an Open eFiling Market in State Courts

In states with open and competitive eFiling markets, eFiling service providers (EFSPs) must compete for customers. Competition drives advances in technology as EFSPs strive to offer the most efficient filing service. Learn how One Legal, an EFSP in California, Illinois, Indiana, and Texas, continues to push forward with advanced technologies — such as AI and machine learning — with the goals of making data entry (and the errors that go with it) a thing of the past and bulk filing possible at the click of a button.

Speakers

- **Michael Grow**, CTO, One Legal
- **Marty Kilmer**, COO, One Legal

4:35pm – 5:30pm

Lightning Round!

Wrap up the first day with three short presentations on three diverse topics.

e-reminders in Minnesota

Hennepin County Court in Minneapolis is piloting a new eReminder/eAlert system to remind litigants of upcoming court appearances. In the first eight months of the pilot failure to appears dropped by 30%.

Speakers

- **Marcy Podkopacz**, Director of Research and Business Practices, Fourth Judicial District of Minnesota
- **Sarah Lindahl-Pfieffer**, District Court Administrator, Fourth Judicial District

Robots in Michigan

Ever thought about using a robot greeter at your courthouse? Learn how robots may deliver a variety of solutions in the courthouse setting by using AI. The Ottawa County, Michigan courthouse greeter prototype will be on display!

Speakers

- **Kevin Bowling**, Court Administrator and Attorney Referee, 20th Circuit and Ottawa County Probate Courts
- **Paul McManus**, CEO, Advanced Robot Solutions

Court Technology in China

The Chief Engineer of the Information Center of the Supreme People's Court of China, Qiwei Chen, will highlight innovations in judicial administration in China including the use of artificial intelligence and online business processes.

Speaker

- **Qiwei Chen**, Chief Engineer of the Information Center of the Supreme People's Court of China

5:30pm – 7:00pm

Welcome Reception in Exhibit Hall

7:00am – 5:00pm Registration and Conference Information

7:30am – 8:30am Breakfast

8:30am – 9:30am **Featured Speaker: Rebooting Justice**

University of Tennessee Law Professor Benjamin H. Barton will expand on the ideas in his (and co-author Stephanos Bibas) 2017 book *Rebooting Justice*. They argue that our laws are too complex and legal advice too expensive. Both are obstacles for the poor and even middle-class Americans to get help and protect their rights. Criminal defendants facing jail time may receive an appointed lawyer who is juggling hundreds of cases and immediately urges them to plead guilty. Civil litigants are even worse off; usually, they get no help at all navigating the maze of technical procedures and rules. The answer is to use technology and procedural innovation to simplify and change the process itself. According to the *Wall Street Journal*, *Rebooting Justice* “jump-start[s] a much-needed conversation about the future of the practice of law.”

9:30am – 10:15am **Connect Interest Groups Breakout Sessions**

Attendees will pick topics of interest and gather at assigned areas of the conference space to connect with others interested in discussing that subject. Pick one topic or walk between groups. Topics will be announced Tuesday morning from the eCourts main stage and on the eCourts app!

10:15am – 10:30am Networking Break

10:30am – 11:00am **eGnite Session – Powered by Tyler Technologies**

Open Platforms and Access to Justice - Driven by Data Analytics and ODR

Two key new technologies create tremendous opportunities for providing open access to the court and its operations. Learn about the results courts have had with Online Dispute Resolution — including in family mediation cases. We will also discuss how big data and new data analytics tools can be leveraged to create an open ecosystem for sharing data across applications and to improve court operations.

Speakers

- **Bruce Graham**, Chief Strategy Officer and President of Courts & Justice Division, Tyler Technologies
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11:00am – 3:30pm Exhibit Hall Open and Lunch Served

3:30pm – 4:00pm

Benefits of the Court Component Model

Complex functionality, dynamic workflows, constantly changing requirements and the demand for intuitive user interfaces have consigned monolithic, one-size-fits-all case management systems to the round file. Now these systems must also allow for access to data for analysis, measure performance across a number of areas, and allow for the sharing of information with both the public and justice partners. That's where a "Court Component Model" fits in. These systems promote a modular, business-driven approach. Learn about proposed components and plans to develop standards-based interfaces, and get insights from the various stakeholder perspectives, including potential impacts on the marketplace for solutions providers.

Speakers

- **Jim Harris**, Principal Court Management Court Consultant, NCSC
- **Casey Kennedy**, Director of Information Services, Texas Office of Court Administration

4:05pm – 5:00pm

"Right-Sizing" Penalties Through Technology

Poverty is not a crime, yet those at the bottom of the socioeconomic ladder often find themselves incarcerated for no reason other than their inability to pay court fines and fees. Two projects aim to avert this escalation, and develop alternatives to incarceration, by including the assessment of ability-to-pay in the sentencing and penalties phase of a court case. The Michigan 31st District Court uses an online ability to pay assessment developed at the University of Michigan. The AOC of Kentucky added payment plans and assessments to its online ticket resolution early in 2018. Learn from the experiences of these courts on how you might apply this approach to your community.

Speakers

- **Laurie Dudgeon**, Director, Administrative Office of the Courts, Kentucky
- **Beth Lucas**, Implementation & Court Services Director, Administrative Office of the Courts, Kentucky
- **Judge Alexis Grace Krot**, 31st District Court, Michigan
- **Professor JJ Prescott**, University of Michigan/Law

7:30am - 8:30am

Breakfast

8:30am - 9:15am

Online Dispute Resolution

Fads are fleeting and superficial. Like many other disruptive innovations that have become today's standards, ODR is here to stay. Will courts lead, follow, or become increasingly irrelevant to the public? Judges from traffic, civil and family courts will discuss their experiences working in jurisdictions where ODR is in use. Learn how ODR is impacting access, timeliness, case quality, or other justice measures.

Speakers

- Judge Alexis Grace Krot, 31st District Court, Michigan
- Judge Brendan McCullagh, West Valley City Justice Court
- Judge Harvey A. Silberman, Los Angeles Superior Court

9:20am - 10:05am

Incubating Innovation in Alaska and Hawaii

Learn about the key functionalities of two new statewide justice portals, as well as the rationale behind the curated experience, and its cutting-edge technology strategies that will allow for future nationwide replication. The portal project, supported by the Legal Services Corporation, Microsoft and Pro Bono Net, is in its second year, and is designed to ensure that all people with civil legal needs can navigate their options and more easily access appropriate solutions available to them from legal aid, the courts, the private bar, and community partners. Learn about how this project intersects with Hawaii and Alaska's Justice for All initiatives, and the challenges and opportunities that have surfaced in bringing this ambitious vision to life.

Speakers

- Stacey Marz, Director, Family Law Self-Help Center, Alaska Court System
- Sergio Alcubilla, Hawaii Legal Aid

10:05am - 10:30am

Networking Break

10:30am - 11:15am

Rolling Your Own

Florida's experiences developing software in-house for both digital court reporting and judicial case management have expanded from local development projects into statewide initiatives. Both applications meet state technical/functional standards and have governance in place to ensure the economies of scale remain intact as future development is managed by stakeholders. Learn how "rolling your own" can work, and how, if the resulting software is shared, the cost savings can be dramatic.

Speakers

- Fred Buhl, Chief Technology Officer, 8th Judicial Circuit of Florida
- Roosevelt Sawyer, Chief Information Officer, Office of the State Courts Administrator of Florida

11:15am

Conference Concludes

See you at CTC 2019: September 10-12 in New Orleans, LA!