**Exhibit 8: Demonstration Scripts**

**Demonstration Script All Case Types**

The following represents specific processes, account scenarios and functionality that need to be demonstrated to the evaluation team.

**FAMILY LAW PROCESSES:**

1. Case initiation examples for Unlawful Detainer, Small Claims, Probate, Conservatorship/Guardianship), Family Law (Dissolution, DCSS, Domestic Violence). Ability to designate case types and the ability to correct the case type if case type is opened in error.
2. Setting of Hearings/Calendar Management – Open availability of a department; Scheduling maximum by department, time, and hearing type. Reservation Process. Calendar configuration and generation.
3. Random algorithm for judicial assignment (Family Law and Civil) i.e. Ability to automatically random assign cases among Direct Calendar Judge pool. Allocates among all case types, location, and equally distributes the same number of cases/case type over time. Ability to automatically assign during a disqualification.
4. Case Management Control Dates for internal purposes (POS, Default, Judgment, 3-year, 5-year) to send notifications/reminders. Case Aging.
5. Judicial and staff work queues for priority and mailing. Routing and reassignment processes, rulings under submission
6. Civil and Family Law Restraining order processing from filing to work queue. Signatures and document routing. Integration capability with DOJ. Please describe all available methods of integration.
7. Deleting and correcting Register of Action entries
8. Audit Functionality – Track entry and user specific information
9. Minute order Entries: Minute order options i.e. entry codes, macros, minute order shortcuts.
10. Case Security: Ability to mask a case
11. Demonstrate the **eFiling** Module for all case types. Case initiation, subsequent documents, filer registration, clerk’s review queue, receipts, financials, stamped documents back to filer, corrections, and rejections.

**Demonstration Script Family Law**

The following represents specific processes, account scenarios and reports that need to be demonstrated to the evaluation team.

**FAMILY LAW PROCESSES:**

1. Child Custody Recommending Counseling (mediation) – Selection of Recommending Counselors; Scheduling of Appointments; Disposition of Appointment (statistical data; referral from the Courtroom, Creating and Availability of Mediation reports).
2. Minute Entry (automated Findings and Order After Hearing?)
	1. Previous Custody, Visitation and Support Orders on a case (judicial case prep Creation of Judicial Council mandatory forms derived from minute order entries) Show an example of Domestic Violence minutes with a DV-110 generation.
3. Case Management Control Dates for internal purposes (POS, Default, Judgment, 3-year, 5-year) to send notifications/reminders. Case Aging, JBSIS functionality, Internal Compliance Process/Tickler functions.
4. Referrals to Self-Help or Family and Children’s Services functionality (if any).
5. Integration options with Department of Child Support Services. Please provide all available methods of integration.
6. Flow of an Ex Parte filing – routing from filing to setting of hearing (including stamps, signatures, and interlineation and modifying order)
7. Exhibit record – Separate exhibit records for multiple Trial/Long Cause hearings.
8. Forms – creating / annotating / modifying JC and Local forms (i.e. DV, FOAH, etc.).
9. Domestic Violence restraining order requests, orders, document review, issuance and calendaring.
10. Work queue functionality – fee waivers, matters under submission, requests for emergency orders and case management orders. Ability to assign and reassign work queues.
11. Case initiation including any fields that would capture statistical information about marriage/partnership (i.e date of marriage, date of separation, children, children’s DOB, etc.)
	1. How do you keep a confidential address (Sending notices)
12. Setting of Hearings/Calendar Management – Open availability of a department, Scheduling maximum by department, time, and hearing type.

**General Demonstration Script for Civil**

The following represents specific processes, account scenarios and reports that need to be demonstrated to the evaluation team.

**GENERAL PROCESSES**:

1. Notice and Calendar Generation and assignment
2. Fee waiver being processed, including A/R functions
3. Judicial Disqualifications
4. Sealing of Case. Entire Case, Individual Petition (with and without associated documents), Individual Document (full), and Document (partial)
5. Exhibit Processing
6. Association of Documents to Hearings (e.g., mini-docket)
7. Subpoena Record Tracking for upcoming hearings
8. Case Consolidations
9. Case Management Control Dates
10. Judicial Assignment / Reassignment
11. Demonstrate a typical Register of Actions.
	1. Flags and alerts (i.e. Interpreter, DV, Under Submission due, etc.)
	2. What can you access directly from the ROA? (i.e., Work Queue, Task list, images, scheduling)
12. Creating Case Management Orders (and Family Law Case Management Orders)
	1. Tentative rulings – create, modify, approve, publish, contest
	2. Work flow and notes between Judge and Research Attorney
13. Case Notes
	1. Who can view
	2. retention

**Demonstration Script for Civil**

The following represents specific processes, account scenarios and reports that need to be demonstrated to the evaluation team.

**CASE CONSOLIDATION/BIFURCATION:**

1. Show the process as to how the case management system consolidates two cases together. a. What does the register of actions look like?

b. Does it automatically merge the data in chronological date order? i.e. Does it Create a new case when merged?

c. How does it manage complaints and parties? Are they moved over or does the clerk need to manually enter them?

2. Show the process for bifurcating a number of documents from the consolidated case into a different existing case.

a. What does the register of actions look like?

b. Does it automatically merge the data in chronological date order?

c. How does it manage complaints and parties? Are they moved over or does the clerk need to manually enter them?

**FEE WAIVER DENIED WITH PAYMENT PLAN:**

1. Show process for entering the application for waiver of court fees and costs.

2. Show process for entering an order that was denied.

3. Show process for implementing a payment plan.

4. Show process for making a payment.

5. Show work queue for denied fee waivers.

**Demonstration Script for Civil**

**(Continued)**

**TRACKING VARIOUS FEES OWED AND PAID:**

1. Demonstrate example of fees for the following filing:

* Complaint filing fee for Plaintiff
* Complex filing fee for a Defendant

2. Where would we go to see what types of fees are owed?

3. Is there a chronological list of the fees owed?

4. Where do we go to see how much has been paid and how much is owed?

5. Is there an alert if a payment is not made on the due date?

6. How does payment tracking work?

**INTERNAL CLERK’S TRACKING CALENDARS/Work Queues :**

1. Staff uses internal clerk’s calendars as a reminder of tasks to be done or if a submitted document needs to be returned.

2. What types of reminders and tracking mechanisms are in place?

**GENERATING FORMS/NOTICES:**

1. The court is required to generate numerous notices to parties on cases. Demonstrate a notice being generated to a specific party on a case and then a notice being generated for all parties on a case.

2. Demonstrate a judicial council form or an order being generated from the case management system.

3. Demonstrate how to identify and recover/recreate images, which were lost in the event of issues during form creation/merge, scanning, uploading, and saving the image to the image repository. The solution should be inclusive of all form and scanned images created; including but not limited to minutes and orders. And the demonstration should cover any monitoring tools and how images move through the CMS (from scanner or forms creation to the image repository).

**SMALL CLAIMS CASE TRACKING:**

1. Demonstrate the system message the clerk will receive if a party tries to file more than 12 small claims cases in a calendar year.

2. How is this tracked

**Demonstration Script for Civil**

**(Continued)**

**SYSTEMS STOP GAPS:**

1. Demonstrate how the system will prevent a default and response from being filed prematurely based on date of service.

2. How are system checks and edits set up?

**MEDIATION:**

1. Assign a random mediator to a case.
2. Track days to file specific paperwork from mediators.
3. How are referrals generated
4. How are notices and reports created/ran

**CASE DISPOSITION:**

1. Walk through a case disposition of a judgment and partial judgment.

2. Walk through a case disposition of a dismissal of the entire action.

**JUDGMENTS, COSTS, CREDITS, AND INTEREST:**

1. Demonstrate how the system tracks judgment amounts, credits, costs, and interest.

**ATTORNEYS/ PARTIES:**

1. Demonstrate how to enter parties on a case.

2. Demonstrate how to enter attorneys on a case.

3. Demonstrate how to change attorneys on a case.

 4. Demonstrate how to change address of parties.

 5. Show historical data

**WORK QUEUES**

1. Tentative and Under Submission Rulings: How to view, create, and publish.
2. Private Notes Functions between LRA and Judge versus Public/Staff notes.
3. Automated and Make Ruling work queue functionality generated from filings and orders.

**Demonstration Script for Probate**

The following represents specific processes, account scenarios and reports that need to be demonstrated to the evaluation team.

**PETITION/SUBSEQUENT PETITIONS:**

1. Demonstrate entry of new petition.

2. Demonstrate entry of subsequent petition

**INVESTIGATOR and PROBATE EXAMINER ASSIGNMENTS:**

1. Demonstrate how system would be able to assign court investigator.

2. Demonstrate how to track due dates for reports.

3. Demonstrate assessing $650.00 report fee.

4. Tracking tools based on filings and due dates pursuant to statute.

**TRACKING MINORS BIRTHDAY:**

1. System should be able to track age of minors on guardianship cases until they are 18.

2. Ability to generate a report so case can be dispositioned.

**PROBATE NOTES:**

1. Demonstrate how to enter Probate Notes

2. How are they displayed to the Judge?

3. Demonstrate how viewable to public prior to hearing?

**WORK QUEUES:**

1. Assign documents to specific work queues by calendar date.

2. Send documents to staff in work queues.

**NOTICING:**

1. Generate a notice to only specific parties on a case.

2. Generate a notice to all parties on a case.

Demonstration Script for Probate

(Continued)

**COURT CALENDAR:**

1. Generate a court calendar.

2. How configurable are the information being displayed?

**CASE ASSIGNMENTS:**

1. Demonstrate a case assignment algorithm.

**Demonstration Script for Records**

The following represents specific processes, account scenarios and reports that need to be demonstrated to the evaluation team.

1. Demonstrate how system entries and images will be linked together. Show how entries associated with an image will display.

a. How will a system entry be linked to a paper document filed (fax filed? E-filed?). How will the paper record and the system entry be converted into an electronic record?

*Barcode or scanning methods?*

b. Show how an action entry associated with an image will display when an image has not yet been attached. Need to easily identify that an image is pending. i.e. reports or icon.

c. Show how an action entry associated with an image attached will display.

2. Quality Assurance Review of Electronic Records.

a. Demonstrate environment where clerk will perform a quality control check of the documents scanned.

b. Demonstrate how security levels are set up to allow access for marking and identifying document notes.

c. Demonstrate capabilities for marking and identify quality of document reviewed at each level of access (e.g., access at Supervisor level, Lead, and Records Clerk).

d. Show process for marking and identifying document after quality review is complete when image is good *(means document has been shredded),* needs rescanning, good but further action needed *(i.e., return to file clerk for possible nunc pro tunc).*

e. Demonstrate accountability feature / history to view the status of the imaged document.

Show the Quality Review Audit trail *(see example noted above in number 2).*

f. Demonstrate how a notation or document quality comment/action can be made and added to an electronic record (for internal use/reference only).

*Example: If a document has a missing page, illegible information, cut off information etc... When there is an issue with the original filing, it is important to be able to notate on a document quality assurance comment that will stay with the imaged action, but can only*

*be viewed internally by Court staff that there was a problem with the document. Working solely with only electronic records, this is an important feature/function to include with the image.*

g. Report or page that shows problem imaged documents identified as “needs re-scanning”.

**Demonstration Script for Records (Continued)**

3. Review security features to protectelectronic record from deletion. For example, ability to designate user specific security levels to limit who may perform a deletion, restrictions as to when/what can be deleted, audit trails for any deletion of action with associated electronic record.

Also, any and all possible reports or tools that can be generated to determine who is performing this function (who, what, when, where, why), total deletions occurring per employee, per division etc. audit trail.

Annotation of images or scanned documents i.e. redactions and corrections.

4. Automated Review Record Retention / destruction Features.

1. Setting time frames by case type, charge etc. for automated purging of cases that have met case retention periods.
2. Provide sample of report generated to identify a list of eligible cases that may be used to obtain an order to destroy records.
3. Once the order has been obtained ability to have all cases listed on the query marked in the CMS as destroyed.

5. Exhibits

1. Demonstrate an action code entry with ability to generate or create a notice. For example, Exhibit List for Hearing of 03/05/15 action code would extract all exhibits admitted and on the record for that hearing and automatically populate list for use during transfer of exhibits.
2. Would also like to see any recommended tools, ideas, processes in place to generate reports for exhibits to be returned, destroyed etc.
3. Example: When a case has reached final disposition and the appeal and retention period has passed, we would like the ability to generate a report by case type or location. The report should also list all exhibits eligible for return or destruction.

1. Demonstrate the ability to maintain separate or individual exhibit records for more than trial long cause hearing or motion for the same case.
2. Demonstrate a report or tracking for exhibit release/destruction by courtroom/department.

**Demonstration Script for Financials/Collections**

The following represents specific processes, account scenarios and reports that need to be demonstrated to the evaluation team.

**FINANCIALS/COLLECTIONS**

**Restitution:**

1. How/where does financials happen with multiple parties?

2. How/where does financials happen with multiple parties (joint and severable)?

3. How/where to input party information/audit?

4. Restitution amount owed to the party.

5. Restitution notes and tracking screens.

**Case Information**

1. View and update name, address, and phone numbers.

2. View and update employment information (name, address, phone numbers, wages).

3. View and update income and expenses.

4. View and update friend/relative (name, address, and phone numbers).

5. View status of case.

6. View status of warrant.

7. View status of probation.

8. Integrations related to warrants and service. Please provide all available methods of integration.

**Demonstration Script for Financials/Collections**

**(Continued)**

 **Fees**

1. How to view what is ordered in court on a hearing, fine type, date, and ordered amount.

2. View snapshot of what was ordered (fine type, original fine amount, paid to date and current due).

3. How to set payment arrangements.

4. How to extend date to pay (extensions).

5. Status of agreement (current/past due, amount, date).

6. How to process stays for UD actions.

**CIVIL/PROBATE /FAMILY LAW**

**Display of Fee Waiver Information:**

1. Fee waiver application filed on a case by specific party.
2. Fee waiver order filed on a case for specific party.
3. Fee waiver granted for specific party.
4. Fee amount paid by each party and balance of fee due.
5. Fee waiver correspondence(s) to each party.
6. Non-Sufficient Funds (NSF) on filing fees.
7. Fee waiver work queues
8. Partial grants of Fee Waivers
9. Additional Fee Waiver Process

**Demonstration Script for Financials/Collections**

**(Continued)**

**Sanctions:**

Demonstrate how the system will display, process, and track the following for a specific party:

1. Sanction ordered on a case.

2. Date sanction was ordered.

3. Sanction amount ordered.

4. Payment history for sanction amount ordered.

5. Tracking mechanisms for due dates/payments.

**For all modules**:

1. Payment posting options and methods.
2. Tracking of Non-Sufficient Funds (NSF) on a case.
3. Generate a notice to a specific party on a case.
4. Generate a notice to all parties on a case.
5. Generate a notice to a victim(s) on a case.
6. Receipt generation
7. Voids
8. Reconciliation Reports
9. Transferring Payments (Same day and overnight)

**Demonstration Script for Fiscal Services**

The following represents specific processes, account scenarios and reports that need to be demonstrated to the evaluation team.

**PROCESSES**:

1. Fee Set-up:

a. Creation of new ledger – data elements b. Process for updating a specific ledger

c. Tracking sunset date information

2. Fee calculations

3. Fee distribution

4. Tools available for researching party charges and financial data related to distribution of payments.

5. Querying capability:

1. Fees/fines
2. Apportionment codes

c. Fee types

d. Ledger by GC code

6. Minute and action codes display i.e. sanctions

7. Trust Reporting:

a. Search capability within minute and action codes b. Ability to set criteria for search

**Demonstration Script for Fiscal Services (Continued)**

8. Trust Reporting: a. Deposits b. Voids

c. Applies

d. Refunds

9. Ledger Reports:

a. Total by ledger

b. Defined time periods

c. Total by case within the ledger as of defined date

10. Month-end distribution of collected revenues to state, county, etc.

11. Financial Reporting-Miscellaneous:

a. Querying capability for fiscal year data.

b. NSF/Chargeback querying capability and aging reports by location

12. Cashier Close-out Reporting:

a. Reporting by cashier b. Reporting by location

c. Reporting by case type

d. Reporting by payment type e. Void reports

f. Division summary reports

g. Report of trust activity

h. Reconciliation Reports – Daily and Monthly

**Demonstration Script for Public Portal**

1. Setup and Configuration
2. Document Charging
3. Document Retrieval
4. Viewing of Published Tentative Rulings
5. Department Instructions Posting
6. Calendar Access
7. Register of Action Viewing
8. Search Protocols
9. User Rights and Roles Configuration

**Demonstration Script for Judicial Bench Access**

1. Is there a separate module for this?
2. Note taking. Private vs. Public
3. Demonstrate how to access cases
4. Demonstrate how to search within documents
5. Demonstrate viewing multiple documents at the same time
6. Calendar Access
7. Register of Action Viewing
8. Search Protocols
9. User Rights and Roles Configuration

**Demonstration Script for Administration and Configuration**

1. Security rights and roles setup
2. User account set up
3. Report security for access and work queues
4. Public Access configuration
5. Government agency access configuration
6. Judicial Council and Local form configuration
7. Workflow and minute order configuration
8. System configuration for events, reports, work queues and data fields

**Demonstration for Reports**

1. Management Reports
2. Ad Hoc Reports
3. Case Data Reports
4. Tracking Reports
5. Audit Reports
6. JBSIS Reports
7. User Admin Reports