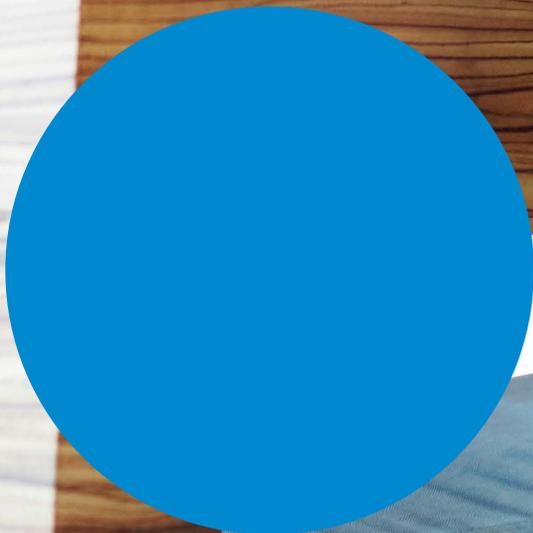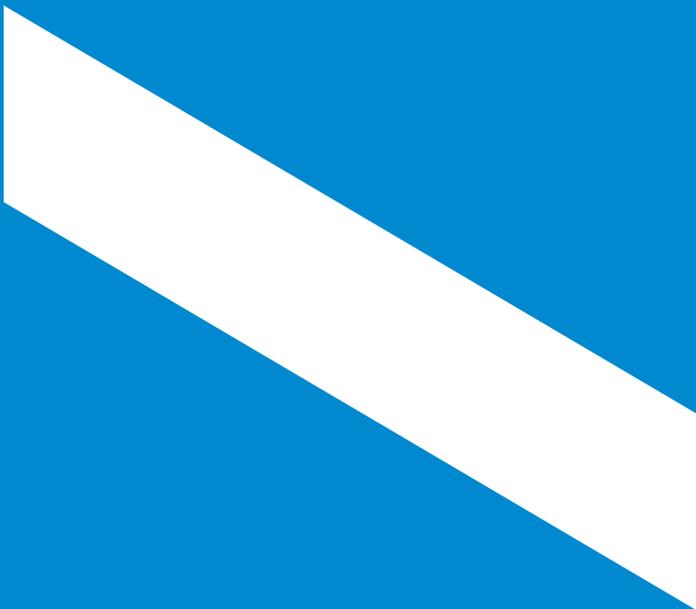# Efficiently administer justice

Perspecta case management
March 2019

Many judicial agencies face similar challenges as commercial companies and are looking for ways to modernize their legacy case management systems.

A secure automated case management system

Judicial agencies today face many of the same challenges as commercial companies. They must streamline operations, improve service delivery, enhance citizen engagement and reduce cost. As caseloads get heavier, data more abundant and interactions more complex, agencies need a secure automated system that simplifies case initiation and processing, enables information sharing and tracking and analyzes data. Plus, it enables anywhere, anytime and any advice access to all.

Perspecta case management solution is a truly modernized and easily configurable solution that facilitates the court's work by streamlining case management. This Perspecta solution combines our expert advice, transformation and management services to help judicial agencies modernize legacy case management systems to achieve your modernization goals.

In this paper we will discuss how Perspecta's case management solutions can help you:

- Streamline and simplify case initiation and processing

- Increase information sharing across departments and with external agencies and partners

- Provide justice personnel and the public with anywhere, anytime, any device access to case information

- Improve courthouse intelligence by deploying a more robust analytic solution

- Reduce costs by moving to a more flexible and scalable solution architecture that can be deployed on premise or in a managed cloud environment
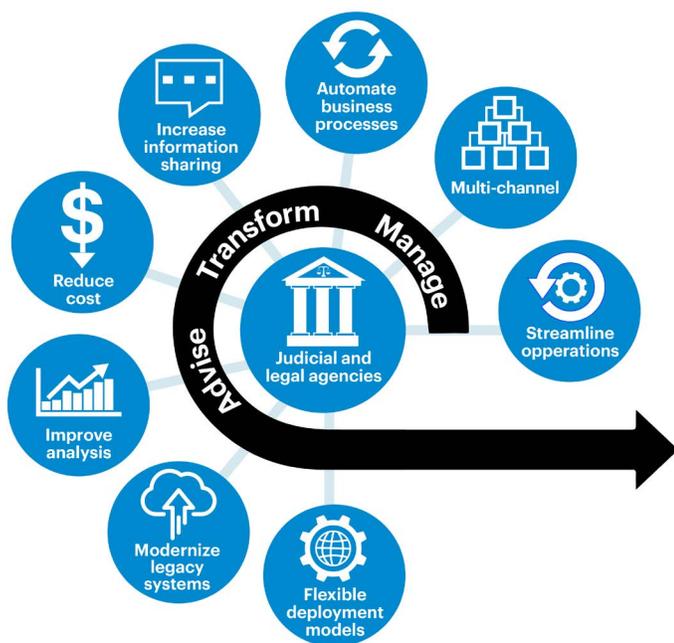

Figure 1. Common business goals for judicial agencies

What your agency needs

Perspecta's case management solution is built on the Microsoft Dynamics 365 platform. It includes a suite of functionality that can be implemented at all levels of the judicial system to manage cases, schedule trials, track and manage case materials and case participants, assess fines and fees and produce reports.

We took a user-centric approach during solution design to develop a solution that could simplify case management.

- **Powerful platform**
  Preconfigured application framework offers rapid deployment and the flexibility to tailor the solution to meet your unique requirements

- **Ease of use**
  Consolidated case management dashboard enables employees to view and manage case data from a single location

- **Automation**
  Predefined workflows automate business processes

- **Citizen engagement**
  A public facing portal provides constituents with access to the information they need, without waiting in lines or having to visit courthouses or facilities

- **Robust analytics**
  Preconfigured dashboards and reports enable users to monitor case activities in real time and configure reports with the information they need. The platform provides users with the tools to easily build their own dashboards and reports

- **Scheduling**
  The system supports automated, random, or manual assignments of a case or a court hearing to judicial calendars, courtrooms, or individual judges

- **Multi-channel interface**
  The system provides anywhere, any time access, on PCs, tablets and smart phones

- **Integration**
  The solutions, built on the Microsoft Dynamics platform, offer multiple options to integrate with other business applications

- **Deployment**
  The system can be deployed on-premise, in a virtual private cloud or in a hybrid cloud allowing justice agencies to take advantage of subscription- or consumption-based pricing

- **Skilled resources**
  As a Microsoft solution provider, Perspecta has the resources with the skills and experience to tackle large, complex projects

How it works

Perspecta's case management solution accelerator is preconfigured to include core court case management features and functions. During implementation, it can be extended—through additional configuration—to meet your agency's unique requirements.
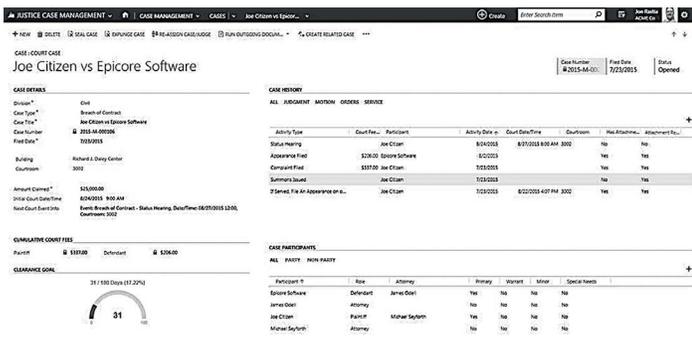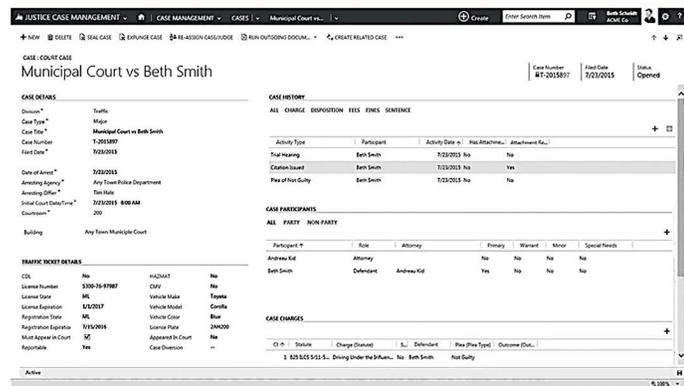
Figure 2. Civil case management screen

Figure 3. Traffic case management screen

This approach combines the benefits of traditional custom development in terms of flexibility and adaptability to support your specific needs, with the reduced risk, shortened implementation time lines and lower price point offered by traditional commercial off-the-shelf (COTS) products. Plus, system changes to introduce new features or to accommodate new laws, policies and regulations can be made through real-time configuration. Most traditional legacy systems require significant time and effort to modify as code changes/development is required. The high level of configuration offered by our case management solutions reduces this effort offering a lower total cost of ownership (TCO) through sustainment.

With Perspecta's case management solutions, you don't have to sacrifice system agility and flexibility to achieve speed to market and affordability.

Case initiation and processing

Easy access to and management of all relevant case information is provided through a single, consolidated case management screen customized for case type.

All aspects of managing cases are supported, including:

- Creating new cases
- Entering findings and dispositions
- Tracking case events and litigants
- Creating orders
- Processing civil, criminal and juvenile case filings
- Capturing bond and sentencing information

This includes all relevant case details: number, title, division, type, participants, court date and location, arrest details, traffic ticket details, charges, fees, history—including all case activities and associated documents, and case notes—available from a single screen.

Field-level, drill-down capabilities provide access to additional details, such as contact information for a case participant, on the displayed data (see figures 2 and 3).

When opening a new case, the case management screen is auto-configured with the required fields and initial activities, based on division or subject-matter area selected. Case numbers can be automatically assigned or manually entered. Judges and court clerks can electronically manage cases, forms and documents, and schedule upcoming trial dates and status calls from the bench.

A searchable statute table enables quick and easy additions of charges and counts to a case. The system automatically calculates consecutive and concurrent sentences, based on the count/charge to arrive at a final tally for each sentence.

Court fines and fees are stored in Perspecta's case management system, and cumulative court fees are automatically calculated and displayed on the case management screen. Payment of fines can be tracked through e-payment or other financial systems integration, and cases can be sealed or expunged with minimal mouse clicks.

Workflows

Our case management solution includes automated business processing capabilities where workflows are automatically triggered when a specified event occurs in the system. Examples include:

- Sending a confirmation email to case participants or attorneys when a notice of hearing has been entered and scheduled in the system
- Assigning cases to the correct judge, based on the agency or division
- Notifying clerks when case activities have missing or incomplete attachments or do not have a "next" scheduled court date and time

Workflows can also be used to automate more complex processes, building up multiple layers of logic to accommodate business requirements.

Scheduling

Our scheduling tool assigns cases to judges using automated workflows, manages scheduling of trial dates and pretrial conferences and integrates the court-and-case calendar with the judge's private calendar. Scheduling of subsequent hearings and status calls is also easy to do.

Dashboards and reports

With Perspecta's case management solution, justice agency staff can query and report on cases, generate standard reports to meet regulatory and statutory requirements, use dashboards to monitor case activities in real time, and view summary data for cases, judgments and fines. Preconfigured dashboards and reports provide
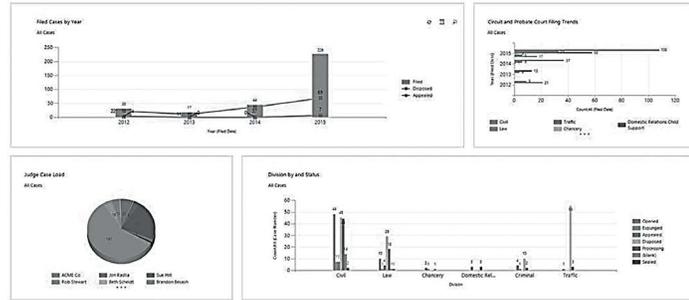
Figure 4. Administrative office reporting dashboard

data you need to measure effectiveness and drive productivity in your organization. Users can modify the dashboards and reports—provided out of the box, or create entirely new dashboards to help visualize and interact with important information in one place.

User interface

Get anywhere, anytime access to Perspecta's case management solution, so work can be performed in the office, remotely over a virtual private network or the public internet through a secured connection. Our solution can be accessed through a web browser or from a Microsoft Outlook client application. In addition, our platform can be run from any PC, tablet or smart phone.

Document management

Access case documents directly from the case record. Native integration with SharePoint provides additional editing and document collaboration from within or outside the application. Our solution also integrates with other leading document management systems, using application program interfaces included out of the box with the Microsoft Dynamics platform.

Work queues

Configure work queues to route activities, cases, or other information to a user, team, or division, based on predefined business rules; Supervisors can be notified of overdue activities through predefined business rules built into the solution; and dashboards and list views display relevant queue information.

Integration framework

Versatile web resources facilitate direct integration of our case management platform with other internal judicial systems and external agency systems. Configurable business rules, processes and workflows convert data from external agencies to case records in the system—whether manually entered, bulk uploaded or directly integrated.

Platform features

Security

Get a multilevel, configurable security model, supporting field, record and division-level security. Our solution uses role-based security to assign privileges to users. Administrators can configure user roles and permissions to restrict users from viewing, editing or deleting sensitive information. Additionally, security rules can be applied at the field level for personally identifiable information—such as Social

Security Number or date of birth—to restrict users from viewing or editing this data.

Auditing

Automatically track and log changes made to your data through record or field-level auditing. This lets you analyze a particular record's history, view a summary of everything that has changed, or track when a user accesses the system and specific changes they made.

Error detection

Data validation rules are built into the system to easily detect errors. Options set limits on data that can be stored or related to case records and each attribute or field has specific data validation rules or limitations.

Duplicate detection

To maintain your data's integrity, our system is preconfigured with duplicate detection rules. You can merge duplicate records by selecting individual fields from each record you want to retain in the permanent record and then delete the duplicate file. Our framework also enables you to define additional duplicate detection rules.

Bulk update

Process bulk updates to multiple cases at one time while also disposing or closing multiple cases at one time.

Bar code scanning

Our solution has been preconfigured to produce barcoded documents and labels for case jackets.

Extensions and add-on capabilities

Electronic signature and filing

Based on your project's requirements, our tool can integrate with your existing e-signature and/or e-filing solution to preserve investments already made in your justice platform, or with other e-signature or e-filing products on the market.

Electronic payment

Integrate seamlessly with any e-payment service or solution to enable credit card, debit card and other types of electronic payment processing.

Case financials

For deployments requiring case financials and general ledger functionality, our tool integrates with Microsoft Dynamics AX.

Review deployment options

Our solution can be deployed in a variety of environments to meet your need either in a cloud environment by leveraging Microsoft Dynamics 365 Government Cloud, Azure and Office 365, or deployed on premise.

Benefits gained

Perspecta's case management solution is the ideal platform for your business process automation, enabling more efficient case management, court docket management and scheduling. Point-and-click configuration tools make tailoring the solution easy and the ease of use, familiarity of the application's look and feel, and fully native integration with Microsoft's business intelligence, collaboration/document management, and Office solutions makes user training and adoption easy.

Our application framework can be easily extended through configuration and customization to meet your agency's unique requirements. Customer-specific functionality is implemented through configuration to the greatest extent possible. This approach reduces customization efforts and risk, accelerating the creation of a flexible, scalable, upgradeable and integrated solution. This application framework approach combines the benefits of traditional custom development in terms of flexibility and adaptability to support your specific needs, with the reduced deployment timelines and lower total cost of ownership offered by COTS software products.

Key benefits include:

- Accelerates the journey to digital service delivery
- Improves the user experience for justice personnel and the public
- Simplifies and streamlines case management, scheduling and reporting processes
- Can be easily integrated with existing systems allowing you to preserve your investment in other technology solutions
- Reduces the timeframe and risk required to replace legacy case management systems
- Agile and flexible platform that is easy to modify as business needs change
- Lower TCO than existing legacy systems
- Predictable pricing options that allow you to replace capital expense with operating expense

Learn more at perspecta.com

About Perspecta

Perspecta brings a diverse set of capabilities to U.S. government customers in defense, intelligence, civilian, health care and state and local markets. Our 260+ patents are more than just pieces of paper, they tell the story of our innovation.

With offerings in mission services, digital transformation and enterprise operations, our team of 14,000 engineers, analysts, investigators and architects work tirelessly to not only execute the mission, but support the backbone that enables it. Perspecta was formed to take on big challenges. We are an engine for growth and success, and we enable our customers to build a better nation.

Learn more at perspecta.com