

ISD Insight

Special points of interest:

- ? ISD announces new headquarters
- ? Check out the changes in our Help Desk Staff
- ? OpenAccess a hit with the public in Riverside County
- ? ISD tours the new Southwest Justice Center in Murrieta, CA

ISD Corporation

First Web-enabled Juvenile Case Management Software To Be Certified By State

From a recent press release:

Certified by California AOC

**CORONA, California:
February 26, 2003**

ISD Corporation, the leading provider of Case Management software and professional services to the California Superior Courts, announced today that its new Web-enabled Juvenile Case Management System has been certified by the California Administrative Office of the Courts (AOC).

ISD's eICMS™ system is the only fully Web-enabled Case Management System to be certified by the State and the first system to combine

Juvenile Delinquency and Dependency in a single Juvenile system. The combining of Juvenile Delinquency and Dependency in a single system represents a major step forward in improving the efficiencies of Courtroom operations.

The technology of Web-based systems will also greatly improve the flexibility of the system and allow easier access by the Court and related agencies from multiple locations, thereby

reducing the infrastructure and staff costs, as well as time lags, inherent in older systems.

"A key distinguishing feature of the new Juvenile system is its Courtroom entry screens that allow real-time entry of Minute orders by the Clerk while the court is in session," explained Ron Beach, ISD's founder and Chief Technology Officer.

(Continued on page 3)

Inside this issue:

- First Web-enabled Juvenile Case Management Software To Be Certified by State 1
- ISD Announces New Headquarters 1
- President's Corner 2
- Superior Court of Mono County -Update 2
- Tech Tips—Data Protection 4
- What's Up With The Help Desk? 5
- New Online Knowledge Base 5
- ISD Hosts Open House and Tour of New Southwest Justice Center 6
- OpenAccess—Riverside's Solution For Public Access 7

ISD Announces New Headquarters

Question: How do you fit almost fifty people into a 5500 square foot office?

Answer: You don't! You move!

ISD Corporation did just that on December 6, 2002. ISD had occupied its former offices in Riverside for over 6 years and during that time had more than doubled its staff.



**1595 E. 6th Street, Suite 101
Corona, California 92879-1716**

(Continued on page 3)



President's Corner

A great deal has happened since ISD's last newsletter. The US has fought a war, the economy seems to be making a positive comeback, a new deadly virus is sweeping Asia and threatening a world epidemic, the State budget situation still looks bleak, and ISD has moved into a new headquarters in Corona while passing California AOC Certification for Juvenile with its Web-enabled Case Management software. Maybe ISD's events don't quite rate up there with the others, but our move and California AOC CMS Certification have certainly been as all-consuming to us as the other events have been to the rest of the world.

Over the past two months, I have been traveling both to ISD Courts, as well as to national conventions and courts across the country. Each time, the issues are very similar – how do I handle a greater caseload with ever-decreasing resources? How can I serve the public more effectively while reducing costs? What ways can I automate manual processes and increase my staff's productivity?

We think ISD can help in addressing these questions.

One efficiency measure is the number of staff supported by IT resources. Compared to other courts I have seen, ISD courts require far less IT staff. In addition, ISD courts appear to have more automated processes and less manual intervention required by users.

Obviously, we have been concentrating on completing CMS Certification of all case types by June (and I know this focus has recently reduced our desired responsiveness to you for non-critical issues during a 90-day "crunch" period). However, those resources will be freed up for other activities by mid-June. In addition to Certification, we have also continued to invest heavily in R&D for such capabilities as Agency interfaces, document management, electronic filing, public access (see the related article on Open Access in Riverside), and decision support. Our move of Juvenile, Criminal and Traffic Case Management to a fully Web-

enabled product this year allows a great deal more flexibility and functionality for the courts, while significantly reducing costs (especially for courts with multiple locations). Civil will be moving to Web-enabled next year.

I look forward to your continued input on the priorities and challenges facing your court over the next year or two. This input directly impacts the decisions we are making on where to apply our growing resources so as to have the greatest positive impact on your operations. Please let me know by phone or email how we can better meet your future needs. And as always, I want to thank you for your continued support.

Mark Nielsen

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Superior Court of Mono County—Update

In the July 2002 issue of *ISD Insight*, ISD announced the execution of a contract with the Superior Court of Mono County that provided for the implementation of ISD's Offense Tracking System (OTS).

OTS is currently in place in Mono County supporting traffic and criminal case processing functions.

What's next in Mono County?

ISD and the County will be working to establish DMV connectivity that will further enhance the overall functionality of the Traffic and Criminal System.

Bob Dennis, Superior Court Executive Officer, is looking forward to the increased revenues resulting from being able to easily inquire for priors enabling the Court to enhance the bail as appropriate.



Mono County Courthouse
 Bridgeport, CA

First Web-enabled Juvenile

(Continued from page 1)

"Historically, the capture of events within the Courtroom has been an insurmountable challenge. eICMS™ not only provides the means to meet the challenge of Courtroom operation for experienced Courtroom Clerks, it also permits less experienced personnel to be immediately productive.

I estimate that the technology and innovative design elements of eICMS™ puts this software one to two years ahead of other CMS systems in use today."

ISD's Juvenile eICMS™

system runs on an NT or UNIX platform with Oracle and Windows 2000 web servers. The ISD CMS systems have been installed in courts ranging from 25 users to over 1,000 users. The software can either be run onsite at a court or be hosted remotely by ISD. In either case, the Juvenile system provides a comprehensive set of functionality, including:

- ☞☞ Juvenile Delinquency and Dependency in single integrated system
- ☞☞ Fully Web-enabled
- ☞☞ Flexible set-up configurations and tables controlled by the Court
- ☞☞ Customized interfaces with most imaging systems

- ☞☞ Complete calendaring, party and exhibits management
- ☞☞ Court-customizable ad-hoc reporting
- ☞☞ Third-party agency interfaces
- ☞☞ Accounting, including fines and trust accounts

Interested?

For more information or a demonstration, please contact: Mark Nielsen

Email:
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909.479.9400 ext 152

"We are extremely pleased to have our new Juvenile eICMS™ software recognized as exceeding the minimum requirements for Certification by the State of California's AOC,"
Mark Nielsen, CEO.

New Headquarters

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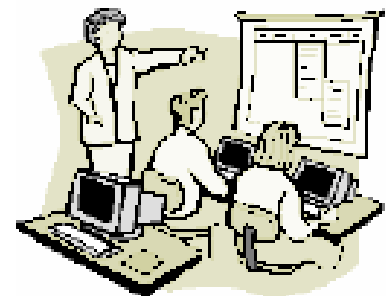
The new facility in Corona is almost twice the square footage of the Riverside offices and the location is a bit more central to ISD staff. Close to the 15 and 91 freeway interchange, it is easily accessible from Ontario Airport, Orange and Riverside Counties.

"Our new headquarters will allow ISD to expand to meet the growing development needs of our clients," said Ron Beach. "We are better able to accommodate client visits and product demonstrations," Ron added.

"Our new headquarters will allow ISD to expand to meet the growing development needs of our Clients,"
Ron Beach, Founder and CTO.

NEW TRAINING FACILITIES!

The new floor plan includes a spacious training room where ISD plans to conduct its Certified Training Program. The first offering will be "Accounting Certification Training." Initial sessions are planned for the third calendar quarter of 2003. The next training offering at the new facility will be "Juvenile Certification Training."





**“So, where do you work?”
“I work at the Court.”
“Cool! Can you fix my
traffic ticket?”**

If you work for the Court, has someone asked you this or a similar question? This party scenario illustrates how important it is for you to be on guard protecting vital court data at all times.

Saying “no” to a blatant request for confidential data is not difficult. But are you inadvertently saying “yes” to the question by allowing unauthorized access to confidential records by not adequately guarding your passwords?

**Passwords are your
first line of defense in
guarding critical data!**

Tech Tips—Data Protection

Are you guilty of any of the following?

- ? Writing a password on a sticky note placed on or near your computer?
- ? Using a word found in a dictionary—any dictionary?
- ? Using a word from a dictionary followed by two numbers?
- ? Using the names of people, places, pets or other common items?
- ? Sharing your password with someone else?
- ? Using the same password for more than one account, and for an extended time?
- ? Using the default password provided by the vendor?

Chances are, you answered yes to at least one of the questions and if so, hackers are counting on you for access to your confidential data.

The ever-increasing number of passwords required to work in today’s world only makes this problem worse. Some people have compensating by writing down their passwords and keeping them in an unsecured location—like stuck to

their computer screen!

So What Can You Do?

Try this simple technique. First, choose a phrase that you will remember. As an example, try the phrase, “My favorite color is purple.” Then take a number you’re familiar with like a birth date, 8/30/88. Then interlace the first letter of each word in your phrase with the numbers in the birth date. The result?

m8f3c0i8p8

This process creates a password that is easy to remember, but difficult for a hacker to decode.

Remember!

Any password can be guessed if a hacker is given enough time. Therefore, it is important to change your password within the amount of time it would take an attacker to guess it. The National Infrastructure Protection Center estimates that it would take a hacker with a very fast computer approximately 60 days to decode the password we created using the combined phrase and date.

In order to ensure system security, a user must change a password at least that often.

*Jeffery Wymer, Supervisor
ISD Systems Engineering*



**They’re out there. They’re vigilant.
They’re resourceful.
Protect the security of your data!**

Portions of this article reprinted from “Password Protection 101” National Infrastructure Protection Center.

What's Up With the Help Desk?

Have you called the Help Desk lately and wondered, "Where's Bonnie?" Have you asked yourself, "Who is Arrica?" Well, we've had some exciting staff changes lately and we want to introduce you to our new staff and inform you of the changes in our existing staff.

Our senior Help Desk Analysts, **Greg Handgjs** (unavailable for photo) and **Mike Jones** (camera-shy) are still hard at work answering your calls and helping resolve your issues.



Congratulations are in order for **Bonnie McCarty**. Bonnie was recently promoted from Support Analyst II to Implementation Support Analyst I. Bonnie joined ISD in April 2000, and quickly demonstrated exceptional client service skills that she had honed in her 17 years in the mortgage banking business. Her new position will provide an opportunity to develop and deliver training and to support new clients during implementation.



Bonnie McCarty

Welcome to two new Support Analysts, Arrica Jimenez and Jean Park.

Arrica Jimenez joined ISD in October 2002. After graduating from University of LaVerne with a BS in Business Administration, Arrica dove into the client service business as a management trainee with Enterprise Rent-a-Car and then was recruited by DeVry University. Her desire to develop her client service skills brought her to ISD and we're glad she's here!



Arrica Jimenez



Jean Park

Our most recent addition to the Help Desk staff is **Jean Park** who came to ISD this April from DeVry University where she was an admissions advisor. Jean earned her BS in Asian American Studies at the University of California in Santa Barbara. Jean thrives on client interaction and is quickly adapting to her new work environment and team.

New Online Knowledge Base Available Mid-Summer 2003



Knowledge is power! This summer ISD will be launching its new online knowledge base.

The new knowledge base will be accessible through the ISD Customer Center and will allow our clients to search for information based upon application and/or function.

Key Benefits:

- ? Provide immediate 24 x 7 customer support.
- ? Provide a way to reduce call volume and customer wait time.
- ? Provide our clients with a central location from which to access information and/or documentation.

If you have suggestions as to topics or information you would like added to the new knowledge base, please email your suggestions to:

wendy.steichen@isd-corp.com

ISD Hosts Open House and Tour of New Southwest Justice Center



ISD Open House

On Friday, February 21, 2003, ISD Corporation hosted an open house at its new Corona Headquarters Office.

Local government officials and guests from nearby Courts, Riverside and San Bernardino, as well as from distant locales such as San Rafael and Kern County, enjoyed demonstrations of new court software technology, refreshments and a light buffet and visited with ISD staff.

The highlight of the open house was a tour of Riverside County's new Southwest Justice Center in Murrieta. Gary Whitehead, Superior Court of California, County of Riverside, I.T. Director, met the group at the entrance and facilitated the tour along with Carrie Snuggs, Court Services Supervisor II.

ISD visitors and staff were fascinated to see ICMS in action in such a showplace utilizing the best in court technology. Great consideration was made for the comfort of the public, attorneys and jurors as they conduct their business at the new court.

Southwest Justice Center has twelve courtrooms and hears Criminal, Family Law and Juvenile matters.

Carrie highlighted many efficiencies such as the electronic calendars, document imaging stations, space-saving file storage areas and the many private meeting spaces available for attorneys and clients.

The electronic calendars are located in the main rotunda and outside each courtroom. They are similar to those found in airports. This addition to the court's technology has already proven to be very efficient and has reduced paper use.

The tour group was given a demonstration of Imaging on the Web, also known as IOTW. Imaging on the Web provides access to ICMS via an Internet interface allowing access to court documents that have been imaged. Many Judicial Officers are using IOTW to access court records and documents on the bench instead of using case files.



ISD Open House

**Southwest Justice Center
Murrieta, California**



The Tour Group

ISD Insight

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ISD provides software and professional services that improve the management of court case information to law and justice organizations worldwide.

**WE'RE ON THE WEB
WWW.ISD-CORP.COM**

Founded in 1981, ISD Corporation has played a pivotal role in developing proven software products for courts throughout the State of California and has successfully addressed the needs of the specific divisions and departments within those courts.

ISD provides a total solution for design, training, implementation and support of court automation projects. Recognizing that cost effectiveness is key, ISD delivers fully integrated case management systems uniquely tailored to satisfy the specific requirements of each court in a timely manner and within a fixed budget.

The strengths of ISD's products lie first and foremost in our experience. ISD understands the business processes of courts. Among the company's key support professionals are former California court managers, court technology liaisons and administrative employees, whose firsthand knowledge gives them a unique advantage in understanding the issues and challenges courts face today.

ISD uses evolutionary technology and the consistent application of design methodology to ensure usability, scalability, performance and system security. Proven Oracle, UNIX, and NT technology is combined with Java and XML standards to make sure your investment continues to keep pace with the newer, Internet-based world.

ISD's Case Management Systems have been proven in the field to improve courtroom workflows and efficiencies, at a total cost below other options. No other CMS vendor has as many successfully installed systems throughout California.

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