

# ISD Insight

Special points of interest:

- ◆ Welcome Mono County
- ◆ John Stanfield, award winning programmer
- ◆ ISD welcomes back Christine Wilder
- ◆ Protect your system from hackers
- ◆ California CMS Certification Update

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## ISD Corporation

### ISD Welcomes the Superior Court of Mono County

On May 7, 2002 ISD and Mono County Superior Court executed a contract that provides for the implementation of ISD's Offense Tracking System (OTS). The Mono Superior Court has a total of eleven non-judicial employees and two judicial officers. The Court has two locations, one in Bridgeport and the other in Mammoth Lakes. Both branches are connected through a wide county network (WAN) and will use the OTS system to support traffic and criminal case processing functions.

According to Robert Dennis, Superior Court Executive Officer, the vast majority of the court's business is traffic related. Mr. Dennis has been with the court since 1990 and was the primary developer and architect of their "in-house" developed case management system. One of the goals of the court is the replacement of their existing system before March 1, 2003 when Mr. Dennis is due to retire. "We have been looking to replace our existing system for some time and selected ISD due to the

strong functionality of the product and the court experience of the staff," stated Mr. Dennis. "We looked at almost every vendor that supplies case management software to the California courts and believe that ISD has, by far, the strongest application. Since traffic case processing represents the majority of our work and generates significant revenue, we have to be confident that the system we select will support that process—we are confident that ISD will do that for us," explained Mr. Dennis. ISD is happy to welcome the Mono County Superior Court to our base of California clients. Bob Dennis and his staff have been great to work with and were very active in the preparation and review of the "as is" and "to be" case processing workflows. Mr. Dennis' experience and expertise in the world of software engineering and implementation will be invaluable as we move into the implementation process. The current project plan has the Court going live in November 2002—in plenty of time for Mr. Dennis to keep his date with the folks at PERS....



Mono County Superior Court at Bridgeport

*"We looked at almost every vendor that supplies case management software to the California courts and believe that ISD has, by far, the strongest application."*

*Robert Dennis  
Mono Superior Court  
Executive Officer*

## President's Corner

As I write this, I am preparing to attend the NACM show in Portland, where ISD will be exhibiting at a show for the first time in over two years. As you will see from the articles in this newsletter, ISD has made significant progress in its business this past year and expects to accelerate that progress in the next year. We are adding new people, or bringing back "old friends" as is the case with Christine Wilder, ISD's new Director, Client Services.

With significantly more project activity, we have beefed up our Project Management team with the addition of Art Laski, and have dedicated Wendy Steichen to Project Management as our Director of that department. We have also recently added three new programmers to the staff, each with significant experience in our technologies.

I am extremely pleased to welcome the Mono County Superior Court and Bob Dennis to the ISD client family, and we are hard at work in

bringing them up on our system before year end.

As the issue of budget cuts and improved efficiency face everyone, we are encouraged that the use of technology can alleviate some of the pain. Things like payment of traffic citations over the Internet (ePay-it) and electronic filing by other related agencies can result in improved service to the Court's constituents while simultaneously reducing overhead costs to the Court. Private enterprise return on investment (ROI) analysis can show how technology can be acquired for virtually nothing, if you take into account the cost savings and improvements in service. If the cost today to handle a transaction manually or over the counter is "X" and the use of technology allows that same service to be delivered when convenient for the customer for "X-Y," then the savings can pay for the technology in a time-frame calculated by: **cost of technology/ number of transactions per month times Y = number of months**

**to get payback.** Of course the improvement in service to your constituents must also have a value placed upon it. And the savings can be dramatically expanded by looking at the savings in the need for building more Court facilities if one can serve more constituents without them having to come into the Courthouse!

Though still a neophyte on the business of the Court, I look forward to learning a great deal more about court management during my week in Portland. I also hope to see a number of you there and hearing from you directly the upcoming challenges that ISD needs to be considering as we strive to meet your expectations and serve your needs. As always, please do not hesitate to contact me if I can be of service.

### Mark Nielsen

President & CEO  
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Mark Nielsen, President & CEO  
ISD Corporation

## ISD Programmer Takes First Place in Chicago

ISD Corporation is home to an award-winning programmer. John Stanfield, who has worked for ISD since March of 1999, won first place in two programming competitions during the Business Professionals of America 2002 National Leadership Conference. The competition, which took place May 8-12, 2002 in Chicago, Illinois, is held annually

and is a competition between a variety of high schools and colleges throughout the country in the areas of accounting, administrative support, management, marketing, human resources, and computer information systems.

John took third place at the state level competition, which allowed him to go to nation-

als. At the national competition John placed first in Visual Basic Programming and first in Database Applications.

For the Visual Basic competition, John was asked to create an address book application using multiple database functionalities based on **(Cont'd on page 3)**

## John Stanfield CONTINUED FROM PAGE 2

specifications that he was given. John had only ninety minutes to complete the assignment. The project was judged based on the “look and feel” of the interface, the way it was written, and the comments that were included. Out of a possible 740 points, John scored 725 placing him first out of 40 other contestants.

For the Database Applications competition, John was given a list of inventory management records and asked to create several reports based on the records. The participants were given a set of specific reports and asked to manipulate the records to produce an exact replica of the original report that they were given. Out of a possible 750 points, John scored 720 points placing him first out of 40 other people.

The Business Professionals of America is a national club with chapters at various high school and college campuses across the country. John first joined the club in the fall of 2001 when he started at Northwood University in Michigan. John is a Management Information Systems major who is planning to attend graduate school after his graduation from Northwood University in May 2003.

Winning first place at the competition made a big difference for John back at school. The university waived 60 computer course units, which allowed him to come home for summer vacation and will help lighten his load during the next school year. According to John, “The overall experience was very cool.”

John is a part time programmer who telecommutes from Michigan between classes. He works on newer development focusing most of his attention on the creation of web-based products. He has been instrumental in implementing Imaging on the Web in the Riverside and Ventura courts as well as working on the new Juvenile module for Riverside.

“John is a great asset to ISD,” explains Louise McCausland, Manger of New Development. “He has made many contributions to ISD’s new development. We are proud of his accomplishments and know that he has a very bright future in the field of software development.”



John Stanfield receives one of his first place awards from Michelle Mahrt, Vice President of Membership

## Familiar Face Returns to ISD as Director, Client Services

ISD welcomes back Christine Wilder as its new Director, Client Services. Christine was previously ISD’s Customer Relations Manager before she left in December of 2000. In her new role, Christine is responsible for ISD’s Help Desk, Implementation and Support Group, and the Technical Support Group. She reports directly to the CEO and will work closely with Wendy Steichen, Director of Project Management, in meeting our client requirements.

“I am extremely pleased that

Christine has decided to return to ISD,” said Mark Nielsen, ISD’s Chief Executive Officer. “Her strong customer service background and professionalism, coupled with her previous very favorable interaction with the ISD courts, makes her the ideal person to raise ISD’s Client Services operation to an even higher level.”

Christine has a long history of hands-on management in large customer service operations, starting with Pacific Bell, where she managed teams in a variety of disci-

plines—from personnel office staff to outside crews of pay telephone repair specialists. As agency administrator at ADP in San Dimas, California, Christine developed relationships with and acted as a liaison to federal, state and local government agencies.

At Ceridian Corporation, she managed all compliance efforts and project development for their automated wage attachments product.

Most recently, Christine was **(Cont’d on page 4)**

## Familiar Face CONTINUED FROM PAGE 3

*“I appreciate the vote of confidence in being invited to rejoin the ISD team.”*  
Christine Wilder

the foreign visiting dignitaries liaison and small business public information specialist for the South Coast Air Quality Management District.

“I appreciate the vote of con-

fidence in being invited to rejoin the ISD team,” remarked Christine, “and look forward to contributing to a robust client care program.”

You can reach Christine at the

ISD headquarters or by email at [christine.wilder@isd-corp.com](mailto:christine.wilder@isd-corp.com).

## Return of Surveys Benefit the Courts

ISD Corporation conducts a client survey every quarter to assess our progress and assess our client’s needs. Unfortunately, there has been limited response to the surveys that have been sent.

The survey is emailed through Zoomerang.com making the survey quick and easy to use. Responses to the survey are imperative in ISD’s continuing quest to focus more on our client’s needs and under-

standing our client’s perceptions. Responding to the survey will prove to be a great benefit to all of ISD Corporation’s clients in allowing them to express how they feel and voice their thoughts on how to improve ISD service and products. The more information that is provided will allow ISD to gain greater insight into where improvements need to be made and where things are going well.

Please take the time to respond to the survey that is sent to you. If you have any comments or suggestions on things that you would like to see in the survey, please forward them to Marni McFarlane at [marni.mcfarlane@isd-corp.com](mailto:marni.mcfarlane@isd-corp.com).

## ePay-it, The Kinder, Gentler, Public Service Product



It’s the 15<sup>th</sup> of the month and I’m busy doing my regular Saturday morning bill paying routine. As usual, I browse through the billings only to discover a new and previously overlooked courtesy notice from the San Bernardino County Superior Court. I have completely forgotten about that traffic ticket I got in Ontario last month on my way to the races. As I anxiously look at the notice, I can see that my due date is tomorrow and my failure to make my payment or other arrangements with the court will result in additional fines

and penalties being imposed. There is no way I want an FTA on my record but even if I mailed my check today the court would not receive it before the due date.....this is bad....very bad.

Just as I was about to lose all hope I noticed an Internet address on the courtesy notice. It directs me to [www.epayit.com](http://www.epayit.com). Like a shot I’m on the Internet and honed in on the ePay-it web page.

This is a service provided to the public by ISD Corporation in conjunction with the

San Bernardino County Superior Court and provides a convenient alternative for the payment of traffic citations received in San Bernardino County.

For a small convenience fee I can pay my ticket over the Internet through use of my credit card. This is my way out of a difficult situation and I don’t hesitate to use the initial screen to locate my ticket I was amazed how easy it was to do. Put in your first and last name, birth date, and citation number and click the **(Cont’d on page 5)**

## ePay-it CONTINUED FROM PAGE 4

“locate my ticket” button.... even I can do that. My ticket is displayed and I’m given the option of not only paying my ticket, but also going to traffic school. No more school for me...time to pay my dues. I select the payment option and a new screen allows me to enter my credit card information.. Once entered I click the “pay it” button and the system processes my payment and returns my receipt number. WOW...this was easy and could be performed from the friendly confines of my home. Perhaps more importantly, no

FTA’s in my future. Thanks San Bernardino Court for providing a convenient, easy to use, alternative to pay my traffic ticket.

“ePay-it is great,” said Ann Beal, Automated Systems Supervisor for the San Bernardino County Superior Court. “It’s good for the court and good for the public we serve,” explained Ms. Beal. “The web site runs without the Court even knowing about it as ISD provides all the support required to keep it running 7x24 and the Court re-

ceives regular bail forfeiture payments as a result of transactions posted over this site,” stated Ms. Beal.

The ePay-it system is fully integrated with ISD’s Case Management system, as well as with the State DMV to allow up to the minute checking of traffic school eligibility. If your court is interested in taking advantage of this service provided by ISD Corporation, please contact John Mattley at (916) 925-2586 or by email: john.mattley@isd-corp.com

*“ePay-it is great! It’s good for the court and good for the public we serve.”*

*Ann Beal Automated Systems Supervisor for San Bernardino Superior Court*

## DA-eFiling Pilot Project Allows for Insight Into Future

Times are changing and the need for quicker, more efficient ways of doing business has filtered into court processing. This need affects the courts, organizations that do business with the courts, and county constituents. ISD is currently implementing a “plug-in” set of products and evolving our technology to serve the ever changing and quickly developing requirements for e-Commerce within the business of the courts.

One such endeavor has been the San Bernardino County DA-eFiling project. As the primary provider of San Bernardino’s case management system, ISD has been entrusted to develop a product that will electronically submit case level data and accompanying documents from the District Attorney’s office to the courts. This pilot project

is intended to link the District Attorney’s Standardized Tracking and Reporting System (STAR) to the Court’s ISD criminal Offense Tracking System (OTS).

DA Filing is a process that allows the Court to utilize ISD’s Electronic File Manager (EFM) to capture inbound data transferred from the District Attorney. Using industry standard protocols and XML record layouts, externally captured data can be imported directly into ISD’s court case management system. This powerful tool will save countless court man-hours commonly associated with the initial criminal case filing process as well as speed the delivery of charging documents to the Court. In addition, the quality of the data entering within the court’s system will dramatically improve as the Court clerk will

now have the time to do stringent quality checking of all cases entering the case-filing queue.

This pilot product currently supports San Bernardino’s central processing location and submits 10 to 15 cases per day. The next phase of the DA-e Filing project is underway and is focused on the transmittal of data and documents from the court to the District Attorney’s office and from the court to the Public Defender’s office. “We are very excited about the project,” explained San Bernardino Court Executive Officer Tressa Kentner. “It holds great promise for the future.”

ISD believes the future of court processing will be technology driven. Our set of e-Commerce products, e-PayIt, e-Filing, DA-eFiling, and **(Cont’d. on page 6)**

## Pilot Project CONTINUED FROM PAGE 5

*“We are very excited about the project. It holds great promise for the future.”*

*Tressa Kentner  
Court Executive  
Officer San  
Bernardino County*

OpenAccess will help the court leverage data and documents created by other departments, attorneys, and the public. ISD is very excited about

the efficiencies these products afford our court clients. If you would like further information on any of our e-Commerce products please contact John

Mattley at [john.mattley@isd-corp.com](mailto:john.mattley@isd-corp.com) or (916) 925-2586.

## Protect Your System from Hackers

Recent world and local events have again demonstrated that network and system security are a constant concern to be faced by all network-based applications. In an effort to provide helpful information, ISD broadcast the article below to all of our clients via the Internet. We feel this information holds significant importance and, for that reason, we wanted to republish the article here. If you have security related questions please feel free to contact ISD Systems Engineering at (909) 788-1822 extension 116 or your local system security officer.

1. Install and Maintain a Network Firewall. This is the most important step. A firewall is not the first level of protection, but it is one of the most important. Limit port access to only the ports that are necessary for network applications to function. Utilize encryption methodology such as VPN for access of

information over the Internet.

2. Keep Operating Systems and Applications up to date. Apply all recommended patches regularly. Also, keep OS revisions within one release of the current version. Security patches and improvements occur all the time; keeping software current is the best way to avoid old holes.

3. Manage logging and other data collection mechanisms. If you know who is accessing what information, you can put a stop to unauthorized access quickly. Log all attempts at login.

4. Offer only essential network services and operating system services on the server host machine. This is vital. If there are a limited number of applications running, new applications (such as a hacker installed network sniffer) can be easily spotted and shut down.

5. Educate users on the importance of security. The #1 threat to computer security is authorized users distributing passwords to non-authorized users. Users must be instructed that their passwords are not to be distributed in any form to anyone for any reason. If a user loses a password, that password needs to be changed immediately. All passwords and accounts should have an expiration date to prevent an old unused account from being a backdoor.

6. Allow SysAdmins, not users, to control security. Security can be a pain. This is especially for users who aren't computer savvy. Typically, users don't like to change passwords, use multiple logins and complicated passwords, or have a timeout on connected sessions, but these things can save a sensitive data system from attack. Many of these things can

make a system less user-friendly, but they definitely make it more secure.

7. Stay current on the latest Anti-Virus software and prevention techniques. Although the Sun OS is not as vulnerable as Windows systems to attack, there are still instances that make the Sun vulnerable. Keep all machines current by checking bulletins from organizations like CERT. ([www.cert.org](http://www.cert.org))

8. Conduct regular security audits. Use third-party checklists (like the ones offered by CERT) to secure systems.

In the Internet computing age, security is the most vital aspect of keeping a system running. Be sure to utilize all of these steps to make sure that your system is secure now and into the future.

## California Certification Update

As mentioned in previous articles, ISD has committed to submitting the eICMS Juvenile and ICMS Civil/Small Claims case types for California Certification processes in 2002 and the remainder of the outstanding case types in 2003.

The first phase of Certification is the Judicial Branch Statistical Information System (JBSIS) Certification. JBSIS Certification consists of confirmation of the filing struc-

ture followed by the submission of results from certification scripts. A major milestone was met when both of these certification steps were successfully completed for Juvenile. Juvenile was certified in June and work is being performed now on Civil/Small Claims.

Efforts are now focusing on completing the outstanding elements for eICMS Juvenile CMS Certification. The approach adopted within the

ISD Users' Group is to work with lead courts on ensuring the submitted case types conform to the published scripts. The County of Riverside is the lead court on Juvenile with the County of San Mateo taking the lead on Civil/Small Claims.

Both Riverside and San Mateo have been active to date in the review of the certification requirements and identification of any areas requiring development. The

ISD Software Development Group is now creating specifications and performing development on those identified items. Priority is being given to those enhancements that will benefit the ISD installations most directly with lower priority given to those elements that may not be actively used, but are still necessary for compliance.

Stay tuned for further progress in this area.

## On-Site Support Proves to be a Useful Tool

Do you feel your Court is getting the full benefit of the functions and features of ICMS? If the answer is "no" or "I'm not sure," you might want to inquire about a new suite of services offered by ISD. To assist our clients in increasing ICMS user knowledge and to better assess business process reviews, ISD is offering an on-site support program. You may retain a support analyst who will visit the court and remain on-site to help solve issues and act as a liaison between the court and ISD.

ISD offers many different options for on-site support. Some of the services that are provided include:

- ◆ Application Training (either general or targeted areas)
- ◆ Month End Accounting Training
- ◆ Accounting Practice Audits
- ◆ Table Training

- ◆ Supplemental Help Desk Support
- ◆ On-site Testing
- ◆ Hardware/Network Consultations
- ◆ Post Implementation Support

Other forms of support may be tailored based upon the court's unique requirements. Recently, ISD provided on-site support to San Bernardino Court when the Court was left short-handed. Help Desk support analyst Greg Handgis was on-site in San Bernardino from October 2001 through most of February 2002. He was there filling in as part of San Bernardino's support staff. San Bernardino was delighted with the support provided by Greg. According to Alan Crouse, Information Services Manager, "It was a very valuable tool to have a resource available to focus on a particular issue or orient the staff." Greg was also called back after his original support

assignment to train new staff on basic SQL procedures in a DB2 environment and where to look for resources.

Other courts have also taken advantage of ISD's on-site support. Santa Cruz County has just finished table training and El Dorado County has recently completed accounting and application training. Contra Costa County is also planning on taking advantage of ISD's on-site support; they are currently contracted for an accounting audit.

On-site support is a proven tool in better understanding and utilizing the functionality of the ICMS system. It's beneficial for training new employees as well as providing specialized training for managers and supervisors. If your Court is interested in learning more about on-site support, please contact Christine Wilder at christine.wilder@isd-corp.com.

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*Alan Crouse  
Information Services  
Manager*



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

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**WWW.ISD-CORP.COM**

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*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 division 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 product lies first and foremost in our experience. ISD understands the business processes of courts. The company's key support professionals are former California court administrators 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 new 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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