

Lessons Learned

Hamilton County Pilot

- Governance
 - » Establish a formal decision making structure before county can go live
- Document Management
 - » Install and implement document management at least one month in advance
 - E-filing was much easier to learn and train staff than task management
 - All courts should be well-trained and proficient with the document management program before implementing e-filing.
 - » Plan to permit paperless operation
- Training and Communication
 - » Have an immediate contact mechanism for communication with the Bar
 - » Encourage Bar to register and prepare well before Go Live
 - » Provide more training on site for staff