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USER SUPPORT ISSUE

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Common Pleas Project
PA Judicial Computer System
Administrative Office of PA Courts
5035 Ritter Road, Suite 700
Mechanicsburg, PA 17055
CPP.Editor@courts.state.pa.us

CPP Newsletter

USER SUPPORT

As rollout of the new system approaches, it is important for users to understand that they will have the benefit of many support mechanisms once they migrate to the CPCMS. This CPCMS Newsletter offers a preview of what will be available.

CPCMS Help Desk prepares to assist users

Counties scheduled for rollout in the next few months will have the benefit of Help Desk assistance should they encounter difficulties. The CPCMS Help Desk is fully staffed and ready to work one-on-one with CPCMS users. In training for their new role during the last several months, Help Desk staff members have learned about the work of the various court offices in addition to the features and subtleties of the CPCMS. They also have participated in extensive pre-rollout system testing. Brian Hartmann, Help Desk Supervisor, says the Help Desk's objective is to resolve the issues that users encounter in a reliable, timely, and helpful manner, and by actively taking initiative to meet their needs. The Help Desk will take calls during normal business hours, weekdays beginning daily at 8:00 AM. The Help Desk phone number is 877-CCP-AOPC (877-227-2672); the email is ccpaopc@pacourts.us.

To help assure a manageable volume of calls, users are asked to

consult their CPCMS User's Guide, and other training materials prior to consulting the Help Desk. They should be ready to provide the following information:

- 1) *User name, county, phone number, and email address*
- 2) *A description of the problem and what the user was doing when it occurred*
- 3) *CPCMS version ("About" on the Help system menu)*
- 4) *The Screen ID and/or Form/Report number*
- 5) *Docket Number and Case Caption, if applicable*



Help Desk, from left to right: Donna Trowbridge, Judy Colyer, Brian Hartmann, Fran Mura, Dana Faulkner-West, Mike Johnson, Steve Johnson

Help System

CPCMS users will have the benefit of a highly sophisticated, three-level help system when their counties go live with the new criminal case processing application. The Help system includes the Help viewer, a comprehensive guide to CPCMS screens and processes; Balloon

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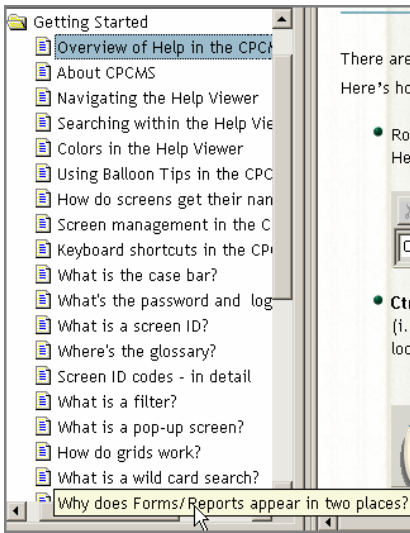
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Tips, an onscreen explanation of controls and fields that can be turned on or off; and Tooltips, which provide labels for CPCMS screen elements.

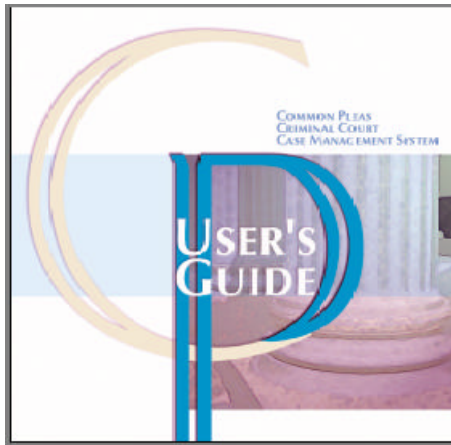
Users access the Help viewer by pressing F1 or choosing Help from the Help Menu on the Menu Bar. The Help viewer opens to the screen currently in use. The complete list of topics appears in the frame to the left; the open topic is highlighted. Scrollbars move the list up and down and across. The Help viewer has its own built-in user's guide: the "Getting Started" section provides a comprehensive explanation of how it works. The user clicks on folders to open and close them, and on page icons to open topics.

Users may press Ctrl + H to turn on Balloon Tips, or select it from the Help Menu on the Menu Bar. The question mark icon in the Status Bar is red when Balloon Tips is on and gray when it is off.

Tooltips are revealed when the user points the mouse to an icon or field. ▶▶



Help on Help – Getting Started



User's Guide

A comprehensive, fully illustrated User's Guide to the CPCMS will be provided to new users. The guide is encased in a freestanding, flip chart-style binder that users can keep by their computers for at-a-glance reference.

The CPCMS User's Guide has been designed to help users become comfortable with the system as they grow in understanding and proficiency. The different sections correspond with CPCMS activities, although several sections, such as Bail, are dedicated to specific processes.

The User's Guide will be updated as enhancements are made to the system, and along with CPCMS training aids, will also be available through an online link. The companion to the User's Guide—the CPCMS Reference Manual—will contain screen names and IDs, table values, and other application-specific data. It will also be available online. ▶▶

Special thanks

AOPC thanks Cumberland County user Joy'elle Wallace and Westmoreland County users Kara Caruso, Tamara Zdravecky, Darcy King, Tami Silvis, and Linda Lessick for their participation in pre-rollout system testing. ▶▶

Users attend demonstration

Users from the 24 counties scheduled for CPCMS training and rollout in the first quarter of 2004 met at AOPC at the end of October for a comprehensive demonstration of the new system. Lead trainer Christy Hull provided a tour of overall system features and the CPCMS screens and processes associated with them. Users saw a demonstration of the Web Portal (see article on page 3), from which Common Pleas Docket Sheets can be downloaded, and DA Link. Also on the agenda were migration issues; county customization and security files; the Uniform Distribution schedule for fines, fees, costs, and restitution; and the Sunopsis® tool. Participants were given draft copies of the User's Guide and training aids and introduced to the Help system. The training approach and schedule were reviewed.

Cumberland and Westmoreland, the two pilot counties, have been scheduled for rollout in November and December, respectively. Five counties are expected to migrate to the CPCMS in January. While the pilots had previously been scheduled for early fall migration, rollout was delayed to allow for additional testing and enhancements. The next user meeting, tentatively scheduled for January, will include counties slated for April, May, and June training and rollout. ▶▶

Web Portal automates Information filing, provides public access

The Unified Judicial System's Web Application Portal provides a multi-functional approach to system access for prosecution and defense counsel and the general public. District Attorneys can log on to the website's DA Link to construct and submit Bills of Information to the CPCMS online. All attorneys and the general public can view and print Court of Common Pleas docket sheets and Appellate Court docket sheets. The site, which was developed and implemented by AOPC staff, is easy to use and includes a Help module. The site also contains links to other online court-related information. Users can preview the Web Portal at <http://ujportal.pacourts.us>. ▶▶

CPCMS BENEFITS:

Statewide case processing

While transition to the CPCMS will necessitate that users learn and adapt to new ways to process cases and accomplish their daily work, statewide case processing will also provide important benefits. Among them are the following:

- Statewide defendant look-up
- Access to information about PCCD victims
- Access to District Justice System case index
- Statewide warrant information
- Attorney information updated automatically via the Disciplinary Board
- Statewide sentencing inquiry
- Automated case transfer from DJS to Common Pleas, from one county Court of Common Pleas to another, and from Common Pleas to Appellate Courts
- Ability to track cases in the Appellate Courts
- Data exchange with JNET, Department of Corrections, PennDOT, Pennsylvania Commission on Sentencing, Pennsylvania State Police, Department of Public Welfare, Department of Revenue, and Pennsylvania Commission on Crime and Delinquency

ACCESS:

ujportal.pacourts.us

Planned and current functionality includes the ability to view and print Common Pleas and Municipal Court or Appellate Court docket sheets, electronic completion and submission of the Information to the CPCMS via DA Link, and electronic completion and submission of Superior Court Docketing Statements to the PACMS (Pennsylvania Appellate Court Case Management System).

Current Web Portal E-Services

Web Docket Sheets

This service provides public access to view and print Docket Sheets for Pennsylvania's Appellate Court and Court of Common Pleas criminal cases.

Future Web Portal E-Services

PA Board of Law Examiners - Online Application

Soon!
This online service will offer Pennsylvania Bar applicants a convenient way to submit an application to sit for the Pennsylvania Bar examination.

DA Link

Soon!
This service will give Pennsylvania's District Attorneys the ability to construct and submit Criminal Informations online.

Docketing Statements for Superior Court

Soon!
This service will give Attorneys the ability to complete and submit Superior Court Docketing Statements online.



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Common Pleas Project
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