

# Frequently Asked Questions

## MiCOURT



### What is MiCOURT?

MiCOURT is a combined case management system for circuit, district and probate courts that uses the latest Microsoft technology, customized to Michigan's court system. Centrally hosted and maintained by the Judicial Information Systems (JIS) division of the State Court Administrative Office, the goal of MiCOURT is to make sure that Michigan courts have access to a state-of-the-art case management system.

The MiCOURT application provides each court with record keeping, case-flow management, administrative reporting and financial management. Features of the current JIS applications for circuit, district, and probate courts, as well as many new features, combine to create MiCOURT. This streamlines business operations for efficient and cost-effective services by combining four jurisdictional based applications.

### Will MiCOURT do everything our current JIS system does?

The existing functionality of the current JIS systems will be included in MiCOURT. Accessing functions may be different from your current system. Most importantly, MiCOURT will provide additional functionality including:

- Joint & Several Restitution
- Automation
  - Automatic Abstract Creation
  - Availability of Automatic Judge Assignments
  - Availability of Automatic Case Numbering
  - Previous Judge Assignments (Family Court)
  - Automated Non-Service Dismissals
- Visual Court/Resource Calendar
- Forms Preview
- Collections handled within application

### Why is MiCOURT better than commercial vendor products?

MiCOURT is a comprehensive case management system for all Michigan case types. It addresses the recommendation of the State Bar of Michigan's Judicial Crossroads Task Force that there be only one case management system in Michigan. MiCOURT is the only single system capable of managing all case types and courts in the state.

MiCOURT includes commonly used SCAO forms, many standard reports and SCAO required reports. MiCOURT user fees cover legislative and SCAO required changes and user requested enhancements. The JIS team and support desk staff has more than 400 combined years of Michigan court experience.

## **What are specific differences between MiCOURT and commercial products?**

Commercial case management products are not designed specifically for Michigan courts. As a result, “off-the-shelf” commercial products:

- Have no solution for Michigan for district courts, due to the specific and highly automated processing required for traffic tickets.
- Process juvenile cases like adult cases.
- Do not provide automatic reminders and delinquency notification for required probate filings.
- Require courts to pay for the development of state specific forms and reports.
- May not provide interfaces with state agencies and typically charge for enhancements to include such interfaces.
- Support desks lack staff familiar with Michigan case processing.

## **How will MiCOURT change our processes?**

MiCOURT has more functionality than the current JIS systems. Part of the purpose of the implementation project will be to identify new or changed procedures so that your team will be prepared to go live on the new system. You will have as long as eight weeks to practice using the product with your court’s data.

## **How much will MiCOURT cost?**

There will be no cost increase to upgrade your court to MiCOURT. You will pay the same fee for MiCOURT as your JIS case management system at the time of migration.

## **Is MiCOURT a Windows or Web-based system?**

Both! Internal court users will use a Windows-based application to support keyboard shortcuts for high volume data entry and the integration with MS-Office and Adobe products. External users will access MiCOURT through a Web-based inquiry, which uses the local court’s website and/or through the One Court of Justice website.

## **How will MiCOURT handle legislative or statute changes?**

At no additional cost, JIS will continue to develop the specifications, work with software developers, and provide the changes in a subsequent software release with documentation.

## **Can we configure MiCOURT specifically to our court’s needs?**

Yes. MiCOURT has many configurable components such as what case types are processed, automatic case numbering, automatic judge assignment, and many other settings and features that courts can configure to your preference.

## **Will we have access to all of our data in MiCOURT?**

Yes. Through the MiCOURT application, courts may access their data through standardized exports and reports.

## **We like our current JIS application(s). Can we keep it and decline to implement MiCOURT?**

No. Just as Microsoft stopped supporting XP this past April, JIS cannot efficiently continue to support legacy systems (for example, CCS, DCS, PCS and TCS). Support for these systems will gradually wind down until they are all retired by 2021. Retiring legacy systems is critical to the success of MiCOURT.

## **Implementation**

### **When can we implement MiCOURT?**

The rollout will start with circuit courts in 2015. Contact [jisrollout@courts.mi.gov](mailto:jisrollout@courts.mi.gov) to find out if you are ready to implement.

### **What happens when we implement our court before other courts in our jurisdiction?**

Each court is different and JIS staff will work with your court to make sure communication among courts in your jurisdiction continues. For example, during implementation, users may need to access both legacy and MiCOURT systems.

### **What will happen to our current data?**

The main purpose of the implementation is migration of your data to MiCOURT. All data, which meets [SCAO retention standards](#), will be available in MiCOURT.

### **Does MiCOURT work with CCS, DCS, PCS and TCS?**

No. MiCOURT is a separate and distinct application from current JIS applications. As your court implementations proceed, the need for the legacy application will go away. If your staff uses multiple JIS applications, expect a transition time where you will need to toggle among MiCOURT and the other JIS application(s) until your court is fully implemented with MiCOURT.

### **What are the hardware requirements for MiCOURT?**

JIS will centrally host MiCOURT. Your court will no longer need the local server (AS400). Courts will access the MiCOURT application using a Citrix client application provided by JIS. For more information, download the [MiCOURT Court Technology Requirements document](#).

## **How long will it take to implement MiCOURT in my court?**

The implementation schedule plans for 24 weeks. The schedule allows ample time for data preparation and migration, training, testing and transition to be as smooth as possible and reduce possible disruption to court activities. Lead court staff and JIS facilitators will work together to meet deadlines and milestones.

## **How will we receive training for MiCOURT?**

JIS has collaborated with Michigan Virtual University (MVU) to deliver online MiCOURT training through the JIS Learning Center. JIS facilitators will also be on-site for a scheduled period during the implementation to work with court staff.

The JIS Support Desk and its newly operational Knowledge Base will be available for questions submitted via website, email or telephone.

## **How many court staff members need to be involved with the process?**

We have identified three critical roles for your court transition team to include. Appropriately staffing your team will help ensure a smooth implementation. Key team roles include:

- Court Sponsor
- Court Lead
- Court Power User(s)

These staff members will be crucial in assisting with discovery, data verification and training. They will also be able to assist additional court staff once MiCOURT is live at the court.

All court staff will be responsible for participating in training and understanding the MiCOURT application before implementation.

## **Will we need new servers?**

No. Courts will not host MiCOURT, providing an opportunity to reduce costs of local support. JIS will manage hosting through the Software as a Service (SaaS) model, allowing JIS to implement system upgrades and improve software performance quickly and efficiently. Each court will access the application and their data through a secure connection to JIS servers.