



The Computerworld Honors Program

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STATUS:
Laureate

Organization:
California Administrative Office of the Courts

Organization URL:
www.courts.ca.gov

Project Name:
California Courts Protective Order Registry

What social/humanitarian issue was the project designed to address? What specific metrics did you use to measure the project's success?

"The California Courts Protective Order Registry is one of the most dramatic advances in the handling of domestic violence in many years," said Judge Colleen Toy White, Superior Court of Ventura County. "For a judge who presides over domestic violence cases, it is critical to have the ability to get immediate online access to court protective orders. This registry will enhance victim safety and help ensure that judges don't make duplicate or conflicting court orders." The California Courts Protective Order Registry (CCPOR) is an innovative new system developed by the Judicial Council of California - Administrative Office of the Courts (AOC). CCPOR provides major improvements to victim and peace officer safety in domestic violence cases and cases involving violent crimes. Improving upon previous systems, CCPOR creates a statewide repository for restraining and protective orders, containing both data and scanned images of orders that can be easily accessed by judges and law enforcement officers. CCPOR provides judges with critical information necessary to prevent issuance of multiple protective orders that may have conflicting terms and conditions. It also provides law enforcement with complete images of these orders, including handwritten notes and enforcement warnings that are not captured by other California or federal systems. By creating a system that is shared by courts and their law enforcement partners, CCPOR bridges communication gaps and improves interagency cooperation. As a result, more and higher quality data is collected, information that is then synchronized with California Department of Justice and National Crime Information Center databases. These benefits help safeguard victims of crime and peace officers in the field.

Launched June 7, 2010, CCPOR was deployed to 21 California counties in 2010. The system's growing repository now contains more than 75,000 protective orders.

Please describe the technologies used and how those technologies were deployed in an innovative way. Also, please include any technical or other challenges that were overcome for the successful implementation of the project.

CCPOR is a single web-based system hosted at the Judicial Branch California Courts Technology Center (CCTC). All counties onboard to the same system, which runs a single code release. The system is broadly configurable, making it easy to maintain or deploy new features, while giving each county flexibility to configure the system to align with business processes. CCPOR can be accessed only by authorized court staff or law enforcement officers, through any Internet-enabled computer, in counties that have onboarded to the system. The application has a clean, intuitive user interface and supports multiple desktop and mobile Internet browsers. CCPOR is deployed with a standard scanner setup comprising a Fujitsu fi-6130 scanner and Kofax Capture 9.0 software, with a custom scanning profile, but the system supports uploaded PDF images of orders from any source. CCPOR uses an Apache Struts framework deployed on clustered Oracle WebLogic application servers. It is the first application at CCTC to use Oracle's Real Application Cluster database technology to help ensure 24/7 uptime. Computer Associates SiteMinder is used for user authentication. To enable secure encrypted access to CCTC by law enforcement partners not connected to the Judicial Branch network without needing to deploy a VPN client, CCPOR became the first application at the technology center to leverage the clientless SSL VPN capabilities of Cisco's Adaptive Security Appliances (ASA). CCPOR automatically transmits order data and updates to the Department of Justice California Restraining and Protective Order System (CARPOS) database. To enable asynchronous communication, CCPOR uses web services deployed on the Judicial Branch Integration Services Backbone (Tibco JMS infrastructure) to submit and receive messages through the California Law Enforcement Telecommunication System (CLETS) network; CCPOR is the first application at CCTC to use the web services interface of its Datamaxx Omnixx system.

Please list the specific humanitarian benefits the project has yielded so far.

Each year, thousands of victims of violent crimes, particularly victims of domestic violence, rape, child abuse, and elder abuse, turn to the California court system for the additional protections of a court protective order. However, miscommunication and lack of access to information resources often result in the issuance of multiple conflicting orders which puts these crime victims at risk. CCPOR is designed to directly address these issues. With a growing repository of over 75,000 restraining orders, CCPOR enables judges and court staff to view data and scanned images of orders that have been issued for particular parties. Armed with this information, judges gain a better understanding of the history of parties and can make more informed decisions about new orders they issue. Through CCPOR, courts in 22 counties now share order information and can work together to better protect victims. CCPOR also electronically submits order data to California Department of Justice databases for use by all law enforcement agencies. In California, law enforcement officers must verify validity of a protective order against a copy of the signed court order before they can arrest a violator. In many counties, this time consuming process is accomplished by a records officer who must pull paper copies from a filing cabinet while officers and parties wait in the field. Using CCPOR, officers can perform verification using scanned order images in the system, speeding order enforcement, and improving officer and victim safety. Recently, several Native American tribal courts were given read-only access to CCPOR. Participating tribal courts and law enforcement can now view California court-issued orders and tribal court-issued orders registered with state courts. CCPOR enables state and tribal agencies to collaborate to better protect domestic violence victims living on tribal lands within California's borders.

Please provide the best example of how the project has benefited a specific individual, enterprise or organization. Feel free to include personal quotes from individuals who have directly benefited from the work.

CCPOR primarily protects victims by preventing restraining order problems before they occur. To protect their privacy, we are unable to share direct testimonials from these beneficiaries of CCPOR. CCPOR also helps courts operate more efficiently. The following statements about these benefits are from a report by the Superior Court of Santa Clara County: "CCPOR has had a very positive impact for court operations in savings of staff time and effort. In the past when the public requested to see a restraining order, staff would pull the file and look for the order among all of the papers in the file. If the file were missing from the shelf, staff would spend time searching for the file or have the public come back another day when the file was found and available. With CCPOR, staff can now pull the order online and make a copy immediately. Our court has several locations in the county. A restraining order may be located at any one of these courthouses. Before CCPOR, when a judge requested a copy of the order from another location, a clerk from the other courthouse had to find the file, then the order and fax it. Access was delayed depending on how difficult it was to find the order. Printing the order from CCPOR is now convenient and quick. Finally, our Sheriff's Office enters our orders into CLETS. Before we had CCPOR, we would fax copies to the Sheriff's Office for same-day entry. The faxed orders were not always readable and our Sheriff's Office had to call to get clarification about what was written on the orders. The scanned version is clearer and consequently the number of calls has greatly decreased along with the need for staff to find the order."