

NEW_PROPOSED_JURY_SYSTEM™

NEW_PROPOSED_JURY_SYSTEM was designed and built with a specific goal in mind: “to build a *single* software tool that can handle all variations of Jury Management”. The NEW_PROPOSED_JURY_SYSTEM design team took a “universal view” approach to the design effort, meaning that the needs and business practices of an existing client base of over 120 clients were used to identify the new system requirements.

The result is an extremely powerful software system that is highly flexible, very configurable and extremely intuitive. The same software is used by every one of our clients. Since all clients use the same software, each client receives the benefits of system enhancements made at the request of the entire user community.

NEW_PROPOSED_JURY_SYSTEM is installed under the Windows 2000, 2003, Windows XP and UNIX Network Operating Systems (NOS) utilizing an Oracle or MS SQL Server Relational Database Management System (RDBMS). Database implementation is currently certified at Oracle level 9.2 and MS SQL Server 2005.

In order to facilitate implementation in all environments, including those that are geographically widespread and of huge volume, NEW_PROPOSED_JURY_SYSTEM has been designed such that it can be deployed in an N-tiered architecture with separate database, application and presentations layers. The NEW_PROPOSED_JURY_SYSTEM business rule processing and database access logic modules are completely separate from the client presentation modules. This capability differentiates NEW_PROPOSED_JURY_SYSTEM from most other jury applications.

Crystal Reports is tightly integrated into NEW_PROPOSED_JURY_SYSTEM and is used to provide all NEW_PROPOSED_JURY_SYSTEM printing and reporting facilities. Client personnel have the ability to use the Crystal Report Design tool to create their own reports if desired. These reports can then be incorporated into the NEW_PROPOSED_JURY_SYSTEM Report Menu structure via simple setup within the NEW_PROPOSED_JURY_SYSTEM application. (No programming is required). User self report design is not a requirement, as there is an extensive and continually growing set of standard reports provided with the system. Additionally, JSI can create reports based upon custom user requirements for an hourly fee.

The section following describes typical NEW_PROPOSED_JURY_SYSTEM operating environments and provides hardware and configuration recommendations for each. These are the most typical, but are not the only operating environments in which NEW_PROPOSED_JURY_SYSTEM runs.

Minimum Hardware Recommendations

The following are the minimum hardware recommendations for obtaining production worthy responsiveness from the NEW_PROPOSED_JURY_SYSTEM Software. The system will run on lesser hardware.

Specifications for three types of PC usage are provided. **Standalone PC** refers to a PC that is used to run both the NEW_PROPOSED_JURY_SYSTEM software and a single user version of the database (Oracle or SQL server). While such a PC may be networked for other applications (and perhaps backup), all NEW_PROPOSED_JURY_SYSTEM processing is local.

The **Network Client Workstation** runs NEW_PROPOSED_JURY_SYSTEM over a Network where the Database is housed on a Network Server. By default, in this environment, the NEW_PROPOSED_JURY_SYSTEM Application software is also kept on a networked server. Only a small set of runtime DLL's are placed on the Client Workstation.

The **Database Server** runs the database engine (i.e. Oracle, SQL Server etc.) and provides multi-user access to the NEW_PROPOSED_JURY_SYSTEM Database. As presented below, it is assumed that the server is also used to store the NEW_PROPOSED_JURY_SYSTEM application software (run by each network client workstation), and to provide shared workfile storage for networked users as well.

Standalone PC

Pentium 200

128 MB RAM

400 MB Free Hard disk for Application
(NEW_PROPOSED_JURY_SYSTEM and Database Engine)

1+ GB Free Hard disk for database & workfiles (depending upon juror volume)

Network Client Workstation

Pentium 200

64 MB RAM

100 MB Free Hard disk for Application & Database Client
Connectivity

100 MB Free Hard disk for workfiles

Database Server

Pentium II 400

512 MB RAM

400 MB Free Hard disk space for Application
4+ GB Free Hard disk space for Database & Workfiles (depending on juror volume)
Hard disk redundancy (Raid 5, duplexing etc.)

Note that database sizes are minimum values based upon juror volumes found in typical installations of each type.

Other Technical Requirements:

Backups

Although not shown in the hardware recommendations, provisions must be made for daily backup of the NEW_PROPOSED_JURY_SYSTEM Data and Software. In standalone PC environments this can be accomplished via installation of a tape or zip disk and appropriate software. If the computer is networked backups can be performed over the network.

On a Database server, daily backup must be performed on the NEW_PROPOSED_JURY_SYSTEM Database and Software.

Network Client PC's do not require any NEW_PROPOSED_JURY_SYSTEM Backup, as there is no critical data kept on the Network Client and the software can be re-installed in the event of a Network Client PC failure.

Remote Access

Remote access to the NEW_PROPOSED_JURY_SYSTEM system is required for support purposes. In a standalone PC environment, this means a modem connection to the PC. In network environments a dial-up RAS or VPN/TCPIP connection can be used.

In all environments, PCAnywhere remote control access is needed. In a Database Server environment, access to the server, and to at least 1 workstation in each user area is required. The remote control access to the server is used for managing the database, performing loads etc. It also gives us the ability to run your system without the need to disrupt a user. Remote control access to the user workstation is used to give the user additional training or assistance if necessary.

Additionally, a Database Server environment also requires VPN/TCPIP or dial-in remote access to the network (RAS) that allows us to access your database as a networked PC user. This type of access gives us the ability to run the system on our remote PC's using the on-line code animation tool against your actual data.

This is sometimes required to quickly locate program problems.

Typically, the remote access solution is setup whereby a VPN or dial up RAS connection into the Network is provided. Then, any PC (server) to which we also need remote control access (via PCAnywhere TCPIP) is configured to run PCAnywhere as a host using a Network connection. Once we have connected to the network via VPN or RAS, we can navigate to the remote control PC's via the network. (modems are not needed on the remote control PC's).

Technical Staff Recommendations

It is recommended that one technical staff person be identified as the primary local contact and project coordinator for installation and access development. This staff person should have experience in network management and a working knowledge of database management. Other technical support staff assigned to assist with coordinating an installation can be determined locally depending on other commitments of the technical staff. Our experience has been that after the initial implementation, local technical staff is usually needed only to insure proper backup processing and maintaining network permissions. Some courts prefer to manage the database applications themselves but it is not necessary to have a DBA on site for jury management only.

Maintenance and Support

JSI provides all software updates and patches. Installation of each update is fully tested prior to installation on the local system. A customer's Information Services staff will participate and be trained on application installation requirements, configurations and setup of servers. As a subscriber to NEW_PROPOSED_JURY_SYSTEM Premium Maintenance, the customer automatically receives new releases and upgrades at no additional cost. Generally 1-2 new releases are issued each year, their purpose being to supply enhancements, new features/reports and bug fixes. The media for new releases is CD and it is envisioned that ultimately the Web will be used to issue new releases.

Support is handled from three locations with the primary location being Encino California where there are 8 support staff members. Additional support staff are located in Washington and Wisconsin states.

JSI's customer support is provided on a 24*7 basis, 24 hours a day, seven days a week via a toll-free 800 number.

Between the hours of 6:00 AM and 6:00 PM PST incoming calls are answered by a service staff member, unless all are busy. After hours or when all staff is busy, the voice messaging system is used to contact a support team member. When a caller identifies an emergency condition (by pressing 4 on their phone), an immediate signal is sent to every support staff member's desk. Their instructions are to immediately place their current call on hold and pick up the Emergency.

All JSI staff carry pagers that are linked to JSI's voice mail system. Any voice mail message left at an individual's extension pages that individual. A message left in the general customer support message box pages at least four primary support staff members (designation varies according to travel schedules although nationwide paging is used as well). Using the voice mail system, a user may indicate (by pressing 4) that an emergency condition exists. In this event, the four primary staff members are paged with an "emergency page" resulting in an immediate call back to the client. (All JSI support staff members also carry cell phones, so the client callback is not dependent upon the JSI staff member finding a phone. JSI staff are physically in the JSI offices from 6am until 6pm Pacific Time.

There are two levels of priority given to calls, emergency and non-emergency. Emergency calls are handled immediately. Non-emergency calls are prioritized on their urgency. Important matters that affect operations in any way are given the highest priority. Staff members are expected to return any call within 2 hours.

Premium Maintenance

The Premium Maintenance plan provides the following:

- ❑ Software enhancements (i.e. enhanced functionality generally derived by satisfying requests from other system users)
- ❑ Documentation updates to support enhancements
- ❑ Correction of software malfunctions
- ❑ Hot line support and dial-up diagnosis on an unlimited basis at no additional cost and access to the Customer Support staff (through district representatives) which is available 24 hours/day * 7 days/week.

+1 Maintenance

The +1 Maintenance plan provides certain network and hardware related support at a cost of \$250 per workstation. If requested, JSI still would charge \$250 per workstation to provide whatever remote support is possible.

+2 Maintenance

The +2 Maintenance plan provides an annual load of that year's jurors, including the ability to "suppress" those that you wish removed from the load based upon your business rules.

+3 Maintenance

The +3 Maintenance plan provides for the merging of your source lists, suppressions and National Change of Address (NCOA) processing. Each county's annual "jury wheel" is produced per each installation's own unique definition and loaded into their NEW_PROPOSED_JURY_SYSTEM and certain prescribed hardcopy reports are produced.

+4 Maintenance

The +4 Maintenance is an add-on service whereby JSI, on request, performs an on-site evaluation of the Customer's jury management operation and reports on potential improvements, cost savings and procedural changes.

System enhancements can be submitted in writing or by verbal conference to discuss the program specifications. The request is considered for system-wide application or as a custom program requirement. Cost considerations and time estimates are thoroughly discussed and documented for the client. When completed, enhancements are installed via the remote access into the training/testing environment. The client can test the enhancement before authorizing installation into the production environment.

Data Services

It is very common for Jury Systems Incorporated to work with clients who are migrating off of a mainframe jury application. A majority of our clients had a mainframe based jury management system before the installation of our system. Almost all of our installations require some form of data conversion. In many cases the data is mainframe based, but not always. Regardless of where the data is based, Jury Systems Incorporated has always performed the data conversion to the satisfaction of the client. The data conversion is accomplished using a variety of in-house tools (many of which were self-developed). Our Data Services staff works closely with your local technical personnel to coordinate data transfer and identification of specific conversion requirements.

NEW_PROPOSED_JURY_SYSTEM

Features and Functionality

NEW_PROPOSED_JURY_SYSTEM is a full function jury management system that handles all business functions including juror summoning, re-scheduling, dismissal, attendance, courtroom assignment and pay. The system uses a Windows based graphical user interface (GUI) and a relational database management system.

NEW_PROPOSED_JURY_SYSTEM offers a more intuitive view of the business process. Use of the current technology allows the user to 'multi-task' (work on more than one function/juror at a time) and provides enhanced printing and report production capabilities. Specific features and functionality of the system are described below:

- **Adaptable to Court's environment**
The system allows the local administrator(s) to define and maintain:
 - Users' access rights
 - All local court information
 - Summons and service schedules
 - Service end and schedule change parameters including desired juror notices
 - Payroll policy parameters, fee codes and processing preferences
- **Process juror source lists**
 - Eliminate duplicates among multiple source lists
 - Generate and process a suppression file of jurors previously marked for exclusion such as deceased, recently served or other local set criteria
 - Random selection at all stages of processing
- **Produce summons**
 - Users define jury reporting parameters and summons criteria
 - Jurors may be summoned from specified areas of the local jurisdiction to serve in a limited jurisdiction court.
 - Summons processing can be done in-house or through an outside vendor.
- **Manage groups of jurors**
 - Jurors can be moved in (locally defined) groups to new dates and/or new locations
 - Jurors can be service ended in defined groups
- **Process 1-step and 2-step questionnaires**
 - Scanning capability allows rapid processing of juror information
 - Data capture and demographic reporting is defined and developed per local requirements from questionnaires.

NEW_PROPOSED_JURY_SYSTEM

Features and Functionality

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- **Maintain juror information**
 - Juror activity details and history records display
 - Manually adding jurors possible
 - Efficient search capability
 - Rapid updating and easy transactions for information processing
 - Barcode scanning capabilities throughout juror information processing
 - System tracks and reports juror service and yield statistics

- **Record juror service and compute pay**
 - Multiple methods of recording attendance
 - Attendance credits jurors with pay automatically as defined by local pay rates, waivers and pay policies.
 - Supplemental pay capability for child-care or other miscellaneous fees.
 - Ability to produce service certificates or employer verifications.

- **Record basic case information and form jury panels**
 - Allows input of Case Identifier and basic information
 - Randomly selects jurors onto the cases and automatically produces reports by local preferences
 - Through local policy, users may use special selection criteria for panel development if desired such as “pre-screening” the jury pool for time or case conflicts.
 - Anonymous juror case reports available, seating charts or other courtroom documents as needed

- **Capturing of juror related statistics**
 - Fully integrated database report generation tool to provide standardized statistical reports and/or custom reports development as needed.

- **Automated payroll capabilities**
 - Payroll may be run at any time
 - Pay information can be designed for processing checks, cash or electronic interface for outside agencies.
 - Provides various hard copy reports

- **Optional features using advanced technologies**
 - Imaging Solution
 - Web Solution
 - Voice Solution
 - Checks
 - JuryPop
 - Access
 - ARM