



## Alberta Government

## **Court Case Management**

### **Improvements to RCS Access**



CONTACT INFORMATION:

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www.albertacourts.ca

Remote Courtroom Scheduling (RCS) provides the ability for defence counsel and Crown to schedule their matters online. Court Services is pleased to announce that a change in business processes has allowed them to reduce the time frame during which a matter can be remotely scheduled on the Remote Courtroom Scheduling System (RCS).

What are we talking about? Pre-booked matters: those matters that are scheduled through RCS but still require a court appearance to confirm the date. The practice, as it stands now, requires that if a matter is scheduled using RCS, within **48 hours** prior to the court appearance date, an appearance in court would still have to be made to confirm the new date. Soon, the pre-booking time will be reduced to 3:30 pm the day before the court appearance date. That means you will be able to book your date on RCS up until that time and not have to appear in court the next day to confirm. The court appearance will still have to be made if you are booking any time after 3:30 the day before the court date. In that case, a

warning will appear on the RCS screen advising the user that the matter will still have to be confirmed in court.

We hope this upcoming change will encourage defence counsel, prosecutors and their staff to realize the efficiencies that RCS brings.

#### **RCS Training**

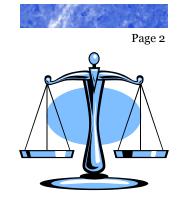
Do you wonder what advantages Remote Courtroom Scheduling offers you? Are you hesitant to log on to RCS? RCS training is available on an ongoing basis. Counsel and their support staff can request training for small or large groups, offered either in person or by webinar. Sessions usually last up to two hours and can be conveniently arranged by contacting Danielle Coulombe by phone at 780-638-3477 or at Danielle.Coulombe@gov.ab.ca. Don't miss the opportunity to use technology to improve your business and increase efficiency.

# Our CCM Partners From Justice Operations

The Court Case Management project team couldn't do what they do without the help of many other people working in Justice. Three of those special people work in Justice Operations. Karen Fraser, Lori Bates and Michelle Dillon have worked along side the CCM business analysts providing their expertise and assistance with the development of the applications that CCM has implemented over the last several years. Their job is to provide advice and support to the many stakeholders who use the justice applications that they maintain. They work closely with system users to assist and trouble-shoot any issues that arise with applications such as JOIN (Justice Online Information Network), CASS (Court Appearance Scheduling System), PRISM (Prosecutor Information System Manager) and RCS (Remote Courtroom Scheduling).

Together these ladies have a combined 80 years of service with the Government of Alberta! Lori and Michelle came to Justice Operations from the Crown Prosecutors office in Edmonton. Lori was on the development committee for JOIN and has been part of the team since 1998. Michelle joined in the spring of 2007. Karen has had a varied career with Justice working in the Sheriff's office, Edmonton Queen's Bench, Stony Plain Provincial Court and Edmonton Family and Youth Court. She came to Justice Operations permanently in 2006 following several years of part-time and temporary work with them. All of them have said that they have enjoyed the challenge of working with the new projects and new technologies that CCM has brought about. As Michelle says, "It has been really interesting to see the evolution of the newer applications that have been developed over the last couple of years. We have had to learn a lot in order to support these applications."

As for their contribution to the work of moving CCM forward, the project business analysts have nothing





From left to right:

Karen Fraser, Michelle Dillon and Lori Bates

but appreciation for the work these ladies do. The great collaboration allows them to resolve issues that arise and provide the best solutions for the stakeholders. Sherri Stasiuk, business analyst with CCM, says, "Without a doubt, we couldn't do our job without them. They are always approachable and quick to respond to us."

It is always great to know that the Department of Justice and Solicitor General is supported by such a dedicated group of people working to advance the initiatives that will improve Justice for years to come.