
Show-Me Courts Project
COMMUNICATIONS PLAN

Mar. 17, 2016

VERSION HISTORY

Version	Implemented By	Revision Date	Approved By	Approval Date
1.0	Anthony Zuccarini	-----		

TABLE OF CONTENTS

1 PURPOSE	4
1.1 Objective	4
2 AUDIENCES	5
3 AUDIENCES	6
4 KEY MESSAGES.....	7
5 ROLES & RESPONSIBILITIES.....	8
6 PROJECT TEAM MEETING PROTOCOL	9
6.1 Project Management Office	9
6.2 Project Team	9
7 INTERNAL INFORMATION SHARING PROTOCOL.....	10
7.1 OSCA Show-Me Courts Work plan.....	10
7.2 Status Information	11
7.3 Decision Reporting	11
7.4 Functional Fit Team.....	11
7.5 Product Change Management Plan	11
7.6 SMC Design & Development Team.....	11
7.7 Technical Specifications	11
7.8 Functional Specifications.....	11
7.9 Test Plans / Results	12
7.10 Defect Deliveries / Deployments	12
7.11 Court Best Practices & Procedures	12
7.12 Education Materials.....	12
7.13 Evaluations	12
7.14 External Communication Protocol.....	12
8 SHOW-ME COURTS RESPONSIBILITY (RACI) CHART	13
9 PROJECT GLOSSARY	14

1 PURPOSE

The purpose of this document is to define the communications goals and strategies of the Show-Me Courts (SMC) project. These strategies and goals are intended to provide guidance in planning and measuring results of the current and future communications efforts.

The SMC communications plan defines the project's structure and methods of information collection, screening, formatting and distribution of project information. It also outlines understanding among project teams regarding the actions and processes necessary to facilitate the critical links among people, ideas and information that are necessary for project success.

1.1 OBJECTIVE

The overall objective of this communications plan is to effectively communicate to various audiences the project statuses and successes.

Without detailed plans for communications activities that identify the organizational, policy, and material resources needed to carry them out, the SMC project will not be able to secure needed resources, coordinate efforts with other groups, or report its activities and results to key oversight stakeholders.

Communications planning activities identify the appropriate level of communication for each project stakeholder, what information should be distributed and the frequency of communications. This plan should also include the vehicle of communications (email, face to face meetings, etc). The risk of insufficient planning could result in failure to accomplish key project objectives, duplication of effort, and reduced stakeholder confidence.

SMC communications efforts should be based on this explicit, detailed communications plan.

2 COMMUNICATORS

Who is responsible for preparing, delivering, verifying receipt of, and ensuring the comprehension of the information?

3 AUDIENCES

Project communications are the SMC's primary tool for promoting cooperation, participation, coordination and an understanding of acceptance between all stakeholders. SMC has four primary stakeholder groups and has specific communications goals and objectives for each.

The Public

What Will Be Communicated

- eFiling for Pro-se litigants

How Will It Be Communicated

- Communicated via press release through Beth Riggert at the Missouri Supreme Court

Frequency of Communication

- Nothing routine

Court / Juvenile Staff

What Will Be Communicated

- All SMC product releases

How Will It Be Communicated

- Communicated via e-mail to those groups

Frequency of Communication

- Routine status report (quarterly or semi-annually) on progress of SMC

Committees / Teams

This groups consists of the following: Missouri Courts Automated Committee (MCA), Change Control Subcommittee (CCSC), and the Case Management Oversight Team (CMOT).

What Will Be Communicated

- In depth status reports sent to MCA, CMOT and CCSC

How Will It Be Communicated

- Communicated via e-mail to those committees

Frequency of Communication

- Routine status reports (quarterly or semi-annually) on progress of SMC

Attorneys

What Will Be Communicated

- Notice of new features to SMC that affect eFiling

How Will It Be Communicated

- Communicated via e-mail to this group

Frequency of Communication

- Nothing routine

4 KEY MESSAGES

What messages need to be communicated?

5 ROLES & RESPONSIBILITIES

- **Project Manager**
Develops the project plan and tracks progress; provides status reports; schedules and conducts team meetings; coordinates ad hoc meetings; tracks decision items; tracks change request; tracks expenditures; and monitors grant funding.
- **Team Manager**
Oversees the development effort to ensure the project is on schedule, in scope and on budget.
- **Team Leader**
The team leader provides direction, instructions and guidance to the team for the purpose of achieving certain SMC goals.
- **Developer(s)**
Develops code that adheres to development standards and work schedule. Attends daily stand up meetings.
- **Business Analyst**
Responsible for gathering business requirements; documenting business processes; assessing both business and technical needs; validating system functionality; and developing information needed to produce applications. The business analyst will attend daily stand up meetings.
- **Trainer**
Assists the business analyst in system functionality testing. The trainer will develop training aids (help) within the application.
- **Quality Assurance**
Provides subject matter expert services during the project. Will do user acceptance/process testing after the product has been tested by the business analyst and trainer. Will attend daily stand up calls.
- **Oversight Team**
Authorizes scope, schedule and resources. Provides general project direction.
- **Communications Coordinator**
Develops the project communications plan and strategy; develops product release information; develops communication releases to stakeholders (courts, juvenile offices, public and attorneys) as needed or requested.
- **Judicial Education**
Creates training aids outside the applications, such as videos, webinars and written materials.
- **Programmer Supervisor**
Ensures development team adheres to approved development standards, schedule and scope; prioritizes work assignments; estimates level of work effort; schedules and leads the stand-up meetings; communicates daily with the project manager to give status of tasks and/or requests; and participates in daily stand up calls.

6 PROJECT TEAM MEETING PROTOCOL

This applies to the meetings coordinated through the project Management Office involving the SMC project team members.

6.1 PROJECT MANAGEMENT OFFICE

- Preparation and dissemination of agendas to be available two days prior to meetings
- Preparation and dissemination of summaries available within three days of meetings
- Ensure agendas and summaries are stored in Confluence
- Begin and end meetings on schedule

6.2 PROJECT TEAM

- Have all appropriate materials available at meeting
- Provide updates on assigned agenda items
- Be prepared to discuss agenda items
- Be considerate of others when speaking
- Respect the concerns, comments and opinions of others
- Delegate to alternative team members if unable to attend meeting

7 INTERNAL INFORMATION SHARING PROTOCOL

This section describes the information and documentation generated throughout the project, the individual or team responsible for the data, how it is shared, when it should be provided and where it is stored.

7.1 OSCA SHOW-ME COURTS WORK PLAN

The work plan will be a document created and maintained by the project management office. The document will identify the task name, resource responsible, duration, start date and end date for each of the primary, high-level tasks required for completion of the project. Each division and section shall designate the individual accountable for the ultimate achievement of each task.

Additional and more detailed work plans may be required for sub-projects.

The following color codes will be used:

- Black – As Scheduled
- Red – Behind Schedule
- Blue – Changed
- Green – Details to be Determined
- Purple – Upcoming (within 30 days)

The following resource assignment codes will be used:

- Project Management Office
 - PM – Project Manager
- Information Technology Division
 - ITSPD – Information Technology Services Program Director
 - ITSPM – Information Technology Services Project Manager
 - ITSSEC – Information Technology Services Security
 - ITSOPS – Information Technology Services Operations
 - ITSCAM – Information Technology Services Court Automation Manager
- Court Services Division
 - CBSDO – Court Business Services Director's Office
 - CBSMUI – Court Services Monitoring/Upgrade/Implementation
 - CBSA – Court Business Services Accounting
 - CBSS – Court Business Services Support Unit
 - CBSP – Court Business Services Programs
 - CBSST – Court Business Services Statistics
 - CBSJED – Court Business Services Judicial Education Development
- Legal Counsel
 - SLC – Legal Counsel

A copy of the work plan will be published on the SMC section in Confluence. Requested changes to the work plan must be approved by the appropriate division or section designee(s) and sent to the project management office to make the updates and repost in Confluence.

7.2 STATUS INFORMATION

Status information will be shared from each division and section to the project team at the bi-monthly SMC status meetings.

The project management office will maintain a summary status report to be available upon request for committee meetings, executive staff, internal meetings, presentations, etc.

7.3 DECISION REPORTING

Internal matters that must be decided with regard to process, scope, schedule, priorities, budget or implementation issues will be discussed by the project team in order to reach a consensus and documented on the decision log. Following is a clarification of the decision items:

Process – A set of interrelated actions and activities performed to achieve a specific set of results.

Scope – The work that must be performed to deliver the final product, service and results.

Schedule – The planned dates for performing the activities to meet the designated milestones.

Priorities – Precedence by order of importance.

Budget – The approved estimate for the project.

Implementation – Method necessary to put the product into effect.

Each division and section has designated the following individual as having the authority to make the final decision on the above-referenced items:

- Information Technology Services – Pat Brooks
- Court Business Services – Sherri Paschal or Kylie Young
- Legal Counsel – Cathy Zacharias

If a consensus cannot be reached, the action item will be presented by the project manager to the project governance for resolution. Consensus includes the expressed support of the action item or abstaining from the decision if it has no direct effect on the division or section.

Decisions will be documented by the scribe in the summaries of each meeting with a description of the action item, final decision.

7.4 FUNCTIONAL FIT TEAM

The SMC team of the Missouri Court Automation Committee serves as business subject matter experts also known as the functional fit team. OSCA presents functional designs to the functional fit team for input and feedback. The SMC task team was selected for this role as the task team's makeup includes judges, attorneys and court clerks.

7.5 PRODUCT CHANGE MANAGEMENT PLAN

A product change management plan will serve as the process to handle changes in the SMC project.

7.6 SMC DESIGN & DEVELOPMENT TEAM

The SMC design and development team is the team responsible for the design of the SMC system. The design and development team should reach consensus on the design, if not it will be presented to the project governance by the project manager for resolution, per office operating procedures 206.03.

7.7 TECHNICAL SPECIFICATIONS

Technical specifications will be developed by IT and stored on the appropriate PCR page in Confluence. The IT manager or technical programming lead will be responsible for notifying the appropriate staff once approved.

7.8 FUNCTIONAL SPECIFICATIONS

Functional specifications will be developed by Court Business Services and stored on the appropriate PCR page in Confluence. The designated Court Business Services coordinator or lead will be

responsible for sending the information to the IT manager or technical programming lead responsible for the development.

7.9 TEST PLANS / RESULTS

Test plans will be created and results posted by the appropriate IT and Court Business Services staff and stored in the PCR.

7.10 DEFECT DELIVERIES / DEPLOYMENTS

IT will notify the release coordinator when a fix is ready to be loaded. The release coordinator will send an e-mail to the appropriate e-mail group when the fix has been loaded and is ready for testing. The e-mail will provide the application environment in which the fix was loaded. The release coordinator will follow the appropriate PCR process.

Development information will be stored in the PCR. The release coordinator will send an e-mail to the appropriate e-mail group of the deployment.

The procedures for defect deliveries and deployments are documented in detail in the PCR.

7.11 COURT BEST PRACTICES & PROCEDURES

Best Practices for Clerks and Judges and Clerk Handbook Procedures will be developed by Court Business Services and stored in CCHB or Gold. The designated Court Business Services coordinator or lead will be responsible for sending the information to the Judicial Education training specialist lead responsible for the development of education materials.

7.12 EDUCATION MATERIALS

Education materials for judges and clerks will be deployed by Judicial Education and stored in Jewels and/or Gold. Education materials for attorneys will be published on the Your Missouri Courts website.

7.13 EVALUATIONS

The results of the evaluation will be stored in Confluence and distributed to the SMC project team for review, discussion and approval. After the evaluation reports has been approved, under the direction of the SMC project team, it will be shared with OSCA executive staff for review and approval. After approval by the executive staff, the evaluation report will be shared with interested parties as merited.

7.14 EXTERNAL COMMUNICATION PROTOCOL

The SMC external communication protocol directs the release of information to organizations, groups and individuals outside the judiciary. External communications is to be considered formal communication about the SMC project and this protocol is to not conflict with the Supreme Court and OSCA policies and procedures already established. Examples of formal communication include scheduled briefings, newsletters, brochures and educational information provided outside the judiciary.

Content of all external communication must be approved by the SMC team. The final draft of all forms of external communication must be submitted to and approved by the following individuals prior to release:

- Kathy Lloyd, state courts administrator
- Beth Riggert, communications counsel

A copy of the final product should be provided to the OSCA project management office for historical reference.

8 SHOW-ME COURTS RESPONSIBILITY (RACI) CHART

Responsible: Those who do the work to achieve the task; **Accountable:** The one ultimately answerable for the completion of the task - delegates the work to those responsible; **Consulted:** Those whose opinions are sought, typically subject matter experts, and with whom there is 2-way communication; **Informed:** Those who are kept up-to-date on progress, often only on completion of the task - just one-way communication.

Item	PM	TM	TL	DEV	BA	TR	QA	COM	OT	CMTE	EXEC	MGR	JE	RG
Project plan	R	C	C	C	C	C	C	I	I	I	I	A	I	
Communications plan	A	C	I	I	I	I	I	R	C	I	I		I	
Approve major category	I	C	C		C	C	C	I	A	R	I	I	I	
Approve business process to work on	I	C	I	I	C	I	C	I	R	A	I	I	I	
Develop components list	I	C	A	I	R	C	C		I				I	
Provide resource & time estimates	I	A	R	C	C	C	C		I				I	
Approve scope	I	A	C	I	C	C	C	I	R				I	
Breakdown components to features	I	C	A	C	R	C	C		I				I	
Development/unit testing	I	C	A	R	I	I	I	I	I				I	
Product testing	I	I	A	I	R	R	I	I	I				I	
Develop release message	I	I	A	C	C	R	I	R	I				I	
Business process validation	I	I	A	C	C	C	R		I				I	
Adding internal product help	I	I	A	C	C	R	C		I				I	
External training materials	A	I	C	C	C	C	C		I				R	
Handbook updates			C	C	C	C	C						I	R
Stand up meetings	I	A	R	C	C	C	C					I	I	
Project status meetings	R	C	C	I	I	I	I	I				A	I	

Abbreviations

Project Manager (PM)	Team Manager (TM)	Team Leader (TL)	Developer (DEV)	Business Analyst (BA)
Trainer (TR)	Quality Assurance (QA)	Communications (COM)	Oversight Team (OT)	Committee (CMTE)
Executive Staff (EXEC)	Manager – Grant/Projects (MGR)	Judicial Education (JE)	Resource Group (RG)	

9 PROJECT GLOSSARY

Accounting system	Procedures and records which provide for accumulation and reporting of accounting data in an efficient and accurate manner and which provide appropriate internal controls.
Accounting transaction	The occurrence of a financial event or condition that must be recorded.
Accounting/financial transactions	A business event that has a monetary or non-monetary impact on the court's records.
Active receivables	The amounts owed to the court where the court is expecting to collect the amounts due.
Appeal bond	A bond which may be required to be posted by the person who makes an appeal.
Appearance	The coming into court as a party to a lawsuit.
Arrearage	Money which is overdue and unpaid; usually child support.
Assess	The obligation of payment has been impose according to an established amount.
Asset	Property or anything of value.
Assignee	A person to whom an assignment has been made.
Assignment	A transfer of right to real or personal property.
Associated costs	The amounts shown on a criminal case before the disposition of the case which will only be added to the case and the court's receivables if the disposition results in a conviction. These amounts show on the case for reference purposes so the defendant may know balance due if they plead or are found guilty.
Assumption	A thing that is accepted as true or as certain to happen, without proof. In application development, it could include the presumption that functionality exists that would be required for development of the component in focus. Ex-security is in place for a traffic user.
Audit trail	The retention of data which provided the ability to trace activities or events for a given operation. For example, a status audit trail provides the ability to trace the chronological status history of a case.
Authorize	To give someone the authority to do something.
Bail	The money or property put up by a person for release from jail until court.
Bail bond	An obligation signed by the accused or an interested party which promises that the arrested person will show up in court or risk losing the amount of the bond.

Bank reconciliation	The process of verifying activity posted to the accounting records and the bank account and determining the reasons for differences between the cash balance on the bank statement and the cash balance on the accounting records.
Bankruptcy	Proceedings filed in the federal district court, not the state circuit courts, whereby the debts of an individual are unable to be paid as they are, or become, due.
Basis	The value given to an asset for tax purposes.
Bench warrant	Warrant issued by a judge for the arrest of a person.
Bond	A certificate or evidence of a debt; security given to assure proper performance.
Bond forfeiture	Relinquishment (or surrender) of the bond for failure to comply with conditions, for example, failure to appear in court. In some instances, the forfeiture is considered a guilty plea and the bond is used to satisfy the fines and costs and the case is considered disposed.
Bondsman	An agent who acts as surety on bonds.
Book value	The value of an asset on a specific date.
Canvas	Area of the web page which contain visible content.
CAPCFED	The Judicial Information System process used to post the accounting transactions to the general ledger system.
Carousel display	A technique used to display content graphically. The user moves the displayed content left or right by way of a mouse action or directional buttons. The content seemingly disappears to the right or left and new content then appears from the left or right which gives the appearance the paged content is on a carousel.
Case	Action, cause, suit, judicial proceeding to determine a controversy at law or in equity.
Case description	The name of the case, usually in terms of the parties of the case.
Case fee record	A list of the court costs taxed and fines ordered to a specific case by the judge, and all payments, disbursements, and the balance held or due on the case.
Cash control record	The listing of all amounts received and checks issued in the month.
Cash value	The savings feature of a whole life insurance policy. Each year, part of the premium on the policy is put aside by the insurance company and is saved for the insured. The insured may borrow against this amount or cash in the policy and receive its cash value.
Certified copy	A copy of a document or record signed and verified as a true copy by the officer/clerk to whose custody the original is entrusted.
Certified mail	Mail delivery service where proof of delivery is secured. This may require signature of anyone who received the mail, or by restricted

	delivery requiring the signature of the addressee. This includes certified mail carried by the United States Postal Service, or any parcel or letter carried by an overnight, express, or ground delivery service that allows a sender or recipient to electronically track its location and provides record of the signature of the recipient.
Certified to circuit court	When a jury trial is requested in a municipal division case or an associate division case, the case is "certified" to the presiding judge for assignment. The nature of the pleadings in an associate division case may also require the case to be "certified" to the circuit clerk.
Change of venue	The removal/transfer of a case from one county to another for trial.
CMOT	Case Management Oversight Team. A group consisting of Judges, Court Administrators, Court Clerks and Juvenile Officers who oversee the direction of the Show-me Courts application.
Collapsible content	A technique used on graphical user interface where informational content can be shown or displayed based on the user interaction. As the content is hidden it appears to collapse to a given reference point. This technique is employed to save space and remove less pertinent content from the user's view of the screen.
Collateral	Something pledged as security to be forfeited in the event of failure to comply with the terms of an agreement.
Contingent claim	One which has not accrued and which is dependent on some future event that may never happen.
Conviction	A judgment of guilt and sentence against a defendant in a criminal proceeding.
Costs	An amount charged for an action performed by the court. A cost may be added to a case, a case and party, or neither if the action is not case related (e.g copy fees not related to a case).
Cost card	Listing of all courts cost that are authorized by state statute or court operating rule. The card references the statute and or court operating rule.
Cost docket code	The docket code that also adds costs to a case or case and party.
Court costs	The amounts assessed against a party in litigation. Such amounts are determined by the court on a case by case basis and vary depending upon the course of litigation. Court costs are the total of the fees, miscellaneous charges, and surcharges.
Debit account	An account with the court for money deposited by individuals, attorneys, law firms, and other agencies that frequently file documents of cases. The money in the account can be used to pay case related or non-case related amounts for the depositor.
Debtor	One who owes a debt.
Default	A failure to perform a legal duty, observe a promise, or fulfill an obligation.

Defendant	The person against whom a legal action is brought.
Delinquent	Overdue and unpaid; willfully and intentionally failing to carry out an obligation.
Deposit	Placing property in another's hands for safekeeping. The sum of money being placed with the court's bank in the court's bank account.
Deposit total	The sum of the amounts collected for a day being taken to the bank for adding to the court's bank account.
Disburse	To allocate money collected for specific purposes (such as fees, fines, costs, child support, etc.).
Dismissal	A court order or judgment that puts a case out of court; disposing of a case.
Disposition	The result of the case; disposed: no further action is necessary in the case; the court's decision of what should be done about a dispute that has been brought to its attention.
Docket code	The entry describing a specific action by the court on a case.
E-file	The process of electronically submitting the court papers to file a court proceeding.
Encumbrance	A claim, lien, or liability attached to and binding real property.
Execution	In Civil Matters. A court order directing a sheriff or other officer to enforce a judgment usually by the seizing and selling of the judgment debtor's property. An order for the sheriff to attach any property of a judgment debtor in the amount that will satisfy the judgment.
Face value	The presumptive monetary value of property as stated on a written instrument.
Fair market value	The price which a willing buyer will pay a willing seller for an asset at any given time.
Fat client	Also called heavy, rich, or thick client. An application architecture where the user's graphical interface has its features installed on the user's personal computer.
FCC	Fine Collections Center. An administrative unit of the Office of State Courts Administrator that is responsible for administering the collection of fines and fees for specific traffic violations, and disbursing funds collected as required by statute. Counties have their traffic violations processed through the FCC on a voluntary basis.
Fees	An amount charged for services performed by the court.
Filing costs	The amount charged by the court for submitting a document or the initial proceeding with the court.
Filing deposit	The amount of money required by local court rule to be paid into the court at the time of initial filing of a particular type of petition.

Filing fee	The amount of money required by local court rule to be collected at the time of an initial filing on a particular type of petition.
Financial records	Accounting records maintained by the clerk of the court to account for all monies received into and disbursed by the court.
Fine	A monetary penalty imposed upon a person convicted of an offense.
Forfeiture of bond	Process by which a person loses their right to a bond which had previously been posted.
Forma pauperis	The character and manner of a poor person; In forma pauperis is allowing a person without funds to pursue legal proceedings without payment of the required fees.
Framework	The basic underlying structures, functions and sub systems to allow for defined system functionality.
Fund	A sum of money set aside for a specific purpose. Usually, Statutes define when to charge the fee, where to pay the amounts collected, who controls the money, and what the money may be used for (e.g. Sheriffs' Retirement Fund).
Garnishee	A person to whom a garnishment has been ordered against.
Garnishment	A means of obtaining satisfaction of a judgment by acquiring a court order for possession of goods, monies, and effects of a debtor that are in possession of another party such as an employer.
Goal	The desired result envisioned by the system. In application development, it would include the desired result from a set of requirements grouped logically to create a component, module or delivery.
HTML	HyperText Markup Language. A method to annotate textural documents in a uniform manner, and which is governed by a widely accepted specification, so that that text document can be graphically displayed.
Identifiers	The alpha-numeric codes used to identify accounting records. For receipts and checks, these are sequential numbers for each accounting location. For court costs, fines, general ledger accounts, etc., these are alpha-numeric codes assigned in the accounting set up that also have court and location codes.
In forma pauperis	Permission to pursue legal proceedings without paying any court costs.
Indigent	A person who has insufficient property or income to furnish a living or afford the filing fees of a case.
Infraction	A violation of a statute for which the only sentence authorized is a fine.
Insolvent	A person, or the state of, not being able to pay debts.
Investment record	The accounting record that contains all the information about an investment account.

Iterative development	Agile. An iteratively developed application is one that is built to production quality in small incremental steps, some of which may be put into production' before the complete system is complete.
Judgment	The official decision or determination on issues in a court proceeding, upon which an appeal lies.
Judicial dashboard	A collection of high level list reports, graphics, charts, gauges and other visual indicators that can be monitored, interpreted and used to link the user to more detailed information in the case management system.
Levy	To execute, seize; obtain money by seizure and sale of property; collect a sum of money on an execution.
Liability	Responsibility; absolute; contingent; likely; an obligation one is bound in law or justice to person, one which may or may not ripen into a debt; any kind of debt, either absolute or content, express or implied; condition of being actually or potentially subject to an obligation; condition of being responsible for a possible or actual loss, penalty, evil, expense, or burden; condition which creates a duty to perform an act immediately or in the future.
Lien	A charge, security, claim, liability or encumbrance upon, attached and binding to real property.
Lights out	A situation where the judge or clerk has been disconnected from the courts WAN and there by access to the production database and application server.
Local court rules	Rules prepared by the judges of each judicial circuit outlining specific procedures to be followed in that circuit.
Manual journal entry	The accounting transaction used in the general ledger to move one or more amounts from a general ledger account to another general ledger account. The transaction includes a debit to one or more accounts and a credit to one or more accounts where the total of the debits equals the total of the credits.
Miscellaneous charges	An amount charged for the performance of a particular service by a person or organization other than the court. These charges are specified by statute.
Monetary	Relating to money where the court receives money from an individual or attorney that will be deposited to the court's bank account.
No case bond	A bond posted for a person before a case is filed in court. Usually, this bond is posted to obtain release from jail before the person's case is filed in court.
Non-monetary	A transaction where the court does not receive money to deposit to the court's bank account. These transactions may be transferring money from an open item, debit, or bond to satisfy a receivable or valuing an action (time served, community service, etc.) and using the value to reduce a specific receivable.
Obligor	Person(s) obligated under a bond.

Open item	The money held on a case that has not been disbursed; a list of all case numbers with the amounts of funds on deposit; the total of which should agree with the reconciled bank balance.
Party	A person that is a part of the action of a case in the court.
Pay type	The method someone uses to make their payment to the court (e.g. cash, check, e-check, credit card, etc.).
Payable	A transaction recording an amount the court plans to pay to a payee.
Payee	One to whom money is paid or payable.
Payment plan	An agreement between a debtor and the court where the debtor agrees to pay the debt to the court within a specified time frame using a schedule of amounts to pay and a scheduled due date for each payment.
Payor	One who pays.
Pilot	Or trial A pilot uses the full production system and tests it against a subset of the general intended audience. The reason for doing a pilot is to get a better understanding of how the product will be used in the field and to refine the product.
POC	Proof of concept. A small exercise to test a discrete design idea or assumption. An example of a POC is testing whether one technology talks to another.
Process flow diagram	A pictorial representation of separate steps of a process in sequential order.
Prototype	A system that tries to simulate the full system or at least a material part of it. May be completely discarded should a production version follow.
Receipt	A written acknowledgment of taking or receiving money or goods which have been paid or delivered.
Receivables	The amounts owed to the court. Amounts become receivables when the amounts are due and payable to the court (e.g. at disposition of a criminal case when costs are taxed against the defendant).
Recognizance	An obligation entered into before a court whereby the recognizer promises to perform a duty or task specified by the court; as in bond.
Record	To commit to writing, printing, or such; make an official note of; written account of act, court proceeding, transaction, or instrument, drawn up, under authority of law, by a proper officer and designed to remain as a permanent part of the matter to which it relates.
Restitution	Giving something back; repaying victim for loss or damages.
Satisfaction (of judgment)	Taking care of a debt or obligation by paying it; an entry made on the record, by a party in whose favor a judgment was rendered, declaring that the judgment has been paid.

Scope	The high-level features or functions that characterize a delivery, module or component.
Secured claim	A claim that is backed or supported by collateral or security.
Service	The delivery of a legal document.
Service by publication	Service of Process accomplished by publishing a notice in a newspaper designated by the court.
Service of process	The formal delivery of a writ, summons, or other legal process.
Settlement	To agree, approve, arrange, ascertain, come to or reach an agreement; act or process of determining or adjusting between persons concerning their dealings or difficulties an agreement which is equitable by both.
Statute	A law.
Statutory	Required or created by statute
Success factors	Conditions a software product must satisfy to be accepted by a user. They are a set of statements, each with a clear pass/fail result, that specify both functional and non-functional requirements.
Summary judgment	A judgment rendered to effect or prompt disposition of controversies on their merits without resorting to a lengthy trial.
Supersedeas bond	A bond required of one who petitions to set aside a judgment or execution.
System actor	The title of someone who performs specific financial tasks within a system. (E.G. Cashier is the title and the task is to receive the money or payments in a court.)
System security	The process to protect the information in an automated system by limiting who has access, who can view, who can add, who can change, who can void, and who can delete information within the automated system.
Taxing costs	The judge, as part of the judgment, may order one party to pay the costs incurred in the prosecution of a case.
Thin client	An application architecture which relies heavily on remotely installed software to provide application feature. It is typical that such an implementation will have a minimal install requirement to render the applications user interface such as a web browser.
Transaction	The occurrence of a financial activity that must be recorded.
Transfer	To change over the possession or control of.
Trust	A relationship whereby property is held by the court on behalf of a party to a case and, based on actions in the case, the court will use the property to pay costs, to pay another party to the case, or to refund the balance.
TVB	Traffic Violations Bureau, now known as Violations Bureau.

Unclaimed bonds	Bonds which were presented to the court and remain undisbursed to the appropriate owner.
Uncollected costs and fines	The court costs and fines ordered to be paid to the court that have not been received by the court.
Uncollectible	An amount which cannot be collected by the court because the debtor is not able to pay or is unwilling to pay.
Unsecured creditor	One who is owed money but has no interest in any property of the debtor to guarantee payment.
Use case	The list of steps, typically defining interactions between an actor and the system, to achieve a goal.
Violations bureau	A process, established by court order, by which designated traffic, ordinance, animal, housing, watercraft and wildlife violations fines and costs can be paid in person or through the mail without having to appear in court. Formerly known as Traffic Violations Bureau. NOTE: Changes to Supreme Court Rules 37 and 38 effective January 1, 2000, encompassed animal, ordinance, housing, watercraft and wildlife violations, in addition to traffic violations, and these bureaus became known as Violations Bureaus.
Voucher	A receipt or release, which may serve as evidence of payment or discharge of a debt; confirmation of the payment or discharge of a debt.
Waived	A reduction of the fine or cost amount owed to the court.
Waiver	The intentional or voluntary relinquishment of a known right, or such conduct as warrants the inference of the relinquishment of such act.
Warrant	A writ authorizing some act; order by a judge to arrest a person, conduct a search, seize an item, etc.
Web browser	Commonly referred to as a browser. A software application for retrieving, presenting and traversing information resources made available by web servers or HTML base files.
Wire-frame	Or mock up. Both are visual representations of what the user's interaction with the system might be. A wire-frame is more commonly used when the graphics are greatly simplified to line drawing and mock ups are more commonly referring to those representations which contain more detailed colors, graphics or even actual user interaction capabilities. These techniques are utilized to provide a concept not a final product.
XML	Extensible Markup Language. XML is a textual way to markup up data using human and machine readable tags and notations to enforce structure and content. Many application development languages support the reading and writing of XML. Most modern browsers support XHTML which is a more rigidly structured way to present HTML to the browser.