



Case Study: *Predicting the Impact of External Changes*

Client: San Bernardino Superior Court

End Result:

The San Bernardino Superior Court reallocated staff with minimal training and cost during the merging of Municipal Courts as a result of implementing RPM software.

Situation Analysis:

Serving the largest county in California and faced with a merger with the Municipal Courts through an AOC initiative, the San Bernardino Superior Court required a means to allocate and reallocate staff with minimal training.

Solution:

The San Bernardino Superior Court integrated and implemented ISD's tailored Resource Projection Model solution (RPM). After the initial phase of the RPM implementation (workshops), the court procedures became standards at all courts for each case type. By doing this, each staff member at San Bernardino Superior Court for each case type is trained according to the standards procedures of that particular case type.

Evaluation:

RPM made staff reallocation possible with minimal training by setting court procedures as standards for all courts for each case type. San Bernardino used RPM detail activity reports as training manuals for new employees. After training, the RPM model then projected the staffing needs according to the court size. Today, staffing requirements are continually monitored and assigned to the various courts based on the RPM results. To insure this, San Bernardino set up an RPM committee—made up of officials for each case type for all locations—to oversee all procedural changes. Through this process, all required changes must be submitted to and approved by the committee before being implemented.

About ISD:

ISD is a recognized leader in developing innovative judicial software that simplifies, automates and streamlines the entire legal process in order to enable justice communities to reduce cost, accelerate time-to-value, minimize business risk and better serve their communities. For over 25 years, ISD's expertise in the justice community and next-generation software has made it possible for their clients to leverage a greater degree of returns and create new opportunities by providing a full spectrum of solutions, enabling fast implementations, acceptance and knowledge transfer.

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