

# Superior Court of California County of Santa Clara

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## **Santa Clara County Court Begins Transition to Electronic Records**

*Implementation of new technology helps address Court's nearly 17 percent vacancy rate, streamline processes, and improve service to the public.*

SAN JOSE, Calif. (September 13, 2012): on August 27, 2012, the Superior Court of California, County of Santa Clara's (Court) Probate Division began implementing the Court Electronic Record File (CERF) document management system, which allows for electronic scanning and storing of all documents submitted for filing.

"This is a major milestone for the Court as this project has truly ushered in a new era for our operations," said Court Executive Officer David Yamasaki. "Electronic document management helps us address our steep vacancy rate, streamline our processes, and improve service to the public, as well as provides the foundation for further improvements, such as e-filing."

This pilot program focuses on Probate, Conservatorship, and Guardianship cases, with Court-wide implementation expected over the next two years. The project took nearly a year of planning, with implementation models prepared and reviewed to ensure minimal disruption to daily operations. The full transition for Probate, Conservatorship, and Guardianship cases will happen in phases over the next few weeks as the Court is currently in the process of "back scanning" existing paper case files.

No major impact to the public or the Court's agency partners is anticipated as the process for filing documents remains the same. Customers can now conveniently view any public document submitted after August 27<sup>th</sup> at a court kiosk, eliminating the need for staff assistance to facilitate checking out a physical court file.

Minor changes made to the Local Rule to coincide with the CERF pilot went into effect July 2, 2012, and include:

- A separator sheet be placed indicating the exhibit or appendix (in replacement of tabs)
- Heavy duty staples are replaced with binder clips

"After witnessing the process first hand, I came away completely impressed by the commitment and efforts of our staff. They are to be commended for the successful execution of this customer-focused change," said Yamasaki. "I'd also like to especially thank Judge Cain for his support, suggestions and advice in preparation for this substantial modernization."

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