

# Civil Justice Innovation Online Dispute Resolution Pilot

Assessing Court Capacity and Readiness for Participation

*Thank you for participating in the [Texas Online Dispute Resolution Interest Meeting](#) in Austin, Texas on Tuesday, June 26, 2018. The following checklist provides a self-assessment with questions to think about before implementing online dispute resolution. If your court chooses to participate, please notify the (Office of the Court Administrator???) by August 1, 2018, with this checklist attached. Responses should be no more than one to three sentences.*

## **Court Engagement**

*Commentary:*

- Is the court committed/willing to dedicate staff time to the project?
- Why is the court interested in participating in the pilot?
- Are there problems in the court that you believe online dispute resolution can address and in what timeframe?
- What are the strengths of the court?
- What are the limitations of the court?
- What data does the court collect on small claims?
- What is the default rate in small claims?
- How much staff time can the court dedicate to the pilot?

## **Effective Stakeholder Relationships**

*Commentary:* Exhibit a proven capability to work successfully with key stakeholders (including the public), demonstrated by working groups, past projects, etc.

- List stakeholders who will contribute to the success of ODR:
- List stakeholders are likely to oppose ODR:
- Please explain in one to three sentences a past project or working group that required the support of both internal and external stakeholders?

## **Effective Champions**

*Commentary:* Identify explicit internal and external champions that have both persuasive power and authority to act.

- (Working)

## **Customer-centered Culture**

*Commentary:* Exhibit a track record of prioritizing and implementing outward facing services.

- Give an example of a time where you provided user-friendly information about court processes to court users.

### **Flexible Rules Strategy**

*Commentary:* Exhibit a willingness to use emergency or temporary rules to support projects. Able to modify permanent rules as required.

- Give an example of a time your court changed a rule to support a project.

### **Willingness to Redesign Processes**

*Commentary:* Exhibit a track record of redesigning processes as appropriate before and/or during projects.

- Give an example of a time your court redesigned a process to launch a project.

### **Use of Evidence-based Practices**

*Commentary:* Prefer evidence-based decisions and policies where possible. Exhibit a track record of using data to make decisions.

- Are you committed to a culture that will embrace evidence-based solutions even it means revising aspects of ODR?

### **Effective Use of Technology**

*Commentary:* Implement technology projects successfully. Willing to adopt centralized and/or standardized technology when appropriate. Willingness to train staff to implement new processes.

- Are the current court technologies centralized or decentralized?
- How does the court currently train staff to use technology?
- Give an example of a time you adopted a new technology? Was it successful? Why or why not?

### **Sustainable Funding Strategy**

*Commentary:* Innovate using sustainable funding strategies instead of ad hoc or one-off approaches. Prioritize and/or reallocate existing funding to innovation uses.

- If funding was not available, how would the court fund this project?

## **Effective Risk Management Strategy**

*Commentary:* Manage internal and external constraints, roadblocks, and barriers successfully.

- (Think through)

## **Effective Data Strategy**

*Commentary:* Exhibit ability to collect, use and publish data as required to support innovations. Open to new data sharing solutions.

- Do you integrate data across systems?
- Are there any barriers to sharing data?
- Has the court defined data collected through the administration of court processes?
- Working?