CONNECTor Network
Update Meeting
June 2015

Welcome!!!

CONNECT
Maryland Judiciary

Thank you for coming to hear an update about the CONNECTors Network!

Some things to keep in mind about today:

➢ Materials on your seat include:
   ✓ Second issue of our newsletter – *The HR CONNECTion*
   ✓ Evaluation form for the CONNECTors Network Update Meeting

metaformers
Enterprise Solution Architects

…Integrated…Accessible…Efficient

The topics we will cover today.

- Town Hall Meeting Recap

- Training Overview & Demo

- Technical Needs

- CONNECT Events

- Q&A

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CONNECTors are our first line face to the Judiciary employees. You will help us make the connection.

Communications conduit
> Newsletter distribution
> Encourage website usage
> Distribute event announcements
> Promote participation &
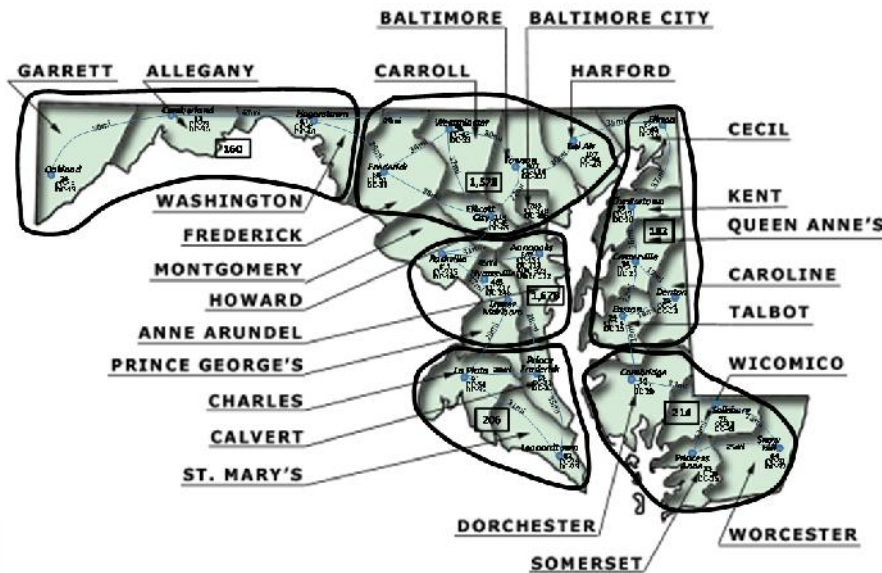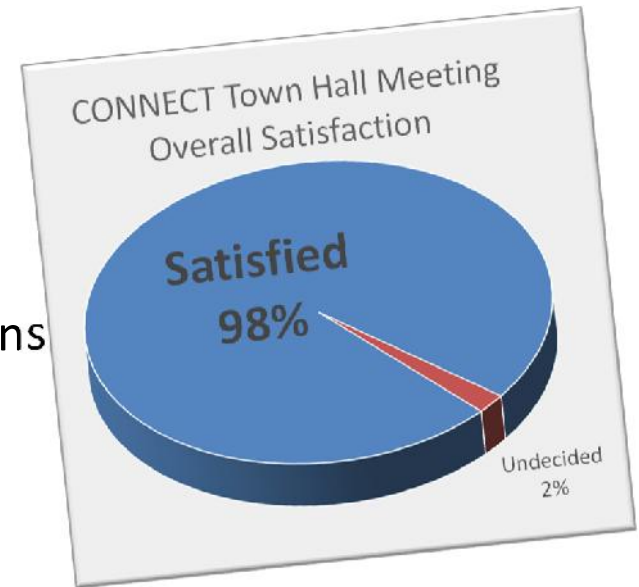   support attendance

Testers in User Acceptance Testing (UAT)

Power Users prior to and following Go Live
> Support end users locally
> Attend comprehensive end-to-end training
> Assist local learning events

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Our first in-person communication efforts were a _HUGE_ success!

Over 500 employees attended

> 25 Sessions; 8 Locations
>
> Overall Satisfaction Rating = 98%
>
> 99% appreciated the Q&A opportunity
>
> 95% would like to attend more CONNECT sessions

CONNECT Town Hall Meeting
Overall Satisfaction

Satisfied
98%

Undecided
2%

BALTIMORE   BALTIMORE CITY

GARRETT   ALLEGANY   CARROLL   HARFORD

CECIL

WASHINGTON
FREDERICK
MONTGOMERY
HOWARD
ANNE ARUNDEL
PRINCE GEORGE'S
CHARLES
CALVERT
ST. MARY'S

KENT
QUEEN ANNE'S
CAROLINE
TALBOT
WICOMICO

DORCHESTER   WORCESTER
SOMERSET

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Town Hall Meeting Recap: Follow-up

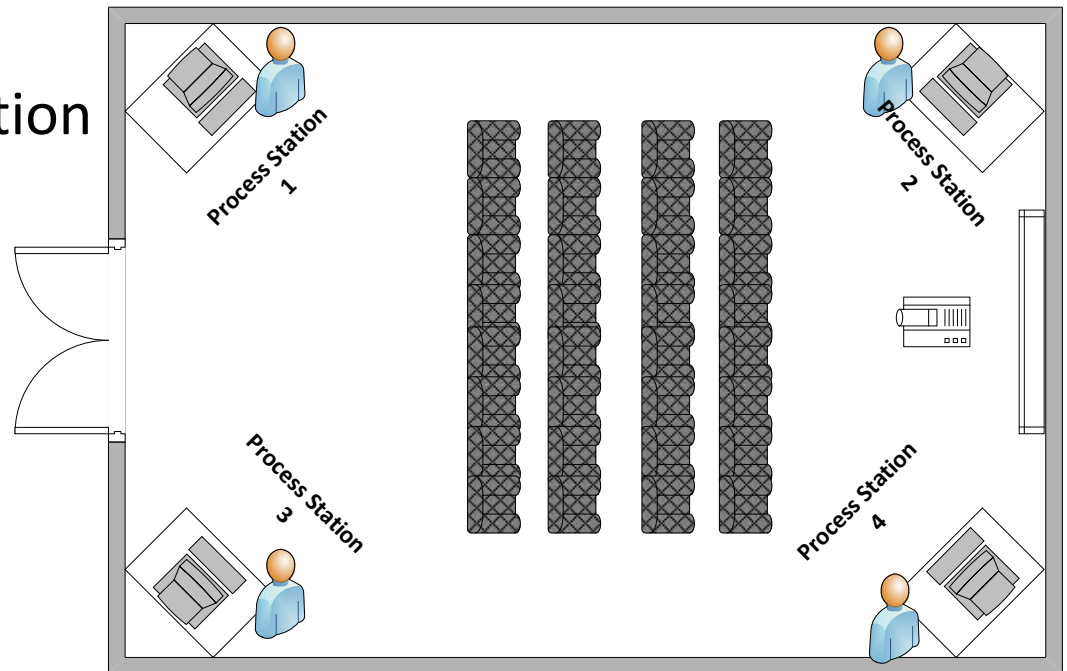**Hundreds of great questions were asked and answered on the spot!**

- Compiling the questions into a Frequently Asked Questions (FAQ)

- Posting Town Hall presentation online

- Video recording coming soon!

- Other opportunities are on the way
    > Other locations where possible
    > Street Fairs in late July
    > Town Hall Meetings in mid-September
    > Street Fairs in early November

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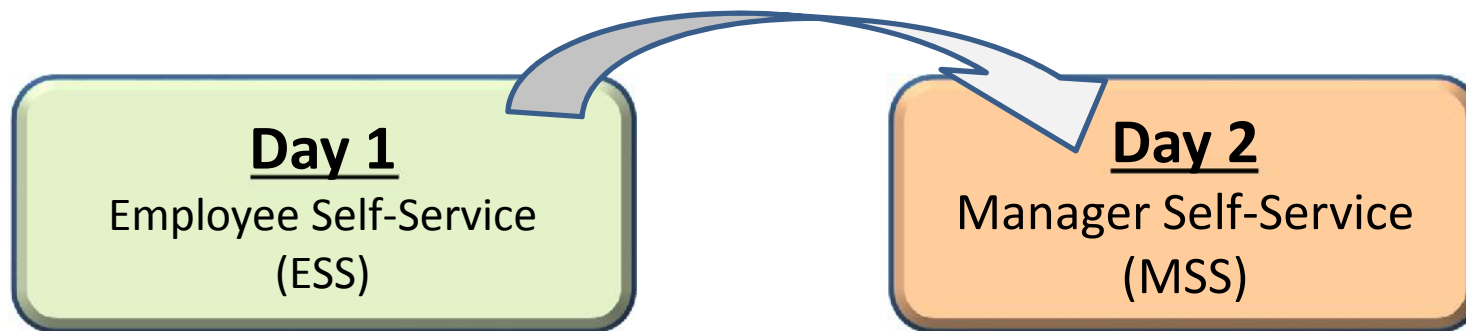
CONNECT Street Fairs
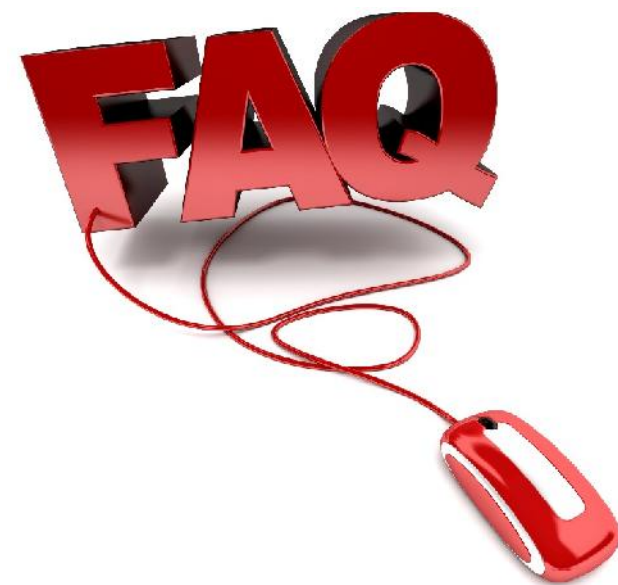
Street Fairs will be our first unveiling of CONNECT functionality.

- Focused on demonstrating a few, limited processes

- Open schedule, walk-through format

- Periodic overview presentation

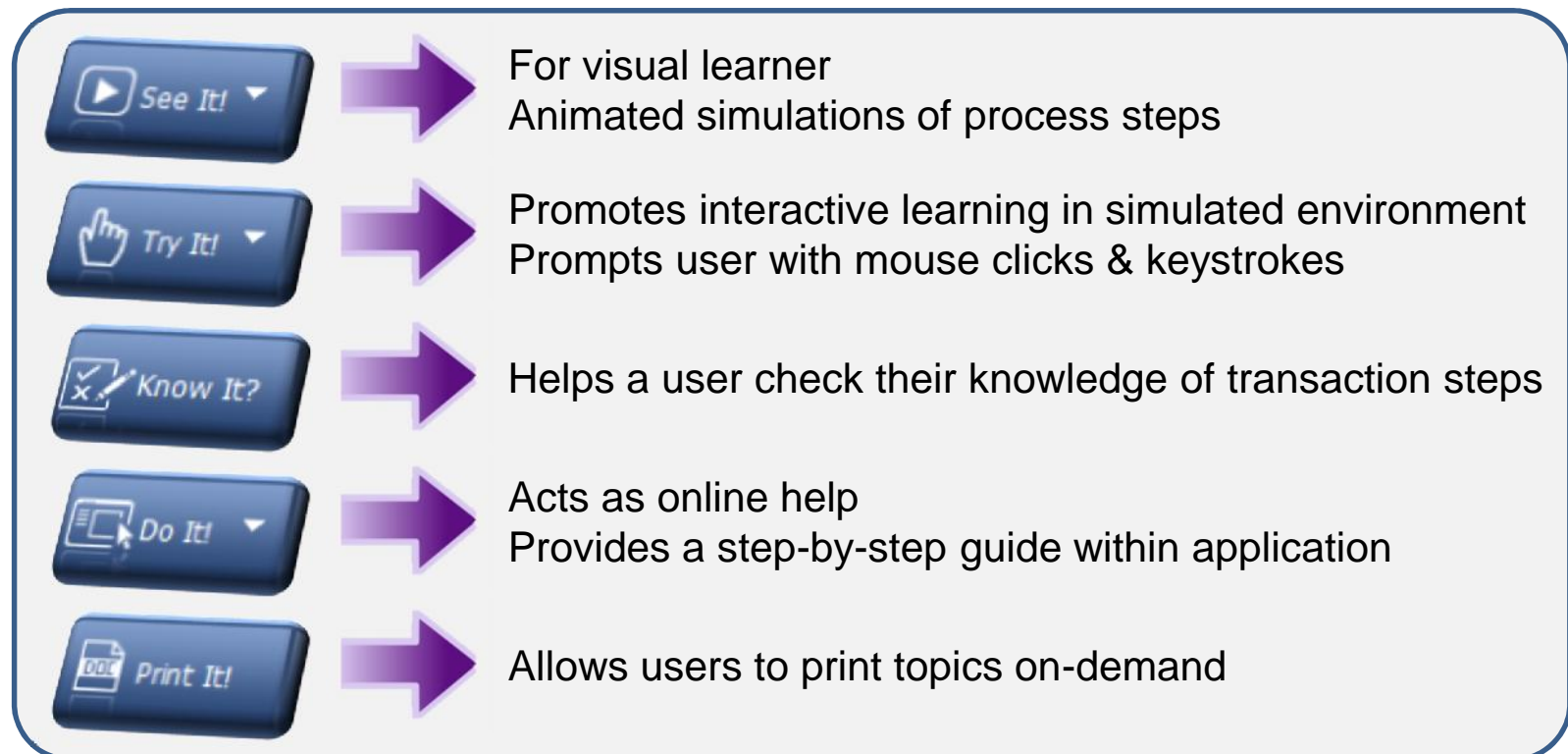- Tentatively planned for last two weeks of July in several locations (TBD)

Process Station 1

Process Station 2

Process Station 3

Process Station 4

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Training will be web-based through online lessons for most Judiciary employees.

- All employees will have access to online courses

- CONNECTors will receive classroom training
  - > End-to-end process training for ESS & MSS
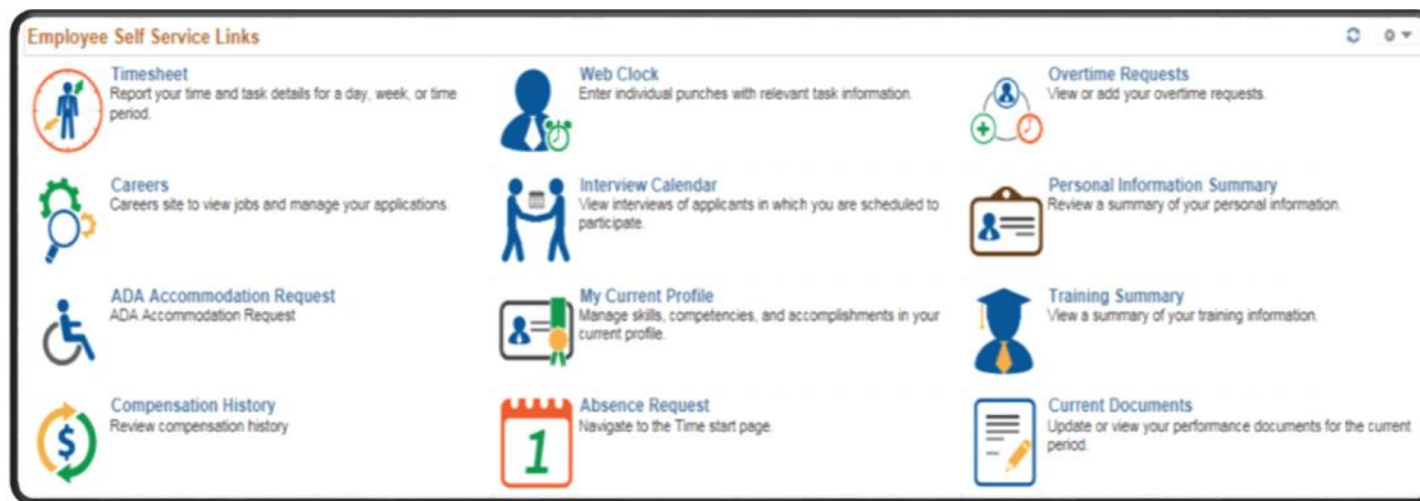 - > 2-Day sessions at JECC

Day 1
Employee Self-Service
(ESS)

Day 2
Manager Self-Service
(MSS)

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User Productivity Kit (UPK) records processes, develops simulations, & produces web-based online training for multiple training delivery options.

See It! → For visual learner
Animated simulations of process steps

Try It! → Promotes interactive learning in simulated environment
Prompts user with mouse clicks & keystrokes

Know It? → Helps a user check their knowledge of transaction steps

Do It! → Acts as online help
Provides a step-by-step guide within application

Print It! → Allows users to print topics on-demand

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CONNECT affects _EVERYONE_ (Bailiffs, Ticket/Fine Processing, etc.). Access needs to be available.

CONNECT is more than just timesheets

> Leave request & balance checks
> Personal information updates
> Education & Training registration
> Performance management activities
> Online training access

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CONNECT affects *EVERYONE* (Bailiffs, Ticket/Fine Processing, etc.). Access needs to be available.

Do you have computer coverage?
> Lead Bailiff's station
> Courtroom PCs
> Etc.

COUNTY	Bailiffs/SPOs
Allegany County	9
Anne Arundel County	27
Baltimore City	98
Baltimore County	45
Calvert County	10
Caroline County	4
Carroll County	9
Cecil County	13
Charles County	12
DCHQ	19
Dorchester County	5
Frederick County	5
Garrett County	4
Harford County	14
Howard County	17
Kent County	1
Montgomery County	12
Prince George's County	43
Queen Anne's County	7
Somerset County	8
St. Mary's County	5
Talbot County	5
Washington County	11
Wicomico County	16
Worcester County	9
	408

>30	(red)
10-30	(yellow)
<10	(green)

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Everyone's Judiciary workstations should be able to access CourtNet.

Key information will only be available online
> Frequently Asked Questions (FAQs), Newsletters, additional details
> Training content through CONNECTed
> CONNECT access through the firewall for detailed HR processes
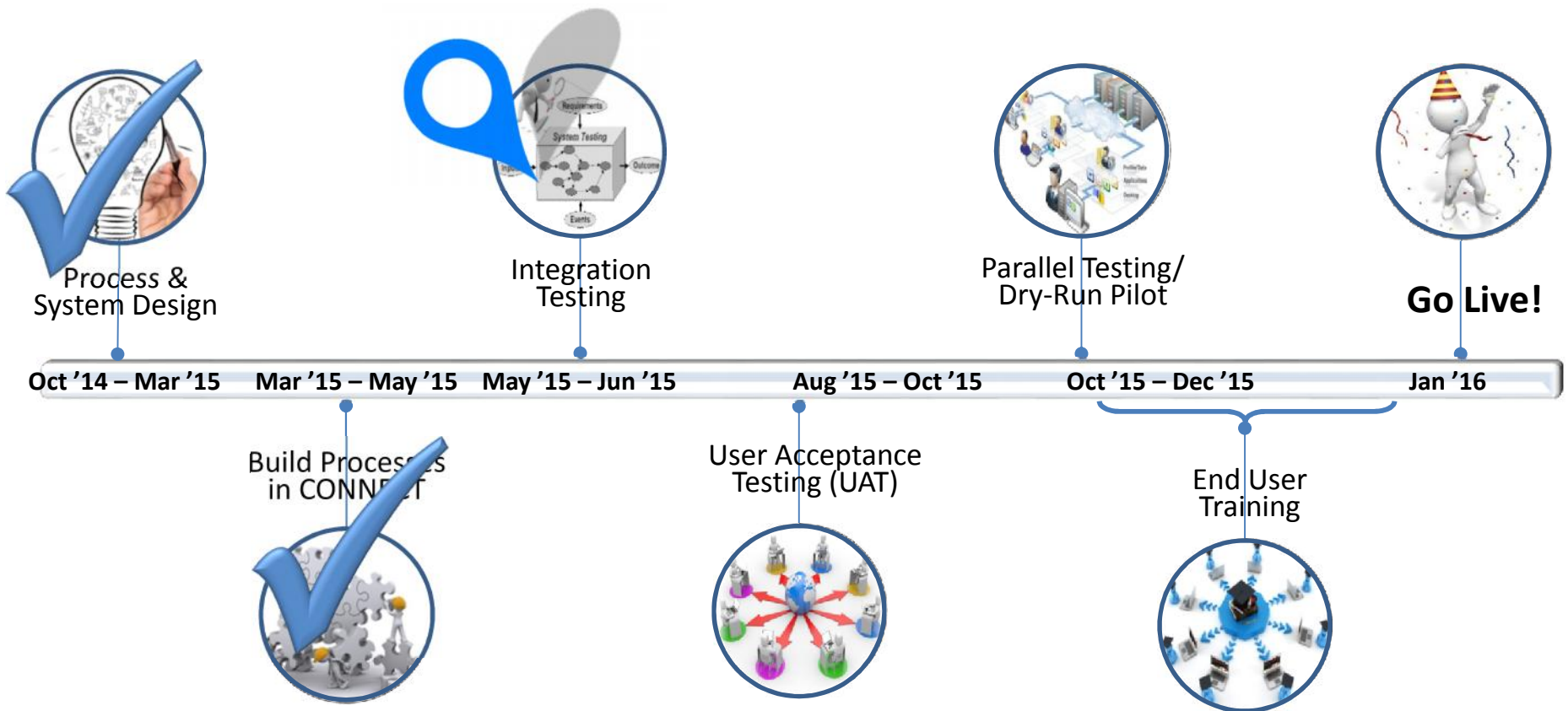
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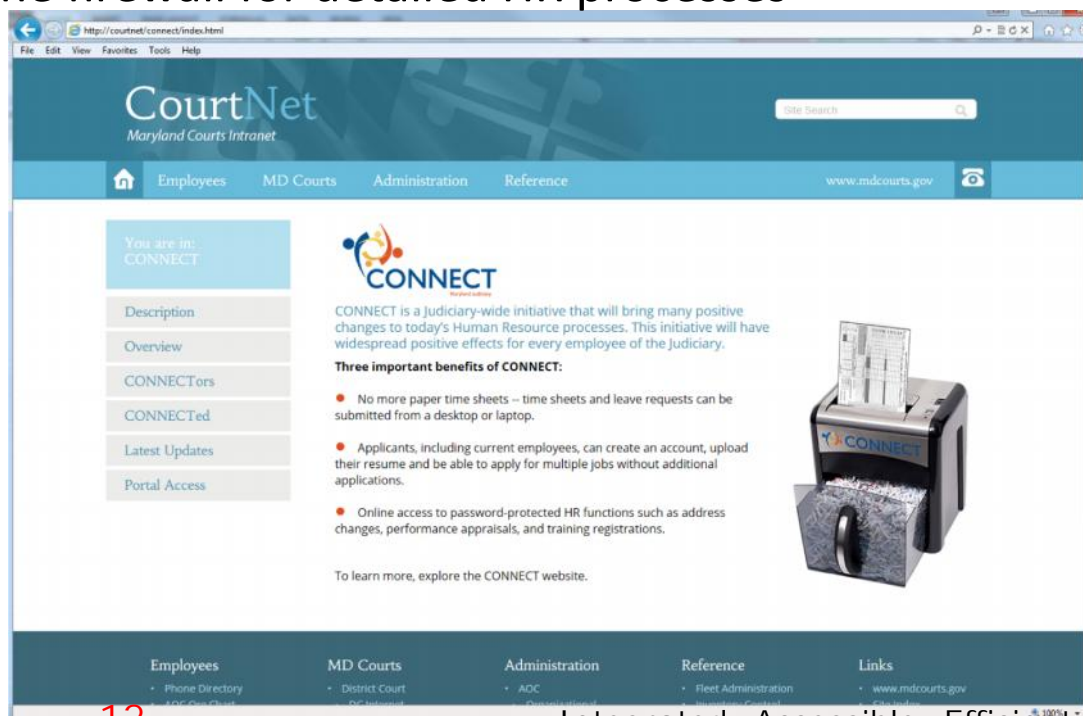
You might have it and not even know it.

- Scanners needed for attaching supporting documentation

- Many copiers can be scanners; they just have to be networked
  - > Might look like they're just copiers…
    but oh they're so much more
  - > CONNECT / JIS information request & onsite checks

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CONNECT is set to Go Live in January 04, 2016.

| Oct '14 – Mar '15 | Mar '15 – May '15 | May '15 – Jun '15 | Aug '15 – Oct '15 | Oct '15 – Dec '15 | Jan '16 |

Process & System Design

Integration Testing

Parallel Testing/ Dry-Run Pilot

Go Live!

Build Processes in CONNECT

User Acceptance Testing (UAT)

End User Training

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CONNECT is set to Go Live in January 04, 2016.

CONNECT Fairs

Town Hall Meetings

Online Training Roll-Out

Go Live!

| July | August | September | October | November | Jan '16 |

User Acceptance Testing (UAT)

CONNECTor Power User Training

Training Follow-up Support

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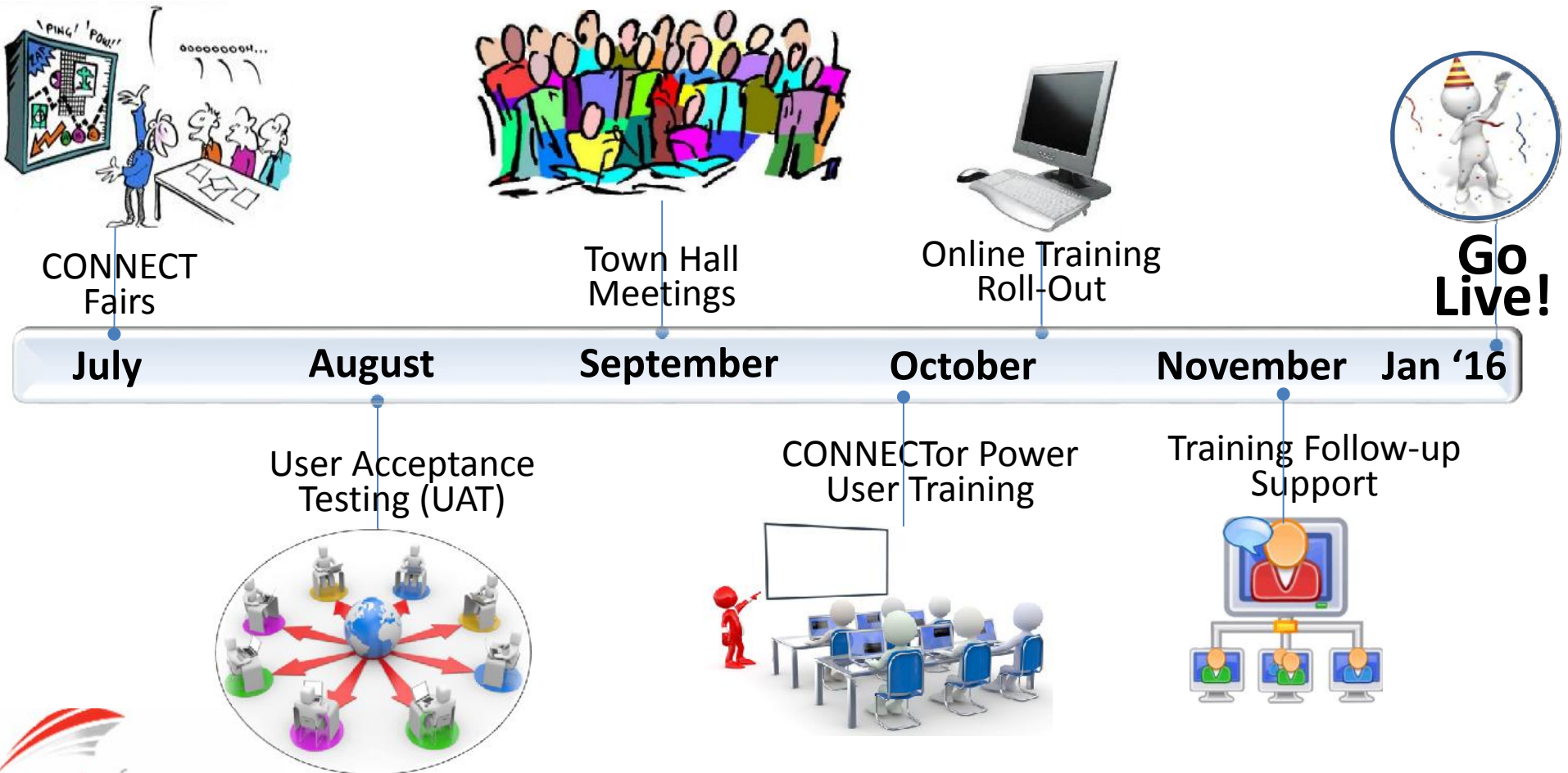
It is important for you to proactively stay engaged.

- Ensure the communications reach the masses

- Review the CONNECT Fundamentals Course

- Complete upcoming CONNECT/JIS Technical Data Gathering
  > Workstation coverage, Copier/Scanner capabilities, CourtNet access

- Promote & support attendance at CONNECT Fairs

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Complete the evaluation forms
- ✓ Leave them on your seat

Sign the Sign-In Sheets in the back

Email us at: CONNECT@MDCourts.gov

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