

Strategic Agenda Overview | 2020

LEVERAGE TECHNOLOGY & INNOVATION

We will strategically leverage technology and innovation to improve efficiency and access to services 24/7, online, on any device.

- **Timely development of new solutions to exceed customer expectations**
 - Increase our capabilities to adopt emerging technologies
 - Reduce delivery time for rollout of new digital services for customers, team members, and stakeholders
- **Utilize the latest technologies in the delivery of our services**
 - Capitalize on the emergence of Artificial Intelligence
 - Provide digital access to most services through mobile application, website, and Virtual Assistant
- **Ensure technology systems and applications are current and support the business needs and plans of the Office**
 - Retire aging technology in place of modern solutions
 - Improve capabilities for maintenance and support of applications



COMMUNICATE with PURPOSE

We will focus on communicating with team members, customers, and partners to most effectively meet their needs.

- **Multi-media strategy to target broad audience on their terms**
 - Enhance social media to educate public on Clerk services
 - Increase use of online tools to deliver information such as engaging videos and webcasts
 - Further leverage communication options such as text messaging, website, and social media
- **Partner and Stakeholder Communication**
 - Provide updates to partners and stakeholders focused on emerging trends, new initiatives, and accomplishments
- **Employee Communication**
 - Improve employee engagement through office news, updates, achievements, recognition, and events
 - Provide updates on current and future projects, innovation, and department performance
 - Improve Intranet and Internal Chat Bot



PARTNER for RESULTS

We will pursue opportunities to collaborate with all partners and stakeholders to improve the customer experience, advance technology, and further promote innovation.

- **Learn from others and pursue best practices**
 - Judicial Branch, professional associations, educational institutions, and other courts
- **Increase overall engagement with partners and stakeholders on new initiatives and improvements**
 - Pursue venues to proactively engage with partners at all levels
 - Develop joint projects to enhance collective effectiveness
 - Increase focus on relationships with the Superior Court
 - Pursue opportunities to create seamless operations and services with the Superior Court

FOCUS on CUSTOMERS

Deliver exceptional services that help our customers most easily and effectively meet their goals.

- **Expand efforts to promote our services**
 - Market free training to stakeholders about Clerk services
 - Develop multi-media tools that highlight available services, including access and service options
- **Improve convenience and access through online services**
 - Implement a proactive payment model including notifications and online payment options
 - Improve IVR capabilities and leverage Artificial Intelligence to improve timeliness and quality of service
 - Expand eFiling for all case types and documents
 - Improve distribution of Clerk notices and Minute Entries, including email and remote access
- **Incorporate feedback into all aspects of continuous improvement**
 - Design and implement satisfaction surveys to gather customer feedback leading to service improvements
 - Restructure operations to provide a dedicated Customer Experience Department f timely and consistent customer support

START with PEOPLE

We believe our people are our greatest resource and recognize their role is critical to success in serving our customers, partners, and community. We support our team members in their overall development and their efforts in advancing the mission of our Office.

- **Attract and retain dedicated people**
 - Continued focus on organizational culture and work-life balance, including flexible schedules
 - Advocate for competitive compensation within public sector market segment
- **Support team member achievement**
 - Promote succession planning and advancement
 - Implement strategic workforce planning
 - Evaluate and improve physical workspace
 - Increased focus on leadership and mentoring
- **Continue to build on our culture that values team members and promotes service and excellence**
 - Increase collaboration and the use of workgroups
 - Develop a culture of innovation
 - Use data to measure performance and plan for improvements
 - Improve and create inviting workspaces

