

To: COURTS on-line subscribers  
Subject: COURTS on-line system redesign  
Date: August 9, 2011

As you may be aware, plans are underway to replace COURTS on-line with a new system. Department of Labor staff has been working on this initiative for the better part of the last few years. We are targeting the end of the year to deploy the first of two releases.

The redesign project, called "COURTS 4", will replace the existing COURTS on-line/E-Filing system for attorneys and carriers and the COURTS system for DWC staff. It will combine the two separate programs into a single web-based system that will have all the features of the current application with the addition of some key upgrades.

Many of you have been assisting us along the way with developing user requirements, screen designs and workflows. We would like to now give all COURTS on-line subscribers the opportunity to get a preview of the new site and all its new features.

Please check out the new informational website:  
<http://lwd.dol.state.nj.us/labor/wc/egov/courts4/C4index.html>

#### **The need for a new system:**

This redesign was necessary due to the following issues:

- The current program consists of two distinct systems, one for the Division's internal staff (COURTS) and one for external users such as law firms and insurance carriers(COURTS on-line). This has resulted in difficulties for our IT staff in maintaining dual systems and incorporating enhancements.
- COURTS was developed in 1999 using software that has since become outdated and no longer supported. As the system continues to age, it will become vulnerable to database and other technical issues that cannot be readily addressed. Already over the past few years, we have noticed deterioration in the stability of the application and its overall performance.
- In addition to the above issues, several much needed enhancements and fixes to known errors were recommended to ensure continued successful utilization of the system by all participants.

#### **What to expect:**

The first release will have all the high value features of the existing system with the addition of some new:

- New documents available for e-filing: Medical Claim Petition and Answer, Application for Informal Hearing
- Improved flow for e-filing Claims and Answers
- Improved Search screens and Results Display throughout the site
- Improved display of pertinent case data and related cases
- Messaging and alerts regarding important system and case information

- Ability to search and download a firm's Attorney Calendars
- Updated forms and reports
- Improved data edits and validations upon data entry to ensure accuracy of data
- ..and many more

The 2<sup>nd</sup> release will follow sometime in early 2012. This release may cover the following:

- E-filing of certain Motion documents for attorneys
- Automated Settlement Order flow for attorneys
- Guest user access to the COURTS on-line system
- Miscellaneous enhancements

We have created a new informational page on the Division's website that will provide routine updates on what to expect with the new system, along with previews of the new pages and flows. We will also publish new procedures guides and tutorials to make the transition from the existing system to the new one seamless.

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At the time of the actual transition, we plan to disable COURTS on-line for a few days to ensure that there will be no loss of data. We will try to keep the disruption to a minimum. Prior to the transition, law firms should review the documents stored in their *File Cabinet* and get them submitted. Documents that were created and stored in the *File Cabinet* from the current system will not be retained during the transition to the new system because the format of the forms and some of the data captured are being changed. If you are unable to submit some of the documents before the transition, we suggest you print them and recreate them in the new system.

We appreciate your continued support of this initiative.

Thanks.

Regards,  
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