



# FCCA *Journal*

*Official Publication Of The Federal Court Clerks Association*

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Vol. IV No. 5

Spring 2007



## **An Evening With the Honorable Sandra Day O'Connor**

6 p.m.-8:30 p.m., Monday, June 25, 2007

*Compiled By Don K. Ferguson, Retired Chief Deputy Clerk, Eastern District of Tennessee*

Associate Justice O'Connor retired from the Supreme Court of the United States on January 31, 2006, after serving more than 24 years. In July 1981, President Ronald Reagan nominated her as an Associate Justice, and she was confirmed by the United States Senate on September 22, 1981, becoming the first female member of the high court. Justice O'Connor previously had served as a member of the Arizona Court of Appeals from 1979 to 1981 and as a judge of the Maricopa County Superior Court in Phoenix, Arizona, from 1975 to 1979. Earlier, Justice O'Connor had served in the Arizona State Senate and had served as Assistant Attorney General for Arizona. She received her bachelor's degree and law degree from Stanford University. She married John Jay O'Connor III and they have three sons.

# Spring 2007

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# PRESIDENT'S MESSAGE

By Sheryl L. Loesch, Clerk, Middle District of Florida



The countdown is on for our June conference in Tempe, Arizona. You can feel the excitement and anticipation in the air. Team Arizona has an awesome conference planned for us - look for more information in this edition of *The Journal*.

If you've been trying to keep up with all the activities of YOUR Federal Court Clerks Association, you've been busy! The Clerks Council and the Deputy Clerks Council recently worked to distribute a survey to all employees of the District and Appellate Courts seeking their input regarding FCCA and what employees would like to see our Association doing. Responses to the survey will help the FCCA Board make decisions regarding future direction for the Association. Your comments are important to us.

The next membership drive is getting ready to begin. Dues will return to amounts reflecting a 12 month membership period rather than the last 18 month period. I hope each of you will encourage your coworkers to join our Association so they don't miss out on a thing.

By now, all of you should have heard about the exciting FERS sick leave initiative. Our association has joined forces with the National Conference of Bankruptcy Clerks (NCBC) and the Federal Probation and Pretrial Officers Association (FPPOA) to retain the services of a Washington lobbyist to pursue changes to our retirement system that would credit hours of unused sick leave toward years of service upon retirement. The lobbyist is working on a briefing paper and will then begin making contacts with several Senate and House Committees seeking their support of this change. If approved, this change will affect all judiciary employees under FERS, not just members of the three Associations. Look for future updates on progress.

I realize as I write this message, it is my last message to you as President of the Federal Court Clerks Association. It has been a busy, yet fulfilling two years. The professionalism of our members and the genuine caring for one another, especially during times of adversity, such as the hurricanes of 2005, made me especially proud to be your President. It has truly been an honor for me to serve in this capacity. I look forward to seeing you this summer in Tempe as I hand the torch to our President Elect, Mr. Bill McCool.



Mill Avenue Bridge and Hayden Mill

Tempe Town Lake Park

Photos courtesy of  
Metroshot.net



# From the Editor

By Patricia McNutt, Clerk, Eastern District of Tennessee



The excitement is growing as we near the date of the 2007 FCCA Annual Conference in Tempe, Arizona. The Conference planners have done a fantastic job developing an exciting educational program and great after-hours entertainment. We are so fortunate to have Associate Justice Sandra Day O'Connor scheduled to speak at a catered dinner on Monday, June 25, at 6 PM. If you haven't signed up to attend, it's not too late. Just go to the FCCA web site at [www.fcca.ws](http://www.fcca.ws), click on Tempe Conference and register on-line.

History buffs may be interested to know that Tempe was initially home to the Hohokam. Fort McDowell was established in 1865 in the upper Salt River. The Fort provided protection to settlers and the population increased. Two settlements, Hayden's Ferry and San Pablo, combined to create Tempe. Tempe reportedly was named by Darrell Duppa, who compared the Salt River Valley near a 300-foot butte to the Vale of Tempe near Mount Olympus in Greece. In 1885, the Territorial Normal School was established and ultimately became Arizona State University. Today Tempe is home to about 160,676 people. The median age of the population is 29 and for every 100 females there are 106.9 males. (You never know what interesting tidbit you will discover by reading Wikipedia.)

Part of the Salt River has been dammed to create a man-made lake, named Tempe Town Lake. In combination with Tempe Town Lake, the city created the Rio Salado Project. This is a waterfront development that wraps around the two-mile Tempe Town Lake. It includes an equestrian center, picnic sites, playing fields, and trails.

Shops, restaurants and night spots are within walking distance of the Mission Palms, the Conference hotel. When the Board held its Mid-Year Meeting in Tempe in 2006, I conducted an informal poll of favorite restaurants. Favorites included Café Boa - specializing in pasta dishes with a great selection of wines including flights of three wines; Z-Tejas Grill - great Southwestern food and great margaritas, and Bravo Bistro - Italian restaurant in Scottsdale if you are interested in a great meal and a scenic drive. Many more restaurants are listed on the conference web site.

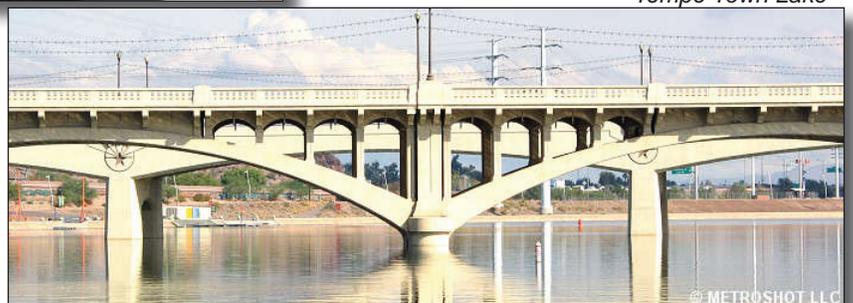
The desert scenery is beautiful. If you have a day or two extra, it is worthwhile to visit Sedona, about a two-hour drive, or the Grand Canyon, about a four-hour drive. The Pink Jeep Tour in Sedona gives you some incredible views of the red rock formations. For more information, visit [www.pinkjeep.com](http://www.pinkjeep.com). Also, the FCCA web site has information on Sedona, the Grand Canyon and other nearby attractions.

With the conference educational program and the after-hours events, you may not find enough time just to relax. You should plan some downtime at the hotel pool. The rooftop pool is large and has two spa tubs and nice lounge chairs and cabanas. With the average temperature in June at 84.7 and the maximum temperature at 101.4, a refreshing dip in the pool is a must. Remember the advice of the conference planners, dress for hot weather! Hope to see you there.



Tempe Town Lake Park

Tempe Town Lake



Photos courtesy of  
Metroshot.net

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# Nominations Are In!

*By Anne Stygles, Nominations Chair*

The following nominations have been received for Circuit Representatives of odd-numbered Circuits:

- 1<sup>st</sup> Circuit: No nominations received  
3<sup>rd</sup> Circuit: No nominations received  
5<sup>th</sup> Circuit: No nominations received  
7<sup>th</sup> Circuit: No nominations received  
9<sup>th</sup> Circuit: Michael Nagy, Director of Information Technology, California Southern District Court  
11<sup>th</sup> Circuit: Nancy Gilman, Opinions/Judgment Clerk, 11<sup>th</sup> Circuit Court of Appeals

Since there are no contested races for Circuit Representatives there will be no elections within the Circuits.

President-Elect William McCool will appoint someone after the annual conference to be the Circuit Representative for the 1<sup>st</sup>, 3<sup>rd</sup>, 5<sup>th</sup>, and 7<sup>th</sup> Circuits.

One nomination was received for President-Elect:

**James R. Larsen**, District Court Executive/Clerk of Court\  
District Court, Eastern Washington

One nomination was received for Secretary:

**Sue Rigan**, Court Operations Supervisor  
Middle District of Florida

Nominations for President-Elect and Secretary will be taken from the floor at the annual conference. Write-in votes can only be accepted at the annual conference.

The profiles for the nominees for FCCA President-Elect and Secretary are featured in this issue of the *Journal*. For those of you who plan to be at the conference in Tempe, you will meet the candidates for President-Elect and Secretary in person and hear their platform and the platforms of any further nominees for President-Elect and Secretary.

All members are urged to participate in the voting process at the annual conference in Tempe. However, if you have voted by absentee ballot, you will be ineligible to vote during the election at the annual conference.



## From the Deputy Clerks' Corner

"To Be or Not To Be AN FCCA Member" - that is the question

*By Jenine Wright, Deputy Clerks' Council Chair  
District of Kansas*

An organization is only as good as its members who participate in it, and in my opinion, FCCA is in great shape! However, FCCA is always needing new members.

It takes all kinds of members to make FCCA successful. While some members want only to pay their dues, others want to have hands-on involvement. FCCA needs you and your support in whichever form you choose to participate. No matter how much or how little you wish to be involved in FCCA - remember - "MEMBERSHIP MATTERS!" - especially yours!!

The 2007 - 2008 membership drive is beginning this month. Can we count on you "To Be AN FCCA Member"?



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## 2007-2009 National Office for Term for President-Elect FCCA President-Elect



James R. Larsen  
Eastern District  
of Washington

I am currently the District Court Executive/Clerk of Court for the U.S. District Court, Eastern District of Washington, and have held this position since 1986. I received a B.A. from St. Martin's College in Lacey, Washington and subsequently received a Fellowship from the Institute of Court Management.

I joined the State Court Administrator's Office in Olympia, Washington, in 1973. After holding various positions, I served as the State Court Administrator until 1986. Before coming to the State of Washington, I was a trial court administrator in Pueblo, Lamar and Fort Collins, Colorado.

I have been directly involved in automation of the courts and served as the chair to the Umbrella Committee during the ICMS development. I have chaired numerous committees within the Judiciary and in other service capacities.

In 2002, we hosted the FCCA Conference in Spokane, Washington. I greatly enjoyed working with the Association and all of the officers and participants. FCCA continues to provide leadership and communication to all federal court employees. I envision a great role for the Association with the new leadership at the Administrative Office.

We continue to face many challenges and look forward to new opportunities in the federal courts. I ask for your support in selecting me to serve as your President-Elect for the FCCA. Thank you, I look forward to working with you.



## 2007-2009 National Office for Term for Secretary FCCA Secretary



Sue Rigan  
Middle District  
of Florida

I have been the FCCA's Secretary since 2004 and I am honored to be nominated for another term. I also serve as Chair of the Awards Committee and have chaired that committee since 2003. Previously, I served as Sixth Circuit Representative from 2003 - 2004; Awards Committee member from 2000 - 2002; and Membership Committee member from 2000 through 2001. I joined the FCCA fourteen years ago and I've attended the last eight annual conferences in a row. Tempe will be my ninth. Before becoming a Board member, I attended the Board of Directors meetings as an observer. My experiences gained from those meetings inspired me to serve the FCCA in a greater capacity. We are truly honored to have such a talented Board of Directors and I am proud to be a part of the team.

I believe communication is the key to effective leadership and I promise to keep the lines of communication open while serving as Secretary. Being involved in the FCCA is a richly rewarding experience. I look forward to serving the Board and our members, and encouraging others to become more active as well.



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## Spotlight on the FCCA Journal Typesetter

Ruby Ryherd presently is the typesetter for the *FCCA Journal* and a retired graphic artist from The Boeing Company. Ruby feels like she has attended many FCCA conferences over the years through second-hand descriptions and pictures of many events.

She worked at Boeing for 21 years. She started as a word processor and then later joined the Graphics group and worked as a graphic artist and customer support representative. Ruby was instrumental in instituting a one-stop shop within Boeing for the Print Shop, Photo Shop, and Graphics area. This was started to save customers time by making ordering services available in one area instead of three. She also received numerous employee recognitions and awards for her service at Boeing. After September 11, 2001, Boeing reduced their workforce and continued to do so over the next year so she took early retirement in January of 2003.



Ruby Ryherd

In 1990, Ruby started typesetting for the *FCCA Journal*. She was working with another typesetter on a publication for the Wichita Bar Association. Ralph DeLoach approached them about working on the *FCCA Journal*. The other typesetter declined but Ruby accepted the position and the rest, as they say, "is history."

Ruby graduated from Friends University in Wichita, Kansas in 2000 with a Business Management Degree.

She is married and has three grown children – a son and two daughters. They have given her eight grandchildren.

Ms. Ryherd likes to read and quilt for quiet time. Her favorite pastime is writing short stories – one of which has been published. She likes to travel to new places and also to visit her children and grandchildren in Rapid City, South Dakota and Atlanta, Georgia.

Ruby sang in a music group that traveled around Kansas and Colorado singing at meetings and conferences. More recently they sang around the south Kansas area at retirement homes, community centers, and senior citizen centers. The group also sang at local churches and community events.

She has enjoyed working with the different presidents and editors of the *FCCA Journal*. They have all been very professional, friendly, and without exception dedicated to making the *FCCA Journal* the best publication it can be. Ruby's wish is to someday meet some of the fine people involved with the FCCA. Maybe a conference in Kansas?



## Farewell to a Friend

*Submitted by:*

*Ingrid Campbell, Chief Deputy Clerk, District of Kansas*

*Karen Jannaman, Administrative Assistant to Ralph DeLoach, District of Kansas*

*Skyler O'Hara, Deputy Director of Administrative Services, District of Kansas*



Ralph DeLoach

Following 32 years of distinguished government service, Ralph DeLoach retired as Clerk of Court for the United States District Court for the District of Kansas on June 3, 2007. Ralph began his career in 1975 when he became a U.S. probation officer for the District of Kansas. In 1984 he assumed the role of Clerk of Court for the District of Kansas where he remained until his recent retirement.

Ralph's contributions to the District of Kansas and the judiciary are numerous but to mention just a few, he joined the Federal Court Clerk's Association (FCCA) in 1986 and served as president in 1991; he managed the aftermath of the Topeka courthouse bombing incident in 1993 and assisted during the aftermath of the Oklahoma City bombing in 1995; he oversaw the construction of the Robert J. Dole Courthouse in Kansas City, Kansas; and, became a lead

Continued on page 8

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## Farewell to a Friend

Continued from page 7

court for the implementation of JMS, CM/ECF and FAST. Perhaps Ralph's most significant accomplishment, however, has been the outstanding relationships he has built over the years with judges, clerks of court, judiciary staff, and other government agencies.

Ralph was active on several national committees during his tenure with the courts serving as a member on both the Federal Judicial Center's District Court Education Committee and the District Court Clerk's Advisory Group. Ralph also served as a court administration liaison to the Judicial Conference Committee on Court Administration and Case Management, and he chaired the Administrative Office's United States District Court Advisory Committee.

Over the years Ralph received many awards, some of the most significant of which are the 1992 Director's Award for Administrative Excellence, the 1995 FCCA Angie Award, and the 1999 Director's Award for Outstanding Leadership.

More recently Ralph became involved in international judicial relations traveling to Russia, Bosnia Herzogovenia and Macedonia and hosting several delegations of Russian judges as part of the Open World Leadership Center's Rule of Law Program. In 2004 Ralph began serving as Vice President of the North American International Association for Court Administration and as co-chair of the FCCA International Relations Committee.

The District of Kansas has been extremely fortunate to have one of, if not the premier Clerks of Court in the country, blazing trails and making a name for himself and our court. We are sad to see Ralph go but proud to have such a remarkable leader serve as an ambassador for the judiciary and Kansas in lands afar. Ralph is now employed by BlueLaw LLP working in Jakarta, Indonesia as a Long-Term Court Administrative Advisor to the Millennium Challenge Corporation Indonesia Control of Corruption Project. Please read on for more about BlueLaw and the project Ralph has undertaken



## Ralph DeLoach's Future

*Submitted by:*

*Ingrid Campbell, Chief Deputy Clerk, District of Kansas*

*Karen Jannaman, Administrative Assistant to Ralph DeLoach, District of Kansas*

*Jeffrey Walker, Managing Partner, BlueLaw LLP, and*

*Seth Cowell, Associate and Program Manager, MCC/ICCP, BlueLaw LLP*

BlueLaw LLP is an international legal practice group consisting of over 25 full-time, part-time, and affiliated attorneys and subject matter experts. As a consortium of highly experienced and skilled professionals of national and international reputation in their respective areas of expertise, BlueLaw has assembled the unique and unrivaled talents of experts with abiding interests in development assistance and international law, thereby providing outstanding international and development-related legal and other consultant services. Currently, Blue Law personnel are providing legal and technical services to the international development community in Africa, Asia, Eastern Europe, North America and South America. BlueLaw is also a service-disabled veteran-owned small business.

As one of BlueLaw's newest employees, Ralph DeLoach will be serving in Jakarta, Indonesia as the Long-Term Court Administrative Advisor to the Millennium Challenge Corporation (MCC) Indonesia Control of Corruption Project. This project will strengthen the institutional capacity of the Indonesian government to combat corruption in the executive and judicial branches of government. Mr. DeLoach will be leading two major reform efforts in the judicial system. The first is an effort to make the courts into an independent branch of government by transferring the administration of the courts from the Executive Branch (primarily the Ministry of Law and Human Rights) to the Judiciary themselves under the Supreme Court. The second effort is working with the Indonesian Supreme Court implement a comprehensive reform plan focusing on financial management, human resource management, career development for the judges, and case management. Ralph DeLoach will be joining another recently retired Clerk of Court as a BlueLaw court reform consultant, Markus Zimmer from the District of Utah, who is beginning similar work on an administrative law reform project in Kyiv, Ukraine.



---

## Ralph DeLoach Chronology

Date of Birth, Coco Solo, Panama .....	April 28, 1946
Earned B.A. in Psychology from Loretto Heights College .....	1974
Earned M.A. in Special Education Rehabilitation Counseling from University of Northern Colorado .....	1975
Birth of son, David DeLoach .....	July 21, 1978
U.S. Probation Officer .....	1975-1984
Birth of daughter, Rita DeLoach .....	May 9, 1980
Earned Juris Doctor from Washburn University Law School .....	1983
Supervising U.S. Probation Office .....	July 23, 1984 - May 9, 1986
Clerk of Court (under Chief Judge O'Connor) .....	May 12, 1986 - Present
Joined Federal Court Clerk's Association (FCCA) .....	1986
Court converted from paper docketing to Integrated Case Management System (ICMS) for Civil Cases .....	January 1, 1991
Served as President of FCCA .....	1991
Patrick F. Kelly becomes Chief Judge .....	1992
Received the Director's Award for Administrative Excellence .....	1992
Served as Chair AOUSC's Court Administration Advisory Committee .....	1993
Member of the FJC District Court Clerk's Education Committee .....	1993
Topeka Courthouse bombing incident .....	August 5, 1993
Kansas City Courthouse construction completed .....	December 20, 1993
Court converted from paper docketing to Integrated Case Management System (ICMS) for Criminal Cases .....	January 1, 1994

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## A Conference to Remember

By Deb Lucas, Team Tempe

Climbing to New Horizons! Team Tempe is very busy working on the final details of the upcoming conference in Tempe, Arizona. It will definitely be a conference to remember! The early registration deadline was May 1 so make sure to complete your registration as soon as possible. In addition, don't forget to book your hotel rooms as they are filling up quickly!

We have received several questions about the possibility of having retired Justice Sandra Day O'Connor autograph one or more of her books at the courthouse reception on Monday evening. We arranged to have Justice O'Connor autograph her books, provided they were mailed to the following address by May 14: U.S. District Court, C/O Lori Landis, 401 W. Washington, Suite 130, Phoenix, AZ. 85003.

There have been a few changes since our article was published in the Winter edition of the *Journal*. The first change is the location of the Western dance and BBQ scheduled for Wednesday evening. The event was originally scheduled to be held at Rawhide Western Town, but due to some unforeseen circumstances the location of the event has been changed to the Pinnacle Peak Patio. Same great food, just a different location! We also have a change to our educational program. Unfortunately, Jim Davy will be unable to attend the conference and as a result we have cancelled his class entitled *Fiscal and Physical Preparation for Retirement*. In lieu of Mr. Davy's class, we will be offering a class instructed by Joseph R. Diaz, Sam Hamrick, John Morrill, and Michael Nagy entitled *CEO - The Chambers Electronic Organizer*. This class will include a live demonstration of the CM/ECF integrated CEO and Daily Calendar Report utilized by the Southern District of California.

This is just a reminder that the hotel will provide free shuttle service to and from the airport for conference attendees. To arrange for this service, please contact the hotel at (480) 894-1400.

I encourage you to visit the FCCA website frequently to stay abreast of current information regarding the conference. For your convenience, the conference agenda, breakout session descriptions and speaker bios are printed on the following pages of the *Journal*.

Please feel free to contact us with any questions and we look forward to seeing you in Tempe in June!

Deb Lucas  
(602) 322-7100

Lori Landis  
(602) 322-7207

Rhonda Van Dyke  
(602) 322-7124

Mary Benchimol  
(602) 322-7112

Betsy Tait  
(602) 322-7271



## FCCA Conference Receives Overwhelming Response

By Deb Lucas and Rhonda Van Dyke, Tempe Conference Planning Team

The Tempe Conference Planning Team received an overwhelming attendance response that resulted in filling the classrooms to maximum capacity and closing the on-line registration. The Conference Team provided the following information to assist in questions individuals have had regarding the registration process.

"Partial registration" means an individual could register for all hotel events, but the Evening with Justice O'Connor, the Diamondback's game, and the Western Night at Pinnacle Peak Patio Steakhouse were closed. Thus, we would allow those who contacted us to register for everything except those three events. However, all final head counts were due to the hotel and other facilities by June 5. So, on June 4, at 5:00 p.m., we provided all of our final counts to the hotel and various event sites. We placed the "partial registration" notice on the website on June 1. We did then accommodate some people on Friday, June 1 and Monday, June 4 with the partial registrations. After this point (beginning on June 5), we were unable to add anyone to these events and registration is completely closed.

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## FCCA Conference Receives Overwhelming Response

Continued from page 10

As of June 6, we have changed the website to state that "Registration is now closed."

Current number of registrants:	278
Number of guests:	69
Early Bird Registration Deadline:	May 1
Final Registration Deadline:	May 31

We accepted "partial registrations" through 5:00 p.m. on Monday, June 4.

Below is our final count for all non-educational conference events:

Sunday, June 24 - President's Reception	260
Monday, June 25 - Evening with Justice O'Connor	318
Tuesday, June 26 - Buffet Luncheon	264
Tuesday, June 26 - Diamondbacks Game	110
Wednesday, June 27 - Fun Run/Walk	49
Wednesday, June 27 - Vendor Fair Box Lunches	259
Thursday, June 28 - Business Lunch	251
Thursday, June 28 - Closing Banquet (Mexican Fiesta)	273



## Consider Yourself Asked

*By Jane Bauer, Blood for Life Chair*

Ahh! Spring is in the air. And with it comes flowers, sunshine and outside activities. Before we all get too involved in enjoying the great outdoors, would you consider spending time donating blood? If you have never donated because you have never been asked, consider yourself asked! That is the current theme of the American Red Cross Blood Services unit.

You do not need to wait for your office to hold a blood drive to donate blood or platelets. You are eligible to donate every 56 days. If you donate somewhere besides a court blood drive, please let your blood drive coordinator know so your donation can be counted. Also, members who donate blood or platelets are eligible for a \$50.00 cash award from the Blood for Life drawing at the annual conference.

It is with excitement that I introduce the new Chair of the Blood for Life Program. Deenah Levine, USBC-CT, has agreed to take over from me as chair for this worthwhile cause. To report your blood donations next year, please review the updated forms with Deenah's contact information. Deenah is looking for volunteers to serve on this committee. If you are looking for a way to get involved with the FCCA, look no further. Deenah would love to have you.

By the time you read this, the current year for reporting will have ended. But do not despair. You can go ahead and send your reports to Deenah and they will be added to the totals.

If you need to report blood donations, the new donation year runs May 1, 2007-April 30, 2008. You may either fax me the report or send it to me via e-mail no later than May 15, 2008. My fax and e-mail information are on the "Blood for Life Donors" form which is available on the FCCA's website.

So Consider Yourself Asked!



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# 2007 Federal Court Clerks Association Conference Agenda

## Saturday, June 23, 2007

1:00 pm - 5:00 pm      Early Registration

## Sunday, June 24, 2007

9:00 am - 3:00 pm      Board of Directors Meeting

9:00 am - 4:00 pm      Registration

6:00 pm - 9:00 pm      President's Reception      (7:00 p.m. - Group Photo)

9:00 p.m.                Hospitality Suite

## Monday, June 25, 2007

7:30 am - 8:30 am      Continental Breakfast

7:30 am - 8:30 am      Late Registration

7:30 am - 8:30 am      MSU Orientation

7:30 am - 8:30 am      First Time Attendee Meeting

8:30 am - 10:00 am     Opening Ceremony

                                Presentation of Colors

                                Pledge of Allegiance - Sheryl Loesch

                                National Anthem - Francine Leiser

                                Musical Interlude - Brian Lalley and Brian Tucek

                                Welcome

  Sheryl Loesch, President, FCCA, Middle District of Florida

  Richard H. Weare, Host Clerk, District of Arizona

  Chief Judge John M. Roll, District of Arizona

  Chief Judge Mary M. Schroeder, Ninth Circuit Court of Appeals

  Keynote Speaker

10:00 am - 10:15 am    Break

10:15 am - 11:45 am    Personal and Professional Development Workshops

11:45 am - 1:15 pm     Lunch on your own

1:15 pm - 2:45 pm      Personal and Professional Development Workshops

2:45 pm - 3:00 pm      Break with Snacks

3:00 pm - 4:30 pm      Personal and Professional Development Workshops

6:00pm - 8:30 pm      An Evening with Justice Sandra Day O'Connor - Catered Dinner  
(Buses depart hotel at 5:15 p.m.)

9:00 pm                  Hospitality Suite

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# 2007 Federal Court Clerks Association Conference Agenda

*(Continued)*

## **Tuesday, June 26, 2007**

- 7:30 am - 8:30 am Continental Breakfast
- 7:30 am - 8:30 am District Representative Meeting
- 8:30 am - 10:00 am Personal and Professional Development Workshops
- 10:00 am - 10:15 am Break
- 10:15 am - 11:45 am Personal and Professional Development Workshops
- 11:45 am - 1:15 pm Clerk of Court/Chief Deputy Luncheon  
Robert Lowney, Chief, District Court Administration Division, AO
- 11:45 am - 1:15 pm Deputy Clerk Luncheon  
Allen Brown, Chief, Policy and Strategic Initiatives Office, AO
- 1:15 pm - 2:45 pm Personal and Professional Development Workshops
- 2:45 pm - 3:00 pm Break with Snacks
- 3:00 pm - 4:30 pm Personal and Professional Development Workshops
- 6:45 pm Diamondbacks Ball Game - Optional (Buses depart hotel at 6:00 p.m.)
- 9:00pm Hospitality Suite

## **Wednesday, June 27, 2007**

- 6:00 am Optional - Fun Run/Walk up "A" Mountain
- 7:30 am - 8:30 am Continental Breakfast
- 8:30 am - 10:00 am Personal and Professional Development Workshops
- 10:00 am - 10:15 am Break
- 10:15 am - 11:45 am Personal and Professional Development Workshops
- 11:00 am - 3:00 pm Vendor Fair (Box lunch served at noon)
- 1:15 pm - 2:45 pm Personal and Professional Development Workshops
- 2:45 pm Free Afternoon
- 6:30 pm Western Barbeque - Pinnacle Peak Patio (Buses depart hotel at 5:30 p.m.)

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# 2007 Federal Court Clerks Association Conference Agenda

(Continued)

## Thursday, June 28, 2007

- 7:30 am - 8:30 am Continental Breakfast
- 8:30 am - 10:00 am Plenary Session  
Jill Sayenga, Assistant Director, AO
- 10:00 am - 10:15 am Break
- 10:15 am - 11:45 am Personal and Professional Development Workshops
- 11:45 am - 12:45 pm Business Lunch
- 12:00pm Optional Golf Outing (Sign up at the registration table if interested)
- 12:45 pm - 1:45 pm Business Meeting
- 1:45 pm - 3:15 pm Plenary Session
- 3:15 pm Free Afternoon
- 6:00 pm Cocktail Reception
- Farewell Dinner Dance

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## Thinking About Your Career? Think About Michigan State University

Submitted by Maureen E. Conner

Some of us are goal-setters and some of us aren't. Regardless of whether we chart a path for our future or rely on serendipity, the future will become our present and before we know it the future will be our past. The first question, then, is this: *What do I want to do and be?* I'm hoping that you have answered that question, at least in part, through your choice to work in the judicial branch. I believe that choice indicates that you have made the decision to give your gifts and passions in service to the promise of justice for those who rely on the courts to be the keeper of our rights and the heart of our democracy.

After you answer the first question, the second question is: *What must I do to make myself ready to give and achieve at the time, place, and level of my desire?* The answer to that question will be multi-faceted. You will consider many factors like kids and family, finances, time commitments, location, and your age. Other factors are more complicated and harder to decipher. They relate to your readiness to challenge yourself to gain new knowledge, develop your mind, add depth and breadth to your reasoning, be energized by exposure to different points of view, and believe in your own success.

### **Build Your Career Through the Judicial Administration Certificate Program**

The Federal Court Clerks Association (FCCA) and Michigan State University (MSU) already believe in you and both organizations are investing in your future. The only thing you need to do is say "yes" to the opportunity, and through saying "yes" to the opportunity you are saying "yes" to yourself and your future. During the Board's 2007 mid-year meeting, the FCCA Board members reaffirmed their commitment to you by voting to continue FCCA participation in the Judicial Administration Certificate Program.

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## Thinking About Your Career? Think About Michigan State University

Continued from page 14

At the 2007 annual conference, many educational choices are available. All choices will provide opportunities for learning. For those who want to increase their knowledge and begin or continue building their credentials for a career in the judicial branch, FCCA offers sessions that fulfill course requirements in the Judicial Administration Certificate Program at MSU. This year FCCA will offer Information Technology Management and Visioning and Strategic Planning as part of the certificate program. Each session that comprises these two courses will be designated with the "MSU" notation. For more information about the MSU program or the 2007 Judicial Administration Program conference sessions, attend the MSU Orientation Session on Monday, June 25 from 7:30-8:30 a.m. I know it's early so bring your continental breakfast and lots of coffee to the orientation room! No advanced registration or application to the Judicial Administration Program is required.

The Judicial Administration Certificate Program sessions are:

1. The Information Technology Management Course sessions
  - Information Technology Fundamentals and Foundations for Court Leaders, Chuck Diard, instructor
  - Information Technology Governance: Leadership and Vision, Mark Adams, instructor
  - Information Technology Infrastructure, Court Services and Applications, Pat Shubird, instructor
  - Information Technology Project Planning and Concluding Thoughts, Chuck Diard, instructor
2. Visioning and Strategic Planning Course sessions
  - If You Have a Project, You Need a Plan: Making Visioning and Strategic Planning Work for You, Maureen Conner, instructor (Note: Session will continue for four sessions with the same title.)
  - A New World Awaits You in the MSU Master's Degree and Specialization Courses

When you answer the question posed above, What must I do to make myself ready to give and achieve at the time, place, and level of my desire?; you may have decided that you want to get more education than the certificate program offers. If that is the case, then you can immediately start the credit-bearing program at MSU by enrolling in classes this Fall 2007 semester. Two Judicial Administration Program courses are offered: CJ 812 Preparing to Lead: Analyzing and Developing Organization and Personal Leadership and CJ 814 Historical Foundations/Contemporary Frameworks of Judicial Administration.

In Spring 2008, the Judicial Administration Program will offer two more courses developed specifically for the master's degree and judicial administration specialization. Those courses are: CJ 809 Elements of Essential Court Operations and CJ 810 Trends: The Catalysts for Change in Shaping the Future of an Organization. Never forget that your association, FCCA, also helps you gain academic credit because the Judicial Administration Program allows you to turn your noncredit certificate into academic credit, which can be applied toward the MSU master's degree or the stand-alone judicial administration specialization. For those who are pursuing a bachelor's degree, once the certificate is turned into academic credit via on-line work with an MSU professor those credits become part of an official MSU transcript and can be transferred to any college or university.

Expanding Federal Court Partners in the Judicial Administration Program

Requirements for the noncredit certificate, the master's degree, or the judicial administration specialization also can be fulfilled through participating in other program offerings made available by the National Conference of Bankruptcy Clerks (NCBC) and the Federal Judicial Center (FJC).

At the 2007 NCBC annual conference, two Judicial Administration Program courses will be offered. They are Visioning and Strategic Planning and Resources, Budget, and Finance. Consult the NCBC web site for more information or contact Barry Lander. Barry is the NCBC education program liaison to the Judicial Administration Program.

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## Thinking About Your Career? Think About Michigan State University

Continued from page 15

The FJC has several courses that are eligible to be applied either toward the master's degree or the noncredit certificate. Most notably is the Federal Court Leadership Program. Federal court employees who successfully complete this program are eligible to receive three graduate-level credits toward the master's degree. Contact Fran Toler about this opportunity. For information about the other courses that fulfill the requirements of the Judicial Administration Program, please contact Judy Roberts at FJC or Sharon George at the Judicial Administration Program.

Collaborative discussions are underway with the Administrative Office of the U.S. Supreme Court in an effort to offer Judicial Administration Program courses and/or their equivalent. Stay tuned for more information about this development.

In closing, I return to how we started with the initial question I asked you to answer: What do I want to do and be? Only you can answer that question. Always remember that you don't have to make that decision alone. FCCA as well as FJC, the Administrative Office, NCBC, MSU, and many other organizations like the Institute for Court Management, the Mid-Atlantic Association for Court Management, and the National Association for Court Management are all ready to assist you. I would be remiss if I didn't refer you to your representatives to the Judicial Administration Program: Terry Nafisi and Joe Haas. Terry represents you on the Judicial Administration Program National Advisory Committee. Joe represents you as the education program liaison to the Judicial Administration Program. You are always welcome to contact the Judicial Administration Program. Sharon George and I will be happy to talk with you about your career and how MSU can help you achieve your goals. Contact information related to any of the organizations or individuals mentioned in this article is available through the Judicial Administration Program ([connerm@msu.edu](mailto:connerm@msu.edu) or [georges@msu.edu](mailto:georges@msu.edu)). See you in Tempe!



## 2007 Federal Court Clerks Association Tempe, Arizona Conference Description of Education Workshops

*(Workshop Descriptions current as of April 11, 2007)*

Basic Self-Defense (Jerry Brown, Pete Rea, Rhonda Spencer, Pedro Valenzuela)

Lecture: Mind set; mental attitude; personal safety; intuition related to safety; characters of a victim; avoid becoming a victim; parasympathetic/sympathetic nervous system; tips to safety. Defensive Tactics: Releases, basic strikes, stances, etc. It is preferred, but not necessary, for staff to wear something comfortable for this session.

Border Patrol Issues (Jesus Rodriguez)

District Courts are flooded with cases of illegal immigration and drug smuggling. Patrolling and securing our borders, Border Patrol Agents are subjected to violence on a nightly basis. This workshop gives an overview of the Tucson Border Patrol Operation, stations, challenges, the ground surveillance system currently being used in the desert, and the impact of the deployment of the National Guard. You will also view a dramatic video taken by infrared camera in an underground tunnel in Nogales, Arizona, showing drug smugglers "in action."

CEO - The Chambers Electronic Organizer and Daily Calendar Report (Joseph R. Diaz, Sam Hamrick, John Morrill, Michael Nagy)

Attend a live demonstration of the CM/ECF integrated CEO and Daily Calendar Report! The purpose of the Chambers Electronic Organizer (CEO) is to assist Court personnel (including Judges, Case Managers, Secretaries, Courtroom Deputies and Law Clerks) in the management and maintenance of schedules and cases. Instructors from the Southern District of California will show you how the same daily calendar is currently being used by all district and magistrate judges in their court. Check out the CASD internet site to see the actual daily calendars from each Chambers. This is a must see course for CRDs and Clerks of Court!

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## Description of Education Workshops

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### CSRS and Retirement Planning (Jim De La Torre)

Covers the CSRS retirement system. We explain how benefits are calculated and the requirements to qualify for pension benefits. In addition, we take an in-depth look at the decisions individuals make when they retire and provide ideas on how to get your financial house in order and effectively plan for a more satisfying retirement.

### FERS and Retirement Planning (Jim De La Torre)

Discusses your FERS retirement system and Social Security. We explain how benefits are calculated and the requirements to qualify for pension benefits. In addition, we take an in-depth look at the decisions individuals make and the need to incorporate a strong investment strategy to provide you a more satisfying retirement.

### Financial Risk Management (Jim De La Torre)

Covers the many types of insurance policies you may buy; such as auto, homeowner's, disability and long term care. We discuss each and show how to evaluate risk and determine if you are properly insured.

### Flexibility in the Workplace (Angela Long)

Experts agree--being flexible is key success factor for employees today and in the future. You'll take part in an activity that explores the impact of flexibility in working toward a goal. You will identify knowledge, skills, and abilities that support this competency, rate your effectiveness in using the competency behaviors and identify your strengths and challenges with respect to the behaviors.

### Generations at Work (Stephanie Briscoe)

Four generations at work--how's that working out? You'll explore the effects of Traditionalists, Baby Boomers, Generation Xers, and Millennials working together in the courts today. Participants will learn about common generational characteristics, similarities and differences in work and communication styles, and practical strategies to help members of all generations work together more effectively.

### Information Technology Fundamentals and Foundations for Court Leaders (MSU) (Chuck Diard)

This course is about making the link between the primary purpose and mission of courts and information technology. Some of the topics covered in this course include purposes of courts, outcome measures, information measures and technology acceleration. Additionally, you will reflect on an overview of accepted purposes underlying the management of cases from filing to disposition and how they relate to court technology. Course exercises will help you identify IT users in the courts, understand outcome and information measures, and match purposes with technology. This course does not require the student to be highly technical or be proficient in any software application!

### Information Technology Governance: Leadership and Vision (MSU) (Mark Adams)

This session is about the relationship between court leaders and information technology; but, just as important, between court leaders and IT managers and leaders from other agencies or branches that often share responsibility for ownership, funding, planning, and maintenance of many aspects of information technology in the court. IT governance models in the judiciary are not uniform. This session illustrates different models of court IT leadership and methods of establishing and managing policies, standards, ownership, planning, funding and management. Highly autonomous courts are the wave of the past; the wave of the future is shared, leased, consolidated infrastructure where more planning and project management will be needed. You will learn about technology life cycles and how technology evolves through future, emerging, current and obsolete stages. You will also learn how to broadly structure a successful systems development life cycle and its evaluation, planning, procurement, development and implementation stages.

### Information Technology Infrastructure, Court Services and Applications (MSU) (Pat Shubird)

This course provides an overview of the IT infrastructure, services and applications that are used in today's courts. Some of the topics covered in this course include IT architectures and networks, court services and applications, public access technologies, enterprise applications, shared services, and audio and video applications. Additionally, students will review

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## Description of Education Workshops

Continued from page 17

and understand the range of application systems that are critical to the Court's primary functions - case management, jury management, e-filing, and electronic document management. Course exercises will give students more knowledge of E-Government channels and shared services, and they will allow students to reflect on case management systems and audio-video technology in their own court. This course does not require the student to be highly technical or be proficient in any software application!

### Information Technology Project Planning and Concluding Thoughts (MSU) (Chuck Diard)

This course provides an overview about structuring and managing information technology projects in the courts. Some of the topics covered in this course include project failure, risk management, using contractor or in-house resources, mission critical IT leadership and governance, connecting technology to the work of the courts, and managing successful IT projects. Students will study and learn how to broadly structure a successful systems development life cycle and its evaluation, planning, procurement, development and implementation stages. Additionally, students will learn how to organize and develop management and technical teams to conduct project work without compromising on-going operations. Course exercises will help students reflect on IT projects in their own courts. This course does not require the student to be highly technical or be proficient in any software application!

### If You Have a Project, You Need a Plan: Making Visioning and Strategic Planning Work for You (MSU) (Maureen Conner)

This course will address the fundamentals of visioning and strategic planning through assessing the readiness to plan, determining who needs to be involved and when, and identifying the dynamics of the court culture that makes visioning and strategic planning both a challenge and an opportunity. Participants will engage in visioning and strategic planning during the course. They are encouraged to bring a court project with them to use during the course. This project can be an information technology project or some other court service, process, or product that the participant's court is considering implementing in the near future. This course is comprised of four sessions. Attendance at all four sessions completes the requirements for the MSU program on Visioning and Strategic Planning.

### Inspiring Yourself and Others (Robin Tabora, Lance Wilson)

Two courts will review techniques for inspiring yourself and others. Discussions will provide real life examples about the challenges faced by executives and the solutions that succeeded in providing the highest level of customer service. Panelists will identify strategies they use to stay passionate and inspire that passion in others.

### Mail and Identity Theft (Greg Torgenson)

Has someone taken over your good name? Despite your best efforts to manage the flow of your personal information or to keep it to yourself, skilled identity thieves may use a variety of methods to gain access to your data. This presentation includes ways to protect yourself!

### Roundtable Discussion - Case Manager, Courtroom Deputy, Magistrate Courtroom Clerk (Bobbi Hightower, Kerry Reynolds, Kathleen Zoratti)

Case Managers, Courtroom Deputies, and Magistrate Courtroom Clerks will meet to discuss changes, strategies for action, new initiatives, or frustrations with the planning or implementation of ideas. Roundtable discussions are useful since they allow participants to share candidly with others, with the understanding that the session is to help and support the efforts of others, not evaluate progress. One person will be designated as the moderator or facilitator of the discussion. The moderator will be responsible for beginning the discussion on time, making introductions, staying on the topics, summarizing the actions agreed upon, and ending on time. The moderator makes sure that each person has an opportunity to speak and to be heard. One person will take notes on the topics of discussion, presentations, and the participants. A summary of the discussion will be posted to our website after the conference. Each person either submits beforehand or brings to the conference an idea to share or a problem to discuss.

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## Description of Education Workshops

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### Roundtable Discussion - Intake/Customer Service (Cindy Duca, Chuck Evans)

Customer Service staff will meet to discuss changes, strategies for action, new initiatives, or frustrations with the planning or implementation of ideas. Roundtable discussions are useful since they allow participants to share candidly with others, with the understanding that the session is to help and support the efforts of others, not evaluate progress. One person will be designated as the moderator or facilitator of the discussion. The moderator will be responsible for beginning the discussion on time, making introductions, staying on the topics, summarizing the actions agreed upon, and ending on time. The moderator makes sure that each person has an opportunity to speak and to be heard. One person will take notes on the topics of discussion, presentations, and the participants. A summary of the discussion will be posted to our website after the conference. Each person either submits beforehand or brings to the conference an idea to share or a problem to discuss.

### Roundtable Discussion - Docket Clerks (Tammy Johnson, Sally Turner)

Docket Clerks will meet to discuss changes, strategies for action, new initiatives, or frustrations with the planning or implementation of ideas. Roundtable discussions are useful since they allow participants to share candidly with others, with the understanding that the session is to help and support the efforts of others, not evaluate progress. One person will be designated as the moderator or facilitator of the discussion. The moderator will be responsible for beginning the discussion on time, making introductions, staying on the topics, summarizing the actions agreed upon, and ending on time. The moderator makes sure that each person has an opportunity to speak and to be heard. One person will take notes on the topics of discussion, presentations, and the participants. A summary of the discussion will be posted to our website after the conference. Each person either submits beforehand or brings to the conference an idea to share or a problem to discuss.

### Roundtable Discussion - Electronic Case Files (Ronnie Honey, Michael O'Brien)

Interested staff will meet to discuss changes, strategies for action, new initiatives, or frustrations with the planning or implementation of ideas. Roundtable discussions are useful since they allow participants to share candidly with others, with the understanding that the session is to help and support the efforts of others, not evaluate progress. One person will be designated as the moderator or facilitator of the discussion. The moderator will be responsible for beginning the discussion on time, making introductions, staying on the topics, summarizing the actions agreed upon, and ending on time. The moderator makes sure that each person has an opportunity to speak and to be heard. One person will take notes on the topics of discussion, presentations, and the participants. A summary of the discussion will be posted to our website after the conference. Each person either submits beforehand or brings to the conference an idea to share or a problem to discuss.

### Roundtable Discussion - Human Resources (Rita Finchum, Don Hendrix)

Interested staff will meet to discuss changes, strategies for action, new initiatives, or frustrations with the planning or implementation of ideas. Roundtable discussions are useful since they allow participants to share candidly with others, with the understanding that the session is to help and support the efforts of others, not evaluate progress. One person will be designated as the moderator or facilitator of the discussion. The moderator will be responsible for beginning the discussion on time, making introductions, staying on the topics, summarizing the actions agreed upon, and ending on time. The moderator makes sure that each person has an opportunity to speak and to be heard. One person will take notes on the topics of discussion, presentations, and the participants. A summary of the discussion will be posted to our website after the conference. Each person either submits beforehand or brings to the conference an idea to share or a problem to discuss.

### Roundtable Discussion - Jury Administrators (Ana Baca and Betsy Tait)

Jury Administrators will meet to discuss changes, strategies for action, new initiatives, or frustrations with the planning or implementation of ideas. Roundtable discussions are useful since they allow participants to share candidly with others, with the understanding that the session is to help and support the efforts of others, not evaluate progress. One person will be designated as the moderator or facilitator of the discussion. The moderator will be responsible for beginning the discussion on time, making introductions, staying on the topics, summarizing the actions agreed upon, and ending on time. The moderator makes sure that each person has an opportunity to speak and to be heard. One person will take notes on the topics of discussion, presentations, and the participants. A summary of the discussion will be posted to our website after the conference. Each person either submits beforehand or brings to the conference an idea to share or a problem to discuss.

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## Description of Education Workshops

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### Spanish Survival Skills (Marcia Resler)

¿Sabe...? ¿Me puede ayudar...? ¿Habla espaZol? Clueless?

How often have you been stuck, where a few phrases of Spanish would let you be a path to help, rather than a stone wall of rejection. Join us as we learn a few phrases to help you start someone in the right direction. You'll learn basic phrases so you can you help someone . . . file a document . . . find a courtroom . . . find someone fluent in Spanish. Plus, because much of our communication is non-verbal, we'll take a quick glance at cultural differences to protect you from cultural no-nos. (And who knows, you may learn enough to keep you out of trouble, next time you're in Mazatlan!)

### Strategies for Changing Organizations (Michael Milby)

Four years ago the Southern District of Texas turned on electronic filing for bankruptcy cases and realized that our world would never be the same. In the summer of '02 we called everyone together and told them the world had changed, the way we used to work was going away and, because of strains on the federal budget, our money was drying up. Today, we are excited about where we have come and about the culture of continuous improvement we are creating. This seminar will share a tool chest of process improvement techniques to help courts meet the challenges of life without paper, and implement process redesign.

### Strength Based Management Practices (David Maland)

Discovering and using individual strengths in the workplace, this seminar covers material contained in three books from the Gallup Organization: *First, Break All the Rules*, *Now Discover Your Strengths* and *Follow This Path*. The presenter will also explain how he has implemented strengths theory in his court (Texas Eastern) and the results they are getting.

### Time Management and Organization Skills (James Buchanan)

Overwhelmed by a self-generating to do list? Not enough minutes in the hour to stay ahead of work, home, and other obligations? Join us to learn about seven specific techniques and eight strategies to you can use to help you better manage your precious time and organize your way to a less stressful life. Bring your own top five time management tips and organizational techniques to share with colleagues in this dynamic and interactive ninety minute session. Don't be late!

### TSP and Investment Planning (Jim De La Torre)

Explains how the TSP works and includes an overview of the different funds available as well as the loan and withdrawal options. In addition, it covers investment strategies for both TSP and personal investments as well as ways to integrate the two to create a complete investment portfolio. Plus, a short discussion on wills and probates.

### Work Ethics - What to Do When Values Collide (Deborah King)

This session will examine the impact of varying work ethics and values in the workplace, with a focus on "work ethic." If you're curious as to why some values get rewarded and others do not, you'll want to join the "OWM" Operations Workforce Management (Oh Why Me) Department and experience in this game-simulation the effect of your personal values in achieving success in the workplace. At the end of this seminar, you will be able to: 1) Identify how your personal values affect success in the workplace. 2) Discuss what criteria should be considered in determining fairness in the workplace. 3) Define work ethic and identify what constitutes an ideal work ethic for their workplace.

### Working Collaboratively (Michelle Norphlet)

Competition and collaboration--two dynamics in every workplace. You'll take part in an activity that explores the effects of competition and collaboration on productivity. You'll learn about the behaviors, skills, and attitudes that support working collaboratively, rate your effectiveness with respect to this competency, and create an individual development plan to strengthen your collaboration skills.



## ***Seeking Experienced Retirees***

By Gordon Maginnis  
IBM Project Executive

*Are you retired? Do you have experience with accounting for criminal debt? We are looking for experienced criminal debt specialists or financial administrators who can assist in the data preparation aspects related to the implementation of the Criminal and Civil Accounting Module (CCAM) in the federal courts system. Experience with the CCAM system, CFS1 or the ACT tool (Criminal/Civil data conversion application) is a plus.*

*IBM is seeking experienced individuals to work as subcontractors helping to implement CCAM. Interested individuals should contact Gordon Maginnis, IBM Project Executive, at (202) 365-5240 or [gordon.maginnis@ibm.com](mailto:gordon.maginnis@ibm.com).*

Thank you.

[NOTE: Gordon Maginnis is an IBM contractor for the Administrative Office Accounting and Financial Systems Division, working with Phil McKinney and Mary Mortelaro.]

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# 2007 Federal Court Clerks Association Tempe, Arizona Conference Instructor Biographies

(Biographies current as of April 12, 2007)

**Mark Adams** (*Information Technology Governance: Leadership and Vision - MSU*) has been an Information Technology Specialist in the U. S. District Court, Florida Middle District since 1998. During his time with the U. S. Courts, he has assisted with national programs such as FAS<sub>4</sub>T by helping other courts migrate to FAS<sub>4</sub>T, working with SDSD on technical issues, and even teaching FAS<sub>4</sub>T systems administration at San Antonio. His current responsibilities include IT support for multiple applications and mobile systems used in Florida Middle. He has held positions, including Member of Technical Staff, in software development and engineering at companies including Texas Instruments, E-Systems, Raytheon, and Paradyne. Mark has been involved in all phases of software development for projects involving communications systems, database systems, web systems, and client server applications. He has been trained and certified in the Capability Maturity Model (CMM now the CMMI), an industry standard for software development companies wishing to improve their processes, policies, procedures and planning. Mark graduated from the University of Southern Mississippi with a BS in Computer Science and a minor in mathematics.

**Ana Baca** (*Roundtable Discussion - Jury Administrators*) began working for the District Court in 1983 and became the jury administrator in 1990. In addition to the day-to-day jury demands, Ana was involved in the testing and implementation of the Juror Management System as well as the introduction of AJIS, the automated call in system for jurors.

**Stephanie Briscoe** (*Generations at Work*) is an Education Attorney in the Clerk's Office Programs Branch of the Federal Judicial Center's Education Division, where she contributes to the design of national conferences and workshops, web-based programs, and FJTN broadcasts and video programs. Before joining the Center, Stephanie, a graduate of George Mason University School of Law, practiced law in a civil litigation firm. She was also previously a Learning Consultant/ Training Specialist in the property and casualty insurance industry.

**Jerry Brown** (*Basic Self Defense*) is a supervisor in the Pretrial Services Office in the District of Arizona. He has been involved in safety training for over 13 years. Jerry was certified as a national officer safety instructor by the AO in August, 2002. He was involved in the formation and implementation of district- and circuit-wide safety training programs and was a guest safety instructor in the District of New Mexico and the Central District of California. Jerry is currently a presenter for the National Council of Juvenile and Family Court Judges, and has presented nationally on a broad range of topics related to officer and personal safety.

**James M. Buchanan** (*Time Management and Organizing Skills*) is a senior education specialist at the Federal Judicial Center. At the Center, he plans and develops instructor-led education programs for judges, managers, and staff from appellate, district, and bankruptcy courts. Jim also develops web-based educational programs for use by district and bankruptcy courts and has produced planning guides for court managers on information technology and change management. He has planned and conducted numerous training-for-trainers workshops. In 2001, 2004, and 2006 he conducted in Moscow, with Center colleagues, workshops for the Russian Academy of Justice on instructional design and distance education technologies for judicial training. In 2005 he delivered a series of workshops on instructional design to the Argentine Judges' Association in Buenos Aires. He holds a B.A. and M.A. in History from the University of Maryland, an M.A. in Teaching from Antioch University, Yellow Springs, Ohio, and has completed extensive graduate work in information science at the Catholic University of America. Jim has published articles appearing in the *Journal of Supreme Court History*, *Federal Probation*, and *This Constitution*. He contributed three biographies to *The Supreme Court Justices: Illustrated Biographies* (Congressional Quarterly, 1995).

**Maureen Conner, Ph.D.** (*Information Technology Visioning and Strategic Planning - MSU*) is an associate professor in the School of Criminal Justice and director of the Judicial Administration Program at Michigan State University. This program offers certificates as well as a master degree. She is also the executive director of the Judicial Education Reference, Information and Technical Transfer (JERITT) Project. The JERITT Project, housed in the School of Criminal Justice at Michigan State

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University, is the national clearinghouse for judicial branch education publications and information. Maureen routinely consults with state, national, and international judicial branch and justice system organizations. She has developed, administered, and evaluated continuing professional education and training for judges, court personnel, law enforcement, and corrections since 1983. Her areas of interest are mentoring, curriculum and program development, professionalism, personal and professional renewal, evaluation, needs assessment, and planning. Maureen has authored eight monographs and numerous journal articles and book chapters. Previously, Maureen was the director of judicial education for the Illinois Supreme Court and an education program manager for the Michigan Judicial Institute. In the private sector, Maureen was president of Yarrow, a conference and retreat center for corporate executives. Maureen received her Ph.D. from Michigan State University in sociology, her MA from Western Michigan University in public administration, and a BA in criminal justice from Michigan State University. She is the recipient of the 2001 Ernest C. Friesen Award and the Sixth Annual Howell Heflin Award.

**Jim De La Torre, CRPC, Area Vice President** (*CSRS and Retirement Planning, FERS and Retirement Planning, Risk Management, TSP and Investment Planning*) has been in the Employee Benefits industry for over 18 years. As an Area Vice President in the San Francisco office of Gallagher Benefit Services, Jim heads up a unit that markets voluntary programs, on a national basis, to Professional Employee Associations within the federal government. Jim came to Arthur J. Gallagher in 1998 to assist them in continuing their development of the federal market. Prior to joining Arthur J. Gallagher & Co., Jim was an independent Insurance Broker working in the San Francisco Bay Area. Jim started his Insurance career with The Penn Mutual Life Insurance Co. Jim is a graduate of the Hotel & Restaurant Management Program from City College of San Francisco. Jim's professional designations include: Chartered Retirement Planning Counselor (CRPC), from The College for Financial Planning, NASD Series 6 and 63 Licensed in California, Life Agent Resident License in CA (Group Health, Life, Disability, and Long Term Care products)

**Chuck Diard** (*Information Technology Fundamentals and Foundations for Court Leaders (MSU) and Information Technology Project Planning and Concluding Thoughts (MSU)*) was appointed Clerk of Court of the United States District Court for the Southern District of Alabama in July of 2000. He began working for the Probation Office in 1990, where he served on numerous Circuit and national committees. From 1995 until appointment as Clerk, Chuck served as the Court's Chief Technology Officer. He has served as a member of the District Case Management/Electronic Case Filing (CM/ECF) Working Group; the Information Technology (IT) Service Delivery Alternatives Working Group; the Federal Court Clerks' Association; the Eleventh Circuit Judicial Council Automation Committee; and the Mobile Bar Association's Continuing Legal Education Subcommittee for Law and Technology. Chuck is a graduate of Faulkner State Community College with an Associate of Science in Business Administration. He is also a Certified NetWare Engineer. Prior to his service with the Court, Chuck was a Network/Computer Technician providing networking and technical support to the U.S. Army Corps of Engineers.

**Joseph R. Diaz** (*CEO, Chambers Electronic Organizer*) has been the CM/ECF Administrator in the Southern District of California since the fall of 2005. During his time with this court he worked on the team which implemented successfully the CM/ECF system version 2.5 in September 2006. Prior to working for the Southern District he worked for ACS, which implemented the Jury Management System (JMS) throughout the federal judiciary. He has held positions within the Administrative Office of the United States Courts, as the HRMIS Training Manager in Washington D.C., as an Information Technology Specialist in the Test Branch Division in Phoenix and an Applications Training Specialist at the Arizona Training Center. Prior to his work with the AOUSC, he held various positions within the U. S. District Court, District of Arizona, Phoenix Division. He received a Bachelor's of Arts Degree in Political Science with an Emphasis in Latin American Studies from Arizona State University in 1985 and a Master of Science Degree in Judicial Administration from the University of Denver College of Law in 1990.

**Cindy Duca** (*Roundtable Moderator - Customer Service / Intake*) has worked for the District of Arizona since August 1990 and has held a variety of positions, including docket clerk, magistrate clerical clerk, courtroom deputy, judicial assistant and (currently) the operations analyst managing the work of customer service, scanning and the file room. Cindy was involved with the CM/ECF conversion and the subsequent implementation of Pay.Gov and MJSTAR.

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## Instructor Biographies

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**Chuck Evans** (*Roundtable Moderator - Customer Service / Intake*) has a Bachelors of Science in Business Administration from the University of Phoenix and a Masters of Business Administration, Grand Canyon University. He has 18 ½ years with the Federal Court. During his tenure, he has been a Docket Clerk, Magistrate Courtroom Clerk, and Operations Manager, the position he holds today in the Tucson Division of the District of Arizona.

**Sam Hamrick**, Clerk of Court, (*CEO, Chambers Electronic Organizer*) is a native of North Carolina and has worked in the federal judiciary since 1988. He was the first law clerk for United States District Judge Richard L. Voorhees. After completing his clerkship in 1991, Mr. Hamrick worked as Deputy Clerk/Administrative Analyst in the Western District of North Carolina. He served as Chief Deputy Clerk of Court in the district courts of the Northern District of West Virginia from 1994 to 1998 and the Northern District of Georgia from 1998 through 2001. Mr. Hamrick became Clerk of Court in the United States District Court for the Southern District of California on January 1, 2002. Mr. Hamrick has a Bachelor of Arts degree with honors in Political Science from the University of North Carolina at Charlotte, a Master of Public Affairs degree from the Western Carolina University and a Juris Doctor degree from the Campbell University School of Law. Prior to completing law school, Mr. Hamrick held positions in the United States Senate, the North Carolina State House of Representatives, and the North Carolina Department of Justice. Mr. Hamrick received the 2005 Director's Award for Outstanding Leadership presented by the Director of the Administrative Office of the United States Courts.. He is a member of the North Carolina and District of Columbia Bars. Mr. Hamrick is a Past President and former Treasurer of the Federal Court Clerks' Association.

**Don Hendrix** (*Roundtable Discussion Moderator - Human Resources*) has been with the federal judiciary for over twenty-five years in various staff and management capacities in three different federal courts. He holds a master's degree in public administration and is currently the manager of the consolidated Human Resources Division for the U.S. District Court for the District of Arizona. Don is located in Phoenix, where he manages a staff of six, responsible for supporting over 540 employees district-wide.

**Roberta Hightower** (*Roundtable Moderator - Case Managers, Courtroom Deputies and Magistrate Courtroom Clerks*) has an associate degree in nursing. After graduation, she worked at Buffalo General Hospital in Buffalo, New York, as a staff nurse on a medical surgical floor. Roberta relocated to Arizona and worked at (Banner) Good Samaritan Hospital and Scottsdale Memorial Hospital for several years. She started working part time in a temporary position on a securities fraud case for a friend and continued working in various positions for several law firms thereafter. Roberta begin her career with the district court in January 1986 as electronic court reporter. She was assigned as a courtroom deputy in January of 1991 to the Honorable Earl H. Carroll, and continues to work in that capacity today.

**Ronnie Honey** (*Roundtable Moderator - Electronic Case Files*) has been with the Clerk's Office in the District of Arizona since 1982. She has held a variety of positions over the years, including Manager of the Phoenix Training Center during the national rollout of the ICMS system in the mid to late 1980's, and Deputy-in-Charge. Ronnie is a member of the CM/ECF Project Management Team for the District of Arizona and is a Fellow of the Institute for Court Management. Ronnie has been the Chief Deputy Clerk of Court in Phoenix since 1994.

**Tammy Johnson** (*Roundtable Moderator - Docket Clerks*) is currently a Quality Assurance Clerk in the District of Arizona. She began her career with the judicial branch over twenty years ago in the District of Oklahoma where she held the position of Records and Docket Clerk. During her tenure with the District of Arizona, she has served as a Financial Assistant, Administrative Assistant, and most recently, Pro se Writ Clerk.

**Deborah King** (*Work Ethics - What to do When Values Collide*) is currently the Manager for the Court Leadership Institute of Arizona, (CLIA). CLIA serves the Arizona Supreme Court in developing program curricula and strategic resources for court leaders to use in advancing judicial initiatives. Deb has served within the Administrative Office of the Courts, (AOC) for nineteen years. As the AOC's Training and Organizational Development Officer, within the Human Resources Division, she developed and facilitated over 38 programs covering topics from ethics to management training; conducted process improvement analysis; developed organizational interventions and system improvements; and managed projects to further the goals of the Supreme Court. Deb has also served as faculty for court and probation associations, and for the

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Arizona Judicial Conference, Probation Officer Certification program, Judicial Staff Conferences, and numerous faculty train-the-trainer programs. Deb has served as project manager for statewide training implementations for the American with Disabilities Act and Victims Bill of Rights; New Judge Orientation, Judicial Conferences, Probation and Court Staff Conferences and Academies and statewide broadcasts. In addition, she has conducted strategic planning sessions for courts and state judicial committees. Deb received her bachelors from Arizona State University in Psychology, is a certified instructor for: Achieve Global management programs; National Curriculum Training Institute Matrixx programs; and Arizona Government University, management, instructional design and indemnity programs.

**Francine Leiser** (*Roundtable Discussion Moderator - Human Resources*) is a Human Resources Specialist in Phoenix for the Consolidated Administrative Services serving the United States District Court, United States Pretrial Services and United States Probation Offices in the District of Arizona. Francine has been with the courts for over 10 years and has over 16 years of Human Resources experience in the federal government. She has experience in a wide-range of HR program areas from appointments to separations. Her specialities include benefits administration and leave.

**Angela Long** (*Flexibility in the Workplace*) is an education specialist with the Federal Judicial Center. In more than 13 years with the Center, Angela has contributed, in one way or another, to the development and facilitation of a range of training and development programs for federal court employees including *Avoiding Ethics Pitfalls*, a Code of Conduct e-learning program for clerk's office staff; orientation and development workshops for newly-appointed and experienced court training specialists; *Individual Development Planning*; *Strategic Planning for Training*; *Planning for Strategic Workforce Management*; and *Preparing the Sentencing Recommendation and Justification* for probation presentence officers. Angela has also delivered several educational workshops at past FCCA and NCBC conferences.

**David J. Maland** (*Strength Based Management Practices*) graduated with a B.A. magna cum laude from St. Olaf College, Northfield, MN, in May of 1974. He was Phi Beta Kappa, April 1974 and received his J.D. from William Mitchell College of Law, St. Paul, MN, June 1983. He holds a Minnesota State Bar License (since 1983). Mr. Maland is currently Clerk, U.S. District Court, Texas Eastern, Tyler, TX 1992 - present; was Chief Deputy Clerk, U.S. Court of Appeals, 11th Circuit, Atlanta, GA from 1986-1992, and Deputy-in-Charge, U.S. Court of Appeals, 8th Circuit, St. Paul, MN from 1980 - 1986.

**Michael N. Milby** (*Strategies for Changing Organizations*) was appointed Clerk of the United States District Court for the Southern District of Texas on October 29, 1993. He received his B.S. in Biomedical Science from Texas A&M University in 1982 and his M.B.A. from Texas A&M University in 1984. Mr. Milby began his career with the United States District Courts for the Southern District of Texas in 1984 as Financial Administrator. He served as Director of Administrative Programs and Planning for four years and became Acting United States District Clerk on July 27, 1992.

**John Morrill**, Chief Deputy of Operations, (*CEO, Chambers Electronic Organizer*). John Morrill is a native of Washington State and has worked in the federal judiciary since 1990. Mr. Morrill has held several positions in the U.S. District Court, Southern District of California, including Docket Clerk, Courtroom Deputy to U.S. District Judge Howard B. Turrentine, Courtroom Deputy to U.S. Magistrate Judge Leo S. Papas, Budget Analyst, Financial Supervisor, and Chief Deputy of Operations. Mr. Morrill also served as a Training Specialist at the U.S. Bankruptcy Court, Southern District of California, from 1997 through 1999. Mr. Morrill became the Chief Deputy of Operations with the U.S. District Court in May 2005. Mr. Morrill has a Bachelor of Arts degree in Political Science and a Masters Degree in Public Administration from San Diego State University. Prior to serving at the U.S. District Court, Mr. Morrill worked at the Washington State House of Representatives in Olympia, Washington.

**Michael Nagy** (*CEO: Chambers Electronic Organizer*) has been the Director of Information Technology for the Southern District of California in San Diego since March, 2003. Prior to that, he worked in the I.T. Department at the District Court for the Middle District of Florida for five years. Before coming to the federal judiciary, Michael served three years as the Regional Systems Analyst for the world's largest kidney dialysis organization, supporting Florida, Alabama and Puerto Rico. Michael worked. eight years as the Director of Data Processing for a DME company and four years as a Controller for a manufacturing company, both located in Youngstown, Ohio. A former Unix/Xenix programmer, COBOL programmer and RPG II programmer, Michael later switched gears to focus more on the networking side of I.T. He is a Novell Certified NetWare Engineer, as well as a Microsoft Certified Professional. Michael is a graduate of Youngstown State University,

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holding a degree in Computer Science and a graduate of the Institute of Computer Management with a degree in Computer Programming. Michael has been an active member of the FCCA since 2000 and is currently the 9<sup>th</sup> Circuit Representative for the FCCA.

**Michelle Norphlet** (*Working Collaboratively*) is a proud alumni of Wilberforce University where she obtained her bachelor's degree in Political Science. Michelle received her master's degree in Justice and Public Safety from Auburn University. Currently, she is working on a second master's degree in On-line Teaching through virtual learning at the University of Illinois. Prior to accepting her current position with the FJC as an Education Specialist, she worked as a Training Consultant with the American Red Cross Headquarters in Washington, DC. Her primary responsibility there was to assist with designing Weapons of Mass Destruction /Terrorism Awareness web-based training courses. Michelle unselfishly volunteered to go to New Orleans with the Red Cross team to assist after Hurricane Katrina, where her work was valued by her office and her colleagues there.

**Michael O'Brien** (*Roundtable Moderator - Electronic Case Files*) is the Chief Deputy Clerk - Tucson Division, U.S. District Court for the District of Arizona. Michael has over 18 years of management experience in the courts. He was appointed Chief Deputy Clerk in December, 2002. Before coming to Tucson, Michael served as the Deputy-In-Charge of the federal district court divisional office in Orange County for the Central District of California. Additionally, he worked for over nine years in various management positions with the U.S. District Court for the Northern District of Texas in Dallas and spent three years as supervisor with a state court in the suburbs of Chicago. He holds a masters degree in public administration from Northern Illinois University and a masters degree in legal administration from the University of Denver. He is a 2002 graduate of the Federal Judicial Center's Leadership Program.

**Pete Rea** (*Basic Self Defense*) has been a U.S. Pretrial Services Officer for six years and spent two years as a county probation officer. He is currently a CPR instructor for PTS (and has been for the past three years). Pete was appointed Officer Safety Instructor in 2006 for Pretrial Services for the District of Arizona, and attended the Officer Safety Instructor academy at FLETC in South Carolina in August 2006.

**Marcia (Hernández) Resler** (*Spanish Survival Skills*) is a student of languages and cultures, having lived in Costa Rica, Mexico City, New York, the Midwest, and Arizona. She is fluent in Spanish and English, and speaks French, Italian, Portuguese, (and some Pig Latin). Still, "home" is Costa Rica, where Marcia spent her childhood. So, after graduating from John Brown University with a Bachelor of Science in Journalism, she returned to Costa Rica, to work at the main daily newspaper. But, Cupid's arrow struck deep. So, after marrying "Mr. Wonderful" (a Coloradoan) in 1988, she returned to the United States permanently, and became the assistant editor of a bilingual weekly newspaper in Southern Colorado. In 1996, Marcia found her true calling as a professional interpreter, and after moving to Arizona in 1998, she spent three years as a staff interpreter for the Maricopa County Superior Courts. She received a Federal Certification as a Spanish language interpreter in 1999 and has been on staff with the U.S. District Courts since 2001.

**Kerry Reynolds** (*Roundtable Moderator - Case Managers, Courtroom Deputies and Magistrate Courtroom Clerks*) is the Courtroom Deputy Clerk to the Hon. Frederick J. Martone in Phoenix, Arizona. Kerry has been with the Clerk's Office since July 2006. Prior to joining the District of Arizona, Kerry worked as a Courtroom Clerk in the Juvenile Division of the Maricopa County Superior Court for over six years and also worked as an Office Manager and Legal Assistant to a criminal sole practitioner.

**Jesus Rodriguez** (*Border Patrol Issues*) was born and raised in Arizona, and is a 3<sup>rd</sup> generation American of Hispanic descent. He joined U.S. Border Patrol in 1995, where his first duty station was in El Paso, Texas. While there, he participated in *Operation Hold the Line* and transportation checks (international airport, bus, freight and Amtrak train checks). Jesus transferred to the Tucson Sector/Casa Grande Station in September 2001. Presently, he is a Supervisory Border Patrol Agent, temporally assigned to Tucson Sector Public Affairs Office.

**Jill Sayenga** (*AO Update - Plenary Session*) is currently the Deputy Director, Administrative Office. She joined the AO from the Court of Appeals for the District of Columbia, where she served as the circuit executive for eight years, and before that as the deputy circuit executive for ten years. She was also special assistant to the chairman of the Council of the District

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of Columbia, co-director of the Criminal Code Project of the Committee on the Judiciary for the Council of the District of Columbia, and served as staff attorney for that project. Ms. Sayenga graduated summa cum laude from Fordham University, where she was Phi Beta Kappa. She received her J. D. from Georgetown University Law Center in Washington, D.C.

**Pat Shubird** (*IT Infrastructure, Court Services and Applications*) has been the Director of Information Technology for the Southern District of Alabama in Mobile since October, 2001. Prior to that, he was the Systems Manager at the District Court for the Middle District of Alabama in Montgomery for twelve years. Before coming to the federal judiciary, Pat served four years as a U.S. Army officer in the Signal Corps at various assignments throughout western Europe. During his first fifteen months in the Southern District of Alabama, he oversaw the implementation of several major national applications, including FAS<sub>4</sub>T, JMS, Lotus Notes, and CM/ECF. He has completed virtually every class offered for District Courts at the Training Center in San Antonio - twenty classes and counting. He is a certified Unix System Administrator, as well as a Novell Certified NetWare Administrator and a Microsoft Certified Professional. Pat has been active in the Information Technology community in the judiciary, serving on several committees over the years. He has served as a mentor to many other courts for the CM/ECF project. Recently, he was invited to serve as a presenter at the National Conference for District Court Clerks in Denver, Colorado. Pat is a graduate of Auburn University and holds a degree in Management.

**Rhonda Spencer** (*Basic Self Defense*) began her probation career in January 1996 with Monterey County Probation in California. She was hired as a federal PO in the District of Arizona in June 2001. She began as a defensive tactics instructor in May 2002 and became the Probation Officer of Safety Instruction for the district in October 2006. She completed OSI training at the Federal Law Enforcement Training Center (FLETC) in December 2006.

**Robin Tabora** (*Inspiring Yourself and Others*) is the Chief Deputy for Administration for the United States District Court for the District of Columbia. She is responsible for overseeing the areas of budget, finance, jury, procurement, facilities, interpreting and court reporting. She has served in this capacity since March 11, 2002. Prior to assuming her current position, Ms. Tabora worked for the United States District Court for the District of Connecticut serving as a Courtroom Deputy for many years and as Deputy-in-Charge of the Hartford divisional from 1994 to 2002. Ms. Tabora received a bachelor's degree in Communications from the University of Connecticut. She has completed several FJC training programs including the Federal Court Leadership Program and the Gettysburg Institute. Ms. Tabora is currently serving on the Court Reporters Advisory Group and recently completed a four year term on the Federal Judicial Center, Court Education Advisory Committee. She is currently a member of the Federal Court Clerk's Association Board of Directors and serves as the Chair of the FCCA Conference Planning Committee.

**Betsy Tait** (*Roundtable Discussion - Jury Administrators*) began working for the District Court in 2000 as a jury analyst. She deals with the day-to-day jury demands and was also involved in the implementation of the web AJIS system which included the on-line questionnaire.

**Greg Torbenson** (*Mail and Identity Theft*) is a U.S. Postal Inspector assigned to the Los Angeles Division and domiciled in the Phoenix Field Office. Greg has been a Postal Inspector for 5 years conducting investigations of identity theft, mail theft, raised/counterfeit postal money order schemes and assaults/threats in the Metro Phoenix area. Prior to becoming a Postal Inspector, Greg worked ten years in various assignments and locations for the United States Postal Service including Senior Budget & Financial Analyst and Manager, Budget.

**Sally Turner** (*Roundtable Moderator - Docket Clerks*) began her career in 1996 with the Clerk's Office in the Customer Services section, where she spent five years. She was promoted to Docket Clerk in 2001, and has been responsible for all types of docketing. In July of 2005, Sally was promoted to Magistrate Courtroom Clerk for the Honorable David K. Duncan. In December 2006, Sally was selected to fill the position of Quality Assurance/Case Processing Specialist. In addition, Sally was an active member of the CM/ECF Dictionary Committee.

**Pedro Valenzuela** (*Basic Self Defense*) began his probation career in May 1998, with the Pinal County Adult Probation Office in Florence, Arizona. He was hired as a federal PO in the District of Arizona in May 2000. He became a federal defensive tactics instructor in October 2001. In November 2003, he became a mental health specialist. He completed OSI training at the Federal Law Enforcement Training Center in Charleston, South Carolina, in August 2006.

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**Lance Wilson** (*Inspiring Yourself and Others*) is the Clerk of Court for the District of Nevada and has served in that position since 1995. Prior to his appointment as the Clerk in the District of Nevada, Mr. Wilson served as the Clerk of Court for the Middle District of Pennsylvania from 1990 to 1995. Mr. Wilson joined the federal courts in 1987 as a Deputy-in-Charge in the District of Arizona. He received a Bachelor of Science Degree in Criminal Justice Administration with a minor in Fine Arts from Alvernia College, Reading, Pennsylvania in 1980 and a Master of Science Degree in Judicial Administration from the University of Denver College of Law in 1981.

**Kathleen Zoratti** (*Roundtable Moderator - Case Managers, Courtroom Deputies and Magistrate Courtroom Clerks*) is the Courtroom Deputy Clerk to the Hon. Roslyn O. Silver in Phoenix, Arizona, and has been with the Clerk's Office since June 2004. Prior to joining the District of Arizona, Kathleen worked as a Courtroom Clerk in the Civil and Criminal Divisions of the Maricopa County Superior Court for eight years. Kathleen has also worked as a freelance Court Reporter for over 5 years in the state of Ohio.



<p><b><u>Education</u></b></p> <p>Federal FIRST is a leading provider of educational financial and retirement planning programs to the Federal Judiciary.</p> <p><b>Program Highlights:</b></p> <ul style="list-style-type: none"><li>• Simple explanations of how your benefit programs work</li><li>• Informational programs that enhance your benefits</li><li>• Retirement planning to include financial issues that we all may face</li><li>• No limit on attendees</li><li>• All inclusive low rates</li></ul>	<p><b><u>Long Term Disability</u></b></p> <p>Since 1992, we have helped employees of the Federal Judiciary protect their paychecks, their pensions and their futures.</p> <p><b>Program Highlights:</b></p> <ul style="list-style-type: none"><li>• Custom designed for Federal Employees</li><li>• Low cost group rates</li><li>• Guarantee Acceptance</li><li>• New plan options to meet everyone's needs.</li></ul>
<p><b>For more information:</b></p> <p style="text-align: center;"><b>www.FederalFIRST.com</b> <b>Phone: 800.233.0438</b> <b>E-Mail: <a href="mailto:Customerservice@Federalfirst.com">Customerservice@Federalfirst.com</a></b></p>	

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# OSCAR

By Laura Simon,  
Oscar Program Manager, District of Columbia

What would you say if you could reduce the bulk of mail entering and exiting your courthouse during the fall clerkship season? What would you say if you could reduce your postage and mailing costs associated with clerkship hiring? What would you say if the whole process of sorting, screening, and communicating with clerkship applicants could be simplified? It sounds almost too good to be true. But, OSCAR simplifies the process.

OSCAR is the On-line System for Clerkship Application and Review and it has just completed a successful second year within the judiciary. The number of participating federal judges had grown exponentially from 385 judges in year 1 to 624 judges in year 2, and we anticipate that number to increase to 800 to 900 judges in year 3. OSCAR enables clerkship applicants to select the judges to whom they wish to apply and then build and submit their applications on-line. Applicants upload packages consisting of resumes, cover letters, transcripts, and writing samples while recommenders receive an electronic invitation to log onto the system and upload their recommendation letters. When the applications are complete, judges can log onto the system and sort, screen, and review their applications on-screen, downloading and printing only the materials they wish to see in paper form.

You may ask what are the benefits of my judges using OSCAR? Well, there are several direct benefits. First of all, the sorting and screening capabilities allow judges to easily narrow their pool of applicants down with a few mouse clicks. Judges can search on applicants from a particular law school(s), graduation year, class rank, law review/journal, and geographic region. If they are interested in candidates that have experience in antitrust, OSCAR provides a full-text word search capability to easily find those candidates. Simply type in the word "antitrust" and OSCAR will search the applicant pool of resumes, cover letters, and writing samples and display the magic results—a pool of applicants that meet the judge's hiring criteria.

Another beneficial feature of OSCAR is its folder management and application rating system. Judges can set up and personalize the names of their folders (e.g., Interested, Not Interested, Interview, etc.). Once this is done, they can easily move their applications into folders for easier access. While reviewing applications, OSCAR provides a five-star rating system that allows the users to assign their own personal rating to the applicants.

When the applications are ready for review, OSCAR has a selective printing capability. The idea is that once you have cut the pool of applicants, you are ready to print. OSCAR has a built-in feature that allows your judges to select the application documents for printing. For example, your judge may have 50 applicants that he or she is interested in reading their resumes and cover letters. OSCAR will generate a .pdf packet with a table of contents listing the applicant names and page numbers, the applicant profile form, and the resumes and cover letters of those applicants. The selective printing capability allows your judge to pick and choose which applicants and what documents to print.

Another feature of OSCAR is its great communication tool that allows judges to directly communicate with their applicants via e-mail. The e-mail feature allows the judges to send one e-mail to all their applicants letting them know that they have received their application or one e-mail to a group of applicants setting up interviews. This communications tool eliminates the time-consuming paper process and postage costs associated with mailing out postcards/letters to applicants.

In addition to these features, OSCAR Version 3.0 will be rolled out in May 2007 with new system enhancements that will continue to make the system easier to use. After each hiring season, the OSCAR Committee sends out a survey to all participating judges soliciting comments and recommendations for improvement. Based on last year's survey results, Version 3.0 will incorporate several new features:

- Adding a new section called "The Clerkship" that identifies the term of the clerkship, start/end dates, application requirements, and the ability to open the clerkship for accepting applications and close it;
- Improving the folder management system to include renaming folders and adding sub-folders;
- Expanding the searching/sorting capabilities to add geographic locations and publications;
- Creating sub-accounts for chambers' staff;

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## OSCAR

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- Providing direct access to the Recommender's Account if the participating judge who is accepting applications is also a recommender—eliminating the need for two separate logins and passwords;
- Providing the ability to access the OSCAR System from the J-NET under the Jobs web page; and

Adding the court unit administrator where the Clerk's Office can designate an administrator to manage their judges' accounts (e.g., resetting passwords, creating sub-accounts for chambers, etc.).

The OSCAR system is available to all judges who wish to use it. For now, the U.S. District Court for the District of Columbia currently manages the program on behalf of the judiciary. The information on registration and sign-ups for participating in the program for the 2008 clerkship season will be emailed on May 1, 2007. If any of your judges are interested in joining the program now, please have them contact the OSCAR Support Desk at 202-354-3005 or send an e-mail to [oscar-support@dcd.uscourts.gov](mailto:oscar-support@dcd.uscourts.gov). To obtain additional information on the program, check out the OSCAR Informational Website for reviewing What's New, Frequently Asked Questions, User Guide, Tutorials, and OSCAR Participating Judge List. The website is located at <http://inetdcd.dcd.circdc.dcn/OSCAR.html> or on the J-NET under Jobs.



## FCCA ListServ Sign-up Made Easier

*By Robert L. Walker, Case Manager  
United States District Court, Eastern District of Virginia*

The Deputy Clerks' Council is proud to announce that in just a year, the number of active participants of the FCCA ListServ has grown steadily. Our goal during the upcoming membership drive is to make it easy and convenient for all members to join.

*So, what is a ListServ?* A ListServ is essentially a powerful electronic mailing list of people interested in communicating on a certain topic or specific area of interest. Some think of it as a bulletin board readily available for all to see. It allows for widespread distribution of a variety of information within a group and facilitates discussion among a group with or without moderation. It reaches a vast audience almost instantly and solicits an interactive response. It provides a unique opportunity for users in the workplace to give back to their profession.

*How does it benefit the FCCA?* Our ListServ is a powerful, effective and convenient method for members to communicate all kinds of information simultaneously to every member registered to the list, including general information, announcements, notifications, suggestions, comments, work-related questions and solutions - you name it.

For example, Board officers may need to make a last-minute announcement right before a conference, or you may be looking for a conference roommate to help save on expenses, or you have a suggestion for a specific training topic prior to a conference, or you may want to inquire how other court personnel dealt with a work-related issue - the possibilities are endless.

The FCCA ListServ allows for fast, simple and informative communication between members who share common organization goals and work-related interests. This is an exciting and convenient opportunity to gather and exchange information, which in turn assists in the strength and growth of the FCCA and our professions.

The FCCA ListServ operates from the DCN, a secured network, which requires that you use your Lotus Notes work e-mail address to communicate with it. It is inaccessible from the outside, including your home PC, and that closes the door to spammers, and prevents hacking and mail spoofing.

The Deputy Clerks' Council once again extends its sincere appreciation to Steve Mandel and Don Miller, IT professionals from the Northern District of Florida at Pensacola. Steve and Don constructed the ListServ using a secured server in their district. They will continue to serve as List Owners and are always available to provide us with technical assistance, privacy and security.

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## FCCA ListServ Sign-up Made Easier

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During the upcoming membership drive, the membership application will include a question - Would you like to be registered for the FCCA ListServ? When you check YES, you will be automatically registered to the ListServ and will receive further instructions on how to use it.

If you are ready to register now and learn how to use the ListServ, please keep reading.

There are two key addresses to remember. To send commands to the FCCA ListServ, please use the *command address*: [listserv@listserv.flnd.circ11.dcn](mailto:listserv@listserv.flnd.circ11.dcn). To send *messages*, please use: [FCCA@listserv.flnd.circ11.dcn](mailto:FCCA@listserv.flnd.circ11.dcn).

Open Lotus Notes and type [listserv@listserv.flnd.circ11.dcn](mailto:listserv@listserv.flnd.circ11.dcn) in the address (*To:*) field. Do not type anything in the Subject field. Next, in the body of the message, type the command: SUBSCRIBE FCCA and your name (i.e., SUBSCRIBE FCCA Robert L. Walker). All commands are not case sensitive, so you can use upper or lower case letters and include your middle initial.

Within seconds, you will receive a Welcome Message, an Instructional Message, and a Subscription Confirmation Message. Congratulations, you are now registered!

If you don't receive all three messages, please notify Steve or Don by regular email at [Stephen\\_Mandel@flnd.uscourts.gov](mailto:Stephen_Mandel@flnd.uscourts.gov) or [Don\\_Miller@flnd.uscourts.gov](mailto:Don_Miller@flnd.uscourts.gov). They are ready to assist you.

When you are ready to send a message or response, use the *message address*, include a subject and type your message. Please remember, when you use the ListServ, all messages and responses are sent to everyone on the list. If you prefer that your message or response be sent to a specific group or individual, please use your regular Lotus Notes and not the ListServ.

If at any time you wish to avoid receiving a heavy influx of emails, which may be overwhelming to your inbox, you may receive them in digest format. Use the *command address* and type the command: SET FCCA DIGEST. This will compile an entire day's posting into a convenient single daily e-mail.

You may unsubscribe to the FCCA ListServ at any time. Use the *command address* and type the command: SIGNOFF FCCA. Members are not permanently committed to the list and may leave at any time.

Contributions to the FCCA ListServ are automatically archived. Archived files offer the opportunity to maintain previous postings for both discussions and broadcast e-mail. All users may want to review them to determine if their question has already been answered, if a subject topic has been discussed or an announcement has been made.

For a list of archive files, use the *command address* and type the command: INDEX FCCA. To view a specific archive file, type the command: GET FCCA Logxxx (i.e., GET FCCA LOG5555). A search option for archive files may be added at a later date.

For a complete list of commands, use the *command address* and type the command INFO REFCARD.

As with any email, proper etiquette is essential. Please identify yourself, keep your messages and comments brief, stick to the topic intended for discussion, be courteous and considerate of others' time, avoid meaningless messages, such as "I agree!," and most important, never send jokes or anything inappropriate.

Remember, it's your option whether to join in and respond to whichever messages or discussions you choose. As a continued member, you will never miss any information that could be important to you, especially when notifications or announcements are posted.

The FCCA ListServ will continue to unite and strengthen our organization through the continued sharing of information, knowledge and ideas. The Deputy Clerk's Council hopes that all members will get on board soon and start using this valuable method of communication that is vital to the growth of our organization.



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# Home Computer Security

*By Mark McLain, Automation and Web Administrator  
U.S. District Court, Eastern District of Tennessee*

Every day we take measures to ensure that our valuable assets are protected. We lock our doors when we leave for work, we have security systems installed on our cars and store our valuables in safe deposit boxes. Imagine taking your assets and placing them in your front yard and then leaving for a few hours. This of course is a silly proposition, but many of us are guilty of committing the technical equivalent when we bring our new computer home, hook it up and start browsing the Internet. Just as there are criminals who would try and take valuables left in the front yard, there are Internet criminals looking to steal your personal information. Internet subscribers connecting to the Internet through cable or DSL services are especially vulnerable targets. This “always on” connection provides hackers with plenty of time to try different methods of gaining entry.

Taking a few simple steps can go a long way in preventing these unwelcome guests. Here are just a few things you can do to help keep your home computer safe:

**Use an antivirus program.** Retail stores and airport terminals utilize detection devices to alert security if certain items pass through their doorway. Your antivirus software works in much the same manner. If malicious files try to sneak through your “Internet doorway,” the antivirus software will stop it, alert you of the threat and take measures to intercept the suspicious file. You will need to make sure this protection stays current by keeping the virus definition files (the instructions that tell the antivirus program what files to watch for) updated. Most antivirus programs can be configured to take care of this step automatically. It is critical to keep the definitions current. The update you downloaded two weeks ago may be unable to intercept the virus a criminal coded in their basement yesterday.

**Watch email attachments.** What we are really looking for here are attachments that could do harmful things to your computer or allow someone to use your computer for wrongful purposes. Sending viruses by email attachment is one of the most popular ways for outsiders to gain access to your information. A good rule is to avoid opening an attachment unless you are expecting it. Even if you recognize the sender of the attachment, it is always better to leave such attachments alone until you have a chance to confirm that the sender intentionally sent them. The sender may unknowingly be a victim of a virus which is now using their address book to spread itself.

**Be careful when downloading and installing programs from the Internet.** You may have just found the perfect font you need to complete that custom greeting card you started, but be careful before you download and install the “free” software. While such programs seem harmless, they are often loaded with hidden programs to monitor and track your computer activities. These “spyware” programs often plague Internet browsers with dreaded “pop-up” ads and hijack computer resources, bringing even the quickest home computers to a grinding halt.

**Choose passwords carefully.** This is a simple rule but one we often ignore out of our desire to find a password that we can easily remember. Avoid temptation and don’t use passwords based on birthdays, family member names or other easily guessed codes. Letter and number combinations are recommended. Use some uppercase letters and punctuation marks to improve the complexity. Avoid using simple words, as there are scripts that hackers use that will try every word in a dictionary as your password in seconds.

There are additional ways to keep your home computer secure, but these steps will provide you with a good starting point. For additional security, you may wish to activate your computer’s software firewall. A firewall will give you even greater control of personal information entering and exiting your computer. Keeping your operating system current by installing the latest security updates, or “patches” will also help keep hackers from taking advantage of operating system vulnerabilities.

Home computing can be a valuable tool for learning and entertainment. With a little diligence, you can enjoy your online experience safely.



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# Workshop: “CEO - the Chambers Electronic Organizer and Daily Calendar Report”

*By Michael Nagy, Director of Information Technology, 11<sup>th</sup> Circuit*

A panel of members from the Southern District of California will host a lecture/demonstration workshop at the Tempe Conference on their automated calendaring program that pulls data on-the-fly from CM/ECF. This is one workshop that you don't want to miss. The folks from CASD have developed an automated Daily Calendar Report that interfaces with CM/ECF. Their automated daily calendar is integrated with the Chambers Electronic Organizer (CEO) productivity program that was developed by the Texas Southern District Court. CEO and the Daily Calendar Report are designed to work in both the district and bankruptcy courts, and is currently being used by all of the district and magistrate judges in the Southern District of California. All calendars are posted daily on the court's Internet site at [www.casd.uscourts.gov](http://www.casd.uscourts.gov)

CEO provides judges and chambers staff with functionality well beyond just an electronic calendar. CEO provides interfaces with the following resources and features:

Schedules, personal preferences, docket sheets, graphical schedules, case documents, document/help, display case and setting notes, order generator, and electronic signatures.

The user can get up to the minute docketed schedule information, docket sheets and PDF files, as well as a calendar overview for a month at a time. You can create a custom order, automatically sign and date it with the judge's signature and send it to docketing. When using the CEO schedule and order creation application, there is no creation of paper; everything is electronic.

The purpose of the Chambers Electronic Organizer (CEO) is to assist Court personnel (including Judges, Case Managers, Secretaries, Courtroom Deputies and Law Clerks) in the management and maintenance of schedules and cases. Everyone in the Clerk's Office can benefit from CEO and the Daily Calendar Report - Interpreters, Jury, Finance, IT, Facilities, can all view court activity relating to their sections. Even USMS, USAO, Federal Defenders and the court's sister agencies can all receive an automated calendar to schedule prisoners, schedule attorneys, organize their own activity.

Attendees of this workshop will be presented with a demonstration of CEO and the Daily Calendar Report as it appears “live” in California Southern District Court. Presenters for this program include four members from CASD: Sam Hamrick, Clerk of Court; John Morrill, Chief Deputy of Operations; Michael Nagy, Director of Information Technology; and Joseph Diaz, CM/ECF Administrator.

*[EDITORS NOTE: We were asked to provide a description of the Electronic Organizer and Daily Calendar report for those who might not be able to attend the seminar at this year's annual conference in Tempe. We do hope you can attend and learn even more about this information.]*



## What is FCCA?

*By Cheryl Sweat*

The Federal Court Clerks Association (FCCA) was formed in 1922, in Washington, D.C., by a group of 14 federal court clerks who believed they could voice their view more effectively if they joined together in a formal organization. In 1981, a Clerks Council was formed and a Deputy Clerks Council was formed in 1983. As of May 24, 2007, the FCCA boasts a membership of over 1,221 members.

The purpose of the Association is to promote the professionalism and integrity of the federal judiciary. It is also the goal of the FCCA to increase the proficiency of court employees, to support the independence of the judiciary, and to foster cooperation between courts and the community.

Three classes of membership are offered in the FCCA. These classes are the Unit Executive; Chief Deputy/Other Court Executive; and Deputy Clerk/Retired/Other. Several sectional areas make up these three classes of membership which also are mentioned on the membership form. Members are any employees of the District Court, Circuit Court, Bankruptcy Court, Probation, Pretrial, Court Reporters and other stakeholders in the federal court system. For more information, please contact Membership Chair, Pam Twiford, at (202) 312-5522 or U.S. Court of Appeals for the Federal Circuit; 717 Madison Place, N.W., #401; Washington, D.C. 20439.

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## Service Delivery Alternatives - FAS<sub>4</sub>T Server Consolidation Update

By Randolph Singh, Systems Accountant, AO

The Financial Accounting System for Tomorrow (FAS<sub>4</sub>T) applications from the ten FAS<sub>4</sub>T Proof of Concept Courts have successfully been consolidated at the CGI-Federal Phoenix Data Center in Phoenix, Arizona. The Committee on Information Technology, Subcommittee on Service Delivery Alternatives, authorized a FAS<sub>4</sub>T proof of concept to begin in July 2006 and resulted in ten courts' FAS<sub>4</sub>T applications being consolidated in February 2007. FAS<sub>4</sub>T was one of several national applications selected to assess the cost-effectiveness of service-delivery alternatives and their ability to provide end-user computing support and application services for nationally deployed applications.

A cost benefit analysis on the FAS<sub>4</sub>T application evaluated several alternatives to deliver the service and evaluated the following models: maintain the decentralized operations and administer application in each district; centralize as government owned and operated service center; or centralized as contractor owned and operated facility. The centralized as contractor owned facility was more cost beneficial to the judiciary. The cost benefit analysis evaluated these key areas: determine if each FAS<sub>4</sub>T application's transition to a particular alternative, including hardware, software, contractor and network costs as well as the cost of transition, would result in short-or long-term cost savings; determine if and how one or more consolidated service models can perform at a level acceptable to the court community, including application performance, customer support, infrastructure performance metrics, response time, security, and information privacy. The Subcommittee on Service Delivery Alternatives reviewed analysis on all alternatives and approved the contractor owned and operated option.

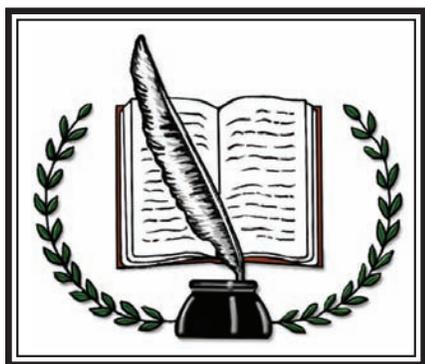
The following ten district courts migrated their FAS<sub>4</sub>T application to the Phoenix Data Center (PDC): the District of Kansas, District of Utah, District of Nebraska, Middle District of Pennsylvania, Western District of Kentucky, District of Alaska, District of Maryland, District of Arizona, Southern District of Iowa, and Eastern District of Michigan.

These ten districts have been under going a post implementation assessment and the Subcommittee on Service Delivery Alternatives was presented the results in early April 2007 and has recommended full FAS<sub>4</sub>T consolidation to the Committee on Information Technology.

A national letter was sent to all District Clerks to solicit interest in participating in the FAS<sub>4</sub>T server consolidation, should the Committee on Information Technology accept the recommendation of the Sub-Committee.

As of May 1, over 40 courts have expressed interest in migrating their FAS<sub>4</sub>T application to the Phoenix Data Center. Pending approval, consolidation will be performed in waves of ten to twelve courts per month, beginning July 2007.

For more information regarding the FAS<sub>4</sub>T Server Consolidation project, feel free to contact Mr. Jerome Patterson at 202-502-2272 or at [Jerome\\_Patterson@ao.uscourts.gov](mailto:Jerome_Patterson@ao.uscourts.gov) or Mr. Randolph Singh at 202-502-2224 or at [Randolph\\_Singh@ao.uscourts.gov](mailto:Randolph_Singh@ao.uscourts.gov)



*Oliver Wendell Holmes, Jr. sat on the Supreme Court until he was 91. Two years later, President Roosevelt visited him and found him reading Plato. "Why?" FDR asked.*

*"To improve my mind," Holmes answered.*

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# Spring 2007

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*By Cheryl Sweat, Sixth Circuit Representative*

## On the Web

- Current Events on FCCA Home Page
- Current Officers, Board of Directors and Committee Chairs Contact List (updated May 2007)
- Current FCCA District Representatives Contact List
- May 8 Teleconference Meeting Minutes
- Membership Introduction Video created by Sheryl Loesch and Bill McCool
- 2008 FCCA Membership Form (by Pam Twiford)
- MSU Information on Web
- Tempe, Arizona Conference and Contact Information

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## Dates to Remember

- June 24-28, 2007 - FCCA Conference in Tempe, AZ
- 2007/2008 Membership Drive June 1, 2007 - September 30, 2007
- 2007/2008 Membership Period runs from July 1, 2007 - June 30, 2008
- August 20, 2007 - Submission of FCCA articles (due to Pat McNutt, Editor) - Next publication is after the Tempe, Arizona conference.
- June 23-27, 2008 - FCCA Conference in Louisville, Kentucky

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## In the Future

- Circuit Representatives nominee biographies
- NEW! Professional Development Column by Cheryl Sweat

**<sup>1</sup>NOTE:** *All lists are current as of this printing of the Journal. Any changes that are not reflected will be shown in the next issue and should be directed to the Circuit Representative AND Pam Twiford, Membership Chair.*