

## JOHN W. DOUGLAS

Senior Court Management Consultant

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### Work Experience & Expertise

Participates or leads consulting projects involving workflow, process improvement, resource management and technology in courts of general and limited jurisdiction. Works with court personnel to assess, design, document, and re-engineer workflow, business operations, and communications. Assists in the development of technical projects that effectively address current and emerging technologies. Expertise includes: Resource allocation, judicial and clerk resource needs, and workflow analysis.

### Education

**Graduate Institute for Court Management, Fellow, 2007**

**Justice Information Exchange Model Program Certificate, 2004**

**George Meany Center, Arbitration & Labor Relations Education, 1986**

**B.B.A., Texas State University, Economics, 1981**

### Highlights of NCSC Projects

- Municipal Court Operational Review, Galveston, TX
- Municipal Court Business Process Analysis, Dallas, TX
- Fourth Judicial District Court Analysis, Nebraska
- Municipal Court Business Process Analysis, Seattle, WA
- Business Process Analysis, Lehigh County, PA
- Family and Juvenile Court Assessment, Puerto Rico
- Judicial Workload Analysis, Maryland
- Judicial Workload Analysis, Puerto Rico
- Judicial Workload Analysis, Maine
- Judicial Workload Analysis, North Carolina
- Judicial Workload Analysis, Iowa
- Judicial Workload Analysis, Wyoming
- Judicial Workload Analysis, Tennessee
- Judicial Workload Analysis, 8<sup>th</sup> Judicial District, Nevada
- Judicial Workload Analysis, Georgia
- Judicial Workload Analysis, North Dakota
- Judicial Workload Analysis, South Dakota
- Judicial Workload Analysis, Guam
- Judicial Workload Analysis, Salt Lake City Utah
- Clerical Staff Workload Analysis, New Mexico
- Clerical Staff Workload Analysis, New Hampshire
- Clerical Staff Workload Analysis, Oregon
- Clerical Staff Workload Analysis, North Dakota
- Clerical Staffing Model, California
- Clerical Staffing Model, Salt Lake City, Utah

### Presentations

- Institute for Court Management Training: “Customer Service in the Courts,” Territorial Courts of the Virgin Islands, 2005

### Publication

- Examination of NCSC Workload Assessment Projects and Methodology: 1996 – 2006., (Principal author, 2007)