

Sharon R. Holbrooks
10 N. Tucker
St. Louis, MO 63101

DEVELOPING AN AUTOMATED INFORMATION RETRIEVAL SYSTEM FOR THE MISSOURI 22ND JUDICIAL CIRCUIT PROBATE COURT

This study evaluated the manual Case Management System utilized by the Missouri Twenty-Second Judicial Circuit Probate Court. The research for this study was based on the survey method.

Records are the core of probate courts; they contain vital information and must be accurate and easily accessible. Therefore, the focal point of the study is the information retrieval process of the Case Management System. The following entities user responsiveness, service time, and the quality of service provided by the manual system were weighed. The National Court Performance Standards were used as a tool to measure the effectiveness of the manual information retrieval system. Surveys, interviews, and personal knowledge made it possible to evaluate the system currently used and conclude how the Missouri Twenty-Second Judicial Circuit Probate Court would benefit from an automated record retrieval system.

While the manual retrieval system did meet some objectives of the National Court Performance Standards. It fell short in that information was not easily accessible and not always accurate. This was a strong indication that there was a need for changes to the current system.

The findings of this project resulted in the implementation of “an automated information retrieval system.” The benefits include improved customer service, a decrease in inquiry time, and an overall increase in employee productivity.

The State of Missouri’s Electronic Court 2004 Project (EC2004) is currently implementing BANNER, a vendor Case Management System solution by System and Computer

Technology Corporation (SCT) statewide in phases. Banner was implemented in the Twenty Second Judicial Circuit Probate Court June 2000, after this study was completed.

This [research paper](#) is available in its entirety in portable document format. To access, you must first obtain and install the Adobe Acrobat Reader.



To borrow a copy of this research paper, please contact:

Knowledge Information Services
National Center for State Courts
300 Newport Avenue
Williamsburg, VA 23185
Phone: (800) 616-6164

Visit the Institute for Court Management Web site at:
www.ncsconline.org/d_icm/icmindex.html