



TRANSCRIPT: Growing with MDEC: An interview with Tami Chester, Administrative Clerk for Anne Arundel County District Court

(This is a transcript of the video report that can be viewed on the MDEC website:

<http://www.mdcourts.gov/mdec/latestupdates.html>)

Tami Chester, Administrative Clerk for Anne Arundel County District Court, speaking:

I have been with the District Court for approximately 23 years and I have heard about the new case management system for at least the last decade. I think that there were expectations as to what the new case management system would do for us. We are finding out that Odyssey is a completely new way of thinking. MDEC is fluid right now, it's ever changing. Decisions are being made, and then a month later we've stumbled across something that now that decision might not have been our best decision and so it changes.

I would say there's enthusiasm, there's anxiety, there's a little trepidation. We have worked really hard, my supervisors and I, with generating enthusiasm. I really, truly believe that the more people I can get involved in the development of this new world, the less fearful they are going to be because they are getting exposure to it. The more that you know, the less fearful you are of something new. That's my belief.

We are involving clerks in the all-day sprint sessions. We are involving supervisors, experts in the field: sometimes they are the same people, sometimes we bring in new faces. I truly believe in sharing what we are learning in these sprints. I ask the folks that are involved to go back to the offices and talk to their co-workers about it. I certainly share information with my supervisors as to what I'm learning at the Executive Steering Committee meetings and now the MDEC Advisory Committee meetings.

Overall, I really do think that the clerks are excited to see how this new world is going to evolve and how their job is going to be easier and there's going to be a different way of doing it, but it's going to make it more efficient for the court operation. I think they're looking forward to the improvements.