



“Our constituents appreciate having online access to Washington County records so we want to maintain that vital service. ID Shield integrated easily with our case and land records management systems and provided a fast and accurate method for complying with Administrative Record 19”

Jon Jarbo
Computer Administrator
Office of the Circuit Clerk
Washington County, Arkansas

ID Shield Helps Washington County Comply with Arkansas Supreme Court Administrative Order 19

Background

Washington County is situated in the northwest corner of Arkansas in the Ozark Mountains. It was established in 1828 and has the third largest population among Arkansas counties with 205,000 citizens. The county seat is located in Fayetteville.

Challenge

Effective January 1, 2009, Arkansas Supreme Court Administrative Order Number 19 - Access to Court Records - charged courts with ensuring that confidential information is omitted or redacted from all future-filed administrative records available online.

In June 2013, the Arkansas Supreme Court ruled that in accordance with Administrative Order 19 there would be a redaction requirement on pre-2009 documents available online. The Arkansas Supreme Court stated that this ruling was to be effective on September 1st, 2013.

Solution

In 2008, Washington County Circuit Clerk began working with its document management vendor, Cott Systems, to be in compliance with the first part of Administrative Order Number 19. To be compliant with the ruling, all day-forward court documents available on the county's online public access website, e-search, had to be properly redacted.

Cott Systems recommended ID Shield Advanced Redaction Software from Extract Systems. ID Shield was deployed on site and easily integrated with Cott's proprietary case management system, Verdict.

The Washington County Circuit Clerk office has successfully redacted more than two million pages of court documents dating from 2009-2013. The software is redacting the last four digits from Social Security numbers, Driver's License numbers and all identifying account numbers from court records. In addition, the birth years of all minors are also detected by the software and redacted.

ID Shield also integrated with Resolution, Cott Systems' proprietary land records management system and has processed more than one million pages of land records dating from 2009-2013. Fields redacted include dates of birth, Social Security numbers and all financial account numbers.

To be compliant with the June 2013 amendment to Administrative Order 19 governing historical records, Washington County is using ID Shield to redact its backfile of pre-2009 court documents before making them available again through its e-search. Circuit Clerk Kyle Sylvester anticipates having the pre-2009 documents available to view and print by the first of 2014.

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The Technology Behind ID Shield Redaction Software

OCR output is critically important to any redaction process. The better the quality of the OCR output file, the greater the accuracy of the redaction. ID Shield starts with the industry-leading OCR engine and layers additional recognition technology into the software to find data within complex and unstructured documents, including:

- Magnetic Ink Character Recognition (MICR) engine to detect routing and bank account numbers on checks
- Intelligent Character Recognition (ICR) engine for handwritten content
- Optical Mark Recognition (OMR) for forms and surveys
- Optical Barcode Recognition (OBR) technology for capturing sensitive information present in the form of barcodes

Beyond OCR technology, ID Shield adds state-of-the-art data detection rules to find and redact all sensitive data types including: Social Security Numbers, dates of birth, credit card numbers, CVV codes, account numbers, check numbers, expiration dates, names, postal and email addresses and virtually all types of personal information within structured and unstructured documents. This core competency is a proprietary formula that incorporates pattern recognition logic, phrase context proximity and keywords into the software based on the data that needs to be captured and secured. ID Shield redaction zones are burned in, making it impossible for identity thieves to retrieve private information. All hidden metadata associated with the original document is eliminated. The original document remains unaltered.

About Extract Systems

Extract Systems is a leading provider of advanced data capture and redaction solutions that drive operational efficiency and secure private information for government, healthcare and other commercial sectors. ID Shield advanced Redaction Technology has processed more than two billion documents for over 275 customers without a single breach in data protection. Extract's data capture products automatically find and incorporate manual data entry fields into designated information systems as structured data. Automating the capture of information trapped in paper-reliant workflows reduces costs and optimizes the intelligent collection of data.

About Cott Systems

Cott Systems, an innovator in public records management for more than 125 years, is today's leader in technology solutions and services for recording, imaging and searching land and court records across 20 states. Through an industry-leading research and development process that includes significant customer involvement, Cott is driving new technologies and services for local governments by employing up-to-the-minute information and workflow automation, data management and migration, professional services, hosting (Cloud Computing / SaaS) and disaster planning services.



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