



COURT INSIGHTS

Court Insight #03

Preparing the docket once should be enough.

A closer look at the small workflow gaps that can turn preparing, organizing and printing a court docket into repeated work.



“I already did this.”

It may be one of the most frustrating moments in preparing a docket.

-  The cases have been reviewed.
-  The order has been set.
-  The information has been arranged.

Then something changes between **preparing the docket** and actually using it.

-  A column that looked right on screen doesn't print the same way.
-  Cases carefully arranged for court appear in a different order on the printed docket.
-  A setting that worked yesterday looks different today.

These aren't hypothetical examples.

They reflect the kinds of docket-related requests our team has been hearing from courts.

And they led us to a simple question:

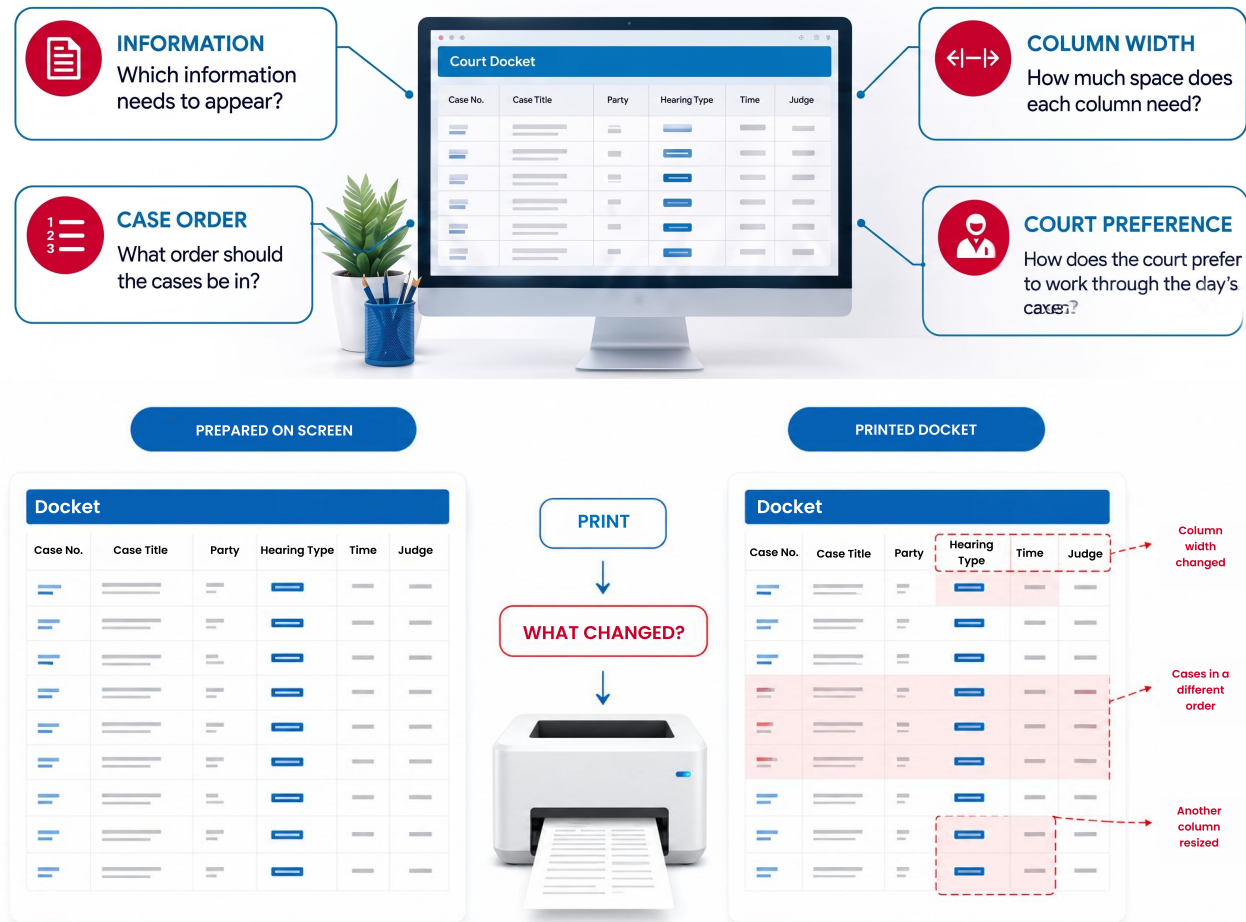


How much of docket preparation is actually preparation, and how much is **doing something again?**



A docket isn't just a list of cases.

By the time someone clicks Print, decisions have already been made.



That is why something as small as a column width can matter.

In requests reviewed by our team, clerks described adjusting column widths only to find that the printed output redistributed the available space. Other requests described resizing one column and unintentionally changing another.

We also heard about cases being manually arranged on the Court Calendar, only for the printed docket to return them to their original order. That issue was subsequently identified as a defect and fixed.



THE LESSON WASN'T SIMPLY ABOUT PRINTING.

The work someone puts into preparing a docket needs to follow the docket all the way through.

Sometimes the friction is between the steps.

One of the most useful things about listening to courts is that the request itself doesn't always tell the whole story.



Take a request for a checkbox on the Court Calendar.

On the surface, it sounds like a small feature. But the reason behind it tells us much more.



Without that option, they had to leave the calendar and move into the separate Batch Notices workflow.



The real request wasn't for a checkbox. It was:

“Let me finish what I'm already doing without starting somewhere else.”



That's an important distinction.

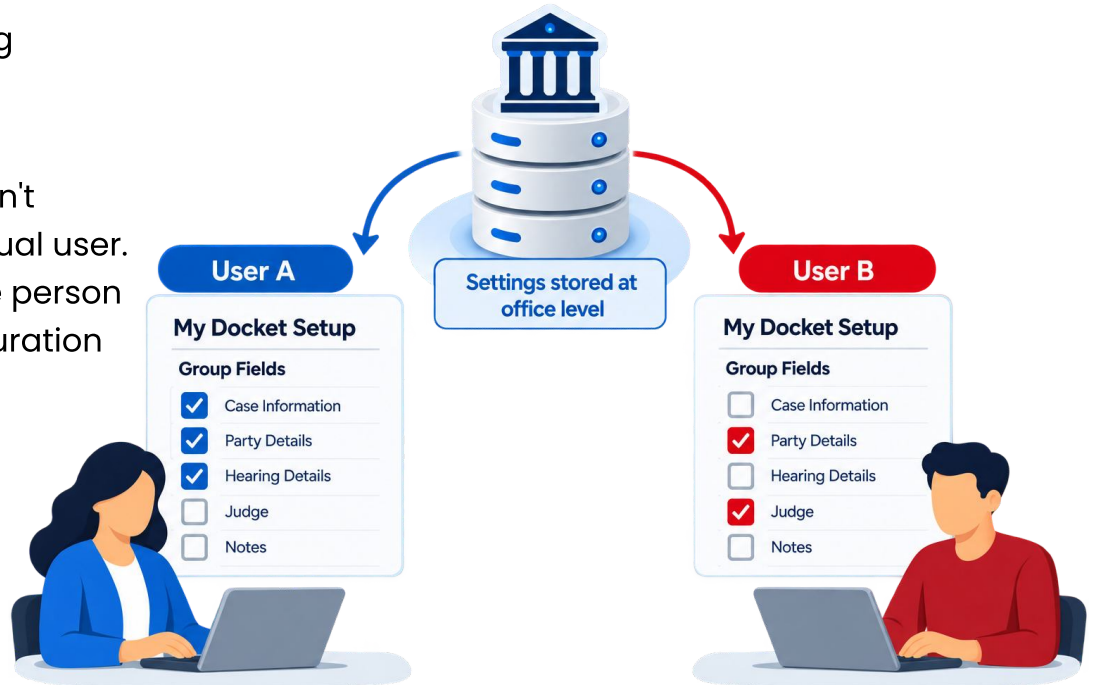
Small transitions between screens and workflows may only take a few moments. But when they happen every time a docket is prepared, those moments become part of the court's daily workload.

Shared system. Personal setup.

Another request taught us something different.

Clerks were customizing
Group Fields for their
printed dockets.

But those settings weren't
staying with the individual user.
A change made by one person
could affect the configuration
another person saw.



The cause was eventually traced to the settings being stored at the office level instead of the individual User ID level.

Technically, that's a configuration issue.
Operationally, it means something much simpler:



I had my docket set up the way I needed it. Now I have to set it up again.



That difference matters to us.

Because improving court technology isn't only about adding functionality. Sometimes it's about making sure the system remembers the work people have already done.

The best improvements often start small.

When we look across these conversations, we're not hearing courts ask for an entirely new way to prepare a docket.

We're hearing something more practical.



Keep my column widths where I set them.



Keep my cases in the order I arranged them.



Let me act on the cases I'm already looking at.



Keep my preferences separate from another user's.



Courts don't always need another step made faster.

Sometimes they need a step removed altogether.

This is where listening matters.



Support conversations, enhancement requests and the everyday experiences courts share with our team help us see where technology is creating unnecessary repetition. And those insights help shape how iDocket continues to improve the tools courts already rely on.

Prepare it once.

At iDocket, we believe good court technology should preserve the work that's already been done.



If a clerk organizes tomorrow's cases,
that order should carry forward.



If they prepare a useful docket layout,
printing shouldn't mean rebuilding it.



If they're already reviewing cases on the calendar,
related actions should be close to that work.



And if they personalize how they prepare a docket,
those preferences should remain theirs.

Some of the examples we've discussed have resulted in fixes. Others have become enhancement requests. Each one gives us another opportunity to understand how courts actually work.

Because sometimes the most meaningful improvement isn't a major new feature.

It's removing the moment when someone has to say:

"I already did this."



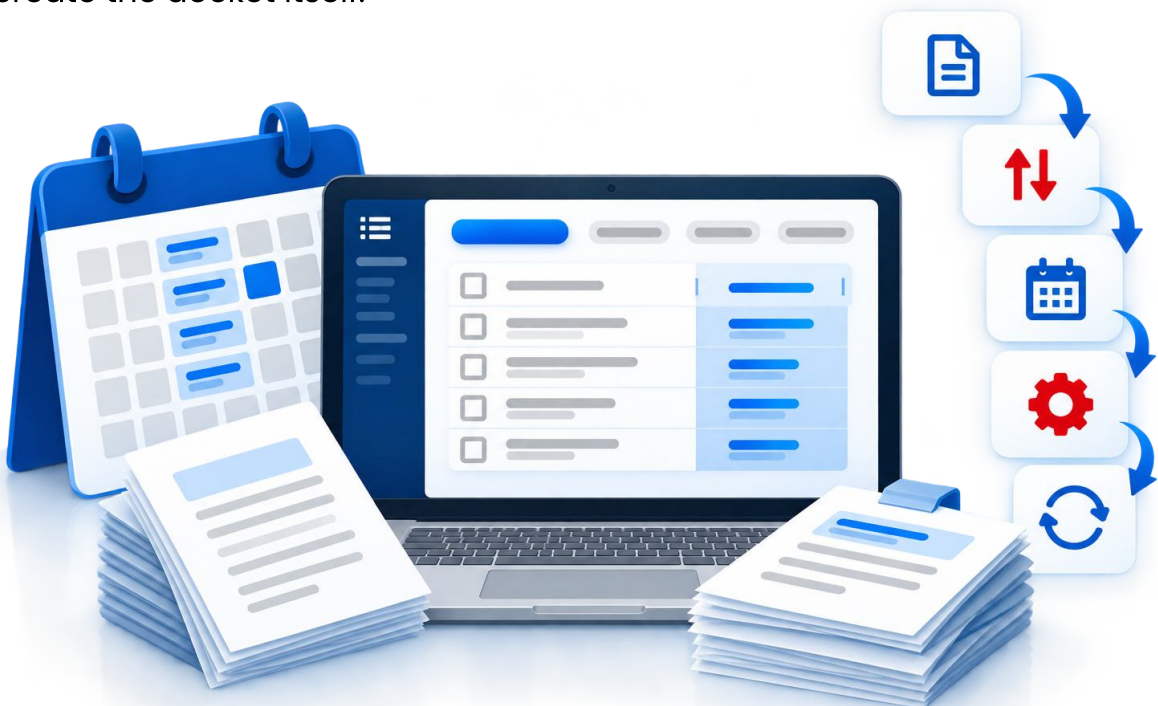
Where are you preparing the docket twice?

The next time your team prepares a docket, watch for the moments when someone has to:

- ☐ Reformat something they already formatted
- ☐ Reorder something they already organized
- ☐ Leave the calendar to complete a related task
- ☐ Restore a setting they already configured
- ☐ Repeat a step simply because the next part of the process didn't carry it forward

Those small moments are worth paying attention to.

They may tell you more about your docket workflow than the time it takes to create the docket itself.



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iDocket is proud to partner with courts across Texas to simplify work, improve efficiency, and enhance service to the public.



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Courts

Next in

COURT INSIGHTS #04 | COURT INSIGHTS #04 | Reporting Deadlines

A closer look at OCA reporting changes, compliance updates, and recurring reporting challenges courts are navigating.

Want to simplify your court's docket workflow?
Contact iDocket to schedule a demo.

The insights shared in this publication are based on recurring implementation experiences, enhancement requests, customer conversations, and operational feedback gathered while supporting courts across Texas.