

JUDICIAL BRANCH EMPLOYEES RECOGNIZED

The Judicial Information Center's COVID-19 Response Team receives the Governor's GEAR P3 Innovation and Efficiency Award.



Senior Application Support Specialist Sruthi Raghunathan.

The team of 16 was honored on May 6, 2021, for their work delivering innovative, impactful, sustainable, and highly efficient business processes and services during the COVID-19 pandemic. At the outset of the pandemic, JIC became a centerpiece of the Delaware Judiciary's efforts to keep court operations going. JIC responded by mobilizing a response team to assess the varying IT needs of every court in every county and then procured and deployed resources statewide. JIC also facilitated remote access for court employees, tested the security and sufficiency of different remote solutions, and then provided training and technical support for court staff. The JIC team also created more than a dozen webpages, for both judicial branch employees and the public, to provide status updates on court operations and access to new policies and procedures that were implemented to deal with the pandemic and to provide access to new online forms to ensure continued court access.

Sruthi Raghunathan, Senior Application Support Specialist with the Judicial Information Center. Named the Judicial Branch's Employee of the Year for 2020, Sruthi has been working under the Process Improvement Manager for 2 years and has proven to be a key component of JIC's delivery of services to the Delaware Courts. According to her nominator, Sruthi's sheer determination to complete a task, assignment, or project is evident in the work she performs. Her job role goes far beyond that of the average Business Analyst.

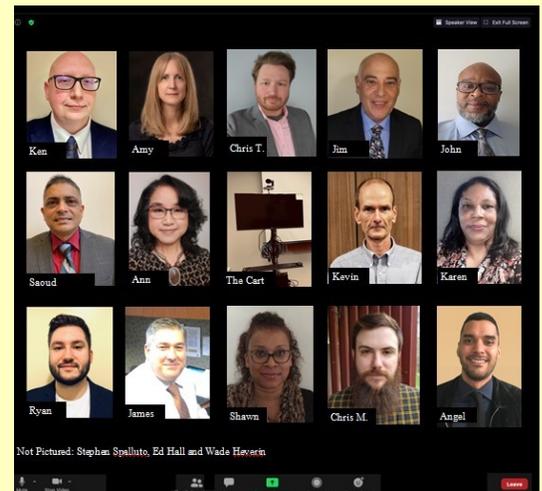
Because of her eagerness to learn new things and her demonstrated success in tackling varied issues, Sruthi has become the "go-to" person in JIC. From Desktop Support to development changes and from conception to implementation, Sruthi is a true team player and a highly valued asset, not only to JIC, but to the entire Judicial Branch. Sruthi's enthusiastic customer service is beyond reproach. She goes above and beyond to provide excellent customer service, and she has demonstrated an outstanding ability to work as part of a team both within the Courts and with other State agencies. Sruthi also goes outside her normal duties by providing production application support for the Courts, assisting the Help Desk, Application Support and Operation Teams.

Annette Ashley, Prothonotary, Superior Court. When the COVID-19 pandemic began, Annette adapted quickly by changing court schedules, reorganizing staff, managing technology challenges and even implementing a cleaning schedule within her office, which she personally performs including wiping down the front counter, phones and door handles to keep employees healthy. Annette always responds quickly to a problem and the professionalism and compassion she shows motivates the entire staff immensely. Annette goes above and beyond what a supervisor needs to do and exemplifies what a Superior Court employee should be.

Lori Moritz, Management Analyst III, Family Court. During the COVID crisis Lori agreed to serve as point of contact to receive filings from all attorneys statewide until new mailboxes were set up, and going into the office during off hours/weekends to get other projects completed on time. Lori also volunteered to pick up loaner devices from DTI and deliver them to our Courthouses so multiple staff did not need to go and get them individually. This was not only an efficiency, but also an effort to keep everyone healthy by minimizing travel and contact.

Whitney Frame, Staff Attorney, Court of Common Pleas. As COVID began to impact the Court, Whitney stepped up without hesitation to lead the efforts to begin holding essential Court events virtually. She spent many hours testing courtroom A/V equipment and assisting the Court in its initial efforts to hear incarcerated preliminary hearing, and bail hearings remotely. Whitney also served as the Court's liaison to the Department of Correction and other justice partners on procedures for remote proceedings and was an integral part of ongoing planning. She did all this while continuing to support the Court in her role as Staff Attorney.

Zoe Carter, Human Resources Specialist III, Justice of the Peace Court. Zoe was selected because of her outstanding perseverance and accomplishment against great odds and difficulties in 2020. Just prior to the pandemic, Zoe took the lead responsibility for handling Human Resources in addition to her regular responsibilities due to a vacancy in the HR Manager position. She made sure that employees were paid, received their benefits and managed leaves that were necessitated by the stay at home orders and closings. Throughout this challenging time she remained positive and focused to make sure that the employees' needs were met so they could focus on the business of the court. ♦



Judicial Information Center's COVID-19 response team.