

**NACM Seventeenth Annual Conference  
July 21-25, 2002 Hilton Portland, Portland, Oregon**

**Monday, July 22**

- E-1MON Plenary: Climb for Equal Justice
- E-1AMON Developing Cultural Competency
- E-2AMON Tower of Babel: Working with Interpreters in Legal Settings
- E-3AMON Access to Justice: Principles and Practical Examples
- E-4AMON Understanding the Cultures of People in Court
- E-5AMON How to Incorporate Citizen's Feedback in Court Operations
- E-6AMON Communicating Across Cultures and Barriers: Hispanic Cultures. Hearing Impaired, Poverty Barriers
- E-7AMON Immigrants View of Courts and the Judicial Process
- E-8AMON IT Forum Track-State of Industry: Technical Review What's on the Radar Screen
- E-9AMON IT Forum Track-State of Industry: What Do I Do With All These Xs?
- E-11AMON IT Forum Track-Clash of Professional Cultures-Judicial, Administrative, and Technical
- E-12AMON Court Systems Budgets: Keeping the Doors Open
- E-13AMON NACM Strategic Plan Presentation and Discussion

**Tuesday, July 23**

- E-2TUE Plenary: Access to Justice for All: A Technology Bill of Rights
- E-1ATUE Opening Courthouse Doors and Increasing Access
- E-2ATUE Information Sharing and Playing Nice in the Sand Box
- E-3ATUE What Court Managers Need to Know About XML
- E-4ATUE Technology Serves the Community
- E-5ATUE Jury Technology Improves Equal Treatment
- E-6ATUE Serving the Self Represented
- E-7ATUE State of the Technology industry: What is on and Under the Radar Screen
- E-8ATUE An Antidote for Information UNDERload-How Can You Find Out What Courts Are Doing
- E-2PTUE NSCS Model RFP's
- E-3PTUE Standards, Standards, Standards... Who's Got the Standards?
- E-6PTUE IWG Report: Information System Security Technologies in Integrated Justice Systems
- E-7PTUE Justice Information Exchange Model
- E-8TUE The Justice Scorecard & Six Sigman: A Performance Measurement, Management and Continuous Improvement System to Create a World Class Court
- E-6PPTUE Technology First Aid Kit: What to do with the Cool New System the Judge Bought at CTC
- E-8PPTUE COSCA/NACM Functional Standards

**Thursday, July 25**

- E-2THU Plenary: Core Competencies: What Court Leaders Need to Know and Be Able to Do

**Thursday, July 25 (continued)**

- E-1ATHU Caseflow Management-Introduction

- E-2ATHU Education, Training, and Development-Introduction
- E-3ATHU Information Technology Management-Introduction
- E-4ATHU Purposes and Responsibilities of Courts-Introduction
- E-5ATHU Resources, Budget and Finance-Advanced
- E-6ATHU Visioning and Strategic Planning-Advanced
- E-7ATHU Leadership-Advanced
- E-8ATHU Human Resources Management-Advanced
- E-1PTHU Resources, Budget and Finance-Introduction
- E-2PTHU Essential Components-Introduction
- E-3PTHU Leadership-Introduction
- E-4PTHU Court Community Communications-Introduction
- E-5PTHU Visioning and Strategic Planning-Introduction
- E-6PTHU Caseflow Management-Advanced
- E-7PTHU Human Resource Management-Introduction
- E-3THU Plenary: Self and Organisational Assessment Tools

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