



# Nancy M. Crandall

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## Summary

Ms. Crandall is the principal of Justice Connections LLC, a management consulting company. She has more than 30 years of experience in courts and criminal justice. Expertise includes project and change management, implementation, business analysis and business process improvement. She is adept at organizational effectiveness and problem solving. In addition, she has a proven track record of delivering high quality deliverables and completing projects on time.

## Career Experience

**Justice Connections, LLC** **2011-present**  
Principal and founder

**State Court Administration, Minnesota Judicial Branch** **2001-2011**  
Positions held: Deputy Director of Court Services, Manager of Business Unit, Business Architect

**First Judicial District, Minnesota Judicial Branch** **1983-2001**  
Positions held: Assistant Judicial District Administrator, Court Administrator, Supervisor, Deputy Clerk

## Select Project Experience

**Automated Workflow:** serving as a project manager to the workflow component of Minnesota Judiciary's eCourtMN initiative. Engagement deliverables include a Needs Assessment, Project Definition and business analysis for the design and development of an automated workflow tool for judges and court staff. The project also includes creating documentation and managing a project plan related to the design, testing, configuration and deployment of available system features to automate workflow in an electronic court environment.

**Business Process Mapping:** designed an approach for conducting ("As Is" and "To Be") process mapping activities for the review of local business court processes in preparation for the statewide transition to electronic filing. Deliverables included Business Process Toolkit, Electronic Filing Best Practices and Process Mapping Facilitator Guide. Facilitated multiple process mapping sessions with local court administration staff.

**Statewide Case Management System and Electronic Filing:** principal consultant and subject matter expert for the Maryland Judiciary's statewide electronic courts initiative (MDEC) and Tyler Technologies. This project included statewide implementation of a court case management system, the implementation of electronic filing and document management. Provided consultation, advice and subject matter expertise to determine statewide business practice changes, document project change control and conducted business process analysis.

## Select Project Experience - cont.

**Statewide Case Management System Deployment:** provided leadership as Business Architect, lead business analyst and member of Project Management Office for case management system vendor selection, system configuration, implementation (94 installations), business process redesign effort and business practice change opportunities for the Minnesota Judicial Branch. Led a group of business analysts working on system design, development and deployment.

**Program Assessment:** Interviewed stakeholders and conducted a program assessment of a criminal justice integration program in a large metropolitan county. Deliverables included a Program Assessment and Recommendations, updated Program Charter and Scope Statement, Program Roadmap

**Business Analysis and Strategic Planning for System Implementation:** As project manager, assessed and documented law enforcement agency business functions and records management system needs, identified available solutions, assisted agency in determining a preferred solution, defined implementation scope, provided cost estimates and a project risk assessment for a large Minnesota law enforcement agency.

**Process Redesign and Change Management Effort:** provided leadership and direction in operations as a member of the management team for the consolidation of 1.3 million payable citations filed annually in 85 trial court locations into a single processing unit; leveraging technologies such as document imaging, automated fine assessment, distribution and referral to collections, Interactive Voice Response (IVR), Interactive Web Response (IWR) and Call Center software to reduce operational costs and processing time and increase collections.

**Process Design and Implementation:** served as project lead for the design and development phase of a single statewide standard citation for use by law enforcement agencies statewide as part of a criminal justice and court collaborative effort. Led the implementation phase of effort which included training documentation, communication and management of a statewide contract for the printing of paper citations as well as implementation efforts related to eCitations, resulting in data entry efficiencies, streamlined operations and increased data integrity.

**Business Process Design and Technology Implementation:** participated as a member of a multi-agency Executive Steering Committee in the development of an automated workflow portal for the creation and routing of electronic criminal complaints from law enforcement, to prosecutor, to judge, to filing in the court's case management system. Provided leadership to court business analysts working on system deployment, business process change, and workflow redesign.

**Business Process Re-engineering:** led an effort to redesign business processes and deploy project for the real-time capture of case updates during court proceedings triggering electronic integrations to criminal justice agency partners, eliminating redundant processes and improving efficiency and data integrity while reducing latency of court data.

## Education

### Cardinal Stritch University

Milwaukee, WI

### University of St. Thomas

Minneapolis, MN

Bachelor of Science in Business Management

Minor in Human Resource Management, December 1999

Mini Master of Project Management, January 2011