

WASHINGTON STATE JUDICIAL BRANCH
2013-2015 BIENNIAL BUDGET REQUEST
Detailed Decision Package

Agency: Administrative Office of the Courts

Decision Package Title: Superior Court Case Management System (SC-CMS)

Budget Period: 2013-2015 Biennial Budget Request

Budget Level: Policy Level

Recommendation Summary Text

This request seeks funding to continue with the implementation of the new Commercial Off The Shelf (COTS) Case Management System for the superior courts. Funding is needed to complete Phase 2 (Statewide Configuration and Validation), begin Phase 3 (Local Implementation Preparation), begin Phase 4 (Pilot Implementation), and begin Phase 5 (Statewide Rollout) of the project.

Fiscal Detail

Operating Expenditures	<u>FY 2014</u>	<u>FY 2015</u>	<u>Total</u>
543-1 Judicial Information Systems Acct	\$ 4,795,000	\$ 6,505,000	\$ 11,300,000
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Staffing	<u>FY 2014</u>	<u>FY 2015</u>	<u>Total</u>
FTEs	22.0	22.0	22.0

Package Description:

This request, which is a continuation of funding approved for the 2011-2013 biennium, is supported by the Judicial Information System Committee (JISC), Superior Court Judges Association (SCJA), Association of Washington Superior Court Administrators (AWSCA), Washington State Association of County Clerks (WSACC), and the Administrative Office of the Courts.

Under the direction of the JISC, the purpose of the Superior Court Case Management System (SC-CMS) project is to procure and implement a software application that will support the business functions of state superior courts and county clerks by acquiring and deploying a SC-CMS to courts throughout the state. The SC-CMS will specifically support calendaring and caseflow management functions, along with participant/party

information tracking, case records and relevant disposition service functions in support of judicial decision-making, scheduling, and case management.

Current Situation

The SC-CMS project has been underway since July 2011. Changes in project schedules have resulted in some minor differences for the next biennium relative to the original feasibility study prepared by MTG Consultants.

Proposed Solution

It was determined by the JISC that the purchase of a Commercial Off-the-Shelf (COTS) solution for court case management would be most cost-effective and prudent. The COTS solution would then be configured to support standardized court processes.

Reason for Change

The current Superior Court Management Information System (SCOMIS) is 35 years old. While it does what it was designed to do and was considered state-of-the-art technology when it was implemented, court business and technology needs have evolved considerably. The vision of the SC-CMS provides a number of desired functions that are designed to address the business improvement needs of the courts. Improved and expanded capabilities will include increased capability for data management, access, and distribution; more robust calendar management and statistical reporting capabilities; enhanced business process automation and management; and improved service to partners and the public. Funding also is requested for work on infrastructure and applications in anticipation of the COTS system installation.

Narrative Justification and Impact Statement

This package contributes to the Judicial Branch Principle Policy Objectives as noted below.

Fair and Effective Administration of Justice in All Civil and Criminal Cases. *Washington courts will openly, fairly, efficiently and effectively administer justice in all criminal and civil cases, consistent with constitutional mandates and the judiciary's duty to maintain the highest level of public trust and confidence in the courts.*

The mission of the Administrative Office of the Courts is to support the courts in the fair and effective administration of justice, providing centralized administration, fiscal services, and *technology support* for all of the courts, trial and appellate. Managing technology to ensure that information systems are current and the data is secure and available is a key to continuing to maintaining the 'right to justice' in all cases.

Accessibility. *Washington courts, court facilities and court systems will be open and accessible to all participants regardless of cultural, linguistic, ability-based or other characteristics that serve as access barriers.*

With an average of more than one court filing for every three citizens in Washington State, the need for services provided by Washington courts is vast. The SC-CMS project will be a major force in making Washington court data available to all. Legacy systems at the superior court level will be modernized to facilitate communication of

core court information. Faster, more flexible access to information will reduce delays and assist judicial decision-makers impacted by the loss of judicial staff in the current economic crisis.

Commitment to Effective Court Management. *Washington courts will employ and maintain systems and practices that enhance effective court management.*

Under the SC-CMS project, there will be a significant review of court operations. To facilitate this review and to offer support and specialized services to courts implementing the new system, the Administrative Office of the Courts has established a Court Business Office (CBO) as part of the SC-CMS project. In addition to the enhanced service provided, the unit will work to establish ways in which all courts may benefit from shared processes and information.

Appropriate Staffing and Support. *Washington courts will be appropriately staffed and effectively managed, and court personnel, court managers and court systems will be effectively supported.*

The mission of the Administrative Office of the Courts is to “advance the efficient and effective operation of the Washington judicial system. Without modern infrastructure and the most current technology, the courts cannot be managed effectively.

Measure detail

• **Impact on clients and services**

In addition to serving as the statewide court case management system, the existing Judicial Information System (JIS) provides essential information to several state agencies, local law enforcement entities, prosecutors, criminal justice partners, and the public. The JIS is responsible for accurately tracking, recording and distributing over \$240 million per year in state and local revenues (excluding restitution and other “trust” monies).

Implementation of a new Superior Court calendaring and case management system will provide:

- Enhanced data-sharing capabilities.
 - Cost avoidance through the elimination of redundant data entry.
 - Error reduction through training, standardization of business practices, and value-limited data entry fields.
 - Flexibility to meet new and emerging business needs
 - Improved tracking and analysis capabilities.
- **Impact on other state programs**
- Other state entities will benefit from the enhanced efficiency and effectiveness of AOC operations. Vital information from the courts is provided through AOC to the Washington State Patrol, Department of Corrections, Office of the Secretary of

State, Sentencing Guidelines Commission, Department of Licensing, local law enforcement agencies, Federal government, prosecutors and defense attorneys.

- **Relationship to Capital Budget**

None.

- **Required changes to existing Court Rule, Court Order, RCW, WAC, contract, or plan**

None.

- **Alternatives explored**

Several significant alternatives were explored in the course of the SC-CMS feasibility study completed by Management Technologies Group (MTG) in January 2012. The four alternatives were:

1. Statewide use of the Pierce County Legal Information Network Exchange (LINX) application as an SC-CMS.
2. Acquisition of a commercial application focused on calendaring, scheduling, and caseflow management for the superior courts.
3. Acquisition and *central* implementation of a full-featured commercial application to provide calendaring, scheduling, case flow management, and other record-keeping functions for the superior courts
4. Acquisition and *local* implementation of a full-featured commercial application to provide calendaring, scheduling, case flow management, and other record-keeping functions for the superior courts.

The option recommended by the feasibility study was option 3.

- **Distinction between one-time and ongoing costs and budget impacts in future biennia**

A portion of the costs identified in this request will continue into future biennia. Both one-time and ongoing costs are distinctly identified within the cost study on which this decision package request relies. Cost study documentation is included with this decision package.

- **Effects of non-funding**

Negative effects of non-funding would include the following:

- Delay or elimination of productivity gains made by replacing legacy software.
- Additional functionality, such as new or modified case types, would not be incorporated into the legacy system.
- Sentence and disposition information would remain at the case level.
- Human resource scheduling would remain a manual effort.
- Maintenance costs would continue to increase.
- Individual courts will pursue stand-alone systems, thereby further fragmenting the system and increasing costs statewide.

- **Expenditure calculations and assumptions and FTE assumptions**

Cost calculations and assumptions are based upon the model of the recommended alternative provided by MTG, the feasibility study consultant. There have been modifications, including minor corrections in the project FTE resources needed; a delay in the project schedule; \$3M for COTS preparation; and ongoing maintenance level costs.

Expenditure Calculations and Assumptions

Please refer to the assumptions tab (tab 16) in the 2012-05-29 SC-CMS Cost Plan spreadsheet included with this package.

<u>Object Detail</u>	<u>FY2014</u>	<u>FY2015</u>	<u>Total</u>
Staff Costs	\$2,263,000	\$2,228,000	\$4,491,000
Non-Staff Costs	\$2,532,000	\$4,277,000	\$6,809,000
Total Objects	\$4,795,000	\$6,505,000	\$11,300,000

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