Superior Court Case Management System
Court User Work Group (CUWG) Charter

Last Revised: August 21, 2012

ADMINISTRATIVE OFFICE OF THE COURTS
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1 Introduction

Input and guidance from the court community is a critical component to successfully implement a new superior court case management system. As such, on June 22, 2012, the Judicial Information System Committee (JISC) authorized the formation of a Court User Work Group (CUWG). The CUWG will serve as subject matter experts on court business processes, court operations, and the use of the Superior Court Management Information System (SCOMIS). The CUWG will exist throughout the duration of the SC-CMS project.

2 Purpose

The Court User Work Group (CUWG) provides essential subject matter expertise to enable the successful deployment of the Superior Court Case Management System (SC-CMS). The Court User Work Group (CUWG) will assist the Court Business Office (CBO) and the SC-CMS Project Team in establishing common court business processes that could be packaged and configured as a model for deploying a new case management system across the state.

The CUWG will provide subject matter expertise and decision making on court business processes, ensuring that processes and requirements are complete and accurate. The CUWG will provide insight on potential impacts, opportunities, and constraints associated with the transition to the new system.

The CUWG, the AOC Court Business Office (CBO), and the AOC SC-CMS Project Team will identify where there may be opportunities to standardize court business processes to assist in the deployment of the new SC-CMS across the state.

3 Roles and Responsibilities

JISC – The JISC shall authorize the creation of the CUWG and is the final authority only when issues are escalated by the SC-CMS Project Steering Committee that affect scope, budget and/or schedule.

SC-CMS Project Steering Committee – The project steering committee will establish the CUWG charter and provide overall guidance and decision making authority on issues that are not resolvable at the CUWG level.

Associations – The various associations will select members to represent them on the CUWG.

Court User Work Group (CUWG) Members – The CUWG members will actively participate in court business process discussions, make timely decisions, and complete assignments as needed to accomplish business process initiatives, improvements, and standardization.

- Identify common court business processes that could be packaged and configured as a model and used for deployments to courts with similar characteristics.
- Identify opportunities to refine court business processes through review, analysis and continuous process improvement.
- Ensure that court business processes and requirements are complete, accurate and documented.
- Provide insight on potential impacts, opportunities, and constraints associated with transforming court business processes and transitioning to new systems.
- Advocate for the agreed upon process change, innovation, and standardization.
- Advocate for and communicate decisions and changes to their staff, colleagues, associations, and coworkers.

Court Business Office – The CBO staff will facilitate the CUWG meetings and work collaboratively with the CUWG, vendor representatives, and others in AOC in identifying common court business processes that could be packaged and configured as a model for deploying a new case management system across the state. CBO staff will regularly report to the JISC on the activities of the CUWG.

SC-CMS Project Team – The project team is responsible for providing the project plan, executing the project activities, and making decisions at the project level that do not have a significant impact on the overall schedule, scope, and budget. Additionally, the project team will provide analysis and documentation to support the CUWG, the project steering committee and/or sponsors for business decision processing when the decision cannot or should not be made at the project level.

AOC SC-CMS Project Sponsors (Information Services Division Director and Judicial Services Division Director) – The project sponsors make non-policy decisions that have an impact on the scope, schedule or budget for the SC-CMS project and provides analysis to the AOC and the CUWG to support the decision making process when escalated to the SC-CMS Project Steering Committee.

4 Guiding Principles

The CUWG will be guided by the following principles:

- Members will have a statewide and system-wide view of court operations, and shall pursue the best interests of the court system at large while honoring local decision making authority and local practice.

- Members will make timely decisions as needed to successfully implement a statewide solution.

- Members will be open to changing practices where it makes sense.

- Members will not avoid or ignore conflicting processes, requirements, and stakeholder views, and will proactively discuss and resolve issues.

- Members will strive to build a healthy and collaborative partnership among the court stakeholders, the AOC, and vendor representatives that is focused on providing a successful outcome.

- Members will ensure the SC-CMS Project Team complete and document validated court functions and processes to arrive at a complete understanding of the current and desired future state of court business processes.

- Members will work to understand the features and capabilities of the new case management system.

- Members will fulfill a leadership role in communicating with their peers about issues and decisions.

- Members will be guided by the Access to Justice Technology Principles.

5 Sponsor

The Judicial Information System Committee (JISC) is the sponsor for the formation of the CUWG.

6 Decision Making and Escalation Process

The CUWG should work towards unanimity, but make decisions based on consent (non-objection) of the members. Decisions made by the CUWG are binding. Issues that are not able to be resolved by the CUWG will be referred to the SC-CMS Project Steering Committee for resolution. Any issue that cannot be resolved by the SC-CMS Project Steering Committee and will materially affect the project's scope, schedule or budget, will be referred to the Judicial Information System Committee (JISC) for a final decision.

7 Membership

The CUWG will include representatives from the SCJA, AWSCA, WSACC, WAJCA, DMCMA, AOC, WSBA, and ATJ. Membership should include a cross section from different geographic locations and court characteristics. In the SC-CMS Feasibility Study Report, the courts were classified into two groups; small and large courts based on operational volume, number of personnel, complexity and access to IT resources.

The CUWG will be comprised of 10 voting members. Voting members will be appointed by the following associations and organizations:

- 4 members from the Superior Court Judges' Association (SCJA) and the Association for Washington Superior Court Administrators (AWSCA).

    - At least 1 of the members must be from the SCJA.
    - Consideration should be given to appointing at least 1 member with experience on family and juvenile matters.
- 4 members from the Washington State Association of County Clerks (WSACC).
- 2 members from the Administrative Office of the Courts (AOC).

The CUWG will also be comprised of 4 non-voting members, appointed and provided by each of the following associations and organizations:

- 1 representative from Washington Association of Juvenile Court Administrators (WAJCA).
- 1 representative from District and Municipal Court Management Association (DMCMA).
- 1 representative from Washington State Bar Association (WSBA).
- 1 representative from the Access to Justice Board (ATJ).

Non-voting members are encouraged to provide subject matter expertise and input into the decision making process. Other subject matter experts may be invited to provide additional detailed information to support and inform the decision making.

All CUWG members should have deep knowledge of court functions, business processes, and business rules in the following areas:

- Manage Case
    - Initiate case, case participant management, adjudication/disposition, search case, compliance deadline management, reports, case flow lifecycle
- Calendar/Scheduling
    - Schedule, administrative capabilities, calendar, case event management, hearing outcomes, notifications, reports and searches
- Entity Management
    - Party relationships, search party, party management, reports and searches, administer professional services
- Manage Case Records
    - Docketing/case notes, court proceeding record management, exhibit management, reports and searches
- Pre-/Post Disposition Services
    - Compliance, access to risk assessment tools, reports and searches
- Administration
    - Security, law data management

8 Membership Terms

CUWG members must be consistent to maintain continuity and minimize risk. Members are expected to attend all meetings for the duration of the SC-CMS project. If a member is not able to attend a meeting, the member must delegate an alternate or proxy from their association in advance and notify the AOC CBO.

Organization	Member(s)	Alternate(s)
Superior Court Judges' Association		
Association for Washington Superior Court Administrators		
Washington State Association of County Clerks		
Washington Association of Juvenile Court Administrators		
District and Municipal Court Management Association		
Washington State Bar Association		
Access to Justice		
Administrative Office of the Courts		

9 Meetings

- The CUWG shall hold meetings as necessary by the project schedule and associated deliverables.
- Travel expenses shall be covered under the project budget.
- There must be a quorum of 7 voting members present to hold a vote; 3 from the SCJA and AWSCA, 3 from the WSACC, and 1 from the AOC.
- If a voting member is not available, proxy voting is allowed.

Meeting Frequency:

- Meetings will be scheduled on a monthly basis (second Wednesday of the month).
- The meeting will be held in-person at AOC's SeaTac facility.
- Meeting will begin promptly at 9 a.m.
- It is expected that each meeting will last up to 6 hours.
- Voting members will be mandatory attendees on meeting schedule notices and every effort will be made to avoid scheduling conflicts.
- Subject matter experts brought to the meeting by the members – to provide expert information on a specific topic – will be identified in advance to ensure that they are included on the agenda and receive meeting materials.
- AOC's CBO will facilitate the meetings and will be responsible for providing the members pertinent meeting information and artifacts at least 3 days before the scheduled meeting.

Decisions:

- Using a consent model, members will generally agree to a proposed course of action commonly characterized by comfort with the general direction though not necessarily with all the specific details.
- Voting members who disagree or have concerns with a decision must articulate the reasons for the conflict and concern. The concerns will be documented by the CBO and the work group will strive to answer and address the conflict until all members are comfortable with the direction to move forward.
- If all options have been exhausted by the group and a clear impasse exists, the issue will be directed to the SC-CMS Project Steering Committee for direction and decision.
- Decisions must be made in a timely manner to ensure the successful progression of the project activities dependent on the completeness and accuracy of the business processes and requirements.
- All decisions that materially impact scope, schedule or budget of the project will be automatically escalated to the SC-CMS Project Management to follow the established governance process.

10 Budget

The CUWG is funded through the SC-CMS project budget.

11 Related Links

Superior Court Case Management System (SC CMS) Project

12 Signatures

Title	Name	Signature	Date
Superior Court Judges' Association, President			
Association for Washington Superior Court Administrators, President			
Washington State Association of County Clerks, President			
Washington Association of Juvenile Court Administrators, President			
Administrative Office of the Courts			