



Washington State Administrative Office of the Courts
Superior Court Case Management System (SC-CMS)

SC-CMS Project Governance Plan V1.9

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Contents

Document History	2
1. Introduction.....	4
1.1 Project Background.....	4
1.2 Overview	4
2. Scope	5
3. Assumptions and Constraints.....	5
4. Project Management Model.....	6
5. Project Governance Model.....	7
6. Project Organization Chart.....	10
7. Roles and Responsibilities	11
8. Decision Log.....	12

1. Introduction

The project governance is comprised of the management model, decision making process, and organization put into place to govern interaction between the project and the various stakeholders that are ultimately affected by the project'. Governance is the act of affecting through policy the strategy and direction of an organization or project. In general, governance comprises the traditions, institutions, and processes that determine how authority is exercised, how stakeholders are given a voice, and how decisions are made on issues of concern to the project.

1.1 Project Background

In September 2010, The Superior Court Judges' Association (SJCA), Washington State Association of County Clerks (WSACC), and the Association of Washington Superior Court Administrators (AWSCA) jointly requested that the Judicial Information System Committee (JISC) provide a modern case management system that enhances their ability to:

- Efficiently direct and monitor court case progress.
- Schedule case events.
- Enforce court business rules.
- View case plans/schedules, status, progress, and case party information.
- Communicate court schedules and orders.
- Maintain the existing functionality for county clerks while leveraging new technology to offer efficiencies not available in a 34-year-old case management system.

In November 2010, AOC contracted with MTG Management Consultants, LLC (MTG) to conduct a feasibility study with guidance from an Executive Sponsor Committee consisting of superior court judges, county clerks, and court administrators. After reviewing four alternatives, the Executive Sponsor Committee supported MTG's recommendation to acquire a centrally hosted, commercial off-the-shelf (COTS) case management system for superior courts.

In September 2011, the JISC accepted the recommendation from the Feasibility Study and authorized the development of a Request for Proposal (RFP) to obtain a new superior court case management system COTS solution on the condition that it meet the business requirements of superior courts in all 39 Washington counties. In December 2011, after multiple on-site court visits by AOC and six full-day sessions with stakeholders, the JISC received a signed letter from each of the association presidents affirming that the documented business requirements met the needs of all the superior courts in Washington State. The RFP to acquire a new COTS case management system for the superior courts was developed in 2012.

On June 22, 2012, the JISC decided to release the RFP to the vendor community.

1.2 Overview

The remainder of this section describes and defines the project governance model, decision making process, and corresponding roles and responsibilities established for the project. It additionally provides an organization chart that helps to communicate how stakeholder groups, such as the JISC, Project Steering Committee, Project Sponsors and Project Team are integrated into the overall project organization and the way in which communication between these stakeholder groups and the project is handled.

Several elements of project management drive the overall project governance model and decision making process. These elements are captured and defined in the Project Management Plans that are developed during the initial phase of the project. Specific information as it relates to the project governance and the roles and responsibilities associated with the deliverables management, issue

management, risks management, and change control management process are documented as shown in Exhibit 1-1 below.

Exhibit 1-1: Related Documentation

Deliverable
SC-CMS Deliverables Management Plan
SC-CMS Risk Management Plan
SC-CMS Issue Management Plan
SC-CMS Change Management Plan

Each of these components of the Project Management Plan represents a process that interacts with project governance. For example, a change in scope that is in the change control process would require a decision at the appropriate governance level. Likewise if there is an issue around resources, the SC-CMS project team would attempt to resolve the issue through the AOC project sponsor path. If a decision could not be made at that level it would escalate to the project steering committee.

2. Scope

The scope of this document is to establish a process for the timely making of decisions that impact the project. The following items are within the scope of this document:

- Define the decision making groups.
- The tolerance level that each decision making group will be allowed to make decisions.
- The way decisions are escalated from one decision making group to the next level decision making group.
- How decisions are documented and communicated.

The following items are not within the scope of this document:

- The people that are included in each decision making group.
- The method of decision making within each decision making group (unanimity, consensus, appeal, etc).

3. Assumptions and Constraints

This document is based on a list of assumptions and constraints as follows:

- Decisions will be made in a timely manner at the lowest level possible.
- Executive Sponsors and/or Project Sponsors will facilitate timely decision making at the Steering Committee and the JISC level.
- The Court User Work Group will be empowered with the authority to make decisions that impact business processes within the courts at the level identified in Exhibit 5-2: Escalation Tolerances.

4. Project Management Model

Exhibit 4-1 depicts the high-level project management model upon which the project governance documented in this section is founded. This model drives the governance framework within which the project management processes are conducted.

Exhibit 4-1: Project Management Model



The governance dimension is often among the key determinants of a project's success or failure. Project governance is most effective when stakeholders are clearly identified, communication processes are consistent, transparent, and well documented, and decision processes have clear and well-accepted owners who are well informed and empowered to make timely decisions. Such an effective governance structure makes it possible for project management to focus on delivery. In contrast, deficiencies in the governance structure can impede or undermine even the best project management processes, by delaying critical decisions, precipitating frequent or drastic changes in direction, and diverting excessive project management attention from internal processes and deliverables (“managing down”) to external reporting and communications (“managing up”).

5. Project Governance Model

The project governance model is designed to make decisions at the lowest level possible for the decision being made. For instance many decisions that do not materially impact scope, schedule, budget or business processes will be made at the project level. These decisions would not change the overall timeframe of the project or significant project milestones.

Decisions that are made at the next level would be those with greater impact. For example a decision that would not materially affect scope, schedule or budget but would have an impact on the business process flow in the courts would be made by the Court User Work Group (CUWG). The CUWG would need to make decisions in this area that are within the tolerances identified in Exhibit 5-2: Escalation Tolerances.

Likewise, the AOC Project Sponsors are empowered to make decisions that have an impact on scope, schedule and budget. Project sponsors will be empowered to make decisions that fall within the tolerances identified in Exhibit 5-2: Escalation Tolerances. The project sponsors are also empowered to make decisions on expanding scope. For example, if there is an item that is currently in scope and an item that is wanted that is not in scope that falls within the scope tolerances identified in Exhibit 5-2: Escalation Tolerances, the decision should be made at the project sponsor level. Executive Sponsors play the valuable role in the governance model. The role is one of providing support to the steering committee and the project sponsors in the decision making process.

Items that are outside the tolerances established in Exhibit 5-2: Escalation Tolerances will escalate to the project steering committee. These are generally decisions that significantly alter the scope, schedule, budget or business process. In addition to these types of decisions, the steering committee will be notified in the event a decision needs to be made that has reached a decision due date but no decision has yet been made. The steering committee is empowered to make every decision without any further escalation with the exception of the currently established go/no go decisions that will be made by the JISC. Decisions will be documented and reported to JISC. The Steering Committee, the AOC Project Sponsors and the Executive Sponsors at their own discretion may choose to escalate a decision to the JISC. In any case where a decision is escalated to the JISC it will be communicated to the steering committee in advance. No other entity in the decision process has this authority.

Exhibit 5-1: Project Governance Model

SC-CMS Project Governance Decision Path

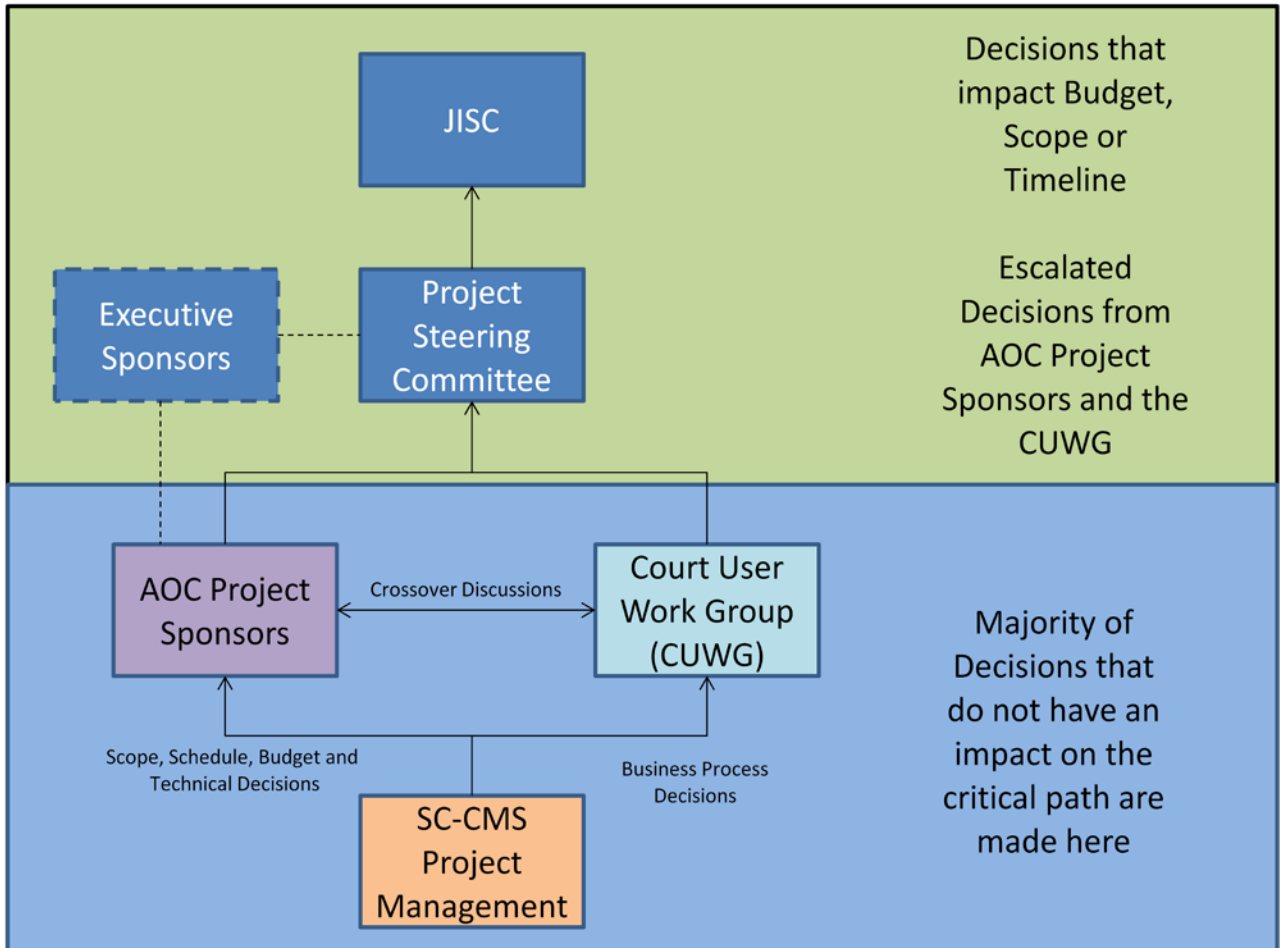


Exhibit 5-2: Escalation Tolerances

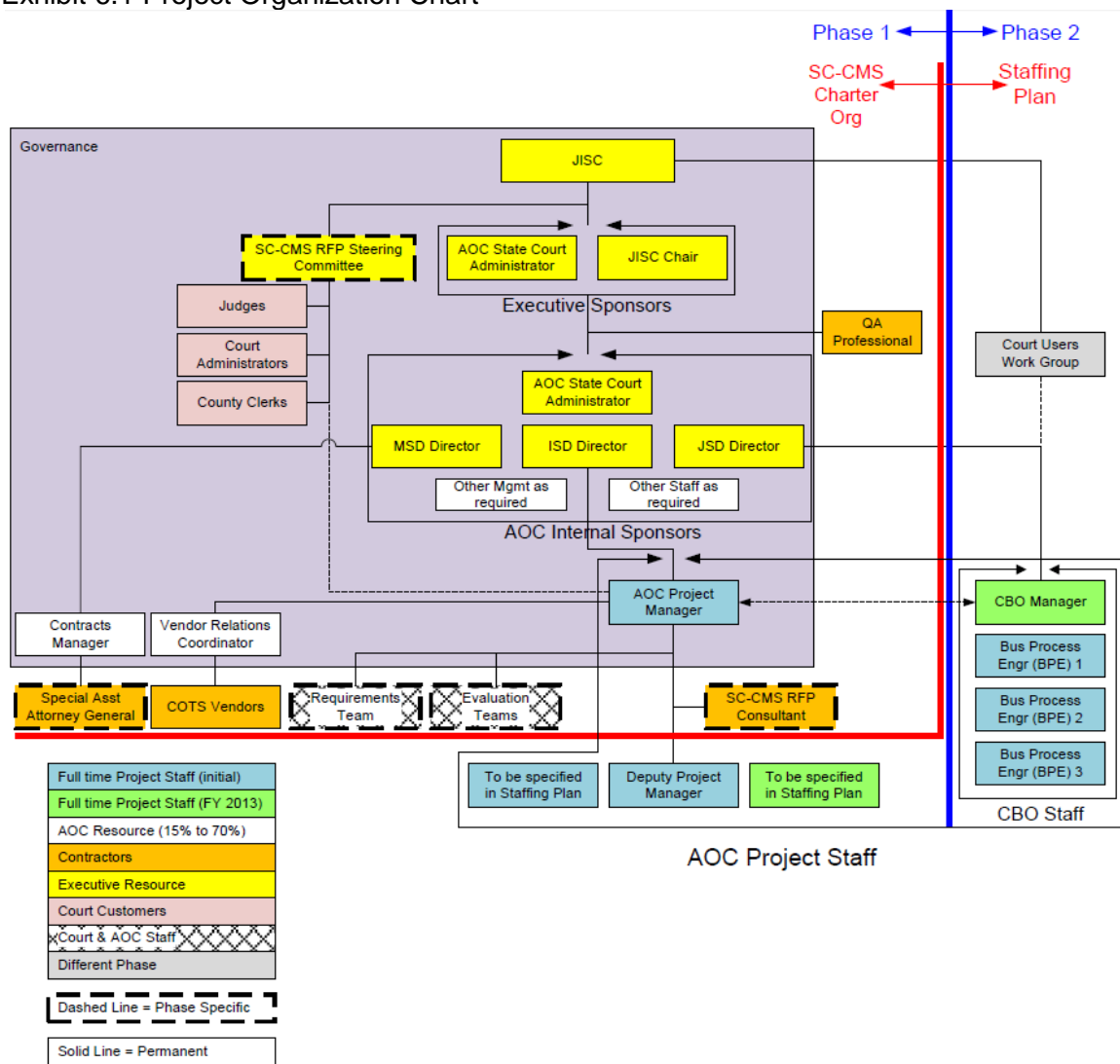
SC-CMS Project Team	Tolerance Before Escalation to AOC Project Sponsors or CUWG
Scope, Schedule and/or Budget Decisions	The SC-CMS project management team has the authority to make changes in scope, schedule and/or budget that do not have an impact on the critical path and/or resource availability.
Business Process Decisions	The SC-CMS project management team will defer all decisions around business process to the Court User Work Group (CUWG).
Court User Work Group (CUWG)	Tolerance Before Escalation to Project Steering Committee
Scope, Schedule and/or Budget Decisions	The CUWG will defer all decisions that impact scope, schedule and/or budget to the SC-CMS Project Team.
Business Process Decisions	<p>The CUWG will make decisions on court business processes that impact each of the represented organizations (SCJA, AWSCA, WSACC, AOC, WAJCA). For example, if there is a decision to be made that only impacts the County Clerks, the CUWG will have the authority to make that decision. However, before that decision is made it is expected that the County Clerk representatives on the CUWG will have a process to communicate, examine the issue, and get the buy-in or approval from the County Clerks Association. The same process is expected from the judges, and the court administrators.</p> <p>If a decision needs to be made that impacts more than one of the represented organizations and unanimity and/or consent cannot be reached at the CUWG, the decision will be escalated to the SC-CMS Project Steering Committee. It is anticipated that the decisions that fall into the escalated category may have an impact on policy.</p>
AOC Project Sponsors	Tolerance Before Escalation to Project Steering Committee
Scope, Schedule and/or Budget Decisions	<p>Decisions that impact the budget by over \$50,000.00 in a given quarter will be escalated to the Project Steering Committee.</p> <p>Decisions that impact the completion of a major milestone or milestones by more than three weeks in a given quarter will be escalated to the Project Steering Committee.</p> <p>Increases and/or tradeoffs in scope that do not have an impact on schedule or budget will be made at the project sponsor level or below and will not be escalated to the project steering committee.</p>
Business Process Decisions	The Project Sponsors will defer all business process decisions to the CUWG unless the decision has a material impact on scope, schedule or budget. If a decision made by the CUWG has an impact in one of these areas the decision will be escalated to the Project Steering Committee.

6. Project Organization Chart

This organization chart shows the various project stakeholder organizations and what the relationships are to the project. It is important to note that the Project Team includes the Court Business Office (CBO). This will ensure that the CBO is included in decisions that are made at the project level. Having the CBO within the project scope ensures business decisions that affect the court are routed to the CUWG for decision making. Likewise, the project team communication path to the AOC Project Sponsors will ensure that decisions around scope, schedule, budget and internal AOC enterprise decisions are communicated through the AOC Project Sponsors.

It is also important to note that all decisions will be taken to the Steering Committee by the project manager prior to being raised to the level of the JISC.

Exhibit 6.1 Project Organization Chart



7. Roles and Responsibilities

This section lays out the roles and responsibilities of the various project stakeholder groups that are involved in the decision making process. Included in this list are groups that are decision makers and groups that support decisions.

Each of these areas are identified in the Project Organization Chart in Exhibit 6.1 Project Organization Chart. Those roles that are decision makers are also shown in Exhibit 5.1 Project Governance Decision Path.

Exhibit 7.1 Roles and Responsibilities

Role	Responsibilities
JISC	<ul style="list-style-type: none"> ▪ Provide input into the decision making process. ▪ Make decisions around the go/no-go decision points built into the project phases. ▪ Resolves issues that have been brought to them by the steering committee, the executive sponsors or the project sponsors.
Project Steering Committee	<ul style="list-style-type: none"> ▪ Provide input into the decision making process where appropriate. ▪ Make decisions that significantly impact scope, schedule, budget or business process. ▪ Make timely decisions on the decision points that are escalated due to the lack of decision or the inability to make a decision at a lower level where the lack of decision making will impact scope, schedule, budget or business process.
Executive Sponsors	<ul style="list-style-type: none"> ▪ Facilitate the decision making process. ▪ Provide input into the decision making process.
Project Sponsors	<ul style="list-style-type: none"> ▪ Make the majority of decisions that have an impact on the scope, schedule or budget for the SC-CMS project. ▪ Provide analysis to the AOC and CUWG to enable them in decision making.
AOC SC-CMS Management Advisory Team	<ul style="list-style-type: none"> ▪ Facilitate the decision making process. ▪ Provide input into the decision making process.
Project Management Office	<ul style="list-style-type: none"> ▪ Facilitate the decision making process. ▪ Provide input into the decision making process.
Court User Work Group	<ul style="list-style-type: none"> ▪ Make the majority of decisions that have an impact on the court business processes. ▪ Provide analysis and documentation to the steering committee for business decision processing when the decision is deemed to be significant enough for escalation. ▪ Provide analysis and documentation to the steering committee for business decision processing when the decision cannot be reached at the CUWG level.
Quality Assurance	<ul style="list-style-type: none"> ▪ Facilitate the decision making process. ▪ Provide input into the decision making process.
SC-CMS Project Management Team	<ul style="list-style-type: none"> ▪ Makes decisions at the project level that do not have a material impact on the scope, schedule or budget. ▪ Manages the decision making process to facilitate timely decision making. ▪ Documents and maintains a decision log to track what and when decisions were made.

SC-CMS Project Team	<ul style="list-style-type: none"> ▪ Make decisions at the project level that do not have a significant impact on the overall schedule or impact the completion date of significant project milestones. ▪ Provide analysis and documentation to the project sponsors and/or steering committee for business decision processing when the decision cannot be reached at the project level.
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8. Decision Log

The SC-CMS Decision Log is a SharePoint custom list that is designed to capture the information around the decisions that are in the process of being made and those that have been made. This log will provide a view of where a decision is in the resolution process, when it will escalate and ultimately what decision was made, who made it and the decision effective date. This tool will provide the ability to report on issues that are nearing the decision deadline to ensure decisions are made in a timely manner. Exhibit 8-1: SC-CMS Decision Log shows the tool where decisions will be documented.

Once enough information has been collected to determine who owns the decision, the decision owner will be entered into the log. The act of entering the owner into the log will launch a SharePoint workflow that notifies the owner or owner group of the need to make a decision.

Reports will be generated on a weekly basis and discussed with the SC-CMS Project Steering Committee to address any decisions that are needed that are near or past the date needed. Reports can be generated on an ad-hoc basis if required by an individual or organization within the area of project governance.

Exhibit 8-2: SC-CMS Decision Log Attributes describes each of the attributes in the tool.

Exhibit 8-1: SC-CMS Decision Log

Attach File | Spelling...
* indicates a required field

Title *	<input type="text"/>
Project Area *	<input type="text" value="Uncategorized"/> <small>Area of impact for the decision</small>
Status of Decision *	<input checked="" type="checkbox"/> Project Level <input type="checkbox"/> Business Sponsor Level <input type="checkbox"/> Court User Work Group Level <input type="checkbox"/> Steering Committee Level <input type="checkbox"/> JISC Level <small>the status of an issue</small>
Decision required *	<div style="border: 1px solid #ccc; padding: 5px;"> <div style="border-bottom: 1px solid #ccc; padding-bottom: 5px;"> A A1 B I U [bullets] [numbered] [list style] [undo] [redo] </div> <div style="height: 40px;"></div> </div> <small>This is the description of the decision</small>
Decision Resolution	<div style="border: 1px solid #ccc; padding: 5px;"> <div style="border-bottom: 1px solid #ccc; padding-bottom: 5px;"> A A1 B I U [bullets] [numbered] [list style] [undo] [redo] </div> <div style="height: 40px;"></div> </div> <small>Describe the decision that was made</small>
Decision Owner *	<input type="text"/> <input type="button" value="OK"/> <input type="button" value="Cancel"/> <small>The person or group who owns the decision.</small>
Date Entered	<input type="text" value="7/5/2012"/> <input type="button" value="Calendar"/> <small>Date the decision was entered into the log</small>
Date Required	<input type="text"/> <input type="button" value="Calendar"/> <small>The date that a decision must be made.</small>
Effective date	<input type="text"/> <input type="button" value="Calendar"/> <small>Effective date of the decision (when the decision goes into effect)</small>
Escalate to Steering Committee Date	<input type="text"/> <input type="button" value="Calendar"/> <small>This is the date the steering committee will be notified that it needs to take the decision over.</small>
Decision Made By	<input type="text"/> <input type="button" value="OK"/> <input type="button" value="Cancel"/> <small>The person or group that made the decision</small>
Related Change Control Document	<div style="border: 1px solid #ccc; padding: 5px;"> <div style="display: flex; justify-content: space-between;"> <div style="width: 45%; border: 1px solid #ccc; height: 40px;"></div> <div style="width: 10%; text-align: center;"> <input type="button" value="Add >"/> <input type="button" value=" < Remove"/> </div> <div style="width: 45%; border: 1px solid #ccc; height: 40px;"></div> </div> <small>Change Control if one exists that has supporting information for this decision.</small> </div>

Exhibit 8-2: SC-CMS Decision Log Attributes

Attribute	Definition
Title	This is a required attribute that is a high level title associated with the decision to be made.
Project Area	This is a required attribute containing a selection list that categorizes the decision as one of Scope, Schedule, Budget or Business Process.
Status of Decision	This is a required multi-select attribute that shows what level the decision is at in the process. The multi-select allows management to know what level the decision started at and its current level within the governance escalation process.
Decision required	This is a required attribute stating what decision needs to be made.
Decision resolution	This is a non-required attribute that describes the decision that was made.
Decision owner	This is a required attribute that identifies who is responsible for this decision. This person or organization is not necessarily the person responsible for making the decision.
Date entered	This is a defaulted attribute that identifies the date the decision log entry was made.
Date required	This is a non-required attribute that identifies the date by which the decision needs to be made.
Effective date	This a non-required attribute that represents the date that the decision made goes into effect.
Escalate to Steering Committee Date	This is a non-required attribute that represents the date that the decision will escalate to the steering committee if the decision has not been made.
Decision made by	This is a non-required attribute representing the person or organization that made the decision.
Related change control document	This is a non-required attribute that links one or more change control log entries to the decision if a change control log entries exists for the decision.



WASHINGTON
COURTS

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

Last Revised: September 7, 2012

Contents

1	Introduction	3
2	Purpose	3
3	Roles and Responsibilities	3
4	Guiding Principles	4
5	Sponsor	5
6	Decision Making and Escalation Process	5
7	Membership	5
8	Membership Terms	7
9	Meetings	8
10	Budget	8
11	Related Links	9
12	Signatures	9

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 of 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 11 voting members who are internal users of the system. 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.
- 1 member from the Washington Association of Juvenile Court Administrators (WAJCA).
- 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 3 non-voting members, appointed and provided by each of the following non superior court associations and organizations:

- 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			