Superior Court
Case Management System

Project Steering Committee Charter

Version 1.0
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Version History

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Contents

1 Authorizing Signatures 4
2 Authority 5
3 Introduction 5
4 Vision ..... 7~~6~~
5 Scope 7
6 Governing Principles 7
7 Decision Process 8
8 Committee Membership 9
9 Roles and Responsibilities 9
10 Meetings 10

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1 Authorizing Signatures

This SC-CMS Project Steering Committee Charter represents an agreement among Superior Court Judges' Association representatives, Association of Washington Superior Court Administrators' representatives, the Washington State Association of County Clerks' representatives, and the Administrative Office of the Courts (AOC) as authorized by the Judicial Information System Committee (JISC). My signature indicates that I have reviewed this SC-CMS Project Steering Committee Charter and concur with its contents.

_____ Date_____

Name
SCJA Representative

_____ Date_____

Name
SCJA Representative

_____ Date_____

Name
WSACC Representative

_____ Date_____

Name
WSACC Representative

_____ Date_____

Name
AWSCA Representative

_____ Date_____

Name
AWSCA Representative

_____ Date_____

Vonnie Diseth
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Courtesy copies provided to:

Justice Mary Fairhurst – Washington State Supreme Court/JISC Chair

Mr. Michael Cockrill, Washington State Chief Information Officer

Judge Charles R. Snyder, President – Superior Court Judges' Association (SCJA)

Mr. Jeff Amram, President – Association of Washington Superior Court Administrators (AWSCA)

Ms. Sonya Kraski, President – Washington State Association of County Clerks (WSACC)

Liaison – Courts of Limited Jurisdiction (CLJ)

Liaison – Washington Association of Juvenile Court Administrators (WAJCA)

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2 Authority

This Committee is chartered by the Judicial Information System Committee (JISC) which operates under Judicial Information System Committee Rules (JISCR) and RCW Chapter 2.68.

3 Introduction

A Superior Court Case Management System (SC-CMS) Steering Committee was formed by the JISC to provide project oversight and strategic direction for the SC-CMS Project specific to the project's RFP development and procurement phase. Tyler Technologies, Inc. (Tyler) was selected as the successful vendor and a contract for statewide implementation of the Tyler Odyssey product has been executed.

This revised charter effects the 2014 legislative mandate in ESSB 6002, Sec. 113 which provides:

> (7) "The administrative office of the courts, in consultation with the judicial information systems committee and the office of the chief information officer shall develop a revised superior court case management steering committee charter to implement the next phases of the superior court case management system. The steering committee members shall be appointed by the judicial information systems committee and shall consist of two members representing each of the following groups: Court administrators, superior court judges, county clerks, and the administrative office of the courts. The revised charter shall insure that voting members of the steering committee represent the administrative office of the courts and those courts that have implemented, or have committed to implement, the statewide superior court vendor solution as selected by the judicial information systems committee. The revised charter shall also insure that the superior court case management system project steering committee continues to provide contract oversight in collaboration with the judicial information system committee through the implementation period. Oversight responsibilities of the steering committee throughout the various phases of the project must include, but are not limited to, vendor management, contract and deliverable management, assuring reasonable satisfaction of the business and technical needs at the local level, receipt of stakeholder feedback, and communication between the various stakeholder groups and the judicial information systems committee. Issues of significant scope, schedule or budget changes, and risk mitigation strategies must be escalated to the judicial information systems committee for consideration. In the event that a majority of the steering committee members cannot reach a decision, the issue must be escalated to the judicial information systems committee for consideration. The superior court case management system project steering committee may solicit input from user groups as deemed appropriate. The revised charter shall be approved by the judicial information systems committee."

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(12) “The administrative office of the courts and the judicial information systems committee shall develop statewide superior court data collection and exchange standards. Upon implementation, these standards must be met by each superior court in order to continue to receive judicial information systems account funding or equipment and services funded by the account. For those courts that do not use the statewide superior court vendor solution as chosen by the judicial information systems committee, judicial information systems account funds may not be allocated for (a) the costs to meet the data collection and exchange standards developed by administrative office of the courts and judicial information systems committee, and (b) the costs to develop and implement local court case management systems.”

The SC-CMS Project Steering Committee will guide the successful statewide implementation of Tyler's Odyssey that:

- Enables judicial officers to:
  - Direct and monitor court case progress.
  - Schedule case events.
  - Enforce court business rules.
  - View case plans/schedule, status, progress, and case party information.
  - Quickly and efficiently communicate court schedules and orders.
- Enables county clerks to:
  - Quickly and efficiently maintain court records.
  - Report and view case docket, schedule, status, progress, and case party information.
  - Enforce court business rules and address statutory requirements.
  - Effectively manage clerk resources.
  - Streamline business processes.
  - Enable public access per statute and court rule.
  - Migrate away from SCOMIS without losing functionality.
- Enables court administrators to:
  - Report and view case plans/schedule, status, progress, and case party information.
  - Quickly and efficiently schedule case events.
  - Enforce court business rules.
  - Streamline business processes.
  - Quickly and efficiently communicate court schedules and orders.

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4 Vision

This SC-CMS Project Steering Committee serves as an effective decision-making team that speaks for the superior court and county clerk community in support of the following unified vision:

> A collaborative effort to modernize case management for Washington's superior courts.

5 Scope

The SC-CMS Project Steering Committee will actively support and provide high-level oversight on the implementation of the Superior Court Case Management System to ensure that it meets the needs of the Superior Court Judges' Association, the Washington State Association of County Clerks, the Association of Washington Superior Court Administrators, and the Administrative Office of the Courts.

The SC-CMS Project Steering Committee will provide policy-level oversight on the following areas of the project:

- Vendor Management
- Contract Management
- Deliverable Management
- Business Needs at the local level
- Technical Needs at the local level

The SC-CMS Project Steering Committee may solicit input from user groups as deemed appropriate.

The SC-CMS Project Steering Committee will be in effect throughout the duration of the SC-CMS project.

6 Governing Principles

The SC-CMS Project Steering Committee commits to support the following principles critical to the success of the SC-CMS project distinguishing its role from the Project Team:

Project Steering Committee	Project Team
Primarily part-time involvement.	Primarily full-time involvement.
Focused on making decisions: • Setting project direction • Making policy/foundational decisions • Resolving issues escalated from the Project Team	• Focused on delivering the solution (i.e. deliverables). • Routine decisions (typically the core team and Project Manager). • Resolving issues at the lowest level possible.

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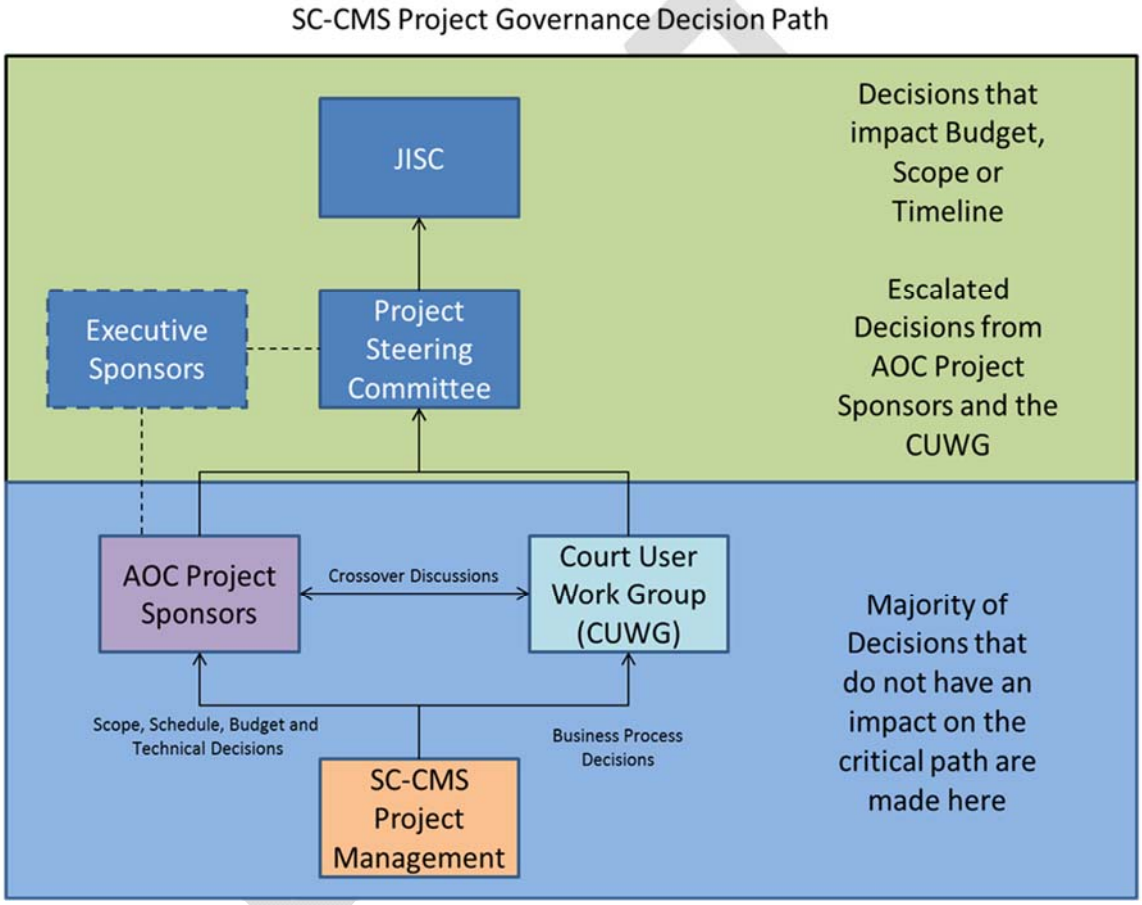
Project Steering Committee	Project Team
Provide project guidance.	Report to and are guided by the Project Sponsors.
Designed around organizations' existing decision-making mechanisms.	Designed for optimum solution delivery efficiency and effectiveness.
Driven by business representation.	Driven by a combination of business, IT, and system integrator participation.
Typically focused around middle to senior managers with strong decision-making authority.	Ideally composed of subject matter experts that are trusted by, and can generally act as proxies for, middle to senior managers.

The SC-CMS Project Governance Decision Path is depicted as follows:



7 Decision Process

The SC-CMS Project Steering Committee members should consistently attend meetings so that timely decisions can be made. E-mail voting or proxy voting is allowed. In the event that a SC-CMS Project Steering Committee member cannot attend a meeting and someone attends on their behalf as a proxy, it is the SC-CMS Project Steering Committee member's responsibility to provide project background information to their proxy. The person standing in as a proxy for the SC-CMS

Project Steering Committee member will have the authority to make decisions and give approval on behalf of the absent committee member when needed.

- Formal motions will be presented for all decisions put to the committee.
- Each member's vote will be recorded in the meeting minutes.
- There will be a majority vote of all voting members present.
- A majority vote is enough to carry/pass a motion, provided at least one representative from each designated stakeholder group (SCJA, AWSCA, WSACC, and AOC) with authority to vote is present.

8 Committee Membership

As per the 2014 Legislative Proviso, voting membership on the SC-CMS Project Steering Committee will consist of two (2) Judges, two (2) Court Administrators, two (2) County Clerks, and two (2) AOC representatives.

Committee members must have the authority to make decisions and be committed to the success of the project. Judicial, clerk, or administrator members must serve in a superior court or county clerk office that has implemented or has committed to implement the statewide superior court case management vendor solution, Odyssey. It is recommended that representatives from the Pilot sites and Early Adopter sites be appointed to the SC-CMS Project Steering Committee.

The JISC approved two **non-voting** liaison members of the committee, one from the Courts of Limited Jurisdiction (CLJ) and one from the Washington Association of Juvenile Court Administrators (WAJCA) to ensure that communications and potential impacts to these two secondary stakeholder groups are communicated.

- One representative from the *Courts of Limited Jurisdiction (CLJ)*
- One representative from the *Washington Association of Juvenile Court Administrators (WAJCA)*

9 Roles and Responsibilities

The SC-CMS Project Steering Committee responsibilities include the following:

- Willingness to serve as project champions and leaders promoting the project to their association colleagues and other stakeholders.
- Open, honest, and respectful communication between committee members, sponsors, and project leadership.
- Commitment to resolving issues in a timely manner so as to not adversely affect the project schedule and implementation timeline.
- Provide strategic direction and decision support when necessary.
- Communicate SC-CMS Project Steering Committee decisions to the groups they represent.
- Monitor and review the project health at monthly committee meetings.

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- Control scope as emergent issues require changes to be considered and, if necessary, recommend significant schedule changes to the original plan to the JISC for final approval.
- Actively support the project team's recommendation for funding and other resource requirements with association colleagues and legislators.
- Escalate significant scope, schedule or budget changes, and risk mitigation strategies to the Judicial Information System Committee (JISC) through the AOC's ISD CIO.
- Address any issues and risks identified by the external quality assurance vendor (Bluecrane, Inc.) in their monthly report that pose major scope, schedule, or budget implications for the project.
- Ensure project deliverables reasonably satisfy the business and technical needs at the local level.
- Continued stakeholder buy in of the vision and technology direction.
- Approve and ensure the availability of appropriate resources.
- Reconcile differences in opinion and approach and resolve disputes in a timely and constructive manner.
- Project sponsors may escalate issues or concerns directly to the JISC on behalf of AOC.
- Review and ensure the meeting minutes accurately reflect the decisions and discussions of the meeting, and provide feedback within three (3) business days of receiving meeting minutes if discrepancies or omissions are discovered.

The Project Manager will:

- Schedule the SC-CMS Project Steering Committee meetings.
- Prepare and conduct meetings according to the agendas.
- Ensure that all members are encouraged to provide input throughout the meetings.
- Ensure all motions and votes by each member are recorded and are accurately reflected in the meeting minutes.
- Mediate conflict.
- Approve finalized meeting minutes to be sent to meeting participants within the same work week, when possible, following the meeting for review and comment.
- Make appropriate updates to the meeting minutes based on participant feedback.

10 Meetings

A quorum consists of four (4) voting members.

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Meeting Frequency

- Meetings will be scheduled monthly for the duration of the project, or more frequently if necessary.
- Remote access to attend via phone bridge and online access to view documents will be provided at all meetings.
- The duration of each meeting will depend on the complexity of the agenda items, with a goal not to exceed one (1) hour for typical meetings and not to exceed two (2) hours.
- Any ad-hoc participants brought to the meeting by the members to provide expert information on a process or subject will be identified in advance to ensure they are included on the agenda and receive meeting materials.
- Optional attendees on meeting schedule notices will be considered observers.

SC-CMS Project Steering Committee meeting participants will receive the following items at least one (1) full business day before a scheduled meeting:

- Agenda
- Minutes from the last meeting
- Other documents (if any) to be considered at the meeting

The SC-CMS Project Steering Committee meeting agenda will typically include:

- Project Management Update
- Issues, Risks, Policy-level decisions, if any
- Discussion of other documents to be considered, if any
- Next Steps
- Confirmation of date, time and venue for the next meeting
- Other items as needed

Special Meetings:

- Special meetings may be called by any voting member or the SC-CMS Project Manager, with (1) full business day's advance notice.

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