Courts of Limited Jurisdiction – Case Management System (CLJ-CMS)

Quality Assurance

Monthly Status Report

Date: January 31, 2021
Reporting Period: 1/1/21 – 1/31/21
Prepared by: *bluecrane*

- For the month of January, *bluecrane* participated in the following CLJ-related meetings:
  - CLJ Steering Committee Meeting (January 5)
  - CLJ Sponsors Meeting (January 19)
  - CLJ Project Manager Check-in with QA (January 19)
  - Special Meeting of CLJ Steering Committee (January 25)
  - Monthly QA Meeting with CLJ Executive Sponsors (January 25)
  - Weekly CLJ Team "huddles"
- At the January 5 Steering Committee (SC) Meeting, a number of items were discussed, including:
  - Fifty-six requirements will need custom development by Tyler.
  - e-filing kick-off with pilot courts scheduled for the week of the Martin Luther King, Jr. holiday.
  - Olympia Municipal Court's decision not to pursue its own case management system.
  - A spreadsheet showing the Communications Plan activities for the CLJ CMS Project.
- At the January 19 CLJ Sponsors Meeting, topics included:
  - Data conversion approaches for Supervision.
  - e-file policy decisions.
  - Schedule of e-file "permissive" go-lives and "mandatory" go-lives.
  - e-file rollout plan (which follows the same geographic regions as the CMS rollout and in the same order).
- The January 25 "special meeting" of the CLJ SC focused on e-filing policy decisions. Subsequent to the meeting, the CLJ Project Team completed a final draft of Frequently Asked Questions ("FAQs") for e-filing. The draft FAQs are currently being routed for vetting and editing. The

FAQs are a comprehensive document of e-filing policies, guidelines, and facts. In addition, a decision was made at the SC special meeting for the project to conduct a Webinar on February 19 to provide an overview of e-filing and a summary of some of the critical considerations covered in the FAQs.

- At the January 25 monthly QA Meeting with Justice Madsen and the CLJ Executive Sponsors, *bluecrane* recommended immediate action on the continuing risk of the lack of engagement and responsiveness of the Tyler Project Manager (PM) team. Concerns include:
    - The lack availability of the Tyler PM is beginning to be felt in project activities. In December, the project added a new risk to their risk log regarding the integrated project schedule. Originally, the project team and Tyler were targeting January 5 as the date to "baseline" the integrated project schedule. (A "baselined" schedule is the version against which progress is measured until a new baseline is established, if necessary due to extensive changes.) The lack of adequate time from Tyler's PM made achieving the January 5 date impossible. The date for delivery of the integrated project schedule was slipped to January 29 (the day this report is being written). Expectations of an on-time delivery (even on the delayed date) are ***very low.***
    - The risk that we noted in our December status report of less than satisfactory interactions with the Tyler PM for Supervision continued in January, with no improvement.
    - The CLJ Project Manager escalated these concerns within Tyler and then to the CLJ Sponsors and Executive Sponsors.
    - **Recommendation:** The AOC Sponsors should address these issues with Tyler. While Tyler may be "working through" their internal integration of the Supervision firm and product they acquired, this is Tyler's issue, not AOC's. Regardless of the root causes, Tyler needs to provide an attentive and diligent project manager that is ***actually*** responsible for the performance of all of Tyler's staff on CLJ CMS. If the Tyler PM with overall responsibility for CLJ CMS does not have the authority to demand satisfactory performance from the Supervision PM (and to replace him or her, if necessary), then

that management structure cannot be satisfactory to AOC. The agreed-to approach is for AOC to have "one throat to choke," as the saying goes. The current arrangement is not working.

- As noted in our December status report, the CLJ Executive Sponsors have asked that *bluecrane* provide a brief overview of the "purpose of QA" at the JISC meeting on February 26. Doing so will be a good opportunity to introduce QA concepts to members of the JISC who were not on the committee during the SC-CMS Project and will be a "refresher" for those members who are familiar with the analysis and reporting that *bluecrane* did for SC-CMS.