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

Project Update

Garret Tanner
CLJ-CMS Project Manager

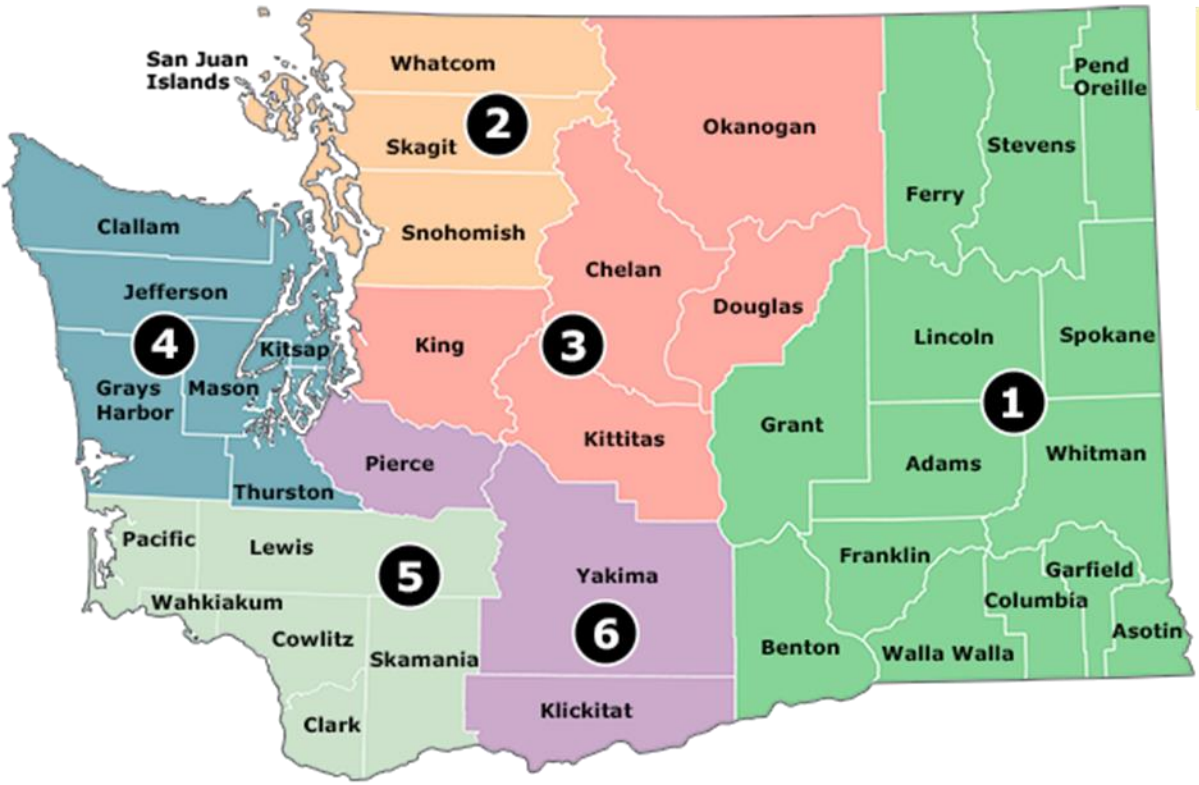
June 24, 2022

Project Scope

Three components:

- eFile & Serve (Odyssey File & Serve)
- Enterprise Justice (Odyssey)
- Enterprise Supervision (Tyler Supervision)

Project Timeline



Pilot Courts: October 2022
Pierce District, Tacoma Municipal,
Gig Harbor Municipal, Fircrest/Ruston Municipal

Phase 1: September 2023
Eastern Washington - Adams, Asotin, Benton, Columbia, Ferry, Franklin, Garfield, Grant, Lincoln, Pend Oreille, Spokane, Stevens, Walla Walla, and Whitman

Phase 2: April 2024
North Washington - Island, San Juan, Skagit, Snohomish, and Whatcom

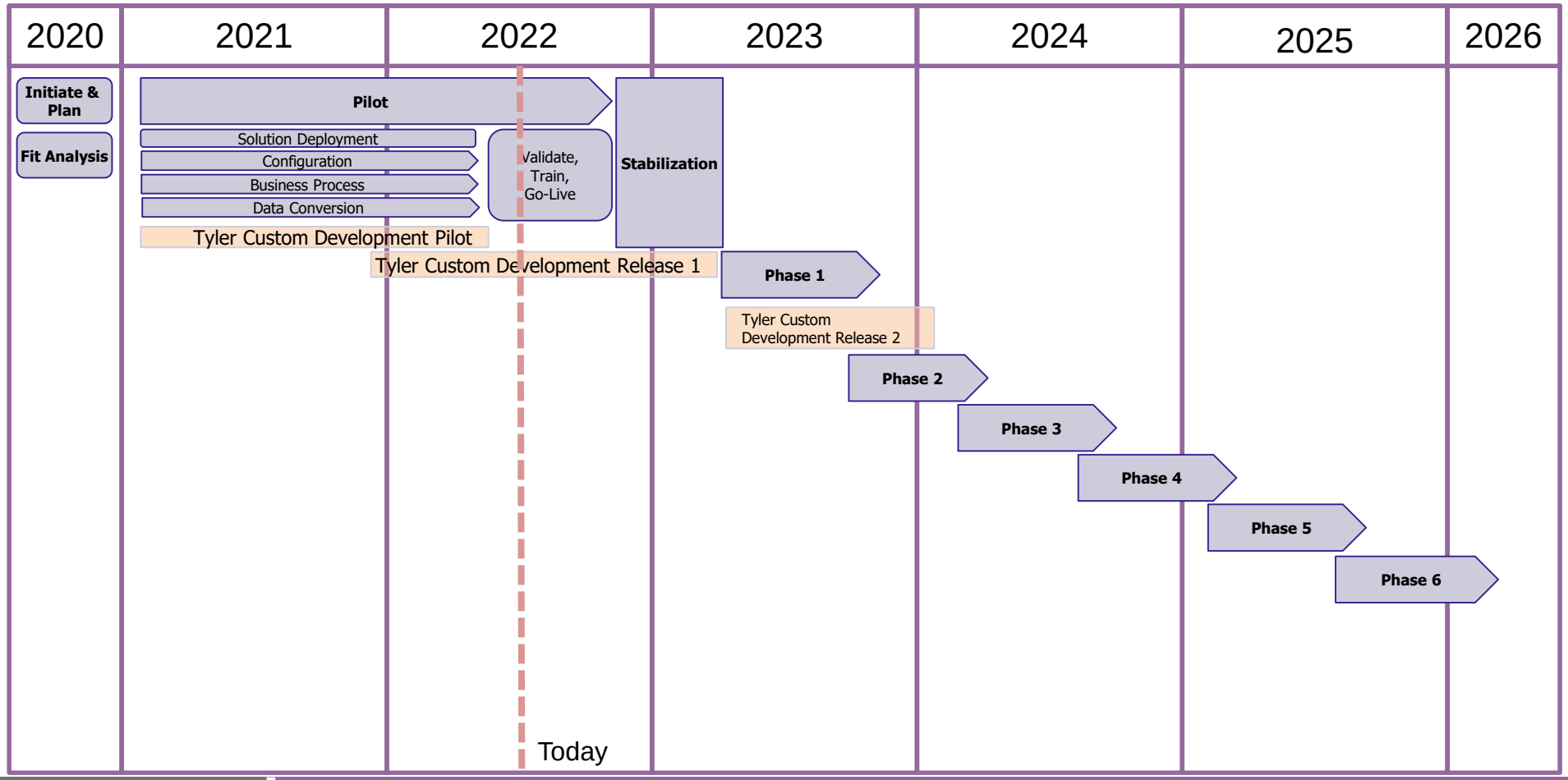
Phase 3: September 2024
North Central Washington - Chelan, Douglas, King Municipals, Kittitas, and Okanogan

Phase 4: March 2025
Western Washington - Clallam, Grays Harbor, Jefferson, Kitsap, Mason, and Thurston

Phase 5: August 2025
Southwest Washington - Clark, Cowlitz, Lewis, Pacific, Skamania, and Wahkiakum

Phase 6: January 2026
South Central Washington - Klickitat, remainder of Pierce Municipals, and Yakima

Project Timeline



Recent eFiling Activity

- ✓ Pilot Courts have filed a Local Court Rule for comment
- ➢ CLJ-CMS and Pilot Courts reviewing eFiling configuration from last year

Recent CMS Activity

- ✓ Data Push 5 (of 5) completed
  - ✓ Pilot Courts participating in Data Review 5
  - ➢ Data Review est. complete June 24
- ✓ Pilot Courts configured following responses from Local Court Configuration Questionnaires
- ✓ Pilot Courts trained to build Enterprise Justice and Enterprise Supervision Forms

Project Outreach

- ✓ Bi-weekly communications to Pilot Courts being sent
  - What was done since last check-in
  - What to expect until the next check-in
  - Change Management Tips & Tricks
- ✓ Pilot Court "Site Leadership" meetings scheduled
  - Including Judges, Court Administrators, and other leadership from Pilot Courts

Work in Progress

- Technical Sprint 19 continues
- Data Review 5 (of 5) in progress
- Testing Business Processes
  - Preparing Job Aid Templates for pilot courts
- Preparing for Solution Validation

Project Issues – June 2022

Active Issues	
Issue	**Mitigation**
Local Rule – In order for eFiling to be mandatory courts need to enact a local rule. Some courts could choose not to enact the rule or make eFiling mandatory.	(April 5, 2022) DMCJA is championing a Statewide rule for mandatory eFiling. Pilot Courts will need to enact a local rule in the meantime.
Enterprise Justice version to be used (Pilot) – In November 2021, Tyler determined that Enterprise Justice 2019 would not be compatible with some of the mandatory requirements.	(February 1, 2022) In January the vendor formally recommend Enterprise Justice version 2022.1 be used for Pilot Court Go-Live. Version 2022.1 has been installed on our Development environment and is currently being reviewed by our Quality Assurance and Business Analyst teams.
Enterprise Supervision/Enterprise Justice Integrations – The two products are not yet seamlessly integrated.	(May 25, 2022) Tyler Technologies provided a demo of "Alliance" project showing data exchange between Enterprise Justice and Enterprise Supervision. A lot of configuration still needs to be done, and this will not be completed for Solution Validation.
Staffing / Hiring – CLJ-CMS has been unable to fill several key positions. As of February 2022, CLJ-CMS has 11 project positions open. If these positions are not filled there may be impacts to the schedule.	(June 6, 2022) 1 new hire since April, and several second interviews scheduled in June.

Project Risks – June 2022

Total Project Risks			
Low Probability	Moderate Probability	High Probability	Closed
1	2	3	18

High Risks Status		
Risk	Probability/Impact	Mitigation
Court IT Constraints – When court users experience technical difficulties IT support is not as readily available as if the user was working in the office.	Low/Low	(June 1, 2022) Court and IT Staff have adopted hybrid and remote work environments and have proven capable of operating in such environments. Impact and probability reduced to Low/Low.
Equipment Funding – Additional funds may be needed to assist some courts with the local equipment purchases.	Moderate/Moderate	(September 22, 2020) If the CLJ-CMS project uses a similar funding model to the SC-CMS, then there are additional complexities to consider. There are significantly more CLJ courts which adds to the need.

Project Risks – June 2022

High Risks Status		
Risk	Probability/Impact	Mitigation
Enterprise Supervision – Tyler has not done a statewide implementation of their new Supervision module. Previous implementations have always been with individual probation departments.	High/Major	(February 17, 2021) AOC PM and Tyler PM are working closely to best align the process for a statewide implementation vs. an individual one.
Third Party Integrations – Some courts have local systems that they would like integrated with Enterprise Justice.	High/High	(April 19, 2022) The Project Steering Committee held a session to discuss on the Integrations Feasibility Study on 4/19.
Enterprise Justice version to be used (Phase 1) – In November 2021, Tyler determined that Enterprise Justice 2019 would not be compatible with some of the mandatory requirements.	High/High	(May 31, 2022) Upgrade to version 2023.x ahead of Phase 1 needs to be analyzed and planned for.

Project Risks – June 2022

High Risks Status		
Risk	Probability/Impact	Mitigation
System Performance – It is possible that users will feel that Enterprise Justice works less efficiently than the legacy system due to changing processes and procedures.	Moderate/Moderate	(June 1, 2022) Performance of version 2022.1.x is improved over 2019.x. CLJ-CMS met on 6/1 to discuss load testing strategy, with testing to take place in preparation for Solution Validation.
Business Efficiency Concerns – It is expected that some users will be experience short-term reduced efficiencies when compared against legacy systems.	Moderate/Moderate	(May 17, 2022) It is well documented that it is common to experience a short-term efficiency slump when introducing new systems or business processes. Concerns that working in the new system will be slower than legacy systems are still present and will be addressed through training and change management activities.

Next Steps

Milestone	Date
Approve data conversion push 5 of 5 (Pilot courts)	Est. complete June 24, 2022
Technical Sprint 19	Est. complete July 4, 2022
Complete Business Process Documents	June 2022
Complete development of Statewide forms	July 2022
Technical Sprint 20	Est. complete July 18, 2022
Begin Solution Validation	July 2022
Go-live Pilot courts	October 2022

Independent Quality Assurance Update

Mr. Allen Mills
Bluecrane, Inc.