

APPROVED MINUTES
JUDICIAL INFORMATION SYSTEM COMMITTEE
June 29, 2007, 10:30 a.m. to 12:00 p.m.
SeaTac Facility, SeaTac, WA

Members Present:

Justice Bobbe Bridge, Chair
Judge C. Kenneth Grosse, Vice Chair
(via telephone)
Mr. Greg Banks (via telephone)
Ms. Cathy Grindle
Judge Glenna Hall
Mr. William Holmes
Mr. N. F. Jackson
Mr. Richard Johnson
Mr. Marc Lampson
Judge Clifford L. Stilz
Mr. N. A. "Butch" Stussy
Ms. Yolande Williams
Ms. Siri Woods
Judge Thomas J. Wynne

Members Absent:

Chief Robert Berg
Judge James Heller
Judge Michael Trickey, Ex-Officio

Staff Present:

Mr. Tim Bates
Mr. Stephen Comfort-Mason
Ms. Suzanne Hellman
Ms. Karin Jones
Mr. Manuel Najarro
Mr. Farrell Presnell
Ms. Jayme Taylor

Guests Present:

Mr. Steve Davis, MTG Consulting
Mr. Chris Wagner, Sierra Systems

CALL TO ORDER

Justice Bridge called the meeting to order at 10:30 a.m., and introductions were made.

Motion: A motion was made, seconded, and unanimously carried to approve the April 27, 2007 meeting minutes as written.

DATA MANAGEMENT STEERING COMMITTEE

Rich Johnson stated the Data Management Steering has met a couple of times in the last month and has approved a Program Charter for submission to the JISC and adopted a timeline for the Committee's activities. Mr. Johnson also stated the Committee will routinely discuss data dissemination policy issues with the Data Dissemination Committee.

In requesting approval of the proposed Program Charter, Mr. Johnson gave a brief overview of its contents. Judge Stilz suggested the first paragraph of the Charter be deleted. After a short discussion, the following motion was made:

Motion: Siri Woods moved that the first paragraph be removed, N. F. Jackson seconded the motion, and it passed unanimously.

Mark Lampson noted during discussion of the remainder of the Charter that there is not a member of the Bar Association or the public at large represented on the Committee. It was the consensus of the JISC that it would be difficult to get a representative

member of the public on this Committee, but that a representative of the Bar is a good idea.

Motion: Judge Wynne moved that a member of the Washington State Bar Association be added to the Data Management Steering Committee. Judge Grosse seconded the motion, and it passed unanimously.

Motion: Judge Stiliz moved to adopt the Charter of the Data Management Steering Committee as amended. Judge Grosse seconded the motion, and it passed unanimously.

JIS ROADMAP FEASIBILITY STUDY – MTG MANAGEMENT CONSULTANTS

Justice Bridge explained that while a preview of this study was initially presented at the June 8, 2007 JISC meeting, this is the final review of the JIS Roadmap Feasibility Study.

Mr. Steve Davis stated MTG is very supportive of the strategies and approach being used for the JIS Roadmap. The key strategies being:

- Selection and acquisition of core business partners
- Acquisition of a common case management system (CMS) platform
- Use of an integrator
- Use of a data warehouse and Enterprise Service Bus (ESB) for data exchanges
- Standardization of business processes
- Decision to implement new service delivery options after the core CMS implementation

Mr. Davis reviewed the market analysis and market considerations used in conducting the feasibility study. Mr. Davis continued that the use of an integrator is very unique, and Washington will have the largest, broadest scoped vendor-supplied solution in the country.

The study indicates the key impacts of this project on the courts, the AOC, and the business partners are:

Courts

- Staff involved in the Business Processing Engineering (BPE) effort
- BPE and technological changes in court operations
- BPE implementation and training

AOC

- Changes in staff responsibilities in the Information Services Division (ISD) as AOC supports a business partner rather than being the primary provider itself
- The Judicial Services Division (JSD) may require staffing changes for process training and education

Business Partners

- Minimal or no change, but there will be new options for increased data sharing

Mr. Davis stated the following are the six most significant risks and mitigation strategies:

1. Functionality and configurability of the vendor commercial off-the-shelf (COTS) product—the courts completed a multi-phase procurement and proof of concept.
2. Standardization of court processes—having the court associations define those processes is a strategy that works.
3. AOC management of vendor partnership and contracts—use of an integrator with the CMS vendor.
4. Redirection of ISD staff to strategic initiatives—minimizing the enhancement and modification of legacy systems.
5. Management of change in the courts and the AOC—rapid deployment approach including training and education.
6. Leadership—development of the JIS governance structure is working as well if not better than in any other state in the country.

Justice Bridge thanked Mr. Davis for completing this very in-depth study in such a short time.

Motion: Judge Wynne moved that the Committee accept the Core CMS Feasibility Study. Judge Grosse seconded the motion, and it passed unanimously.

CORE CASE MANAGEMENT SYSTEM (CMS) STEERING COMMITTEE

Cathy Grindle stated the Committee was asked to identify a partner the Committee believes can deliver the professional services required by this project and a software product that best meets the needs of Washington courts. The Committee has completed its work and is presenting its recommendation to the JISC.

Ms. Grindle explained that the Request for Proposal (RFP) was fair and competitive, and the process had wonderful cross-jurisdictional representation. Ms. Grindle gave a brief overview of the proof of concept process, and said the two finalists were brought back to Washington June 18 and 19 to showcase their product without any constraints or scripts.

Ms. Grindle stated that the Core CMS Steering Committee recommends the AOC proceed with contract negotiations with TaTa Consultancy Services and LT Court Tech. TaTa would provide the professional services and LT Court Tech would provide the case management system software.

Ms. Grindle also asked the JISC to reaffirm that the Core CMS Steering Committee is responsible for determining the order of implementation within the courts.

Tim Bates explained the Core CMS Steering Committee is meeting July 6 to approve a process for determining the readiness of courts for implementation. It is anticipated

there will be more courts ready than the AOC can implement at one time, and this process will allow the AOC to match resources to the courts that are available.

After discussion, Justice Bridge suggested the two items be dealt with separately.

Motion: Siri Woods moved that the JISC accept the recommendation of the Committee for TaTa Consultancy and LT Court Tech. Judge Grosse seconded the motion.

Judge Hall commented she agrees with the choice of vendors but would like to note on the record she has some reservations about whether these vendors can complete the project. Judge Hall stated there was only one little demonstration of how they genuinely integrated the C-Track system with Oracle.

Yolande Williams stated that while she did not personally participate, there was a team from Seattle Municipal Court (SMC) court that attended throughout the entire evaluation process. Ms. Williams indicated the SMC team came to a different conclusion than the vendor recommended by the Core CMS Steering Committee. This was based upon the other vendor's experience level with the courts themselves. Their concern with LT Court Tech was that they demonstrated what "could be" versus "what is." Ms. Williams indicated there was an attempt by the SMC team to be open and receptive to what LT Court Tech was demonstrating, but because the financials couldn't be fully demonstrated, the SMC team had serious concerns about the capacity of these vendors to meet the needs of limited jurisdiction courts. Ms. Williams stated LT Court Tech does not have any current experience in courts, does not have a product in courts, and therefore, doesn't have a track record. As far as TaTa Consultancy, the concern was about the training, the experience, the knowledge level, and that TaTa doesn't have any experience with courts per se. The SMC team was concerned about TaTa promising too much and delivering too little.

Cathy Grindle responded that the Core CMS Steering Committee spent a number of hours discussing those issues. Ms. Grindle indicated LT Court Tech is in a number of courts including Philadelphia Municipal Court, which is one of the larger courts in the United States. LT Court Tech is also in a number of appellate courts. While it is true what was demonstrated is a product under development, the Committee felt this was a good thing because the product is emerging instead of being at the end of its life cycle. The Committee felt the other product was at the end of its life cycle—it was loaded into the system, and the evaluators were told this is the product, no new functionality will be added. Regarding TaTa Consultancy, Ms. Grindle indicated that because TaTa has over 90,000 employees worldwide operating on a 24/7 basis, a lot of resources can be dedicated to this project.

Siri Woods stated that while she did not personally participate in the evaluation process, she spent a lot of time with superior court judges, clerks, and staff who did. Ms. Woods stated they had some of the same concerns, but after weighing all these issues, came up with this recommendation. Ms. Woods stated nothing this in-depth has ever been completed by the users, and she values their opinions.

Judge Wynne asked if there is a guarantee the Oracle product would be utilized. Tim Bates stated it will be the Committee's decision what product will be used for integration.

Judge Stilz indicated that the biggest complaint from limited jurisdiction courts over the last 15 years has been the poor financial services JIS provides. Judge Stilz asked Cathy Grindle if she was really comfortable with this recommendation or if she felt there might be further complaining. Cathy Grindle indicated that while there are no guarantees, if Oracle Financial is the product selected there is no reason to believe it can't meet the needs of the courts since Nike and other Fortune 500 companies use it.

Judge Gross asked Tim Bates what will be happening between now and December regarding the JIS Roadmap. Mr. Bates responded that the next hurdle is to get through process engineering. The AOC will be doing road shows throughout the state relating to the data conversion and migration. There will be reports distributed to the courts in September for what needs to happen to move data from existing applications into the new application. There's a huge effort on reconstructing the data exchanges since there will be two sources of data for awhile. There is also an effort to build the training materials.

Justice Bridge asked Manny Najarro if he had anything to add. Mr. Najarro said it has been a pleasure working with staff around the state. There has been a lot of effort on everyone's part. The reason the Project is at this point is because of court staff around the state. Mr. Najarro thanked the court staff, the leadership of the JISC, and the steering committees involved. Mr. Najarro said it has been a pleasure to serve, and he looks forward to the continued partnership for the next important step which is seeing the product used by court staff.

Motion: Judge Grosse moved the question: Justice Bridge asked all those in favor of accepting the recommendation of the Core Case Management Steering Committee to direct the AOC to proceed with contract negotiations with the partnership of TaTa Consultancy Services and LT Court Tech to procure the C-Track software and the professional services necessary to configure C-Track for implementation in all levels of the courts of Washington to signify by saying aye. The motion passed with Yolande Williams abstaining.

Justice Bridge stated the second item put forward by the Steering Committee is that the JISC reaffirm that the Core Case Management (CMS) Steering Committee be responsible for determining the order of implementation within the courts as stated in the Core CMS Steering Committee Charter.

Motion: Judge Wynne moved that this be amended to read that the Core CMS Steering Committee be responsible for recommending to the JIS Committee the order of implementation. Judge Stilz seconded the motion.

Motion: N. F. Jackson moved the motion be further amended to say the Core CMS Steering Committee be directed to develop and disseminate criteria for an implementation schedule, and that the Core CMS Steering Committee shall assess the

readiness of candidate courts to implement first and report implementation schedule recommendations to the JISC.

Motion: The Core Case Management Steering Committee will be responsible for recommending to the JISC the order of implementation within the courts, that the Core CMS Steering Committee develop and disseminate criteria for an implementation schedule, and that the Core CMS Steering Committee assess the readiness of candidate courts to implement first and report the implementation schedule recommendations to the JISC. The motion passed unanimously.

Tim Bates stated he would like to publicly recognize that while this recommendation came from the Core CMS Steering Committee, it is also wholly endorsed by the AOC. He further noted that AOC staff has undergone a tremendous transformation in the last few months to be in a position to carry this out and go forward. The AOC was known as a development organization and are now known as an integration organization. Mr. Bates wants to make people aware that AOC staff have stepped up to the task and not only gotten the project to this point, but the organization has transformed into one that can support the project going forward. Mr. Bates stated he is very confident that AOC staff will be able to take the project forward successfully.

OTHER BUSINESS

Tim Bates asked JISC members that have committed or expressed an interest in attending the CTC10 Conference, October 2-4, in Tampa, Florida to let Suzanne Hellman know if they are definitely going to attend no later than July 30. An e-mail will be sent out to those who have expressed an interest.

Justice Bridge noted that history has been made today and thanked the AOC staff, Committee members, judges, court staff, etc. for the tremendous job everyone has done to make the JIS Roadmap a reality. Other Committee members echoed their agreement and appreciation to everyone. Rich Johnson expressed his appreciation to Tim Bates for the commendable leadership he is providing. The Committee gave Mr. Bates a round of applause.

There being no other business, the meeting adjourned at 11:50 a.m.