



In this edition...

PROJECT MANAGER UPDATE

**IT TECHNICAL READINESS
AT YOUR COURT**

**GETTING TO KNOW
PROJECT STAFF**

PROJECT MANAGER UPDATE

Shows like The IT Crowd and Silicon Valley make light of what is often perceived as the dull and boring world that stands as the backbone behind almost everything we do in the modern world. You might not have to put much thought into the how or why you're able to work from home while streaming your favorite local radio station without having to touch a dial, while simultaneously planning your next socially distanced birthday party over group text. The fact of the matter is that many of us take for granted the robust and seamless infrastructure we're so fortunate to have access to in the modern age. Keeping our infrastructure "up" and healthy is a 24/7/365 job, and while vendors might advertise "four nines uptime" (that's 99.99% uptime or 52.60 hours downtime PER YEAR), none of that matters if "the last mile" fails.

Whether you call it "Information Technology", "Information Services and Technology", or "Information Services Division" like we do at AOC, the label is all-encompassing. IT is most often the group responsible for keeping the internet to your building online, servers and laptops up and running, and printers full of toner. They're responsible for keeping your network secure from ransomware or viruses, and operating systems up to date, and if applicable in your court, public terminals up and running smoothly. IT will play a critical



JUDGES

Presiding Judges – This newsletter features an article titled "IT Technical Readiness at Your Court" by Rick Villamil. We highly recommend that you check in with your Court Administrator or Manager to ensure they have not only seen this article and the document linked within, but that they and your IT partners are on track to prepare your court technology as outlined in both.



role in the CLJ-CMS project and we need to make sure that we give them the time and resources to support a successful implementation.

Starting with this month's newsletter you'll see articles from CLJ-CMS' Lead Architect, Rick Villamil. Rick's focus will be on IT and Technical Readiness. I encourage you to think critically about your own court's technical readiness now and to begin identifying the IT resources that will be responsible for helping make sure your court is ready. If you work through your city or county council to budget for equipment and resources, this may be a good time to start those conversations. I suggest that you share

this newsletter with your court's IT staff or contracted vendor. Even better, please ask them to subscribe to this newsletter – they can do so by either submitting a request via our website [here](#) or by email to cljcmsproject@courts.wa.gov.

Garret Tanner
Project Manager

IT TECHNICAL READINESS AT YOUR COURT



As your court's scheduled kick-off date approaches, the CLJ-CMS Project Team wants to ensure you are set up for success in every way. A lot of information has recently been shared in our newsletter at the court business level, and one of our goals is to keep you equally well informed about the technical side of court business.

To help with that, we would like to draw your attention to a document created for your Information Technology (IT) staff or contracted vendor to review so they can help you appropriately plan for the implementation of Odyssey as well. The information contained in the document found [here](#) will help answer the following questions:

- Are your computers ready for Odyssey, Tyler Supervision, and eFile and Serve?
- Do you have compatible versions of necessary supporting software?
- Do you have the right number and kind of compatible printers, scanners, cash drawers, etc.? *Have them pay close attention to this area as there may be budgeting and timing impacts.*

Speaking of timing, while we mentioned you may need to budget for the purchase of specific items above, what must also be considered are the timelines as to when certain items need to

be in place - which means the necessary hardware or software has been purchased, has been installed or uploaded, and is ready to use.

In general terms, you want to let your IT support know that you will need to be well on the road to readiness by the time your court holds your implementation kick off meeting with the project team. We recommend you have all the necessary hardware and software about six months ahead of your implementation go-live. (Please see our CLJ-CMS roll out schedule on our website.)

Your project kick-off meeting will identify the specific dates when things like compatible hardware needs to be in place. If new hardware is needed, you will need to take into account the time it takes from the time you place the order to the time of receipt. Then there are the tasks of installing and configuring those items to be ready to use. We want to avoid placing unnecessary stress on your IT support and court personnel by trying to install new computers, printers, or scanners on the day of your court's go-live.

Our goal, as always, is to help you and your courts have the smoothest implementation possible, and the more that you can do to prepare ahead of time will help with this. If you or your IT support have any questions, please reach out to the project at CLJCMSProject@courts.wa.gov.

Rick Villamil
Solutions Architect

GETTING TO KNOW PROJECT STAFF



Yvonne Pettus

Yvonne is a Business Analyst on the CLJ-CMS Project. Yvonne has worked at the AOC in various capacities for 20 years and, she has also served as the Court Administrator for Tacoma Municipal Court for seven years and the Chief Deputy Clerk at the Thurston County Clerk's Office for two years. She has been back at the AOC for almost 10 years. Yvonne graduated from Eastern Washington University with a BA in Sociology. She earned a Master's Degree in Public Administration with a certificate in Judicial Administration from the University of Southern California.

DO YOU HAVE QUESTIONS TO ASK OR FEEDBACK TO PROVIDE?

Questions, comments, and feedback related to this newsletter and the CLJ-CMS Project are welcomed at CLJCMSProject@courts.wa.gov.