

WASHINGTON STATE JUDICIAL BRANCH
2013-2015 BIENNIAL BUDGET REQUEST
Detailed Decision Package

Agency: Administrative Office of the Courts

Decision Package Title: Appellate Court Electronic Document Management System (EDMS)

Budget Period: 2013-2015 Biennial Budget Request

Budget Level: Policy Level

Recommendation Summary Text

This is a request to fund one (1) FTE and other costs associated with ongoing system support for the new Commercial Off-The-Shelf (COTS) Electronic Document Management System (EDMS). This system will be purchased and implemented for the appellate courts in the current 2011-2013 biennium.

Fiscal Detail

Operating Expenditures	<u>FY 2014</u>	<u>FY 2015</u>	<u>Total</u>
Sum of All Costs	\$ 169,000	\$ 164,000	\$ 333,000
Staffing	<u>FY 2014</u>	<u>FY 2015</u>	<u>Total</u>
FTEs	1.0	1.0	1.0

Package Description

This request is supported by the Washington Supreme Court, Court of Appeals, the Judicial Information Systems Committee (JISC), and the Administrative Office of the Courts (AOC).

Funds are requested to provide ongoing support for a new appellate application currently under development. The new application, Electronic Document Management System (EDMS), will require additional maintenance, licensing, and operational support. Appropriate support will ensure that the software is kept up to date, document workflows are modified as needed, and support personnel are available to keep the system operational and efficient.

This system introduces new technology that is outside the present scope, knowledge and area of expertise for the Administrative Office of the Courts (AOC) Information Services Division (ISD).

Current Situation

EDMS for Appellate Courts was initiated using the IT Governance process and was approved by the JISC and is being developed during the 2011-2013 biennium.

Proposed Solution

Assistance is needed to provide incremental ISD staff support for system administration, workflow development and configuration, coordinate system updates, and to provide system support management. Based on the requirements for the Appellate Courts, it is estimated that one (1) full time equivalent will be sufficient to handle the workload. This request also includes funding for non-staff costs such as training, hardware, maintenance and licensing.

Reason for Change

New software and hardware is being installed for the Washington Supreme Court and the Washington State Court of Appeals for the electronic storage of court case documents. Centralized system support will be required to maintain this new application and to provide support for developing reports and EDMS automated workflows.

Narrative Justification and Impact Statement:

This package contributes to the Judicial Branch Principle Policy Objectives as noted below.

Fair and Effective Administration of Justice in All Civil and Criminal Cases.

Washington courts will openly, fairly, efficiently and effectively administer justice in all criminal and civil cases, consistent with constitutional mandates and the judiciary's duty to maintain the highest level of public trust and confidence in the courts.

All court levels need support for the technology which allows them to maintain smooth operations and thus foster public confidence. The EDMS will allow both appellate courts to streamline operations thereby enhancing the effective and efficient administration of justice.

Commitment to Effective Court Management. *Washington courts will employ and maintain systems and practices that enhance effective court management.*

Appellate court EDMS will improve the court operations by replacing what today is essentially a manual workflow for documents. It will ensure that there are consistent practices between the three divisions of the Courts of Appeal and improve data and information flow.

Appropriate Staffing and Support. *Washington courts will be appropriately staffed and effectively managed, and court personnel, court managers and court systems will be effectively supported.*

This request seeks to fund the appropriate staffing and support level in order to deliver a new application to assist the Washington court system.

Measure Detail

- **Impact on clients and services**

AOC currently does not support maintenance of electronic document management systems. This new EDMS will require support from ISD in terms of maintenance and operations. There may be a very small impact to other operational areas within AOC. There are four (4) Appellate Courts and the AOC provides each with a modest amount of desktop and technical support.

Implementation of a new EDMS will provide:

- Improved tracking and analysis capabilities.
- Enhanced data sharing capabilities.
- Cost avoidance through the elimination of redundant data entry.
- Flexibility to meet new and emerging business needs.
- Error reduction through training, standardization of business practices, and value-limited data entry fields.

- **Impact on other state programs**

None.

- **Relationship to Capital Budget**

None.

- **Required changes to existing Court Rule, Court Order, RCW, WAC, contract, or plan**

None.

- **Alternatives explored**

There were no other alternatives considered for this maintenance request. AOC ISD typically provides in-house staff support for infrastructure, applications and systems. Alternatives were considered for the business case that led to selecting this system for use.

- **Distinction between one-time and ongoing costs and budget impacts in future biennia**

These are ongoing costs and there will be budget impacts in future biennia

- **Effects of non-funding**

- The investment made in the EDMS will not be efficiently leveraged to capture the gains from the new system.
- Delay or elimination in productivity gains made by replacing legacy software.
- Maintenance costs will continue to increase.
- Individual courts will pursue stand-alone systems, thereby further fragmenting the system and increasing costs statewide.

- Expenditure calculations and assumptions and FTE assumptions

Expenditure Calculations and Assumptions

Assumptions

- AOC will not retire ACORDS during 2013-2015 biennium
- This is an ongoing request and services will continue into future biennia
- This change results in a very slight increase in demand for help desk staff that is not reflected in FTE numbers

<u>Object Detail</u>	<u>FY2014</u>	<u>FY2015</u>	<u>Total</u>
Staff Costs	\$100,000	\$100,000	\$200,000
Non-Staff Costs	\$ 69,000	\$ 64,000	\$133,000
Total Objects	\$169,000	\$164,000	\$333,000

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