

Washington State Judicial Branch 2015-2017 BIENNIAL BUDGET REQUEST

Decision Package

Agency	Administrative Office of the Courts
Decision Package Title	Superior Court Case Management System
Budget Period	2015-2017 Biennial Budget
Budget Level	Policy Level

Agency Recommendation Summary Text

Funding is requested to continue implementation of the new commercial off-the-shelf (COTS) case management system for the superior courts. This funding will be used to complete Phase 2 (Solution Design & Development), Phase 3 (Pilot Court Deployment), Phase 4 (Early Adopter Deployment), and to begin Phase 5 (Statewide Rollout) of the project.

Fiscal Detail

Operating Expenditures	FY 2016	FY 2017	Total
543-1 Judicial Information Systems Account	\$ 6,080,000	\$ 6,518,000	\$ 12,598,000
Staffing	FY 2014	FY 2015	Total
FTEs (number of staff requested)	24	25	24.5

Package Description

This request is supported by the Judicial Information System Committee (JISC), Superior Court Judges Association (SCJA), Association of Washington Superior Court Administrators (AWSCA), Washington State Association of County Clerks (WSACC), and the Administrative Office of the Courts.

Under the direction of the JISC, the Superior Court Case Management System (SC-CMS) project has procured a COTS solution and is currently implementing the selected solution to support the business functions of state superior courts and county clerks in 37 of the 39 superior courts in the state. This request is a continuation of decision packages approved in 2011-2013 and 2013-2015.

Specifically, the SC-CMS will support calendaring and caseflow management functions, along with tracking of participant/party information, case records and relevant disposition services functions in support of judicial decision-making, scheduling, and case management.

Current Project Status

The contract with selected vendor, Tyler Technologies, Inc., was executed on July 25, 2013, with official project kick off on September 12, 2013. SC-CMS is working with staff from the superior courts, the county clerks' offices, Tyler, and AOC toward Pilot Go-Live, with Thurston and Lewis counties scheduled as the first to participate in the spring of 2015.

Proposed Solution

Development work continues to integrate INH (Information Networking Hub) and COTS Preparation projects with legacy systems. Business Process review continues with the pilot courts and county clerks' offices to ensure greater understanding of process impacts.

Narrative Justification and Impact Statement

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

Managing technology to ensure that systems used by Washington State courts are current and the data is secure and available is key to maintaining the highest level of public trust and confidence in the courts. It has been observed by the Chief Justice that, "essentially, the Judicial Information System (JIS) equals justice".

Accessibility. *Washington courts, court facilities and court systems will be open and accessible to all participants regardless of cultural, linguistic, ability-based or other characteristics that serve as access barriers.*

With more than one court filing for every three citizens in Washington, vast numbers of people are served by our courts. The SC-CMS project will assist in making Washington court data available to all, whether to a judge during a trial or to the public by removing the need to travel physically to a court location for information. SC-CMS in particular will increase access to court information, reduce delays, and enhance efficiency in the courts.

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

The Administrative Office of the Courts has built, as part of the SC-CMS project, a new Court Business Office (CBO) which will conduct a significant review of court operations. In addition to providing services to courts implementing the new system, the CBO identifies ways in which all courts may benefit from shared processes and information.

Measure Detail

Impact on clients and services

In addition to serving as the statewide court case management system, the existing Judicial Information System (JIS) provides essential information to several state agencies, local law

enforcement agencies, prosecutors, criminal justice partners, and the public. The JIS is also responsible for accurately tracking, recording and distributing over \$240 million per year in state and local revenues (excluding restitution and other "trust" monies).

Implementation of a new Superior Court calendaring and case management system will provide:

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

Impact on other state services

Other state programs will benefit through AOC's enhanced efficiency and effectiveness. The AOC and courts exchange information and provide essential information to the Washington State Patrol, Department of Corrections, Office of the Secretary of State, Sentencing Guidelines Commission, Department of Licensing, local law enforcement agencies, Federal government, prosecutors and defense attorneys.

Relationship to Capital Budget

None

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

None

Alternatives explored

Several significant alternatives were explored within the SC-CMS feasibility study completed by Management Technologies Group (MTG) in January 2012. The four alternatives were:

1. Use of the Pierce County Legal Information Network Exchange (LINX) application as an SC-CMS statewide.
2. Acquisition of a commercial application focused on calendaring, scheduling, and caseflow management for the superior courts.
3. Acquisition and central implementation of a full featured commercial application providing calendaring, scheduling, case flow management, and other record keeping functions for the superior courts.
4. Acquisition and local implementation of a full featured commercial application providing calendaring, scheduling, caseflow management, and other record keeping functions for the superior courts.

As a result of the feasibility study, MTG recommended option 3.

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

Costs noted in this request will continue into future biennia. Both one-time and ongoing costs are identified in the cost study on which this decision package request is based. Please see

the supporting information included with this request.

Effects of non-funding

- Delay or elimination in productivity gains made by replacing legacy software.
- Loss of operations with the risk of a 37-year-old mainframe system collapsing.
- Additional functionality, such as new or modified case types, would not be incorporated into the legacy system.
- Sentence and disposition information would remain at the case level.
- Human resource scheduling would remain a manual effort.
- 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

The cost calculations and assumptions began with the model of the recommended alternative provided in the feasibility study consultant MTG. Working with Tyler, the identified approach to meet the needs for a successful statewide rollout has been evaluated and include; minor corrections in the project FTE resources needed; cost adjustments to reflect accelerated implementation as a result of the withdrawal of King County and capitalizing on the schedule opportunity; and ongoing maintenance level costs.

Object Detail	FY 2014	FY 2015	Total
Staff Costs	\$ 2,428,000	\$ 2,538,000	\$ 4,966,000
Non-Staff Costs	\$ 3,652,000	\$ 3,980,000	\$ 7,632,000
Total Objects	\$ 6,080,000	\$ 6,518,000	\$ 12,598,000