Court User Work Group (CUWG) Charter

Last Revised: June 5, 2012

Summary:

Purpose:	The Court User Work Group (CWUG) provides essential subject matter expertise to enable the successful deployment of the Superior Court Case Management System (SC-CMS). The CUWG, the AOC Court Business Office (CBO), and the AOC SC-CMS project team will identify where there may be opportunities to standardize court business processes to assist in the deployment of the new the SC-CMS across the State.
Date Created:	June 22, 2012
Duration:	Through the completion of the SC-CMS implementation.
Controlling Authority:	Judicial Information Systems Committee (JISC) is the sponsor for the formation of the CUWG. Members for the CUWG will be appointed and provided by SCJA, AWSCA, WAJCA, WSACC, and AOC.
Decision Making Process:	The CUWG should work towards unanimity. However, if after two meetings an issue remains unresolved and the issue adversely affects budget, scope, and schedule, the issue will be presented to the JISC for a decision.
Composition:	Members should include representatives from, SCJA, AWSCA, WSACC, and WAJCA. Membership should include a cross section from different geographic locations and court characteristics. In the SC-CMS Feasibility Study Report, the courts were classified into two groups; small and large courts based on operational volume, number of personnel, complexity and access to IT resources. The CUWG will be comprised of twelve voting members: • Five representatives from the SCJA, WAJCA and AWSCA (at least one of whom must be from WAJCA), • Five representatives from the WSACC, • Two representatives from AOC • Two alternates will be identified for each of the associations. Liaisons from the Courts of Limited Jurisdiction and Appellate Courts are encouraged to participate.

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Member term length:	Staggered terms of two and three years to ensure continuity through the SC-CMS project. There is no term limit.
Members appointed by:	Members will be appointed by SCJA, AWSCA, WSACC, WAJCA, and AOC.
Meeting Frequency:	Meetings will be scheduled according to the needs of the project.
Budget:	The CUWG is funded through the SC-CMS project budget.
Facilitated by:	AOC CBO staff
Related Links:	Superior Court Case Management System (SC CMS) Project

Members

Position	Member	Alternate(s)	Term Began	Term Ends
Superior Court Judges Association member				
Association of Washington State Court Administrators member				
Washington State Association of County Clerks members				
Washington Association of Juvenile Court Administrators member				
Administrative Office of the				

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Courts				

I. Introduction

To successfully implement a new superior court case management system, input and guidance from the court community is a critical component. As such, a court user work group (CUWG) will need to be created. The CUWG will serve as subject matter experts on court business processes, court operations, and the use of the Superior Court Management Information System (SCOMIS).

II. Purpose

The CUWG will assist the Court Business Office (CBO) and the SC-CMS Project Team in establishing common court business processes that could be packaged and configured as a model for deploying a new case management system across the state.

The CUWG will provide subject matter expertise and decision making on court business processes, ensuring that processes and requirements are complete and accurate. Furthermore, the CUWG will provide insight on potential impacts, opportunities, and constraints associated with the transition to the new system.

III. Roles and Responsibilities

JISC – The JISC shall authorize the creation of the CUWG and are the final authority when issues are escalated and affect scope, budget and schedule.

Associations – The various associations will select members to represent them on the CUWG. Liaisons from the Courts of Limited Jurisdiction and Appellate Courts are encouraged to participate.

Court User Work Group (CUWG) Members – The CUWG members will actively participate in court business process discussions, make timely decisions, and complete assignments as needed to accomplish business process initiatives, improvements, and standardization.

- Identifying common court business processes that could be packaged and configured as a model and used for deployments to courts with similar characteristics.
- Identifying opportunities for refining court business processes through review, analysis and continuous process improvement.
- Ensuring that court business processes and requirements are complete, accurate and documented.
- Providing insight on potential impacts, opportunities, and constraints associated with transforming court business processes and transitioning to new systems.
- Advocate for the agreed upon process change, innovation, and standardization.
- Advocating and communicating decisions and changes to their staff, colleagues, associations, and coworkers.

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Court Business Office – The CBO staff will facilitate the CUWG meetings and work collaboratively with the CUWG, vendor representatives, and others in AOC in identifying common court business processes that could be packaged and configured as a model for deploying a new case management system across the state.

SC-CMS Project – The project team is responsible for providing a project plan

AOC –

CMS Vendor -

IV. Guiding Principles

The CUWG will be guided by the following principles:

- Members will have a statewide and system-wide view of court operations, and shall pursue the best interests of the court system at large while honoring local decision making authority and local practice.

- Timely decisions need to be made to successfully implement a statewide solution.

- Members will be open to changing practices where it makes sense.

- Members recognize that there will be conflicting processes, requirements and stakeholder views, and they will not be ignored or avoided and will be proactively discussed to address and resolve everyone's concern.

- All participants will strive to build a healthy and collaborative partnership among the court stakeholders, the AOC, and vendor representatives that are focused on providing a successful outcome.

- Complete, document and validate the court functions and processes in order to arrive at a complete understanding of the current and desired future state of court business process.

- Members will work to understand the features and capabilities of the new case management system.

- Members have important roles as information providers and will take leadership in communicating with their peers about issues and decisions.

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V. Decision Making and Escalation Process

The CUWG should work towards unanimity. However, if after two meetings an issue remains unresolved and the issue adversely affects budget, scope, and schedule, the issue will be presented to the JISC for a decision.

VI. Membership

The CUWG shall be comprised of 12 voting members.

- Five representatives from the SCJA, WAJCA and AWSCA (at least one of whom must be from WAJCA),
- Five representatives from the WSACC,
- Two representatives from AOC
- Two alternates will be identified for each of the associations.

The CUWG members should have deep knowledge of court functions, business processes, and business rules in the following areas:

- Manage Case
    - Initiate case, case participant management, adjudication/disposition, search case, compliance deadline management, reports, case flow lifecycle
- Calendar/Scheduling
    - Schedule, administrative capabilities, calendar, case event management, hearing outcomes, notifications, reports & searches
- Entity Management
    - Party relationships, search party, party management, reports & searches, administer professional services
- Manage Case Records
    - Docketing/case notes, court proceeding record management, exhibit management, reports & searches
- Pre-/Post Disposition Services
    - Compliance, access to risk assessment tools, reports & searches
- Administration
    - Security, law data management

VII. Miscellaneous

- The CUWG shall hold meetings as necessary by the project schedule and associated deliverables.
- Travel expenses shall be covered under the project budget.

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