WASHINGTON COURTS

Court User Work Group

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6. Court User Work Group

Throughout the Phases II through V, policy questions may arise that need to be resolved by the court community. The Court User Work Group is envisioned as a policy working group consisting of representatives from the various court districts in Washington. The group would include judicial officers, court administrators, and county clerk staff. The group would meet periodically to consider operational policy issues identified by the project team and the SMEs assigned to the project team. The state project manager would disseminate documented issues to the Court User Work Group for consideration and for developing recommendations that are sent to the Executive Sponsor Committee for adoption. The Court User Work Group would establish task groups assigned to analyze and recommend operational policies.

AOC may invite each court district to send a representative to the Court User Work Group. AOC may invite several larger courts to include additional staff as needed. AOC would manage the composition to ensure adequate representation of judicial officers, court administrators, and county clerks. The group, which would normally meet monthly, would meet based upon the number of issues that need resolution. Work group members would be expected to work on issues outside of the schedule Court User Work Group meetings. The Court User Work Group will influence how the SC-CMS application is configured and how business operations will integrate with the new SC-CMS application.

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Recap: Critical Tasks

- Work with solution provider to configure and customize based on WA rules and procedures
- Identify opportunities to change or standardize
- Support local courts in determining how the application can best work for them

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Court User Work Group (CUWG)

- **How do we identify and resolve issues?**
  - Case numbering scheme?
  - Case types?
  - Baseline configurations for courts of similar size and complexity?
- **How do we identify and address opportunities to change?**

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Court User Work Group (CUWG)

- Representative
- Balanced
- Knowledgeable
- Nimble
- Escalation path

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CUWG Guiding 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.

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CUWG Guiding Principles

- 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.

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CUWG Guiding Principles

- Complete, document and validate the court functions and processes 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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CUWG Membership

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

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CUWG Decision-Making

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.

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CUWG Decision-Making

- **AOC will help with communication:**
  - Agendas
  - Decisions
    - Pending
    - Made
- **Length of time for vetting will vary based on nature of issue.**

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Key responsibilities

- Identify common court business processes that could be packaged and configured as a model and used for deployments to courts with similar characteristics.
- Identify opportunities for refining court business processes through review, analysis and continuous process improvement.

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Key responsibilities

- Ensure that court business processes and requirements are complete, accurate and documented.

- Provide insight on potential impacts, opportunities, and constraints associated with transforming court business processes and transitioning to new systems.

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Key responsibilities

- Advocate for the agreed upon process change, innovation, and standardization.
- Advocate and communicate decisions and changes to their staff, colleagues, associations, and coworkers.

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