Judicial Information System Committee Meeting June 22, 2012

<u>DECISION POINT</u> – Court User Work Group (CUWG)

MOTIONS:

- I move that the JISC approve the creation of a court user work group (CUWG), with representatives from county clerks, superior court judges and administrators, and AOC to make configuration decisions for the new Superior Court Case Management System (SC-CMS).
- I move that issues that cannot be resolved by the CUWG and have a direct effect on SC-CMS scope, schedule, or budget be escalated for resolution to the JISC.

I. BACKGROUND

In 2010, the JISC authorized the Superior Court Case Management Feasibility Study to evaluate an automated system for superior courts to support case management, calendaring, and judicial decision-making. In describing the detailed project work plan, the feasibility study noted that the solution provider would configure the application in partnership with AOC and local courts.

The study identified the need for a court user work group to consider operational policy issues that arise during the configuration and implementation of the system in local courts that need to be resolved by the court community. The study recommends that the group include judicial officers, court administrators, and county clerks representing various court districts in Washington. The group will influence how the SC-CMS application is configured, and how business operations will integrate with the new SC-CMS application.

II. DISCUSSION

The Court User Work Group (CUWG) would work with AOC and the SC-CMS solution provider to consider policy issues regarding configuration of the application, identifying common court processes that can be packaged and configured as a model and used for deployment to courts with similar characteristics, and identify opportunities to refine court business processes. The group should include clerks, judges, administrators, and AOC staff and should have balanced representation of court size and geography.

For the CUWG to achieve timely decision-making, some governance decisions need to be made prior to formation of the group. These decisions include whether CUWG recommendations will be made based on unanimity or majority, and what the escalation path will be for decisions.

III. PROPOSAL

JISC approval for the creation of the court user work group (CUWG) for the SC-CMS project to assist in the configuration for statewide deployment. The work group will have representatives from county clerks, superior court judges, court administrators, and AOC and will represent diversity in geography and court size.

The JISC should determine what the escalation process will be for issues that cannot be resolved by the CUWG.

OUTCOME IF NOT PASSED –

Significant increased risk to the project success. It will be very difficult for AOC and the SC-CMS vendor to make essential decisions about how the new SC-CMS will be configured at the statewide level to meet the needs of Washington Courts. Decisions may not be timely or correct. User acceptance of the configured system could be problematic as well. This creates significant risk to project success.