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Administrative Office of the Courts
Quality Assurance Report
for the
Courts of Limited Jurisdiction
Case Management System Project
(CLJ-CMS Project)

April 1, 2016

Introduction

The Administrative Office of the Courts (AOC) received funding to begin the process of procuring and implementing a Commercial Off The Shelf (COTS) case management system for the Washington State Courts of Limited Jurisdiction (CLJ). The purpose of the CLJ-CMS project is to implement a modern case management system for the courts of limited jurisdiction. This project will replace the outdated AOC system, known as DISCIS, that has been in use by the courts since 1988.

Included in the 2015-2017 omnibus operating budget was a proviso that requires AOC to produce the first quarterly quality assurance (QA) report by April 1, 2016 and every quarter thereafter. Due to funding limitations imposed in the budget, AOC has just begun the process of developing a Request for Quotes and Qualifications (RFQQ) to hire a Quality Assurance vendor to conduct an independent assessment of the project. Until AOC has completed the RFQQ process and has select an independent vendor, the QA report will be developed internally.

Executive Summary

This is the first quarterly quality assurance report for the Courts of Limited Jurisdiction Case Management System (CLJ-CMS) Project. At this early stage of the project, everything is on schedule. The primary focus during the 2015-2017 biennium is to complete the procurement process to have a COTS case management system vendor on board by the end August 2017. The plan is to begin the configuration and implementation phases of the project during the 2017-2019 biennium.

Quality Assurance Report

The QA report will focus solely on those activities involved with the procurement stage of the project.

Project Governance	On Schedule

The project has established a strong project governance and oversight structure. The following structure is in place to guide decision-making for the project:

- **Judicial Information Systems Committee (JISC)** – governs the overall project budget, scope, and schedule. Changes to any of these items will require approval from the JISC. Project updates are provided to this committee at their bi-monthly meetings. In addition, the independent QA vendor will also provide their QA assessment to this group as well.

- **Executive Project Sponsors** – provide high-level project guidance, direction and issue resolution as needed. Justice Mary E. Fairhurst, the Chair of the JISC, and Callie T. Dietz, the AOC State Court Administrator, are the two Executive Project Sponsors.

- **AOC Project Sponsors** – provide the day-to-day project guidance and direction, and resolve issues as needed. The project sponsors represent both the business side as well as the technology side of the AOC. They function as co-project sponsors to ensure that the project meets the business needs of the courts of limited jurisdiction.

- **Project Steering Committee** – provides high-level project oversight, direction, and decision making in all phases of the project. The CLJ-CMS Project Steering Committee is the key body within the governance structure that is responsible to monitor the project to ensure that the schedule is adhered to and the business interests are being met. This group is comprised of ten (10) members: two (2) from the District and Municipal Court Judges Association, three (3) from the District and Municipal Court Managers Association, three (3) AOC Managers and two (2) misdemeanant corrections association members. This group meets monthly and monitors the project to ensure that the schedule is adhered to and the business interests are being met.

- **Court User Work Group (CUWG)** – provides direction and makes decisions regarding the functional business requirements for the new system. The project team works closely with this group to ensure the system is configured to meet the business needs of the courts.

Special Attorney General for Contract Negotiations	On Schedule

A Special Assistant Attorney General will be hired to provide advice regarding the RFP and to lead contract negotiations between AOC and the selected vendor.

Independent Quality Assurance Vendor RFQQ	On Schedule

AOC is in the process of developing a Request for Quotes and Qualifications (RFQQ) to hire a quality assurance firm to conduct an independent assessment of the project. Until AOC has completed the RFQQ process and has acquired an independent vendor, the QA report will be conducted internally.

Requirements Gathering	On Schedule

The project successfully completed the requirements gathering phase and finalized the business requirements with the Court User Work Group (CUWG).

COTS Procurement Process (RFP Development)	On Schedule

The project successfully completed the acquisition planning process with the Project Steering Committee. They are now in the process of finalizing the RFP requirements and preparing the actual Request for Proposal (RFP). It is anticipated that the Judicial Information System Committee (JISC) will review and approve the RFP at the August 26th meeting. The current project schedule calls for releasing the RFP in September 2016. Following the publishing of the RFP, staff will spend approximately one year performing the following activities: vendor solicitation, evaluation of proposals, selection of vendor, contract negotiations, and vendor integration. The project is currently on schedule to meet these planned dates.

Project Staffing	On Schedule

The project was funded to hire 11 FTE during the 2015-2017 biennium. The project is on schedule with the implementation of their staffing plan.

Risk and Issue Management	On Schedule

The project is appropriately identifying, documenting, mitigating, and monitoring all known project risks and issues. The risks and issues are being reported to the project sponsors, Project Steering Committee, and JISC as appropriate. The project sponsors are actively involved in the project and take appropriate actions to mitigate the risks and resolve any known issues.

Project Management Activities	On Schedule

Project management activities are being performed and tracked. A high-level schedule and timeline has been produced for this phase of the project. A detailed activity plan is being developed. Planning and stakeholder management and communication activities are well underway. In addition, the project structure has been established. There are no items of concern with the project management activities at this point in time.

Project Communications	On Schedule

A communication plan and matrix have been developed. An organizational change coordinator has been assigned to the project who is responsible for proactive communications regarding the status of the project. A project web site has been established where updates are posted on a regular basis. Key messaging is being developed and communicated as needed. Monthly internal project informational meetings are held within AOC to keep all AOC staff up-to-date on the status of the project.