Superior Court Case Management System (SC-CMS)

Project Update

Maribeth Sapinoso, AOC Program Manager, PMP
Keith Curry, AOC Deputy Project Manager

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Recent Activities

Event #3 – Snohomish County

- ✓ Completed end user training.
- ✓ Converted over 10.3 million documents to Odyssey.
- ✓ Presented Go Live plan to all staff

Recent Activities

Event #4 – Asotin, Columbia, Garfield, Spokane, Whitman Counties

- ✓ Power users participated in Event #3 (Snohomish County) end user training.

Post Implementation Support

Continue to provide operational support to Pilot and Early Adopter sites:

- ✓ Completed weekly Go Live issue tracking status meetings with the Early Adopter counties.
- ✓ Resolved 92% of Go Live issues from Early Adopters
- ✓ Resolved 80% of eService tickets from Pilot and Early Adopters

Odyssey Portal

- ✓ Upgraded Portal to 3.0 – new user interface
- ✓ Updated Portal User Guide

Supervision Module

- ✓ Completed go live for Lewis and Thurston counties the week of March 7, 2016
- o Preparing for end user training and go live for Franklin County – July 2016

Project Steering Committee

- ✓ Special meeting took place on March 31, 2016
  - Stakeholders from Pilot, Early Adopters, Snohomish, and Spokane counties were participated.
- ✓ Follow up meeting scheduled for April 14, 2016
  - Reassess the status of Odyssey financial issues identified by Snohomish and Thurston counties as needing resolution prior to Snohomish Go Live.

Challenges

- AOC Staffing Resources
  - Project rollout
  - Operational support
- Known System Issues
  - Public access (Portal)
  - Data entry errors affecting JIS
  - Ability to generate Enterprise Custom Reports (ECR) in a timely manner
  - Statewide forms
- Time in Schedule to resolve Issues

Challenges (cont'd)

- AOC Staffing Resources
  - 2016 Supplemental Budget request adds the following resources to operationally support SC-CMS:
    - 1 position Odyssey Portal Technical Administration
    - 2 positions Replication Team
    - 2 positions Business Team (Financials and ECR/Forms)
    - 2 positions Customer Services Support
    - 1 position ECR Development
  - Existing AOC positions reallocated to support SC-CMS:
    - 2 positions for Operational Support
    - 1 position for Odyssey Portal Business Product Owner
    - 1 position for Replication Team

Challenges (cont'd)

Known System issues

- Public Access (Portal)
  - Streamlined Odyssey Portal registration process – Jan 2016
  - Updated User Guide and Access Request Form
  - 2 dedicated positions to operationally support the Portal
- Data Entry Errors affecting JIS
  - Enhanced Training and Training Tools
  - Additional Report Utilities
  - Custom Business Rules
  - SCDX/INH Fixes
  - SCOMIS Edits
  - Doubled dedicated resources to replication
  - Odyssey Assistance / Webinars

Event 3 Snohomish Implementation

MILESTONES or PROJECT DELIVERABLES	CURRENT PLAN DATE
✓ Event 3 Kickoff Completed	October 2015
✓ Event 3 Local Court Configurations Begins	October 2015
✓ Event 3 First Data Conversion Push & Power User Review	November 2015
✓ Event 3 60 Day Go-Live Readiness Assessment	March 2016
✓ Event 3 30 Day Go-Live Readiness Assessment	April 2016
✓ Event 3 Document Image Extracts Completed	April 2016
✓ Event 3 End-User Training Completed	April 2016
Event 3 County Go-Live	May 2016