Judicial Information System Committee Meeting, December 2, 2016

DECISION POINT – Superior Court Case Management System – Request to Extend Project Timeline

MOTION:

- I move that the JISC approve the SC-CMS Project Steering Committee's recommendation to extend the project's timeline by six months, add a new Go Live event, and support a request for additional funding from the legislature in the 2018 supplemental budget with a cost estimate of $1.4 million.

I. BACKGROUND

While the Pilot and Early Adopter counties were determined early on in the project, the statewide rollout for the SC-CMS project was unanimously approved by the Project Steering Committee on September 15, 2015. The original statewide rollout plan included a total of seven events. Each event includes a group of counties, for a total of 37 counties, based on significant consideration of user counts, location, and geographic proximity as listed below:

Go-Live Event No.	County/Counties (user count)	Schedule	Number of Users
Event 1 (Pilot)	Lewis (29)	June 2015	29
Event 2 (Early Adopters)	Franklin (31), Thurston (87), Yakima (120)	November 2015	238
Event 3	Snohomish (135)	May 2016	135
Event 4	Asotin (10), Columbia (4), Garfield (4), Spokane (168), Whitman (4)	November 2016	190
Event 5	Clark (98), Cowlitz (37), Grays Harbor (14), Klickitat (7), Mason (19), Pacific (3), Skamania (6), Wahkiakum (3)	May 2017	187
Event 6	Clallam (22), Island (19), Jefferson (15), Kitsap (75), San Juan (9), Skagit (37), Whatcom (47)	November 2017	223
Event 7	Adams (7), Benton (53), Chelan (30), Douglas (7), Ferry (3), Grant (23), Kittitas (10), Lincoln (10), Pend Oreille (5), Okanogan (16), Stevens (17), Walla Walla (14)	June 2018	195

In August 2016, Spokane County requested a delay of their November 2016 scheduled implementation of to allow time to explore in detail with the AOC and Tyler Technologies if

and how the new case management system (Odyssey) can replace the functionalities of their local Superior Court applications. In August 2016, the Project Steering Committee unanimously accepted Spokane County's request for the delay.

In September 2016, Clark County also requested a delay of their scheduled implementation of May 2017 to allow their county the opportunity to upgrade their internal network necessary to efficiently operate and support Odyssey. In September 2016, the Project Steering Committee unanimously accepted Clark County's request for the delay.

II. DISCUSSION

The project has been successful, thus far, in keeping on track with the statewide implementation schedule; however, the delay of two large counties, Spokane and Clark County, significantly impacts the remaining statewide rollout schedule and the project's ability to stay on course in successfully implementing the remaining events on schedule.

As mentioned above, the statewide plan rollout was created with a load balance based on user counts, location, and geographic proximity. Several options were explored and analyzed with the Project Steering Committee on where best to place Spokane and Clark County in the existing statewide rollout.

Moving Spokane and Clark counties into existing go live events or creating a new event that overlaps the existing events presents a significant risk to both of these counties as well as the counties that are already scheduled. These risks include but are not limited to:

- Significant business process review risks that would dilute the focus from Event 6 and Event 7 counties.
- Significant training risks associated with user counts that are beyond the capacity of the current implementation team.
- Significant risk to project staff retention.

In addition, including Spokane and/or Clark County with Event 7 not only presents significant risks to the project's capacity of successfully implementing the largest number of counties in a single event but also is the event that includes at least three counties that currently lack agreement with their choice of document management system. Diluting the focus of management into implementation of additional counties during Event 7 introduces another level of risk in the area of change management.

Extending the project schedule, as proposed, will have a significant impact on the current project budget.

OUTCOME IF NOT PASSED –

The AOC would need to acquire and train additional staff to assist with the burden of implementing these two large counties within the same timeline as the current project timeline. These additional staff would not have the benefit of the years already spent on the project. This would result in a significant risk to the success of the project as the staff with experience would still need to be involved in every county regardless of the staffing levels.

There also exists a significant risk to the project in our ability to even recruit trainable and qualified staff for such a short timeframe. Staff that would be successful in this environment are highly desirable and would be very difficult if not impossible to recruit. This would potentially affect the project, the AOC and the counties being implemented by introducing risk in the form of staff that may not have the knowledge, skills and abilities nor the potential to gain these attributes in the time available.