Judicial Information System Committee Meeting April 26, 2019

DECISION POINT – Odyssey Case Management System Operational Court User Work Group (CUWG)

MOTIONS:

- I move that the JISC approve the creation of the Odyssey Case Management Operational Court User Work Group (CUWG), with representatives from the County Clerks, Superior Court Judges and Administrators, AOC, Washington State Bar Association, and Access to Justice Board to provide guidance with troubleshooting functional and process issues and to make decisions on operational enhancements to the Odyssey case management system.

I. BACKGROUND

The SC-CMS Operational Court User Work Group (CUWG) was formed to assist AOC in the implementation of Odyssey in Washington for the Superior Courts. The CUWG provided subject matter expertise in the areas of the Superior Court and County Clerk business processes, troubleshooting functional and process issues, business and functional requirements, and prioritization on system enhancements. The group includes judicial officers, court administrators, and county clerks representing various court districts in Washington.

II. DISCUSSION

Now the Odyssey team is transitioning from project/implementation mode to support and operational work. The Operational Court User Work Group will continue to be needed to assist AOC in the stabilization, prioritization, and continuous functional and process improvements of Odyssey. This includes strategic planning for future needs and enhancements, troubleshooting process and functional issues, and guidance on potential impacts, opportunities, and constraints of issues that may arise from the use of Odyssey.

III. OUTCOME IF NOT PASSED –

If the JISC does not approve the continuation of the CUWG for decisions on future improvements to the Washington configuration of Odyssey, the program will not have the guidance of subject matter experts when the project team is troubleshooting functional and business process issues and needing to prioritize issues and enhancements.