Odyssey Case Management System
Court User Work Group Charter

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ADMINISTRATIVE OFFICE OF THE COURTS
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1 Introduction

On June 22, 2012, the Judicial Information System Committee (JISC) authorized the formation of a Court User Work Group (CUWG) to assist the implementation of the new Superior Court Case Management System. The CUWG served as subject matter experts on court business processes, court operations, and the use of the Odyssey case management system. The CUWG provided guidance on court business process and functional issues, the configuration of Odyssey and on custom development projects to enhance the fit of the application for use by the Superior Courts and the County Clerks.

After six years, the SC-CMS project implemented the last set of courts and Clerk's offices in November of 2018. The SC-CMS project team is continuing work on stabilizing Odyssey and conducting project closure activities as required by the contract with Tyler Technologies.

Moving ahead, SC-CMS is transitioning from project/implementation mode to support and operational work. It has been determined that a Court User Work Group will continue to be needed to assist the AOC in the stabilization, prioritization, and continuous functional and process improvements of Odyssey.

2 CUWG Purpose

The CUWG will assist the AOC in supporting on-going work with Odyssey. The CUWG will provide the following capabilities:

- Subject matter expertise on Superior Court and County Clerk business processes
- Troubleshooting process and functional issues
- Guidance on potential impacts, opportunities, and constraints of issues that may arise from the use of Odyssey
- Providing business and functional requirements
- Assist in the prioritization of potential requests for new enhancements
- Strategic visioning regarding the future of Odyssey
- Identify and promote opportunities to standardize court business processes

3 Roles and Responsibilities

JISC – The JISC shall authorize the creation of the CUWG and is the final authority only when issues are escalated by the AOC or member associations.

Associations – The various associations will select members to represent them on the CUWG.

CUWG Members – The CUWG members will actively participate in court business process discussions, make timely decisions, and complete assignments as needed to accomplish business process initiatives, improvements, and standardization.

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- Identify common court business processes
- Identify opportunities to refine court business processes through review, analysis and continuous process improvement
- Ensure that court business processes and requirements are complete, accurate and documented
- Advocate for the agreed upon process change, innovation, and standardization
- Advocate for and communicate decisions and changes to their staff, colleagues, associations, and coworkers

Court Business Office – The CBO staff will facilitate the CUWG meetings and work collaboratively with the CUWG, vendor representatives, and the AOC SC-CMS operational team in working through issues, continuous functional and process improvements, and analyzing new enhancement requests.

SC-CMS Operational Team – The operational team is responsible for the day-to-day operations of Odyssey. The operational team will assist the CBO and CUWG in the troubleshooting of issues by providing quantitative information regarding the application's performance.

AOC SC-CMS Program Sponsors (Information Services Division Director and Court Services Division Director) – The AOC sponsors direct the work of the AOC staff and make decisions for the day-to-day operations of Odyssey.

4 Guiding Principles

The CUWG will be guided by the following principles:

- Members will have a statewide and system-wide view of court operations, and shall pursue the best interests of the court system at large while honoring local decision making authority and local practice.

- Members will make timely decisions as needed to successfully implement a statewide solution.

- Members will be open to changing practices where it makes sense.

- Members will not avoid or ignore conflicting processes, requirements, and stakeholder views, and will proactively discuss and resolve issues.

- Members will strive to build a healthy and collaborative partnership among the court stakeholders, the AOC, and vendor representatives that is focused on providing a successful outcome.

- Members will work to understand the features and capabilities of Odyssey.

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- Members will fulfill a leadership role in taking responsibility for CUWG decisions and communicating with their peers about issues and decisions.

- Members will be guided by the Access to Justice Technology Principles.

5 Decision Making and Escalation Process

The CUWG should work towards unanimity, but make decisions based on consent (non-objection) of the members.

- Using a consent model, members will generally agree to a proposed course of action commonly characterized by comfort with the general direction though not necessarily with all the specific details.
- Voting members who disagree or have concerns with a decision must articulate the reasons for the conflict and concern. The concerns will be documented by the CBO and the work group will strive to answer and address the conflict until all members are comfortable with the direction to move forward.
- If all options have been exhausted by the group and a clear impasse exists, an issue that involves significant policy or budgetary impact may be escalated to the JISC for direction and decision.
- If the impasse does not rise to the level of the JISC, AOC SC-CMS Program Sponsors will work closely with the associations to find a resolution.
- Decisions must be made in a timely manner to ensure the successful progression of the operational activities dependent on the completeness and accuracy of the business processes and requirements.
- It is anticipated the CUWG will tackle issues that may ultimately require a request for an enhancement in Odyssey. Enhancement requests will be routed through the approved JIS Information Technology Governance (ITG) process.

6 Membership

The CUWG will include representatives from the SCJA, WSACC, AWSCA, WAJCA, and AOC. Membership should include a cross section of different geographic locations and court characteristics.

The CUWG will be comprised of 11 voting members who are internal users of the system. Voting members will be appointed by the following associations and organizations:

- 4 members from the Superior Court Judges' Association (SCJA) and the Association for Washington Superior Court Administrators (AWSCA).
    - At least 1 of the members must be from the SCJA.
- 1 member from the Washington Association of Juvenile Court Administrators (WAJCA).
- 4 members from the Washington State Association of County Clerks (WSACC).
- 2 members from the Administrative Office of the Courts (AOC).

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The CUWG will also be comprised of 2 non-voting members, appointed and provided by each of the following:

- 1 representative from Washington State Bar Association (WSBA).
- 1 representative from the Access to Justice Board (ATJ).

Non-voting members are encouraged to provide subject matter expertise and input into the decision making process. Other subject matter experts may be invited to provide additional detailed information to support and inform the decision making.

All CUWG members should have deep knowledge of court functions, business processes, and business rules in the following areas:

- Manage Case
  - Initiate case, case participant management, adjudication/disposition, search case, compliance deadline management, reports, case flow lifecycle
- Calendar/Scheduling
  - Schedule, administrative capabilities, calendar, case event management, hearing outcomes, notifications, reports and searches
- Entity Management
  - Party relationships, search party, party management, reports and searches, administer professional services
- Manage Case Records
  - Docketing/case notes, court proceeding record management, exhibit management, reports and searches
- Pre-/Post Disposition Services
  - Compliance, access to risk assessment tools, reports and searches
- Administration
  - Security, law data management

7 Membership Terms

CUWG membership term is for two years. CUWG membership must be consistent to maintain continuity and to minimize risk. Members are expected to attend all meetings as scheduled. If a member is not able to attend a meeting, the member must delegate an alternate or proxy from their association in advance and notify the AOC Court Business Office.

Organization	Appointed Member(s)	Alternate(s)
Superior Court Judges' Association		
Association for Washington		

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Superior Court Administrators		
Washington State Association of County Clerks		
Washington Association of Juvenile Court Administrators		
Administrative Office of the Courts	Jenni Christopher, Charlotte Jensen	
Washington State Bar Association		
Access to Justice		

8 Meetings

- The CUWG shall hold a standing weekly teleconference.
- In-person meetings may be held if necessary and is subject to budget availability
- A quorum consists of seven voting members with at least three from the SCJA and AWSCA, three from the WSACC, and one from the AOC.
- If a voting member is not available, proxy voting is allowed.
- AOC's CBO will facilitate the meetings and will be responsible for providing the members pertinent meeting information and artifacts at least 2 days before the scheduled meeting.

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9 Signatures

Title	Name	Signature	Date
Superior Court Judges' Association, President			
Association for Washington Superior Court Administrators, President			
Washington State Association of County Clerks, President			
Washington Association of Juvenile Court Administrators, President			
Administrative Office of the Courts	Ms. Dawn Marie Rubio		

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