JUDICIAL INFORMATION SYSTEM COMMITTEE

July 16th, 2019
3:00 p.m. to 4:00 p.m.
Phone Conference

Minutes

Members Present:
Chief Justice Mary Fairhurst, Chair
Judge Scott Ahlf
Judge John Hart
Mr. Rich Johnson
Judge J. Robert Leach
Mr. Frank Maiocco
Chief Brad Moericke
Ms. Brooke Powell
Ms. Paulette Revoir
Ms. Dawn Marie Rubio
Judge David Svaren
Mr. Bob Taylor
Ms. Margaret Yetter

Members Absent:
Mr. Larry Barker
Judge Jeanette Dalton
Ms. Barb Miner
Mr. Jon Tunheim

AOC Staff Present:
Ms. Vicky Cullinane
Ms. Vonnie Diseth
Mr. Brian Elvin
Ms. Keturah Knutson
Mr. Dirk Marler
Mr. Dexter Mejia
Mr. Ramsey Radwan
Ms. Cat Robinson

Guests Present:
Mr. Allen Mills
Mr. Frankie Peters
Ms. Jennifer Creighton
Ms. Laurie Thompson
Mr. Michael Maga

DRAFT

Call to Order

Chief Justice Mary Fairhurst called the Judicial Information System Committee (JISC) meeting to order at 3:00 p.m. and roll was taken. Chief Justice Fairhurst explained the purpose of the meeting was to review the recommendation of the Courts of Limited Jurisdiction Case Management System (CLJ-CMS) Project Steering Committee based upon the Gartner report. The Gartner report considered three different options for the CLJ Case Management System (CMS), and presented their recommendation to the CLJ-CMS Project Steering Committee. A special meeting was called so action could be taken prior to the next scheduled JISC Meeting on August 23rd.

CLJ-CMS Project Update

Ms. Paulette Revoir began by reviewing the process and timeline for the project. The project was originally approved in April 2014, and for the next two and a half years the Court User Work Group (CUWG) and AOC project team gathered requirements and were preparing to publish the Request for Proposal (RFP). Proposals were received by December 2016, and evaluations of the top two vendors began in February 2017. Two evaluation teams were assembled, and the first team participated in three-day evaluations for each vendor. Several weeks later, the second evaluation team traveled to various courts around the country who were currently using the two vendors' products. At the completion of the evaluations, an Apparent Successful Vendor (ASV) was selected. Unfortunately, negotiations were not successful, which led to the ultimate termination of negotiations in November 2017 as voted by the JISC. In January 2018, the second vendor was invited back to Washington for a clarification meeting with the evaluation project team. In the end, the second vendor was not selected

as the gaps between their product and the project requirements were too large. Soon thereafter negotiation with the initial ASV were terminated. The project team took a deliberative pause in the process and developed a set of imperatives that would guide the project forward, and decided to seek the advice of a third-party independent consultant who would provide a fact-based analysis of the options. Gartner was selected in November 2018 to conduct the analysis. In April 2019 Gartner presented their analysis to the Project Steering Committee, recommending AOC use a commercial off-the-shelf (COTS) solution. Due to the results of the analysis, the Project Steering Committee decided to reconsider the two vendors that had previously responded to the RFP. The ASV was contacted and declined to reopen negotiations. At this time, AOC along with CLJ Project Steering Committee members approached the second vendor, Tyler Technologies, to discuss changes and functionalities that had occurred since their initial proposal. During that time, Tyler had made many changes to functionality. These changes made their product, Odyssey, more viable to better meet the needs of the courts and probation departments. For example, they acquired a probation product, CMS Case Load Pro, and expect to have it integrated into Odyssey by late this year. Tyler has also made improvements to Odyssey 2018 and has honed other systems that can be leveraged to fill other functionality gaps such as batch processing forms and reporting. Ms. Revoir concluded by stating the CLJ-CMS Project Steering Committee is recommending to the JISC that the project first except Gartner's recommendation to move forward with a COTS system. Second, the Project Steering Committee is recommending the JISC proceed with contract negotiations with Tyler Technologies.

CLJ-CMS project manager, Cat Robinson, walked the JISC through the review of Gartner's Options Analysis. All materials are included in the members' meeting materials.

Discussion was held with questions concerning the gaps from Tyler Technologies' previous submission and whether a current gap analysis would be conducted. Ms. Vonnie Diseth explained AOC conducted a conference call with Tyler to discuss their acquisitions and updates to their product since they first submitted their proposal two years prior. From that conversation, Tyler acknowledged probation was their weakest area and was a major factor in AOC not pursing a contract with them in 2018. To mitigate their deficiencies, Tyler alerted AOC they had purchased Case Load Pro in 2018 and are in the process of integrating it into the Odyssey CMS. They anticipate completing the integration by the end of 2019. On a side note, Washington State has over twenty courts currently using Case Load Pro and those courts were happy it would now be included in the Odyssey CMS. Tyler also acquired a new data analytics product. Additionally, Modria, a new product for online dispute resolution, has been added. Also, they are moving towards exposing their API's so that AOC can do more integration with third parties than previously has been allowed. Ms. Diseth said Tyler has made significant steps towards closing the previous gaps, and these would be the issues discussed in more detail should the Committee decide to approve discussions with Tyler.

Mr. Allen Mills, the Quality Assurance (QA) consultant for the CLJ-CMS Project stated he wanted to vouch for the process and address the risk analysis done along the way. He alerted the Committee that after AOC decided not to move forward with Journal or Tyler, the Project Steering Committee

DRAFT

formulated a list of imperatives. Those became the strategic principles that encompassed the fundamental requirements for a CLJ solution, as well as the gaps that were identified and were not addressed at that time. Those imperatives then became a framework for Gartner's analysis which Ms. Robinson summarized. Mr. Mills stated the report validated what many thought, but it did so in a factual and analytical way. While it did not look at specific cost estimates, it was clear from their report that approaches requiring any custom development (from modernization and replacement of legacy systems to some customization with a best of breed product) involved a great deal of expense and a high level of risk. Even if money was no object, Mr. Mills stated that finding skilled staff, assembling the staff, then keeping them in a career path is not AOC's core business. Therefore, the option that made the most sense from a feasible cost effective approach is a COTS approach. While it is not a surprise to a lot of people, with Gartner's report there is quite a lot of analytical data to support that conclusion. Mr. Mills then discussed the analysis of the decision to reengage with Journal to see if they were more flexible on their previous conditions. Upon finding they still held their previous position he explained the Project Steering Committee's desire to reengage with Tyler in light of their recent acquisitions and upgrades made in the last two years.

Ms. Revoir then presented the two decisions before the Committee and made a motion on the first decision.

Motion: Ms. Paulette Revoir

1. I move that the JISC accept the Gartner recommendation to choose a commercial off-the-shelf (COTS) solution for courts of limited jurisdiction and probation departments.

Second: Chief Brad Moericke

Voting in Favor: Chief Justice Mary Fairhurst, Judge John Hart, Mr. Rich Johnson, Judge J. Robert Leach, Mr. Frank Maiocco, Chief Brad Moericke, Ms. Brooke Powell, Ms. Paulette Revoir, Ms. Dawn Marie Rubio, Judge David Svaren, Mr. Bob Taylor, Ms. Margaret Yetter

Opposed: Judge Scott K. Ahlf

Absent: Mr. Larry Barker, Judge Jeanette Dalton, Ms. Barb Miner, Mr. Jon Tunheim

The motion was passed with one opposed.

Motion: Ms. Paulette Revoir

2. I move that the JISC accept the CLJ-CMS Project Steering Committee's recommendation that the Administrative Office of the Courts (AOC) proceed with

DRAFT

contract negotiations with Tyler Technologies for a statewide case management system.

Second: Chief Brad Moericke

Voting in Favor: Chief Justice Mary Fairhurst, Judge John Hart, Mr. Rich Johnson, Judge J. Robert Leach, Mr. Frank Maiocco, Chief Brad Moericke, Ms. Brooke Powell, Ms. Paulette Revoir, Ms. Dawn Marie Rubio, Judge David Svaren, Mr. Bob Taylor, Ms. Margaret Yetter

Opposed: Judge Scott K. Ahlf

Absent: Mr. Larry Barker, Judge Jeanette Dalton, Ms. Barb Miner, Mr. Jon Tunheim

The motion was passed with one opposed.

Adjournment

Chief Justice Fairhurst adjourned the meeting at 3:32pm.

Next Meeting

The next meeting will be August 23rd, 2019, at the AOC SeaTac Facility from 10:00 a.m. to 2:00 p.m.

Action Items

	Action Items	Owner	Status

DRAFT