Courts of Limited Jurisdiction Case Management System (CLJ-CMS)

Project Update

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December 4, 2020

Recent Project Activity

- ✓ Project kickoff meeting with Tyler Technologies completed
- ✓ WA Case Management Orientation Session conducted with Tyler Technologies
- ✓ Initial project schedule planning conducted with both project teams
- ✓ Established regular touch points with the Tyler Technologies team and AOC project Team
- ✓ Surveyed the CLJ Courts requesting potential planning conflicts

Recent Project Activity

- ✓ Met with the Tyler Technologies eFile team to discuss:
  - eFile system integrations
  - eFile configurations
  - eFile marketing
  - Financial institution documentation
- ✓ Submitted financial institution documentation to pilot courts to generate merchant ID for eFiling
  - Pierce District
  - Tacoma Municipal
  - Gig Harbor Municipal
  - Fircrest/Ruston Municipal

Project Steering Committee Decision Regarding Rollout Schedule

- Decision:

  Accepted the following rollout schedule for court implementation groups after the four pilot courts (Pierce District Court, Tacoma Municipal Court, Gig Harbor Municipal Court, and Fircrest/Ruston Municipal Court):

  - Eastern Washington will be the first group.
  - North Washington will be the second group.
  - The order of the remaining four groups will be determined at a later date.

- The Project Steering Committee (PSC) unanimously passed this motion – September 1, 2020.

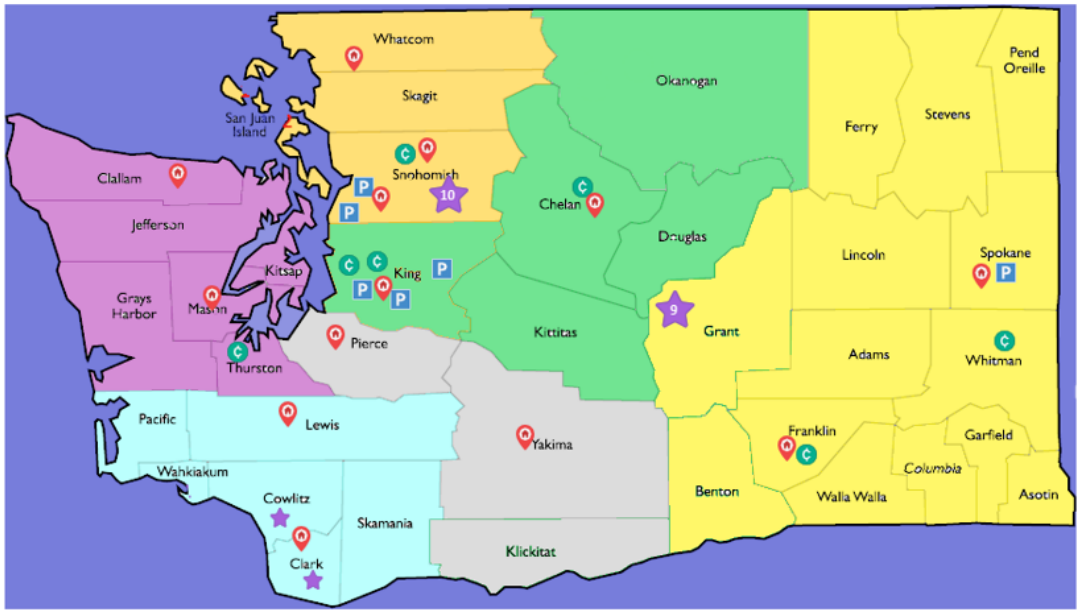
Project Steering Committee Decision

North WA = 1053 Users, 33 Courts, 13 Probations
2 PSC Members, 1 CUWG Member
3 Hubs - 1 Whatcom, 1 Skagit/N. Snohomish, 1 S. Snohomish
(Includes non-JIS VB's in Snohomish County)

N. Central WA/King Municipals = 473 Users, 29 Courts, 22 Probations,
3 PSC Members, 3 CUWG Members
2 Hubs - 1 Chelan, 1 King

Map Key
- PSC Member
- CUWG Member
- Non-JIS Court/VB
- Event Hub

N West WA =
238 Users
23 Courts
7 Probations
1 CUWG Member
2 Hubs -
1 Clallam,
1 Mason



Eastern WA =
434 Users,
37 Courts,
12 Probations
1 PSC Member
1 CUWG Member
2 Hubs -
1 Spokane,
1 Tri-Cities
(Includes non-JIS Courts in Grant County)

S West WA =
437 Users,
19 Courts,
5 Probations
2 Hubs -
1 Lewis, 1 Clark
(Includes non-JIS VBs in Cowlitz and Clark Counties)

S Central WA/Pierce Municipals = 349 Users, 21 Courts, 4 Probations
2 Hubs - 1 Pierce, 1 Yakima

Pros	Cons
Large number of counties in one event with Eastern WA event, would be good visual if done early.	Need to plan for good SMEs in each hub as getting from one to the other could be difficult due to weather on the King/Chelan and Pierce/Yakima hubs.
Doing some west and some east WA counties at one time rather than splitting west from east – not usually done, is fairer to do so than the typical split.	Court Administrator in Pierce/King county courts would be using 2 systems until both are done, unless we do her other court at the same time.
Fairly even numbers of users per event than some other options.	Would need 3 hubs in North implementation, may be staffing issue.
If North is included in first few events over half of the users would be done.	North is a really large number of users, helps to have 3 hubs due to size.
Would only go to Cowlitz, Clark, Snohomish, and Grant 1 time.	
Island County easier to access.	
Can get all locations, including non-JIS/VBs, done within project timeline.	
All Snohomish County courts would be done together.	

Outreach

- ✓ Thursdays with the DMCMA
  - ✓ WSP update and person business rules, October 8, 2020
  - ✓ Ways to prep for changing systems, October 15, 2020
  - ✓ Sneak peek of Odyssey, October 22, 2020
  - ✓ Sneak peek on eFiling, October 29, 2020

Communications

- ✓ Released a communication on behalf of the Project Steering Committee sharing the statewide rollout plan (September 28, 2020)
- ✓ Released a communication about GAP analysis describing what it is, what the process will be, and how the results will be collated (Late fall 2020)
- Planned message sharing the results of the GAP analysis (Early 2021)
- Planned message introducing the Project Steering Committee, Court User Work Group, and AOC Project Team (various messages)

Work in Progress

- Conducting GAP analysis with Tyler Technologies and the Court User Work Group
  - 10 working sessions of four hours each
  - Report to be prepared and provided by Tyler Technologies in early 2021
- Planning for Subject Matter Expert training in January 2021
- Planning for Configuration workshops in spring 2021

Active Project Risks – November 2020

Total Project Risks			
Low Risk	Medium Risk	High Risk	Closed
2	5	7	0

High Risks Status		
Risk	Probability/Impact	Mitigation
Middleware Solution – The A&S group is exploring new middleware solutions for AOC. The project needs the middleware to bring data from Tyler to AOC.	Likely/Moderate	Ensure that the ability to migrate the current in house solutions is available within the proposed solution which eliminates the later need for rework.
Performance Issues – If Odyssey doesn't perform as well as the current solution due to technology constraints then users may struggle	Moderate/Moderate	Working with the SC Team to understand the perceived issues. Focusing on messages to the courts. Educating the courts on ways to work with the new system

Active Project Risks – November 2020

High Risks Status		
Risk	Probability/Impact	Mitigation
COVID-19 – Working remotely adds complexity to the day-to-day business needs of the project.	Moderate/Moderate	AOC has used remote capabilities to conduct meetings for many years. The project team is comfortable with remote work and has what is needed to be successful.
IT Constraints – When users experience technical difficulties IT support is not as readily available as if the user was working in the office.	Moderate/Moderate	If users experience issues, encourage them to reach out to IT support and request assistance. If additional support is required, work with the infrastructure team to help.
AOC Integrations – If the integrations required are not accurately defined then there is a risk of scope creep which can impact the overall deployment.	Moderate/Moderate	Identifying the required integrations and distinguishing between required and nice to have. Focusing on the required integrations.

Active Project Risks – November 2020

High Risks Status		
Risk	Probability/Impact	Mitigation
Equipment Funding – Additional funds may be needed to assist some courts with the local equipment purchases.	Moderate/Moderate	If the CLJ-CMS project uses a similar funding model to the SC-CMS, then there are additional complexities to consider. There are significantly more CLJ courts which adds to the need. Working with the budget office to determine the best path.
Funding – The state budget is tight and COVID has added extra complexity. If costs are cut, then there can be project impacts.	Moderate/Moderate	The required decision package has been submitted for the CLJ courts. Spending has been limited - only spending as necessary. If additional cost savings are required, then being careful and deliberate on where to cut costs will be crucial.

Next Steps

Milestone	Date
Formal contract negotiations	Complete, contract signed September 1, 2020
Initiate vendor engagement	Complete, October 2020
Develop consolidated project schedule with vendor	In progress, October 2020
Full gap analysis with vendor	In progress, November 2020
SME training	Planned, January 2021