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

Project Update

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Recent eFiling Project Activity

- ✓ Worked with all six regions to provide information on the Merchant Identification Documentation (MID) to the administrators
- ✓ Sent all MID documentation to the courts
- ✓ Finalized MID documentation for all pilot courts
- ✓ Provided a training environment to Pilot Courts for familiarization

Recent CMS Project Activity

- ✓ Installed Odyssey 2019 to AOC servers
  - ✓ Development
  - ✓ Production
- ✓ Completed Case Initiation Configuration
- ✓ Completed Case Processing Configuration

eFiling Outreach

- ✓ Outreach to the WSBA hosted by local judges and administrators
  - ✓ Pilot Courts – 2/26/2021
  - ✓ Group 1 – 3/3/2021
  - ✓ Group 2 – 3/17/2021
  - ✓ Group 3 – 3/19/2021
  - ✓ Group 4 – 3/26/2021
  - ✓ Group 5 – 3/30/2021
  - ✓ Group 6 – 4/2/2021
- ✓ Outreach to the Northwest Washington user community

eFiling Communications

- ✓ eFile implementation requirements/imperatives
- ✓ eFile rollout plan
- ✓ Model local rules for mandatory eFiling
- ✓ Merchant IDs for non-pilot courts
- ✓ Notice to Courts re: Bar association town halls/info sessions with Tyler and AOC
- ✓ Communication with WSBA regarding OFS info sessions
- ✓ Info session communication for each region
- ✓ eFile FAQ

Work in Progress

- Finalizing the development projects with Tyler, which were identified in gap analysis
  - 34 identified development projects
- Continuing installation of CLJ-CMS Odyssey to internal AOC servers
- Weekly eFiling check in meetings with all regions to prepare for go-live events
- Continuing development configuration

Active Project Risks – March 2021

Total Project Risks			
Low Risk	Medium Risk	High Risk	Closed
6	6	8	24

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.
MID Documentation - Tyler Tech requires that eFile users use Chase Payment Tech as their processor for payments. At least one of the pilot courts uses a different bank as a sole vendor.	Likely/Moderate	AOC leadership will provide guidance to the financial users in the court communities as to the role of a payment processor.

Active Project Risks – March 2021

High Risks Status		
Risk	Probability/Impact	Mitigation
Tyler Supervision – Tyler has not done a statewide implementation of their new Supervision module. Previous implementations have always been with individual probation departments.	Likely/Major	AOC PM and Tyler PM are working closely to best align the processes of the two integrations.
Tyler Supervision/Odyssey Integrations – The two products are not yet seamlessly integrated.	Likely/Moderate	AOC PM and Tyler PM meeting regularly to discuss what is necessary for integrations.
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.

Active Project Risks – March 2021

High Risks Status		
Risk	Probability/Impact	Mitigation
Local Integrations – Some courts have their own systems that they would prefer be integrated with Odyssey.	Moderate/Moderate	Integrations to local court applications is deemed out of scope for the CLJ-CMS project. The project team will work with the courts to provide solutions that don't involve an integration wherever possible.
Performance Issues – It is possible that users will feel that Odyssey works less efficiently than the legacy system due to changing processes and procedures.	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
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.

Active Project Risks – March 2021

High Risks Status		
Risk	Probability/Impact	Mitigation
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.
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.

Next Steps

Milestone	Date
eFiling – Kick off meetings	Start – 19 April 2021
CMS - Calendaring Configuration	Start – 3 May 2021
CMS - Financials Configuration	Start – 24 May 2021
CMS – Disposition Processing Configuration	Start – 7 June 2021
eFiling – Pilot Court Go-Live	7 June 2021
CMS – Security Workshop Configuration	Start – 14 June 2021
CMS – Clerk Edition Workshop Configuration	Start – 28 June 2021

Independent Quality Assurance Update

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April 23, 2020