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

Project Update

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August 26, 2022

Project Scope

Three components:

- eFile & Serve (Odyssey File & Serve)
- Enterprise Justice (Odyssey)
- Enterprise Supervision (Tyler Supervision)

Go Live Delay

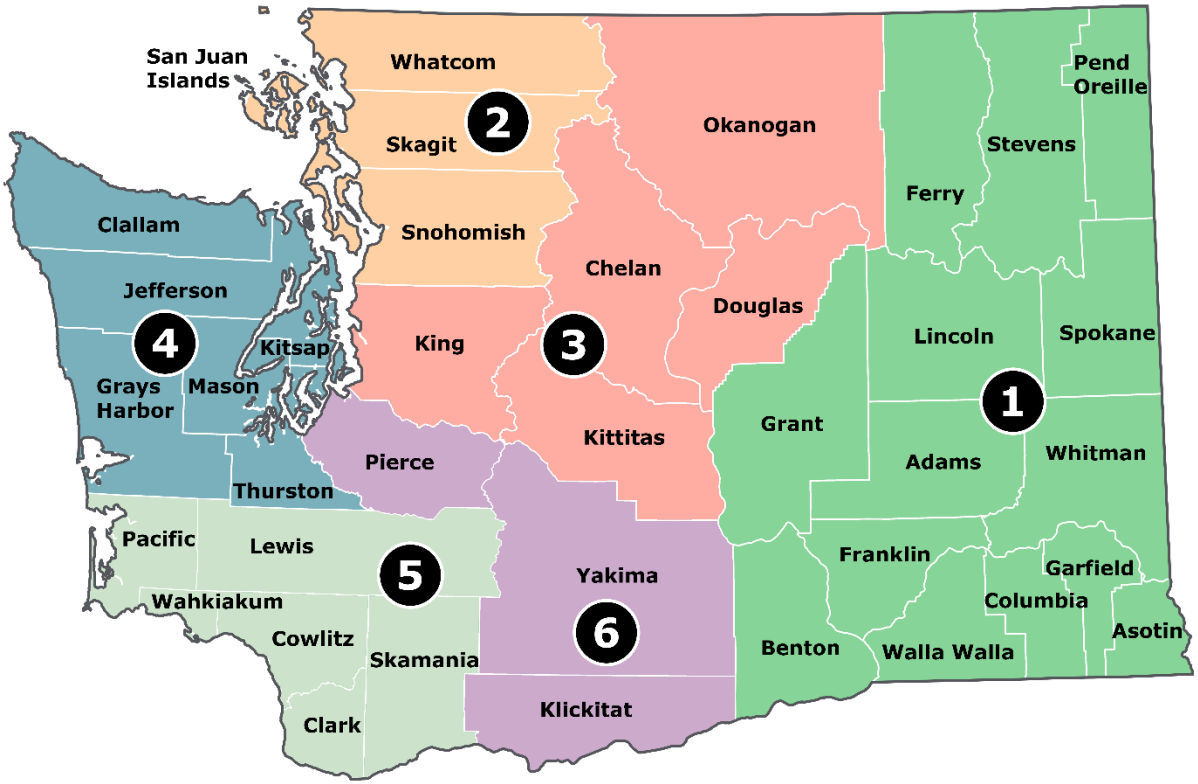
Pilot Court Go Live event delayed from October 17, 2022

- COVID-19
- Unique processes & development projects
- Enterprise Justice → Enterprise Supervision

Next Steps

- Complete Solution Validation (end-to-end test) to ensure the system meets the needs of CLJs
- Complete Data Exchanges with Justice Partners
  - Enterprise Data Repository
  - DOL / Person Lookup
  - eCitation & VRV
  - Etc.
- Review Go Live tasks and assumptions to identify a new date for Pilot Court Go Live

Project Timeline



Counties by Phase

Pilot Courts
Pierce District, Tacoma Municipal,
Gig Harbor Municipal, Fircrest/Ruston Municipal

Phase 1
Eastern Washington - Adams, Asotin, Benton, Columbia, Ferry, Franklin, Garfield, Grant, Lincoln, Pend Oreille, Spokane, Stevens, Walla Walla, and Whitman

Phase 2
North Washington - Island, San Juan, Skagit, Snohomish, and Whatcom

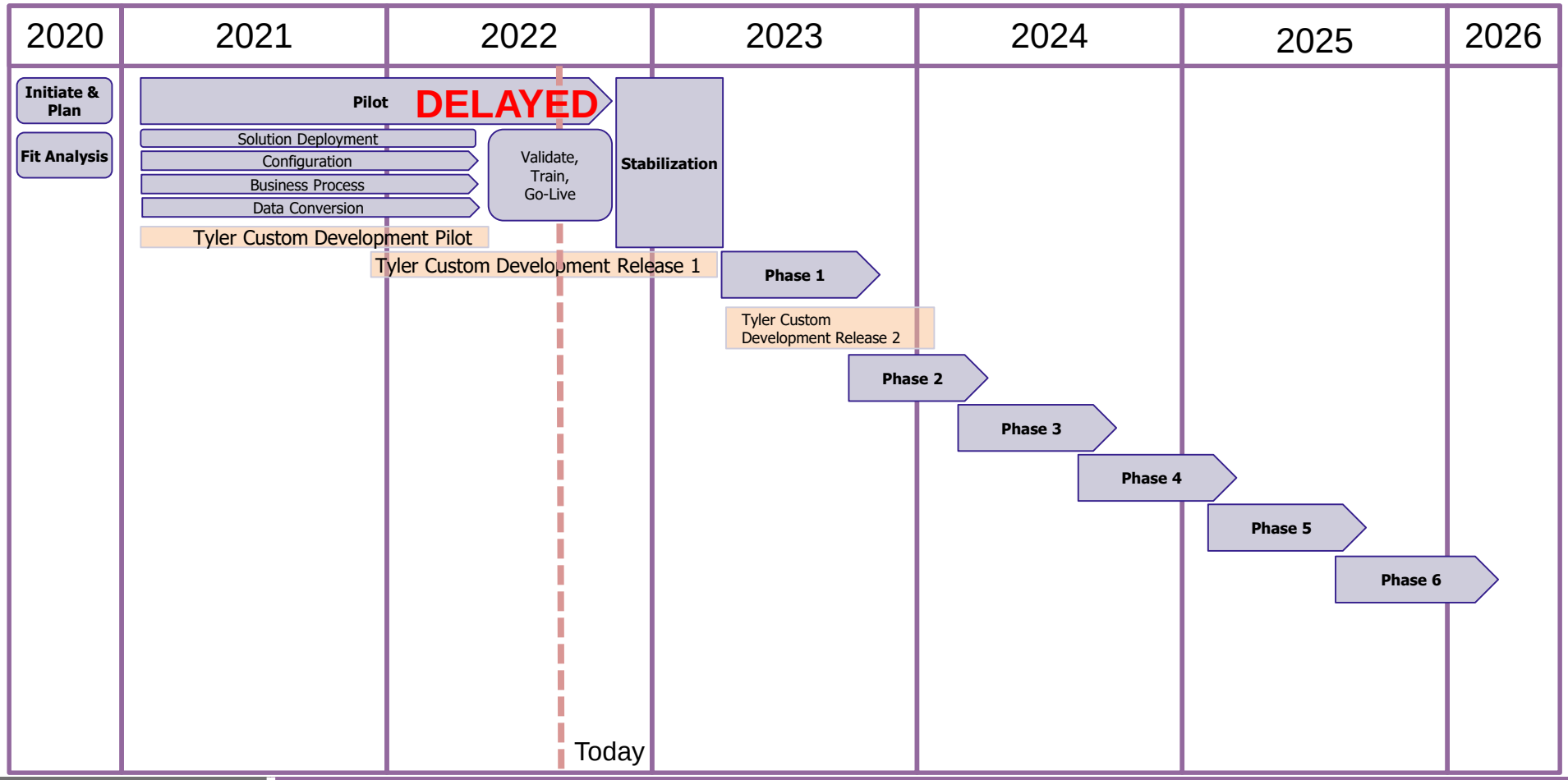
Phase 3
North Central Washington - Chelan, Douglas, King Municipals, Kittitas, and Okanogan

Phase 4
Western Washington - Clallam, Grays Harbor, Jefferson, Kitsap, Mason, and Thurston

Phase 5
Southwest Washington - Clark, Cowlitz, Lewis, Pacific, Skamania, and Wahkiakum

Phase 6
South Central Washington - Klickitat, remainder of Pierce Municipals, and Yakima

Project Timeline



Solution Validation Status

Focus Area	Status
eFile & Serve	Ready
Development Enterprise Justice	Awaiting Fixes
Development Enterprise Supervision*	Awaiting Fixes
Configuration Enterprise Justice	Ready
Configuration Supervision*	Awaiting Fixes
Data Conversion Enterprise Justice	Ready
Data Conversion Enterprise Supervision	Awaiting Fixes
Data Exchanges (EDR)	In Development
Data Exchanges (Other)	In Development
Enterprise Justice Financials	Ready
Enterprise Justice Reporting	In Development
Enterprise Supervision Reporting	Testing
Pilot Court Readiness	Ready

Recent eFiling Activity

- ✓ Pilot Courts have submitted eFile rule to AOC
- ✓ CLJ-CMS and Pilot Courts reviewing eFiling configuration from last year
- ✓ CLJ-CMS configure eFile based on Pilot Court feedback
- ❖ eFile testing for all Pilot Courts

Recent CMS Activity

- ✓ Data Push 5 completed
  - ✓ Pilot Courts participating in Data Review 5
- ✓ Pilot Courts configured based on responses from Local Court Configuration Questionnaires
- ❖ Pilot Courts building forms for local use
- ❖ Data Push 6 Pending

Project Outreach

- ✓ Project Manager message to DMCJA, DMCMA, MPA, and others re: AOC's Integrations Platform Project sent 8/1/2022
- ❖ Website changes underway
  - ❖ eFileWA
  - ❖ Project website
- ❖ Continue project outreach and promotion

Work in Progress

- Continue working Solution Validation "punch list"
- Prepare for Data Push 6 for Solution Validation
- Continue testing Pilot Development from Tyler Technologies
  - eFile
  - ✓ Enterprise Justice
  - Enterprise Supervision

Project Issues – August 2022

Active Issues	
Issue	**Mitigation**
Solution Validation (Pilot) – Delaying Solution Validation could delay Pilot Go Live and beyond.	**(July 25, 2022) Tyler / AOC working and estimating remaining "punch list" items for Solution Validation and Go Live before determining impact to Go Live. Additional AOC resources have been re-assigned to CLJ-CMS.**
Local Rule – In order for eFiling to be mandatory courts need to enact a local rule. Some courts could choose not to enact the rule or make eFiling mandatory.	(April 5, 2022) DMCJA is championing a Statewide rule for mandatory eFiling. Pilot Courts will need to enact a local rule in the meantime.
Enterprise Justice version to be used (Pilot) – In November 2021, Tyler determined that Enterprise Justice 2019 would not be compatible with some of the mandatory requirements.	(February 1, 2022) In January the vendor formally recommend Enterprise Justice version 2022.1 be used for Pilot Court Go-Live. Version 2022.1 has been installed on our Development environment and is currently being reviewed by our Quality Assurance and Business Analyst teams.
Enterprise Supervision/Enterprise Justice Integrations – The two products are not yet seamlessly integrated.	(May 25, 2022) Tyler Technologies provided a demo of "Alliance" project showing data exchange between Enterprise Justice and Enterprise Supervision. A lot of configuration still needs to be done, and this will not be completed for Solution Validation.

Project Issues – August 2022

Active Issues	
Issue	Mitigation
Staffing / Hiring – CLJ-CMS has been unable to fill several key positions. As of August 2022, CLJ-CMS has 9 project positions open. If these positions are not filled there may be impacts to the schedule.	**(August 1, 2022) Four new hires since June. Additional AOC resources have been re-assigned to CLJ-CMS.**

Project Risks – August 2022

Total Project Risks			
Low Probability	Moderate Probability	High Probability	Closed
1	2	3	18

High Risks Status		
Risk	Probability/Impact	Mitigation
Court IT Constraints – When court users experience technical difficulties IT support is not as readily available as if the user was working in the office.	Low/Low	(June 1, 2022) Court and IT Staff have adopted hybrid and remote work environments and have proven capable of operating in such environments. Impact and probability reduced to Low/Low.
Equipment Funding – Additional funds may be needed to assist some courts with the local equipment purchases.	Moderate/Moderate	(September 22, 2020) 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.

Project Risks – August 2022

High Risks Status		
Risk	Probability/Impact	Mitigation
Enterprise Supervision – Tyler has not done a statewide implementation of their new Supervision module. Previous implementations have always been with individual probation departments.	High/Major	(February 17, 2021) AOC PM and Tyler PM are working closely to best align the process for a statewide implementation vs. an individual one.
Third Party Integrations – Some courts have local systems that they would like integrated with Enterprise Justice.	High/High	**(June 25, 2022) AOC has submitted a decision package for ITG 1340 to build an enterprise integration platform. ITG 1345 has been submitted to pilot OCourts integration.**
Enterprise Justice version to be used (Phase 1) – In November 2021, Tyler determined that Enterprise Justice 2019 would not be compatible with some of the mandatory requirements.	High/High	(May 31, 2022) Upgrade to version 2023.x ahead of Phase 1 needs to be analyzed and planned for.

Project Risks – August 2022

High Risks Status		
Risk	Probability/Impact	Mitigation
Performance Issues – It is possible that users will feel that Enterprise Justice works less efficiently than the legacy system due to changing processes and procedures.	Moderate/Moderate	**(August 1, 2022) Performance of version 2022.1.x is improved over 2019.x. Concerns that the system will be slower than Legacy systems are still present and will be addressed with training and change management activities. CLJ-CMS benchmark testing scheduled.**
Efficiency Concerns – It is expected that some users will be experience short-term reduced efficiencies when compared against legacy systems.	Moderate/Moderate	(May 17, 2022) It is well documented that it is common to experience a short-term efficiency slump when introducing new systems or business processes. Concerns that working in the new system will be slower than legacy systems are still present and will be addressed through training and change management activities.

Next Steps

Milestone	Date
Begin Solution Validation	TBD
Go-live Pilot courts	TBD

Independent Quality Assurance Update

Mr. Allen Mills
Bluecrane, Inc.