WASHINGTON COURTS

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

**GARRET TANNER, PROJECT MANAGER**

June 23, 2023

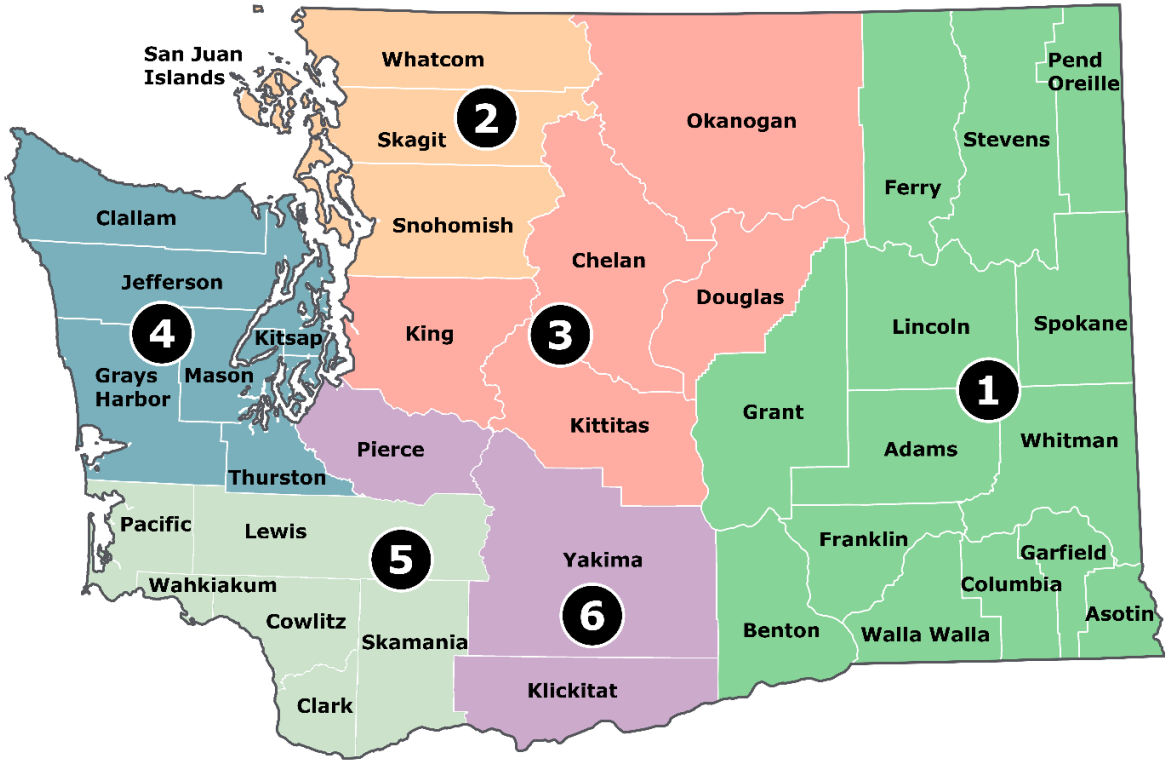
# Project Scope

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

# Go-Live Delay Update

- Pilot Courts Go-Live target September 2023
- Next Steps
  - Complete Legacy Data Exchanges
    - Enterprise Data Repository – In Progress
    - DOL / Person Lookup - Testing
    - eCitation & VRV – Testing
    - Others - Testing
  - Identify Pilot Go Live Date
    - Resolve outstanding issues (AOC + vendor) – Due June 23
    - Review Assumptions – Complete
    - Review & Update Go Live Tasks – In Progress

# 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

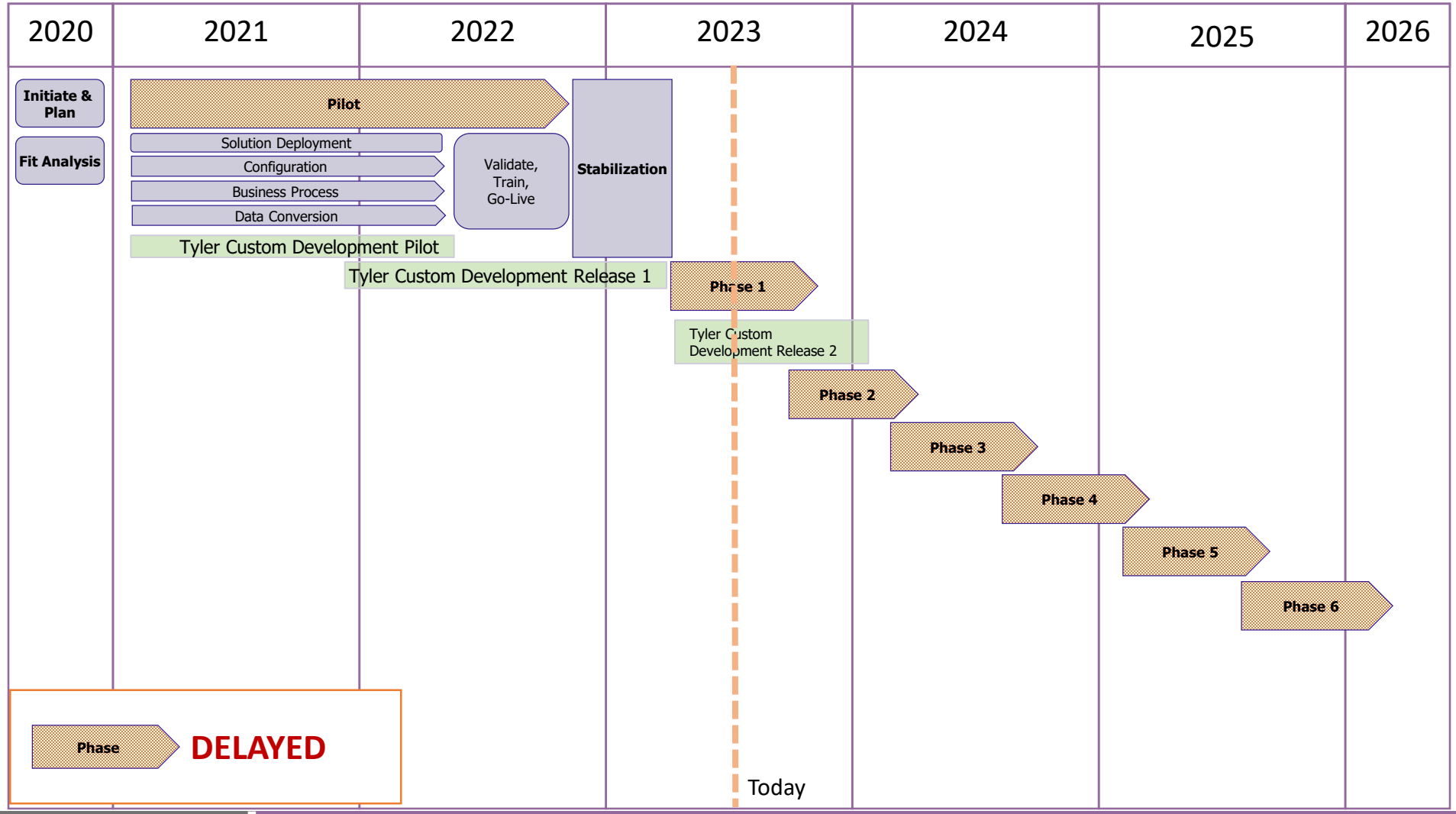
**Phase 3**
North Central Washington - Chelan, Douglas, King Municipals, Kittitas, and Okanogan

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

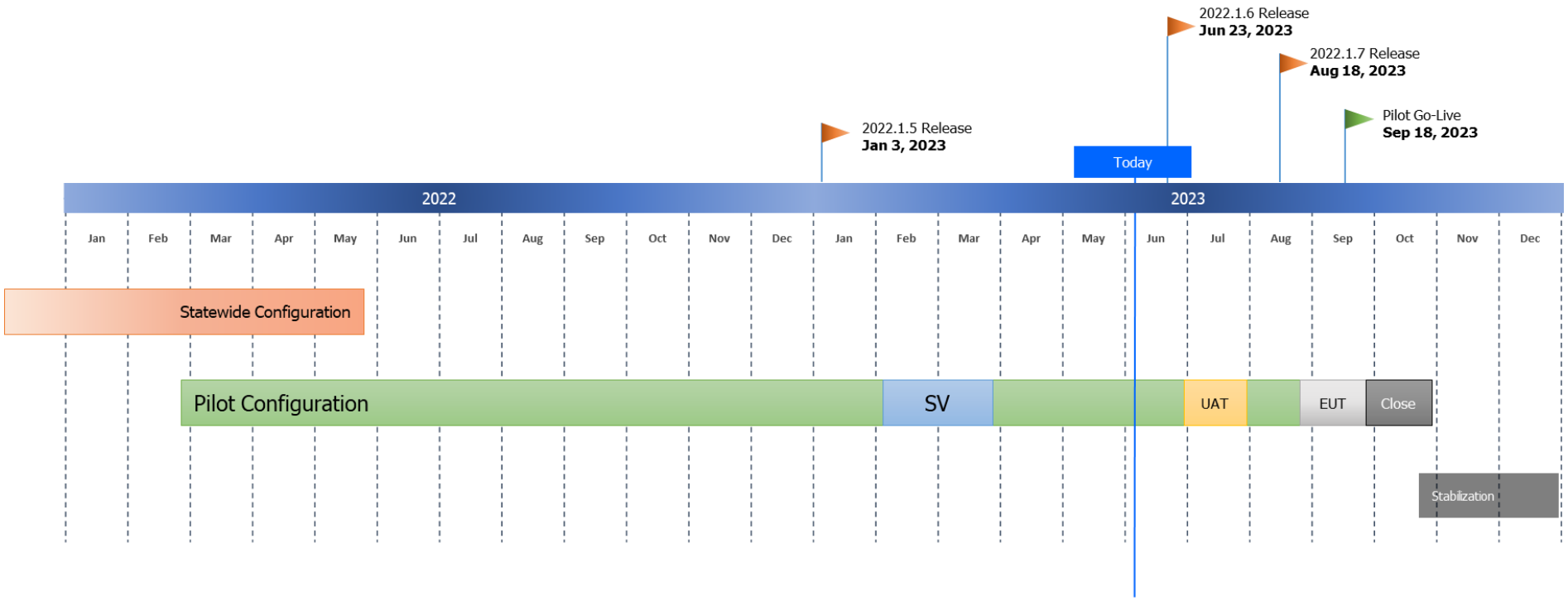
**Phase 5**
Southwest Washington - Clark, Cowlitz, Lewis, Pacific, Skamania, and Wahkiakum

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

# Previous Project Timeline



# Updated Pilot Phase Timeline



# Go Live Readiness*

| Focus Area | Status | Risk to Timeline |
|---|---|---|
| eFile & Serve | Ready | Low Risk |
| Development Enterprise Justice | Testing | Medium Risk |
| Development Enterprise Supervision | Testing | High Risk |
| Configuration Enterprise Justice | Testing | |
| Configuration Supervision | Testing | |
| Data Conversion Enterprise Justice | Testing | |
| Data Conversion Enterprise Supervision | Testing | |
| Data Exchanges (EDR) | Testing | |
| Data Exchanges (Other) | In Development | |
| Enterprise Justice Financials | Ready | |
| Enterprise Justice Reporting | Ready | |
| Enterprise Supervision Reporting | Ready | |
| Pilot Court Readiness | On Hold | |

*As of June 6

# Recent eFiling Activity

- ✓Solution Validation Completed
- ✓FAQs Updated
- Public-facing filer website and updates underway

# Recent Case Manager Activity

✓Solution Validation Completed

✓Data Push 9 Completed

- Receiving & Testing fixes from the vendor
  - Ongoing through June 23

# Project Outreach

✓Attended Spring Conferences

- Misdemeanant Probation Association April 23 – 26
- District and Municipal Court Management Association May 7 – 10
- District and Municipal Court Judges' Association June 4 – 7

• Continue working with Pilot Courts on internal court communications

# Work in Progress

✓Solution Validation Analysis

- Issue Resolution
  - Priority 1 defects due June 23
- Go Live Task Review
- Go Live Planning

# Project Issues – June 2023

| Issue | Mitigation |
|---|---|
| **Pilot Go Live** – Delaying Pilot Go Live will impact future Phases. | **(May 5, 2023) Target for Pilot Go-Live identified as September 2023.** |
| **Local Rule** – In order for eFiling to be mandatory courts need 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. |

# Project Issues – June 2023

| Active Issues | |
|---|---|
| Issue | Mitigation |
| **Enterprise Supervision/Enterprise Justice Integrations (Alliance)** – The two products are not yet seamlessly integrated. | **(June 6, 2023) Eleven Open issues pending resolution. Expected delivery by vendor in June 2023.** |
| **Staffing / Hiring** – CLJ-CMS has been unable to fill several key positions. As of December 2022, CLJ-CMS has 9 project positions open. If these positions are not filled there may be impacts to the schedule. | **(June 1, 2023) Six pre-pilot vacancies. Additional AOC resources have been reassigned to CLJ-CMS.** |

# Project Issues – June 2023

| Active Issues | |
|---|---|
| Issue | Mitigation |
| **WSP Law Table Updates –** WSP needs to update their law tables to accept two versions (one for JIS Courts and one for Enterprise Justice Courts). | **(June 2, 2023**) **Technical Design started.** |
| **Third Party Integrations** – Some courts have local systems that they would like integrated with Enterprise Justice. | (August 26, 2022) Legislature has approved ITG 1340 to build an enterprise integration platform. ITG 1345 has been approved by CIO. Schedule will require modification to align with extended rollout effected courts. |

# Project Risks – June 2023

| Total Project Risks | | | |
|---|---|---|---|
| Low Probability | Moderate Probability | High Probability | Closed |
| 0 | 3 | 3 | 19 |

| High Risk Status | | |
|---|---|---|
| Risk | Probability / Impact | Mitigation |
| **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 – June 2023

| High Risk 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 | **(May 26, 2023) Enterprise Supervision Data Conversion continues to be a high risk. Eight Priority 1 Conversion rules are still outstanding.** |

# Project Risks – June 2023

| High Risk Status | | |
|---|---|---|
| Risk | Probability / Impact | Mitigation |
| **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 | (November 9, 2022) Tyler now recommends version 2024.x for Phase 1. Upgrade needs to be analyzed and planned for. |

# Project Risks – June 2023

| High Risk Status | | |
|---|---|---|
| Risk | Probability / Impact | Mitigation |
| **Efficiency Concerns** – It is expected that some users will 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. |

# Project Risks – June 2023

| High Risk Status | | |
|---|---|---|
| Risk | Probability / Impact | Mitigation |
| **Performance Issues** – It is possible that users will feel that Enterprise Justice works less efficiently than legacy system due to changing processes and procedures. | Moderate / Moderate | **(May 8, 2023) Performance of background processing has been found to be insufficient on UAT. Increasing servers from one to two has resolved the issue. This is not expected to be an issue on Production.** |

# Next Steps

| Milestone | Date |
|---|---|
| Fixes due from vendor | June 2023 |
| Pilot Court Go-Live | September 2023 (Target Date) |

# Independent Quality Assurance Update

**ALLEN MILLS, BLUECRANE, INC.**
June 23, 2023