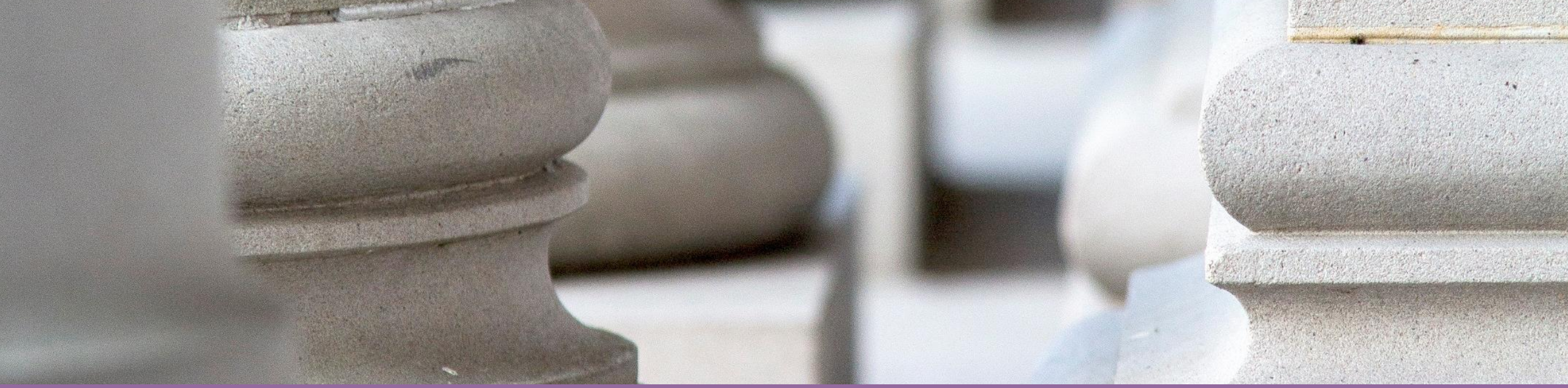


WASHINGTON COURTS
ADMINISTRATIVE OFFICE OF THE COURTS

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

GARRET TANNER, PROJECT MANAGER
April 26, 2024

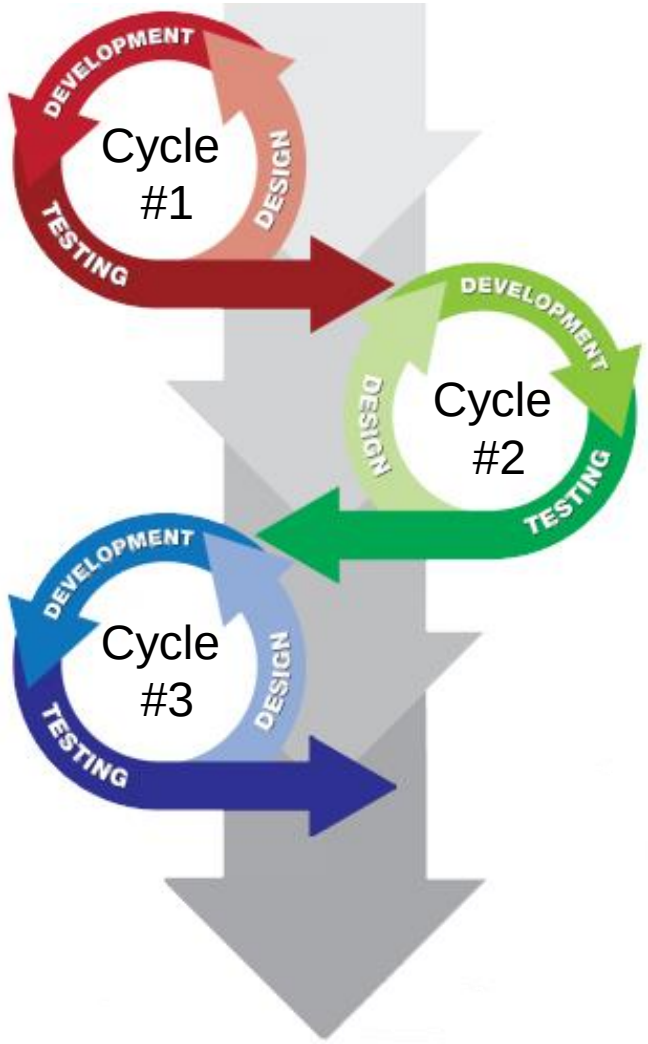
Project Scope

- Three Components
  - eFile & Serve
  - Enterprise Justice
  - Enterprise Supervision

Pilot Courts

- Tacoma Municipal Court (40 Users) October 2023
  - eFile & Serve
  - Enterprise Justice
  - Enterprise Supervision (basic)
  - Defendant Access (online payments)
- Fircrest-Ruston March 2024 (6 Users) March 2024
  - eFile & Serve
  - Enterprise Justice
  - Enterprise Supervision (basic)
  - Defendant Access (online payments)

Updated Project Approach



Priority 1: Onboard as many courts as possible

Priority 2: Extend implementation to include

- A District Court (civil case types)
- A formal Probation Department

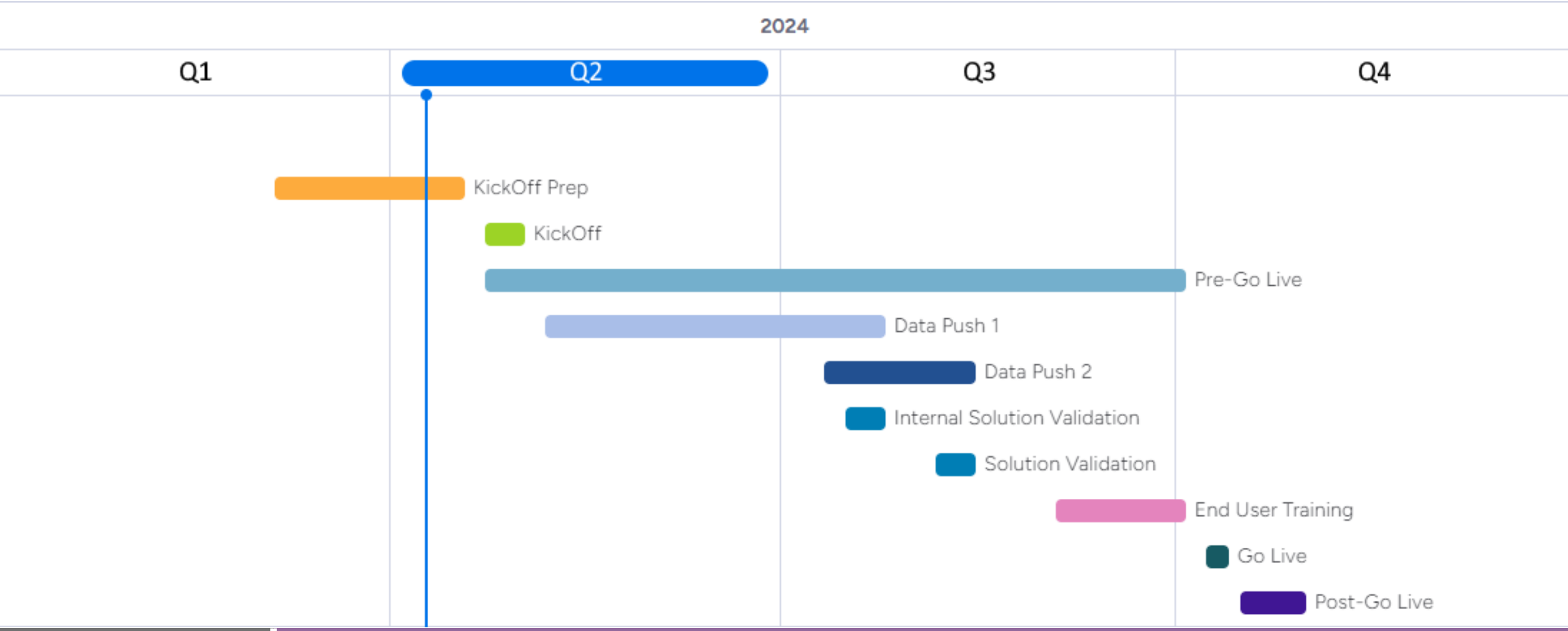
Priority 3: Plan for future deployment of

- Enterprise Justice 2024
- GR 15 functionality

Cycle #1: Early Adopter

- Asotin District Court
- Cheney Municipal Court
- Colfax Municipal Court
- Columbia District Court
- Franklin District Court
- Garfield District Court
- Grays Harbor District Court (2 Locations)
- Whitman District Court (2 Locations)

Cycle #1: Early Adopter



Project Outreach

✓Statewide Outreach Plan Kicked off in March

- March 26, Spokane
- March 28, Walla Walla
- More events to be announced quarterly

✓Online System Demonstrations

- April 24
- May 7
- May 14
- May 16

Work in Progress

- Tacoma Municipal Support (ongoing)
- Fircrest-Ruston Support (ongoing)
- Early Adopter Kick-off & Implementation
- Planned development & bug fixes ongoing
  - Estimate ~ 6-8 months from vendor (ongoing)
- Early Adopter Go-Live in 2024 (8 Courts/10 Locations)

Project Issues – April 2024

Active Issues	
Issue	Mitigation
Pilot Go-Live – Delaying Pilot Go-Live will impact future Phases.	**(February 23, 2024) An updated project approach that addresses risks identified during Pilot is underway. Courts will "opt-in" to use the system based on functionality currently available with complexity increasing over time.**
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. Courts will need to enact a local rule in the meantime.

Project Issues – April 2024

Active Issues	
Issue	Mitigation
Enterprise Supervision/Enterprise Justice Integrations (Alliance) – The two products are not yet seamlessly integrated.	**(March 18, 2024) The Fircrest-Ruston Municipal Court Go-Live proves that the baseline integration requirements have been met.**
Staffing / Hiring – CLJ-CMS has been unable to fill several key positions. As of December 2023, CLJ-CMS has 9 project positions open. If these positions are not filled there may be impacts to the schedule.	(February 16, 2024) CLJ-CMS Executive Sponsors approved five new project positions. Recruitment is underway. Total vacant positions is 15.
Enterprise Supervision for MPA – MPA has requested that AOC make Enterprise Supervision available to probation departments independently and ahead of their court's implementation of Enterprise Justice.	**(February 16, 2024) MPA submitted a letter to AOC requesting that probation departments be able to implement Enterprise Supervision independently from their court's planned implementation of Enterprise Justice.**

Project Issues – April 2024

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).	**(March 18, 2024) Fircrest-Ruston and Tacoma Municipal are live with Phase 1. Phase 2 development expected from Vendor in August 2024.**
Third Party Integrations – Some courts have local systems that they would like integrated with Enterprise Justice.	**(April 2024) Vendor selected. Contract negotiations underway. Project kick-off and timeline pending.**
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.	**(March 2024) Enterprise Justice version 2024 upgrade will be required to satisfy GR 15 requirements. Estimated to be available from the vendor for testing in late 2024. Production upgrade date TBD.**

Project Risks – April 2024

Total Project Risks			
Low Probability	Moderate Probability	High Probability	Closed
0	4	0	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 – April 2024

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.	Moderate / Moderate	**(March 18, 2024) Fircrest-Ruston has gone live with ESUP proving that multiple courts can be supported simultaneously.**

Project Risks – April 2024

High Risk Status		
Risk	Probability / Impact	Mitigation
Court Learning Curve – It is expected that some users will experience short-term reduced efficiencies when compared against more established legacy systems.	Moderate / Moderate	**(April 1, 2024) Adjustments are being made to address the learning curve for the case management systems. Supplemental training is available for implemented courts. Several enhancements have been prioritized with the vendor to further reduce workload in key areas.**

Project Risks – April 2024

High Risk Status		
Risk	Probability / Impact	Mitigation
Performance Issues – System performance must meet user expectations. The legacy systems are well established and very fast and the new systems must be performant.	Moderate / Moderate	**(April 1, 2024) Tacoma Municipal Court reports slow performance in some key areas. These have been escalated to the vendor for resolution.**

Next Steps

Milestone	Date
Finalize Early Adopter Court Selection	April 2024
Early Adopter Kick-off	April 2024

Independent Quality Assurance Update

ALLEN MILLS, BLUECRANE, INC.