WASHINGTON COURTS

Court Business Office

Dirk Marler
AOC Judicial Services Division Director

Washington State Administrative Office of the Courts

Superior Court Management Feasibility Study

Feasibility Study Report
Version 1.4

Deliverable 8

PSC 11291 Superior Court Management Feasibility Study Project

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Date:	January 31, 2012

b) Phase II – Configuration and Validation

The solution provider, in partnership with AOC and local courts, will configure and customize the application to support Washington superior court rules and procedures. The AOC and solution provider will build DXs with court partners, the AOC INH, and other AOC applications. The solution provider will develop a data conversion process to capture existing court information in the new system data formats. The solution provider and AOC will implement a technical infrastructure for the new system. AOC will conduct comprehensive system testing and quality assurance to ensure that the new systems support Washington's common superior court operations properly.

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Washington State Administrative Office of the Courts

The local court, no matter how small, will be in a leadership and decision-making position in planning for local implementation. AOC will support the planning and implementation activities. AOC will provide significant resources to support the courts and to facilitate planning and transition activities.

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c) Phase III – Local Implementation Preparation

The AOC is acquiring the SC-CMS as a tool for the courts and county clerks to support their operations. Each court must work with its county clerk, local justice community, and other local stakeholders to plan and prepare for implementation of this new system. This court community must work together well in advance of implementation to learn about the capabilities of the application, determine how the application can best be employed in that court community, assess readiness for implementation, and take the steps needed to prepare.

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d) Phase IV – Pilot Implementation

AOC will work with a selected superior court community and the solution provider to implement the system in a pilot superior court. This production system implementation will give the AOC and the court community an opportunity to observe the application operating to support the superior court. The pilot will validate the functionality of the system in this context. Additionally, the pilot will enable the testing and validation of user training and the configuration of local courts. The project will conduct a "lessons learned" process and will use the pilot to plan and construct standard implementation patterns for rolling the application out to all courts.

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e) Phase V – Statewide Rollout

The AOC, leveraging the pilot experience and the resources of the solutions provider, will actively assist the local superior court communities as they each, in turn, implement the new court management application. AOC will facilitate an incremental process for implementation in each of the superior courts. AOC will work with judicial officers, court administrators, and county clerks and their staff to configure the system, to train them to use the system, and to integrate the new processes into their court operations.

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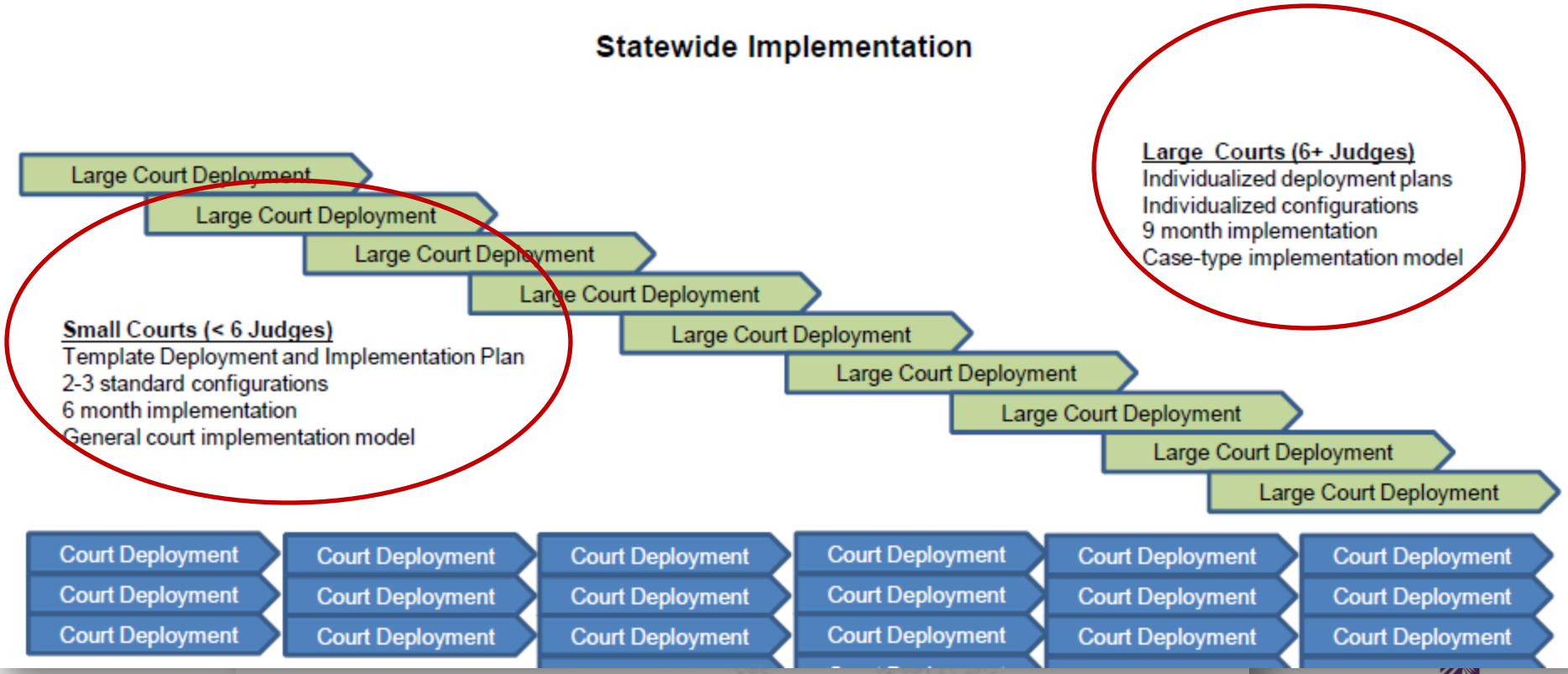
Statewide Implementation


Large Court Deployment
Large Court Deployment
Large Court Deployment

Summary:

- Work with solution provider to configure and customize based on WA court rules and procedures
- Support local courts in determining how the application can best be deployed in that court community
  - Communication with community
  - Redesigning business processes
  - Planning correspondence, forms, and reports
  - Planning local configurations
  - Training & support

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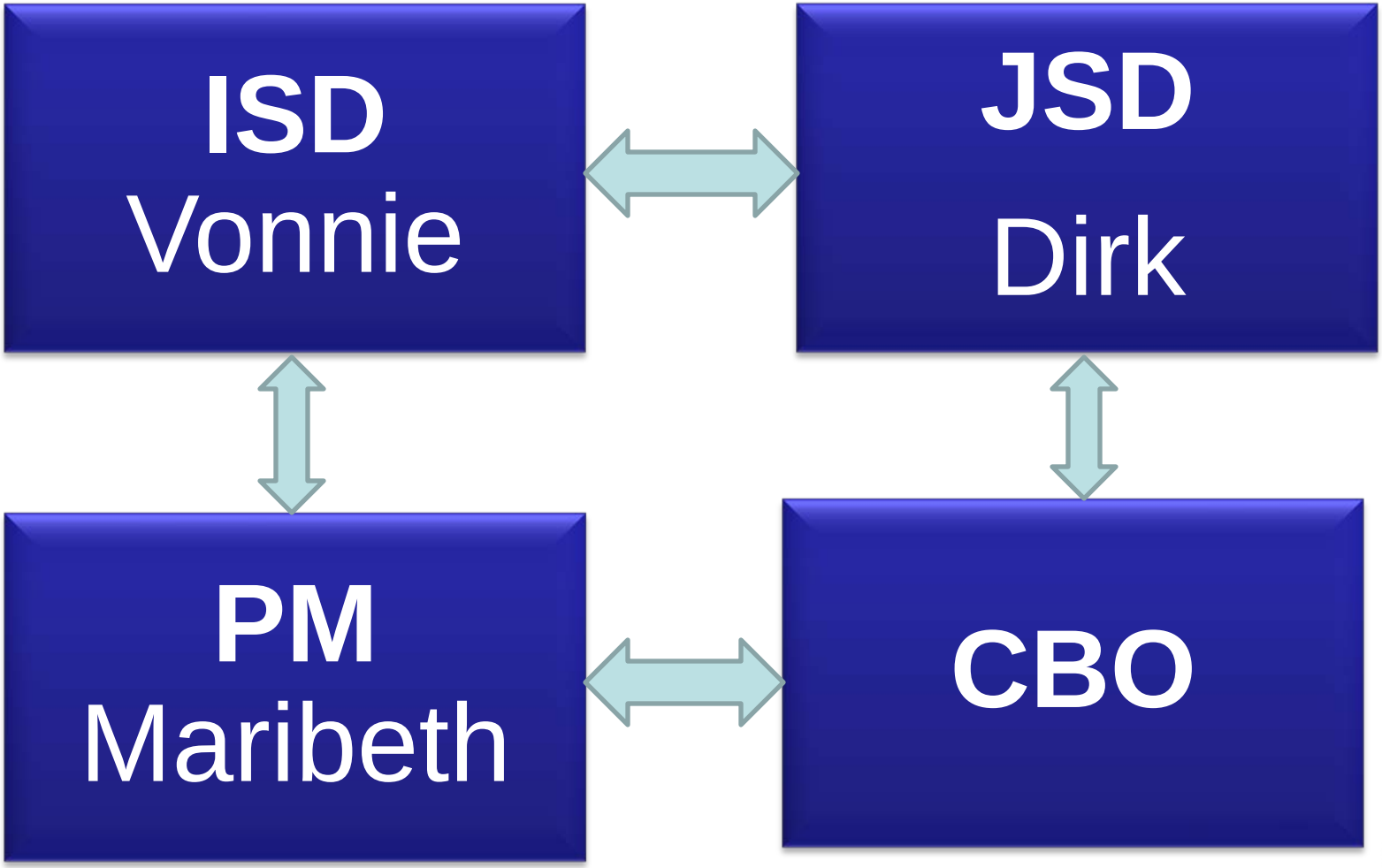
Court Business Office (CBO)



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Court User Work Group (CUWG)

- **How do we identify and resolve policy issues?**
  - Case numbering scheme?
  - Case types?
  - Statewide base configuration?
  - Etc.?
- Feasibility study suggested CUWG

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6. Court User Work Group

Throughout the Phases II through V, policy questions may arise that need to be resolved by the court community. The Court User Work Group is envisioned as a policy working group consisting of representatives from the various court districts in Washington. The group would include judicial officers, court administrators, and county clerk staff. The group would meet periodically to consider operational policy issues identified by the project team and the SMEs assigned to the project team. The state project manager would disseminate documented issues to the Court User Work Group for consideration and for developing recommendations that are sent to the Executive Sponsor Committee for adoption. The Court User Work Group would establish task groups assigned to analyze and recommend operational policies.

AOC may invite each court district to send a representative to the Court User Work Group. AOC may invite several larger courts to include additional staff as needed. AOC would manage the composition to ensure adequate representation of judicial officers, court administrators, and county clerks. The group, which would normally meet monthly, would meet based upon the number of issues that need resolution. Work group members would be expected to work on issues outside of the schedule Court User Work Group meetings. The Court User Work Group will influence how the SC-CMS application is configured and how business operations will integrate with the new SC-CMS application.

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Court User Work Group (CUWG)

- **Characteristics**
  - Representative
  - Nimble
  - Informed
  - Empowered

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CUWG Membership

- **Representative**
  - Clerks
  - Judges
  - Administrators
- **Balanced**
  - Geography
  - Court size
- **Depth of knowledge**

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CUWG Charter

- **Timely decision-making**
  - Unanimity?
  - Majority?
  - Escalation path?
    - Steering Committee?
    - JISC?
    - Association Presidents, then JISC if not unanimous?
- **Draft in June**

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