# New Case Management System

7/2014

Why Replace the Current System?

- Our current case load, and the complexity of our operations have outgrown the current System

- We are using a System implemented 34 years ago by the State that has not been upgraded, and a Document Managements system that was implemented 10 years ago by KCDC to support our operations

- The users and City partners are demanding electronic processing of documents such as e-filing, e-mitigation, e-signatures, e-mail and text notifications, as well as others

- Our Case Management System consists of a series of isolated applications that don't talk to each other so Clerks and Judges must make duplicate entries across these systems

Our Systems Today
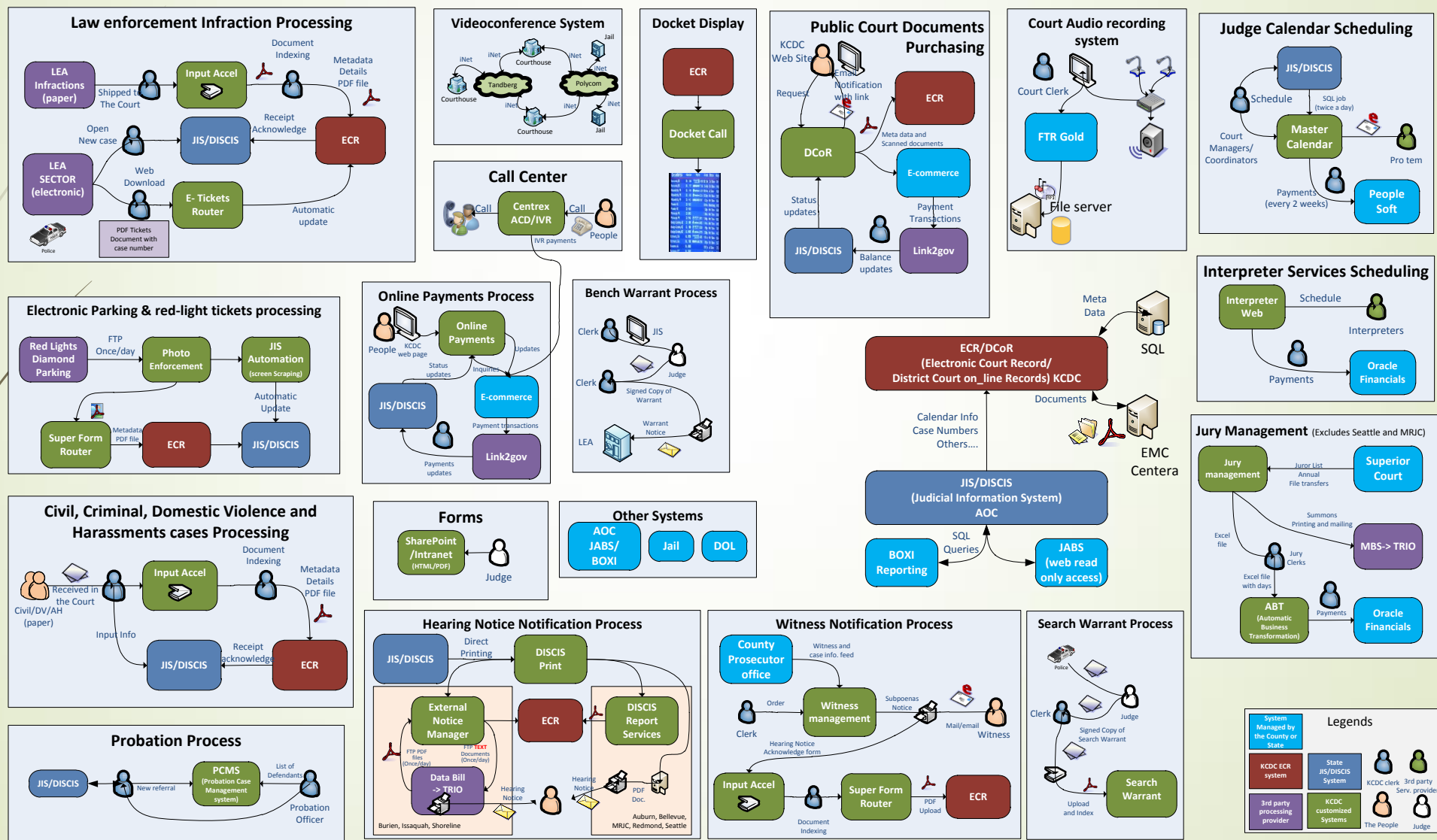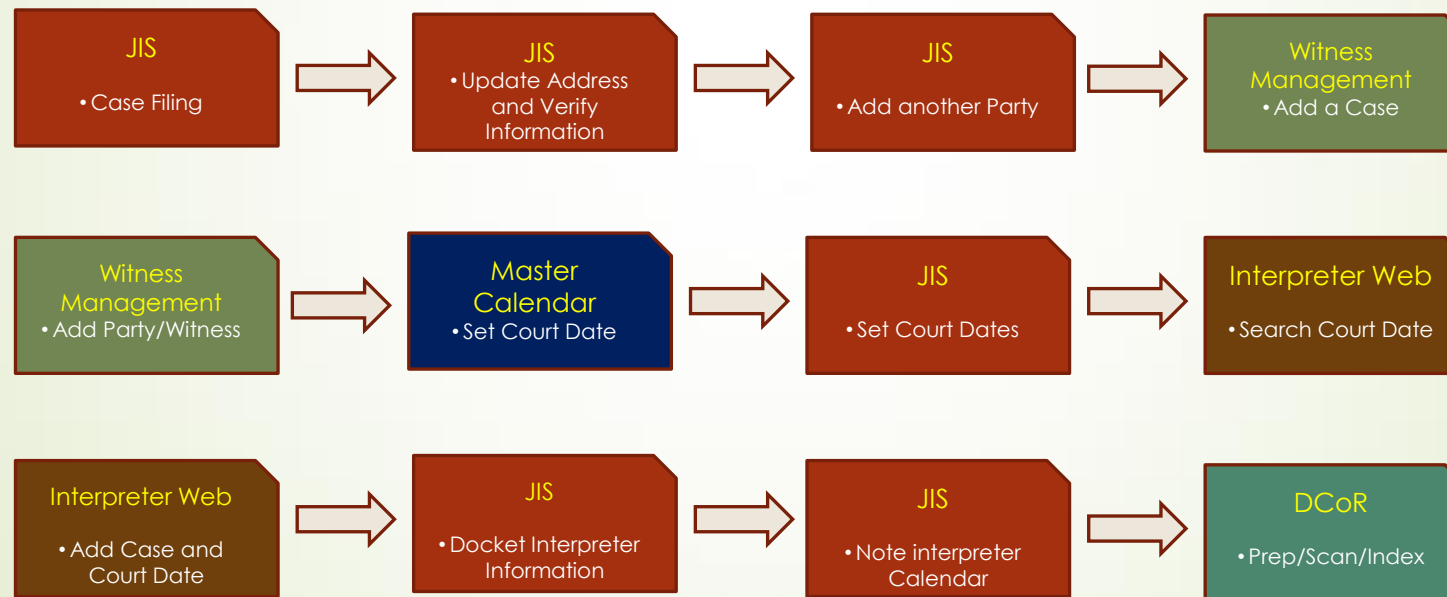
Example of our Current System

```
                                                            04/21/14 13:51:37
DN1000MA Case Filing (NCCA)                   EASTSIDE DISTRICT     T72    1 of   1
____    Case: 4Z0012345 WSP __    Csh:      Pty: __ ____  StID: _ _____ _
        Name: DOE, JOHN A_____    NmCd: IN 046 24317

Filing Date: 04 21 2014      Case Type:
Case       : 4Z0012345 WSP      Jur: TRN          Orig Agency No.: _____
Name Code  : IN 046 24317      Party: DEF 1                   PCN: _____
Name       : DOE, JOHN A
Address    : 150 MAIN ST_____ _____
City/St/Zip: OLYMPIA_____ WA 98501____   Sex: M  DOB: 01 15 1991
Phone      : 360 555 7894      Dr Lic:                St:     Exp:
Viol Date  : 04 01 2014      Speed ___ in a __ Zone      Accident: N (Y/N)
---Violation-----------------Description-------------DV------Bail--------------
46.61.502_____                                        _
_____                                      _
_____                                      _
Amt Due : _____
Officer : angie
Calendar: __ ____ on  __ __ ____ at  ___ _  Room: ___  Judge: ___
Note    : _____
Dkt: 04 21 2014 Case filed in Seattle
     04 21 2014 Filed - Complaint, Probable Cause Materials, Witness List
```

Example of Duplicate Entries

- Process for Entering a New Case

JIS • Case Filing	**JIS** • Update Address and Verify Information	**JIS** • Add another Party	**Witness Management** • Add a Case
Witness Management • Add Party/Witness	**Master Calendar** • Set Court Date	**JIS** • Set Court Dates	**Interpreter Web** • Search Court Date
Interpreter Web • Add Case and Court Date	**JIS** • Docket Interpreter Information	**JIS** • Note interpreter Calendar	**DCoR** • Prep/Scan/Index

AOC Implementation Timelines

ADMINISTRATIVE OFFICE OF THE COURTS

Current Project Timelines

Configuration and Implementation Phase

SC-CMS
Sept 2013 — Feb 2019
5 year project , 38 counties

AC-ECMS
Sept 2013 — May 2015
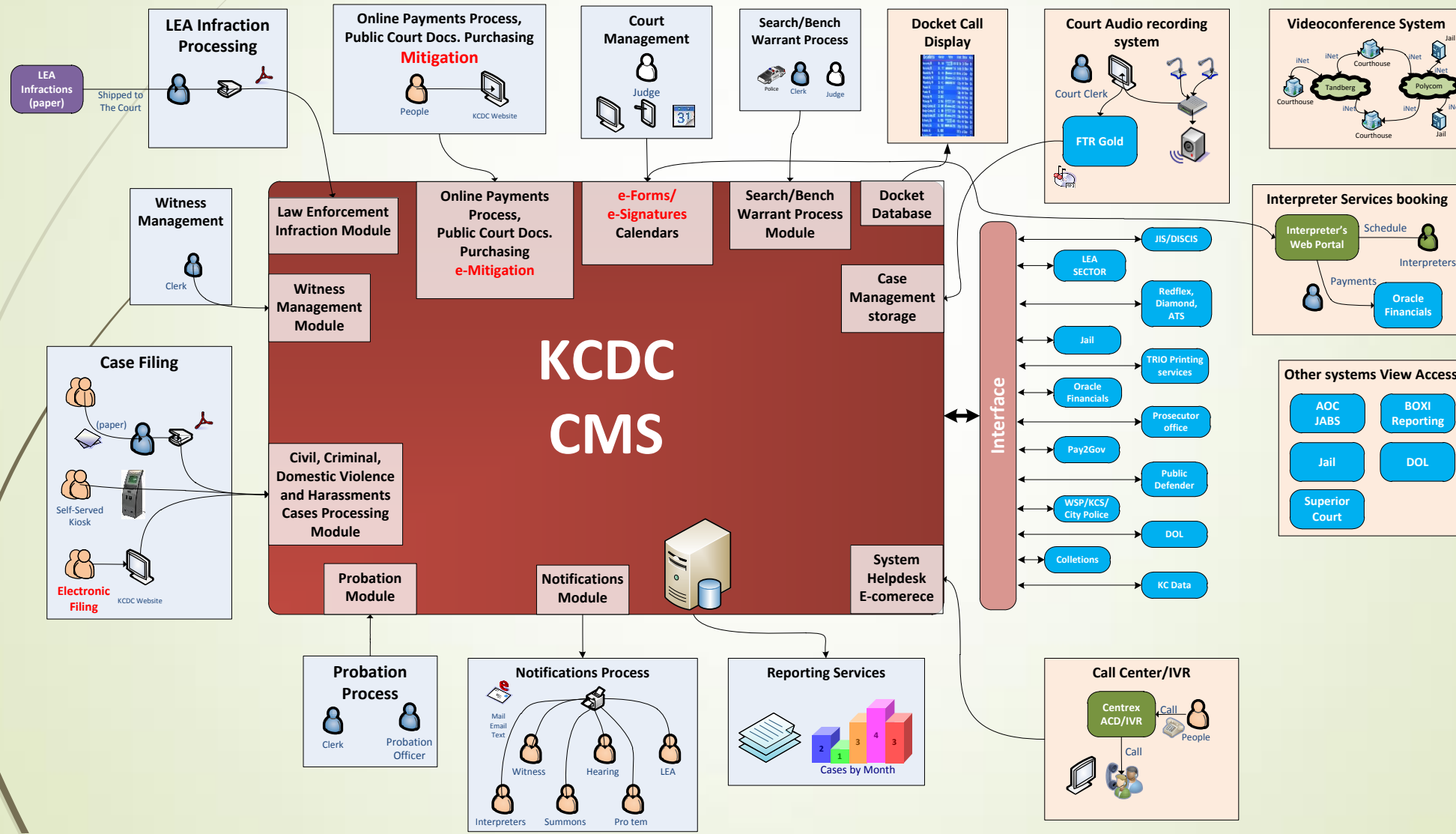18 month project, 2 courts in 4 locations

CLJ-CMS
Q2 2014 — Q2 2016
2 years, 258 courts

Business Process and Requirements Capture

- Establish Governance Structure – 3 months
- Requirements Management Plan – 1 month
- Document Current State – 8 months
- Document Future State – 3 months
- Develop RFP for Acquisition – 10 months

Our Vision For a New CMS

What's New? What gets replaced? What stays/adapts?

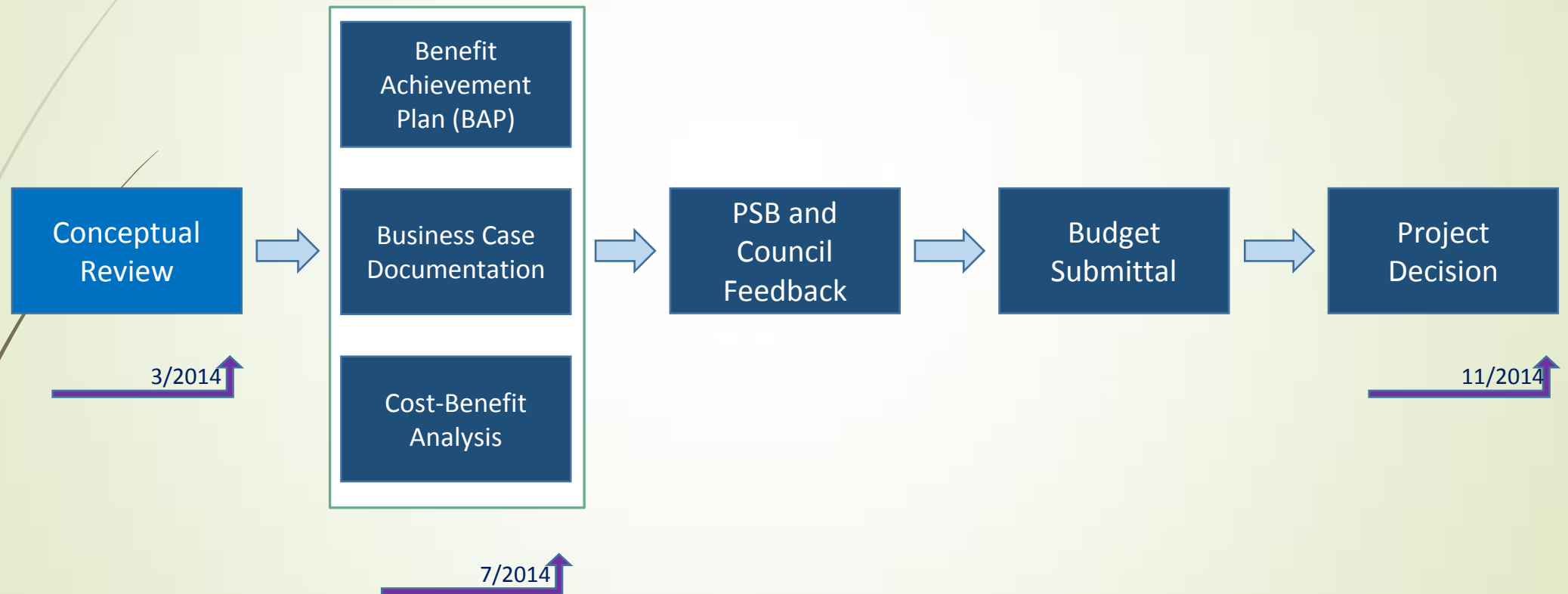| **New**	**Gets Replaced**	**Stays/Adapts**
• Most of the functionality we have today gets improved and will streamline business processes	• ECR/DCoR/DCoR-on-line	• Docket Call system
• E-filing	• Most of JIS/DISCIS manual data entry	• Audio recording system FTR (integrates with new CMS)
• E-mitigation	• PCMS (Probation)	• Videoconference
• E-Forms/e-Signatures (prepopulated and standardized)	• Search/bench warrants	• Call Center
• Data Integration with other systems	• Input Accel	• Payment Center
• Reporting Services	• SharePoint/Intranet Forms	• Adapt Interpreter booking and payment system

External Benefits of the CMS

- Provide public 24/7 access to the court

- Parties can receive text or email hearing notices

- Fewer people sent to collections

- Information from the courtroom will be available same day

Internal Benefits of CMS

- Reduce volume of documents manually scanned into system
- Complete law and justice information immediately available to Judge and Clerk
- Accurately determine the value of court programs
- Reduction of court clerk training time
- Timely completion of work
- Maximize system uptime
- Fewer clerical errors
- Implementation of full suite of CourTools
- Clerks only access one database vs twelve

CMS Roadmap – County Approval

Conceptual Review → Benefit Achievement Plan (BAP) / Business Case Documentation / Cost-Benefit Analysis → PSB and Council Feedback → Budget Submittal → Project Decision

3/2014

7/2014

11/2014

CMS – Implementation Plan

Requirement Analysis	→	Selection and Procurement	→	Implementa-tion	→	Integration and Testing	→	Production Release

Q1/2014   Q3/2014   Q4/2015   Q1/2016   Q4/2016   Q1-Q2/2017

Interesting CMS Facts

- Over 62 members of the Court have participated to date on the project
  - 20 Clerks
  - 11 Probation Officers
  - 23 Management
  - 8 Judges
- We have devoted over 3,000 hours of planning to project
- Our Business Mapping Process is being adopted broadly throughout the county as standard preparation for large systems proposals

Questions?