Project Closeout Report

Project Name: UCIS Replacement Project

Agency: Unified Judicial Branch

Business Unit/Program Area: State Court Administrator's Office

Project Sponsor: Sally Holewa

Project Manager: Jim Gienger

Objectives		
	Measurements	
Project Objectives	Met/ Not Met	Description
Current UCIS users of the system will be trained. Eighty percent of the new and current users trained will agree that training on the new system is more effective than it was on the old system.	Met	Current UCIS users will be given a survey upon completion of their training related to the effectiveness of the training. Based on a Lickert scale of five, the average score of the responses will be at least 4 to be considered effective. *Measurement results:* 85% responded with a score of 4 or above.
The need to access multiple screens to perform a single task will be reduced, resulting in less time and fewer keystrokes to complete the task.	Met	Current UCIS users will be given a post implementation survey with questions related to the efficiencies of the new system. Based on a Lickert scale of five, the average score of the responses will be at least 4 to be considered efficient. *Measurement results:* The average score was 4.5.
The technical staff will be able to configure the functions of the system more efficiently than they are able to in the current system.	Met	The technology staff will provide a brief report, prior to implementation of the new system, on the effort involved in configuring the functions of UCIS. After implementation of Odyssey, the technology staff will provide a brief report on the effort involved in configuring the functions of the new system and also include an analysis of the improved efficiency. *Measurement results:* Reports were completed and analysis showed configuration of base system functions took 60-85% less time in Odyssey than UCIS.
The new system will have sufficient security to limit access to financial information and to create an audit trail for all financial transactions.	Met	There will be an audit trail for all financial transactions, as documented in the training manual and verified through testing in the pilot phase. *Measurement results:* Testing during the pilot phase indicated Odyssey created an audit trail for all financial transactions. Furthermore, Odyssey provides very good security to limit access to financial data, as appropriate.
Court staff will be able to create custom forms, notices, orders, and calendars at the local level.	Met	Upon implementation of the system, court staff will be able to create custom forms, notices, orders and calendars without affecting other users and without the need for IT staff to program the changes on their behalf, as documented in the program manual and training materials. *Measurement results:* Non-IT court personnel are able to perform the above functions as described in the Business Practice document and training material.
Judges and court administrators will have case management and performance measurement reports available to them upon demand.	Met	The new case management system will include standard, monthly and quarterly case management reports and have the ability to produce ad hoc performance measurement reports, as documented in the program manual and training materials. *Measurement results:* Odyssey includes standard case management reports and provides the ability to produce performance measurement reports on demand.

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Document management and e-filing technologies will be implemented with the Odyssey case management system.	Mostly Met	The document management functionality of Odyssey and the Wiznet e-filing solution will have successfully passed the testing and verification procedures required as part of the pilot phase of this project. **Measurement results:** Although all Odyssey and most e-filing functionality were successfully delivered during the pilot phase, all e-filing capabilities were not delivered until Phase 2. All functionality has been implemented statewide.
The court system will exchange more data with its criminal justice agency partners.	Met	The technology staff will provide a brief report, prior to implementation of Odyssey, on the number of interfaces with UCIS. After implementation of Odyssey, the technology staff will provide a brief report on the number of interfaces developed with Odyssey. **Measurement results:** A report was developed indicating the number of interfaces went from 10 with UCIS to 17 with Odyssey.
Notifications to interested parties will be electronic.	Met	Electronic notifications will successfully pass the testing and verification process of the pilot phase of this project. **Measurement results:** Electronic notifications process was successfully deployed during the Pilot phase and was rolled out statewide with Odyssey.

Schedule Objectives					
Met/ Not Met	Original Baseline Schedule (in Months)	Final Baseline Schedule (in Months)	Actual Schedule (in Months)	Variance to Original Baseline	Variance to Final Baseline
Met	29 Months	29 Months	29 Months	0.0% Under	0.0% Under

Budget Objectives					
Met/ Not Met	Original Baseline Budget	Final Baseline Budget	Actual Costs	Variance to Original Baseline	Variance to Final Baseline
Met	$8,310,000	8,310,000	$7,853,725	5.4% Under	5.4% Under

Major Scope Changes
Change Order 1 included Session Works for Clerks and Licenses for additional Municipal Courts. The change was implemented using budgeted funds from the Optional Future Enhancements line item. It had no impact on project cost or schedule.

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After each of the four implementation phases of the project, lessons learned were documented. As a result, each Go Live event went better than the previous one. Lessons learned include:

Development

- Include SMEs in CPD review process
- Terminology gap created a communication barrier/roadblock
- Database training for IT staff needs to be scheduled
- Plan enhancements from the beginning with business and technical input prior to development

Data Conversion

- Have more involvement/better review of data, data mapping prior to final conversion (i.e. financials)
- Fix items in UCIS that can be fixed prior to conversion

Deployment

- Make sure we have a solid infrastructure with the servers, network, scanners, PCs, etc
- More time to install/setup hardware and peripherals at the counties
- Hardware setup should be done sooner in the phase
- Have access to judge and clerk login information to test user's access on all computers (PC or Citrix)
- Reduce the frequency of new patches being deployed to production and other environments

Configuration

- Configuration training in advance for training coordinators
- Continue to setup calendars and deliver calendar training prior to go live
- Clerks need to be more involved in form creation, review, and testing
- Have financial resources review financial configuration
- More comprehensive review of configuration including security
- Review and testing of eSignature forms and queues prior to go live

Go Live

- It would be beneficial to have a financial person available/present for the next go live
- It would be beneficial to have a person with business knowledge available/present for the next go live
- Have clerks spend more time practicing in Odyssey between training and go live
- Reduce scope of work to be done on Saturday with a clear plan of what is expected
- Have onsite coverage in counties as needed
- Provided a good learning tool for the Tech Coordinators to learn the business
- Designate court personnel to assist Juvenile Courts
- Setup top 5 reports prior to go live
- Dedicate a resource to setup Financial Manager

Training

- Consistent timing and material delivered - varies due to comfort level and questions asked
- Spend more time on financial training with more scenarios
- Additional training for practical uses for other features such as List Manager and Reports
- Have clerks bring case files for exercises and hands on training
- Utilize documentation available via Alt+F1
- Continue to deliver month end training with Jody
- Conduct follow up training post go live (reports, eSigs, judges, Protection Orders, and Calendars)
- Provide more dedicated municipal court training

Miscellaneous

- Credit Card payments - missed requirement
- Bank account and check stock - make sure to order in advance
- Municipal court ownership
- Need owner of documentation to improve and update regularly
- Have SMEs more active in all activities
- Involve user group to identify, resolve or escalate issues and to document and communicate procedural updates regularly
- Continue to grant access to test sites early and encourage clerks to complete test scripts

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Judges in each judicial district are responsible for hearing cases in multiple counties. Each clerk of court had paper files in their individual counties. This often required mailing large files back and forth between counties. There was a concern that files would be lost and it was sometimes hard to maintain the integrity of confidential information. There was also confusion when parties or attorneys would file documents—did they remain with the Clerk's Office or were they sent to the judge for inclusion in the file. Oftentimes pieces of the file were in separate locations.

With a paper record system, it seems someone was always searching for the file. Was it with the judge, a law clerk, a court reporter, or in a separate department in the clerk's office? Perhaps it had simply been misfiled on the shelf.

We had trouble quickly sharing information with other agencies from our Legacy system. By involving people from these other agencies we were able to address many of our information sharing issues during the pilot project as we searched for ways to improve our processes.

We wanted electronic records that could be maintained inside our case management system, not be required to access a separate program that stored the images. Since we were changing case management systems, it seemed a logical time to make the switch.

So the decision was made to provide each clerk with a scanner on their desk and they scan documents as they are filed. In addition, cases coming up on the court calendar are fully scanned. In addition, documents can be e-filed with the Court using WizNet. Attorneys and other justice partners such as child support offices and probation officers are utilizing this application. Other court users such as Court Reporters are e-filing their transcripts. E-filing allows images to be attached to events without the clerk manually scanning the documents. Once a document is submitted through e-filing, the clerk's office reviews the document and either accepts it for filing or returns it to the filer for further action before resubmission.

Any judicial employee in state with access to Odyssey is able to access the images of documents in a file. The need to maintain and route paper files has been eliminated. Clerks are no longer tasked with pulling files for court, updating docket sheets in the file, transporting files to judges or the courtroom, or re-shelving files. The Supreme Court's decision to utilize Odyssey for cases appealed to them also eliminates the need to mail or transport files in these instances.

Moving to a paper on demand system has allowed us to more efficiently make current information available to all court staff and our justice partners who chose to e-file. Some examples of the unique functions implemented by the use of electronic imaging include:

1. Relating documents to hearings so a judge has easy access to the document(s) they need for a particular hearing;

2. The ability to use Odyssey's File Location feature to electronically transfer files between judicial officers, law clerks, and the clerk's office;

3. The ability to email images of documents to agencies or justice partners rather than mailing documents;

4. Making a hyperlink to the image on a secure public access site which allows the public to access non-confidential case information from the counter at the Clerk's Office without the need for clerk involvement;

5. Granting attorneys and others who e-file to access the secure public access site from their location which allows them to access various court documents depending on their security level.