

Next Generation Case Management System Initiative Governance Committees Charge and Designation (Amended)

Questions and Answers

April 2018

Why did we amend our Charge and Designation (C&D)?

The original C&D was approved in January 2016, well before vendor selection and project kickoff. An update was needed to better reflect the organization of the project now that we are in the execution phase with a formal project team in place.

What's changed?

The major changes are the addition of the Configuration Architecture Task Force (CATF), the inclusion of the Project Team and Project Management Office (PMO), and the refinement of various roles and responsibilities.

How do these changes help make the Working Board more effective?

Several changes were made to address the Working Board. First, the Chair of the Working Board will be the Chair of the CATF. The charge of the Board has been redefined to work in “consultation with the NG-CMS Configuration Architecture Task Force, (to) review business process and functionality as requested by the CATF and/or the Project Team during the implementation of the project and provide feedback and guidance regarding the adoption of standardized best practices for operating procedures.” They will also be available for “active involvement in project activities, including participation in periodic presentations and workshops, and be available for individual and/or team consultations from to time as the project requires.” This directs them into a more consultative rather than a decision-making role and should allow for more active involvement with the Project Team and more agile, day-to-day decision making at the appropriate level, by the Project Team or the Project Sponsor.

Who is the CATF?

The CATF consists of Hon. Kate Hayes, Superior Judge, Chair; Tari Scott, Chief of Trial Court Operations; and Gregg Mousley, Chief of Finance and Administration. These senior leaders will work with the Project Team to ensure that we are keeping overall Judicial best practices and standards in mind as we implement new business processes and will work with the boards and committees of the Supreme Court regarding issues that affect the NG-CMS initiative.

What is the difference between the Judiciary Project Manager and the Project Team Functional Managers?

These roles are all full-time on the NG-CMS initiative, but each has a different focus. In general, the Judiciary Project Manager is a SME for Project Management, represents the Project Team in the PMO, and provides leadership and coordination of all project management (e.g. scope, schedule, cost) activities of the Project Team through direction of the Project Team Functional Managers, while the Project Team Functional Managers are SME's in court operations and the business of the Judiciary, lead and participate in day-to-day project activities, including analysis, configuration and documentation, and manage the Project Team Docket Specialists on the Project Team.

Who escalates issues to Tyler management when needed?

Working with the Project Sponsor and the External Project Manager, the Judiciary CIO is primarily responsible for the solution vendor (Tyler) relationship and has been submitting written memos to Tyler management as needed. Several recent instances of this process have been executed that can be discussed separately.

Why do some people's titles differ in the C&D from what we expected?

The C&D is a document that describes the governance of the initiative. Job titles listed in HR position descriptions are often picked from available, established positions that best match and describe a person's responsibilities and level. In the C&D, we utilized titles that best describe individual project team roles that are clear and meaningful to the extended team involved in the initiative.

Why isn't everyone working on the initiative listed in the C&D?

An initiative the size and scope of the NG-CMS involves many people both within and outside the Judiciary. We utilize an "extended" project team, including many from RIS, Finance, and Trial Court Operations, who will play significant roles in the initiative but are not full time, dedicated to the life of the project and are not listed in the C&D.

Please feel free to contact the Project Sponsor or Judiciary CIO if you have additional questions regarding governance or the initiative in general.