

VERMONT JUDICIARY
Court Administrator's Office
Research & Information Services

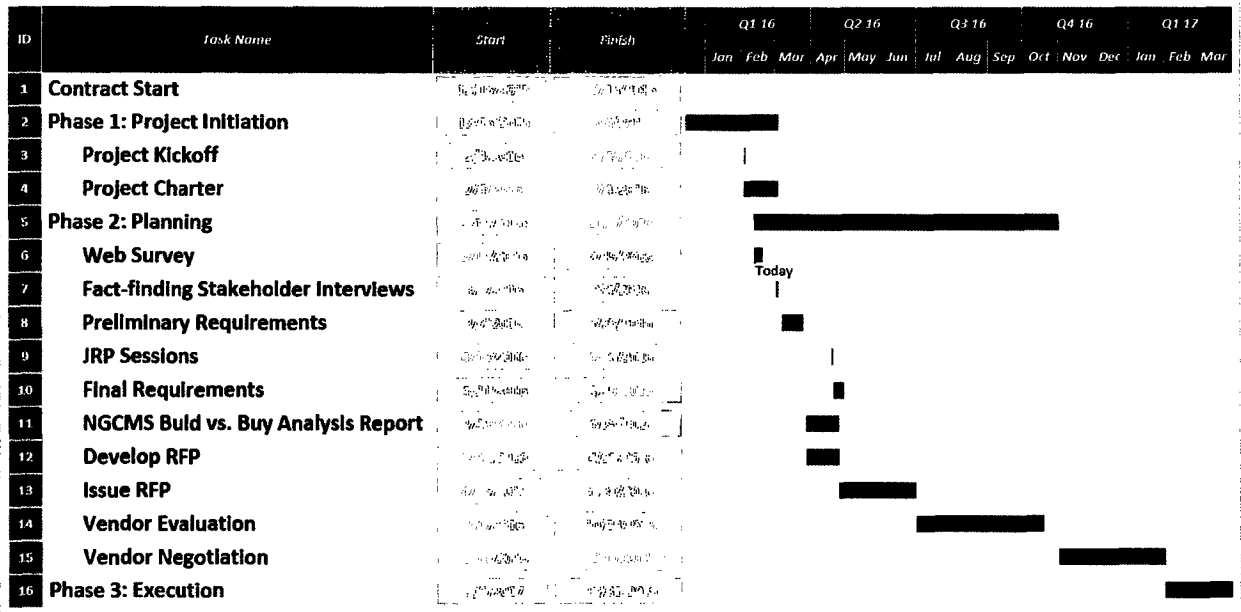
MEMORANDUM

TO: Patricia Gabel, Esq., State Court Administrator
FROM: Jeff Loewer, CIO
DATE: March 18, 2016
SUBJECT: Status Update: Next Generation Case Management System Initiative; Video Appearances Initiative

- Next Generation Case Management System Initiative
 - Web survey conducted
 - Prior to facilitating the on-site fact-finding meetings, BerryDunn developed and administered a web-based survey to users from all courts, divisions, and bureaus to help the State of Vermont Judiciary evaluate their current systems and business processes and to determine requirements for the Next Generation Case Management System.
 - Conducted between February 8 – 12, 2016
 - Received 181 responses
 - Project Charter drafted
 - Walk thru with Steering Board on 3/4.
 - Gathering feedback for final review; due 3/18
 - Fact finding meetings held March 2,3,4,7
 - Eight sessions held with key members of Steering and Working boards and select subject matter experts
 - Used for refining requirements for RFP
 - Initial Key themes found:
 - Lack of integration of systems between courts creates barriers to collaboration and distribution of cases
 - Lack of true linkage between cases (or persons to multiple cases) causes rework and additional work
 - Location of the physical case file location has historically driven business processes
 - Inability to copy or repeat characteristics or actions (e.g. events) among cases or parties results in redundancy and inefficiencies
 - Lack of integration with external partners is a barrier in the courtroom for collaboration between the Judge, Clerk, Prosecutor, and Defense
 - Lack of integrated calendar results in significant effort by multiple staff in multiple locations
 - Onerous communications methods result in inefficiencies, rework, rescheduling and potential non-appearance by Law Enforcement

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- High-level timeline for initiative:



- Video Appearances

- Project Manager for Statewide rollout: we distributed a SOW/RFP to three PM vendors on 2/18 and we received responses from all on 3/3. We are evaluating these responses this week and will recommend appropriate next steps based on suitability and budget.
- Expansion to five days at Costello: Chris Brock has worked with our partners at ODG and DOC to begin expansion, starting with adding Thursday arraignments. This expansion started March 10th.
- Courtroom 1C at Costello: BGS has met with RIS to map out wiring and soundproofing work for this move. BGS is costing out an estimate for the work and a timeline for completion. BGS Project Manager is optimistic for a 30 day project timeline, with completion the third week of March.
- Move to Production VOIP Backbone: NWN, the vendor contracted by the State for the VOIP rollout, has delivered a plan to us that will implement the Production Video Infrastructure in late March. RIS has followed-up with NWN management to improve their responsiveness to the Judiciary, better communicate expectations and improve the reliability of delivery.