

# VERMONT JUDICIARY'S NEXT GENERATION CASE MANAGEMENT SYSTEM (NG-CMS)

UPDATE TO HOUSE COMMITTEE ON CORRECTIONS AND INSTITUTIONS  
JANUARY 25, 2018

Patricia Gabel, Esq., [State Court Administrator](#)



## OUR NEXT GENERATION CASE MANAGEMENT SYSTEM INITIATIVE:

- The Judiciary's legacy Case Management System (VTADS) is no longer able to support current and future organizational objectives and imperatives
- In 2015, we started a multi-year initiative to select and implement a Next Generation Case Management System (NG-CMS)
- A well-designed, modern CMS will drive and enable the transformation of the Judiciary's case management process from a paper-driven to an electronic-focused business model
- The NG-CMS will improve access to justice for our citizens, strengthen inter-agency communication, and enable more efficient court operations through faster court case initiation, more accurate electronic case files, and improved document availability and accessibility



3

## WHAT'S THE GOAL OF OUR INITIATIVE?

- Transform the Judiciary's case management process:
  - ✓ Paper-driven ➔ electronic-focused business model
- Improve access to justice
- Strengthen interagency communication
- Enable more efficient court operations through:
  - ✓ Standardization of business rules
  - ✓ Utilization of electronic workflow
  - ✓ Faster court case initiation
  - ✓ More accurate electronic case files
  - ✓ Improved document availability and accessibility



4

## INFORMED BY GUIDING PRINCIPLES

- Support the mission and vision of the Vermont Judiciary.
- Provide the best example of a state-run project in Vermont. Follow rigorous project planning and governance.
- Use standardized processes in every court throughout the state.
- Focus on the court-user experience to streamline and simplify access to justice.
- Doing nothing is not an option. Our aging case management technology puts the Vermont Judiciary at risk.
- Rely on Vendor's proven experience in other courts. Ask how the proposed solution can work for the Vermont Judiciary, rather than why it won't work for the Vermont Judiciary.
- Continue to value the input of staff, judges, court users, and justice partners in creating a new judiciary environment.
- Change begins with each individual employee. The NG-CMS requires the support and participation of every single member of the Vermont Judiciary.



## PROCUREMENT PROCESS COMPLETED

5

- Two main components to contract
  - ✓ Statement of work (SOW)
  - ✓ Terms and conditions
- Negotiated and executed with support of outside resources
  - ✓ BerryDunn for SOW
  - ✓ Verrill Dana of Portland, ME for T&C and overall agreement
    - Intellectual Property & Technology specialists
  - ✓ Vermont Attorney General
- June 30, 2017: Vermont Judiciary announced award of Court Case Management System contract to Tyler Technologies



## TYLER TECHNOLOGIES

6

**Tyler is the largest public company in the world focused exclusively on state and local government**



### Tyler Technologies

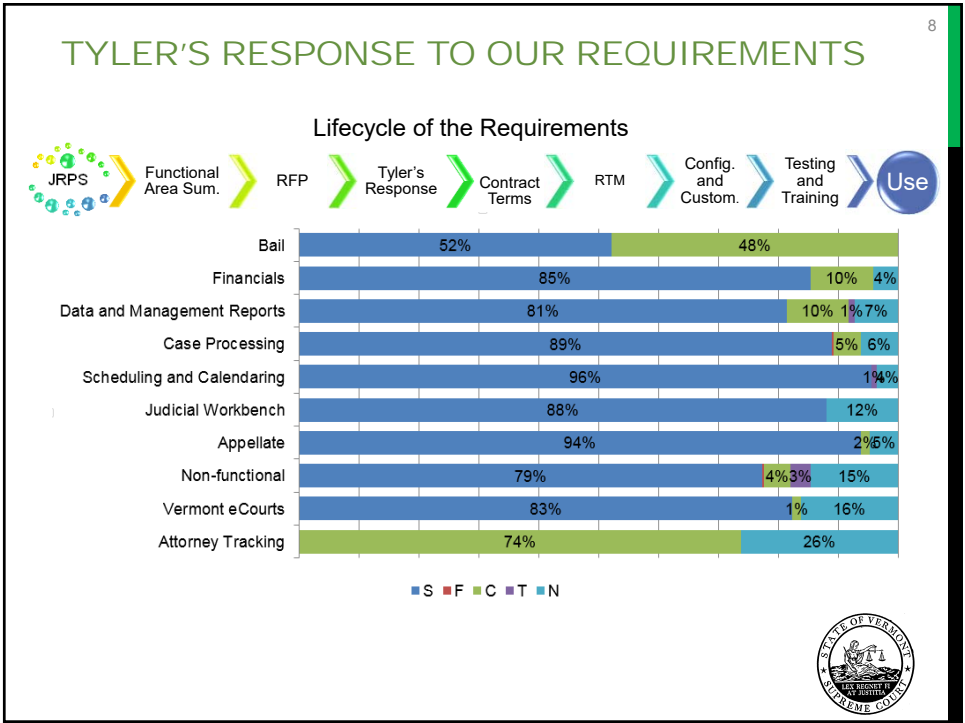
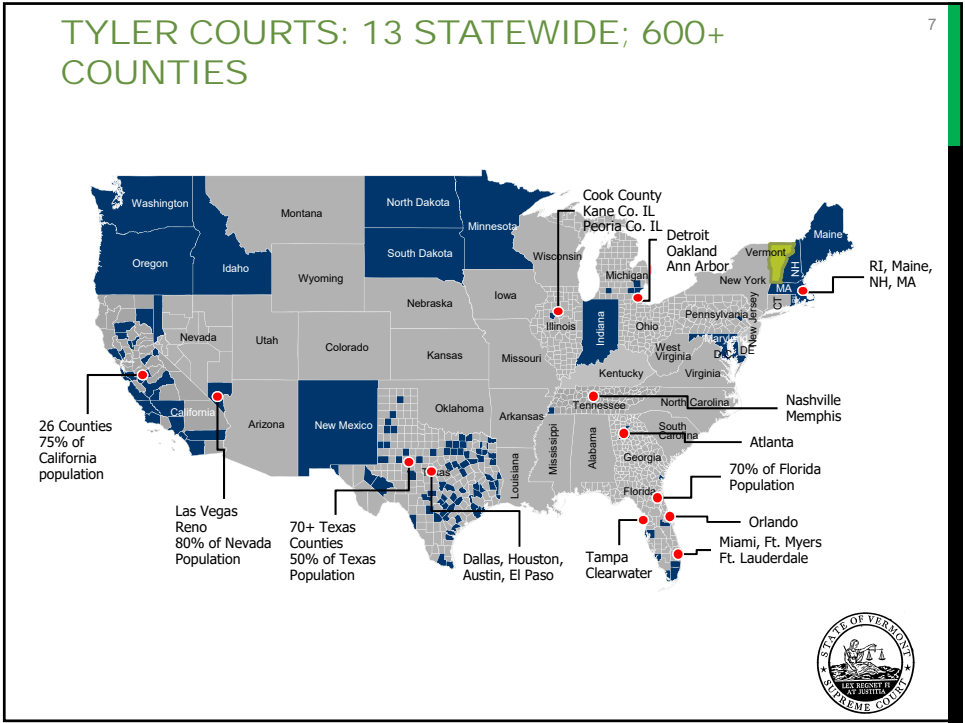
- Public Corporation founded in 1966
  - \$5B market capitalization (NYSE:TYL)
  - \$780 million annual revenues
- Solution portfolio
  - ERP / Financial
  - Courts & Integrated Justice
  - Public Safety
  - Appraisal & Tax
  - Schools
  - Municipal Services
- All 50 States, Canada, UK
- 3,000+ Employees



### Tyler Courts & Justice Division

- Focused exclusively to Courts & Justice solutions
  - \$140 million annual revenues
  - Court Case Management, Electronic Filing, Jury, Jail, Prosecutor, Public Defender, Supervision
- Over 30 years of expertise
- Operating in 23 States
  - 13 statewide clients
  - Over 600 counties
- 600+ Courts & Justice Employees





9

## PROJECT KICKOFF: SEPTEMBER 2017

### Solution Highlights – Vermont

- Approximately 42 Month Project
- Phase I - Judicial Bureau
- Phase II – IV – Trial Courts (All Case Types)
- Phase V – Trial Courts, Supreme Court and Environmental Court
- Data conversion
- Odyssey Software Modules
  - Case Manager
  - Financial Manager
  - Document Management
  - Clerks Edition
  - Judge Edition
  - Integration Toolkit
  - Enterprise Custom Reporting
  - Public Portal
  - E-filing
  - Jury




-  Case Manager
-  File and Serve
-  Financial Manager
-  Public Portal
-  Document Management
-  Clerks Edition
-  Judge Edition
-  Jury



10

## STATEWIDE IMPLEMENTATION PLAN

2017	2018	2019	2020
Project Planning			
Judicial Bureau		April 2019	
e-Filing		May 2019	
Regional Rollout #1 Orange, Windsor, Windham		June 2019	
Regional Rollout #2 Addison, Rutland, Bennington, Attorney Regulation		March 2020	
Regional Rollout #3 Chittenden, Grand Isle, Franklin, Lamoille, Environmental Division		July 2020	
Regional Rollout #4 Washington, Orleans, Essex, Caledonia, Supreme Court, and Jury Functionality		Dec. 2020	



## KEY POINTS: IMPLEMENTATION

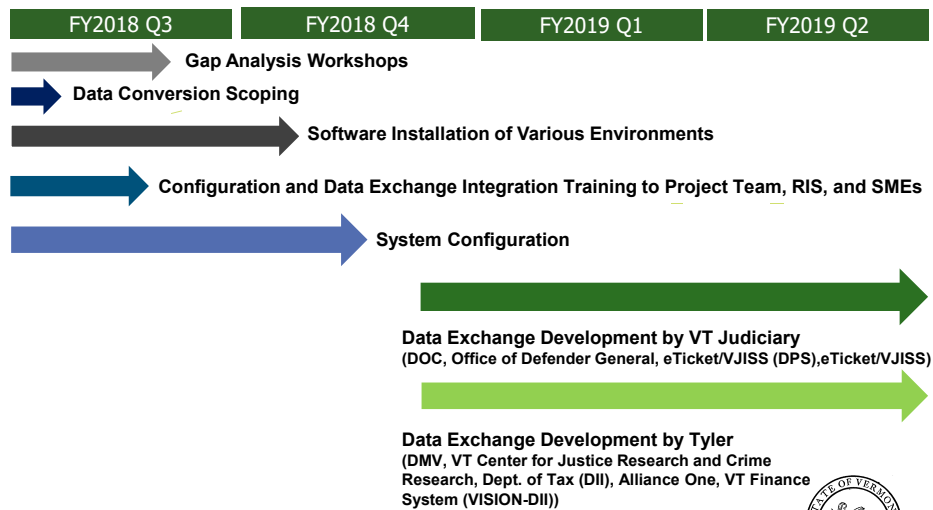
11

- Configuration and customization will continue for the next 18 months
- Acceptance testing for the Judicial Bureau and the Pilot Trial Court will begin toward the end of 2018
- Training for staff in each rollout will begin about six to eight weeks prior to the go-live date for each region
- The Judicial Bureau and the Pilot Trial Court will be implemented within a few months of each other in mid-2019



## PROJECT PLANNING: NEAR TERM ACTIVITIES

12



## KEY POINTS: NEAR TERM ACTIVITIES

13

- Tyler is continuing to work with the Project Team to determine how the NG-CMS must be configured to meet the needs of the Vermont Judiciary
- Work will begin on “to-be” business process diagrams and narratives
- Tyler has analyzed the legacy data and continues to determine the level of effort required for data conversion
- The PMO continues to determine the structure and content of future deliverables
- Training of technical staff (RIS) continues
- The Communications Plan and OCM Plan continue to evolve
- Communication and collaboration with external stakeholders continues



## ACQUISITION AND IMPLEMENTATION COSTS

14

### Total project costs thru completion in FY2021:

- |  |         |
|--|---------|
| • Project planning and oversight:        | \$1.1M  |
| • Vendor software licensing costs:       | \$1.5M  |
| • Vendor Implementation services:        | \$4.5M  |
| • Hardware/infrastructure costs:         | \$2.2M  |
| • Staffing backfill:                     | \$1.75M |
| • Change Management/supporting software: | \$800k  |
| • Maintenance and support:               | \$800K  |
| • Total:                                 | \$12.6M |

### Total Sources of Funds:

- |  |         |
|--|---------|
| • FY16/FY17 Capital Bill:                                | \$4.55M |
| • FY18 Capital Bill:                                     | \$2.8M  |
| • Judiciary Court Technology Fund reserves:              |         |
| • Directed for staffing backfill and maintenance/support | \$2.4M  |
| • Remaining Capital requirements for completion          | \$2.96M |
| • FY2019 \$1.4M; FY2020 \$1.56M                          |         |

