

VERMONT JUDICIARY'S
NEXT GENERATION
CASE MANAGEMENT SYSTEM (NG-CMS)
UPDATE TO SENATE COMMITTEE ON INSTITUTIONS
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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



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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



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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

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- 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

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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



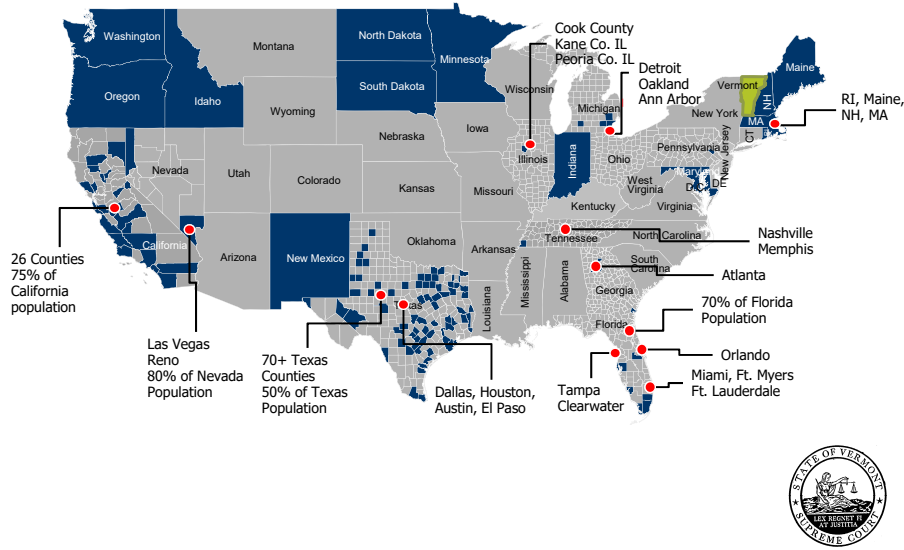
Tyler Courts & Justice Division

- 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



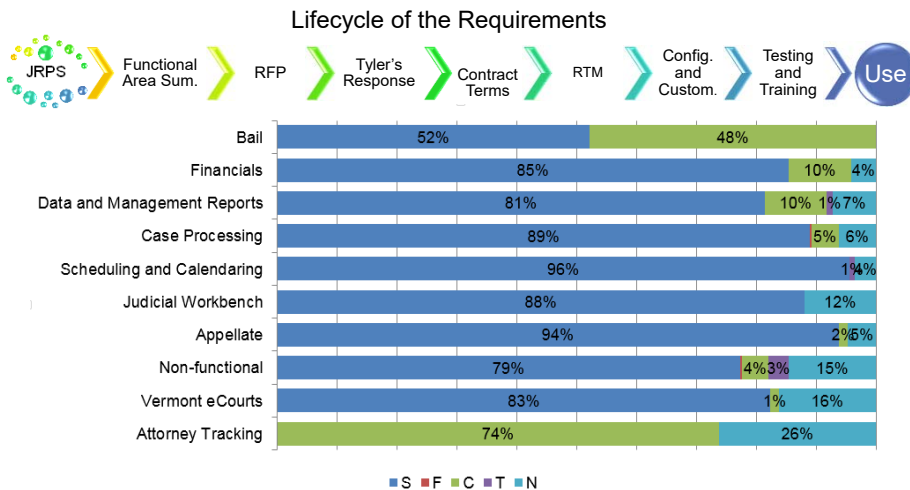
TYLER COURTS: 13 STATEWIDE; 600+ COUNTIES

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TYLER'S RESPONSE TO OUR REQUIREMENTS

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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



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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

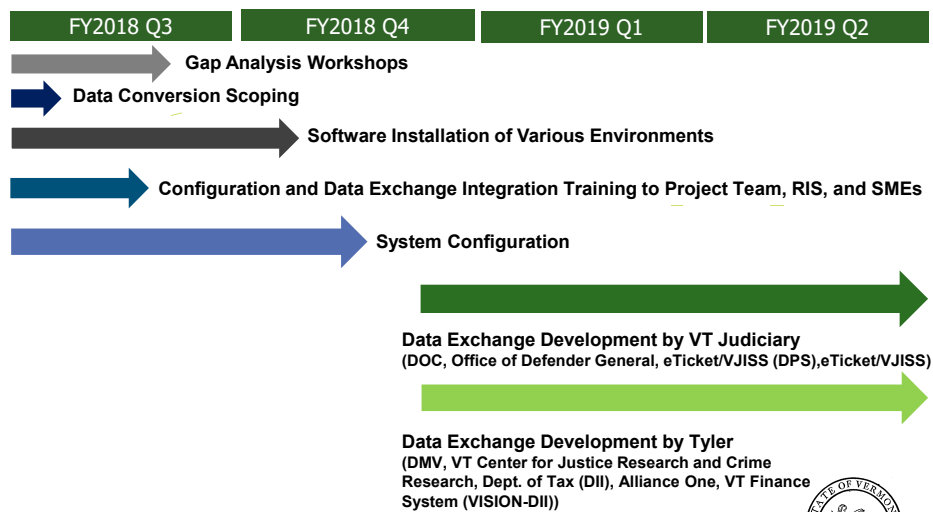
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- Configuration and customization will continue for the next 18 months
- Acceptance testing for the Judicial Bureau and the Pilot Trial Court will begin toward the end of 2018
- Training for staff in each rollout will begin about six to eight weeks 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

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KEY POINTS: NEAR TERM ACTIVITIES

- 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

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 | |

