

Government Business Case 2: AOC eFiling and Case Management Modernization

Executive Summary

The Washington State Administrative Office of the Courts (AOC) is launching a modernization initiative to replace legacy case management systems and implement an integrated eFiling solution. This effort will streamline court operations, improve efficiency, and enhance the user experience for internal staff and external stakeholders.

Problem Statement

Current systems are outdated and heavily manual, leading to:

- Slow case processing and trial scheduling.
 - Fragmented workflows across dispersed teams.
 - Limited reporting and analytics capabilities.
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Objectives

- **Modernize Case Management** with a scalable, integrated solution.
 - **Enable Secure eFiling** for all court cases.
 - **Improve Operational Efficiency** through automation.
 - **Enhance Data Accessibility** for better decision-making.
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Key Deliverables

- Business Requirements Documentation (BRD).
 - Stakeholder Analysis & Communication Plan.
 - Current vs. Future State Workflow Diagrams.
 - Integration Strategy for OnBase and other systems.
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Challenges & Mitigation

- **Legacy Documentation Gaps** → Stakeholder interviews and process mapping.
 - **Evolving Scope** → Agile/Scrum methodologies.
 - **Dispersed Teams** → Proactive scheduling and clear communication.
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Recommendations

- Adopt automation and AI for faster court processes.
 - Invest in Agile and portfolio management training.
 - Maintain flexibility for evolving requirements.
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Expected Outcomes

- Faster case processing and trial scheduling.
 - Improved stakeholder satisfaction.
 - Enhanced compliance and reporting.
 - Future-ready court ecosystem.
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