



BACKGROUND

What is CCMS?

CCMS is a uniform, integrated case management system that will allow the trial courts to manage all case types with a single application. CCMS will support courts of all sizes. The AOC owns the application source code and will maintain the system at a statewide level.

What is the history of the CCMS program?

In 2001, after two governors confirmed the need for the judicial branch to develop statewide solutions, the Governor and Legislature appropriated \$21 million in General Fund seed money to the judicial branch to begin developing a system that would end the state's obligation to support different case management systems in the 58 counties.

Why do we need CCMS?

California courts are operating more than 70 different case management systems with approximately 130 variations. These systems do not connect with one another and do not provide information across court and county jurisdictions. CCMS will provide information about cases in different jurisdictions to which judges currently do not have access when making orders affecting the lives and safety of the public and the parties in a case. CCMS will interface with sheriffs, probation, parole, correctional institutions, and other law enforcement agencies to provide officials in those agencies with up-to-the-minute data about court orders, convictions, probation terms, and sentencing.

CCMS will connect with the Department of Justice's (DOJ's) domestic violence and protective order registry, providing real-time updates of all orders across the state regardless of where the court orders were imposed. It will also interface with DOJ's criminal history database to provide law enforcement officers with current information about criminal convictions. The California Highway Patrol will be able to send tickets electronically to CCMS and real-time interfaces with the Department of Motor Vehicles will be established to exchange data with the courts about traffic violations, prior convictions, and driver license and registration holds.

How is the CCMS program organized and governed?

The CCMS governance model was established in 2002 with three structural levels. The Oversight Committee consists of the Presiding Judges from the five lead courts and the AOC Southern Regional Director, and is accountable for policy decisions and the overall success of the project. The five lead courts are Los Angeles, Orange, Sacramento, San Diego and Ventura Superior Courts. The Steering Committee consists of the Court Executive Officers from the five lead courts and the AOC Southern Region Administrative Director, and is responsible for tactical decisions. The next level is comprised of project managers from the lead courts, the AOC's Regional Program Office, AOC's Information Services Division, and is responsible for day to day management. In 2008 the Small Court Consortium was established to provide a small court perspective. The Small Court

Questions and Answers

California Court Case Management System (CCMS)

August 13, 2009



Consortium consists of 14 small courts across the state. The Small Court Consortium representatives participate in the Oversight and Steering Committees in an advisory capacity. In addition to the five lead courts and the Small Court Consortium, 10 additional courts provide input to the design of CCMS. These courts include San Bernardino, San Francisco, San Joaquin, Alameda, Fresno, Riverside, San Luis Obispo, Santa Clara, Sonoma and Inyo Superior Courts.

[Where is CCMS in use?](#)

CCMS-V2 manages criminal and traffic case categories and is deployed at the Fresno Superior Court. CCMS-V3 manages civil, small claims, probate, and mental health case categories. Six courts use CCMS-V3 in their daily operations. These include: Los Angeles, Orange, Sacramento, San Diego, San Joaquin, and Ventura counties.

[Who has been involved in designing the CCMS application?](#)

More than 200 subject matter experts and judicial officers from 28 courts around the state have been actively involved in joint application design sessions to develop the modules and review the final functional design. Court staff will continue to serve as business experts to test and accept the final application. Once CCMS is deployed, a user group will be established to assist with decisions related to the priority of system enhancements.

[Why do we need to replace the current case management systems?](#)

When CCMS-V4 is fully deployed, all California courts will share a single court case management application that will be used across all case categories. This will enable retirement of the more than 70 case management systems and eliminate the massive redundancies associated with their support and maintenance. Today each system must be individually updated to incorporate annual legislative changes. Furthermore, each system is individually supported and maintained. Each system must also be individually integrated with state agencies and justice partners. Replacing these systems will save millions of dollars annually. Additionally, local and state agencies will only have one point of integration to maintain with the California Superior Courts, which will save our justice partners the costs they currently incur to interface with multiple systems.

[What will happen if those systems aren't replaced?](#)

Court legacy systems will continue to fail and require substantial technology investments to remain viable. The courts will be required to support these deficient systems at higher costs due to outdated software and hardware. In some counties, the application providers are no longer able to support the systems. The gap between legacy systems and innovative technologies will only continue to widen.



FINANCIAL INFORMATION

How much has the AOC invested in development of CCMS?

\$394 million has been invested in CCMS through FY 08/09. This includes development, enhancements, and maintenance for CCMS-V2 and CCMS-V3. CCMS-V4 development costs (to date) are incorporated in this figure, as well as costs for the California Courts Technology Center (CCTC) and costs associated with the Data Exchange project. Deployment to Fresno, Sacramento, Ventura, Los Angeles, Orange, San Diego, and San Joaquin counties is also included.

How much will it cost to deploy CCMS?

Based on the original plan, deployment was estimated at \$1.2 billion through 2013 and includes deployment to all 58 courts. The current economic situation and changes to the budget and schedule will determine the final cost.

How is deployment of CCMS going to be funded?

At this time, there is not a defined funding plan. The original plan involved using the Modernization Fund, Trust Fund, and Trial Court Improvement Fund along with an infusion from the General Fund and a contribution from the trial courts. The AOC is currently working to determine the best approach to secure funding.

What will the courts have to pay for the deployment costs?

The costs associated with the deployment vendor's statewide services will be funded by the AOC with each court providing a certain amount toward these costs. The formula to designate each court's portion has not been determined. Each court will be responsible for their associated costs, such as those related to court staff assigned to support the deployment or costs for the design of local forms and reports.

How has the economic slowdown in California affected CCMS-V4 development?

The AOC is contractually obligated to complete the development of CCMS-V4. So from a financial standpoint there is no direct impact to the CCMS-V4 development project, which began in 2007. The project has been impacted by local budget shortfalls because courts participating in the development of CCMS are withdrawing resources to redeploy them back to court operations. This has a major impact on CCMS because these subject matter experts are key contributors to the project.

Has a decision been made to slow or delay development and deployment of CCMS-V4?

There is no plan to slow down or stop the CCMS-V4 development work which began in June 2007 and will be completed in the fall of 2010. Deployment has already been delayed but will not be stopped. Once deployment begins, the pace will be much slower than the originally anticipated 2013 completion. The deployment pace will be determined by the level of available funding.



[What is the anticipated impact to stopping or delaying the deployment of CCMS?](#)

The downstream impacts of delay are significant and could be as high as \$240 million for a full year delay. This is due to the cascading effect on future activities, legacy systems that will need to be extended or replaced, potentially higher deployment vendor costs and numerous other factors. The longer deployment is delayed the greater the financial impact.

[What is the expected cost savings related to deploying a statewide unified system?](#)

When CCMS is fully deployed, all California courts will share a single court case management application for all case categories. This will eliminate significant cost redundancies associated with supporting and maintaining multiple case management systems across the state. Based on a 2007 analysis conducted by Gartner Consulting, when all courts are deployed the savings to the branch will be \$157 million per year. This includes savings from electronic filing, electronic storage of documents, electronic calendars, self-service payments, and self service case inquiries. Actual savings per year, until CCMS is fully deployed, will depend on the number and mix of courts deployed during that time period.

[How do the costs associated with CCMS compare to other state technology projects?](#)

The judicial branch's costs—an estimated \$1.2 billion in the next five years—are consistent and reasonable for projects of this magnitude. CCMS is one of the largest IT development projects the State has embarked upon. It is significantly more complex than the Child Welfare Services Case Management System (CWS/CMS). In 2005 the updated replacement version of the CWS/CMS system was estimated to cost \$1.3 billion over 10 years. Additionally, the California Department of Finance (DOF) FI\$Cal Project, which was approved in the Governor's FY 2009 Budget Summary, is expected to cost approximately \$1.62 billion over 8–10 years. Lastly, the California Child Support Automation System (CCSAS) was developed over 8 years at \$1.5 billion in costs. This system was fully implemented in November 2008 and has received federal certification.

CCMS PRODUCTS

[How will CCMS-V4 be different than CCMS-V2 and CCMS-V3?](#)

CCMS-V4 will include all case types in one application and is built on a common Web based technology platform. CCMS-V4 includes the CCMS-V2 (felony, misdemeanor, infraction) and CCMS-V3 (civil, small claims, probate, mental health) case types, plus the addition of family law, juvenile dependency, and juvenile delinquency. CCMS-V4 also includes court reporter and court interpreter scheduling, e-filing, and is compatible with document management systems (imaging). CCMS-V4 also includes more than 100 data exchanges, an internet portal to allow data sharing with the public and justice partners, and a statewide reporting data warehouse to collect statewide statistics.



[What lessons were learned during development and deployment of CCMS-V2 and CCMS-V3?](#)

The CCMS-V4 project has instituted changes resulting from the lessons learned during the development and deployment of CCMS-V2 and CCMS-V3. Some of these lessons included the need for increased participation of judicial officers, courtroom clerks, and technical subject matter experts throughout the software development lifecycle. The project also added the involvement of small courts, additional checkpoints, and more testing. For instance, during CCMS-V2 and CCMS-V3 only the lead courts and a few other courts had input in the decisions related to CCMS. Now there are more than 25 courts involved in the design process and the number of court subject matter experts has increased dramatically. During CCMS-V3 deployment, we also learned valuable lessons in system configuration, staff training, and local infrastructure assessments.

[Does CCMS-V4 have e-filing capabilities?](#)

CCMS-V4 will have the ability to accept e-filed documents from justice partners and private Electronic Filing Service Providers (EFSPs). The branch is also examining how to build our own solution to submit electronically filed documents. Until then, filers will be able to use existing providers and custom solutions if they are compliant with e-filing data exchange requirements.

[Will CCMS-V4 store and retrieve case documents \(document management\)?](#)

CCMS-V4 will have the technology to produce hundreds of forms and documents. In addition, if a court has a document management system (DMS), CCMS-V4 has the ability to interface with their DMS to store or retrieve any of those documents. The AOC's Information Services Division is also pursuing a project to implement a single document management system for the judicial branch.

[What is the current status of CCMS-V4?](#)

The final functional design has been approved for the core application (including e-filing), statewide reporting data warehouse, and internet portal. Working groups are currently determining what can be standardized statewide, as well as developing a governance process for updating and maintaining common items like codes, calendar formats, bail schedule, and forms. Product Acceptance Testing will be performed by the AOC and court subject matter experts to verify the system meets all of the requirements before accepting the application. Testing is scheduled to begin January 13, 2010, and will continue for 19 weeks.

[What is planned for the next 12 months?](#)

We will complete the development, construction, and testing of the core application. In addition, the internet portal and statewide reporting data warehouse will be finalized. The AOC will begin work with early adopter courts on defining the CCMS configuration sets. We will continue working with our justice partners to define and implement data exchanges. Deployment is dependent on the amount of funding available for implementation activities.



JUSTICE PARTNER INTEGRATION

[Which justice partners will benefit from CCMS?](#)

Local, state and federal justice agencies will benefit from CCMS. Local partners include sheriff, police, district attorneys, public defenders, probation, and social service agencies. State agencies include the Department of Justice, Department of Motor Vehicles, California Highway Patrol, Health and Human Services, Department of Child Support Services, and Department of Corrections and Rehabilitation. Discussions are taking place with federal agencies such as Department of Homeland Security, Immigration and Customs Enforcement, and Department of Justice to determine how to integrate with their systems.

[How will these justice partners be impacted?](#)

Justice partners will have to replace existing, often proprietary, “point to point” data exchanges. When CCMS is deployed information will be exchanged electronically, eliminating the need to manually enter redundant data. Information about court orders, convictions, sentencing, probation terms, and civil judgments will be available online via one statewide internet portal, within legal and security limits.

[How will our justice partners “connect” to CCMS?](#)

Justice partners will develop software to adapt their current system to CCMS. An integrated services backbone (ISB) is being constructed by the AOC to allow data exchanges with multiple justice partners simultaneously. The new exchanges utilize a non-proprietary national standard (National Information Exchange Model, NIEM) which was developed by the U.S. Departments of Justice and Homeland Security.

[Is the AOC funding the connection of our justice partners to the CCMS?](#)

The AOC is funding the construction of the ISB and will provide licenses for the software tools free of charge to justice partners. Justice partners will have to fund their own application enhancements.

CCMS TECHNOLOGY

[What is the technology platform for CCMS-V4?](#)

The primary server platform for the CCMS-V4 application is Sun Microsystems SPARC running Solaris 10 Unix operating system.

[Is CCMS-V4 going to be hosted in the California Courts Technology Center \(CCTC\)?](#)

Yes, the CCTC is a cornerstone of the judicial branch technology infrastructure, providing a state-of-the-art, secure, managed environment for systems such as CCMS. The Superior Courts of Los Angeles, Orange and San Diego Counties will host CCMS locally at their data centers. They will not



have access to the source code and will keep their versions of CCMS aligned with the AOC's version control plan.

[What security measures have been implemented to protect court case data?](#)

Industry standard security architecture and practices are being implemented to protect the core application, statewide internet portal, and statewide reporting data warehouse at the network, application, and user level. The security for the core application used by judges and court staff is controlled by defined roles appropriate to the person using the system. The public's internet access to protected information will be controlled by limiting data on inquiry screens.

DEPLOYMENT AND USER SUPPORT

[How does the AOC plan to support the courts when CCMS is deployed?](#)

The AOC owns the CCMS source code and will not have to rely on a vendor to maintain and manage enhancements and support. Deloitte Consulting will initially support and maintain the system. After knowledge transfer to the AOC, we will provide long term maintenance and support. The Southern Regional Office will establish a CCMS call center to provide business and end-user support.

[What is being done to ease transition to CCMS?](#)

The AOC will work with early adopter courts to define end-user configurations. Early adopter successes and lessons learned will be models for other courts. The deployment phase will include application and business process reengineering training for judicial officers, court staff, and justice partners. Online help guides and tutorials will also be available. CJER will also provide educational courses in the areas of project and change management.

CONTACT INFORMATION

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