C-Track Case Management System & E-Filing

Cloud Support

Service Definition

Apr 2024

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As a large-scale provider of technology, software and information solutions across several professional fields, including legal, regulatory, healthcare, government, and financial services, Thomson Reuters boasts highly experienced teams, guided by qualified project managers, service delivery managers and training managers, operating to robust and realistic project plans and service levels.

In particular, thanks to years of experience of delivering court software solutions, our project activities are grounded in industry-standard methodologies that have been fine-tuned over the years to address implementations in the courts.

Over-riding features are:

- To deliver a solution that offers real efficiencies for the Courts
- To deliver the solution in a controlled, risk-free way – we understand the scrutiny associated with high-profile government IT projects, and aim to partner with our customers to identify and limit risks
- To deliver the solution in a cost-effective manner – because we also understand the budget pressures prevailing across government today.

CLOUD SUPPORT

Thomson Reuters provides a range of specialist cloud services in connection with its C-Track CMS and E-Filing SaaS propositions to provide implementation and enhanced service support and training for Customers of our C-Track suite of products, including the following:

1. C-Track Implementation Services
2. C-Track Enhanced Service Management Services
3. C-Track Training Services.

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C-TRACK IMPLEMENTATION SERVICES

Thomson Reuters will provide a skilled team with extensive legal technology experience, business analysis, project management, training, software development, and integration capabilities. Our approach to building our C-Track CMS and E-Filing Cloud propositions and implementing change in relation to them is based on DSDM Agile development and project management methodology:

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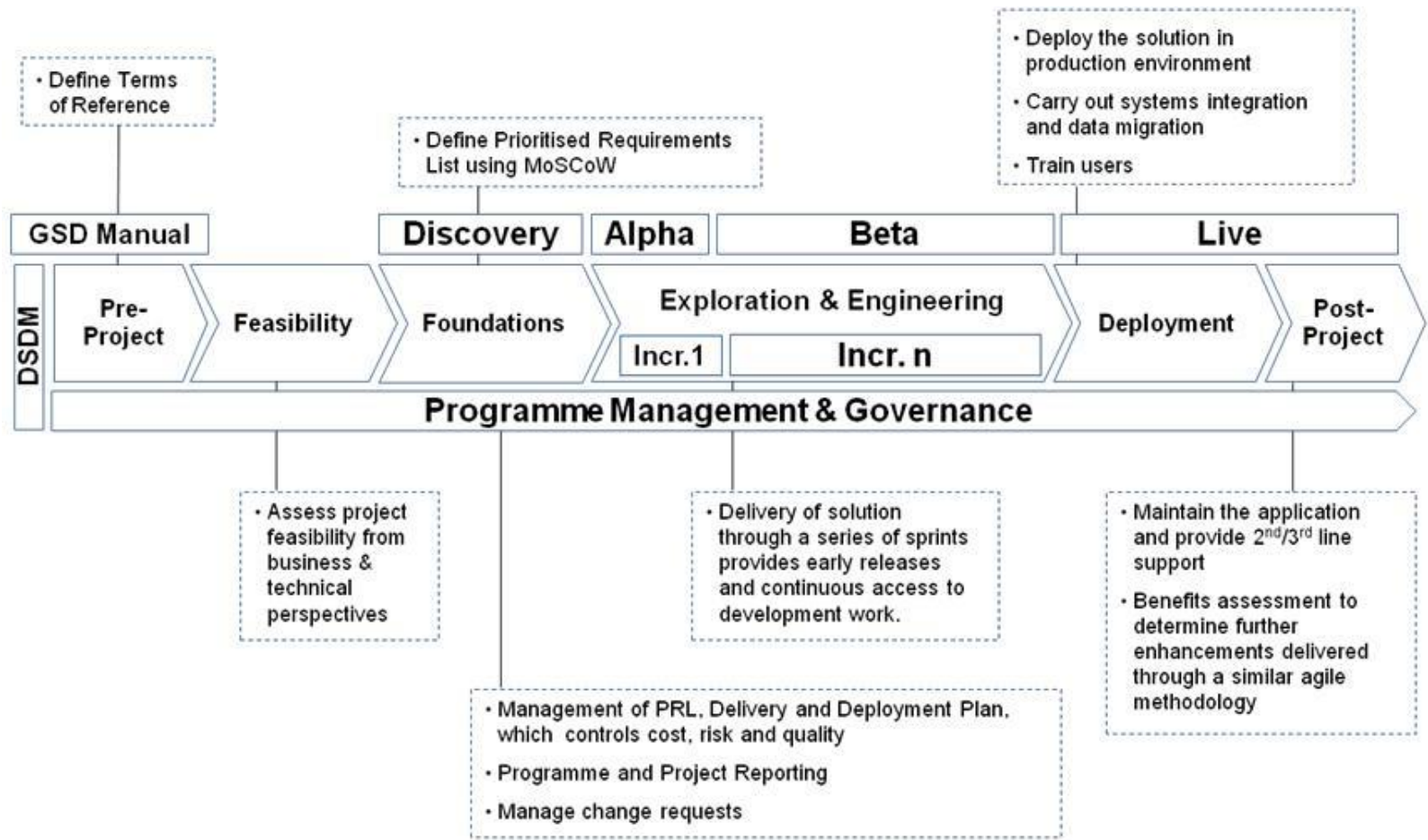
FEASIBILITY SERVICES

Before embarking on a new project, we can provide feasibility services to explore with our Customers what their current and desired end-state business practices are to help them scope the right package of C-Track Cloud Support for their needs.

While we do the User Research to establish and prioritise high-level requirements in the Foundations stage of Delivery, these feasibility services allow Thomson Reuters to perform an initial review of the Courts' processes, requirements and expectations, as well as technology and current applications, to provide overall guidance to the project. Our project team will demonstrate and explain the C-Track Cloud Software propositions to the Courts' project team to facilitate their understanding of their core functionality.

If desired, we can deliver a report setting out our recommendations for procuring C-Track Cloud Support , and a proposed high-level implementation plan and estimate of costs, to implement and deploy the C-Track CMS proposition and/or the C-Track E-Filing proposition within the relevant Court jurisdiction(s).

PROJECT MANAGEMENT

During the planning stage of a project, we will work with our Customer to identify and document key project team roles and responsibilities as well as jointly exploring implementation options, including recommendations for potential process, data and technology improvements.

Typically, project management is shared by both partners, via a project manager from each, who will share joint responsibility for the success of the project.

- •The Thomson Reuters project manager will take responsibility for completing the contracted project work on time, within budget, and to the proper quality standards. The project manager, with experience in Government projects, will be the Court's primary point of contact, and will provide bi-weekly status reports, escalate key issues appropriately, manage change orders that may occur, and facilitate discussion between the teams.
- •The customers project manager will be responsible for communications within the Court staff on the project, arranging for the availability of subject matter experts and other staff as needed, and jointly working on issues as they arise.

BUSINESS PROCESS DESIGN

We have a team of Business Analysts who can work with our Customer's staff to document current Court processes and evaluate how existing tasks can be consolidated, eliminated, or streamlined. They can analyse how and why these tasks are being performed, and their provenance either in historical practice or in statutes or court rules. All of the information gathered will help to guide solution design.

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AGILE DELIVERY

We use Agile to deliver incremental functionality from the C-Track CMS and/or the C-Track E-Filing Cloud Software propositions to our Customers. This provides users and Customer IT teams with early releases and continuous access to the development work. With the Customer's involvement, Agile helps to deliver results quickly and effectively; and its focus on prioritised business benefits and quality controls costs and risk.

Thomson Reuters' projects are undertaken in a series of timeboxes. Short iterations mean that we seek early customer feedback and use this to prioritise and drive future work. The timebox approach divides the project into smaller parts that can provide demonstrable progress sooner to our Customers.

- The duration of each timebox is two weeks of development work
- Testing is embedded into development
- At the end of each timebox, Thomson Reuters will conduct a timebox review meeting with the customers Business Ambassador to review the work completed during the timebox and agree the prioritization of further requirements for the next timebox
- The timing of the timeboxes is dependent on availability of Court resources as this is a collaborative process.

Agile as a methodology requires strong engagement from the users. To keep the project on track, the Thomson Reuters project team need timely access to relevant staff members.

TESTING

We have developed a successful test methodology to meet a high level of quality assurance, using iterative build-test-release cycles during system development. Testing is conducted in different test cycles and phases:

Unit Testing: Individual components are tested in isolation by the developer as they are implemented

Automated Acceptance Tests: Our skilled automated testers use a test framework based on WebDriver and Cucumber to ensure the application functions as desired. Human readable test scripts make up an active specification of the system and easy identification of any errors

Integration Testing: Integration testing assures that workflow and communications between systems can be performed seamlessly, for example, ensuring that the CMS communicates correctly with document management, E-Filing, and external systems. Any defects found are logged, assigned, fixed, and retested

User Acceptance Testing: (with the Court's participation): When an early version (alpha) of the system is ready for review, the Court will perform user acceptance testing. The Court test team will use the fully-functioning system and the previously developed test plans to determine whether the system complies with the functional specifications.

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DATA MIGRATION

Thomson Reuters can work with the Customer to define the best approach for migrating legacy data. The approach Thomson Reuters recommends focuses on minimising data migration during the project.

- As a system goes live, we propose all new cases are opened in C-Track
- The Court can then decide to wither migrate any live cases over to C-Track or continue to manage the case to completion in the existing system

Thomson Reuters will be happy to discuss with the Customer detailed requirements on data migration to clearly understand the priorities and needs. Should the Customer chooses to work with Thomson Reuters on data migration, Thomson Reuters will start by assisting in carrying out data analysis before migrating the data from the Court's legacy database ("As-Is") tables. Fields and values will be examined and catalogued along with the known data exchange systems. With the aid of Court data administrators, the data migration team will examine and document each table and field's use, type and default values. The data values for each field will be examined to develop scenarios and use cases for data cleansing. The Thomson Reuters data migration team can work with the court data administrators in developing a comprehensive data cleansing plan and project schedule.

A data conversion test environment will then be established along with the required ETL (Extract, Transform, and Load) tools. The Customer and Thomson Reuters will establish a periodic refresh schedule for updating this environment with production data. A plan for developing staging, testing and production environments will address data migration activities and refresh schedules. The data migration team will develop migration scripts and unit test them as the new data model is being finalised.

SYSTEM INTEGRATION

Thomson Reuters will be happy to discuss Customer's detailed requirements on systems integration to clearly define business priorities and needs. Thomson Reuters can provide data integration design and testing services to develop integration points with C-Track CMS and/or E-Filing Cloud Software proposition using the SOAP and/or REST APIs available in these propositions, provided that the Customer provides, or ensures that Thomson Reuters team is provided with, all relevant API and other technical information and access to the relevant systems on request.

Thomson Reuters is also happy to provide API support and data integration design and testing services to the Customer's systems integration partners so that they can integrate Customer's other systems with our C-Track CMS and/or E-Filing Cloud Software proposition.

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C-TRACK ENHANCED SERVICE MANAGEMENT SERVICES

If the Customer requests enhanced service management support in addition to the basic level of support provided as part of the C-Track CMS and E-Filing Cloud Software propositions, Thomson Reuters can provide additional enhanced service management services based on ITIL v3 standards to incorporate industry best practices. This standards-based approach lays the foundation for delivering further continuous improvement through enhanced reporting and regular service reviews with the customer.

DEDICATED SERVICE MANAGER

Thomson Reuters can provide a dedicated Service Manager who will act as a point of escalation for all service-related issues, and will develop, implement and manage business aligned G-Cloud services and service level management. The dedicated Service Manager plays a vital role in creating long-term healthy service provider - customer relationships, acting as the bridge between the client and Thomson Reuters operational delivery teams. The key responsibility of the Service Manager is governance across all areas of the services including service management, incident and change management, continual service improvement and customer satisfaction as well as playing a key role in ensuring the highest level of operational service delivery.

SERVICE REVIEWS AND REPORTING

Thomson Reuters can provide periodic service reports based on predetermined metrics that are agreed with the customer. Typically, these reports would be provided on a monthly basis and discussed at the monthly service review meeting, led by the Dedicated Service Manager.

ENHANCED SERVICE LEVELS

Thomson Reuters can provide enhanced availability and support service level commitments to provide:
- Higher levels of availability;
- incident reports for all major and/or important incidents until resolution; and
- support outside standard Service Hours for the C-Track CMS and/or E-Filing Cloud Software propositions.

ENHANCED BACK-UP AND DR SERVICES

Thomson Reuters can provide enhanced backup and disaster recovery capabilities, such as 28 day data retention.

EXIT MANAGEMENT

We can provide exit management assistance to support the customer in migrating off the C-Track CMS and/or E-Filing Cloud Software propositions. Such services may include:
- The provision of a flat file of data, in an agreed standard format, extracted from the C-Track CMS and/or E-Filing SaaS proposition
- The provision of information and assistance to enable the customer or a successor service provider to develop automated data migration tools to extract data from the C-Track CMS and/or E-Filing SaaS proposition.

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C-TRACK TRAINING SERVICES

The implementation of a new C-Track CMS and/or C-Track E-Filing SaaS proposition will involve a range of stakeholders from different parts of the Customer's organisation and beyond. Thomson Reuters understands that providing excellent training solutions is necessary to support the business transformation.

Thomson Reuters can work with the Customer to agree a plan for internal and external user training and materials to support the various methods of training will be developed, and we will work with the Customer to determine the content for each method of training, together with support for external users and Court staff in using the new system. Our content is prepared with the support of our Legal Editorial teams, who have deep domain knowledge in the civil and criminal justice system.

Thomson Reuters offers classes to assist the Customer in implementing C-Track products. These classes are offered to the Customers both onsite and via WebEx (web conferencing) and on a one to one, one to group (typically no more than 8 students) and train the trainer basis. Many Customers choose WebEx to keep costs down and to support recording training for future review. Examples of our typical training classes include:

C-TRACK CASE MANAGEMENT SYSTEM TRAINING

This course provides training in the use of the C-Track Case Management System as developed by us. The course is customised to the unique needs of the court depending on the configuration and functionality in use by that court. The user will learn how to use the C-Track application to manage their cases from initiation through calendar-ready, scheduling on calendars, and closing out the case. This class includes training on managing persons and other entities. There are no pre-requisites to students attending this course.
Objectives of the course are to have the student learn case processing using C-Track. This includes:

- Scheduling an event
- Printing calendars
- Generating a document
- Printing labels
- Adding a case
- Adding a party/participant to the case
- Adding originating court information
- Adding case events entries
- Managing alerts

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C-TRACK ADMINISTRATION TRAINING

This course trains the student to administer the C-Track application. It includes the configuration of the data and managing the administration of the application including security levels and users. As a pre-requisite to attending this course, students must have completed the C-Track Case Management System Training.

Objectives of the course are to have the student be able to manage the configuration of C-Track for their court. These skills include:

- Modifying, inactivating, or adding case event entry types and subtypes
- Modifying the rules engine
- Modifying dropdown values
- Modifying the holiday calendar
- Modifying document templates
- Modifying document content
- Managing the security components and user roles
- Managing new users

C-TRACK E-FILING TRAINING

This course provides training in the use of the C-Track E-Filing System. The course is customised to the unique needs of the court depending on the E-Filing configuration and functionality in use by that court. Users will learn how to accept E-Filed documents and incorporate them into a case management system, and in addition be able to train the public in how to E-File a document. No prerequisites.

Objectives of the course are to have the student learn E-Filing using the C-Track E-Filing system. This includes:

For the Clerk	For the Public
Public user administration	Registering as an E-Filing user
Accepting/rejecting documents	Finding a case
Adding the filing to the case	Identifying parties to be served
Sending notices	Uploading and submitting a document
	Managing/correcting rejected documents

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PRICING, ORDERING AND INVOICING

PRICING

C-Track Implementation Services and C-Track Enhanced Service Management are offered on the basis of our SFIA rate card. See Cloud Support Pricing.

C-Track Training Service is offered on the basis of the SFIA Rate Card. See Cloud Support Pricing

These rates are for time and materials work. Where the scope of a project is sufficiently clear and bounded or if you have specific service requirements for your organisation, we can "fix-price" deliverables or services. In these circumstances, adjustments may be required to take account of project risks and other commercial aspects of the specific project or service.

All prices quoted are excluding VAT and valid for 12 months. Thomson Reuters reserves the right to amend prices quoted after this period.

ORDERING AND INVOICING PROCESSES

To order, contact your existing Thomson Reuters Account Manager or Jim Dowden, Director Service Delivery (Mobile: 07960990936; jim.dowden@thomsonreuters.com.

Invoicing arrangements will be agreed between the parties, as appropriate to requirements and scope.

TERMS AND CONDITIONS

This Service Description and the provision of our C-Track Cloud Support services are subject to the Thomson Reuters C-Track Cloud Support Services Terms and Conditions for G-Cloud 14.

Termination by either party is by notice in writing; notice period to be agreed between the parties, as appropriate to requirements and scope. Fixed-price options may require a minimum fixed term as agreed with the Customer.

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CUSTOMER RESPONSIBILITES

In addition to any specific customer responsibilities agreed between Thomson Reuters and the Customer from time to time, including, as set out in any Order Form.

- The Customer will ensure the Thomson Reuters has access to the Customer staff as required

- The Customer will provide the Thomson Reuters project team with required working documents (system documentation of the existing system, narratives of internal rules and procedures, etc.), notes, or reports that are pertinent to the implementation of the C-Track CMS and E-Filing Cloud Software propositions

- The Customer will provide business resources for the data and functional configuration of the C-Track CMS and E-Filing Cloud Software propositions

- The Customer will appoint a dedicated Project Manager who will be responsible for communications within the Customer staff and technical staff on the project, arranging for the availability of subject experts and other staff as needed, and jointly working on issues as they arise

- The Customer will provide the Thomson Reuters with access to suitably qualified personnel of the Customer's third party contractors that the Thomson Reuters reasonably requires (including but not limited to network connectivity, service desk and data migration)

- The Customer will allow the Thomson Reuters reasonable access to the Customer's premises and communication facilities and provide the Thomson Reuters with reasonable workspace and storage and other normal and customary facilities

- The Customer will provide the same standard of care for Products and/or Documentation it applies to its own products or data of like value to its business and return any defective Products and/or Documentation or attest in writing to the destruction of same as directed by the Thomson Reuters

- The Customer will provide and maintain internet access in the Customer buildings and provide the Thomson Reuters with access to the same

- The Customer will procure the accurate and timely performance of the Customer Responsibilities; and

- The Customer will carry out its responsibilities exercising that degree of skill and care, diligence, prudence and foresight which would reasonable and ordinarily be expected from an experienced purchaser of information technology services of the level of complexity of the C-Track CMS and E-Filing Cloud Software propositions.

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