



Court Case Management Program

Okotoks and Wetaskiwin Project Closure Report

June 13, 2012

REVISION HISTORY

Version Number	Revision Date	Summary of Changes	Approved
0.01	2012-05-30	Initial Draft	
0.02	2012-06-11	Feedback incorporated from Regional Subcommittee	
1.00	2012-06-11	Final Project Closure Report	2012-06-13

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1 PROJECT DESCRIPTION

Court Case Management Phase One (CCM1) involved a “day of” method of scheduling in the Provincial Court Adult Criminal Calgary and Edmonton, and the creation of a vertical file management procedure in Calgary and Edmonton General Prosecutions’ Offices.

As a result of CCM2 and the associated the associated change management activities of the individual business units the following process changes have been realized:

- Remote court scheduling by defence
- Case Management Office counters
- Provision of Prosecution case recording and tracking
- File Ownership
- “Day of” scheduling of hearings using an Assignment Court process.

These functions and support processes have been implemented in Calgary and Edmonton courthouses and Crown offices as part of CCM2.

As the processes are refined and realizing the anticipated and unanticipated business benefits, the regions are becoming aware of the benefits and seeking to have some of the same processes and systems implemented.

Through approval of the CCM2 Design and Development Stage, the provincial expansion initiative was scheduled to commence in August 2011 with the roll-out to commence with Wetaskiwin and Okotoks.

The following is outlined as the general strategy to delivery of a coordinated and managed roll-out:

- Regional Needs Assessment
- Regional Release Parameters
- Regional Release Plan
- Regional Roll-out Plan
- Implementation

2 PROJECT CHRONOLOGY

- Regional Roll-out of CCM was officially launched in September 2011;
- Regional Roll-out Subcommittee was formed in October 2011 with the first meeting held in December 2011;
- Mapping of the business processes occurred in September and October 2011 and the analysis session was held during the latter part of November 2011;

- Training Strategy was approved in January 2012;
- Joint Implementation Group (JIG) was formed in January 2012;
- CCM General Guidelines were approved in February 2012;
- RCMP time management system (CARM) interface discussion commenced in January 2012;
- Regional Roll-out Change Manage Strategy was approved in February 2012;
- Training for Remote Courtroom Scheduling (RCS) and the Prosecutor Information System Manager (PRISM) was held in February/March 2012;
- Infrastructure changes and equipment was received and installed in March 2012;
- CARM Interface was implemented in April 2012;
- Court Management Office (CMO) Guidelines were completed in April 2012;
- Enhancements to Remote Courtroom Scheduling (RCS) were completed in April 2012; and
- The CMO was opened in both Okotoks and Wetaskiwin on April 3, 2012.

2.1 KEY MILESTONES AND DELIVERABLES

The following chart describes the key milestones and deliverables for the project and planned/actual completion dates of the project. A refinement of the deliverable dates did not impede the implementation date.

#	Milestone/Deliverable Name	Planned Completion Date	Actual Completion Date
01	<i>Change Management Strategy for Wetaskiwin-Okotoks</i>	2012-01-03	2012-01-30
02	<i>Regional Training Strategy</i>	2012-01-19	2012-02-24
03	<i>CCM Guidelines</i>	2012-02-16	2012-02-10
04	<i>RCS modified for Wetaskiwin-Okotoks</i>	2012-02-28	2012-04-04
05	<i>"P" files transferred to RCS allowing province wide searching</i>	2012-02-29	2012-02-03
06	<i>Officer availability information is available</i>	2012-01-26	2012-04-03
07	<i>RCMP enter Informations/Subpoena Status/Officer witness information</i>	2012-02-28	2012-02-28-
08	<i>Wetaskiwin Crown enter witnesses and subpoenas into JOIN</i>	2012-01-27	2012-01-27
09	<i>CaRRRO Crown enter witnesses and subpoenas into JOIN</i>	2012-02-17	2012-02-17

10	<i>Okotoks CMO ready for business</i>	2012-03-19	2012-04-02
11	<i>CaRRRO ready for business</i>	2012-03 -19	2012-04-02
12	<i>Wetaskiwin CMO ready for business</i>	2012-03-19	2012-04-02
13	<i>Wetaskiwin Crown ready for business</i>	2012-03-08	2012-03-19

3 LESSONS LEARNED

On May 14, 2012, a Project Closure meeting was held in person with members of the Regional Roll-out Subcommittee, Law Enforcement, and additional members from the business. At the meeting, members were provided with an opportunity to discuss what went well with the project. As well, members were provided with an opportunity to discuss how to improve. It is hoped that these documented lessons will help inform further provincial expansion of CCM. Salient themes emerged regarding the management of this project, identifying learning opportunities for the future provincial expansion.

3.1 GOVERNANCE

Overview

Governance includes: visible and active leadership, sponsorship, communications, management support, and stakeholder management.

The CCM project is governed by the Provincial Implementation Committee (PIC). A Regional Roll-out Subcommittee was formed in the fall of 2011 and the Chair a PIC member. A Joint Implementation Group (JIG) which included members from the business and project team was formed in January 2012; JIG reported to the Regional Roll-out Subcommittee.

Lessons Learned

- It is effective and efficient to create smaller groups to work on the individual activities to complete the required activities.
- It is beneficial to include individuals with previous direct experience on the project because it provides a natural guidance for training and processes.
- To ensure open communication and an opportunity to clarify responsibilities and understand their issues, it is important to ensure key stakeholders (e.g., Law Enforcement) are involved early in the process.
- To assist in engagement from co-workers in each office, it is beneficial to have more than one person involved in leading the change.
- To assist IT understanding the business processes, IT Services should be involved early in the process.

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- To assist with harmonization and cooperation from the various Law Enforcement Agencies, early and continual engagement is necessary.

3.2 PROJECT MANAGEMENT

Overview

Project Management includes: planning, resource management, issue and risk management, scope definition and management, schedule development and control, procurement planning and management, quality planning and control, deliverables, and reporting.

Lessons Learned

- A point person should be named and provided to stakeholders so they know who to contact for trouble-shooting.
- To assist with keeping committee members focused and on track, it is important to keep structured meeting documents (e.g., agendas, meeting records, action items, etc.).
- When determining the project schedule, an assessment of the impact for each location should be done to avoid conflicts (e.g., do not implement on the Easter weekend).
- To keep apprised of the status of the roll-out, it would be beneficial for all stakeholders to have access to the current status of the project (e.g., high level summaries).
- Complete an assessment of the infrastructure requirements early in the activities to allow time for modifications to be done prior to opening the CMO.

3.3 ORGANIZATIONAL CHANGE MANAGEMENT PROCESSES

Overview

Change Management includes: education, tools, planning, establishing teams, communications, coaching, sponsorship, and support.

Lessons Learned

- Encourage External users to initiate their own change management plans to ease implementation as they move towards the target state.
- An introduction to change management methods with a familiar person supporting or facilitating the presentation would be beneficial for external stakeholders.
- To assist with buy-in from internal and external stakeholders, it would be beneficial to ensure the driving elements of the initiative are communicated to stakeholders (such as access to justice, speed of process, enhanced way to do business).
- To gain an understanding of the changes being implemented, ensure new staff from the new locations (both Court and Crown staff) visit the existing operations early in the process.

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- When disseminating information, word of mouth is very effective.
 - Ensure all staff (including front-line staff) are aware of the changes and why the changes are being made.
 - It would be beneficial for stakeholders to have access to a means (e.g., message board) to post high level summaries or issues.
 - Change management should consider culture in each location when moving towards the new target state.

3.4 PROCESS IMPROVEMENT

Overview

Process Improvement includes business process redesign, business analysis, and recommendations. Mapping the processes in the Crown and Court offices, and the RCMP detachments was done. An analysis session which included stakeholders from Crown, Court Services, Defence, and Law Enforcement was held with 41 recommendations being presented to the sponsors. The recommendations were assigned owners and tracked through to implementation. A future state map was produced from the analysis session.

Lessons Learned

- The analysis sessions should be held in a central location for convenience of those attending and minimize travel.
- Ensure there is a clear understanding of the current processes to help stakeholders streamline processes and prepare to move towards the target state.
- To ensure participants understand what is expected from the analysis sessions, expectations / responsibilities of participants should be clearly outlined at the beginning of the analysis session.
- Mapping the business processes is beneficial in moving forward with provincial expansion.

3.5 TRAINING

Overview

Two instructional design specialists are dedicated to the project to provide training on PRISM, RCS, and the Bar Code Equipment. Training was also provided by the business for JOIN and the JOIN Sub-system.

Lessons Learned

- Training on the systems should occur as early as possible to ensure staff are trained prior to implementation.
- To ensure the justices of the peace are trained consistently throughout the province, the formal Justice of the Peace training course should be available.
- It is beneficial to identify process champions for staff to count on.

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- The Training Strategy should be distributed effectively so stakeholders are aware of the training approach.

3.6 STAKEHOLDER ENGAGEMENT

Overview

The success of the CCM Program is largely due to the extraordinary efforts of the internal and external stakeholders. Stakeholders included judiciary, court staff, Crown, Law Enforcement, and defence.

Lessons Learned

- Local stakeholder meetings are beneficial. To make it more convenient for stakeholders and encourage participation meetings should be held in the location (not the closest larger location or base point) or the use of technology could be used.
- Effort should be made to ensure defence are effectively engaged in the project.
- Introducing the judiciary in each location to CMO and counter operations by their experienced peers is critical for judicial support.
- To encourage stakeholder involvement, provide hosting for Town Hall meetings with external stakeholders.
- To ensure an understanding of the process, the engagement of stakeholders through role playing is effective prior to implementation.
- To help stakeholders understand the changes being implemented, ensure all stakeholders (such as Law Enforcement) effected by the change are included early in the process.
- Communications for Law Enforcement may require multi-level distribution to ensure information is effectively disseminated.

4 CONCLUSION

Overall, the feedback from the stakeholders was positive and the project was a success. The governance structure will remain the same with the addition of early engagement of Law Enforcement and IT Services; an assessment of the effectiveness of the Change Management Strategy will be undertaken; discussions regarding the business improvement process will be held; timing of training will be reviewed; and, efforts will be made to include stakeholders throughout the project. In addition, resources and costs from the roll-out will be included in the plans with provincial expansion.

Appendix A PROJECT TEAM MEMBERSHIP

The following table contains the membership on the various committees for the expansion to Okotoks and Wetaskiwin.

Committee	Membership
Provincial Implementation Committee (PIC)	DCJ Lefever (Chair), ACJ Wilkins, ACJ Skinner, Barry Chatwin, Greg Lepp, Lynn Varty, Laura Stevens, Wes Smart
Regional Roll-out Subcommittee	DCJ Lefever, ACJ Skinner (Chair), ACJ Wilkins, Trent Wilson, Basem Hage, Brenda Haynes, Sandra Mitchell, Edwina Segboer, Lynne Blair-Kaye, Sandra Weber, Sandra Bachand, Linda Thronson, James Sawa, Tim Owens, John Rogers, Sheila Geddes, Danielle Coulombe, Glen Allen, Jack Kelly, Brandi Aymont
Joint Implementation Group (JIG)	James Sawa, Trent Wilson, Linda Thronson, Sandra Weber, Edwina Segboer, Kathy Buehler, Lynne Blair-Kaye, Brenda Haynes, Basem Hage, Sheila Geddes, Sandra Bachand, Evelyn Schwabe (Chair)

Appendix B CONTRIBUTED TO LESSONS LEARNED

The following is a list of the individuals who provided input at the Lessons Learned meeting:

Attendees	ACJ Wilkins (Chair), John Rogers (Facilitator), Trent Wilson, Basem Hage, Brenda Haynes, Sandra Mitchell, Edwina Segboer, Lynne Blair-Kaye, Sandra Weber, Sandra Bachand, Linda Thronson, James Sawa, Tim Owens, Sheila Geddes, Danielle Coulombe, Glenda Hagerman, Jackie Starcevic, Charlene Alexander, Ted Baier, Shaun Raine, Shenoa Feragen, Kathy Buehler, Reann Lindgren
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Appendix C WORKPLAN

ID	WBS	Task Name	Pkg Lead	Start	Duration	Finish	Qtr 4	2012 Qtr 1	2012 Qtr 2	2012 Qtr 3	2012 Qtr 4	2013 Qtr 1
							Feb/Mar	Apr/May/Jun	Jul/Aug/Sep	Oct/Nov/Dec	Jan/Feb/Mar	Apr/May/Jun
1	RR	CCM Regional Rollout		11-11-01	123 d	12-05-01						
2	RR/1	>> Stage Start		11-12-01	0 d	11-12-01						
3	RR/G	General		11-11-01	119 d	12-04-25						
4	RR/G-GV	Governance and Stakeholder Management	E Schwabe	11-11-01	49 d	12-01-13						
5	RR/G-GV.01	>> Package Start		11-11-01	0 d	11-11-01						
6	RR/G-GV.02	Set up Regional Subcommittee		11-11-01	10 d	11-11-15						
7	RR/G-GV.03	Prepare Terms of Reference		11-11-01	10 d	11-11-15						
8	RR/G-GV.04	ToR approved by Regional Subcommittee		12-01-13	1 d	12-01-13						
9	RR/G-GV.05	Set up regular meetings		11-11-16	1 d	11-11-16						
10	RR/G-GV.06	=> Regional Subcommittee		12-01-13	0 d	12-01-13						
11	RR/G-CM	Regional Change Management Strategy	S Geddes	12-01-03	63 d	12-03-30						
12	RR/G-CM.01	>> Package Start		12-01-03	0 d	12-01-03						
13	RR/G-CM.02	Prepare Regional Change Management Strategy for Wetaskiwin-Okotoks		12-01-03	20 d	12-01-30						
14	RR/G-CM.04	Update Appendix D (Communication activities)		12-02-22	28 d	12-03-30						
15	RR/G-CM.03	=> Change Management Strategy for Wetaskiwin-Okotoks		12-01-30	0 d	12-01-30						
16	RR/G-T	Training Strategy	an/ D Coulombe	11-12-19	20 d	12-01-19						
17	RR/G-T.01	>> Package Start		11-12-19	0 d	11-12-19						
18	RR/G-T.02	Prepare Regional Training Strategy		11-12-19	20 d	12-01-19						
19	RR/G-T.03	=> Regional Training Strategy		12-01-19	0 d	12-01-19						
20	RR/G-GUI	CCM Guidelines for Wetaskiwin-Okotoks	S Bachand	12-01-06	30 d	12-02-16						
21	RR/G-GUI.01	>> Package Start		12-01-06	0 d	12-01-06						
22	RR/G-GUI.02	Consult with SMEs and prepare Guidelines		12-01-06	15 d	12-01-26						
23	RR/G-GUI.03	CCM Guidelines approval by Regional Subcommittee		12-01-27	10 d	12-02-09						
24	RR/G-GUI.04	Distribute and post Guidelines		12-02-10	5 d	12-02-16						
25	RR/G-GUI.05	=> CCM Guidelines for Wetaskiwin-Okotoks		12-02-16	0 d	12-02-16						
26	RR/G-APP	Applications		11-12-22	64 d	12-03-27						
27	RR/G-APP.01	Remote Courtroom Scheduling (RCS)		11-12-22	64 d	12-03-27						
28	RR/G-APP.01.1	Business Requirements in RCS	S Bachand	12-02-03	37 d	12-03-27						
29	RR/G-APP.01.1.1	>> Package Start		12-02-03	0 d	12-02-03						
30	RR/G-APP.01.1.2	Gather business requirements from Wetaskiwin-Okotoks		12-02-03	15 d	12-02-24						
31	RR/G-APP.01.1.3	Send to JUST Operations to modify RCS		12-02-27	2 d	12-02-28						
32	RR/G-APP.01.1.5	Submit RFC adding required courtrooms and business rules to RCS		12-02-03	10 d	12-02-16						
33	RR/G-APP.01.1.6	JUST Operations have modified RCS	JUST Oper	12-02-29	20 d	12-03-27						
34	RR/G-APP.01.1.4	=> RCS modified for Wetaskiwin-Okotoks		12-02-28	0 d	12-02-28						
35	RR/G-APP.01.2	RCS Application Form	E Schwabe	11-12-22	53 d	12-03-12						
36	RR/G-APP.01.2.1	>> Package Start		11-12-22	0 d	11-12-22						
37	RR/G-APP.01.2.2	Amend RCS Application form		11-12-22	10 d	12-01-10						
38	RR/G-APP.01.2.7	Send out communication to identify verifiers province wide		12-01-30	4 w	12-02-27						
39	RR/G-APP.01.2.3	Ensure RCS Application verifiers province wide are identified		12-02-28	10 d	12-03-12						
40	RR/G-APP.01.2.6	=> RCS available province wide		12-03-12	0 d	12-03-12						
41	RR/G-APP.01.4	Searching for "P" files province wide	S Bachand	11-12-22	45 d	12-02-29						
42	RR/G-APP.01.4.1	>> Package Start		11-12-22	0 d	11-12-22						
43	RR/G-APP.01.4.4	Gather requirements to move "P" files to RCS		11-12-22	30 d	12-02-07						
44	RR/G-APP.01.4.7	Send out communication for courtrooms numbers and usage		11-12-22	20 d	12-01-24						
45	RR/G-APP.01.4.6	Submit RFC to have "P" files moved to RCS		12-01-11	25 d	12-02-14						
46	RR/G-APP.01.4.2	Confirm search functionality for "P" files works through RCS		12-02-08	15 d	12-02-29						
47	RR/G-APP.01.4.3	=> "P" files transferred to RCS allowing province wide searching		12-02-29	0 d	12-02-29						
48	RR/G-APP.02	PRISM	L Thronson	12-01-06	20 d	12-02-02						
49	RR/G-APP.02.1	>> Package Start		12-01-06	0 d	12-01-06						
50	RR/G-APP.02.2	Determine process for requesting access to PRISM		12-01-06	5 d	12-01-12						
51	RR/G-APP.02.3	Identify individuals requiring access to PRISM in CaRRRO		12-01-13	5 d	12-01-19						
52	RR/G-APP.02.4	Identify individuals requiring access to PRISM in Wetaskiwin Crown		12-01-13	5 d	12-01-19						
53	RR/G-APP.02.5	Request access to PRISM for CaRRRO		12-01-20	10 d	12-02-02						
54	RR/G-APP.02.6	Request access to PRISM for Wetaskiwin		12-01-20	10 d	12-02-02						
55	RR/G-APP.02.7	=> PRISM access for Wetaskiwin Crown-CaRRRO		12-02-02	0 d	12-02-02						
56	RR/G-APP.05	JOIN Sub-system		12-01-03	40 d	12-02-28						

Project: Court Case Management Pha
Date: 12-05-31

Task Progress Summary External Tasks Deadline

Split Milestone Project Summary External Milestone

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ID	WBS	Task Name	Pkg Lead	Start	Duration	Finish	Qtr 4	2012 Qtr 1	2012 Qtr 2	2012 Qtr 3	2012 Qtr 4	2013 Qtr 1
							Feb/Mar	Apr/May/ Jun	Jul/ Aug/ Sep	Oct/ Nov/ Dec	Jan/ Feb/ Mar	Apr/ May/ Jun
57	RR/G-APP.05.09	JOIN Sub-system access	rr/ L Blaire-Kaye	12-01-06	15 d	12-01-26						
58	RR/G-APP.05.09.6	>> Package Start		12-01-06	0 d	12-01-06						
59	RR/G-APP.05.09.7	Assess who requires access to JOIN Sub-system		12-01-06	5 d	12-01-12						
60	RR/G-APP.05.09.8	Request JOIN provide access to Sub-system for Calgary Regional		12-01-13	10 d	12-01-26						
61	RR/G-APP.05.09.10	Request JOIN provide access to Sub-system for Wetaskiwin		12-01-13	10 d	12-01-26						
62	RR/G-APP.05.09.9	>> JOIN Sub-system access provided to Wetaskiwin-Calgary Region		12-01-26	0 d	12-01-26						
63	RR/G-APP.05.10	Courtrooms added to Sub-system for regional	S Bachand	12-01-03	40 d	12-02-28						
64	RR/G-APP.05.10.7	>> Package Start		12-01-03	0 d	12-01-03						
65	RR/G-APP.05.10.8	Determine courtrooms needing to be added into Sub-system		12-01-03	4 w	12-01-30						
66	RR/G-APP.05.10.9	Submit RFC adding required courtrooms Sub-system		12-01-17	6 w	12-02-28						
67	RR/G-APP.05.10.10	>> Courtrooms added to JOIN Sub-system		12-02-28	0 d	12-02-28						
68	RR/G-OAI	Officer Availability Information		11-12-05	80 d	12-03-30						
69	RR/G-OAI.01	RCMP Officer Availability	S Bachand	11-12-05	80 d	12-03-30						
70	RR/G-OAI.01.1	>> Package Start		11-12-05	0 d	11-12-05						
71	RR/G-OAI.01.2	Request JOIN access for RCMP to enter officer availability		11-12-05	5 d	11-12-09						
72	RR/G-OAI.01.3	Ensure training for RCMP on entering officer availability		11-12-12	30 d	12-01-26						
73	RR/G-OAI.01.5	Investigate and implement interface with CARM		11-12-05	80 d	12-03-30						
74	RR/G-OAI.01.13	>> Okotoks Officer Availability Information is available		12-01-26	0 d	12-01-26						
75	RR/G-OAI.01.12	>> Turner Valley Officer Availability Information is available		12-01-26	0 d	12-01-26						
76	RR/G-OAI.01.11	>> High River Officer Availability Information is available		12-01-26	0 d	12-01-26						
77	RR/G-OAI.01.10	>> Wetaskiwin Officer Availability Information is available		12-01-26	0 d	12-01-26						
78	RR/G-OAI.01.7	>> Hobbema Officer Availability Information is available		12-01-26	0 d	12-01-26						
79	RR/G-OAI.04	Agency Availability Information	S Bachand	11-12-06	70 d	12-03-19						
80	RR/G-OAI.04.9	>> Package Start		11-12-06	0 d	11-12-06						
81	RR/G-OAI.04.1	Identify additional Agencies requiring JOIN access		11-12-06	30 d	12-01-20						
82	RR/G-OAI.04.10	Request JOIN access for approved Enforcement Agencies		12-01-23	40 d	12-03-19						
83	RR/G-OAI.04.11	>> Other Agencies applications for JOIN access submitted		12-03-19	0 d	12-03-19						
84	RR/G-JOIN	JOIN		12-01-03	79 d	12-04-25						
85	RR/G-JOIN.05	Register CMO as Courtroom	rr/ L Blaire-Kaye	12-01-23	10 d	12-02-03						
86	RR/G-JOIN.05.3	>> Package Start		12-01-23	0 d	12-01-23						
87	RR/G-JOIN.05.2	Submit RFC to JOIN to add "CMO" as a courtroom for Okotoks and Wetaskiwin		12-01-23	10 d	12-02-03						
88	RR/G-JOIN.05.4	>> CMO is registered in JOIN as a courtroom		12-02-03	0 d	12-02-03						
89	RR/G-JOIN.01	RCMP Informations/Subpoena Status/Officer witnesses	ondson/ J Sawa	12-01-03	79 d	12-04-25						
90	RR/G-JOIN.01.1	>> Package Start		12-01-03	0 d	12-01-03						
91	RR/G-JOIN.01.11	Identify JOIN training needs for Okotoks RCMP		12-01-03	15 d	12-01-23						
92	RR/G-JOIN.01.10	Identify JOIN training needs for High River RCMP		12-01-03	15 d	12-01-23						
93	RR/G-JOIN.01.9	Identify JOIN training needs for Turner Valley RCMP		12-01-03	15 d	12-01-23						
94	RR/G-JOIN.01.8	Identify JOIN training needs for Wetaskiwin RCMP		12-01-03	15 d	12-01-23						
95	RR/G-JOIN.01.2	Identify JOIN training needs for Hobbema RCMP		12-01-03	15 d	12-01-23						
96	RR/G-JOIN.01.16	Identify JOIN trainer for Okotoks RCMP		12-01-24	5 d	12-01-30						
97	RR/G-JOIN.01.15	Identify JOIN trainer for High River RCMP		12-01-24	5 d	12-01-30						
98	RR/G-JOIN.01.14	Identify JOIN trainer for Turner Valley RCMP		12-01-24	5 d	12-01-30						
99	RR/G-JOIN.01.13	Identify JOIN trainer for Wetaskiwin RCMP		12-01-24	5 d	12-01-30						
100	RR/G-JOIN.01.12	Identify JOIN trainer for Hobbema RCMP		12-01-24	5 d	12-01-30						
101	RR/G-JOIN.01.20	Organize for Okotoks RCMP training		12-01-31	2 w	12-02-13						
102	RR/G-JOIN.01.19	Organize for High River RCMP training		12-01-31	2 w	12-02-13						
103	RR/G-JOIN.01.18	Organize for Turner Valley RCMP training		12-01-31	2 w	12-02-13						
104	RR/G-JOIN.01.17	Organize for Wetaskiwin RCMP training		12-01-31	2 w	12-02-13						
105	RR/G-JOIN.01.7	Organize for Hobbema RCMP training		12-01-31	2 w	12-02-13						
106	RR/G-JOIN.01.25	JOIN training delivered to Okotoks RCMP to enter Informations/Subpoena Status/O		12-02-14	10 d	12-02-28						
107	RR/G-JOIN.01.24	JOIN training delivered to High River RCMP to enter Informations/Subpoena Status/		12-02-14	10 d	12-02-28						
108	RR/G-JOIN.01.23	JOIN training delivered to Turner Valley RCMP to enter Informations/Subpoena Sta		12-04-03	15 d	12-04-25						
109	RR/G-JOIN.01.22	JOIN training delivered to Wetaskiwin RCMP to enter Informations/Subpoena Status		12-02-14	10 d	12-02-28						
110	RR/G-JOIN.01.21	JOIN training delivered to Hobbema RCMP to enter Informations/Subpoena Status/		12-02-14	10 d	12-02-28						
111	RR/G-JOIN.01.5	Discuss changes with process for RCMP entering Informations with Hearing Offices		12-02-14	5 d	12-02-21						
112	RR/G-JOIN.01.30	>> Okotoks RCMP enter Informations/Subpoena Status/Officer witnesses into		12-02-28	0 d	12-02-28						

Project: Court Case Management Pha
Date: 12-05-31

Task Progress Summary External Tasks Deadline

Split Milestone Project Summary External Milestone

ID	WBS	Task Name	Pkg Lead	Start	Duration	Finish	Qtr 4	2012 Qtr 1	2012 Qtr 2	2012 Qtr 3	2012 Qtr 4	2013 Qtr 1
							Feb/Mar	Apr/May/June	Jul/Aug/Sep	Oct/Nov/Dec	Jan/Feb/Mar	Apr/May/June
113	RR/G-JOIN.01.29	=>High River RCMP enter Informations/Subpoena Status/Officer witnesses int		12-02-28	0 d	12-02-28						02-28
114	RR/G-JOIN.01.28	=>Turner Valley RCMP enter Informations/Subpoena Status/Officer witnesses		12-04-25	0 d	12-04-25						04-25
115	RR/G-JOIN.01.27	=>Wetaskiwin RCMP enter Informations/Subpoena Status/Officer witnesses in		12-02-28	0 d	12-02-28						02-28
116	RR/G-JOIN.01.26	=>Hobbema RCMP enter Informations/Subpoena Status/Officer witnesses intc		12-02-28	0 d	12-02-28						02-28
117	RR/G-JOIN.02	Crown enter civilian witnesses and generate subpoenas	ondson/ J Sawa	12-01-16	25 d	12-02-17						
118	RR/G-JOIN.02.1	>> Package Start		12-01-23	0 d	12-01-23						
119	RR/G-JOIN.02.2	Identify JOIN training needs for Wetaskiwin Crown		12-01-23	3 d	12-01-25						
120	RR/G-JOIN.02.3	Identify JOIN training needs for CaRRRO		12-01-30	5 d	12-02-03						
121	RR/G-JOIN.02.9	Confirm CaRRRO entry of civilian witnesses and generate subpoenas		12-02-13	5 d	12-02-17						
122	RR/G-JOIN.02.10	Confirm Wetaskiwin entry of civilian witnesses and generate subpoenas		12-01-16	5 d	12-01-20						
123	RR/G-JOIN.02.4	Identify JOIN trainer for Wetaskiwin Crown		12-01-26	1 d	12-01-26						
124	RR/G-JOIN.02.5	Identify JOIN trainer for CaRRRO		12-02-06	5 d	12-02-10						
125	RR/G-JOIN.02.6	JOIN Training delivered to Wetaskiwin Crown		12-01-27	1 d	12-01-27						
126	RR/G-JOIN.02.7	JOIN Training delivered to CaRRRO - to be completed in the fall		12-02-13	5 d	12-02-17						
127	RR/G-JOIN.02.8	=> Wetaskiwin Crown enter witnesses and subpoenas into JOIN		12-01-27	0 d	12-01-27						
128	RR/G-JOIN.02.11	=> CaRRRO Crown enter witnesses and subpoenas into JOIN - to be complete		12-02-17	0 d	12-02-17						
129	RR/G-T&E	Technology, Equipment		11-12-22	66.5 d	12-03-30						
130	RR/G-T&E.01	Bar Code Equipment	ondson/ J Sawa	11-12-22	51 d	12-03-08						
131	RR/G-T&E.01.1	>> Package Start		11-12-22	0 d	11-12-22						
132	RR/G-T&E.01.2	Deliver bar code equipment to Wetaskiwin Crown		11-12-22	5 d	12-01-03						
133	RR/G-T&E.01.3	Deliver bar code equipment to CaRRRO		12-01-16	10 d	12-01-27						
134	RR/G-T&E.01.4	Identify training needs for bar code equipment in Wetaskiwin		11-12-22	10 d	12-01-10						
135	RR/G-T&E.01.5	Identify training needs for bar code equipment in CaRRRO		11-12-22	10 d	12-01-10						
136	RR/G-T&E.01.6	Arrange for training of bar code equipment in Wetaskiwin		12-01-11	15 d	12-01-31						
137	RR/G-T&E.01.7	Arrange for training of bar code equipment in CaRRRO		12-02-15	15 d	12-03-07						
138	RR/G-T&E.01.8	Training delivered to Wetaskiwin Crown		12-02-01	1 d	12-02-01						
139	RR/G-T&E.01.9	Training delivered to CaRRRO		12-03-08	1 d	12-03-08						
140	RR/G-T&E.01.11	=> Bar Code Equipment used in Wetaskiwin Crown		12-02-01	0 d	12-02-01						
141	RR/G-T&E.01.10	=> Bar Code Equipment used in CaRRRO		12-03-08	0 d	12-03-08						
142	RR/G-T&E.02	Printers in docket courtrooms	er/ L Blaire-Kaye	12-01-03	62.5 d	12-03-30						
143	RR/G-T&E.02.7	>> Package Start		12-01-03	0 d	12-01-03						
144	RR/G-T&E.02.2	Assess requirements in courtroom for printers in Okotoks		12-01-03	10 d	12-01-16						
145	RR/G-T&E.02.8	Assess requirements in courtroom for printers in Wetaskiwin		12-01-03	10 d	12-01-16						
146	RR/G-T&E.02.3	Order printers for Wetaskiwin and Okotoks		12-01-17	10 d	12-01-30						
147	RR/G-T&E.02.4	Arrange for delivery and installation of printers in Wetaskiwin		12-01-31	25 d	12-03-30						
148	RR/G-T&E.02.5	Arrange for delivery and installation of printers in Okotoks		12-02-02	30 d	12-03-30						
149	RR/G-T&E.02.6	=> Printers in docket courtrooms Wetaskiwin		12-03-30	0 d	12-03-30						
150	RR/G-T&E.02.9	=> Printers in docket courtrooms Okotoks		12-03-30	0 d	12-03-30						
151	RR/G-T&E.03	Printers/Computer Screens for CMO	er/L Blaire-Kaye	12-01-06	56.25 d	12-03-27						
152	RR/G-T&E.03.7	>> Package Start		12-01-06	0 d	12-01-06						
153	RR/G-T&E.03.1	Assess requirement of printers and computers in Okotoks for CMO		12-01-06	5 d	12-01-12						
154	RR/G-T&E.03.2	Assess requirement of printers and computers in Wetaskiwin for CMO		12-01-06	5 d	12-01-12						
155	RR/G-T&E.03.3	Order computers and printers for Wetaskiwin and Okotoks		12-01-13	20 d	12-02-13						
156	RR/G-T&E.03.4	Arrange for delivery and installation of computers and printers in Okotoks		12-02-13	30 d	12-03-27						
157	RR/G-T&E.03.5	Arrange for delivery and installation of computers and printers in Wetaskiwin		12-02-13	30 d	12-03-27						
158	RR/G-T&E.03.9	=> Printers/Computers at CMO in Wetaskiwin		12-03-27	0 d	12-03-27						
159	RR/G-T&E.03.6	=> Printers/Computers at CMO in Okotoks		12-03-27	0 d	12-03-27						
160	RR/G-*	Documents needing to be updated	er/L Blaire-Kaye	12-02-09	20 d	12-03-09						
161	RR/G-*.01	>> Package Start		12-02-09	0 d	12-02-09						
162	RR/G-*.02	Amend Law Enforcement Release documents		12-02-10	15 d	12-03-02						
163	RR/G-*.03	Amend Alberta Court Calendar to reflect proper appearances		12-03-05	5 d	12-03-09						
164	RR/G-*.04	=> Documents Updated		12-03-09	0 d	12-03-09						
165	RR/C	Calgary Regional		12-01-03	60 d	12-03-27						
166	RR/C-Setup	Setup Okotoks		12-01-03	55 d	12-03-20						
167	RR/C-Setup.01	Courthouse	L Blaire-Kaye	12-01-03	55 d	12-03-20						
168	RR/C-Setup.01.1	>> Package Start		12-01-03	0 d	12-01-03						

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ID	WBS	Task Name	Pkg Lead	Start	Duration	Finish	Qtr 4	2012 Qtr 1	2012 Qtr 2	2012 Qtr 3	2012 Qtr 4	2013 Qtr 1
							Feb Mar	Apr May Jun	Jul Aug Sep	Oct Nov Dec	Jan Feb Mar	Apr May Jun
169	RR/C-Setup.01.2	Assess office changes to accommodate CMO in Okotoks		12-01-03	10 d	12-01-16						
170	RR/C-Setup.01.3	Request assistance from Infrastructure to accommodate Okotoks CMO		12-01-17	10 d	12-01-30						
171	RR/C-Setup.01.4	Contact IT Services to ensure wiring is in place for equipment in Okotoks CMO		12-01-17	5 d	12-01-23						
172	RR/C-Setup.01.5	Ensure IT Services installs necessary wiring in Okotoks Courthouse		12-01-24	30 d	12-03-06						
173	RR/C-Setup.01.18	++ Okotoks External Stakeholders meeting		12-02-06	1 d	12-02-06						
174	RR/C-Setup.01.17	++ Okotoks External Stakeholders meeting		12-02-28	1 d	12-02-28						
175	RR/C-Setup.01.19	++ Okotoks External Stakeholders meeting		12-03-20	1 d	12-03-20						
176	RR/C-Setup.04	Calgary Regional Training	L Blaire-Kaye	12-01-23	40 d	12-03-19						
177	<i>RR/C-Setup.04.1</i>	<i>>> Package Start</i>		<i>12-01-23</i>	<i>0 d</i>	<i>12-01-23</i>						
178	RR/C-Setup.04.6	Arrange for training of JOIN Sub-system for Calgary Regional CS staff		12-01-23	10 d	12-02-03						
179	RR/C-Setup.04.7	Deliver JOIN Sub-system training to Calgary Regional CS staff		12-02-06	30 d	12-03-19						
180	RR/C-Setup.04.8	Arrange for training of RCS for Calgary Regional CS staff		12-02-28	5 d	12-03-05						
181	RR/C-Setup.04.9	Deliver RCS training for Calgary Regional CS staff		12-03-06	5 d	12-03-12						
182	<i>RR/C-Setup.04.12</i>	<i>=> Okotoks CMO ready for business</i>		<i>12-03-19</i>	<i>0 d</i>	<i>12-03-19</i>						
183	RR/C-Setup.02	CaRRRO	J Sawa	12-02-07	25 d	12-03-13						
184	<i>RR/C-Setup.02.1</i>	<i>>> Package Start</i>		<i>12-02-07</i>	<i>0 d</i>	<i>12-02-07</i>						
185	RR/C-Setup.02.2	Arrange for training of JOIN for CaRRRO to enter civilian witnesses and generate s		12-02-07	10 d	12-02-21						
186	RR/C-Setup.02.3	Deliver training on JOIN for CaRRRO to enter civilian witnesses and generate subp		12-03-07	5 d	12-03-13						
187	RR/C-Setup.02.4	Arrange for training of RCS for CaRRRO		12-02-29	5 d	12-03-06						
188	RR/C-Setup.02.5	Deliver RCS training for CaRRRO		12-03-07	5 d	12-03-13						
189	RR/C-Setup.02.6	Arrange for PRISM training for CaRRRO		12-02-22	5 d	12-02-28						
190	RR/C-Setup.02.7	Deliver PRISM training to CaRRRO		12-02-29	5 d	12-03-06						
191	<i>RR/C-Setup.02.9</i>	<i>=> CaRRRO ready for business</i>		<i>12-03-06</i>	<i>0 d</i>	<i>12-03-06</i>						
192	RR/C-GL	Go Live Okotoks		12-03-21	5 d	12-03-27						
193	RR/C-D	Defence Readiness for RCS - Okotoks	an/ D Coulombe	12-02-21	20 d	12-03-19						
194	<i>RR/C-D.01</i>	<i>>> Package Start</i>		<i>12-02-21</i>	<i>0 d</i>	<i>12-02-21</i>						
195	RR/C-D.02	Arrange RCS Training for Defence Counsel in Calgary Regional		12-02-21	15 d	12-03-12						
196	RR/C-D.03	Provide RCS Training for Defence Counsel in Calgary Regional		12-03-13	5 d	12-03-19						
197	<i>RR/C-D.04</i>	<i>=> RCS Training delivered to Defence in Okotoks</i>		<i>12-03-19</i>	<i>0 d</i>	<i>12-03-19</i>						
198	RR/W	Wetaskiwin Regional		11-11-01	100 d	12-03-27						
199	RR/W-Setup	Setup Wetaskiwin		11-11-01	95 d	12-03-20						
200	RR/W-Setup.07	Stakeholder Engagement	E Segboer	11-11-01	20 d	11-11-29						
201	<i>RR/W-Setup.07.1</i>	<i>>> Package Start</i>		<i>11-11-01</i>	<i>0 d</i>	<i>11-11-01</i>						
202	RR/W-Setup.07.2	++ Wetaskiwin Town Hall meeting		11-11-29	1 d	11-11-29						
203	RR/W-Setup.01	Courthouse	E Segboer	12-01-23	41 d	12-03-20						
204	<i>RR/W-Setup.01.1</i>	<i>>> Package Start</i>		<i>12-01-23</i>	<i>0 d</i>	<i>12-01-23</i>						
205	RR/W-Setup.01.2	Assess office changes to accommodate CMO in Wetaskiwin		12-01-23	10 d	12-02-03						
206	RR/W-Setup.01.3	Request assistance from Infrastructure to accommodate CMO in Wetaskiwin		12-02-06	5 d	12-02-10						
207	RR/W-Setup.01.4	Contact IT Services to ensure wiring is in place for equipment in Wetaskiwin		12-02-06	5 d	12-02-10						
208	RR/W-Setup.01.5	Ensure IT Services installs necessary wiring in Wetaskiwin Courthouse		12-02-13	10 d	12-02-27						
209	RR/W-Setup.01.8	++ Wetaskiwin External Stakeholders meeting		12-02-06	1 d	12-02-06						
210	RR/W-Setup.01.9	++ Wetaskiwin External Stakeholders meeting		12-02-27	1 d	12-02-27						
211	RR/W-Setup.01.6	++ Wetaskiwin Town Hall meeting		12-03-20	1 d	12-03-20						
212	RR/W-Setup.05	Wetaskiwin CS Training	E Segboer	12-01-23	37 d	12-03-14						
213	<i>RR/W-Setup.05.1</i>	<i>>> Package Start</i>		<i>12-01-23</i>	<i>0 d</i>	<i>12-01-23</i>						
214	RR/W-Setup.05.6	Arrange for training of JOIN Sub-system for Wetaskiwin CS staff		12-01-23	10 d	12-02-03						
215	RR/W-Setup.05.7	Deliver JOIN Sub-system training to Wetaskiwin CS staff		12-02-06	20 d	12-03-05						
216	RR/W-Setup.05.8	Arrange for training of RCS for Wetaskiwin CS staff		12-03-06	5 d	12-03-12						
217	RR/W-Setup.05.9	Deliver RCS training for Wetaskiwin CS staff		12-03-13	2 d	12-03-14						
218	<i>RR/W-Setup.05.12</i>	<i>=> Wetaskiwin CMO ready for business</i>		<i>12-03-14</i>	<i>0 d</i>	<i>12-03-14</i>						
219	RR/W-Setup.02	Wetaskiwin Crown Training	L Thronson	12-01-23	33 d	12-03-08						
220	<i>RR/W-Setup.02.1</i>	<i>>> Package Start</i>		<i>12-01-23</i>	<i>0 d</i>	<i>12-01-23</i>						
221	RR/W-Setup.02.2	Arrange for training of JOIN for Wetaskiwin Crown to enter civilian witnesses and ge		12-01-23	10 d	12-02-03						
222	RR/W-Setup.02.3	Deliver training on JOIN for Wetaskiwin Crown to enter civilian witnesses and gener		12-02-06	10 d	12-02-17						
223	RR/W-Setup.02.4	Arrange for training of RCS for Wetaskiwin Crown		12-02-06	15 d	12-02-27						
224	RR/W-Setup.02.5	Deliver RCS training for Wetaskiwin Crown		12-03-06	3 d	12-03-08						

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							Feb Mar	Apr May Jun	Jul Aug Sep	Oct Nov Dec	Jan Feb Mar	Apr May Jun
225	RR/W-Setup.02.6	Arrange for PRISM training for Wetaskiwin Crown		12-01-23	10 d	12-02-03						
226	RR/W-Setup.02.7	Deliver PRISM training to Wetaskiwin Crown		12-02-06	5 d	12-02-10						
227	<i>RR/W-Setup.02.11</i>	<i>=> Wetaskiwin Crown ready for business</i>		<i>12-03-08</i>	<i>0 d</i>	<i>12-03-08</i>						
228	RR/W-GL	Go Live Wetaskiwin		12-03-21	5 d	12-03-27						
229	RR/W-D	Defence Readiness for RCS - Wetaskiwin	an/ D Coulombe	12-02-22	20 d	12-03-20						
230	<i>RR/W-D.01</i>	<i>>> Package Start</i>		<i>12-02-22</i>	<i>0 d</i>	<i>12-02-22</i>						
231	RR/W-D.02	Arrange for RCS Training for Defence Counsel in Wetaskiwin		12-02-22	15 d	12-03-13						
232	RR/W-D.03	Deliver RCS Training for Defence Counsel in Wetaskiwin		12-03-14	5 d	12-03-20						
233	<i>RR/W-D.04</i>	<i>=> RCS Training delivered to Defence in Wetaskiwin</i>		<i>12-03-20</i>	<i>0 d</i>	<i>12-03-20</i>						
234	RR/PR	Process Refinement	E. Schwabe	12-04-02	20 d	12-05-01						
235	<i>RR/PR.*</i>	<i>>> Package Start</i>		<i>12-04-02</i>	<i>0 d</i>	<i>12-04-02</i>						
236		Lessons Learned process		12-04-25	5 d	12-05-01						
237		Review further RCS enhancements		12-04-02	5 d	12-04-10						

Task due to commence at a future date

Tasks that are active and on track

Tasks that are off track but will be recovered within the next two

Tasks that are off track and a plan adjustment will be required

Tasks that are on hold at the time

Tasks that are completed

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	Split		Milestone		Project Summary		External Milestone			