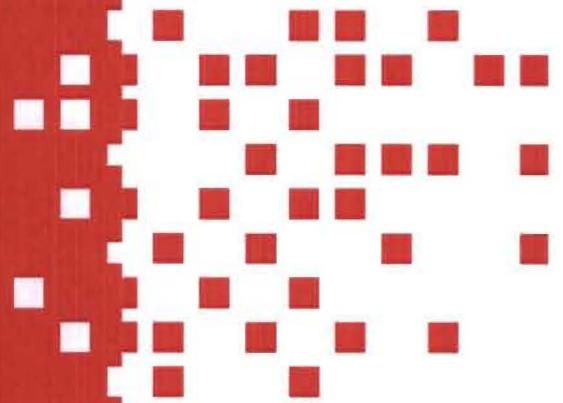


**TexFile**<sup>™</sup>  
eFiling for Texas

Tom Green County  
Project Charter  
Version 1.0





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## Revision History

This document has been revised as follows:

Date	Version	Primary Author(s)	Description of Changes
6/3/2013	1.0	Michael Morrison	Initial Draft



## Project Definition

TexFile has engaged with Tom Green County to implement the TexFile system. The details of the implementation are outlined below. If this Charter conflicts with the contract between TexFile and The Texas Office of Court Administration (OCA), the contract will supersede this document.

## Project Objectives

The primary objective of this project is to implement TexFile's electronic file and serve product in Tom Green County. In implementing TexFile, the client hopes to achieve the following key business and technology objectives:

- Reduce Paper Dependency
  - Faster retrieval of case documents
  - Reduce physical storage
- Improved Technology
  - Robust integration with existing case management system
  - Position the client to receive continuous improvements through TexFile's evergreen software development model
  - Electronic delivery of service records
- Conform with statutory objectives; Implement eFiling solution by state mandated guidelines
- Improved Process for Filing Community
  - More reasonable fee structure with cost savings for filers
  - Single portal for filing in any Texas court
  - Increased support for filers and court users

This list is not all inclusive but represents key objectives identified by client executives and other key project stakeholders.

## Project Scope

This section describes the scope of the project at a high level. For more detail on the project's scope, see the Project Schedule breakdown.

## Project Stakeholders

Implementing TexFile will provide Tom Green County with an electronic file and serve system that provides functionality for the following organizations:

- District Clerk's Office
  - Civil Court
  - Family Court
- County Clerk's Office
  - Probate/Mental Health

## Project Approach

### TexFile Implementation Approach

The TexFile team and Tom Green County will work together to implement TexFile following the standard TexFile Implementation Lifecycle for each phase of the project. The approach modeled below provides for a disciplined implementation method while managing risks associated with projects of this scale and complexity.



Each phase of the implementation lifecycle will produce a series of deliverables. As part of the key deliverables, the TexFile team will work jointly with Tom Green County to create and manage a project management plan and schedule supporting the TexFile Implementation Lifecycle.

The current plan is to deploy TexFile to the filing community using the approach described in the project charter. This approach will continue to be evaluated as the project progresses and may be adjusted if deemed necessary and approved by both the TexFile and Tom Green County project teams.

The subsection below provides additional detail on the key tasks that we will be completed throughout the course of the project.

### Overview of Work Streams

The major tasks that will be completed over the course of the project are organized into work streams that follow the overall implementation lifecycle outlined above.

Work Stream	Description
Pre-Implementation Planning	This consists of initial planning tasks such as Project Charter development, project kickoff, project team assignments and project schedule development.
Business Process Definition	Assist customer in defining business processes to determine how those processes will be executed with TexFile.
System Configuration	Configuration of TexFile to perform the business processes previously defined as well as configuration of roles and rights.
Testing	Testing activities will include the following: <ul style="list-style-type: none"> <li>• <b>Business Process Testing</b> - Test of client documented business processes with the TexFile Configuration. Business process testing includes user rights and roles as they pertain to TexFile. Testing will be performed on a stage TexFile environment integrated with a non-production client CMS environment. This testing culminates in</li> </ul>

Work Stream	Description
	<p>user acceptance testing (UAT) prior to training and go-live.</p> <ul style="list-style-type: none"> <li>• <b>Integration Testing</b> – Any interfaces need to be tested to ensure operability according to their interface specifications.</li> </ul>
User Training	<p>TexFile provides end user training for the filing community via live webinars as well as recorded training sessions available on-demand online.</p> <p>Subject matter expert training will be provided prior to business process definition in order to help facilitate this activity. Clerk and court users will be trained prior to go-live.</p>
Go-Live	<p>At a designated date after the clerk/court training is complete and the filer training is in progress, the TexFile production environment will be made publicly available for all EFSPs, attorneys, firms, and self-represented litigants.</p>



# Project Governance

As part of the TexFile Implementation process, a strong governance structure will be established to address key areas of the project. The project’s governance structure consists of the following committees:

- **Executive Steering Committee** – Made up of executive leadership of the stakeholder organizations. This committee has final decision-making authority and serves as the approval authority for any changes to the project scope.
- **Project Team** – Serves as the primary working group for the project.

The TexFile team will establish periodic meetings that include members of the Tom Green County project team and the TexFile project team. Any unresolved issues may be escalated to the executive steering committee when necessary.

## Executive Steering Committee

The Executive Steering Committee will actively help to remove obstacles and solve problems that are beyond the control of the project team. It will be responsible for identifying any conflicts between organizational policies, standards, relevant external requirements, and/or project objectives, etc. In addition, this committee will be responsible for approving scope changes and key deliverables throughout the life of the project.

## Responsibilities

The primary responsibilities of the Executive Steering Committee include:

- Defining the project vision.
- Setting and approving policies that affect the project.
- Resolving project conflicts.
- Providing final decisions for the project.
- Committing the necessary resources to the project (including people, technology, and funding).
- Resolving issues outside of the responsibility and authority of the project team.

Ensuring oversight of the business strategy, that the project is in alignment with the overall electronic filing strategy.

## Membership

The table below identifies the individuals who will make up the Executive Steering Committee.

Name	Committee Role	Title/Function	Agency
Brian McGrath	Member	Program Director	TexFile





# Roles and Responsibilities

## Tom Green County Project Team Members

The project team is comprised of subject matter experts (SMEs) from the following functional areas:

- County Clerk
- District Clerk
- Justice of the Peace
- IT Representation
- Financial Representation

Tom Green County is responsible for providing project resources that can fulfill the following roles and responsibilities for each phase of the TexFile Implementation.

Roles	Responsibilities
Project Sponsor / Stakeholder	<ul style="list-style-type: none"> <li>• Supports the project team in delivering the project on time while giving guidance on the overall project strategy</li> <li>• Ensures that client resources are available for the project</li> <li>• Supports project requirements with executive leadership within the client's organization</li> <li>• Assists in resolution of escalated issues</li> </ul>
Subject Matter Experts (SMEs)	<ul style="list-style-type: none"> <li>• Provides the Client project team and upper-level management with the subject matter expertise needed to deliver the project on time</li> <li>• Defines and documents business processes / scenarios</li> <li>• Defines Configuration code definitions</li> <li>• Defines application user roles and specific rights as it pertains to specific job functions</li> <li>• Verifies application / business process</li> <li>• Participates in functional testing</li> </ul>
Project Manager	<ul style="list-style-type: none"> <li>• Provides the client project team and upper-level management with the tools and information needed to deliver the project on time</li> <li>• Provides approval and signoff to TexFile Project Manager on key deliverables</li> <li>• Defines, schedules, controls, and adjusts all tasks of the project that relate to the client's organizations and responsibilities</li> <li>• Works with the TexFile Project Manager to manage scope as per the Project Charter document</li> <li>• Make decisions on issues presented by other key stakeholders (department SMEs, etc) and provides the County's final decisions to the TexFile Project Manager on project issues, changes, requirements, etc</li> </ul>

Roles	Responsibilities
	<ul style="list-style-type: none"> <li>Communicates directly with the TexFile Project Manager and client Project Sponsor(s)</li> <li>Has authority to plan, direct, and control allocation of client project resources</li> </ul>
Trainers	<ul style="list-style-type: none"> <li>Participates in the development of internal training materials</li> <li>Provides post go-live (ongoing) application training/support to employees or trains others to serve in this capacity</li> </ul>
Testers	<ul style="list-style-type: none"> <li>Participates in development of the test plans, test cases and test data</li> <li>Performs user testing to validate business processes, conversion data, and enhancement functionality</li> </ul>
User Population	<ul style="list-style-type: none"> <li>Provides input and feedback on application functionality and user interface through SMEs or directly as required</li> </ul>
General Roles	<p>All departmental areas are responsible for the following in relation to their specific departments:</p> <ul style="list-style-type: none"> <li>Definition and documentation of Business Processes / Scenarios</li> <li>Subject Matter Expertise</li> <li>Identification of application User Roles and specific Rights as it pertains to specific and/or general job functions</li> <li>Participation in cross-departmental testing activities if necessary due to client documented business process for filing</li> <li>Pilot Testing (Application/Business Process verification)</li> <li>On-going User Training past initial go-live implementation</li> <li>On-going User assessment and testing of Security and Functional processing</li> <li>On-going User assessment and testing of TexFile software updates</li> <li>Sign-off on responsibilities of defined roles, testing, and key decisions</li> </ul>

## TexFile Project Team Members

The TexFile team is responsible for providing project resources that can fulfill the following roles and responsibilities for the TexFile Implementation.

Roles	Responsibilities
TexFile Executive Sponsor	<ul style="list-style-type: none"> <li>Supports the TexFile Project Manager in delivering the project on time while giving guidance on the overall project strategy.</li> <li>Assists in resolution of escalated issues.</li> </ul>

Roles	Responsibilities
TexFile Project Manager	<ul style="list-style-type: none"> <li>• Serves as the main point of contact for the client. All project communications should be directed to the TexFile Project Manager.</li> <li>• Provides the client Project Manager and other project stake-holders with the information needed to show the progress of the project.</li> <li>• Provides documents to the client Project Manager for approval and signoff on key deliverables.</li> <li>• Defines, schedules, controls, and adjusts all tasks of the project that relate to TexFile’s organizations and responsibilities.</li> <li>• Works with the client Project Manager to manage scope as per the Project Charter and Project Schedule.</li> <li>• Communicates directly with the client Project Manager and Project Sponsor(s) / project team members, as needed.</li> <li>• Has authority to plan, direct, and control allocation of TexFile project resources.</li> </ul>
TexFile Implementation Specialist	<ul style="list-style-type: none"> <li>• Serves as the technical specialist responsible for configuration and training of the TexFile system.</li> </ul>

# Project Management

## Management Approach

The TexFile team and Tom Green County each have certain management responsibilities in the project. Management objectives are focused on tightly monitoring, controlling, and balancing the project's key constraint: Schedule. To be effective in achieving these primary management objectives, we must establish:

- An agreed-upon baseline
- A process to monitor progress (project reporting and control)
- A clear means of communication both verbal and written
- An open approach for dealing with issues and risks that will benefit the project
- A process to recognize and manage issues and risks
- A process for accepting project deliverables
- A process for escalation and decision management
- An environment of working as a collaborative partnership

The subsequent sections describe the basic approach that will be used to provide this type of control.

## Agreed Upon Baseline

This Project Charter is the foundation for all key project management activities on the project. It identifies the work activities that will be tracked, identifies responsibilities, and clarifies many of the areas where issues may arise that need to be managed. From this foundation, the project schedule is created which will reflect the work activities and key milestone dates upon which to track progress.

## Project Reporting and Control

The Tom Green County and TexFile Project Managers will work together to monitor the project and provide status reporting. Both Project Managers will track progress against the project plan on a regular basis. The following reports/tools will be prepared (and/or updated) on a periodic basis, as defined by the contract and/or agreed upon between the Project Managers.

- Project Schedule – Key milestones, dates, dependencies, and progress
- Status Reporting (Project Risks, Issues, Decisions, and Action Items) – These will include status, responsibility, history, and resolution
- Project Deliverables that require Sign Off

## Project Communications

Both the TexFile team and Tom Green County are responsible for managing respective communications within this project. The key project communications are defined in the separate communications plan, including participants, subject matter/content, format, frequency of communication, and responsible party.



## Managing Issues and Risks

Issues and risks identified during the implementation will be directed to the Tom Green County and TexFile Project Managers for resolution. Near go-live, a transition plan will be discussed to move any outstanding issues to the TexFile support department.

A risk can be defined as an issue which may occur, but has not yet occurred, in the project. Risk has the potential of occurring in any project. It is important to have a process in place to manage and minimize potential negative impacts.

Identified risks and issues will be reviewed and addressed as part of the regularly scheduled project status meetings. Risks and issues will be communicated to project stakeholders and governance committees as needed by the Tom Green County and TexFile Project Managers.

Risks and issues will be documented in an issues list, as appropriate. These risks/issues will be jointly assigned by the Tom Green County Project Manager and the TexFile Project Manager to the appropriate parties who will work on risk mitigation or issue resolution.

In the event that an issue can't be resolved satisfactorily or in a timely manner, the issue will be escalated per the project governance structure. Should this occur, the Project Managers will engage the appropriate resources to make recommendations, identify alternatives, and determine any impact to the scope.

## Assumptions

The following assumptions apply across all phases of the project:

- It is assumed that all Project Team members are available and will complete assigned tasks by the agreed due dates per the Project Schedule.
- Project Team members will attend and participate in any scheduled team meetings and calls.
- Project Team members will adhere to the communication plan.
- Issues will be raised and communicated when identified.



# Project Charter Approval

The undersigned acknowledge they have reviewed the Project Charter and agree with the approach it presents. Changes to this Charter will be coordinated with and approved by the undersigned or their designated representatives.

### Approved by Tom Green County

*Mike Brown* \_\_\_\_\_ *7-9-13*  
Judge Mike Brown / County Judge Date

*Susan Counts* \_\_\_\_\_ *7/8/13*  
Susan Counts / Project Manager Date

### Approved by TexFile

\_\_\_\_\_  
Michael Morrison / Project Manager Date

\_\_\_\_\_  
Terry Derrick / Program Manager Date