



CHANGE ADVISORY BOARD (CAB)

CHARGE AND DESIGNATION (Amended)

February 2025

INTRODUCTION

Now that the NG-CMS project is complete and has transitioned to full operational mode, the Judiciary has a need to manage changes to the Enterprise Justice, formally Odyssey, environment in a structured way. The Enterprise Justice environment includes an ecosystem comprised of the core Enterprise Justice system, eFiling, Attorney Licensing, and Public Portal. The Judiciary's Technology Services Center (TSC) has provisioned an application support team that will support this ecosystem. This team will benefit from a formal change process that will address the following steps:

1. Submission of change requests
2. Review and analysis (including impact analysis and scoping of effort) of submitted requests
3. Prioritization and approval of requests for implementation
4. Request implementation process (including making, testing, training, and operationalizing the requests)
5. Documenting the changes in the SharePoint Change Log
6. Communication of the changes to the user community

The CAB is created within the Judiciary to facilitate steps 1-3 and provide assistance with the implementation and oversight of the approved requests. The work of the CAB builds on a multi-year effort to improve Judiciary operations through the ongoing improvement of the Enterprise Justice environment. In the spirit of continuous improvement, the CAB will make recommendations for proposed changes to the current environment as defined above to a decision-making body, which may remain within the CAB, or may require escalation to the State Court Administrator and the Chief Superior Judge based on the scope and complexity of the change, as well as impact on business processes. The CAB helps to ensure that changes are managed in a rational and predictable manner by enforcing change management policies and procedures. A Judiciary CAB Procedures document has been developed to describe the types of requests/changes, the scope of the CAB, and specific change management policies and procedures. This document includes a description of how the CAB team members and other change stakeholders interact (i.e., the CAB and the Standard Practices Committee).

The CAB will include in its deliberations input from the Standard Practice Committee (provisioned through a separate Charge & Designation), Rules Committees, Oversight Committees, internal stakeholders, external stakeholders and others with expertise or experience regarding changes under review.

CHARGE

The CAB is specially charged to make decisions about requested changes to the Enterprise Justice environment, and may involve making recommendations to the State Court Administrator and the Chief Superior Judge regarding the prioritization and implementation of changes to the Enterprise Justice environment that are deemed to be a high impact and high urgency:

The CAB will

- (1) Provide a mechanism for changes to be submitted to the CAB, which will enable ingestion of requests from Judiciary staff as well as external stakeholders that wish to recommend changes to systems that impact them (i.e., eFiling, Public Portal);
- (2) Understand the inventory (ecosystem) of, and adhere to a set of Memoranda of Understanding (MOUs) with justice partners, which may initiate changes being considered by the CAB;
- (3) Maintain a set of policies and procedures to support the change management process; communicate these procedures to appropriate stakeholders;
- (4) Review the outstanding list of proposed changes to determine their desirability, feasibility, and impact on business process, funding, and Judiciary resources; these criteria may be “gates” through which changes are vetted prior to formal review by the CAB;
- (5) Communicate the status of proposed changes to the proposer, and other stakeholders as appropriate;
- (6) Prioritize the proposed changes into a sequence that best benefits the Enterprise Justice environment users;
- (7) Authorize the implementation of changes that are highest in priority;
- (8) Verify that changes have been made, and that the changes are documented and tracked in a CMDB; And
- (9) Communicate the status of approved changes using appropriate methods, on an approved frequency, to the appropriate audience.

The Standard Practice Committee will also identify standards recommended by the Committee that may require system changes to implement and review and advocate for those system changes with the CAB for feasibility, impact analysis, cost, implementation approach, and timeline.

CAB MEMBERSHIP

CAB CORE TEAM (*)

Name	Judiciary Role	CAB Role	Responsible, Accountable, Consulted
Marie Schonholtz	Technology Services Center IT Director,	Change Manager, including vendor liaison (including ADS) for change impact and feasibility; the change	Responsible

Name	Judiciary Role	CAB Role	Responsible, Accountable, Consulted
	Application and Data Services	manager must determine which CAB members should review and approve submitted for each change request(s) for each review meeting.	
Therese Corsones	State Court Administrator	Provides executive administrative leadership and sponsorship for the CAB	Accountable
Thomas A. Zonay	Chief Superior Court Judge	Provides judicial-officer leadership and sponsorship for the CAB	Accountable
David Fenster	Trial Court Judge	Provides the judges' perspectives regarding the impact of proposed changes; may also represent the judges' position for proposed changes initiated by judges	Responsible
Jenn Morse	Statewide Courts Representative	Provides the perspectives of the Judicial Bureau (JB) regarding the impact of proposed changes; may also represent the JB position for proposed changes initiated by judges	Responsible
Dawn Sanborn	TCO Representative	Provides the perspectives of Trial Court Operations (TCO) regarding the impact of proposed changes; may also represent the TCO position for proposed changes initiated by judges	Responsible
Kelly Carbo	Finance Manager	Provides financial guidance regarding available funds for proposed changes, as necessary; also provides subject matter expertise for finance-related change requests	Responsible
Joe Paquin	Technology Services Center IT Director, Infrastructure & IT Support Services	Provides technical (<i>application and database</i>) experience during discussions of changes in which this skill is required	Responsible
Andy Stone	Manager of Application Services	Provides experience related to the impact of proposed changes to the applications environment (including Enterprise Justice and Portal)	Responsible
Kristie Landon	External Application Services Manager	Provides experience related to the impact of proposed changes to externally facing applications (i.e., eFiling) on external stakeholders.	Responsible

Name	Judiciary Role	CAB Role	Responsible, Accountable, Consulted
Laura LaRosa	Communications Specialist	Provide internal and external communications regarding status of changes, and about upcoming changes	Responsible (for communications)
Emily Wetherell	Deputy Clerk of the Supreme Court	Provides experience related to the impact of proposed changes to the applications impacting the Supreme Court	Responsible (for Supreme Court items); Consulted for non-Supreme Court items
Maggie Villeneuve	Regional Superior Court Clerk	Provides experience related to the impact of proposed changes to the applications impacting the Superior Court Clerks	Responsible (for Superior Court items); consulted for non-Superior Court items

(*) – These roles directly participate in the decision-making and recommendations process. They are responsible for executing the charge of the CAB. They may, depending on circumstance, engage other resources to participate in CAB meetings to provide domain-level expertise that CAB members may not otherwise have. These roles are responsible for representing their respective “domain,” are accountable for management of the CAB, or are consulted with as changes are discussed for consideration. The expectation is that the Chief Superior Court Judge and State Court Administrator would not play a regular role, but would be engaged for key decisions as needed as executive leaders for this body.

CONSULTATIVE SUPPORT FOR THE CAB (**)

- Scott Griffith, Chief of Planning and Court Services (PCS)
- Andy Campbell, PCS (Digital Content Manager)
- Marcia Schels, CTIO, Technology Services Center (TSC)
- Ryan Oskvarek, Data Services Manager, TSC
- Gregg Mousley, Chief of Finance & Administration
- Laurie Canty, Chief of Trial Court Operations
- Andy Strauss, Licensing Counsel
- Court Users Group (CUG),

(**) – These roles are consultative only and are not decision makers. They may be engaged to participate in CAB meetings to represent a specific position regarding a change. They will present an argument for (or against) the change but will not actively participate in the decision-making process.

This Charge becomes effective on 24 of February 2025. Signed on 24 of February 2025

Signed by:

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THERESE CORSONES
 Vermont State Court Administrator

Signed by:

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HON. THOMAS A. ZONAY
 Chief Superior Court Judge

