King County

<Online Mitigation Business Case>

<Project # 1117789>

Benefit Realization Plan

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Revision History

Version #	Revision Date	Revised by	Description
1.1	10/26/2010	Gary Tripp	Changed logo
1.2	4/15/2012	Karl Nygard	Updated and added detail

1.0 Value Received

Each IT project should have a value which will be realized by the department either during or after the project completes. This identifies the value received by implementing a project solution in a department or unit and compares it to the value projected by the Business Case and any supporting benefit worksheets, including:

- Financial value
- Quantifiable value to the county
- Quantifiable value to the public
- Value from non-quantifiable benefits

The primary goal of this document is to track the benefits of a project over time and be able to answer the question "Was this project successful and in what areas?" A secondary goal is to compare the ongoing realized benefits to those that were estimated at the beginning of the project, and for subsequent updates. This allows us to answer the question "How do the benefits realized relate to those used to justify the project?" These two questions are of paramount importance in the oversight and government of all projects.

- Conduct study on how online mitigation hearing options. How online mitigations could provide easier public access for mitigations, increased speed in responding to mitigation requests, and improved processing of mitigations. The court will also have fewer cases heard in court if matters can be resolved online which will save the money that would usually go towards court costs. This will make us greener and benefit our city partners.
- Online mitigation will provide easier access to court services. Implementing this technology will provide a platform we can use to provide other court services online (Small claims submitted online).
- Customer service can be greatly increased by eliminating the need for some people to have to come to court.

1.1 Metric description and collection method:

Please list the metrics that you will use to define and track the success of this project from a benefits standpoint. If someone asks, "show me how this project was successful or not" these are the metrics which define success, and which should be reported on a regular basis. For each metric, please also state how they will be collected.

- Alternative methods for mitigating a case before going to trial can result in significant court cost savings. Benefits and savings will be calculated by tracking what percentage of cases is addressed through online mitigation as opposed to going trial. We can then compare the percentage of mitigated cases to previous years. Adding online mitigation options should mean fewer cases going to trial and fewer court calendars.

1.2 Transition plan:

If the metric definition, collection method, and reporting are not determined by the business owner and recipient of the benefits above, please detail how the ongoing business owner will take ownership of the metrics, collection, tracking, and reporting of these benefits.

Department Director Signature: _____

1.3 Operational Efficiencies Benefit Measurements (as applicable)

Description	Metric	Baseline	Target	Actual	% Accomplished
Submitting Case Mitigation online	*Alternative case mitigation for increased speed in processing and decrease number of cases that have to be on a court calendar*	*Not sure..*	*Increase mitigatio n by 25%*		
Decreased travel time for court commissioner	*Decreased court calendars will mean less travel time for the court commissione r and fewer cases that the commissione r will need to hear.*	*Not sure*	*Decrease travel time by 25%*		

1.4 Annual Cost Savings Measurements (as applicable)

Description	Initial Projected Cost Savings/avoidance/revenue (from business case)	Updated Savings/ avoidance/ revenue	Actual Savings/ avoidance/ revenue	Explanation of Variance

1.5 Other Benefits:

Please detail any significant benefits of the project that departments, customers, or others will receive beyond any cost savings or efficiencies (which should be detailed above). This could include benefits of risk reduction (please note how, why, and by how much), cost avoidance, or other areas of benefit not easily distilled to a single monetary value.

- The business case study is to determine how conducting online mitigations will impact the District Court. If implemented we assume that when this project is complete the District Court will have the ability to hold an Online Mitigation Hearing through the website. Providing alternative ways to mitigate a case, will decrease the number of people who have to come to court, increase the speed in which a case can be mitigated and provide better access to court services.