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JIS Roadmap Bulletin

A monthly newsletter keeping the court community and justice partners informed on the modernization of Washington State's Judicial Information System

JIS Roadmap Bulletin

September/October 2007

Full Steam Ahead: New Leadership Will Move JIS Roadmap Through Implementation and Beyond

The mission to modernize case management and information systems for Washington courts has some new faces in leadership positions and more new faces on the way.

The transitions come at a time when plans are firmly underway to implement a new case management system and data warehousing capabilities for courts statewide, as the Administrative Office of the Courts (AOC) moves into a primary role of integrating new technology rather than developing it.

JISC Chair

Justice Mary Fairhurst will take over as chair of the Judicial Information System Committee (JISC) following the retirement of current JISC Chair Justice Bobbe Bridge. Bridge will retire at the end of the year to head a non-profit child welfare agency.



Justice Mary Fairhurst

"I know Justice Fairhurst will do a great job as JISC chair and that she will provide necessary leadership as the committee works with AOC staff to implement the new statewide case management system," said Supreme Court Chief Justice Gerry Alexander, in announcing the appointment.

Fairhurst has served as president

of the Washington State Bar Association and Washington Women Lawyers, currently chairs the Public Trust & Confidence Committee, and serves on the Council on Public Legal Education, the Supreme Court's Rules Committee and its Personnel Committee, and the Washington Chapter of the American Judicature Society.

"I'm very excited to join the JISC and work with the Committee to help guide the Judicial Information System," Fairhurst said of her appointment. "The JIS plays a very important role in the workings of Washington's justice system and I look forward to being part of its progress."

Search Underway for New CIO

AOC has engaged an executive search firm to recruit a new Chief Information Officer (CIO) following the resignation of Tim Bates in mid-October.

"Professionally I miss the work I was doing overseas and want to return to that work. Personally I need some time to deal with family and health issues," Bates said about his decision to resign. "There is no perfect time to leave a project like this, but my overseas opportunities are greatest at this time. I will continue to stay in touch with AOC and the ISD staff in particular."

Also, Bates said he feels very confident that implementation of a new case management system is in good hands and will continue on schedule. "All

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the contractors in the world could not make this happen without our core team from AOC that holds the actual system and business knowledge,” he said in his resignation letter.

“The transformation of ISD from a software development shop to state-of-the-art integrators of vendor software solutions is well underway,” he said. “While the transformation is not yet complete, the new role of integrator has been embraced by ISD staff.”

Bates will be working out of Sweden initially on an integration project for an American company, but will also spend time in the Republic of Georgia and Moldova assessing their court automation programs.

He said ongoing success of the Roadmap and Washington courts’ information systems depends on communication.

“There needs to be good two-way communication, not AOC dictating to courts or courts dictating to AOC,” he said. “The strength is in the ability to listen to each other and reach consensus on how to move forward to meet current and future needs of all the courts. AOC needs to be realistic in their promises and the courts need to be realistic in their demands. It works best as a partnership.”

AOC began the executive search process to replace Bates in September. In the interim, Court Administrator Butch Stussy will take leadership of the Roadmap project and along with Deputy Court Administrator Jeff Hall, play a more direct role with the JISC and other JIS committees.

“With a firm direction mapped out, some organizational changes and experienced vendors on board, we will continue to both move the CMS project to successful completion and develop the ISD in its new role as an integrator,” Justice Bridge said.

New Deputy Director

Gregg Richmond joined AOC’s Information Services Division (ISD) in September as Deputy Director of Integration and Development.



Gregg Richmond, new ISD Deputy Director of Integration and Development

Richmond previously served as Chief Information Officer at Fort Lewis Army Base and spent his military career leading information technology initiatives. This frequently involved deploying to another country and setting up new information systems to be used by both the Army and residents of the country.

After retiring from the military, Richmond became Information Technology Manager of the Washington State Department of Early Learning. Through the office’s connections with DSHS, Richmond became familiar with the JIS and “how having a good system can help protect kids,” he said.

He joined AOC “to get in on the ground floor of something that’s going to make a difference,” he said.

His role as Deputy Director of Integration and Development is to watch over software and system integration to ensure that the Roadmap is on track, within budget and in scope. Success of the Roadmap will take buy-in from court leaders, managing of expectations and commitment as the system evolves to provide increasing functionality, he said.



Former ISD Director Tim Bates (right) explains to state Supreme Court Chief Justice Gerry Alexander the work being done in a business process engineering (BPE) work session for superior courts.

Find these on the ‘JIS Projects and Plans Page’

Electronic ticketing (e-Ticketing) is being adopted by more courts across the state. As of October 1, e-Ticketing was in use in 18 courts which had received more than 15,000 electronic tickets. Through use of software and hardware, law enforcement agencies can electronically record and transmit citation information to courts and other agencies.

A new **C-Track Demo** is available online or by CD that allows users to sample how the new case management system operates. The demo uses voice and graphics to take users through various case management steps such as case initiation, docket entries, document generation and more. Try it out!

To access the C-Track Demo or for more information on e-Ticketing, visit <http://inside.courts.wa.gov>, click on “Judicial Information System (JIS)” then “Projects and Plans.”

With BPE diagrams complete, C-Track is taking shape for Washington courts

Thanks to the work accomplished by several dozen court officials and staff members in August and September, a new case management system (CMS) is now being configured to fit the needs of Washington courts.

Detailed configuration plans will be reviewed with court workers at workshops scheduled in Olympia for late October and November.

Configuring the new C-Track case management system is possible now after about 50 judges, court administrators and court workers from across the state spent many days this summer working intensely on business process engineering (BPE) diagrams for all court levels. The BPE participants also worked on re-engineering court processes so that they are standardized across the state for the different court levels, and so that they are as efficient as possible.

The diagrams were needed in order to chart what it is that Washington courts do daily. That information is now being fed into the C-Track case management software. Work is also being done on gap analysis — identifying areas where no easily identified way exists in C-Track to accomplish a task — and documenting alternatives for those areas.

At upcoming workshops, court workers will make choices about those alternatives.

“Ultimately, these configuration efforts will



BPE workshop participants talk at the opening day of workshops in Olympia in August.



TCS and Washington court officials and staff members in a BPE workshop for courts of limited jurisdiction in Olympia. At center (at desk) is Aditya Biswas, BPE Program Manager for TCS.



Members of the BPE work group for appellate courts talk with COA Division I Clerk/Administrator Richard Johnson (on screen) by video conference.

determine how the new CMS will function for court users,” said Randy McKown, project manager for the Administrative Office of the Courts (AOC).

C-Track is a product of LT Court Tech and was developed specifically to provide contemporary case management capabilities to courts. Tata Consultancy Services (TCS) is the primary vendor responsible for integrating case management software into Washington courts. Both vendors were selected by the Judicial Information System Committee (JISC) in June to help modernize case management in Washington courts after a lengthy RFP process.

Participants in the BPE workshops said they were happy with the process and what had been accomplished.

“From my perspective, the BPE workshops went really well,” said Cathy Grindle, director of technology for King County District Court. “Everyone who participated was extremely impressed with the level of knowledge the TCS team had regarding the business of Washington courts. It was evident that they had studied RCWs and court rules extensively in preparation.”

After the workshops in Olympia wrapped up, participants were sent BPE diagrams to review for comments and additional changes.

“I can say that I think we got it!” Grindle said in an email. “The documentation is professional and follows the PMI standards. That was a WOW moment for me.”

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AOC and TCS staff members work on BPE issues in the days prior to workshops that brought dozens of court workers to Olympia to diagram court processes.

Thurston County District Court Judge Clifford “Kip” Stiliz said he was impressed by the BPE process.

“I found the Business Process Engineering exercise to be one of the most satisfying court projects I have worked on in over 20 years,” he said. “The personnel from TCS were exceptionally well educated. The court personnel in attendance were dedicated and extremely motivated to the task.”

The workshops were divided by court level, with judges and court managers and staff members from appellate, superior and CLJ courts meeting in different rooms to examine their courts’ processes.

“It was exciting to analyze critically and capture in diagram and text the court processes we use daily,” Stiliz said. “By engaging in this process we have constructed a great

foundation on which to build our new statewide case management system.”

The process was also gratifying for TCS workers, said Sunder Singh, Vendor Program Manager for the CMS integration.

“We have been very impressed with the team effort,” Singh said. “People have been working shoulder to shoulder, staying late, whatever it takes.”

To find the Business Process Engineering reports and view the diagrams for the different court levels, go to inside.courts.wa.gov, click on “Judicial Information System (JIS),” then on “Projects and Plans,” then on “BPE Diagrams.”



AOC Integrator and former Pend Oreille County Clerk Fawn Opp (left) walks with Christine Levy from LT Court Tech to the BPE workshop for superior courts during the first round of workshops in late summer.

News and Updates

The **Probation and Detention** project’s earlier efforts to identify and license a commercially available solution that could be part of the C-Track rollout was ultimately unsuccessful. Though the effort identified a potential solution, pricing of the product was cost prohibitive.

“It was our goal to find a solution quickly, but that didn’t pan out. Now we will do a thorough study of our options and develop a more strategic approach,” said Butch Stussy, Washington Court Administrator. “The JCS system used by juvenile courts today will continue to serve the courts until

a replacement system is available. It is imperative we use this time to find a solid technical solution backed by a solid business partner,” he said.

A Work Group is being formed under the direction of the Core Case Management System Steering Committee to develop a strategy for replacing the Juvenile and Corrections System (JCS).

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