

## Operational Area: Data Management

Jennifer Creighton, Data Management Manager

Includes: Database Unit, Development Unit, Data Warehouse Unit

**Description:** The Data Management Section is comprised of three separate units:

**Data Warehouse Unit:** The enterprise data warehouse is a repository of historical information that allows courts to query data for managerial and historical reporting. Case and person data is consolidated from SCOMIS, JIS, ACORDS, and JCS for reporting across all court levels. Court specific data marts provide users the ability to query information by specific court level. The information in the warehouse is accessed using a query tool called Business Objects XI (AKA BOXI). The ability to run queries and reports on historical information on court data provides business intelligence and insight into patterns, trends, issues and gaps in that data that can be used for research analysis, improvement of business functions, risk assessment and other business needs. Reports from the enterprise data warehouse can be run on demand or scheduled on a preset basis and the output can be sent to the desktop, or sent to an email address or a file folder making the information easy to share and obtain.

**Development Unit:** The development team is tasked with staffing active projects. They complete requirements analysis, coding, unit testing, and implementation to production of new applications. Work performed by the Development Unit is reported separately under the project(s) to which the staff is currently assigned.

**Database Unit:** The database unit provides a support role to the data warehouse team, the development team, and the operations section (legacy maintenance). They are responsible for reviewing and approving the design of underlying table structures, creating indices to improve performance, maintaining data dictionaries, providing review of proposed changes and additions to the database tables, and creating standards for the creation and maintenance of the databases.

**Data Management Team:** The data management team is comprised of individuals from each of the three units in the Data Management section. They have the responsibility of managing data from an enterprise perspective, including data quality and tracking compliance to data policies. Their activities are reported separately rather than repeating the work for each specific unit.

Activities Completed	Impact/Value
<p><u>Data Warehouse Unit</u></p> <ul style="list-style-type: none"> <li>✓ Continued analysis of Positive Achievement Change Tool (PACT) reporting and working with the Washington State Center for Court Research (WSCCR) and Assessments.com to implement the juvenile risk assessment data mart.</li> </ul>	<p>The PACT implementation will improve the juvenile departments' ability to choose the most effective diversion programs for juveniles.</p>
<ul style="list-style-type: none"> <li>✓ Completed 4 Requests for Information from courts, AOC staff, and outside entities.</li> </ul>	<p>Completing Requests for Information assists the courts in being more efficient in their work, aids research into a variety of issues by WSCCR and outside research organizations, provides information to the legislature in their work to craft bills, and provides the courts and AOC with information regarding the efficiency and effectiveness of the judicial process.</p>
<ul style="list-style-type: none"> <li>◦ Continue addition of vehicle and e-ticketing information into the Courts of Limited Jurisdiction data mart.</li> </ul>	<p>Added at the courts' request, to increase their ability to track e-ticketing cases and analyze the impact of e-ticketing on caseloads.</p>
<ul style="list-style-type: none"> <li>✓ Completed COA Time-in-Process case listing report.</li> </ul>	<p>Provides caseload tracking for the Courts of Appeal to ascertain that cases are being moved through the system in a timely manner.</p>
<ul style="list-style-type: none"> <li>✓ Released new detention episode, detention reason, and alert data into the Juvenile Referral data mart.</li> </ul>	<p>Provides additional reporting capabilities and more information for juvenile departments to track cases.</p>
<ul style="list-style-type: none"> <li>✓ Added several new objects to the data marts, including attorney email information, event comments, and date fields.</li> </ul>	<p>"Objects" redefine database fields so that they can be easily selected and used by courts in creating queries and reports. For example, adding "first day of prior week" and "last day of prior week" allows users to create a report that will run automatically for the prior week without having to manually change the dates each time the report is run. This way reports can be scheduled and courts do not have to remember to submit the report each time period.</p>
<p><u>Database Unit</u></p> <ul style="list-style-type: none"> <li>✓ Completed 2 database design review requests.</li> </ul>	<p>The work of the database unit supports the ongoing maintenance and improvement of the courts' applications (JIS, SCOMIS, ACORDS, JABS, e-ticketing, etc.)</p>
<ul style="list-style-type: none"> <li>✓ Continue PACT report analysis and participate in user acceptance testing of the PACT software. If a test environment is made available by Assessments.com, begin development of reports. Planned implementation is March 2011.</li> </ul>	<p>The PACT implementation will improve the juvenile departments' ability to choose the most effective diversion programs for juveniles.</p>
<p><u>Data Management Team</u></p> <ul style="list-style-type: none"> <li>✓ Continued work on the Data Governance initiative.</li> </ul>	<p>Data governance will provide oversight of data as an</p>

	enterprise asset, resulting in more consistent, timely and quality data.
<ul style="list-style-type: none"> <li>✓ Continued work on the Data Quality initiative, including completion of the analysis of business rules surrounding superior court case and charge resolution processing.</li> </ul>	The data quality implementation will allow analysis on the quality of data, and present means for improving that quality. The immediate benefits will be seen around person and case management, making better data available to judges and administrators to support court decisions such as pre-trial bail/custody decisions.
<b>Activities Planned</b>	<b>Impact/Value</b>
<b>Data Warehouse Unit</b>	
<ul style="list-style-type: none"> <li>◦ Continue addition of vehicle and e-ticketing information into the Courts of Limited Jurisdiction data mart. Planned implementation is April 2011.</li> </ul>	Added at the courts' request, to increase their ability to track e-ticketing cases and analyze the impact of e-ticketing on caseloads.
<ul style="list-style-type: none"> <li>◦ Added additional participants for probate and estate case public search.</li> </ul>	Allows the public to more efficiently track probate and estate cases through the public website, alleviating their need to call the courts or the AOC for information.
<ul style="list-style-type: none"> <li>◦ Continue PACT report analysis and participate in user acceptance testing of the PACT software. If a test environment is made available by Assessments.com, begin development of reports. Attend training. Planned implementation is March 2011.</li> </ul>	The PACT implementation will improve the juvenile departments' ability to choose the most effective diversion programs for juveniles.
<ul style="list-style-type: none"> <li>◦ Respond to data dissemination requests including a research project for Harborview Injury Prevention Research Center on domestic violence during dissolution proceedings.</li> </ul>	Completing Requests for Information assists the courts in being more efficient in their work, aids research into a variety of issues by WSCCR and outside research organizations, provides information to the Legislature in their work to craft bills, and provides the courts and AOC with information regarding the efficiency and effectiveness of the judicial process.
<ul style="list-style-type: none"> <li>◦ Support fiscal note analysis through analysis of proposed legislation on the data warehouse and public data mart.</li> </ul>	This work allows AOC to provide data based responses to the impact of proposed legislation.
<ul style="list-style-type: none"> <li>◦ Respond to increased data requests from other state agencies and the Legislature.</li> </ul>	As other agencies prepare fiscal notes, and the Legislature proposes legislation, they rely on AOC to provide data for them to respond to the notes or to create legislation.
<b>Database Unit</b>	
<ul style="list-style-type: none"> <li>◦ Support data base design review requests.</li> </ul>	The work of the database unit supports the ongoing maintenance and improvement of the courts' applications (JIS, SCOMIS, ACORDS, JABS, e-ticketing, etc.)
<b>Data Management Team</b>	
<ul style="list-style-type: none"> <li>◦ Continue data quality initiative work: <ul style="list-style-type: none"> <li>▪ Attend training on the tools selected.</li> <li>▪ Identify future areas of data quality investigation.</li> </ul> </li> </ul>	The data quality implementation will allow analysis on the quality of data, and present means for improving that quality. The immediate benefits will be seen around person and case management, making better data available to judges and administrators to support court decisions such as pre-trial bail/custody decisions.
<ul style="list-style-type: none"> <li>◦ Complete work on the Data Governance initiative.</li> </ul>	Data governance will provide oversight of data as an enterprise asset, resulting in more consistent, timely and quality data.
<ul style="list-style-type: none"> <li>◦ Begin work on the unified data model.</li> </ul>	Creating a unified data model will allow the structure of the business data to be uncoupled from the physical implementation of the data, which promotes effective data management as business needs evolve.

# Maintenance Project: Parking Module Enhancement –VRV Data Services

Reporting Period 12/01/2010 to 12/31/2010

**Executive Sponsor**  
Data Management Steering Committee  
*Rich Johnson, Chair of Committee*

**IT Project Manager:**  
Michael Walsh

**Business Area Manager**  
Standards & Policies Manager (open)

**Consultant/Contracting Firm:**  
N/A

**Description:** Vehicle Related Violations (VRV) was designed to automate the input and submittal of parking violations as received by local courts through local law enforcement agencies (LEAs). The VRV website provides a service for jurisdictions to get access to the technical information and data needed for them to set up and build data exchanges for use on the jurisdictions side. The AOC has successfully implemented the VRV DX solution with Everett Municipal Court and is now preparing to execute the final two planning steps required before making VRV broadly available statewide. The focus of this engagement between CodeSmart Inc. and AOC is to enable VRV Operational Readiness inclusive of performance tuning, infrastructure setup, and transition to ISD Operations for ongoing support and maintenance.

**Business Benefit:** The VRV Operational Readiness Project will prepare a solution for extended pilot use and eventual statewide implementation. The ongoing work will improve performance for the VRV pilot application with the goal of handling anticipated workload and transaction capacity, perform infrastructure cleanup and ensure optimal environment configuration for ongoing support and maintenance. The Customer Website for Data Services is ready for the extended pilot.

<b>Business Drivers</b>	Improve Decision Making <input type="checkbox"/>	Improve Information Access <input type="checkbox"/>	Improve Service or efficiency <input checked="" type="checkbox"/>	Manage Risks <input type="checkbox"/>
	Maintain the business <input type="checkbox"/>	Manage the costs <input type="checkbox"/>	Increase organizational capability <input type="checkbox"/>	Regulatory compliance or mandate <input type="checkbox"/>

<b>JISC Approved Budget</b>	Allocated (thru December 31 <sup>st</sup> 2010)	Actual (thru December 31 <sup>st</sup> 2010)
	\$ 0.00	\$ 0.00

<b>Current Status</b>	<b>Scope</b>	●	<b>Schedule</b>	▲	<b>Budget</b>	●
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Status Notes: *The clerks have joined the project as members of the project Executive Sponsor Committee (ESC). The ESC has finalized the project scope and the requirements gathering with subject matter experts is underway.*



<b>Project Phase</b>	<input type="checkbox"/> Initiate	<input type="checkbox"/> Planning	<input checked="" type="checkbox"/> Execute	<input type="checkbox"/> Close
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<b>Schedule</b>	<b>Planned Start Date:</b> March 2010	<b>Planned Completion Date:</b> April 2011
	<b>Actual Start Date:</b> March 2010	<b>Actual Completion Date:</b>

Activities Completed	Impact/Value
✓ Resolved BizTalk System Administration issue.	Risk identified in the support procedures has been mitigated.
Activities Planned	Impact/Value
◦ Review and Approve Execution and Monitoring Deliverables and project closeout deliverables.	Audit and verify that all Execution and Monitoring project deliverables were met and that documents were reviewed and approved in accordance with the Delivery Expectations Document (DED).

# Approved Project: Superior Court Data Exchange

Reporting Period 12/01/2010 to 12/31/2010

<b>Executive Sponsor(s)</b> Data Management Steering Committee <i>Rich Johnson, Chair of Committee</i>	<b>IT Project Manager:</b> Bill Burke
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<b>Business Manager:</b> Standards & Policies Manager (open)	<b>Consultant/Contracting Firm:</b> Cayzen
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**Description:** The Superior Court Data Exchange project will build and implement computer services and other infrastructure components to exchange data necessary for creation and maintenance of information in the Judicial Information System (JIS). The project will produce a consistent, defined set of standards and standard technology solutions for sharing data between Judicial Information System (JIS) applications supported by the AOC and its customers (Courts and Justice Partners) to eliminate redundant data entry, improve data accuracy, provide real-time information for decision making and to reduce support costs by a common solution for sharing data.

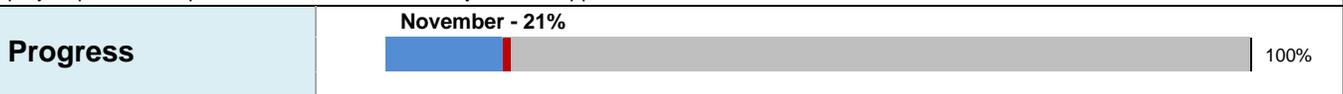
**Business Benefit:** The Data Exchange will eliminate redundant data entry, improve data accuracy, provide real-time information for decision making and reduce support costs through a common technical solution for sharing data. At the end of Phase I (Detailed Analysis and Design), AOC will have a complete list of business requirements driven by the customer groups and established a list of services based on these requirements. At the end of Phase II (Implementation), Superior Court data will be available for both query and updates using the nationally recognized NIEM standard and SOA.

<b>Business Drivers</b>	Improve Decision Making <input type="checkbox"/>	Improve Information Access <input checked="" type="checkbox"/>	Improve Service or efficiency <input checked="" type="checkbox"/>	Manage Risks <input type="checkbox"/>
	Maintain the business <input type="checkbox"/>	Manage the costs <input type="checkbox"/>	Increase organizational capability <input checked="" type="checkbox"/>	Regulatory compliance or mandate <input type="checkbox"/>

<b>JISC Approved Budget</b>	<b>Allocated (thru December 31<sup>st</sup> 2010)</b>	<b>Actual (thru December 31<sup>st</sup> 2010)</b>
	\$1,600,000	\$ 1,597,182

<b>Current Status</b>	<b>Scope</b> <span style="color:red">◆</span>	<b>Schedule</b> <span style="color:red">◆</span>	<b>Budget</b> <span style="color:red">◆</span>
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**Status Notes:** Based on the original project plan, the project will require an additional 18 – 24 months to complete and will require approximately \$1.1M in additional funding above what is currently authorized by the JISC. The project is being re-planned and a revised project plan will be presented to the JISC January 21st for approval



<b>Phase</b>	<input checked="" type="checkbox"/> Initiate	<input type="checkbox"/> Planning	<input type="checkbox"/> Execute	<input type="checkbox"/> Close
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<b>Schedule</b>	<b>Planned Start Date:</b> May 2009	<b>Planned Completion Date:</b> June 2011
	<b>Actual Start Date:</b> May 2009	<b>Actual Completion Date:</b> TBD

Activities Completed	Impact/Value
<ul style="list-style-type: none"> <li>✓ Performed daily technical reviews with technical manager and lead architecture to identify an alternative solution for the SCOMIS Data Exchange to avoid significant software development that is significantly impacting both the project schedule and budget.</li> </ul>	Identified an alternative solution that meets the current Docketing requirements and could be completed within the JISC authorized budget and be implemented within 12 months.
<ul style="list-style-type: none"> <li>✓ Held several meetings with Pierce County team managing the LINX System to discuss approaches on how to interface LINX to the SCOMIS Data Exchange.</li> </ul>	Meeting identified the LINX system interface approach and also identified the first (4) services to be implemented that will reduce Pierce County's dual data entry by 30%
Activities Planned	Impact/Value
<ul style="list-style-type: none"> <li>◦ Continue reviews of technical architecture and potential solutions.</li> </ul>	Identified an alternative solution that meets the current Docketing requirements and could be completed within the JISC authorized budget and be implemented within 12 months.
<ul style="list-style-type: none"> <li>◦ Present the revised plan on 01/21/11 to JISC.</li> </ul>	Obtain JISC approval of the revised plan.