



JUDICIAL INFORMATION SYSTEM COMMITTEE (JISC)

FRIDAY, MARCH 5, 2010 9:00 A.M. – 12:00 P.M.

CALL IN NUMBER 360-704-4103 (NO PIN REQUIRED)

SEATAC FACILITY, 18000 PACIFIC HIGHWAY SOUTH, SUITE 1106, SEATTLE, WA 98188

1.	Call to Order Introductions Approval of Minutes Approval of 8/14 Minutes as Amended	Justice Mary Fairhurst	9:00 – 09:10	Tab 1
2.	2009-2011 Budget Status - Report	Mr. Ramsey Radwan	9:10 – 9:20	Tab 2
3.	Operational Plan Status Update - Report	Mr. Gregg Richmond	9:20 – 9:30	Tab 3
4.	Non-JIS Information Technology - Report	Mr. Jeff Hall	9:30 – 9:40	
5.	IT Governance - Discussion Decision Point: <ul style="list-style-type: none"> • Approve Final IT Governance Framework 	Mr. Shayne Boyd, Sierra Systems	9:40 – 11:15	Tab 4
6.	SCJA Request and Recommendation for a Case Management System - Discussion	Mr. Jeff Hall	11:15 – 11:30	
7.	Public Case Search Work Group - Report	Justice Mary Fairhurst	11:30 – 11:45	
8.	Committee Reports Data Management Steering Committee	Mr. Rich Johnson	11:45 – 12:00	

Future Meetings:

- **April 23, 2010, 9:00 a.m. – 12:00 p.m., SeaTac Facility**
 - IT Governance – Next Project
 - IT Governance -- JISC Recommended Guidelines
 - Operational Plan Status Update
 - 2009-11 Budget Status
 - JIS Policy Revisions
- **May 26, 2010 (tentative) – 9:00 a.m. – 12:00 p.m., SeaTac Facility**
 - IT Governance – JISC Recommended Guidelines
 - Status Reports as Required
- **June 25, 2010, 9:00 – 12:00 p.m., SeaTac Facility**
 - Feasibility Study Update
 - Operational Plan Status Update
 - 2009-11 Budget Status
 - IT Work Group Update
 - JIS Policy Revisions

JUDICIAL INFORMATION SYSTEM COMMITTEE

December 4, 2009
9:00 a.m. to 12:00 p.m.
AOC Office, SeaTac, WA

Minutes

Members Present:

Justice Mary Fairhurst, Chair
Chief Robert Berg
Ms. Cathy Grindle
Mr. Jeff Hall (on phone)
Judge James Heller
Mr. William Holmes
Mr. N. F. Jackson (on phone)
Mr. Rich Johnson
Mr. Marc Lampson
Mr. Steward Menefee
Judge Steven Rosen
Judge Michael Trickey
Ms. Siri Woods
Ms. Yolande Williams
Judge Thomas J. Wynne

Members Absent:

Judge C. Kenneth Grosse, Vice Chair

Guests Present:

Mr. Larry Barker
Mr. Kurt Bennett
Mr. Shayne Boyd
Mr. Sanjeev Batta
Mr. Doug Klunder
Ms. Barb Miner
Ms. Jeannie Nist
Ms. Jennifer Smith
Mr. Kevin Stock
Mr. Roland Thompson
Mr. George Yannakis

Staff Present:

Ms. Lynne Alfasso
Mr. Ferd Ang
Mr. Doug Ford
Ms. Vicky Marin
Mr. Dirk Marler
Mr. Chris Ruhl
Ms. Pam Payne
Mr. Gregg Richmond
Mr. Ramsey Radwan
Ms. Kathy Wyr

Call to Order

Justice Fairhurst called the meeting to order at 9 a.m. and introductions were made.

October 23, 2009 Meeting Minutes

Motion to approve the October 23, 2009 meeting minutes, the motion carried.

Operational Plan Status Update

Mr. Richmond reported per the approved Business Plan we are working towards the first five initiatives, we are making very good progress on the first five, Project Management Office, IT Governance, Project Portfolio Management, Enterprise Architecture Management, Organizational Change Management. Shayne Boyd will provide the updated status on the five initiatives when we get to Tab 6.

HB 1498 of the 2009 Legislative Session requires courts to transmit, within three judicial days, information on persons who have had their right to carry firearms revoked due to mental health commitment to the National Instant Criminal Background Check System (NICS). This new requirement is in addition to existing statutory requirements to submit such information to the state Department of Licensing (DOL). AOC ISD developed and implemented a web-based application that courts (in particular, County Clerks) can use to submit such information, which is then transferred daily to the National Instant Criminal Background Check System (NICS).

The Vehicle Related Violations (VRV) Data Exchange is operational in Everett. It is working very well and loved by the staff, but it does require business process change, not only for the courts, but for the parking vendors and law enforcement agencies as well.

Superior Court Data Exchange under the governance of the Data Management Steering Committee is being restructured and we have a new approved charter.

Mr. Rich Johnson will provide more detail about these two topics in the Committee Report later in the meeting.

We are continuing to work on stabilizing the e-Ticketing application and adding the prosecutor enhancements functionality as requested by the Justice Information Network.

The Data Warehouse work is progressing along very well. We have created Case Load tables for CLJ, enacting legislative changes, and scoping the archive issue as discussed in past JISC meetings.

The migration of data from the old tape drives to the new tape drives is complete. The next step will be to de-install and remove the old tape drives. I expect this activity will be complete by our next meeting.

Budget Status Report

Mr. Ramsey Radwan reported we have changed the format a little to report expenditures by quarter and to have the report match the Operational Plan. Expenditures are a bit slow right now due to work just being started. This report shows what has been obligated, and with payments to vendors at this time things just move from one column to another. Gregg is doing a very good job tracking the dollars to make sure everything hits the right buckets.

AOC and the Supreme Court are watching closely what the Governor will say and do with regards to addressing budget issues over the next few weeks. This will help us follow her lead and look at cuts that will give us a hint on what to expect during the 2010 legislative session in regards to budget reductions.

Chief Justice Alexander sent a letter to the Chairs of the money committees saying, we took a giant hit last year, please leave us alone or at least take that into consideration. Legislative staff asked for reduction scenarios, we sent some broad suggestions without providing a roadmap of reductions so we will work through that over the next 4 months until we get to an answer.

There has been no economic impact on the collection of the JIS account fees, the revenues are coming in as projected. There has not been a dip like was seen back in 2003/2004. Mr. Radwan will provide a report at the March 5 meeting.

IT Governance Initiative Update – Taken out of Order

Mr. Shayne Boyd of Sierra Systems, Mr. Hall and Mr. Richmond provided an update on the ISD Transformation. They discussed where the organization is on the timeline of activities, and that the

budgeted activities are for Cycle 1. They provided the status on each of the five initiatives in Cycle 1, and described how ISD would be measuring progress against the Capability Maturity Model as the organization proceeds through the transformation. They reported that sub-indicators are being developed, and they will be reported on at the next JISC meeting. ISD plans to assess progress at the 6-month mark.

520 Bridge Tolling

Mr. Hall reported that the issue of tolling has very significant implications for KCDC and long term statewide implications as tolling projects increase across the state as we see red light cameras expand and caseloads being affected by those.

The question that needs to be asked and answered by the JISC is; should we conduct a feasibility study and then determine on the basis of the study how to proceed after that.

Mr. Richmond gave a short presentation on VRV solutions and the statewide impacts. There is significant local impact as more of the cameras, tolling and parking violations come in, each court is going to have to address the problem. It is believed that the current parking module is not sufficient to handle the volume that is anticipated.

The two decisions to be made:

1. Create a committee of people from all counties to provide input and agree on the necessary requirements for a statewide system.
2. Feasibility Study – Cost estimate 150-250K

Before the feasibility study can be done, we need to get the requirements (from existing red light camera, tolling and parking) this piece is the “what”, in accordance with our new governance model. Then we can work to solve the “how”. We are going to have the vendor look at current applications against the requirements and make the determination what we have that is useable and what are we missing.

Justice Fairhurst recapped the Motion which was to: Authorize the JISC Executive committee to authorize a feasibility study up to the amount of 250K – 9 yes, 6 no – Passed. If it were to be more than 250K we would have a special JISC meeting to discuss.

Case Records Search Tool on Public WA Courts Website

Discussion was centered on the level and accuracy of information that is displayed on the website when a case search is performed. To resolve the issues the committee decided to table further discussion and to create a workgroup to research and explore ways to review how case record information is displayed on the website.

Further discussion and follow up will occur at a future JISC meeting.

Committee Reports

Mr. Rich Johnson reported we have moved forward with the VRV exchange, and the Superior Court data exchanges are our primary focus at this time.

We changed our charter to make the Superior Court data exchange project much broader, it would start with SCOMIS exchange which is focused on LINKs data entry issue. We found that it does not meet the needs of Superior Court so it has been expanded to include the interface and exchange of data to support imaging applications across the board as well as any case management application may be utilizing or want to utilize in the future. We are moving forward to make that project all encompassing to the best of our ability.

Next Meeting

The next regular meeting will be March 5, 2010, at the AOC SeaTac facility; from 9:00 a.m. – 12:00 p.m.

There being no other business, the meeting was adjourned at 12:00 p.m.

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JUDICIAL INFORMATION SYSTEM COMMITTEE

August 14, 2009
9:00 a.m. to 12:00 p.m.
AOC Office, SeaTac, WA

Minutes

Members Present:

Justice Mary Fairhurst, Chair
Ms. Cathy Grindle
Mr. Jeff Hall
Judge James Heller
Mr. William Holmes
Mr. N. F. Jackson
Judge Steven Rosen
Judge Michael Trickey
Ms. Yolande Williams
Ms. Siri Woods (by phone)
Judge Thomas J. Wynne
Mr. Rich Johnson
Mr. Steward Menefee

Guests Present:

Mr. Larry Barker
Mr. Kevin Stock
Mr. Brian Rowe (by Phone)

Staff Present:

Ms. Vicky Marin
Ms. Pam Payne
Mr. Gregg Richmond
Mr. Ramsey Radwan

Members Absent:

Chief Robert Berg
Judge C. Kenneth Grosse, Vice Chair
Mr. Marc Lampson

Call to Order

Justice Fairhurst called the meeting to order at 9 a.m. and introductions were made.

April 17, 2009 Meeting Minutes

Motion to approve the June 26, 2009 meeting minutes, the motion carried.

Key Activity Status

Mr. Richmond reported that the operational plan is what will ground us from this point forward. Activities will be tracked and accountability maintained, for the purpose of communicating what activities are being done in what order and for what purpose. As the operations plan activities begin, we will present initiatives as we have resources and funding to accomplish them.

Page two talks about the Governance, we anticipate the contract with Sierra Systems will be signed in 2-3 weeks. Vendors should be on board by the end of September and by late October or early November, the Governance groups should meet for the first time.

Portfolio management is needed to assess and govern our current and future assets to determine their current value. We have purchased a tool "Clarity", to help us manage and report on our portfolio.

VRV was deployed in Everett. We are waiting on a 60 day period, the first period is "have tickets been paid", the second one, when they go into collections, does everything flow through the system? At the conclusion we will have another pilot court and we will create very detailed documentation outlining what a court has to do consume this service. Documentation will be posted on the web and all courts will have access to use it for their court once finalized and released.

We have the first two Data Exchanges in (DOL person look up and person search). We are in a planning cycle now to incorporate architectural standards prior to creating any additional exchanges.

The Possible Criminal History and Case and Criminal History (PCH/CACH) is operational, a report will be given to the JIN board on September 1.

Master Data Management; is moving forward to address the creation, management, and propagation of the "Single Source of Truth" across all our applications. We have the product, as of now we are staging the initiative in our operational plan.

Legislative mandates have been completed except for 7 which are due in October and January. See list in materials.

System upgrades will be finished by the end of the month. DB2 is the database that runs all the JIS applications; it has been successfully upgraded and is in production. A new mainframe and tape system that will give us flexibility in backing up and recover all the information that resides in JIS.

Budget Status & Operational Plan

Mr. Hall presented the Operational Plan details. In the information there are three funding scenario's, one; current funding, two; full funding and three; a partial increase in funding. The first page lays out the proposed Ernst & Young plan that has been approved by this committee along with the various projected dollar amounts associated with each activity.

Based on our appropriation for this biennia, how much of this can we do per the plan and what choices can be made given that we don't have funding in this biennia for everything this plan suggests that we accomplish in this biennia. This is a spending plan and as we move through the plan these dollar amounts will change. The dollar amounts and allocations are based on Ernst & Young's estimate of the cost of doing these activities and are the current best estimate's and these will change and become more refined as we move forward, get more information, get RFP's and receive responses from contractors.

JIS General Policy Amendments

Carried from June 26, 2009 meeting; Seattle Municipal Court had requested a modification to current JIS policy regarding equipment replacement to add non-JIS courts.

Ms. Vicky Marin reported on current JIS policies and practices for JIS equipment replacement. She also included 10 year cost estimates with and without non-JIS courts.

Motion made: to add non-JIS courts that contribute statutorily required data to JIS, to the 2011-2013 equipment replacement budget request. Added courts would be funded at the same rate as all currently funded courts. **Motion passed with 12 yea and 1 abstension.**

JISC Rule 2 Amendment

Continued to October 23 meeting.

JISC Bylaw Amendment

Proposed change to bylaw allowing meetings to be held via tele or video conference. Motion was passed unanimously.

Next Meeting

The next regular meeting will be October 23, 2009, at the AOC SeaTac facility; from 9:00 a.m. – 12:00 p.m.

There being no other business, the meeting was adjourned at 12:00 p.m.

Administrative Office of the Courts
Information Services Division Project Allocation & Expenditure Update
 EXPENDITURES AND OBLIGATIONS THROUGH FISCAL MONTH 07

Initiatives JIS Transition	ALLOCATED	EXPENDED	OBLIGATED	VARIANCE
Organizational Change Management Phase 1				
Develop Organizational Change Strategy	\$224,000	\$626	\$0	\$223,374
Implement New Organization Structure	\$136,000	\$0	\$136,000	\$0
Organizational Change Management Phase 1-Subtotal	\$360,000	\$626	\$136,000	\$223,374
Capability Improvement Phase I				
Implement Change Management and Communications	\$350,000	\$152,000	\$0	\$198,000
Implement IT Governance	\$721,000	\$188,400	\$352,125	\$180,475
Implement Project Management Office (PMO)	\$734,000	\$28,000	\$482,500	\$223,500
Implement IT Portfolio Management (ITPM)	\$686,000	\$132,500	\$506,952	\$46,548
Capability Improvement Phase I-Subtotal	\$2,491,000	\$500,900	\$1,341,577	\$648,523
Capability Improvement Phase II				
Implement Enterprise Architecture Management	\$275,000	\$72,000	\$0	\$203,000
Implement Solution Management	\$125,000	\$0	\$0	\$125,000
Capability Improvement Phase II-Subtotal	\$400,000	\$72,000	\$0	\$328,000
Capability Improvement Phase III				
Establish Vendor Management	\$100,000	\$0	\$0	\$100,000
Establish Enterprise Security	\$200,000	\$0	\$0	\$200,000
Capability Improvement Phase III-Subtotal	\$300,000	\$0	\$0	\$300,000
Capability Improvement Phase IV	\$0			
Capability Improvement Phase V	\$0			
Master Data Management				
Develop Data Governance Model	\$70,000	\$0	\$0	\$70,000
Implement Data Quality Program	\$240,000	\$0	\$0	\$240,000
Develop Unified Data Model	\$298,000	\$0	\$0	\$298,000
Master Data Management-Subtotal	\$608,000	\$0	\$0	\$608,000
Migrate Data Exchanges	\$0			
Migrate Web Sites	\$0			
JIS Applications Refresh				
Conduct Feasibility Study and Transition Planning	\$576,000	\$120	\$0	\$575,880
Organization Change Management Phase II	\$0			
Ongoing Activities				
Natural To COBOL Conversion	\$550,000	\$31,850	\$37,048	\$481,102
SCOMIS DX	\$1,600,000	\$149,954	\$1,559,677	(\$109,631)
E-Ticketing stabilization	\$225,000	\$0	\$0	\$225,000
Non-allocated Projects	\$7,000	\$0	\$0	\$7,000
Ongoing Activities-Subtotal	\$2,382,000	\$181,804	\$1,596,725	\$603,471
Equipment Replacement				
Equipment Replacement - External	\$2,700,000	\$133,126	\$107,635	\$2,459,239
Equipment Replacement - Internal	\$300,000	\$76,757	\$0	\$223,243
Equipment Replacement-Subtotal	\$3,000,000	\$209,883	\$107,635	\$2,682,482

TOTAL	\$10,117,000	\$965,333	\$3,181,937	\$5,969,730
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JIS Operational Plan Status – February, 2010

Reporting Period: to February 25, 2010

I. Background

In 2008, the JISC directed AOC to modernize and integrate the Judicial Information System. For the 2009-2011 biennium, the Legislature appropriated funds to fulfill that direction. The budget proviso stipulated that a portion of those funds was for the development of a comprehensive Information Technology (IT) strategy and detailed business and operational plan. This strategy included the development of a fully operational Project Management Office, the establishment of an Enterprise Architecture program, the implementation of a Master Data Management solution, and a focus on data exchanges.

To plan the modernize-and-integrate strategy, AOC contracted with two industry leaders, Ernst & Young and Sierra Systems. The firms performed analysis of the current business problems, the organization's capability and maturity to successfully implement the modernization and integration strategy, and planned a detailed IT strategy to guide the modernization over the next several years.

Upon the completion of an IT strategy and business plan, the Information Services Division (ISD) began implementation of a multi-year operational plan with the launch of five transformation initiatives in September 2009: Project Management Office (PMO), IT Portfolio Management (ITPM), Enterprise Architecture Management (EAM), Information Technology Governance (ITG), and Organizational Change Management (OCM).

In addition to the transformation initiatives, AOC ISD continues its work on other approved projects including data exchanges, e-ticketing enhancements, equipment replacement, disaster recovery and on-going maintenance and operations of legacy systems.

II. Transformation Activities

PMO – Project Management Office

Description

The next phase of the Project Management Office implementation project has begun. The PMO is responsible for developing and providing a consistent project management methodology and standardized tools. It is designed to ensure consistent, on-time, on-budget completion of all ISD Transformation initiatives and future IT projects.

Status

AOC has reallocated its project management resources in order to manage other critical projects that have emerged; thus a new project manager, Martin Kravik, has been hired and assigned to the PMO and the ITPM initiative. The PMO team has been defining updates to the PMO website and planning implementation. A coaching and mentoring program has been developed and documented for review.

Milestones

- ✓ Project Management refresher training completed.
- ✓ Next version of the PMO methodology and toolkit completed.
- ✓ PMO responsibilities and activities defined.
- Refine Website Tool – determine integration points with other initiatives.
- Develop Mentoring and Training Program and Plan.
- Develop Implementation Plan.

ITPM – IT Portfolio Management

Description

IT Portfolio Management will allow the JISC and AOC to accurately monitor and measure the costs and performance of IT assets in order to make sound decisions about IT investments. Portfolio assets include applications, tools, and services that are created, supported or provided by AOC.

Status

AOC has reallocated its project management resources to support other critical projects that have emerged; thus a new project manager, Martin Kravik, has been hired and assigned to the ITPM initiative and PMO Initiative. The project scope has been expanded to focus on IT Portfolio Management (rather than only Project Portfolio Management) and will include the implementation of the Clarity software product for portfolio management. External resources are being sought to provide project support going forward.

Milestones

- ✓ Completed initial planning deliverables.
- ✓ Portfolio governance team established (Portfolio Management Team).

ITPM – IT Portfolio Management

- ✓ High level needs for Portfolio Management documented.
- ✓ Define Portfolio Templates.
- Revised project plan approved (includes new delivery milestones).

EAM – Enterprise Architecture Management

Description

Enterprise Architecture Management will provide a framework to ensure that the interrelated information technology components such as software applications and hardware infrastructure fit together coherently and sustainably to support the AOC business mission. Enterprise Architecture also involves adopting a common set of data, which will facilitate information sharing among systems and applications.

Status

Cycle 2 has begun, and a baseline project plan and schedule have been established. Components of Cycle 2 include a current state assessment of the Business, Information (data), Application, Infrastructure, and Security Architectures and a future state definition of the same. A conceptual future EA architecture has been defined. EAM Strategy development and EA Management process development work continues. The current enterprise Business Services Portfolio, or what business functions or capabilities are supported by AOC, has been defined. Whereas the IT Portfolio defines how the business capability is being implemented (IT application), the EA Business Service Portfolio defines what generic capability or function the architecture must support, e.g. scheduling.

Milestones

- ✓ Completed Cycle 1 work: scope and objectives of EAM at AOC; project plan for Cycle 2.
- ✓ Architecture and Strategy Manager has been retained.
- ✓ Reviewed and revised Cycle 2 project plan.
- ✓ Conceptual future EA Architecture
- ✓ Inventory current services offered.
- ✓ Business Services Portfolio defined (enterprise business capabilities currently supported by AOC).
 - EA vision and principles defined.
 - Completed assessment of current Business Architecture.
 - Completed assessment of current Information, Application, Infrastructure, and Security Architectures.
 - Future Business Architecture defined.
 - Future Information, Application, Infrastructure, and Security Architectures defined.

ITG – Information Technology Governance

Description

IT Governance is the system of policies, processes, tools, and templates used to optimize decision-making about IT requests, and to communicate the status of those requests to the affected user communities. It focuses on alignment of IT decisions with the overall strategy and delivery of value from investment decisions.

Status

AOC and Sierra Systems has completed its engagement with the IT Governance Advisory Panels to refine the draft IT Governance framework. The Panels included representatives from all 3 court levels with consideration to geographic diversity and a balance between small, medium and large courts. The final session with court users was held January 27th.

The team has validated the IT Governance framework by walking selected IT project(s) through the entire framework process, with appropriate consideration given to linkages with Enterprise Architecture, Portfolio Management, and Project Management Office requirements/disciplines. The resulting IT Governance framework will be presented to the JISC for approval at the March 5th meeting.

Milestones

- ✓ Completed three sets of Advisory Group sessions.
- ✓ Validated preliminary framework by testing the model.
- ✓ Refined framework based on Advisory Group input and feedback.
- ✓ Determined integration points with other initiatives.
- ✓ Final review of IT Governance framework by Advisory Groups.
- Present framework recommendations to JISC for approval.
- Document IT Governance training plans and materials.
- Educate stakeholders.

OCM – Organizational Change Management

Description

Organizational Change Management (OCM) provides the foundation and framework to support the changes required by the other initiatives to the organizational structure, processes and the people. An overall goal with OCM is to maximize the value gained from the change while minimizing possible negative impacts that might arise. Attention to Organizational Change Management ensures that adequate forethought is put into the information that ISD staff, clients and stakeholders receive about the nature, extent and timing of the change and that they are adequately prepared for the change.

Status

A methodology and plan for Organizational Change Management have been developed that will be used over the course of the Transformation to ensure that subsequent changes arising out of the Transformation initiatives are well managed.

OCM – Organizational Change Management

The OCM Team has developed both Communication and Stakeholder Engagement Plans which include strategies to enhance key stakeholders' understanding and acceptance of Transformation changes through collaboration and communication activities.

The process and criteria for measuring progress against the Capability Maturity Model (CMM) have been developed.

Transformation communication activities are ongoing and revisions are currently being made to the Communication Plan based on feedback and assessment.

Milestones

- ✓ Completed "Communications Jumpstart", providing project briefings to all AOC ISD Staff.
- ✓ Developed Communication Strategy and Plan.
- ✓ Delivered Organizational Readiness Survey to all AOC ISD employees.
- ✓ Developed Organizational Change Management Strategy and Plan.
- ✓ Implemented Communication and Engagement plans.
 - Criteria for measuring progress against the CMM.
 - Modify/refine Communication and Engagement Plans based on feedback.
 - Continue regular communication activities.

III. Other Approved Projects

Vehicle Related Violations (VRV)

Description

Vehicle Related Violations (VRV) was designed to automate the input and submittal of parking violations as received by local courts through local enforcement agencies (LEAs).

Status

AOC, in partnership with Everett Municipal Court, has completed the initial design, development, test, pilot and VRV is now processing violations. Everett Municipal Court is no longer manually receiving or inputting parking tickets into JIS. Benchmarking and performance testing continues to prepare for anticipated future increases in ticket volume. Remaining activities focus on project close out and transition from vendor to AOC ISD for ongoing support and maintainability of VRV.

The VRV portal provides jurisdictions with the technical information they would need to begin building data exchanges at their end. Data Management Steering Committee (DMSC) has provided direction as to the allocation of AOC resources for further pilot implementations.

The DMSC has been communicating with the court community to recruit courts interested in participating in a second VRV implementation pilot. AOC has determined its resource requirements and approach for supporting second pilot implementations and for subsequent state-wide rollout.

Vehicle Related Violations (VRV)

Milestones

- ✓ Completed development work for VRV.
- ✓ Completed critical warranty work for VRV production implementation.
- ✓ Successfully deployed first VRV pilot and brought Everett Municipal Court online.
- ✓ Communication to recruit courts interested in being a second pilot.
- ✓ Direction by DMSC on second pilot and state-wide rollout.
- ✓ Determine AOC capacity to conduct a second pilot.
 - Identify candidates for second pilot.
 - Complete second pilot.
 - Complete planning for state-wide roll-out.

Feasibility Study – VRV Tolling

Description

Tolling as a means to reduce traffic volume and to generate revenue is gaining momentum in Washington State. The ramifications for the Courts with ever-increasing caseloads are large, thus implementation of tolling needs to be planned well. A holistic view is needed by the Courts, similar to what the Executive Branch has established, in order to mitigate risks associated with the increased volume of customers in the court system. This study is required to codify the business case, requirements for all vehicle related violations, and recommend possible solutions for implementation.

Status

The JISC approved the planning and execution of the feasibility study on possible solutions for the increased adjudication caseload volume that will be created when the 520 Bridge tolling goes into effect early in 2011.

The feasibility study comprises two stages. Stage 1 included the assessment of the Electronic Transaction Consultants (ETC) tolling product purchased by Washington State Department of Transportation (WSDOT) against courts' tolling adjudication requirements. Stage 1 is complete, with the feasibility study finding that ETC product did not meet requirements. Stage 2 has begun, during which the feasibility study continues the review other solutions. Up to \$250,000 has been authorized for both stages.

Milestones

- ✓ January – Begin study.
- ✓ Review ETC Product.
- ✓ AOC and Court site visit for requirements gathering and validation.
- ✓ Completed fit gap of ETC solution.
 - Extended review of solutions if product does not meet requirements (Stage 2).
 - Findings presented to the JISC for decision to proceed.

E-Ticketing

E-Ticketing

Description

E-Ticketing is a Statewide Electronic Collision & Ticket Online Records (SECTOR) data-collection system that provides Law Enforcement Officers with the ability to create and submit tickets & collision reports electronically from their patrol car or other agency computer. SECTOR provides an automated, fully electronic process in place of current paper-based processes for issuing tickets and collision reports. This effort, supported by the eTRIP Governance Committee and program endorsers, is a joint venture of the Washington State Patrol (WSP), Administrative Office of the Courts (AOC), and Washington Association of Prosecuting Attorneys (WAPA).

Status

AOC has resolved the primary capacity and stability issues for e-ticketing and the project has moved to the maintenance team which will continue to strengthen and improve capacity on the system in addition to maintaining it. In addition the Prosecutor Routing system enhancement, built into SECTOR, has been completed and will provide an automated solution for Prosecuting Attorneys.

Milestones

- ✓ As of January 15, 108 of 154 Court of Limited Jurisdiction are accepting e-Tickets.
- ✓ As of the end of 2009, over 279,261 electronic tickets have been processed.
- ✓ Improve and strengthen capacity.
- ✓ Add remaining courts and law enforcement agencies.
- Long-Term stability and support enhancements.

Superior Court Data Exchange

Description

The intent of Superior Court Data Exchange is to build and implement an enhanced technology infrastructure and leading standards to allow flexible access to state superior court data. It will also support 3rd party information exchange with local non-JIS systems.

Status

The project is being restructured at the direction of the Data Management Steering Committee (DMSC). The committee approved a new project charter reflecting changes in the scope of the project, as statement of work completed and a vendor engaged. The DMSC is currently conducting stakeholder briefings to identify court users who can participate in requirements development. A formal kick-off for AOC and vendor project team has occurred. Baseline planning is occurring on work plans and schedule.

Milestones

- ✓ Completed update to overall project charter.
- ✓ Secured Data Management Steering Committee approval on revised project

Superior Court Data Exchange

- charter.
- ✓ Revised work plan and schedule.
- ✓ Statement of Work (services delivered) for vendor engagement.
- ✓ Stakeholder briefings.
- ✓ Kick-off for AOC and vendor project teams.
- Completed baseline plan and schedule.

JIS Equipment Replacement

Description

In accordance with JIS General Policy, equipment replacements for JIS Courts happen every five years, as it has for the past 15 years. Equipment such as personal computers, serial impact printers, receipt printers and cash drawers are provided to Courts and Clerks Offices throughout the state; additionally, laptops and personal laser printers are provided to judicial officers. JIS Courts include such courts as the State Supreme Court, three Courts of Appeal, District courts and Municipal courts.

Status

The current Equipment Replacement (FY10ER) is underway. Gearing up for an anticipated 75% growth as a result of a policy change made by the JISC, work started shortly after the beginning of the fiscal year and will continue through the spring of 2010.

Milestones

- ✓ Eligible equipment was identified.
- ✓ Eligible courts were contacted and equipment purchased.
- ✓ Contracts were processed and installations arranged.
- ✓ Inventory and maintenance records were updated.
- ✓ Surplus of old equipment arranged.
- Install equipment.

Infrastructure and Operations

Description

AOC ISD operates and supports the computer related operational needs of the AOC, Temple of Justice, and Court of Appeals, along with the Judicial Information System (JIS) application, the Judicial Receipting System (JRS), Superior Court Information System (SCOMIS), Judicial and Corrections System (JCS), Appellate Court System (ACORDS), JIS Calendaring (CAPS), e-Ticketing and web services, and applications. AOC ISD supports the servers (hardware and operating system) and all the software necessary to run the applications.

Status

Excellent system availability and maintenance statistics continue to be maintained. Systems have been running at over 99% availability, processing record amounts of end

Infrastructure and Operations

user transactions. System response times have also been at their lowest levels. Current hardware and vendor software release levels have been maintained; although existing user applications are dated, the systems they run under are current and state of the art. The systems maintained run under a variety of programming languages including COBOL, Natural, Java, ColdFusion and Unipaas. At the end of the biennium, mainframe servers were upgraded to premier business class machines and the tape subsystem was replaced. Currently upgrading the operating systems on the mainframe servers. Resolved the ticket transfer issue in eTicketing, actively sizing legislation and responding to fiscal note requests, and the web team is working on case search.

Milestones

- ✓ Successful upgrades of Natural and DB2 software integrated within applications.
- ✓ Successful Disaster Recovery tests and security audit.
- ✓ Server upgrades to new technology.
- ✓ High capacity tape and network backbone upgrades.
- ✓ Migrated from traditional to broadband circuits while improving user experience.
- Upgrade of mainframe operating systems.

Judicial Information System Committee Meeting

March 5, 2010

DECISION POINT – IT GOVERNANCE

MOTION:

- I move that the JISC approve the Final IT Governance Framework, as identified in the “JIS IT Governance Framework Executive Overview.”

I. FACTS

As part of the JISC-approved modernization and integration, AOC initiated a series of key initiatives. One of those initiatives, establishing an IT Governance Framework, is a necessary foundation for establishing a consistent process for IT investment decision-making.

On June 26, 2009, the JISC approved the draft IT Governance Framework. The JISC directed AOC to work with the court community to refine the draft IT Governance Framework into a final Framework that could be implemented. To accomplish this work, AOC convened IT Governance Advisory Panels with broad representation from the three court jurisdictions. Sierra Systems facilitated eight meetings of the Advisory Panels to develop the final Framework. Input from these Advisory Panels along with industry best practices were used to refine the IT Governance Framework into a form that has been tested with real-world examples and is ready for implementation.

II. DISCUSSION

The Information Technology Governance Framework, represented in the “JIS IT Governance Framework Executive Overview,” contains a workflow that describes processes to Initiate, Endorse, Analyze, Recommend, and Schedule action on IT requests. The Framework includes proposed governance structures and a revised delegation matrix.

III. PROPOSAL

The JISC should approve the Final IT Governance Framework. The JISC should require that the Framework be used by all court jurisdictions for a minimum of 12 months before making changes or modifications to the processes.

IV. OUTCOME IF NOT PASSED

If the new IT Governance Framework is not adopted and implemented, user communities will not have a clear and consistent method for requesting JIS improvements and AOC will not have a method by which to filter incoming IT requests.

V. NEXT STEPS

The new IT Governance request process will be supported by training and education, the development of an automated system, and development of process and charters for decision-making bodies. These activities will begin in April 2010.

Final JIS IT Governance Framework Executive Overview

***“Establishing governance and setting up decision-making models
will give us clarity, consistency, and feedback.”***

Justice Fairhurst, Chair
Judicial Information System Committee
April 17, 2009

Introduction

The purpose of the Final Judicial Information System (JIS) Information Technology (IT) Governance Framework, also referred to as the Framework, is to provide a structure and process to guide implementation of a new IT Governance model that enables effective, efficient and transparent IT investment decision-making for Washington Courts.

Background

In 2009, the JISC approved an IT Strategy, Business Plan and Operational Plan intended to guide the AOC Information Services Division (ISD) Transformation with a vision to be an organization that *“Efficiently delivers services to the courts, providing greater value despite limited resources.”*

The following statements derived from the IT Strategy depict ISD in its desired future state:

- ISD “is viewed by its customers as a strategic partner that has a deep understanding of their needs and proactively offers solutions that address their toughest problems”
- ISD “is the provider of IT services that courts look to first for new solutions because it consistently delivers on expectations”

Further elaboration is included in the objective to “Mature ISD by implementing governance, developing new capabilities, establishing new functions and acquiring required skills - this will allow the delivery of higher value services more efficiently.”

IT Governance, one of the foundational Transformation Initiatives, began in October 2009. This initiative builds upon the draft IT Governance Framework approved by the JISC at their June 26, 2009 meeting. The draft Framework included an overview of the IT Governance process, a delegation matrix, a workflow diagram, decision-making filters and scoring criteria.

To facilitate the work of the IT Governance initiative, the JISC provided the following guidance:

- Involve court communities
- Develop an easy to follow process
- Provide consistent rules

Major Activities and Accomplishments

The following key IT Governance activities have focused on clarifying and refining the draft Framework:

- Obtained guidance from Governance Advisory Panels comprised of a broad representation from court communities:
 - Facilitated 8 working sessions with over 50 participants
 - Refined the governance process to reflect court community input
 - Ensured court communities have an instrumental role in future IT decision-making processes
- Developed an easy to follow process that is streamlined, repeatable, transparent and able to be automated:
 - Refined and simplified the IT request process and workflow
 - Streamlined the process and minimized the data required for an IT request
- Defined clear roles and consistent rules:
 - Updated the JIS Delegation Matrix with simplified request categories
 - Clarified roles of court communities and other key stakeholders
 - Aligned process with policies and standards
 - Incorporated senior level guidance
- Validated the Framework with proof-of-concept exercises:
 - Tested the Framework and process with real-world examples of IT requests

IT Governance Overview

IT Governance is about how IT investment decisions are made, communicated and overseen. It specifies the authority and creates an accountability framework that encourages desirable use of IT that maximizes value and minimizes risk for the organization. Ideal IT governance is a transparent process driven by a business plan, IT strategy, and clear and repeatable processes, with measurable outcomes.

The IT Governance Framework supports the business needs by aligning IT investment decision-making with the strategic direction of AOC and the Washington Courts community. The aforementioned IT Strategy and Business and Operational plans are mechanisms to support this alignment.

In addition, the following policies also guided development of the IT Governance Framework:

- Access to Justice Technology Principles, established by Supreme Court order, “...state the values, standards and intent to guide the use of technology in the Washington State court system and by all other persons, agencies, and bodies under the authority of this Court.”
- Principal Policy Goals of the Washington State Judicial Branch, “...will be used to assess and prioritize budget requests submitted for consideration by the Washington State Supreme Court. All budget requests should be linked to an overall direction or set of goals and objectives.”
- Existing JIS IT Portfolio Policy, which establishes guidelines for definition and improvements to the IT portfolio.

Fundamental to the IT Governance Framework are principles, which are supported by industry best practices. General themes of the IT Governance principles include:

- Strategic alignment
- Ownership and buy-in
- Authority
- Accountability
- Transparency
- Collaborative, flexible, and evolving
- Simple and sustainable
- Structured and automated tools and processes

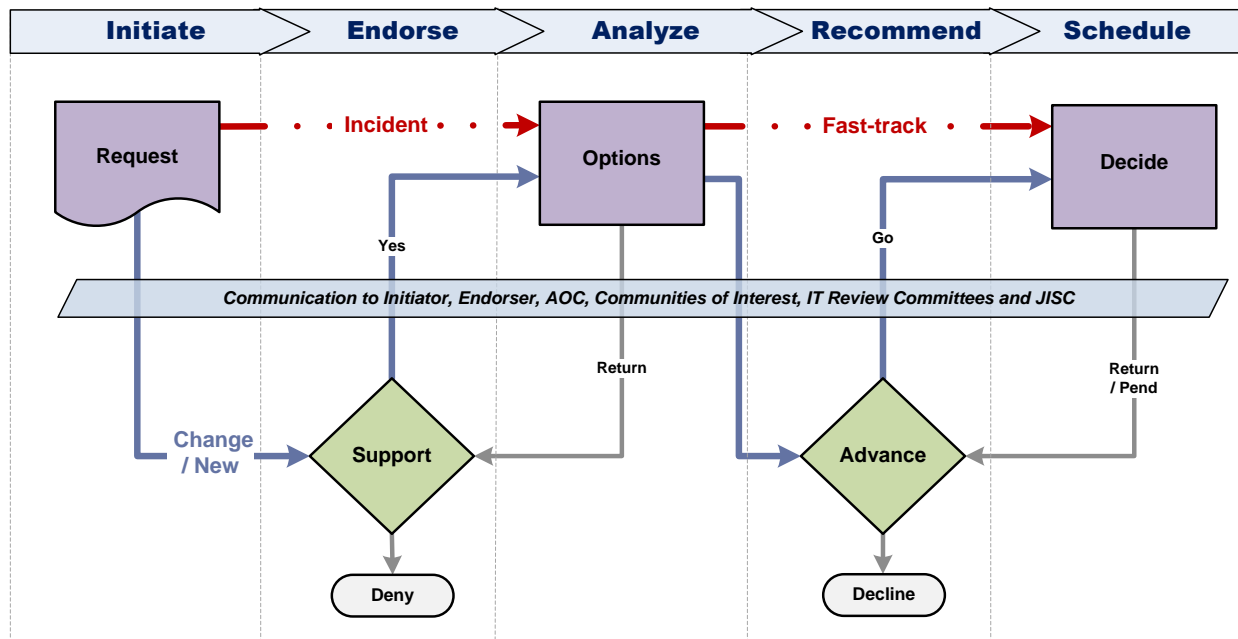
IT Governance Framework

An IT Governance Framework defines both structure and process for IT governing bodies to:

- Classify requests
- Apply criteria and thresholds
- Determine the appropriate levels of authority and accountability

A core element of the IT Governance Framework is the process workflow for IT requests. The process depicted in the diagram on the following page shows how a request progresses through each step of the IT Governance process, the relationships between decision points and possible process outcomes.

Information Technology Governance Process



NOTES: *Informing occurs throughout the governance process.
Incidents are unplanned interruptions or reduction in quality of an IT service.
In addition to Incidents, mandated requests and other critical requests will be “fast-tracked”.*

Throughout each step of the process, request status and decisions will be communicated to those directly involved and those who have a stake, or interest, in the process. Preplanned operational activity supported by ISD will be addressed outside the JIS IT Governance process.

The five steps in the IT Governance process are:

- Step 1) **Initiate** – Initiate an incident or project request from the user community by submitting proper background and documentation of the business problem or opportunity prior to seeking endorsement. General incidents that disrupt normal work, mandated requests, and other requests critical in nature are all expedited (“fast-tracked”) through the request process.
- Step 2) **Endorse** – Affirm the request is reasonable and viable (with an initial “ballpark” estimate from AOC if needed.) The endorsement community may decline the request or move it forward for analysis.
- Step 3) **Analyze** – Ensure sufficient supporting documentation exists for each request by having AOC-ISD staff analyze, assess and augment the request and determine possible solutions prior to review by recommending bodies.
- Step 4) **Recommend** – Filter and score by IT Review Committees against predefined criteria to create a prioritized list of IT requests that can be recommended for scheduling.
- Step 5) **Schedule** – Compare all recommended requests to determine the scheduling of action subject to delegated authority, resource availability, and approved budget.

Key attributes of the JIS IT Governance Framework include:

- **Incidents/Mandates** – Incidents are unplanned interruptions or reduction in quality of an IT service. In addition to Incidents, mandated requests (e.g., legislation, court rule) and other critical requests will be “fast-tracked.”
- **Site-Specific Rules** – Individual courts and court communities of interest have the flexibility to define site-specific rules regarding who can initiate and/or endorse a request.
- **Endorsement by Community of Interest** – Enables court community associations to review requests and determine their potential broader impacts.
- **Ballpark Analysis** – Initial scope and cost “ballpark” analysis provided by AOC will be provided to the IT request endorser; decisions to support for further consideration will be based on the results of full analysis that evaluates project scope, cost, complexity, benefits and risks.
- **Prioritization by new IT Review Committees** – The three IT Review Committees; representing Appellate Courts, Superior Courts, and Courts of Limited Jurisdiction; will review and prioritize requests on a regular (likely quarterly) basis.
- **Recommendations by new IT Review Committees** – Recommending committees will decline to advance the request with a unanimous decision or advance for scheduling either with a unanimous approval or with pros and cons.
- **JISC Authority** – JISC is responsible for approving all JIS requests. However, JISC delegates authority based on the thresholds identified in the Delegation Matrix (see Appendix A).
- **Decision to Schedule** – Requests that have been advanced from the Recommend step will be either scheduled subject to delegated authority and resource and budget capacity, pended for later scheduling or returned to the appropriate recommending body for additional consideration.

Key benefits of the JIS IT Governance Framework include:

- The IT Governance process is simplified, consistent and repeatable:
 - Simplified IT requests allow a request to go through the process with a minimal set of data elements that provide enough information to make reasoned, well-informed decisions in a streamlined and consistent manner.
- IT requests are assessed and solutions proposed that:
 - Maximize business value and benefit
 - Minimize impact of potential risks
 - Provide a positive cost-benefit analysis and desirable return on investment
 - Leverage existing IT portfolio assets and technology expertise
 - Align with enterprise architecture and other technology-related standards.
- Open and ongoing communication provides transparency and ensures stakeholders can be informed of request status and decisions throughout the request process.

- Court user communities have a role or representation at critical decision points throughout the request process, such as:
 - Communicate a business problem or opportunity by initiating a request
 - Support a request by endorsing it at the court community level
 - Evaluate and prioritize requests by new court community-based IT Review Committees and the JISC; if not declined, determine whether to advance requests for scheduling either with unanimous approval or with pros and cons
 - Provide appropriate level participation as defined by the Delegation Matrix (see Appendix A), which specifies thresholds and roles based on the nature and size of the request

Next Steps

Activities that support the successful implementation of the new IT Governance Framework include:

- Create and charter IT Review committees
- Develop automated system for IT request capture, tracking and reporting
- Conduct necessary training
- Launch new IT Governance process (April-July)

IT Governance Process – Implementation Success Strategies

- Create a simple and repeatable process, easy to follow
- Ensure the process is transparent, with open communication throughout
- Allow the process to work by keeping it in place unchanged for a minimum of 12 months, allowing stakeholders the time to learn, assess, and plan for improvements

Recommendation to the JISC; March 5, 2010

Approve the IT Governance Framework.

References

- The ISD Strategic Vision, “State of Washington Administrative Office of the Courts, ISD Business Planning and Governance Business Plan,” Approved July 20, 2009
(<http://www.courts.wa.gov/content/publicUpload/JIS%20Roadmap/ISD%20Business%20Plan.pdf>)
 - The “State of Washington Administrative Office of the Courts ISD Business Planning and Governance IT Strategy,” July 20, 2009
(<http://www.courts.wa.gov/content/PublicUpload/JIS%20Roadmap%20Bulletin/E&Y%20IT%20Strategy%20Final%20Version%206-26-09.pdf>)
 - “PMO Enterprise Implementation – Deliverable #3 Findings and Recommendations” report (available on the AOC-ISD IT Governance SharePoint.)
([http://sharepoint.courts.wa.gov/AOC/PMO/ITG/Team%20Shared%20Documents/ITG%20Framework%20and%20Model/Baseline%20Framework%20Elements/Deliverable%203%20Findings%20and%20Recommendations%20\(final\)%20as%20Submitted%20and%20Presented%20to%20JISC%20June%202009.pdf](http://sharepoint.courts.wa.gov/AOC/PMO/ITG/Team%20Shared%20Documents/ITG%20Framework%20and%20Model/Baseline%20Framework%20Elements/Deliverable%203%20Findings%20and%20Recommendations%20(final)%20as%20Submitted%20and%20Presented%20to%20JISC%20June%202009.pdf))
- NOTE: Section 3.5 “IT Governance Model” provides an overview of the draft IT Governance Framework that was presented to the JISC Meeting on June 26, 2009 and included in the “09-11 JIS Strategy as of July 24, 2009” compilation.
- The complete Washington State Judicial Branch budget instructions and supporting documents (including the “Principal Policy Goals of the Washington State Judicial Branch”) are available on the Washington State Courts website.
(<http://www.courts.wa.gov/index.cfm?fa=home.contentDisplay&location=Financial%20Services/2010BudgetInstructions>)
 - The Access to Justice Technology Principles, established by Washington State Supreme Court Order # 25700-B, December 2004.
(http://www.courts.wa.gov/court_rules/?fa=court_rules.rulesPDF&ruleId=amatj02principles&pdf=1)

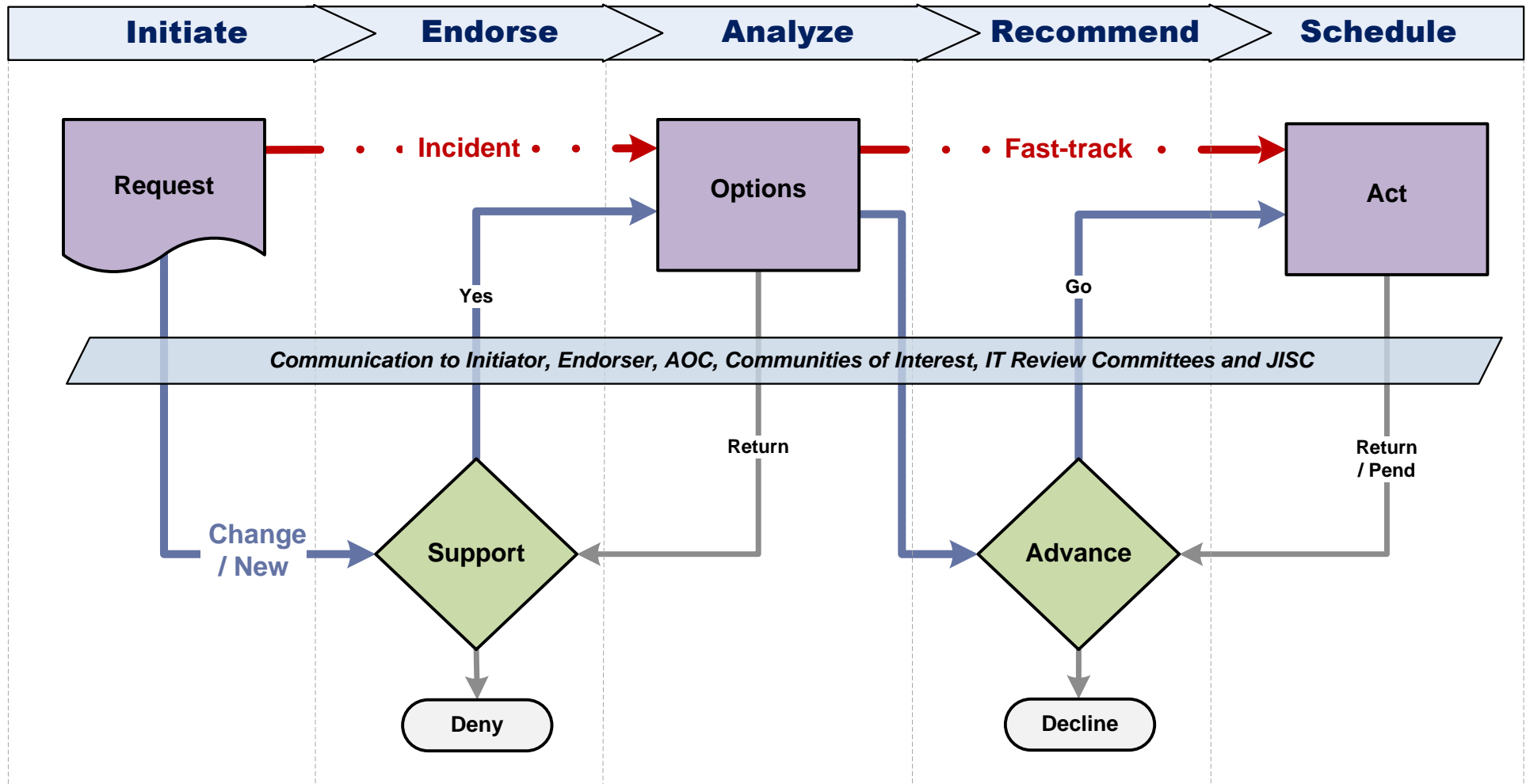
Appendix A – JIS IT Governance Delegation Matrix

Project Classifications										
Project Classification Description	Not-to-Exceed Cost	Community of Interest	Discipline / Association / Ongoing	AOC	IT Review Committees Quarterly	AOC CIO Weekly	AOC Administrator Bi-Weekly	JISC Exec Committee Bi-Monthly		
Enhancement – existing applications that are to be changed in a limited manner that do not require extensive planning and communication	\$25,000					Schedule				
	\$50,000					Recommend	Schedule			
	Beyond					Recommend	Recommend	Schedule		
New – applications or functions not currently provided	\$50,000					Schedule				
	\$100,000	Initiate	Endorse (may engage with Staff)	Analyze	Recommend	Recommend	Schedule			
	Beyond					Recommend	Recommend	Schedule		
Replacement – removing applications or functions currently provided that are to be materially changed or retired, requiring extensive planning and communication	\$100,000					Schedule				
	\$250,000					Recommend	Schedule			
	Beyond					Recommend	Recommend	Schedule		

NOTES:

- 1.) Preplanned operational activity occurs outside of the matrix.
- 2.) Not-to-Exceed costs include AOC hours.
- 3.) Includes Project Classifications section of the JIS Delegation Matrix. The complete matrix includes an Incident section representing request classifications at the AOC operational level.

Information Technology Governance Process



NOTES: Informing occurs throughout the governance process.

Incidents are unplanned interruptions or reduction in quality of an IT service.

In addition to Incidents, mandated requests and other critical requests will be "fast-tracked".

JIS IT Governance Delegation Matrix

Incident Classifications												
Incident Classification Description	Not-to-Exceed Cost	Community of Interest	Discipline / Association	AOC	IT Review Committees	ISD Manager	AOC CIO	AOC Administrator				
		<i>Ongoing</i>				<i>Quarterly</i>	<i>Ongoing</i>	<i>Weekly</i>	<i>Bi-Weekly</i>			
Application – operational problems such as workflow, business processes, or documentation	\$5,000	Initiate	Analyze			Schedule						
	\$10,000						Schedule					
	\$25,000							Schedule				
Maintenance – changes to existing applications that are mandatory, legislated or critical or have very narrow or limited impact, such as table and cosmetic changes	\$10,000								Schedule			
	\$25,000									Schedule		
	\$50,000										Schedule	
Infrastructure – assistance with non-business problems such as network issues, password or report locking, access to tools	\$50,000									Schedule		
	\$100,000										Schedule	
	\$250,000											Schedule
Project Classifications												
Project Classification Description	Not-to-Exceed Cost	Community of Interest	Discipline / Association	AOC	IT Review Committees	AOC CIO	AOC Administrator	JISC Exec Committee				
		<i>Ongoing</i>				<i>Quarterly</i>	<i>Weekly</i>	<i>Bi-Weekly</i>	<i>Bi-Monthly</i>			
Enhancement – existing applications that are to be changed in a limited manner that do not require extensive planning and communication	\$25,000	Initiate	Endorse (may engage with Staff)			Schedule						
	\$50,000						Schedule					
	Beyond					Recommend	Recommend	Schedule				
New – applications or functions not currently provided	\$50,000								Schedule			
	\$100,000								Recommend	Schedule		
	Beyond								Recommend	Recommend	Schedule	
Replacement – removing applications or functions currently provided that are to be materially changed or retired, requiring extensive planning and communication	\$100,000									Schedule		
	\$250,000									Recommend	Schedule	
	Beyond									Recommend	Recommend	Schedule

NOTES:

- 1.) Preplanned operational activity occurs outside of the matrix.
- 2.) Not-to-Exceed costs include AOC hours.

AOC-ISD Transformation



IT Governance Supporting Information

March 5, 2010



WASHINGTON
COURTS



IT Governance

Establishing governance and setting up decision-making models will give us clarity, consistency, and feedback.

**Justice Fairhurst, Chair
Judicial Information System Committee
April 17, 2009**



IT Governance

- **Background**
- **Framework**
- **Approval**
- **Future Guidance**



Background

- **Draft IT Governance Framework approved by the JISC, June 26, 2009:**
 - **Delegation Matrix**
 - Approval authority for different type/size projects
 - **Preliminary Framework**
 - High-level IT Request process description and diagram
 - Decision-making filters and scoring criteria



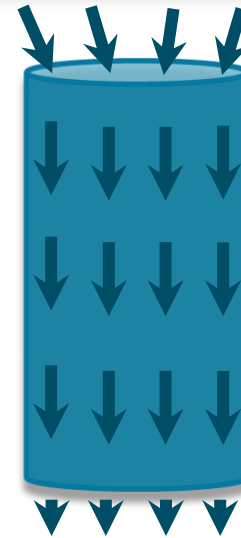
Guidance Provided

- **Open and inclusive – involve court community**
- **Streamlined – easy to follow process**
- **JISC directed – consistent rules**

Common Approaches

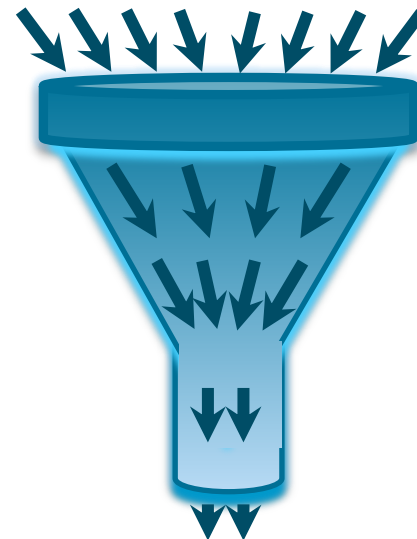
- **Stovepipe Approach**

- Review every request
- More time consuming
- Works well with lower volume and similar requests



- **Funnel Approach**

- Prioritize requests
- More efficient use of resources
- Works well with higher volume and more diverse requests



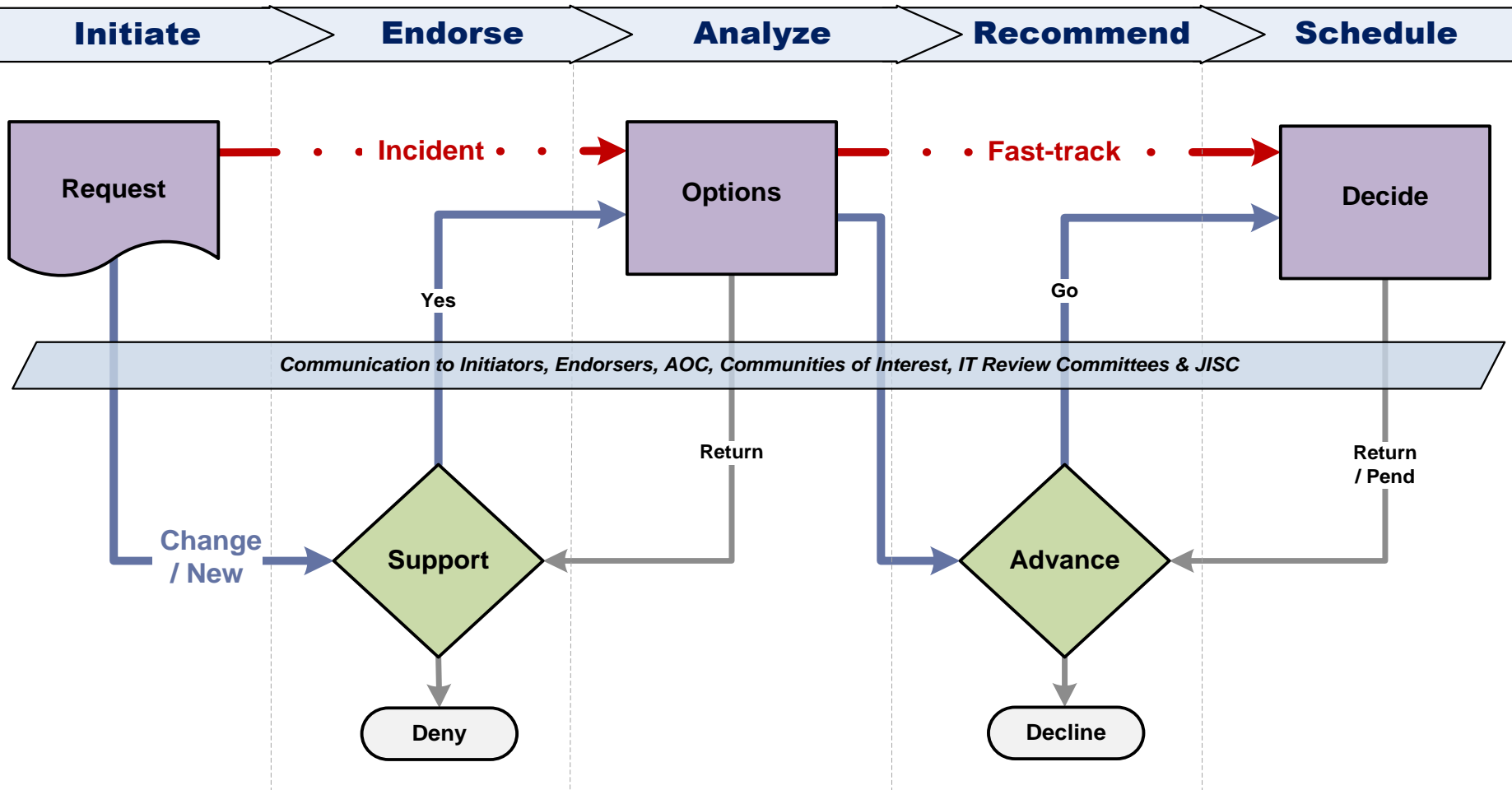


IT Governance Major Activities

- **Guidance from Governance Advisory Panels**
Facilitated 8 working sessions with over 50 participants
- **Refined IT Request Process and Workflow**
Streamlined process
- **Updated JIS Delegation Matrix**
Simplified categories and clarified roles
- **Validated with Proof-of-Concept**
Tested Framework with real-world examples



IT Request Process



NOTES: Informing occurs throughout the governance process.

Incidents are unplanned interruptions or reduction in quality of an IT service.

In addition to Incidents, mandated requests and other critical requests will be “fast-tracked”.



Minimum Required Information

- **Initiate** – business problem or opportunity, mandated (Y/N), contact info
- **Endorse** – support for analysis (Y/N), contact info
- **Analyze** – preliminary scope/effort, additional analysis complete (Y/N), contact info
- **Recommend** – advance (Y/N), ranking, contact info
- **Schedule** – schedule date or pend rationale, contact info



Fast-Track Requests

- **Requests requiring immediate attention:**

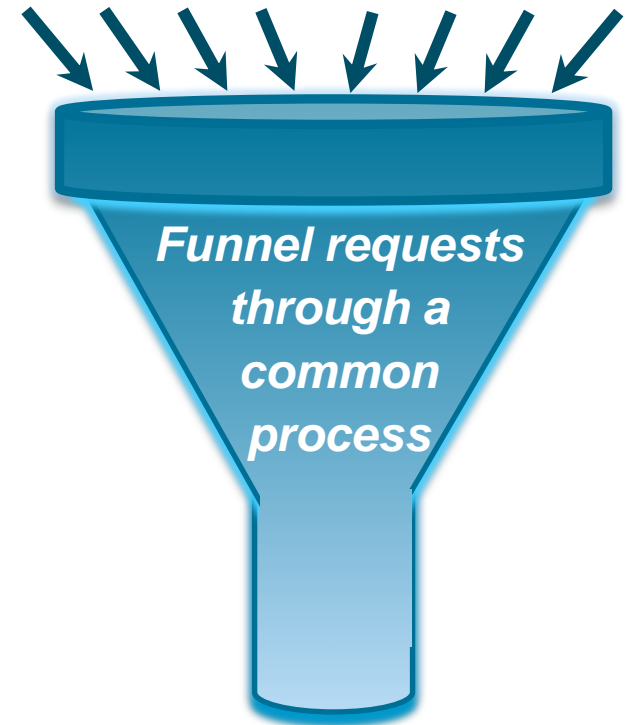
- Incident
 - Unplanned interruption
 - Reduction in quality of an IT service
- Mandated requests
- Other critical requests





Step 1 – Initiate

- **JIS users identify business need**
- **Determine urgency**
 - Why now?
 - Is it critical or mandated?
- **Describe solution benefits**
 - Cost savings
 - Process/service improvements
 - Business goals supported





Step 1 – Initiate

Considerations:

- Complicated process
- Incident management
- Mandated changes
- Manage initiation
- Track status

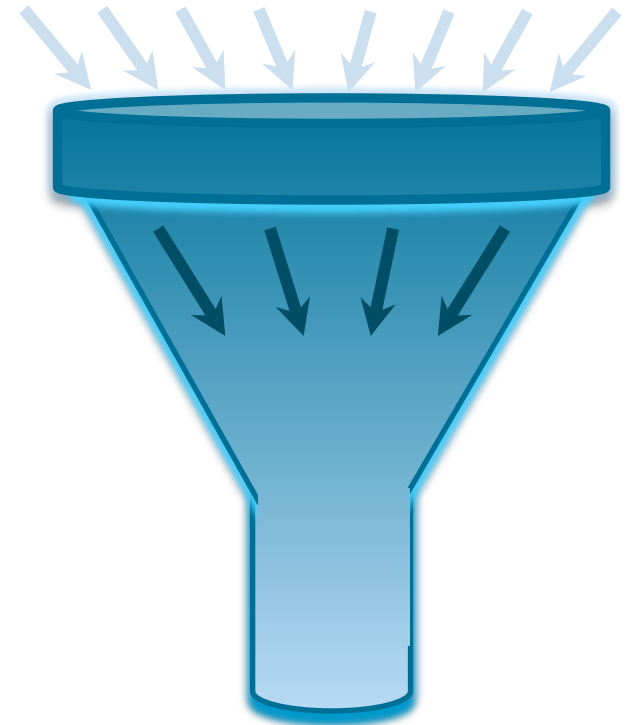
Recommendations:

- Minimize information
- Identify business problem / opportunity
- Fast-track process
- Site-specific rules
- Provide current status



Step 2 – Endorse

- **Endorsers review request and rationale**
- **Identify other impacts**
- **Consider outcomes**
- **Decide to either:**
 - Support for analysis, or
 - Deny





Step 2 – Endorse

Considerations:

- Real problem
- Ownership of requests
- Timely throughput
- Breadth of impact

Recommendations:

- Endorser reviews rationale
- Site-specific rules
- Association (10) as sponsor
- Association to expedite
- Association evaluates



Endorse by Community of Interest

Appellate Courts

Court of Appeals Executive Committee
Appellate Judges and Clerks

Superior Courts

Superior Court Judges Association
Superior Court Clerks Association
Association of Washington Superior Court Administrators

Courts of Limited Jurisdiction

District and Municipal Court Judges' Association
District and Municipal Court Administrators and Clerks Association

Juvenile

SCJA Family and Juvenile Law Committee
Washington Association of Juvenile Court Administrators

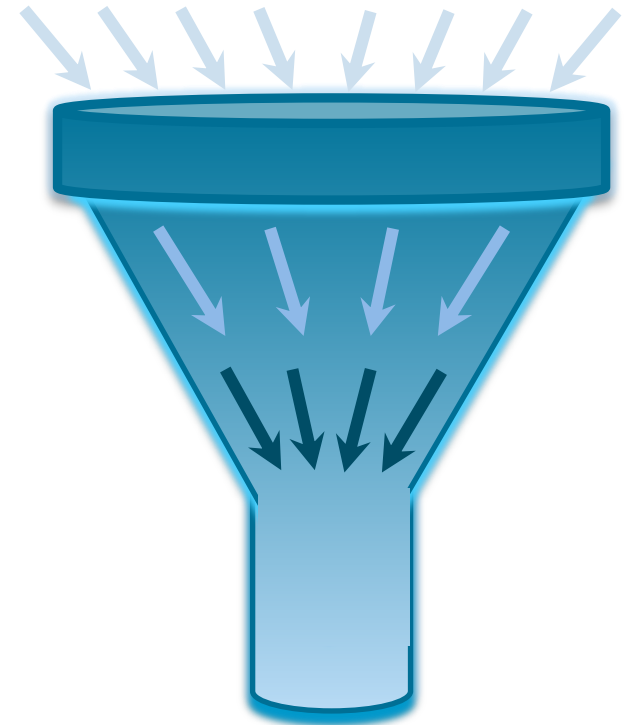
Other (external stakeholder communities)

AOC endorses for other communities (e.g., DSHS, DOL, WASPC)



Step 3 – Analyze

- **AOC staff analyze request**
- **Consider possible solutions**
- **Provide “ballpark” estimate**
 - Scope of solution
 - Effort to analyze
- **Provide findings to endorser**
- **Complete required analysis**





Step 3 – Analyze

Considerations:

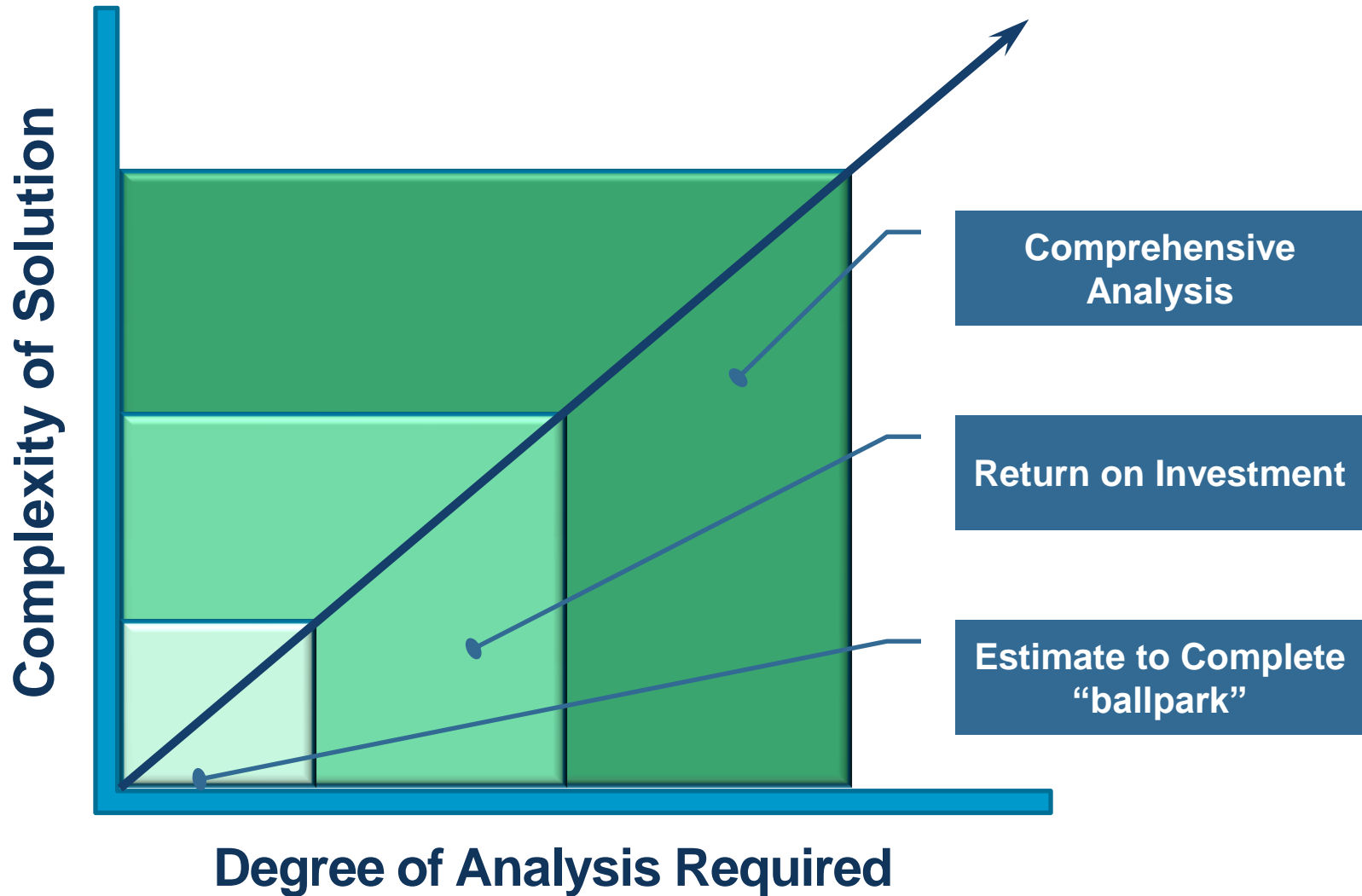
- Potential bottleneck
- Expedite and affirm
- Capture data for next step
- Track status

Recommendations:

- Quick “ballpark” analysis
- Feedback loops to endorser
- Size analysis by scope
- Provide current status



Step 3 – Analyze



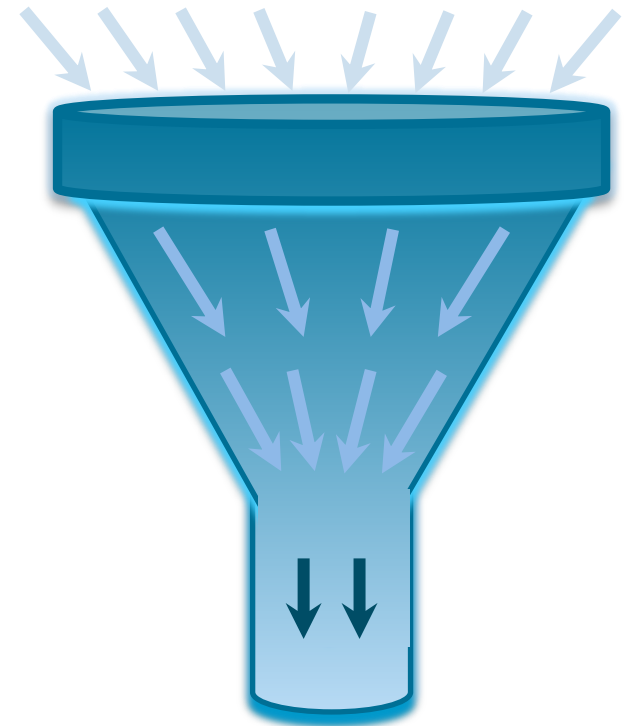
Step 4 – Recommend

- **IT Governance committees review analysis:**

- Apply filtering criteria (Y/N)
- Score the request (0 to 50)
- Group the requests (H-M-L)
- Prioritize (top to bottom)

- **Decide to either:**

- Advance: unanimous,
- Advance with Pros & Cons, or
- Decline: unanimous





Step 4 – Recommend

Considerations:

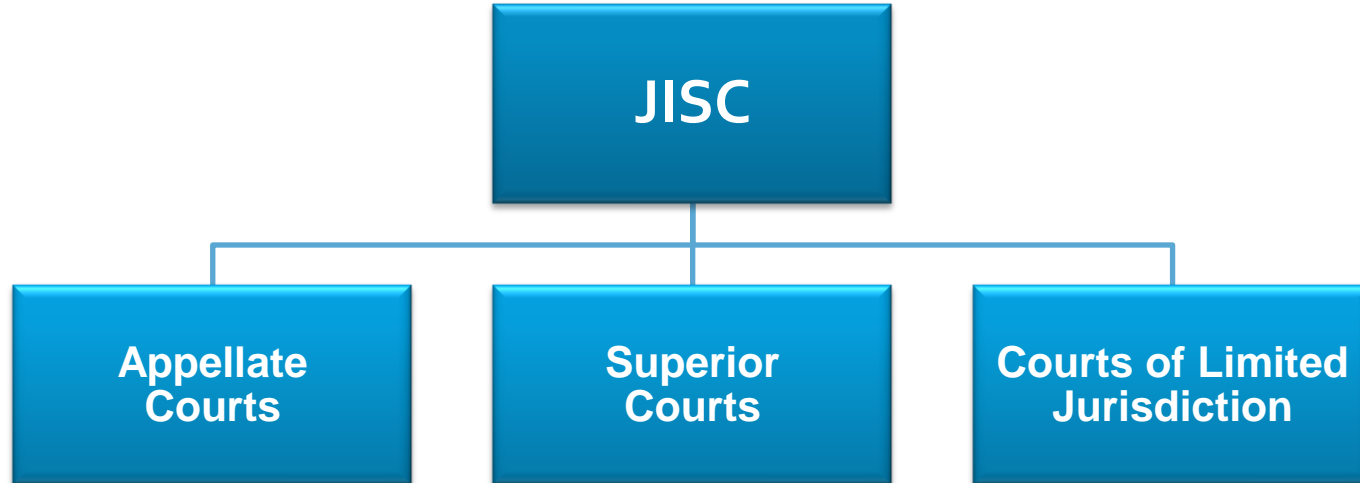
- Associations vs. Jurisdictions
- Failure to agree
- Keep the process streamlined/objective
- Prioritize requests

Recommendations:

- 10 vs. 3 (recommended)
- Unanimous decline
- Unanimous support; pros/cons
- Filter and score criteria
- JISC Guidance
- IT Review Committees

Step 4 – Recommend

- **Three IT Review Committees prioritize requests for JISC review:**



- **Quarterly IT review cycle**
- **Relies upon senior level guidance**



Step 4 – Recommend

- **30 – *potential* JIS Communities of Interest**
- ✓ **10 – JIS Community Associations**
(“Endorsing Communities”)
- ✓ **3 – IT Review Committees**
(“Recommending Committees”)



New Recommending Bodies

JISC Rule 2(c):

"... User advisory committees shall be established for each level of court and will be representative of the users at each level. Ad hoc committees shall also be established for the purpose of monitoring specific projects undertaken by the Judicial Information System."

● IT Review Committee Structure:

- Broad representation
 - by discipline (e.g., judges, clerks, administrators)
 - by court size
- Rotating membership



JISC Oversight

- **All recommendations forwarded to JISC**
- **Scheduling authority occurs according to delegation matrix (JISC approved June 26,2009)**
 - JISC, AOC Administrator, CIO

IT Governance Process

● JIS IT Governance Delegation Matrix

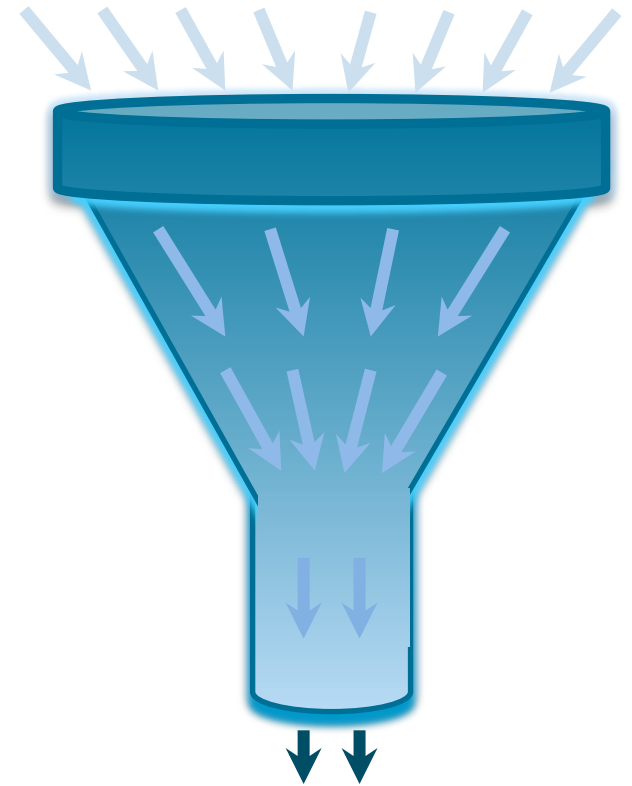
Project Classifications								
Project Classification Description	Not-to-Exceed Cost	Community of Interest	Discipline / Association	AOC	IT Review Committees	AOC CIO	AOC Administrator	JISC Exec Committee
		Ongoing			Quarterly	Weekly	Bi-Weekly	Bi-Monthly
Enhancement – existing applications that are to be changed in a limited manner that do not require extensive planning and communication	\$25,000					Schedule		
	\$50,000					Recommend	Schedule	
	Beyond					Recommend	Recommend	Schedule
New – applications or functions not currently provided	\$50,000	Initiate	Endorse (may engage with Staff)	Analyze	Recommend	Schedule		
	\$100,000					Recommend	Schedule	
	Beyond					Recommend	Recommend	Schedule
Replacement – removing applications or functions currently provided that are to be materially changed or retired, requiring extensive planning and communication	\$100,000					Schedule		
	\$250,000					Recommend	Schedule	
	Beyond					Recommend	Recommend	Schedule

- NOTES:
- 1.) Preplanned operational activity occurs outside of the matrix.
 - 2.) Not-to-Exceed costs include AOC hours.
 - 3.) Includes Project Classifications section of the JIS Delegation Matrix. The complete matrix includes an Incident section representing request classifications at the AOC operational level.



Step 5 – Schedule

- **Assess available resources**
(staff and budget)
- **Decide whether to:**
 - Schedule action,
 - Pend, or
 - Return and advise recommending committee





Step 5 – Schedule

Considerations:

- Who schedules
- Competing priorities
- Budget constraints
- ISD workload
- Track status

Recommendations:

- JISC; Use Delegation Matrix
- Actions – Schedule, Pend, Return
- JISC reviews priorities, budget shortfalls and ISD capacity
- Provide current status



Implementation Next Steps

- **Key Activities:**

- Create and charter IT Review committees
- Develop automated system for IT request capture, tracking and reporting
- Conduct necessary training
- Launch new IT Governance process (April-July)



Guidance Requested

- **Special JISC meeting to provide executive guidance related to:**
 - **Funding**
 - Establish and Communicate JIS Budget
 - **Priorities**
 - Confirm Business Priorities
 - Identify Priority Projects
 - **Strategy**
 - Endorse Recommended IT Strategies



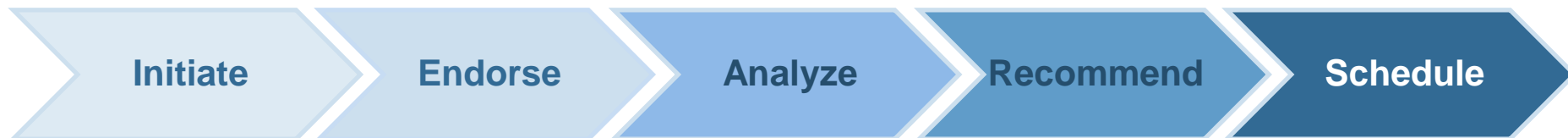
IT Governance Process

Web Portal “SAMPLE” Request

Advance through the Governance Process

IT Governance:

“The framework by which IT investment decisions are made, communicated, and overseen.”





Step 1 – Initiate (Sample)

☑ Step 1 – Initiate

- ID Business Problem
- Determine urgency
- Describe solution benefits
- General Scope – Local, Statewide
- Requestor’s Name, Contact Information



Initiate Detail

Origination Date: 2/10/2010
 Title: **Web Portal**

Business Challenge/Opportunity Detail

Business Problem:

With a few exceptions, the ability to transact business (e.g. access court and case information, pay fees) with Washington Courts is limited to showing up at a courthouse in-person during regular business hours. This project would create a virtual courthouse with a web-based “front door” that would be open 24 hours a day and would enable on-line payments, electronic forms, and electronic filing for all courts.

Expected Benefit:

The web portal will eventually allow court stakeholders, case participants, and the public to conduct a significant portion of their court business online, without requiring them to travel to a courthouse. Improved staff efficiency and customer service.

Impact if not resolved:

Continued existing paper-based, time intensive processes.

Communities Impacted

All courts, court users, AOC, and other consumers of AOC Web-based content.

Requestor Information

Initiator Information

Court Executive Committee
 222 Utility Drive
 Pretend City, WA 99999

(360) 555-5555



Step 2 – Endorse (Sample)

Step 2 – Endorse

- Review ID Business Problem
- Determine Urgency
- Verify Need and Solution Benefits
- Review Impact to Policies, Standards, Court Communities and Cost
- Forward for Analysis Approve or Deny
- Endorsers Name, Contact Information



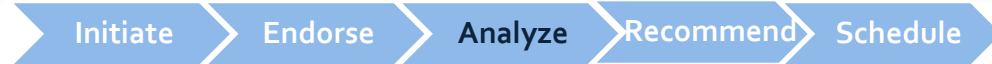
Endorsement Detail

<i>Endorser Information</i>	
Court Executive Committee 222 Utility Drive Pretend City, WA 99999	
(360) 555-5555	
<i>Endorsement Decision</i>	
Endorse Request?	YES
Forward to AOC for Preliminary Analysis?	YES
Additional Endorsements?	N/A



Step 3 – Analyze (Sample)

☑ Step 3 – Analyze



- Review ID Business Problem
- Business & Technology Alignment
- High-level Review: Cost, Complexity, Size & Scope
- Review Impact to Court Judges, Courts Staff, Others
- Impact to Other Systems, Maintenance, Fit & Sustainability
- Capacity: Internal or External Analysis

Analysis Detail

Recommended Solution:

Conduct Web Portal Feasibility Study

Technical Solution Design Summary:

Preliminary Requirements – See Appendix A & B & C
Design not yet determined

Solution Implementation Schedule:

Begin Feasibility – 7/6/10
Complete Feasibility – 10/09/10

Solution Cost to Complete:

\$70,000 for Feasibility Study
\$1.8M estimated implementation costs over three phases
Phase 1 - \$350,000
Unknown Maintenance Cost

Impacts to AOC Resources:

Recommend contract for study; ISD would require contract and project management resources

Step 4 – Recommend (Sample)

☑ Step 4 – Recommend



- Review Analysis
- Verify Checklist is Satisfactory
- Weigh & Score Criteria
- Validate Recommendation
- Prioritize Requests

Recommendation Rating

<i>Criteria</i>	<i>Score Guide</i>	<i>Score</i>
Business Value	0-10 / 10 = High	10
Relative Priority	0-10 / 10 = High	4
Cost	0-5 / 5 = Low	3
Complexity/Level of Effort	0-10 / 10 = Low	4
Risk	0-5 / 5 = Low	3
Breadth of Benefit/Impact	0-5 / 5 = Broad	5
Impact of Doing Nothing	0-5 / 5 = High	1
Overall Score (0-50):		30
Does Score Support Further Evaluation?	YES	
What Ranking Does this Place on Request?	Medium	
Additional information to be considered before moving forward with the request:	Unanimous support from endorser	
Recommend Request?	YES	



Step 4 – Recommend (Sample)

Step 4 – Recommend

Initiate

Endorse

Analyze

Recommend

Schedule

Decision Package to JISC includes:

- ✓ Executive Summary
- ✓ Initiation Request
- ✓ Endorsement
- ✓ Analysis Study
- ✓ Score & Prioritization
- ✓ Recommendation to Proceed



Step 5 – Schedule (Sample)

☑ Step 5 – **Schedule**



- Based on delegated authority
- With consideration of:
 - ✓ Available staff and other resources
 - ✓ Available budget
 - ✓ Competing priorities