JIS Operational Plan Status – March, 2010

Reporting Period: to March 15, 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 priorities 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 cycle 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

The basic PMO structure, tools, and methodology have been developed and are ready for implementation. Cycle 2 of the initiative is set to begin in late March. Cycle 2 will include review and refinement of the methodology and structure with feedback from stakeholders.

Recently Completed and Upcoming Milestones

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

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

ITPM will now be done with vendor assistance. A revised plan is being developed to implement a baseline portfolio model and a project manager has been assigned. The project is set to resume in late March.

Recently Completed and Upcoming Milestones

- Develop ITPM Portfolio definition
- Develop ITPM Portfolio process
- Define Portfolio metrics
- Build initial portfolio
- Develop initial portfolios

ITPM – IT Portfolio Management

- Develop integration roadmap
- Develop portfolio reporting plan, processes, methods
- Develop review process for continuous improvement
- Conduct initial review

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

The EAM team is working on current and future state assessments of the Business, Information (data), Application, Infrastructure, and Security Architectures. Work continues on the development of Enterprise Architecture vision and principles.

Recently Completed and Upcoming Milestones

- ✓ Conceptual future EA Architecture
- ✓ Inventory current services offered.
- ✓ Business Services Portfolio defined (enterprise business capabilities currently supported by AOC).
- Define EA vision and principles.
- Complete assessment of current Business Architecture.
- Complete assessment of current Information, Application, Infrastructure, and Security Architectures.
- Define future Information, Application, Infrastructure, and Security Architectures.

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 presented the final IT Governance Framework for approval by the JISC on March 5th. The JISC voted for approval of the concept presented but asked

ITG – Information Technology Governance

for additional documentation on the process. The ITG team will attend a special JISC meeting in May to clarify guiding principles and recommendations for the governance process.

Recently Completed and Upcoming Milestones

- ✓ Present framework recommendations to JISC for approval.
- ✓ Document IT Governance training plans and materials.
- Document IT Governance training plans and materials
- Educate stakeholders.
- Present ITG policy detail to JISC for approval.

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

Organizational Change Management has been discontinued as a distinct initiative. This initiative will no longer be separately reported.

Recently Completed and Upcoming Milestones

- ✓ 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.

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). The VRV web portal provides jurisdictions with the technical information they would need to begin building data exchanges at their end.

Status

Detailed work plan and schedule development are in process, along with pre-assessment of potential CLJ courts for an extended VRV Pilot Program. Everett

Vehicle Related Violations (VRV)

Municipal Court was the first pilot court to utilize this service and is enthusiastically supporting the rollout to all courts handling these types of infractions.

Recently Completed and Upcoming Milestones

- ✓ 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

Stage 2 of the feasibility study, which entailed review of solutions other than the tolling product purchased by Washington State Department of Transportation, was nearly complete when the Legislature passed ESSB 6499, making failure to pay the toll a civil penalty, and requiring WSDOT to develop an administrative adjudication process. Therefore no further JISC action is needed at this time. AOC has negotiated with WSDOT for reimbursement of most of the cost of the feasibility study.

Recently Completed and Upcoming 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).
- ✓ Completed feasibility study.

E-Ticketing Stabilization

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

E-Ticketing Stabilization

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), the Department of Licensing (DOL) and the Washington State Department of Transportation (WSDOT).

Status

The next phase of work, to create long-term stability in the system and support future enhancements, is in initiation and planning.

Recently Completed and Upcoming Milestones

- Project charter
- Solutions analysis
- Solution alternative selected
- Project schedule
- Solution development
- Solution implementation

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 third-party information exchange with local non-JIS systems.

Status

Baseline planning continues on the schedule and work plans. Preparing to begin requirements workshops with court work groups.

Recently Completed and Upcoming Milestones

- ✓ Statement of Work (services delivered) for vendor engagement.
- ✓ Stakeholder briefings.
- ✓ Kick-off for AOC and vendor project teams.
- Complete baseline plan and schedule.
- Complete requirements workshops with users.

JIS Equipment Replacement

Description

JIS Equipment Replacement

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 on schedule. Preparing to start FY 2011 equipment replacement.

Recently Completed and Upcoming 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.
- Planning for FY 2011 equipment replacement.

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. 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.

Status

Excellent system availability and maintenance statistics continue to be maintained. Systems have been running at over 99% availability, processing record amounts of end user transactions. System response times have also been at their lowest levels. Currently upgrading the operating systems on the mainframe servers.

Sized 53 bills for JIS impacts, and 13 additional bills. The web team is working on the website case search function with a JISC workgroup and a web redesign as requested by the Supreme Court. Added new System Support Analyst and Service Delivery Manager as part of capability maturity improvement initiative.

Recently Completed and Upcoming Milestones

Infrastructure and Operations

- ✓ Successful upgrades of Natural and DB2 software integrated within applications.
- ✓ Server upgrades to new technology.
- Successful disaster recovery tests and security audit.
- Upgrade mainframe operating systems.