JIS Operational Plan Status – April, 2010

Reporting Period: to April 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 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

The project approach has been restructured to develop a framework that can be operational in time for the launch of other Transformation projects. The PMO Mentoring and Training Program has been removed from the project. A revised project charter and project schedule are currently in development.

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

The re-scoping of the initiative is near completion. The project change request regarding scope, schedule, and management of the initiative has been approved. A subject matter expert has been brought in to lead the initiative. A revised project charter and project schedule are currently in development. All the Transformation Initiative teams are engaged in finalizing process details and information exchanges relative to the ISD Business Blueprint, emphasizing effective integration of portfolio management with the Initiate/Endorse and Analysis Phases of governance.

Upcoming Milestones

- Develop ITPM Portfolio definition

ITPM – IT Portfolio Management

- Develop ITPM Portfolio process
- Define Portfolio metrics
- Build initial portfolio
- Develop initial portfolios
- 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 has drafted EA Vision & Principles that are now being finalized by the team. In addition, work is underway to develop the reference models for the future state of enterprise architecture. The team has also begun the work on the setup of EA Processes and has presented the initial draft on EA Standards development processes and EA Governance processes to the architecture team, functional managers and project managers.

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 Business Architecture
- Define future Information, Application, Infrastructure, and Security Architectures

ITG – Information Technology Governance

Description

ITG – Information Technology Governance

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

In the second cycle of the governance process, the team will work with the JISC to develop guidelines for the IT governance groups. This includes establishing and communicating the JIS budget, project priorities and IT Strategies. In addition, ITG will support training workshops, chartering of the four IT review committees and facilitating the first Recommendation phase for the Superior Court IT Review Committee.

Recently Completed and Upcoming Milestones

- ✓ Present framework recommendations to JISC for approval
- ✓ Document IT Governance training plans and materials
- Educate stakeholders
- Present ITG policy detail to JISC for approval
- Complete training workshops
- Charter IT review committees

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

Completed the baseline work plan and schedule development to define necessary activities over the project's expected performance period to be completed by October 2011. Now proceeding with work as defined including finalizing candidate courts for the next round of VRV implementations.

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

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 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 team is building on the performance analysis conducted in January. They have identified the specific problem areas and developed alternatives for resolution. A recommendation was presented to and endorsed by stakeholders. The team is currently building a project schedule based on the chosen alternative.

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 3rd party information exchange with local non-JIS systems.

Status

The baseline work plan and schedule have been completed. The team is now engaged in the first round of requirements development activities for the Docketing Data Exchange. A key court partner is Pierce County Superior Court.

Recently Completed and Upcoming Milestones

- ✓ Statement of Work (services delivered) for vendor engagement
- ✓ Stakeholder briefings
- ✓ Kick-off for AOC and vendor project teams

Superior Court Data Exchange

- ✓ Complete baseline plan and schedule
- Complete requirements workshops with users
- Complete requirements for docketing

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

FY2010 Equipment replacement on schedule. This cycle includes growth computers for the courts, as directed by the JISC. The team is beginning to prepare equipment counts for the FY2011 Equipment Replacement which will start on July 1, 2010.

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 for FY 2010
- 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

Completed the semiannual March 2010 Disaster Recovery Test on March 19, 2010.

Infrastructure and Operations

This activity is designed to ensure that, in case of a natural or manmade disaster, the critical Judicial Information System components will be operational to facilitate the courts in administering Justice without delay. The test was a success and we were able to utilize the new tape drives which increased the speed of the system restorations. This function is being performed under the direction of the Judicial Information Systems Committee.

The Operations team worked 252 maintenance incidents, and tested and installed new JCS updates into production. The team also implemented the JCS Law Table maintenance tool, which enables it to be directly managed without developer involvement. They are monitoring the e-Ticketing application in response to the *Slow Down or Pay Up* safety campaign. The team updated the Supreme Court website to enable staff to maintain the event list and oral argument schedule. They also created an RSS feed to make Supreme Court opinions available to TVW. Anyone wishing to utilize the feed can sign up on the WA Courts Notification page.

Recently Completed and Upcoming Milestones

- ✓ 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