Washington State Administrative Office of the Courts

ISD Transformation

ISD Monthly Status Report for the Judicial Information System Committee (JISC)

October 2010

WASHINGTON COURTS
ADMINISTRATIVE OFFICE OF THE COURTS

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Background

In 2008, the Judicial Information System Committee (JISC) directed the Administrative Office of the Courts (AOC) to modernize and integrate the Judicial Information System. For the 2009-2011 biennium, the Legislature approved 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 (PMO), the implementation of IT Governance, the establishment of an Enterprise Architecture (EA) Program, the implementation of a Master Data Management (MDM) 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, AOC's 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 to work on other approved priorities including data exchanges, e-ticketing stabilization, equipment replacement, disaster recovery and on-going maintenance and operations of legacy systems.

JIS Transformation Plan Overview

October 2010

Original Roadmap per IT Strategy June 19 - 2009

Actual

Revised

STATUS KEY ● = active/on track ▲ = Changes w/ Moderate impact ◆ = Significant rework/risk ⊖ = Not active ✔ = Completed

JIS Transformation Initiatives	Status		CY09 Q3	CY09 Q4	CY10 Q1	CY10 Q2	CY10 Q3	CY10 Q4	CY11 Q1	CY11 Q2	CY11 Q3	CY11 Q4
1. 0 Organizational Change Management - Phase I												
1.1 Develop Organizational Change Strategy	⊖	Planned										
		Actual			✔							
1.2 Implement New Organization Structure	⊖	Planned										
		Actual			✔							
2.0 Capability Improvement – Phase I												
2.1 Implement Change Management & Communications	⊖	Planned										
		Actual										
2.2 Implement IT Governance (ITG)	●	Planned										
		Actual					✔					
2.3 Implement Project Management Office (PMO)	●	Planned										
		Actual										
2.4 Implement IT Portfolio Management	●	Planned										
		Actual										
3.0 Capability Improvement – Phase II												
3.1 Implement Enterprise Architecture Management	●	Planned										
		Actual				✔						
3.2 Implement Solution Management	●	Planned										
		Actual										
3.3 Implement Relationship Management	●	Planned										
		Actual					✔					
3.4 Implement IT Service Management – change, configure, release	⊖	Planned										
		Actual										
4.0 Capability Improvement – Phase III												
4.1 Establish Vendor Management	⊖	Planned										
		Actual										
4.2 Mature Application Development Capability	⊖	Planned										
		Actual										
4.3 Establish Enterprise Security	⊖	Planned										
		Actual										
5.0 Capability Improvement – Phase IV												
5.1 Implement IT Service Management – Service Catalog, Incident, Problem	●	Planned										
		Actual										
5.2 Implement Performance Reporting (formally Financial Management Reporting)	⊖	Planned										
		Actual										
6.0 Capability Improvement – Phase V												
6.1 Establish Custom Development Capabilities	⊖	Planned										
		Actual										
7.0 Master Data Management												
7.1 Develop Data Governance Model	●	Planned										
		Actual										
7.2 Implement Data Quality Program	●	Planned										
		Actual										

Original Roadmap per IT Strategy June 19 - 2009

Actual

Revised

STATUS KEY ● = active/on track ▲ = Changes w/ Moderate impact ◆ = Significant rework/risk ⊖ = Not active ✔ = Completed

Initiatives JIS Transformation	Status		CY09 Q3	CY09 Q4	CY10 Q1	CY10 Q2	CY10 Q3	CY10 Q4	CY11 Q1	CY11 Q2	CY11 Q3	CY11 Q4
7.3 Develop Unified Data Model	⊖	Planned										
		Actual										
7.4 Implement MDM Tool	⊖	Planned										
		Actual										
7.5 Optimize Data Warehouse	⊖	Planned										
		Actual										
8.0 Migrate Data Exchanges												
8.1 Develop Migration Strategy	⊖	Planned										
		Actual										
8. 2 Develop File Based Exchanges	⊖	Planned										
		Actual										
8.3 Develop Transactional Transfers	⊖	Planned										
		Actual										
8.4 Migrate Exchanges Including JIS Link	⊖	Planned										
		Actual										
9.0 Migrate Web Sites												
9.1 Develop Migration Strategy	⊖	Planned										
		Actual										
9.2 Redirect Web Application Data Sources	⊖	Planned										
		Actual										
10.0 JIS Application Refresh												
10.1 Conduct Feasibility Study and Transition Planning	●	Planned										
		Actual										
10.2 Purchase, Configure and Deploy COTS	⊖	Planned										
		Actual										
11.0 Organization Change Management – Phase II												
11.1 Change Management in Support of JIS	⊖	Planned										
		Actual										
12.0 Other Projects & Activities												
12.1 Natural to COBOL Conversion	⊖	Planned										
		Actual										
12.2 Superior Court Data Exchange	▲	Planned										
		Actual										
12.3 E-ticketing stabilization	●	Planned										
		Actual										
12.5 Conduct Market Study – Superior Courts	●	Planned										
		Actual										
12.6 Conduct Feasibility Study – Road to Toll Support	●	Planned										
		Actual										
12.8 Equipment Replacement – External	⊖	Planned										
		Actual										
12.8 Equipment Replacement – Internal	⊖	Planned										
		Actual										

Original Roadmap per IT Strategy June 19 - 2009

Actual

Revised

STATUS KEY ● = active/on track ▲ = Changes w/ Moderate impact ◆ = Significant rework/risk ⊖ = Not active ✔ = Completed

Initiatives JIS Transformation	Status		CY09 Q3	CY09 Q4	CY10 Q1	CY10 Q2	CY10 Q3	CY10 Q4	CY11 Q1	CY11 Q2	CY11 Q3	CY11 Q4
Other Projects and Activities												
ISD – Feasibility Workgroup – Superior Court Adult Risk Assessment	●	Planned										
		Actual										
ISD- Resource Management (RMS)	⊖	Planned										
		Actual										
ISD-Knowledge Management	⊖	Planned										
		Actual										
ISD-Capability & Maturity Model	●	Planned										
		Actual										
ISD-Compliance Monitoring	⊖	Planned										
		Actual										
ISD-Clarity Implementation	⊖	Planned										
		Actual										
Superior Court Case Management Feasibility Study	▲	Planned										
		Actual										
Vehicle Related Violations (VRV)	●	Planned										
		Actual										

Summary of Activities

Major Changes Since Last Report

This section provides a quick summary of any initiatives or projects that have begun or been completed during the reporting period. This section also highlights any major changes to the status of a project, initiative or ISD operational area or staffing that impacts the work, timeline, or budget.

Initiatives or Projects Started

- 5.1 Implement IT Service Management – Incident, Problem, Service Catalog *(Service Catalog portion only was started)*
- 5.2 Implement Performance Reporting (formally Financial Management Reporting)
- 7.2 Develop Data Quality Program
- ISD- CIO Directed Communications

Initiatives or Projects Completed

- None during this reporting period

Status Changes

- **Initiative 2.3 Implement Project Management Office**: Schedule changed. The timeline to complete this initiative has been shortened due to the removal of the deliverable for shadowing a project manager while the project manager uses the new PMO tools.
- **Approved Project**: **Superior Court Management Feasibility Study:** The project is still trying to define the scope for the feasibility study with the Superior Court Judges, Administrators and County Clerks.
- **Approved Project**: **Superior Court Data Exchange**: The project has experienced some setbacks with resources available to work on the project and changes in both vendor and AOC project staff. The Data Management Steering Committee is working with AOC to identify how best to proceed with the project.

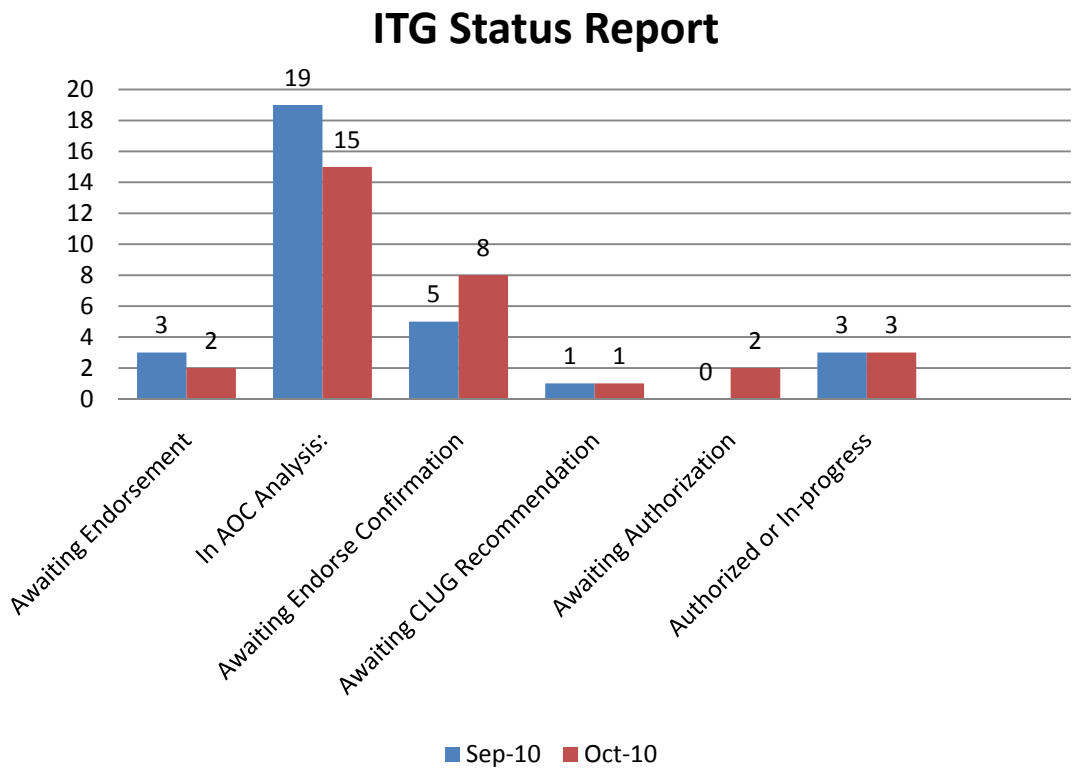
Staffing Changes in ISD

- **Solution Architect Hired** - Gary Guinotte has joined AOC as a new Solution Architect in the Architecture and Strategy group in ISD.
- **Business Analyst Hired** – Mark Oldenburg has joined AOC as a new Business Analyst in the Architecture and Strategy group in ISD.
- **Business Analyst Hired** – Marty Derksema has joined AOC as a new Business Analyst in the Architecture and Strategy group in ISD.
- **Portfolio Manager Hired** – Craig Wilson has joined AOC as the new Portfolio Manager for ISD.

IT Governance Update

The new IT Governance framework was implemented in July 2010. Since July, requests have continued to be initiatied and move through the stages of the governance process. As of this reporting period, all 14 Endorsing Bodies and 4 Court Level User Groups (CLUG) have been established and these groups are meeting as needed to review requests. The new governance process is working well and we are starting to see results as requests are approved and implemented.

The chart below demonstrates the volume of requests currently in the IT Governance process for Sept-Oct



IT Requests Authorized or In-Progress of Authorization

- **Request ID:** #002 – Superior Court Case Management System Feasibility Study
  Description: Conduct feasibility study to examine COTS caseflow and calendaring systems, plus LINX, to support potential acquisition and deployment of a system for the state's Superior Courts.
  CLUG: Superior Court (pilot) | **Authorized By:** JISC

- **Request ID:** #004 – Change Meretricious Relationship Cause of Action Code and Case Type
  Description: Create Committed Intimate Relationship cause of action code under case type 3 in SCOMIS and remove Meretricious Relationship cause of action code under case type 2 to comply with Supreme Court decision from 2007.
  CLUG: Mandated | **Authorized By:** CIO

- **Request ID:** #019 – Display Judgments (SCOMIS Case Type 9) as Part of Original Case
  Description: Change the way SCOMIS case type 9s (judgments) are displayed on public case search by making these cases appear as a link under the original case. This was part of the Public Case Search Workgroup report adopted by the JISC.
  CLUG: Superior Court | **Authorized By:** CIO

Transformation Initiative Summary

Initiative: 2.3 – Implement Project Management Office (PMO)	
Activities	***Impact/Value***
✓ A consolidated list of all projects was completed and placed on SharePoint.	This list will facilitate project monitoring by making the list of projects public and easily accessible.
✓ Tools for cost estimating, cost control and budgeting were completed.	These tools will help manage project costs and risks effectively throughout the life of a project.
✓ The deliverable for shadowing a project manager while the project manager uses the new PMO tools has been removed from the PMO initiative.	After rolled out PMO processes have stabilized, the need for this shadowing will be revisited by the ISD Director to determine if the work is necessary. This will shorten the PMO timeline.
Initiative: 2.4 – Implement IT Portfolio Management (ITPM)	
Activities	***Impact/Value***
✓ Portfolio metrics have been defined.	Provides data points by which to measure portfolio asset performance**.**
✓ The initial set of portfolios (Active Projects, Planned Projects, JIS Applications, Non-JIS applications) has been populated with data.	Provides the initial portfolio information that will be used as a baseline for the first portfolio review process.
✓ Portfolio review process has been defined.	Sets the expectation of how the portfolio review process will be conducted, at what intervals, and who is involved.
Initiative: 3.2 – Implement Solution Management	
Activities	***Impact/Value***
✓ Project initiated, Project Manager acquired.	Use of formal project management techniques will help ensure high quality project results, ensuring project deliverables can be used effectively within the ISD beyond the conclusion of the project.
✓ Key AOC stakeholders confirmed, engaged.	Strong support and direction is in place, to help ensure the project's success.
✓ Orientation meeting held for project team.	Provided insight into the project purpose, how it will assist improved customer support, and also helped to build team commitment to its success.
Initiative: 5.1 – Implement Service Management – Service Catalog, Incident, Response	
Activities	***Impact/Value***
✓ Key AOC stakeholders confirmed and engaged.	Strong support and direction is in place. That will help ensure the project success.
✓ Kick-off meeting held for project team.	Provided insight into the project purpose, how it will assist improved customer support, and also helped to build team commitment to its success.
Initiative: 5.2 – Implement Performance Reporting	
Activities	***Impact/Value***
✓ Project Charter Completed.	The project has a defined scope including the goals of the project, timelines and the responsible roles. This helps to clearly define the project and measurements of success.

Summary for October 2010

Transformation Initiative Summary

Initiative: 7.1 – Develop Data Governance Model	
Activities	***Impact/Value***
✓ Kick-off meeting held for project team.	Provided insight into the project purpose, how it will assist improved customer support, and also helped to build team commitment to its success.
✓ Conduct Data Interviews.	Develop interview protocol and provided to interviewees, in advance of second set of interviews.
✓ Conduct Data Workshops.	Building organizational awareness of Data Governance, Data Environments, assessing current data issues and requirements ownership.
Initiative: 7.2 – Implement Data Quality Program	
Activities	***Impact/Value***
✓ Project initiated, Project Manager transitioning to project.	Formal project management techniques will help ensure high quality project results, which include a Data Quality Program as well as the organizational capability to maintain and enhance data.
✓ Key AOC stakeholders confirmed, engaged.	Strong support and direction is in place. That will help ensure the project success.
✓ Project Charter / Schedule / Work Plan.	A defined project scope, responsibilities and timelines help to achieve successful outcomes of a project.
Initiative: ISD – Capability Maturity Model	
Activities	***Impact/Value***
✓ The project manager was assigned and the initiative planning has begun.	Resources have been allocated and project management principles are being used to ensure a successful outcome of project.
Initiative: ISD – CIO Communications	
Activities	***Impact/Value***
✓ Change request signed.	Allows ISD to re-initiate the CIO Communications for staff and stakeholders.
✓ Scheduling interviews with key staff personnel.	Gathering data from ISD staff to use in making recommendations on a communications plan.

Approved JIS Projects Summary

Note that VRV Data Services and e-Ticketing Stabilization have moved from a development project into maintenance and therefore are not being reported under approved projects but are now reported under the ISD operational area; Standards & Policies.

JIS Project: Superior Court Data Exchange (SCDX)	
Activities	***Impact/Value***
✓ Finalization of System Requirements and Service Specifications.	Clearly defines the system requirements and service details to set up data exchanges.
✓ Continued work on improving efficiencies for tightening schedule.	Greater efficiencies will help move project along and tighten the schedule.
✓ Continued consolidation of business requirements into candidate business capabilities that will form associated data exchanges.	The consolidation of requirements provides alignment of business capabilities with data exchanges.

JIS Project: Superior Court Management Feasibility Study (SCMFS)	
Activities	***Impact/Value***
✓ The statement of work was sent to the vendor for review.	The statement of work allows initiation of contract negotiations with the vendor.
✓ An executive sponsor committee charter is being reviewed by the chairpersons of the state associations for superior court clerks, court administrators, and judges.	The committee will provide support and oversight for the project.
✓ Two more court subject matter expert sessions were held and three additional sessions have been scheduled for November.	Nearly 70% of business processes for caseflow and calendaring have been mapped for judges and court administrators.

ISD Operational Area Summary

Area: Architecture & Strategy	
Includes: Enterprise Architecture, Solution Management & Relationship Management	
Activities	***Impact/Value***
✓ JISC Workgroup on Baseline Services – EA team facilitated the formation and first meeting with the workgroup.	The output from the workgroup would impact all of the Washington State judicial system as it would establish the baseline services that would be supported centrally and those that need to be managed locally.
✓ Several work orders including those for Data Quality and Data Governance, Solution Management, etc. related to ISD transformation were reviewed.	The EA review aligns the initiatives with the future state EA roadmap for JIS.
✓ EA team completed the analysis for Natural-to-COBOL conversion for the JIS applications and have submitted the report to AOC Strategic Governance Board.	The analysis provides key insights and the cost-benefit comparison into how we can simplify the JIS technology environment.
✓ Business analysts have been working on the Superior Court Case Management feasibility study requirements sessions to be held later this month.	This is an important step in the feasibility study to ensure that the business needs are clearly stated and understood.
✓ Business analysts have worked on JCS to add new condition code to JCS.	Keeping informed on workgroup issues; facilitating communication between users with code requests and workgroup to resolve the requests. New codes will enable accurate tracking of Community Truancy Board referrals and will aid in statistical reporting for counties using community truancy boards. Code is needed to accurately capture condition data on referrals.
✓ New Prosecutor deployment (Grays Harbor). Reviewed eTicket screens in test environment to review changes made and identify any user interface and/or process issues.	Allows Grays Harbor Prosecutor's Office to file tickets electronically with the Court. Improves efficiency and data quality.
✓ A&S completed the hiring of a new solution architect.	Solution architect would help in providing solution management capability to AOC.
✓ Business Liaisons continued to work with IT Governance groups and staff multi-court level user meetings.	Fostering communication and understanding of the governance process and assisting the court community with requests supports the success of the new IT Governance process.
✓ Business Liaisons continue to provide communications and reports between ISD and court customers.	Providing updates to the court community about ISD progress is an integral part of communication and helping the courts to understand ISD business and services and for ISD to understand the courts business needs.

Area: Infrastructure	
Includes: Desktop Unit, Network Unit, Server Unit, Support Unit & System Database Unit	
Activities	***Impact/Value***
✓ Reviewed the September 2010 Disaster Recovery test and started the planning of the March 2011 Disaster Recovery test.	This test ensures that the entire JIS systems and all data stored by the AOC is prepared for any disasters with minimal downtime.
✓ Continue the Proof of Concept for virtual desktops.	Virtual Desktops have the potential of increasing the lifespan of the desktops delivered to staff which will save money and equipment.

ISD Operational Area Summary

Area: Data Management	
Includes: Database Unit, Development Unit, Data Warehouse Unit	
Activities	***Impact/Value***
Data Warehouse Unit ✓ Updated the "Juveniles with Vacated Deferred Disposition Cases" report to allow the use of a new JCS referral status to limit the result set.	This will streamline the report so that court staff does not have to manually research cases.
✓ Per Judicial Information System Committee (JISC) public website work group request, completed the coding changes to support not listing superior court judgment cases in the search results, but allowing them to be linked to/from the originating case.	This change resolves a long-standing complaint and resulting confusion from the public when looking at cases on the public website. The issue was that judgments appear to look like separate cases on the website resulting in misinterpretation. The coding changes now reflect the judgments under the case, rather than as a separate number to alleviate the confusion.
✓ Completed project kick off meetings and introductory workshops for Data Governance, Data Quality, and Service Catalog transformation initiatives.	This sets the expectation, team building and scope of the projects.
✓ Began work on adding vehicle and e-ticketing information to the data warehouse.	This information will give the courts a more complete picture of traffic infraction and criminal traffic cases
Database Unit ✓ Completed 23 database design review requests to increase the capabilities of the court applications.	
✓ Provided primary support to the Data Governance initiative.	

Area: Operations	
Includes: All applications; Web team, Java team, Legacy team, JCS team, Service Delivery and IT Governance	
Activities	***Impact/Value***
✓ Legacy team communicated with DOL to monitor progress on their fix and recovery of the Failure to Appear (FTA) process and analyzed individual records to verify the DOL recovery.	Business value is to provide accurate information to the court about the public and reduce the call volume into the courts.
✓ Provided valuable feedback and assistance to the SCOMIS Data Exchange Project and the Superior Court Case Management Feasibility Study.	This will help the planning for the contractor development team to understand the work that needs to be completed.
✓ Provided analysis and estimates for multiple ITG requests.	This provides quick turnaround for the new governance process and ensures requests are acted on in a timely manner.
Service Delivery and IT Governance	
✓ Complete exercise on IT Governance with JIS Committee.	Simulation of expected JISC prioritization of requests will lead to key process improvements.
✓ Service Delivery and Web Team ITG Portal Improvements.	Advancing the new governance effort.

✓ Held Operational Control Board meetings.	Advancing the new governance effort.

Summary for October 2010

ISD Operational Area Summary

Portfolio Management	
✓ New Portfolio Manager hired; on-site Oct 1,	Portfolio management is key to implementing the JIS Roadmap.
✓ Reviewed collected documentation and met with appropriate teams.	
✓ Attended Performance Reporting Workshop.	Performance measures are a key part of the Ernst and Young plan ISD is following.

Area: Standards & Policies	
Includes: Quality Assurance and Test Group, Portfolio Management, Standards and Training, Resource Coordination, Project Management Office Coordination, and projects.	
Activities	***Impact/Value***
Quality Assurance and Test Groups	
✓ The final review and sign-off were completed for the Capability Maturity Model and Software Quality Assurance Work Orders.	Work in these areas will provide guidelines and processes for internal improvement in functional areas of ISD.
✓ Final review of the Software Quality Assurance (SQA) SharePoint web site was completed.	All test team project information can be easily shared thereby providing greater understanding and accountability while providing standards and best practices in SQA.

Other ISD Activity Summary

Workgroup: Superior Court Adult Risk Assessment Feasibility Study	
Activities	***Impact/Value***
✓ A draft proposal to create a feasibility work group was developed and advanced to ISD executive leadership for consideration.	If approved, the feasibility work group will perform high-level modeling of both the business process and automation process and use the models to examine alternatives and costs.
Vehicle Road Violations (VRV)	
Activities	***Impact/Value***
✓ System Optimization Tasks.	This provides increased interoperability with other data exchanges and on-boarding partners.
✓ Setup the Performance Benchmark Testing Environment and create test cases.	Ability to measure improvements in performance and capacity based on original measures.
✓ Continue to create Operational Support Documents (Troubleshooting Guide, Technical Documentation, etc.)	Ensures knowledge transfer and support.
E-Ticketing Stabilization	
Activities	***Impact/Value***
✓ Benchmarked ETP test performance.	Benchmarked speeds to make sure updates do not negatively impact performance.
✓ Multiple tests ETP testing after ETP. Adjustments.	Performance tests showed remarkable system speed improvement in the updated eCitation.

Detailed Status Reports

Status Update Key

	Green = Progressing as planned.
	Yellow = Changes with moderate impact.
	Red = Severe changes or significant re-work is necessary.

Transformation Initiative Status Reports

Initiative: 2.3 Implement Project Management Office (PMO)

JIS Operational Plan: Capability Improvement Phase I

Executive Sponsor(s) Vonnie Diseth, CIO	**IT Project Manager:** Deven Zipp
Business Area Manager: Jody Graham, Standards & Policies Manager	**Consultant/Contracting Firm:** Sierra Systems

Description: The PMO ensures consistent "best practice" project management throughout every step of a project, improving project success rates and delivering effective support for decisions to keep projects aligned with organizational priorities.

Business Benefit: The Project Management Office provides standardized methods to increase IT efficiency, cut project costs and improve project delivery in terms of time and budget.

Business Drivers	Organizational Capability Improvement	AOC Sponsored	Court Sponsored	Legislative Mandate
	✕			

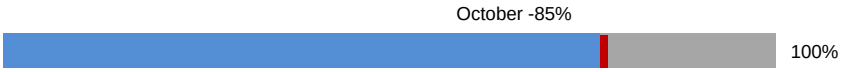
Budget	**Allocated**	**Actual (thru September 30st , 2010)**
	$ 734,000	$ 244,000

Current Status

Scope	Schedule	Budget
●	●	●

Current Status Notes: On schedule to complete project.

Initiative Progress



Initiative Start Date: September 2009	**Current Scheduled Completion Date:** December 2010

Activities Completed this Reporting Period	Impact/Value
✓ A consolidated project list was created and placed on SharePoint.	✓ This list will facilitate project monitoring by making the list of projects public and easily accessible.
✓ Tools for cost estimating, cost control and budgeting were completed.	✓ These tools will help manage project costs and risks effectively throughout the life of a project.
✓ A portion of the resource management work was removed from the PMO initiative and will be merged with the ISD Leadership level Resource Management Initiative (RMI).	✓ RMI and PMO scopes were overlapping. RMI has the more appropriate management level of sponsorship. This will shorten the PMO timeline.
✓ The deliverable for shadowing a project manager while the project manager uses the new PMO tools has been removed from the PMO initiative.	✓ After rolled out PMO processes have stabilized, the need for this shadowing will be revisited by the ISD Director to determine if the work is necessary. This will shorten the PMO timeline.
Activities Planned for Next Reporting Period	**Impact/Value**
✓ Complete the final closeout and lessons learned report.	✓ PMO will be closed.

Initiative: 2.4 Implement IT Portfolio Management (ITPM)

JIS Operational Plan: Capability Improvement Phase I

Executive Sponsor(s) Vonnie Diseth, CIO	**IT Project Manager:** Martin Kravik
Business Area Manager: Jody Graham, Standards & Policies Manager	**Consultant/Contracting Firm:** Sierra Systems

Description: IT Portfolio Management (ITPM) provides a structure for strategic portfolio planning and IT decision making to manage, monitor and measure prioritization, costs and performance of IT assets. IT investments are measured using both financial and non-financial measurements and ITPM specifically provides information on what to continue investing in versus what to divest from. IT Portfolio Management provides risk profile analysis, how to decide on diversification of projects and how to provide continuous alignment with business goals and standardization of investment procedures, rules and plans.

Business Benefits: IT Portfolio Management when implemented will provide the information necessary to make informed decisions on what IT investments to continue to invest in and what to divest in to save costs and improve performance.

Business Drivers	Organizational Capability Improvement	AOC Sponsored	Court Sponsored	Legislative Mandate
	✕			

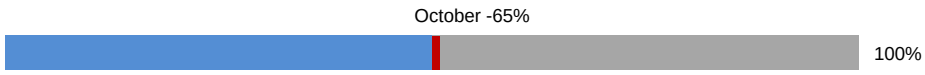
JISC Approved Budget	**Allocated**	**Actual (thru September 30st , 2010)**
	$ 645,000	$ 254,500

Current Status

Scope	Schedule	Budget
●	●	●

Current Status Notes: ITPM is on track to be completed.

Initiative Progress



Initiative Start Date: September 2009	**Current Scheduled Completion Date:** November 2010

Activities Completed this Reporting Period	**Impact/Value**
✓ Portfolio metrics have been defined.	Provides data points by which to measure portfolio asset performance.
✓ The initial set of portfolios have been populated with data.	Provides the initial portfolio information that will be used as a baseline for the first portfolio review process. (Active Projects, Planned Projects, JIS Applications, Non-JIS applications)
✓ Portfolio review process has been defined.	Sets the expectation of how the portfolio review process will be conducted, at what intervals, and who is involved.
Activities Planned Next Reporting Period	**Impact/Value**
° Reports and dashboards developed.	Provides management the executive-level views of portfolio performance.
° First portfolio review cycle conducted by the new Portfolio Manager.	Allows the Portfolio Manager to test drive the new portfolio review process. Gives management the first full exposure to the review process outputs.
° Map manual Portfolio Management process to Clarity portfolio management tool.	Provides the requirements for configuring Clarity.

Initiative: 3.2 Implement Solution Management

JIS Operational Plan: Capability Improvement Phase II

Executive Sponsor(s) Vonnie Diseth, CIO	**IT Project Manager:** Eric Wuolle
Business Area Manager: Jody Graham, Standards & Policies Manager	**Consultant/Contracting Firm:** Sierra System Consulting

Description: This initiative will develop and implement a Solution Management framework, providing AOC with the ability to plan, implement, and manage the IT solutions offered by ISD to the Courts and other core customers. This is a complementary capability to the Enterprise Architecture Management capability.

Business Benefit: By establishing the Solution Management function at AOC via this project, we anticipate cost savings through reuse of existing solutions, cost avoidance in developing solutions for similar problems, and faster time-to-market of solutions to solve customer needs.

Business Drivers	Organizational Capability Improvement	AOC Sponsored	Court Sponsored	Legislative Mandate
	✕			

Budget	**Allocated**	**Actual (thru September 30st , 2010)**
	$ 125,000	$ 0.00

Current Status

Scope	Schedule	Budget
●	●	●

Current Status Notes:

Initiative Progress

Initiative Start Date: October 2010	**Current Scheduled Completion Date:** March 2010

Activities Completed this Reporting Period	**Impact/Value**
✓ Project initiated, Project Manager acquired.	Use of formal project management techniques will help ensure high quality project results, ensuring project deliverables can be used effectively within the ISD beyond the conclusion of the project.
✓ Key AOC stakeholders confirmed, engaged.	Strong support and direction is in place, to help ensure the project's success.
✓ Orientation meeting held for project team.	Provided insight into the project purpose, how it will assist improved customer support, and also helped to build team commitment to its success.
Activities Planned for Next Reporting Period	**Impact/Value**
° Detailed elaboration of the project schedule and assignment of tasks and deliverables.	Provides effective scheduling of (scarce) AOC staff resources, while generating a viable, realistic project schedule..
° Develop a consensus on the definition of Solution Management, to support requirements-gathering.	Ensures a common understanding of terminology as business and process requirements are documented, to avoid re-work and revision.
° Prepare to conduct a Solution Management Awareness workshop.	Educate ISD on Solution Management concepts, approaches, and terminology to provide a baseline of knowledge for the project participants. This will help ensure a comprehensive, accurate, and integrated Solution Management framework is established.

Initiative: 5.1 Implement IT Service Management –Service Catalog, Incident, Response

JIS Operational Plan: Capability Improvement Phase II

Executive Sponsor(s) Vonnie Diseth, CIO	**IT Project Manager:** Eric Wuolle (Service Catalog)
Business Area Manager: Jody Graham, Standards & Policies Manager	**Consultant/Contracting Firm:** Sierra Systems

Description: The development of Service Management capabilities ensures the ability to manage changes to the JIS environment and underlying infrastructure and includes the coordinated management of IT services from concept through design, construction, deployment, support and retirement. Service Management compliments and integrates with the efforts of customer service, solution management, application development, and project management to provide complete lifecycle coverage of IT products and services. The Service Catalog portion of the initiative describes each of the IT services provided by AOC to its customers. The objective of the service catalog is to facilitate communication with AOC customers as the single source of information on all the IT services and the formal service levels associated with each of those services. The catalog includes a description of the service itself, the service level agreement for the service, descriptions of the authorized user and requestor roles, usage costs, and how the service is provided.

Business Benefit: Service Management ensures that AOC is aligning its service offerings and activities with the business needs and priorities of the Washington court system. Allocation of scarce resources is based on customer decisions and reflects the customer's perspective of how the Information Services Division of AOC can best contribute to the business of the Washington courts. Service Management offers repeatable processes which will result in higher quality products and services. The service catalog benefit is a single source for reference for the menu of IT services available for customers that are aligned with the strategic view for AOC and the enterprise business functions. It promotes improved relationships between ISD and its customers by ensuring that service levels are defined and services are managed against those. The service catalog guides all the strategic and operational work in the enterprise.

Business Drivers	Organizational Capability Improvement	AOC Sponsored	Court Sponsored	Legislative Mandate
	✕			

JISC Approved Budget	**Allocated**	**Actual (thru September 30st , 2010)**
	$ 497,000	$ 0.00

Current Status

Scope	Schedule	Budget
●	●	●

Current Status Notes: Only the Service Catalog portion of the intiative has begun.

Initiative Progress

Project Start Date: September 2010	**Current Scheduled Completion Date:** March 2011

Activities Completed this Reporting Period	**Impact/Value**
✓ Key AOC stakeholders confirmed, engaged.	Strong support and direction is in place. That will help ensure the project success.
✓ Kick-off meeting held for project team.	Provided insight into the project purpose, how it will assist improved customer support, and also helped to build team commitments.
Activities Planned Next Reporting Period	**Impact/Value**
◦ Capture content requirements for the Service Catalog.	Ensures all of the important aspects of the ISD services are identified, so these aspects are recorded and reflected in the first catalog.
◦ Develop Service Level capture processes.	Building organizational capability to operate a Service Catalog will help AOC to more effectively manage ITS services to its customers and optimize Information Technology strategies and

	investments .
° Conduct Service Catalog Awareness workshop.	Educate ISD on Service Catalog concepts, approach, and terminology to provide a baseline of knowledge for the project participants. This will help ensure a comprehensive, accurate initial Catalog is established.

Initiative: 5.2 Implement Performance Reporting

JIS Operational Plan: Capability Improvement Phase IV

Executive Sponsor(s) Vonnie Diseth, CIO	**IT Project Manager:** Martin Kravik
Business Area Manager: Jody Graham, Standards & Policies Manager	**Consultant/Contracting Firm:** Sierra Systems

Description: This project will develop the policies, processes, tools, and governance for implementing the reporting of twelve to fifteen ISD performance measures.

Business Benefit: Performance reporting provides AOC the ability to measure and demonstrate ISD's progress from a baseline as it relates improving overall process maturity and delivering value to the business.

Business Drivers	Organizational Capability Improvement	AOC Sponsored	Court Sponsored	Legislative Mandate
	✕			

Budget	**Allocated**	**Actual (thru September 30st , 2010)**
	$ 75,000	$ 0.00

Current Status

Scope	Schedule	Budget
●	●	●

Current Status Notes: The initiative is underway and on schedule.

Initiative Progress

Initiative Start Date: September 2010	**Current Scheduled Completion Date:** December 2010

Activities Completed this Reporting Period	**Impact/Value**
✓ The project Charter has been completed.	The Charter outlines the responsibilities and roles for the project.
Activities Planned for Next Reporting Period	**Impact/Value**
✓ Identify the performance measures that will be tracked.	Identifies the measures in which ISD finds most value in tracking.
° Develop templates, process, and deployment plan for tracking ISD performance measures.	Provides a repeatable process for reporting performance measure data.

Initiative: 7.1 Develop Data Governance Model

JIS Operational Plan: Master Data Management

Executive Sponsor(s) Vonnie Diseth, CIO	**IT Project Manager:** Wendy Loewen
Business Area Manager: Jody Graham, Standards & Policies Manager	**Consultant/Contracting Firm:** Sierra Systems

Description: The Data Governance Model will ensure effective management of data through defined processes, policies, and standards and will result in increased accuracy, consistency and confidence in underlying enterprise data.

Business Benefit: Data that is maintained by business applications is viewed as an enterprise asset. In addition to supporting business operations, this data, when consolidated into a data warehouse, is used to support strategic decisions and business process improvements. A Data Governance Model provides the decision-making framework to support the management of data as an enterprise asset.

Business Drivers	Organizational Capability Improvement	AOC Sponsored	Court Sponsored	Legislative Mandate
	✕			

Budget	**Allocated**	**Actual (thru September 30th , 2010)**
	$ 70,000	$ 0.00

Current Status

Scope	Schedule	Budget
●	●	●

Current Status Notes:

Initiative Progress

Initiative Start Date: September 2010	**Current Scheduled Completion Date:** November 2010

Activities Completed this Reporting Period	**Impact/Value**
✓ Kick-off meeting held for project team.	Provided insight into the project purpose, how it will assist improved customer support, and also helped to build team commitment to its success.
✓ Conduct Data Interviews.	Develop interview protocol and provided to interviewees, in advance of second set of interviews.
✓ Conduct Data Workshops.	Building organizational awareness of Data Governance, Data Environments, assessing current data issues and requirements ownership.
Activities Planned for Next Reporting Period	**Impact/Value**
° Complete Charter.	Identifies the scope, timeline and responsibilities in the initiative.
° Prioritize Data Management Functions.	
° Conduct Data Management Responsibilities Workshop.	Workshop with core team to determine data management responsibilities on 10/21/2010.
° Develop interview protocol for third set of informational interviews.	Develop interview protocol and provided to interviewees 10/18/2010, in advance of interviews regarding Data Management Responsibilities.
✓ Information Gathering.	Information gathering for Data Management Responsibilities deliverable (1.04)

Initiative: 7.2 Implement Data Quality Program

JIS Operational Plan: Capability Improvement Phase IV

Executive Sponsor(s) Vonnie Diseth, CIO	**IT Project Manager:** Wendy Loewen
Business Area Manager: Jennifer Creighton, Data Management Manager	**Consultant/Contracting Firm:** Sierra Systems

Description: A Data Quality Program for AOC will ensure effective creation, maintenance and enrichment of data through defined processes, policies and standards throughout the data life cycle. A data quality program results in increased visibility of the quality and integrity of enterprise data.

Business Benefit: Data quality management is one component of an overall enterprise Data Management program. It will receive direction, policies and standards, and be subject to oversight from the Data Governance Body. The Data Quality Program must establish data quality requirements, monitor enterprise data quality, correct data quality defects, implement procedures to improve data quality and demonstrate to the Data Governance body how it is achieving its mandated objectives and providing a return on investment.

Business Drivers	Organizational Capability Improvement	AOC Sponsored	Court Sponsored	Legislative Mandate
	✕			

Budget	**Allocated**	**Actual (thru September 30st , 2010)**
	$ 240,000	$ 0.00

Current Status

Scope	Schedule	Budget
●	●	●

Current Status Notes: The initative began in September is now fully underway.

Initiative Progress

Initiative Start Date: September 2010	**Current Scheduled Completion Date:** February 2011

Activities Completed this Reporting Period	**Impact/Value**
✓ Project initiated, Project Manager transitioning to project.	Formal project management techniques will help ensure high quality project results, which include a Data Quality Program as well as the organizational capability to maintain and enhance data.
✓ Key AOC stakeholders confirmed, engaged.	Strong support and direction is in place. That will help ensure the project success.
✓ Project Charter / Schedule / Work Plan.	A defined project scope, responsibilities and timelines help to achieve successful outcomes of a project.
Activities Planned for Next Reporting Period	**Impact/Value**
° Establish project SharePoint site and internal processes.	Provide insight into project deliverables and progress for ISD staff and project team.

Initiative: ISD – CIO Communications

JIS Operational Plan: Capability Improvement Phase I

Executive Sponsor(s) Vonnie Diseth, CIO	**IT Project Manager:** Chris Lavin
Business Area Manager: Bill Cogswell, Associate Director	**Consultant/Contracting Firm:** Sierra Systems

Description: As of October 14, 2010 we are at the beginning steps of redefining the ISD Communications needs.
The purpose is to develop a communications strategy, along with communications messaging and tools that will assist ISD in effectively communicating with staff and our stakeholders about not only the ISD Transformation but other initiatives within the organization, now and in the future.

Business Benefits: This initiative is to help build an organization where trust, open communications, and inclusiveness are ingrained behavior and value that is exemplified from the top down. It is intended to create clear and effective messaging to communicate our values to clients, engage in open and transparent communications with staff and other stakeholders, and help shape our organizational culture.

Business Drivers	Organizational Capability Improvement	AOC Sponsored	Court Sponsored	Legislative Mandate
	✕			

Budget	**Allocated**	**Actual (thru September 30th , 2010)**
	$ 85,000	$0.00

Current Status

Scope	Schedule	Budget
●	●	●

Current Status Notes:.

Initiative Progress

Initiative Start Date: October 2010	**Current Scheduled Completion Date:** *November 2010*

Activities Completed this Reporting Period	**Impact/Value**
✓ Change request signed.	Allows ISD to re-initiate the CIO Communications for staff and stakeholders.
✓ Scheduling interviews with key staff personnel.	Data gathering for recommendation.
Activities Planned Next Reporting Period	**Impact/Value**
° Begin work on a new Communications Plan.	Improving communications for staff and stakeholders ensures the overall success of the transformation effort at AOC.
° Analyze current state.	Understanding the current state of the ISD and its interactions with its users and clients.
° Identify solutions for communications.	Understand the best short-term and long-term methods for communications within ISD and with its clients.
° Complete a Communications Strategy and detailed plan.	Determine the ideal future state of the organization.

Initiative: ISD – Capability & Maturity Model

JIS Operational Plan: Phase II

Executive Sponsor(s) Vonnie Diseth, CIO	**IT Project Manager:** Martin Kravik
Business Area Manager: Jody Graham, Standards & Policies Manager	**Contractor/Consultant:** n/a

Description: Implement structured and repeatable processes for measuring the maturity level of ISD relative to the Software Engineering Institute Capability Maturity Model (CMM).

Business Benefit: The business benefits of implementing (CMM) is managed processes with a foundation for continuous process improvement based on metrics. Establishing these processes and measurements lead to improved employee satisfaction, the ability to set goals with realistic targets, fostering a proactive culture that uses disciplined processes and gives ISD the structure of fact-based decision making with predictable consistent processes.

Business Drivers	Organizational Capability Improvement	AOC Sponsored	Court Sponsored	Legislative Mandate
	✕			

Budget	**Allocated**	**Actual (thru September 30st , 2010)**
	$ 0.00	$ 0.00

Current Status

Scope	Schedule	Budget
●	●	●

Current Status Notes:

Initiative Progress

October – 2 %

100%

Initiative Start Date: October 2010	**Current Scheduled Completion Date:** December 2011

Activities Completed this Reporting Period	**Impact/Value**
✓ The project manager was assigned and the initiative planning has begun.	Resources have been allocated and project management principles are being used to ensure a successful outcome of project.
Activities Planned for Next Reporting Period	**Impact/Value**
° Define the Charter Expectation Document.	This outlines what to expect in the Charter document and sets timelines and expectations.
° Complete Project Charter.	Identifies clearly the roles, responsibilities, scope and timeline of the project so that clear goals and objectives can be met and measured.

Approved Project Status Reports

Approved Project: Superior Court Data Exchange

Executive Sponsor(s) Data Management Steering Committee *Rich Johnson, Chair of Committee*	**IT Project Manager:** Kathy Wyer **Consultant/Contracting Firm:** Cayzen

Description: The intent of the Superior Court Data Exchange project is to build and implement an enhanced technology infrastructure with leading standards that ensures sharing data between third party systems including local non-JIS systems. The project will also strive to define and implement a sustainable Operational Support Model for ongoing growth and expansion of data exchange services.

Business Benefit: The Data Exchange will eliminate redundant data entry, improve data accuracy, provide real-time information for decision making and reduce support costs through a common technical solution for sharing data.

Business Drivers	Organizational Capabilities Improvement	AOC Sponsored	Court Sponsored	Legislative Other
			✕	

JISC Approved Budget	**Allocated**	**Actual (thru September 30st , 2010)**
	$ 1,607,000	$297,568

Current Status

Scope	Schedule	Budget
●	▲	●

Current Status Notes: The project schedule and scope are being reviewed.

Initiative Progress October -30% 100%

Project Start Date: Feburary 2010 | **Current Scheduled Completion Date:** June 2011

Activities Completed this Reporting Period	**Impact/Value**
✓ Finalization of System Requirements and Service Specifications.	Clearly defines the system requirements and service details to setup data exchanges.
✓ Continued work on improving efficiencies for tightening schedule.	Greater efficiencies will help move project along and tighten the schedule.
✓ Continued consolidation of business requirements into candidate business capabilities that will form associated data exchanges.	The consolidation of requirements provides alignment of business capabilities with data exchanges
Activities Planned Next Reporting Period	**Impact/Value**
◦ Continue to create business capabilities packages for Information Exchange Package Documentation (IEPD).	Provides the level of content for programming code required to make data available for web exchanges.
◦ Begin coding NIEM (National Information Exchange Model) and XML schemas (XML is the language to support web implementation).	NIEM is designed as a core set of building blocks that are used as a consistent baseline for creating exchange documents and transactions across government. Conformance to NIEM; ensures that a basic core set of information (the NIEM components) is well understood and carries the same consistent meaning across various communities.
◦ Continue to create business capabilities packages for Information Exchange Package Documentation (IEPD).	Provides the level of content for programming code required to make data available for web exchanges.

Approved Project: Superior Court Management Feasibility Study

Executive Sponsor(s) Superior Court Judges' Association (SCJA) *Judge Steve Warning, President of Association*	**IT Project Manager:** Deven Zipp **Consultant/Contracting Firm:** MTG (Management Technology Group)

Description: The Superior Court Case Flow & Calendaring Feasibility Study (SCMFS) is intended to provide the research and analysis needed to make informed decisions on which software applications would meet the business needs of the Superior Courts for managing case flow and calendaring functions in support of judicial decision making and scheduling.

Business Benefits: A feasibility study of the available software vendors and how their products align with customer business needs will allow the courts and JISC to make informed decisions on which software applications would meet the business needs of the Superior Courts for managing case flow and calendaring functions in support of judicial decision making and scheduling.

Business Drivers	Organizational Capability Improvement	AOC Sponsored	Court Sponsored	Legislative Mandate
			✕	

JISC Approved Budget	**Allocated (thru July 31st 2010)**	**Actual (thru September 30st 2010)**
	$ 0.00 *(Note JISC approved $250,000)*	$0.00

Current Status

Scope	Schedule	Budget
▲	●	●

Current Status Notes: The project is moving forward with the original scope of work that includes case calendaring and case flow for the Superior Court judicial officers and administrators. The project team raised the risk of not having the clerks included in the current scope and the SCJA proposed to bring the County Clerks on as co-sponsors to the project. The clerks have decided to participate in the project..

Initiative Progress

Project Start Date: August 2010	**Current Scheduled Completion Date:** July 2011

Activities Completed this Reporting Period	**Impact/Value**
✓ The statement of work was sent to the vendor for review.	The statement of work allows initiation of contract negotiations with the vendor.
✓ An executive sponsor committee proposal is being reviewed by the chairpersons of the state associations for superior court clerks, court administrators, and judges.	The committee will provide support and oversight for the project.
✓ Two more court subject matter expert sessions were held and three additional sessions have been scheduled for November.	Nearly 70% of business processes for caseflow and calendaring have been mapped for judges and court administrators.
Activities Planned Next Reporting Period	**Impact/Value**
◦ Receive a decision about expanding customer involvement to include clerks and creating the executive sponsor committee.	This decision is needed to establish scope and oversight and mitigate the key risks around clerks not participating.
◦ Continue mapping business processes and requirements with subject matter experts in the courts.	Business processes and requirements are needed for product selection.
◦ Continue technical requirements gathering.	Technical requirements will help in vendor product selection.

ISD Operational Area Status Reports

Operational Area: Architecture & Strategy

Kumar Yajamanam, Architecture & Strategy Manager

Includes: Enterprise Architecture, Solutions Management & Relationship Management

Description: Architecture & Strategy is a group within ISD that is responsible for providing strategic technology guidance in support of all services provided by ISD. The functions provided by the group include enterprise architecture, solution management, service catalog development, vendor management, enterprise security and business continuity planning.

Activities Completed this Reporting Period	Impact/Value
✓ JISC Workgroup on Baseline Services – EA team facilitated the formation and first meeting with the workgroup.	The output from the workgroup would impact all of the Washington State judicial system as it would establish the baseline services that would be supported centrally and those that need to be managed locally.
✓ Several work orders including those for Data Quality and Data Governance, Solution Management, etc. related to ISD transformation were reviewed.	The EA review aligns the initiatives with the future state EA roadmap for JIS.
✓ EA team completed the analysis for Natural-to-COBOL conversion for the JIS applications and have submitted the report to AOC Strategic Governance Board.	The analysis provides key insights and the cost-benefit comparison into how we can simplify the JIS technology environment.
✓ Business analysts have been working on the Superior Court Case Management feasibility study requirements gathering and are preparing for the user sessions to be held later this month.	This is an important step in the feasibility study to ensure that the business needs are clearly stated and understood.
✓ Business analysts have worked on JCS to add new condition code to JCS.	Keeping informed on workgroup issues; facilitating communication between users with code requests and workgroup to resolve the requests. New codes will enable accurate tracking of Community Truancy Board referrals and will aid in statistical reporting for counties using community truancy boards. Code is needed to accurately capture condition data on referrals.
✓ New Prosecutor deployment (Grays Harbor). Reviewed eTicket screens in test environment to review changes made and identify any user interface and/or process issues.	Allows Grays Harbor Prosecutor's Office to file tickets electronically with the Court. Improves efficiency and data quality.
✓ Business analysts have worked on analysis of several IT Governance requests.	BAs involvement provides elaboration of the business requests for analysis.
✓ A&S completed the hiring of a new solution architect.	Solution architect would help in providing solution management capability to AOC.
✓ Business Liaisons continued to work with IT Governance groups and staff multi-court level user meetings.	Fostering communication and understanding of the governance process and assisting the court community with requests supports the success of the new IT Governance process.
✓ Business Liaisons continue to provide communications and reports between ISD and court customers.	Providing updates to the court community about ISD progress is an integral part of communication and helping the courts to understand ISD business and services and for ISD to understand the courts business needs.

Activities Planned for Next Reporting Period	Impact/Value

° The EA team will meet with the JISC workgroup established to identify the baseline functionality for determining what is available centrally versus locally at the state level.	Identifying the baseline functionality that the JISC wants to make available at a state level will assist IT decision making across the organization.
° Business analysts will help facilitate the requirements gathering sessions for the Superior Courts Case Flow and Calendaring feasibility study.	This is an important step in the feasibility study to ensure that the business needs are clearly stated and understood and can be vetted by the court community efficiently and successfully.
° Business Liaisons will hold the first meetings for the multi-court level user group (MCLUG).	Standing up a new 4th "recommend" group will ensure a broad look at requests that impact multiple court levels.
° Business liaisons will work with Service Delivery Manager to hold a table-top workshop for the JISC to work through the IT Governance approve and schedule steps.	Conducting a table top exercise will help identify questions and decisions that need to be made by the JISC prior to having real IT requests to decide on.

Operational Area: Infrastructure

Dennis Longnecker, Infrastructure Manager

Includes: Desktop Unit, Network Unit, Server Unit, Support Unit & System Database Unit

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) applications, the Judicial Receipting System (JRS), Superior Court Information System (SCOMIS), Juvenile and Corrections System (JCS), Appellate Court System (ACORDS), JIS Calendaring (CAPS), e-Ticketing and web services, and applications. The infrastructure team in ISD supports the servers (hardware and operating systems) that run all the necessary software applications. Although existing user systems are dated, the systems they run on are current and state of the art. Having a state of the art infrastructure and a team dedicated to maintaining it ensures that the courts and partners throughout Washington State have access to the JIS systems, the data is secure and that downtime for system users is minimized.

Activities Completed this Reporting Period	Impact/Value
✓ Reviewed the September 2010 Disaster Recovery test and started planning for the March 2011 Disaster Recovery test.	The test was extremely successful with all JIS production systems fully restored in Scottsdale Arizona; a new location for us.
✓ Continued the Proof of Concept for Virtual Desktops.	This has the potential of increasing the lifespan of the desktops delivered to staff and saving money.
Activities Planned for Next Reporting Period	**Impact/Value**
° Continue the planning of the March 2011 Disaster Recovery test.	Ensures that the entire JIS systems and all data stored by the AOC is prepared for any disasters with minimal downtime.
° Continue the Proof of Concept for virtual desktops.	Virtual Desktops have the potential of increasing the lifespan of the desktops delivered to staff.
° Implement Wireless Meeting password system.	This will allow people attending meetings at an AOC location to access the wireless system to use a single password assigned for the day rather than everyone using a unique one.

Operational Area: Data Management

Jennifer Creighton, Data Management Manager

Includes: Database Unit, Development Unit, Data Warehouse Unit

Description: *The Data Management Section is comprised of three separate units:*
Data Warehouse: The enterprise data warehouse is a repository of historical information that allows courts to query data for managerial and historical reporting. Case and person data is consolidated from SCOMIS, JIS, ACORDS, and JCS for reporting across all court levels. Court specific data marts provide users the ability to query information by specific court level. The information in the warehouse is accessed using a query tool called Business Objects XI (AKA BOXI). The ability to run queries and reports on historical information on court data provides business intelligence and insight into patterns, trends, issues and gaps in that data that can be used for research analysis, improvement of business functions, risk assessment and other business needs. Reports from the enterprise data warehouse can be run on demand or scheduled on a preset basis and the output can be sent to the desktop, or sent to an email address or a file folder making the information easy to share and obtain.
Development Unit: The development team is tasked with staffing active projects. They complete requirements analysis, coding, unit testing, and implementation to production of new applications. Work performed by the Development Unit is reported separately under the project(s) to which the staff is currently assigned.
Database Unit: The database unit provides a support role to the data warehouse team, the development team, and the operations section (legacy maintenance). They are responsible for designing the underlying table structures, creating indices to improve performance, maintaining data dictionaries, providing review of proposed changes and additions to the database tables, and creating standards for the creation and maintenance of the databases.

Activities Completed this Reporting Period	Impact/Value
✓ **Data Warehouse Unit** ✓ Updated the "Juveniles with Vacated Deferred Disposition Cases" report to allow the use of a new JCS referral status to limit the result set.	This will streamline the report so that court staff does not have to manually research cases.
✓ Per Judicial Information System Committee (JISC) public website work group request, completed the coding changes to support not listing superior court judgment cases in the search results, but allowing them to be linked to/from the originating case.	This change resolves a long-standing complaint and resulting confusion from the public when looking at cases on the public website. The issue was that judgments appear to look like separate cases on the website resulting in misinterpretation. The coding changes now reflect the judgments under the case, rather than as a separate number to alleviate the confusion.
✓ Completed project kick off meetings and introductory workshops for Data Governance, Data Quality, and Service Catalog transformation initiatives.	This sets the expectation, team building and scope of the projects.
✓ Began work on adding vehicle and e-ticketing information to the data warehouse. .	This information will give the courts a more complete picture of traffic infraction and criminal traffic cases.
✓ Published superior court case management reports, including time standards performance, pending caseloads, and court profile.	(see September 30 release notes for more detail).
✓ Added new defendant objects to the CLJ universe to make defendant reporting more efficient.	(see October 7 release notes for more detail).

Activities Completed this Reporting Period	Impact/Value
Database Unit ✓ Completed 23 database design review requests to increase the capabilities of the court applications.	
✓ Provided primary support to the Data Governance initiative.	
Activities Planned for Next Reporting Period	**Impact/Value**
Data Warehouse Unit o Complete addition of vehicle and e-ticketing information in the CLJ data mart.	Prepare updated analysis and estimate based on new input.
o Continue work on PACT implementation project, data governance, data quality, and service catalog initiatives.	Complete testing on and then release the appellate quarterly time in process report to production.
o Continue testing of service packs for Business Objects XI (BOXI) software to allow additional functionality.	This update will allow users to invoke new features such as the ability to use the output from one query as the input to a second or to import an Excel or other file to use as input to a query.
o Complete Office of Financial Management (OFM) cutover. Note: this will remain in the "new reporting" section until work has been completed by OFM. At this time, they have not provided an estimated date of completion.	
o Data dissemination and e-service requests, including working with the Washington Traffic Safety Commission on effectiveness of State Patrol emphasis patrols and the Governors Juvenile Justice Advisory Committee research into juvenile outcomes.	
o Complete addition of vehicle and e-ticketing information in the CLJ data mart.	
Database Unit o Database design reviews as required.	
o Support the Data Governance and Data Quality initiatives.	

Operational Area: Operations

Bill Cogswell, Operations Manager

Includes: All application units; Web team, Java team, Legacy team, Juvenile & Corrections System team, also includes Service Delivery, Portfolio Management and IT Governance

Description: AOC ISD Operations teams support new projects and the ongoing maintenance of legacy systems including the Judicial Information System (JIS) application, the Judicial Receipting System (JRS), Superior Court Information System (SCOMIS), Juvenile and Corrections System (JCS), Appellate Court System (ACORDS), JIS Calendaring (CAPS), e-Ticketing and web services.

Activities Completed this Reporting Period	Impact/Value
✓ Legacy team continued work on JIS Application programming efforts for changes mandated by ESHB 2464 Vehicles in Emergency Zones, effective 01/01/2011.	Legislative mandate due 01/01/2011 continues on schedule.
✓ Legacy team communicated with DOL to monitor progress on their fix and recovery of the Failure to Appear (FTA) process and analyzed individual records to verify the DOL recovery.	Business value is to provide accurate information to the court about the public and reduce the call volume into the courts.
✓ Legacy resolved a problem and eliminated blank records in the Weekly Attorney Update file.	This saves maintenance team time by eliminated intervention and resubmission of the job when blank records are included.
✓ Legacy updated data dictionary descriptions for 56 CTC tables.	This will aid in future research and analysis by all groups in ISD.
✓ Provided valuable feedback and assistance to the SCOMIS Data Exchange Project and the Superior Court Case Management Feasibility Study.	This will help the planning for the contractor development team to understand the work that needs to be completed.
✓ Provided analysis and estimates for multiple ITG requests.	This provides quick turnaround for the new governance process and ensures requests are acted on in a timely manner.
✓ Operations participated in September Disaster Recovery exercise.	Ensures business continuity in case of emergency.
✓ Java team ACORDS release.	Customer improvements and resolution of known errors.
✓ Web Team tested updates for application and database software.	Maintenance activities.
✓ Web Team working on implementing Case Search action items passed by the JISC.	Work authorized by the JISC as an outcome of the Case Search Workgroup.
✓ The Web Team released next installment of the IT Governance Portal, “AOC Analysis Completion” and “Endorsement Confirmation.	Improvements to displays have also been incorporated in this release.
✓ Java team testing and validation ready for eTicketing RMS project complete.	RMS is a multi-agency state initiative that will benefit law enforcement agencies.
✓ Web Team updated all yearly Local Court Rules.	Information sharing with stakeholders.
✓ JCS Team installed a new version of the Law Table maintenance utility.	Improved maintenance feature extended to customers.
✓ Worked on 148 RightNow tickets (compared to 121 in previous report).	Customer service through incident resolution.
Service Delivery & IT Governance	
° Service Delivery and Web Team ITG Portal Improvements.	Advancing the new governance effort.
° Held Operational Control Board meetings to review request sizing.	Advancing the new governance effort.

Portfolio Management	
° New Portfolio Manager hired: on-site October 1st 2010.	Portfolio management is key to implementing the JIS Roadmap.
° Reviewed collected documentation and met with appropriate teams.	
° Attended Performance Reporting Workshop.	Performance measures are a key part of the Ernst and Young plan ISD is following.

Activities Planned for Next Reporting Period	Impact/Value
° Complete the enhancement request to allow litigants to display on Superior Court cases with cause code TDR and TRS.	Eliminating the need for clerks to enter the names of the litigants manually.
° Identify and resolve issue to bring Skagit District Court back into balance.	Accurate information is part of ISD mission.
° Continuing the analysis and estimating for replacing the current CLJ Case Archiving and Destruction processes.	
° Web Team will work on an electronic filing change request for COA2.	Very small change request.
° Web Team will be working on implementing Case Search action items passed by the JISC.	Work authorized by the JISC as an outcome of the Case Search Workgroup.
° The Web Team will release next installment of the IT Governance Portal, “AOC Analysis Completion” and “Endorsement Confirmation.	Improvements to displays have also been incorporated in this release.
Service Delivery & IT Governance	
° Service Delivery and Web Team ITG Portal Improvements.	Continuing service improvements for the new governance effort.
Portfolio Management	
° Begin capture and review of initial ITPM data.	
° Provide prototype reports and dashboards.	
° Acquire training for Clarify product.	Key part of Ernst and Young Strategy and JIS Roadmap.

Operational Area: Standards & Policies:

Jody Graham, Standards & Policies Manager

Includes: Project Management Office Coordination, Quality Assurance and Test Group, Standards and Training, Resource Coordination, and projects.

Description: Standards & Policies (S&P) is a group within ISD that is directed to enable best practices and promote adherence to standards and measurements for sustained success. To support this mission, all areas of S&P work to increase the Washington State Court Business value derived from Information Technology (IT) projects, and enhances AOC capabilities in managing IT projects. These S&P services are provided in the Project Management Office, the Transformation Roadmap Initiatives, Resource Coordination, Standards & Training, Quality Assurance and Testing.

Activities Completed this Reporting Period	Impact/Value
Quality Assurance and Test Group	
✓ The final review and sign-off were completed for the Capability Maturity Model and Software Quality Assurance Work Orders.	Work in these areas will provide guidelines and processes for internal improvement in functional areas of ISD.
✓ Final review of the Software Quality Assurance (SQA) SharePoint web site was completed.	All test team project information can be easily shared thereby providing greater understanding and accountability while providing standards and best practices in SQA.
Activities Planned Next Reporting Period	**Impact/Value**
Quality Assurance and Test Group	
◦ The test team will be testing the following projects and enhancements • VRV • SCDX • E-Citation Phase II • SCMFS • VRV Performance testing • JRS/JIS Batching Receipting of Credit Cards • SMC upload process • ESHB 2464 Emergency Zone Leg Request • eTrip RMS • JRS Windows 7 compatibility testing • JCS Build 120 • Sector Build 1.9.7.4 • Biztalk Upgrades	

Operational Area: Standards & Policies

Maintenance Project: Parking Module Enhancement –VRV Data Services

Executive Sponsor Data Management Steering Committee *Rich Johnson, Chair of Committee*	**IT Project Manager:** Kathy Wyer
Business Area Manager Jody Graham, Standards & Policies Manager	**Consultant/Contracting Firm:** CodeSmart

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 website provides a service for jurisdictions to get access to the technical information and data needed for them to setup and build data exchanges for use on the jurisdictions side. The AOC has successfully implemented VRV DX solution with Everett Municipal Court and is now preparing to execute the final two planning steps required before making VRV broadly available statewide. The focus of this engagement between CodeSmart Inc. and AOC is to enable VRV Operational Readiness inclusive of performance tuning, infrastructure setup, and transition to ISD Operations for ongoing support and maintenance.

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

Business Drivers	Organizational Capability Improvement	AOC Sponsored	Court Sponsored	Legislative Mandate
			✕	

Current Status

Scope	Schedule	Budget
●	●	●

Project Progress

Project Start Date: March 2010	**Current Scheduled Completion Date:** November 2010.

Activities Completed this Reporting Period	Impact/Value
✓ System Optimization Tasks.	This provides increased interoperability with other data exchanges and on-boarding partners.
✓ Set up the Performance Benchmark Testing Environment and create test cases.	Ability to measure improvements in performance and capacity based on original measures.
✓ Continue to create Operational Support Documents (Troubleshooting Guide, Technical Documentation, etc.).	Ensures knowledge transfer and support.
Activities Planned Next Reporting Period	**Impact/Value**
° Begin performance testing.	This provides increased interoperability with other data exchanges and on-boarding partners.
° Update pilot courts on VRV progress and confirm their readiness.	Review steps with pilots on the process of on-boarding and measure their “readiness” for “go-live”.

Operational Area: Standards & Policies

Maintenance Project: Parking Module Enhancement Approved Projects: e-Ticketing Stabilization

Executive Sponsor Vonnie Diseth, CIO	**IT Project Manager:** Kathy Wyer
Business Area Manager Jody Graham, Standards & Policies Manager	**Consultant/Contracting Firm:** CodeSmart

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 Department of Information Services (DIS), Washington State Patrol (WSP), Administrative Office of the Courts (AOC), Washington Traffic Safety Commission (WTSC), the Department of Licensing (DOL), and the Washington State Department of Transportation (WSDOT).

Business Benefit: E-Ticketing will decrease the amount of paper and manual processes needed while increasing efficiencies and access to data.

Business Drivers	Organizational Capability Improvement	AOC Sponsored	Court Sponsored	Legislative Mandate
	✕			

JISC Approved Budget	**Allocated**	**Actual (thru September 30th 2010)**
	$ 225,000	$3,228

Current Status

Scope	Schedule	Budget
●	●	●

Project Progress

Project Start Date: March 2010	**Current Scheduled Completion Date:** November 2010

Activities Completed this Reporting Period	Impact/Value
✓ Benchmarked ETP test performance.	Benchmarked speeds to make sure updates do not negatively impact performance.
✓ Multiple tests ETP testing after ETP adjustments.	Performance tests showed remarkable system speed improvement in the updated eCitation.
Activities Planned Next Reporting Period	**Impact/Value**
◦ Final Project Results Report.	This report will contain representative outputs from a series of performance tests, changes made and improvements.
◦ Project Closeout Report.	Graphical documentation of improved environment and an assessment of the current ”state” of the system. This report will also note potential future improvements needed.
◦ Lessons Learned Report.	A commentary on the project of what went well, challenges faced and suggestion for improvement.

Operational Area: Standards & Policies

Adult Risk Assessment (ARA) Feasibility Workgroup

Executive Sponsors -Superior Court Judges' Association (SCJA) *Judge Warning, President* -District & Municipal Court Judges' Association (DMCJA) *Judge Brown, President*	**IT Facilitator:** Martin Kravik
Business Area Manager Jody Graham, Standards & Policies Manager	**Consultant/Contracting Firm:** n/a

Description: The purpose of the Adult Static Risk Assessment Feasibility Workgroup is to provide an analysis of the feasibility to implement an Adult Risk Assessment tool for statewide use. Superior Courts and Courts of Limited Jurisdictions are interested in implementing a validated, actuarially based risk assessment tool to provide trial courts standardized calculations of adult defendants' risk to commit future violations. Additionally, there is the possibility of developing, in partnership with the Department of Corrections, a broad-based system that leverages the efforts of both agencies.

Business Benefit: An Adult Risk Assessment tool would allow judicial officers to receive an assessment score for each defendant that represents a weighted evaluation of defendant attributes such as demographics, criminal history, commitments, and supervision violations. This provides judges a streamlined, consistent, and reliable representation of a defendant's background during the pre-trial process to improve decision making.

Business Drivers	Organizational Capability Improvement	AOC Sponsored	Court Sponsored	Legislative Mandate
			✕	

Current Status

Scope	Schedule	Budget
●	●	●

Current Status Notes: The Adult Risk Assessment was submitted and started prior to the IT Governance process being in place. The current status of the ADA request in relation to the IT Governance process is that it is now in the Analysis stage, Step 3. This request was initiated before the JISC had an IT Governance process in place. Since then, the request has been input into the IT Governance request system and is making its way through the process similarly to any other IT request. Since a Decision Package has already been submitted to the Legislature for this request, the approach for a Feasibility Workgroup is both reasonable and prudent to gaining a better, more thorough, understanding of the request in preparation for potential questions or action from either the Legislature (during their upcoming session) or from JISC. Although this is not yet an "approved" JISC project, it still should be reported on and included in the JISC Monthly Report. We are planning to use AOC internal resources (ISD and JSD staff time) on the assessment and not spend any JISC funds on contracted resources.

Progress

Start Date: October 2010	**Current Scheduled Completion Date:** TBD

Activities Completed this Reporting Period	Impact/Value
✓ A draft proposal to create a feasibility work group was approved.	The feasibility work group will perform high-level modeling of both the business process and automation process and use the models to examine alternatives and costs.
✓ A draft Charter was developed and provided to ISD leadership for review.	The Charter outlines the scope, responsibilities and timeline for the workgroup.
Activities Planned Next Reporting Period	**Impact/Value**
◦ AOC leadership to review Charter.	

◦ Workgroup members assigned and kick-off meeting held.	

WASHINGTON COURTS

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