JUDICIAL INFORMATION SYSTEM COMMITTEE (JISC)

October 27, 2010
9:00 a.m. to 12:00 p.m.
Administrative Office of the Courts, SeaTac, WA

Draft Minutes

Members Present:
Justice Mary Fairhurst, Chair
Mr. Larry Barker
Ms. Linda Bell
Mr. Jeff Hall
Judge James Heller
Mr. William Holmes
Mr. N. F. Jackson
Mr. Rich Johnson
Mr. Marc Lampson
Judge J. Robert Leach
Mr. Steward Menefee
Judge Michael Trickey
Ms. Siri Woods
Ms. Yolande Williams
Judge Thomas J. Wynne, Co-chair

Members Absent:
Chief Robert Berg
Judge Steven Rosen

Guests Present:
Mr. Sanjeev Batta - Cayzen
Ms. Marti Maxwell
Ms. Barb Miner
Mr. Brian Rowe - ATJ
Mr. Chris Shambro (by phone)
Mr. Kevin Stock
Mr. Roland Thompson

AOC Staff Present:
Mr. Kevin Ammons
Ms. Vonnie Diseth
Mr. Bill Cogswell
Ms. Vicky Marin
Ms. Melanie McAleenan
Ms. Heather Morford
Mr. Ramsey Radwan
Ms. Pam Payne
Ms. Deven Zipp

Call to Order

Justice Fairhurst called the meeting to order at 9:00 a.m. and introductions were made.

Approval of August Meeting Minutes

Justice Fairhurst specified we have 2 sets of minutes to approve, Justice Fairhurst asked if there were any changes or comments to the draft minutes from the August 18 behind tab 1, and the October 1 special session meeting minutes behind tab 5.

Hearing none, Justice Fairhurst deemed the August 18 and October 1, 2010 minutes approved.

Budget Status Update

Mr. Ramsey Radwan presented an update to the current budget. The green sheet is a biennial snapshot and shows all the funds allocated for a 24 month period, vs. the expended and obligated amounts to date with the variance. The yellow sheet indicates the allocation quarter to date and the expenditures quarter to date.

Project expenditures to date excluding the equipment purchases are at 95%, that is a great estimate; we are doing very well on “to date” expenditures for the projects. The projected expenditures as compared to the biennial allocation are about 44%; that is a little low, with about 62% of the biennium past. The expenditures will increase in the spring and we will be closer to the 9.6 million allocation. Total expenditures including equipment replacement are about 70% of the total. Overall we are in good shape.

On the revenue front – the governor issued an executive order about a month ago telling the executive branch agencies to cut their budgets 6.3%. Chief Justice Madsen sent a letter to the Governor stating the Judicial Branch would participate, however we need to adjust our

expenditures for our constitutional obligations. All the agencies in the judicial branch completed that exercise and information was provided back to the Governor as to what our 6.3% reduction would be. For AOC the amount is about 2 million dollars out of the adjusted base for the fiscal year 2011. This is a 2 million dollar hit to our general fund. Exactly how this will affect the current budget or more specifically the ISD budget will be reported in the next report. We need to identify all the components. A piece of good news; the collections reported in September are .3% over the forecast. It is the first time in the past 6 months that collections have been greater than the forecast.

In closing there are two forecasts coming up that will substantially impact both the current biennium and the ensuing biennium; one is the caseload forecast; this will come out on November 10, this is the DSHS and the Corrections forecasts. As the economy plummets demand for services increase, that will put pressure on the general fund expenditures as well as the ensuing biennium. On November 18 the second forecast comes out; this is the revenue forecast. The anticipation is that the revenue forecast will decrease. This could lead to another supplemental which might increase the percentage each agency might have to take between November 2010 and June 2011.

Mr. N.F. Jackson asked the letter to the Governor be shared. A copy of the letter is attached at the end of these minutes.

ISD Status Update

Ms. Vonnie Diseth gave highlights on the activity happening in ISD. On page 5 is the JIS Transformation Plan Overview. This shows in progress activity, what has been started and what continues to be worked on. The green check marks indicate completed activities. We have hired a new Portfolio Manager, Craig Wilson, he started on October 1. He is coming up to speed quickly and making significant contributions to the effort. We are focusing on resource allocation with the PMO initiative. One of the challenges we are currently experiencing is with the number of initiatives that we have going, and the work coming through governance and allocating our resources. The management team is working with the project managers and the project leads to put together a resource schedule that will help us to allocate people to projects.

We have three components, Docketing, Imaging and Calendaring to the Superior Court Data Exchange on page 15. The business requirements analysis and the As-Is and To-Be technical architectures have been defined for all three components. Currently, we are looking at the gap analysis and identifying the service candidates that will be next in line so the developers can begin designing the data exchange services. A current challenge we are experiencing is the chief architect on the vendor side left the company. We also have resource limitations on the subject matter experts; some of the technical staff over that last couple of months had time limitations that have impacted the project. It has also been identified that upgrading BizTalk to version 2010 would be beneficial to this project. The team is working through these issues. We are working with the Data Management Steering Committee and Mr. Rich Johnson on the issues and have proposed a different approach to sequencing the work. Mr. Rich Johnson asked some questions that the team needed to investigate further. The team is still meeting and working through the issues and will be putting together a proposal and recommendation on revised approach or re-sequencing of activities.

For the Superior Court Management Feasibility Study, the RFP was awarded to the Management Technology Group (MTG) in August. The project manager is Deven Zipp. A risk was identified independently by 3 different groups (the Superior Court Judges (SCJA), the project team and the

vendor MTG) all coming to the same conclusion. The risk indentified was not having the clerks participating on the project. AOC called a meeting with Judge Warning, Judge Trickey, and Judge Wynne to discuss the issues and what needed to be done going forward. On September 11th, Judge Warning discussed this at the SCJA meeting and they unanimously decided to ask the clerks to participate. Judge Warning then attended the Clerks Association meeting on September 23 and extended the invitation to the clerks to participate in the process. While these conversations took place, the project team continued with requirements gathering and validation with the judges and court administrators. Sessions were held to vet the requirements we currently have. It was also proposed that the project needed an Executive Sponsor Committee made up of representatives from the judge, administrator and clerk communities. This committee would help the project team resolve issues and make decisions. *(*ESC Scope Statement Scope Diagram attached at end of document*)

The first official meeting will be on November 2, 2010. The first issue the group will need to decide is the exact scope of the project and what business functions will be included in and what will not.

The vendor MTG will be on board November 1st and will be able to attend the first Executive Sponsor Committee meeting. We are looking to MTG, to look at the requirements we have gathered thus far and provide feedback on the data to move forward.

Justice Fairhurst summarized – at this point of the feasibility study, it is important for us to find out what is out there and whether it is feasible for us do the caseflow and calendaring, looking at it from the perspective – is there a larger system that we think might be able over time to fill the needs. If so, then it makes sense to do a caseflow and calendaring that is part of that. If we look at it and say given these larger needs, there really is not one, single system that meets our needs. Then, we may be looking at buying several systems that do different functions and they will have to be able to talk to each other. If that is the case, then that will be the final decision. We also need to keep in mind that we have a model that we have always had. It was created for our specific needs. So, it is unlikely we will find something that does things the exact way we do now. We need to keep an open mind in looking at systems going forward. We might need to change the way we do business.

Committee Reports

Data Management Steering Committee

Mr. Rich Johnson reported on Data Management Steering Committee activities. We have good news and bad news. The good news is we are working on all the things that have been being discussed but we are struggling a little. We have had some traction loss with the changes in project managers as well as with the vendor causing some delays.

The focus with the Superior Court Data Exchange in particular is still on point. The first phase being docketing, the focus was on Pierce County and the double data entry that has been being done now for years in an agreement with Pierce County and AOC. This is a finite project, the requirements have been well documented and the work on the exchange is moving forward, but we have a gap. The gap is in Pierce County's ability to do the programming on their end to go forward with the exchange once it is complete. We need to solve this issue, it is in everyone's best interest that once we get the docketing exchange built that we can actually bring it up and test it and use it. With JISC funding and building things, there is the other side of the effort and that is local courts, and their ability from a resource perspective be able to do what they need to do on

their end to get the benefit from the exchange that is being built at the statewide level. Where does the funding come from to enable this to happen?

The other two points of focus are imaging and calendaring. We have had some discussion with imaging courts, target courts and it appears clear although the committee hasn't taken any formal action, that calendaring exchange needs to be prioritized over the imaging exchange. The reason is the imaging courts have developed workarounds to support the data needs of their imaging applications to an extent that the majority of those applications are satisfied with the status quo.

If we, "the JIS", are going to successfully proceed on a calendaring application we must have an exchange. It simply won't work otherwise.

Good News! The Vehicle Related exchange has been built and tested and it is currently being rolled out. This is a big win! Congratulations to AOC staff and committee members for making this happen. We have 10 CLJ courts as targets, while we have some of the same issues as describe for SCDX the difference is these courts all have vendors and their vendors have a vested interest in facilitating that interface, because they can roll out their product also. Interfacing will continue to be an issue as we move forward.

Data Dissemination Committee

Judge Thomas Wynne reported on the Data Dissemination Committee activities. The BJA through a taskforce has put together a proposal for amendments dealing with public disclosure. A decision was made by the committee at the behest of the Chair Judge Marlin Appelwick that this be an amendment to GR31.

GR 31 addresses access to court case records. A BJA Public Records Work Group was formed to draft a policy on access to court administrative records. The work group has proposed addressing access to administrative records by amending GR 31. The JISC Data Dissemination Committee met and unanimously recommended that the proposed amendments to GR 31 should be published and adopted as a stand-alone rule.

GR 31 was specifically written to address access to court case records, which are completely different from judicial administrative records. Combining court records with judicial administrative records will cause confusion to the public and the courts. Judicial administrative records should be addressed in a separate court rule.

Motion: Judge Wynne, *I move that the JISC accept the position of the JISC Data Dissemination Committee and recommend to the Board for Judicial Administration and if necessary the Supreme Court, that the proposed amendments to GR 31 relating to court administrative records, be published and adopted as a stand-alone rule.* This includes a friendly amendment to add court administrative records.

Second: Judge James Heller. The motion passed unanimously, * noting Yolande Williams left the meeting at 10:25 and did not participate in the vote.

JISC Baseline Service Level Workgroup Update

Ms. Vonnie Diseth reported the Baseline Service Workgroup has been formed and has had one

meeting. The committee is currently working on compiling a list of business functions that are needed throughout the courts. The first meeting was to discuss goals and objectives and the purpose for these meetings. The next meeting will be on November 9th. At that meeting we will get into the discussion and detail on those functions.

IT Governance

Mr. Kevin Ammons presented an update on the IT Governance activity to date. There are currently 14 endorsing committees functioning and about one third of them have been active. The four Court Level User Groups have all met for the first time. There is still work to be done on charters; but all are active.

Currently, there are 48 open requests. 3 have been closed. These were deemed closed due to the endorsing body for that request determined the work to be done would be done in a similar request yet to be entered. Or, closed due to a different process is in place to handle these types of requests. This particular one was based on a code change.

Justice Fairhurst asked to clarify "closed". Mr. Ammons stated that closed meant it did not proceed further in the governance process due to the work requested would be completed in a different manner ----- possibly in a current process or by a different forthcoming request. Closed vs. completed terminology will be important going forward as it will indicate the Governance process is working. Completed means a request went through the process and a solution was delivered.

Mr. Ammons presented to the committee where on the public courts site a list of current requests can be found. This is important because to use the governance portal a person needs a RACFID; this allows anyone to see what is being worked on. By clicking on "Received Requests" you will be shown a list of current in process requests and what the current status is. Some requests will be combined due to the nature of the work. It was suggested that in these instances, a note be made that can be seen that explains what number the request will be combined with so it will still report appropriately.

Mr. Bill Cogswell presented some questions that were a result of the special session that was held on October 1. To summarize what took place on October 1, ISD staff prepared a table top exercise to simulate how requests would be prioritized and processed and what it would take with resources and budget to make them happen.

There are 6 questions that need to be answered – Mr. Cogswell suggested that AOC come back to the December meeting with a recommendation to provide answers.

Justice Fairhurst summarized by saying we are in a bit of a transition and can be somewhat flexible as we get going. We should be thinking about this process and what makes sense to us for the long term as far as how we allocate time and money and approve projects.

Mr. Kevin Ammons presented ITG Request #31 - Combine True Names and Aliases on Time Pay. Mr. Ammons first introduced the contents of the package for ITG requests and provided an overview of the information presented in the package. Justice Fairhurst noted that the JISC members present at the October 1 table top exercise wished to have all requests from court level user groups prioritized as High, Medium, or Low in addition to the request's ordinal priority. Justice Fairhurst and Ms. Siri Woods also requested that AOC include an impact on scheduling statement with each request to communicate to the JISC how each request would affect the other requests and projects that are in progress or planned. Judge Wynne suggested that the JISC not take

action on request #31 until more requests had come to the JISC for action. Justice Fairhurst summarized that the committee had reached a consensus that no action would be taken on request #031 until more requests reach the JISC level.

ITG Stakeholder Communications

Ms. Vonnie Diseth stated In the course of implementing the IT Governance Framework, it became apparent to AOC staff that there are groups within the court community that are not part of the core IT governance process, but who may want an opportunity to comment on the potential impact of a proposed project. AOC staff met and discussed multiple ways to provide the opportunity for feedback. Some of the possible solutions would be detrimental to the timeline for IT governance decision-making, which is inconsistent with the JISC direction to create a consistent process that allows for faster turnaround on IT investment. Other options might risk significant volume from non-essential public comment. The solution that staff is recommending provides a method for the 39 identified court community groups to be notified of IT governance requests and gives them an opportunity to comment throughout the process.

The two motions before the committee:

- I move to approve the plan described in this document for involving stakeholder groups and providing them the opportunity to comment on pending IT Governance requests.
- I move to approve the attached list of stakeholder groups, as amended.

Justice Fairhurst summarized that this process would have an identified person who would have the responsibility to share information on a Governance requests pertaining to them, with their association or committee. And because everything is online, they would be able to see what is happening and have the ability to provide written feedback. We do need to be aware of the resources it takes to have all of this coming in. The intent is this is would be informational only. This list is representative of committees not being represented on a CLUG.

Mr. Bill Cogswell explained that once the group is decided and a person is assigned, they would be able to subscribe to a website that would notify them of any change by e-mail. The process would be automatic. In the event a comment is submitted, it would be attached to the request, and passed forward to the next step in the governance process. It would not be analyzed or provided a response.

Justice Fairhurst commented that nothing should be placed on the website until the request has been analyzed and is going forward to the appropriate CLUG. It is important that we have the correct list and as we are educating our community members as to what we are doing that they become our ally's to help us understand that we are doing the right thing and doing a good job.

If this becomes too much of a drain on resources, we don't want it. But, we need to try this for a year and see if it works.

1st Motion: Justice Fairhurst would like to approve the plan described with her annotation that it be after the endorsement confirmation stage and the request is on its way to a CLUG and do it for a one year trial period to see how it works.

Moved by William Holmes, Second by Larry Barker – Motion passed, Rich Johnson abstaining, *Yolande William not participating.

Ms. Siri Woods suggested adding Criminal Justice partners. Justice Fairhurst stated we need a policy for this newly adopted process. Justice Fairhurst then suggested that this come back to the December meeting with a plan for adding and subtracting names and with the additional partners and also for a review process that would be done yearly.

2nd Motion: Mr. William Holmes moved to approve the attached list of stakeholders to include the criminal justice partners or other groups that apply to be on the list and provide contact points. Second: Marc Lampson, motion passed, Opposed, Rich Johnson.

Timing and Duration of Meetings

Justice Fairhurst stated today is indicative that we need longer meetings. Justice Fairhurst proposed extending the meeting from 9 a.m. to 3 p.m. with a working lunch. It is important to make the best use of our time. Everyone agreed with the proposal.

Agenda Items carried to December

#6 ISD Overview

Next Meeting

The next regular JISC meeting will be December 3, 2010, at the AOC SeaTac facility; from 9:00 a.m. – 3:00 p.m.

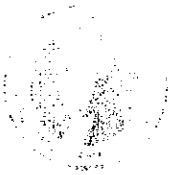
Adjournment

Being out of time the meeting was adjourned at 12:10 p.m.

The Supreme Court

State of Washington

BARBARA A. MADSEN
CHIEF JUSTICE
TEMPLE OF JUSTICE
POST OFFICE BOX 40929
OLYMPIA, WASHINGTON
98504-0929



(360) 357-2037
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September 16, 2010

Governor Christine Gregoire
Office of the Governor
P.O. Box 40002
Olympia, WA 98504-0002

Re: Executive Order 10-04, Expenditure Reductions in Allotments

Dear Governor Gregoire:

As the state faces unprecedented economic challenges, it is imperative that the three branches of our state government work together to meet our obligations of service to the citizens of our state. Recognizing the different roles, responsibilities and authority of each branch, the legislature, executive, and judiciary have worked diligently and cooperatively over the past two years to meet the economic challenges we collectively face. It is the intention of the judicial branch to continue to work in this cooperative manner as we address the continued and deepening fiscal crises facing our state.

However, we must do so within the constitutional and statutory framework that defines our roles and powers. Clearly, RCW 43.88.110 compels you to issue the above referenced executive order. Notwithstanding, it has long been the position of this court that the legislature did not, and constitutionally cannot, abdicate its responsibility to establish and amend the budget of the judicial branch through that statute. Under the Washington Constitution, responsibility rests with the judicial branch to identify a level of reduced spending that can be realized without undermining the integrity of the branch and its capacity to carry out essential functions necessary to the timely, open, and fair administration of civil and criminal justice in our state.

Recognizing there is a cash deficit in the state general fund, the judicial branch has begun a process within each court and agency for identifying reductions that can be made this fiscal year. The judiciary remains committed to identifying reductions that can be accomplished without compromising our ability to meet core constitutional responsibilities. We also remain committed to continued cooperation and communication with you, your staff in the Office of Financial Management, and the legislature as reductions are identified and implemented within the judicial branch.

Sincerely,

Barbara A. Madsen
Chief Justice

Superior Court Management Feasibility Study Executive Sponsor Committee (ESC)

Scope

STATE OF WASHINGTON
1206 Quince Street SE • P. O. Box 41170 • Olympia, WA 98504-1170
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Introduction

A Superior Court Management Feasibility Study Executive Sponsor Committee (ESC) was formed to provide project oversight and strategic direction for the Superior Court Management Feasibility Study (SCMFS) project through the project's lifecycle. The ESC is the key body within the governance structure responsible for business decisions for the project.

The decision to purchase a product, the selection of a product, and issuing an RFP for product procurement are out of scope for the SCMFS project and the ESC.

Vision

This committee will serve as an effective decision-making team that speaks for the superior court community as a unified body.

Success Outcomes

- All escalated scope questions, business requirements, and issues and risks are resolved clearly to facilitate delivery of a study.
- All customer groups agree that the delivered study meets their needs.
- Other large projects model the ESC as an effective decision-making team.

Committee Membership

Members must have the authority to make decisions and be committed to the success of the project. Total ESC membership will not exceed 12.

- Five Primary Members
  - ✓ Judge Dalton, SCJA Judge Customer Executive Sponsor (Committee Co-Chair)
  - ✓ Kevin Stock, WSACC Clerk Customer Executive Sponsor (Committee Co-Chair)
  - ✓ Betty Gould, WSACC County Clerk Customer Representative
  - ✓ Delilah George, AWSCA Superior Court Administrator Customer Representative
  - ✓ Vonnie Diseth, ISD Director

- Three Alternates
  - ✓ Judge McKeeman, SCJA Judge Customer Executive Sponsor Alternate
  - ✓ Barb Miner, WSACC Clerk Executive Sponsor Alternate
  - ✓ Marti Maxwell, AWSCA Superior Court Administrator Alternate

- Four Secondary Members
  - ✓ Jeff Hall, AOC Senior Executive Sponsor
  - ✓ William Cogswell, ISD Associate Director
  - ✓ Heather Morford, ISD Liaison to Superior Court Judges, Administrators and County Clerks
  - ✓ Deven Zipp, SCMFS Project Manager

- One Observer
  - ✓ Linda Bell, DMCJA District Municipal Court Administrator

Note: *ESC membership must be consistent to maintain continuity and minimize risk. Substitution must be kept to a minimum. In the event that an ESC member cannot attend a meeting and someone attends on their behalf, it is the ESC member's responsibility to provide project background information to their substitute. The person substituting for the ESC member must have the authority to make decisions to give approval when needed.*

Roles and Responsibilities

- The ESC and its members will:

  - ✓ Provide decision support and strategic direction
  - ✓ Determine and recommend funding and other resource requirements
  - ✓ Escalate significant scope changes to the Judicial Information System Committee (JISC) through the ISD CIO
  - ✓ Ensure the availability of appropriate resources
  - ✓ Ensure adherence to project scope, schedule and budget
  - ✓ Address issues and risks posing major implications for the project
  - ✓ Discuss issues and risk mitigation strategies, and escalate to the JISC when necessary through the ISD CIO
  - ✓ Reconcile differences in opinion and approach and resolve disputes
  - ✓ Review and approve key project deliverables
  - ✓ Ensure project deliverables meet the requirements of the business owners and key stakeholders
  - ✓ Foster positive communication outside of the committee regarding the project's progress and outcomes
  - ✓ Communicate ESC decisions to the groups they represent
  - ✓ Express opinions openly during the meetings
  - ✓ Review and ensure the meeting notes accurately reflect the decisions and discussions of the meeting, and provide feedback within five working days of receiving meeting notes if discrepancies or omissions are discovered

- The two Customer Executive Sponsors will chair the ESC meetings and will:

  - ✓ Ensure decisions or recommendations are adequately resolved and confirmed by the members
  - ✓ Mediate conflict

- The Project Manager will:

  - ✓ Schedule the ESC meetings
  - ✓ Prepare and conduct meetings according to the agendas
  - ✓ Ensure that all members are encouraged to provide input throughout the meetings
  - ✓ Finalize meeting notes and send final notes to meeting participants within five working days after the meeting for review and comment
  - ✓ Make appropriate updates to the meeting notes based on participant feedback

Meetings

Meeting frequency:

- Meetings will be scheduled regularly every other week for the first three months of ESC existence
- Meetings will be scheduled regularly on a monthly basis after the first three months
- The duration of each meeting will depend on the complexity of the agenda items but will be scheduled initially for two hours
- Ad hoc participants will be identified in advance to ensure that they are included on the agenda and receive meeting materials
- Primary, Alternate, and Secondary members will be mandatory attendees on meeting schedule notices and every effort will be made to avoid scheduling conflicts
- Observers will be optional attendees on meeting schedule notices

ESC meeting participants will receive the following items at least three working days before the scheduled meeting:

- Agenda
- Action List
- Status Report / Dashboard
- Other documents to be considered at the meeting, if any

The ESC meeting agenda will typically include:

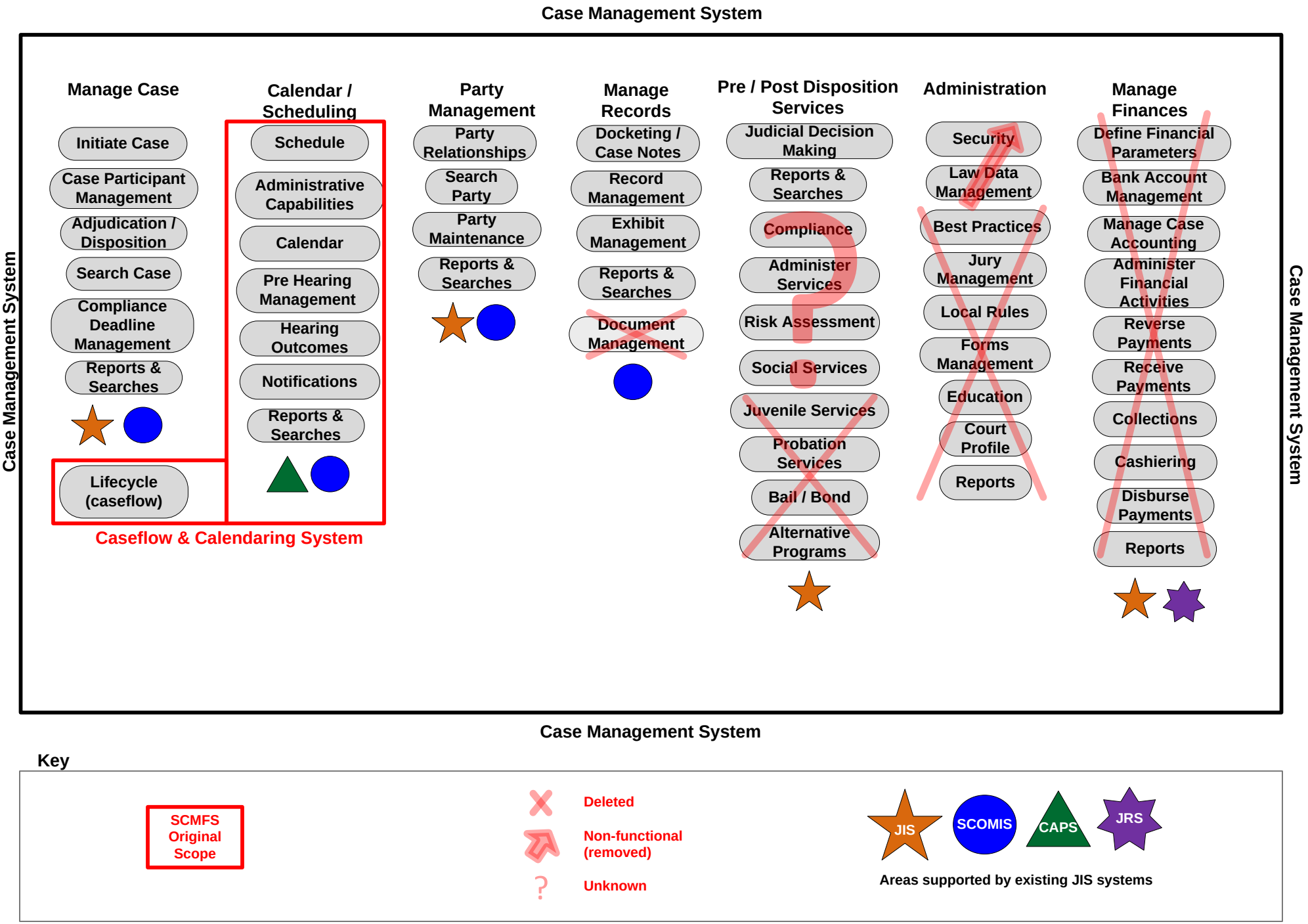
- Project Scope, Schedule, and Budget update
- Action Items Review
- Issues, Risks, Decisions, if any
- Discussion of any other documents to be considered, if any
- Confirmation of date, time and venue for the next meeting
- Other items as needed

Note: *Project change, issues and risks will follow and adhere to the approved project management plans and processes as defined in the project charter (Change Request, Issues Management and Risk Management).*

Superior Court Management Feasibility Study

DRAFT V10.0 2010-11-22

SCMFS Scope Diagram - Current JIS Business Functions



Key