Information Services Division

ISD OVERVIEW
Part 1

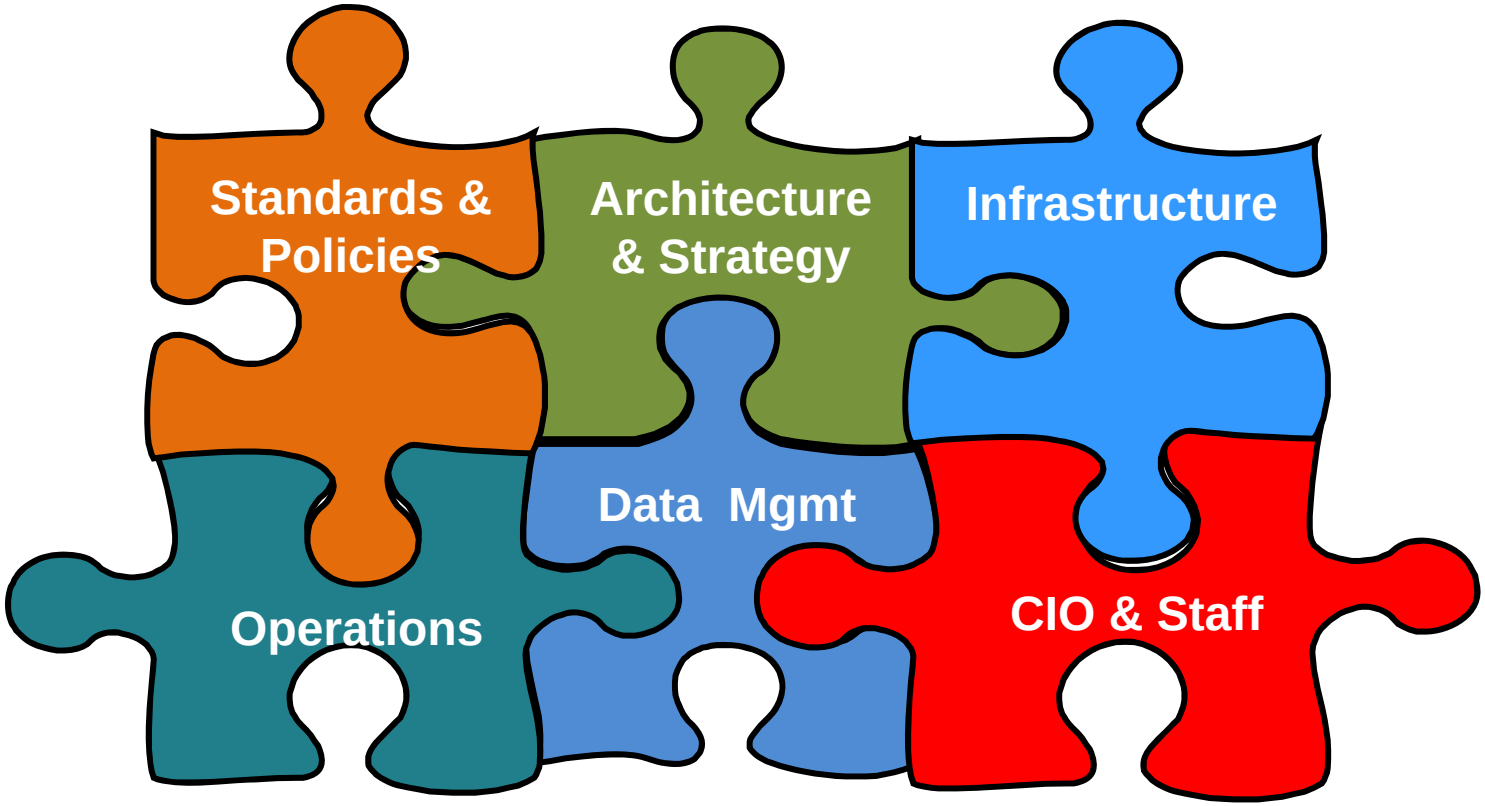
AOC MISSION

“ To advance the efficient and effective operation of the Washington State Judicial System”

Our Stakeholders

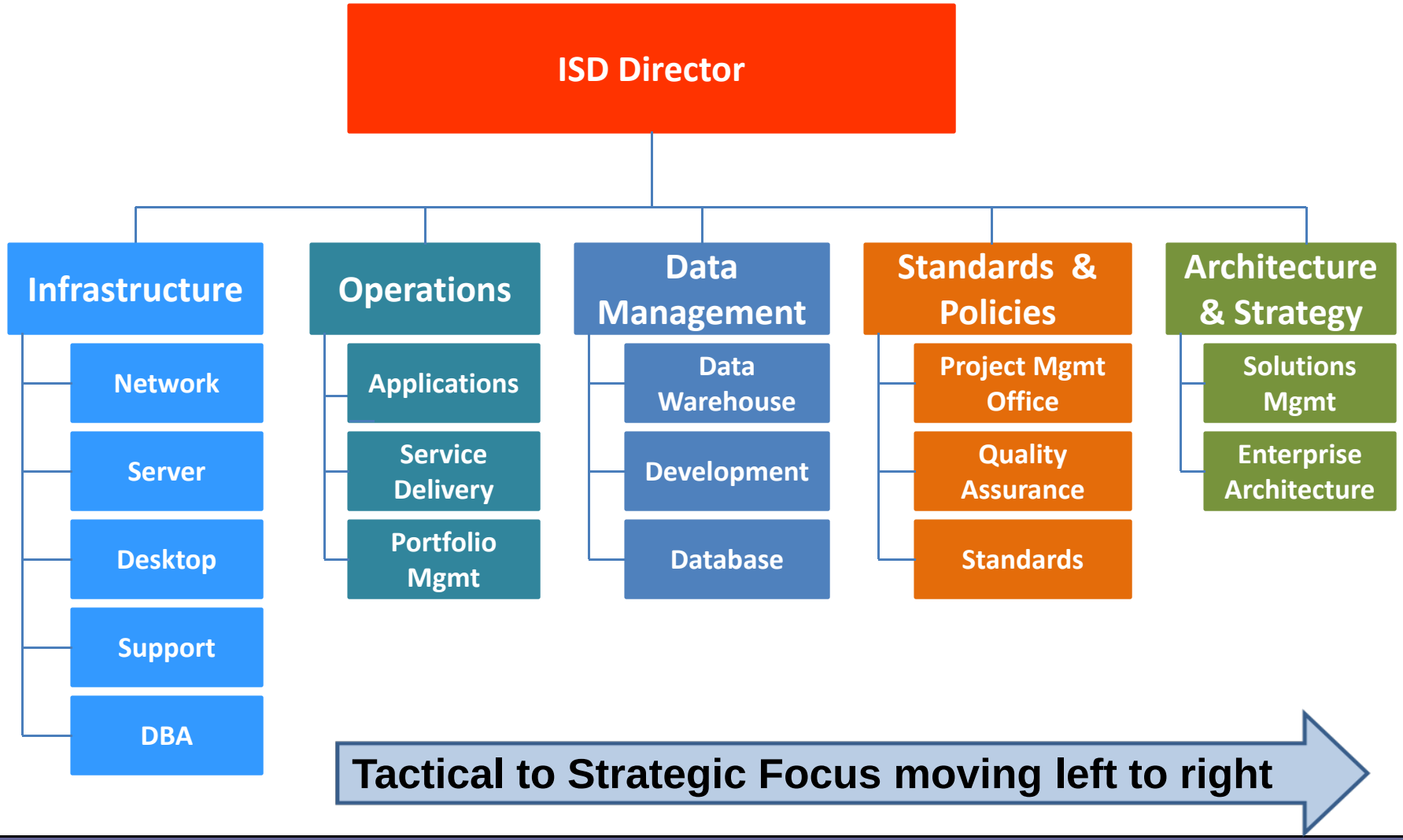
Primary Stakeholders	County Clerks, Court Administrators, Judges (Judicial Officers).
Judicial Branch	Supreme Court, Court of Appeals (COA) – 3 Divisions, Superior Court – 39 Counties, 33 Juvenile Departments, Courts of Limited Jurisdiction (CLJ) – 56 Districts, 129 Municipals, AOC – Administrative Office of the Courts.
Government Agencies	Department of Licensing (DOL), Law Enforcement Agencies (WSP, DOC), Social Services, State Auditor's Office.
Commercial Businesses	Legal Offices, Insurance Companies, Property Management, Claims Services, Bail Bonds.
General Public	Case Search

ISD Organization

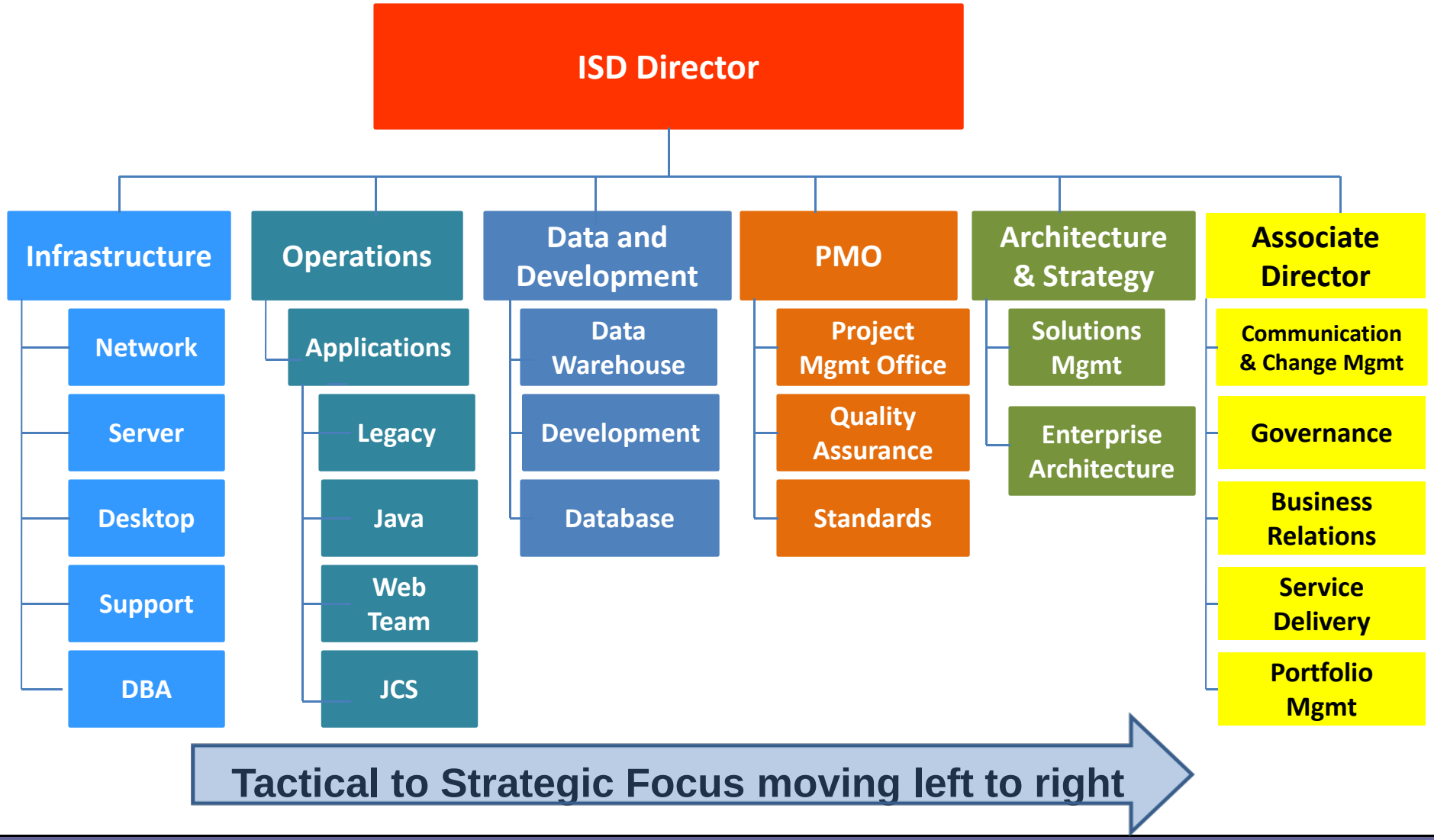


Currently ~ 93 staff

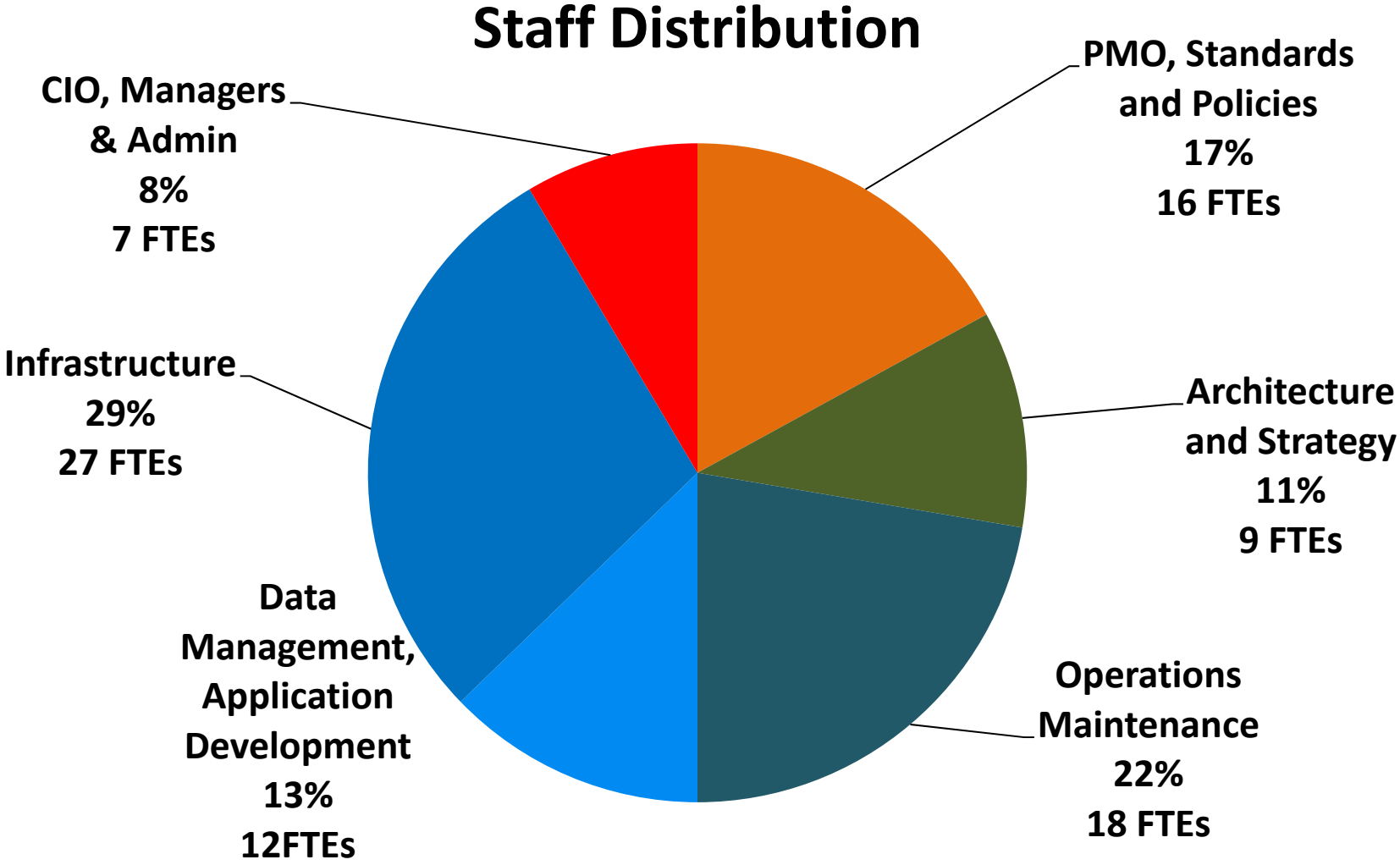
Current ISD Organization



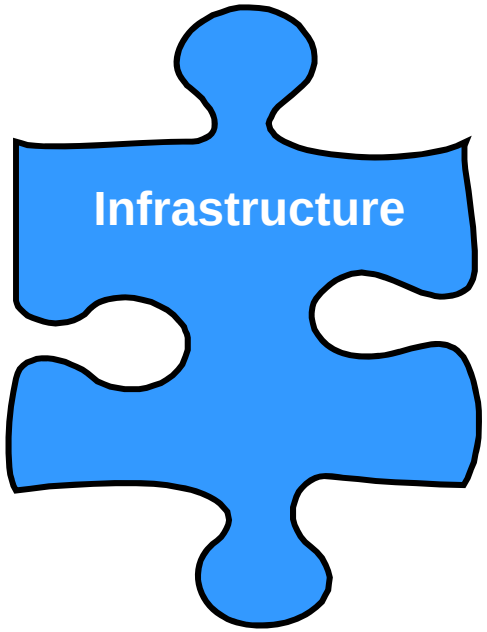
Proposed ISD Organization



Staff Distribution



Infrastructure
Dennis Longnecker, Manager



27 employees operate and support equipment for AOC, Temple of Justice, and Court of Appeals, along with the Judicial Information System applications

Operate Data Center
Manage Disaster Recovery program

The group consists of the following units:

- Desktop
- Server
- Network
- DBA

Operations
Bill Cogswell, Manager

21 employees service, maintain and support the Judicial Information System **applications**. **Service Delivery** and **Portfolio Management** is also part of the Operations Group.

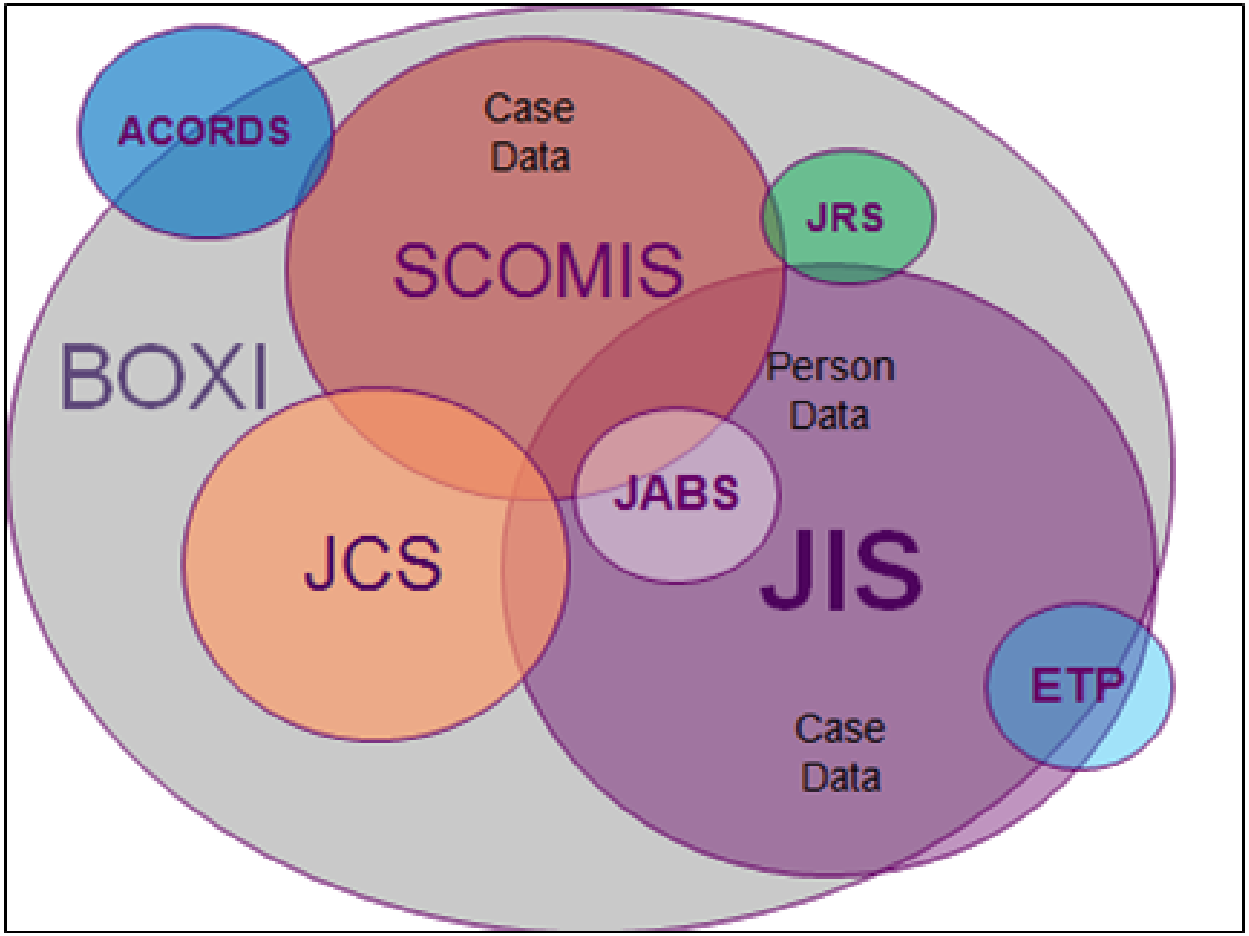
- DISCIS
- SCOMIS
- JRS
- JCS
- ACORDS
- CAPS
- JABS
- Web
- eTicketing

Working on:
- outages
- incidents
- customer support
- customer changes
- error corrections (Defects)
- legislation
- development

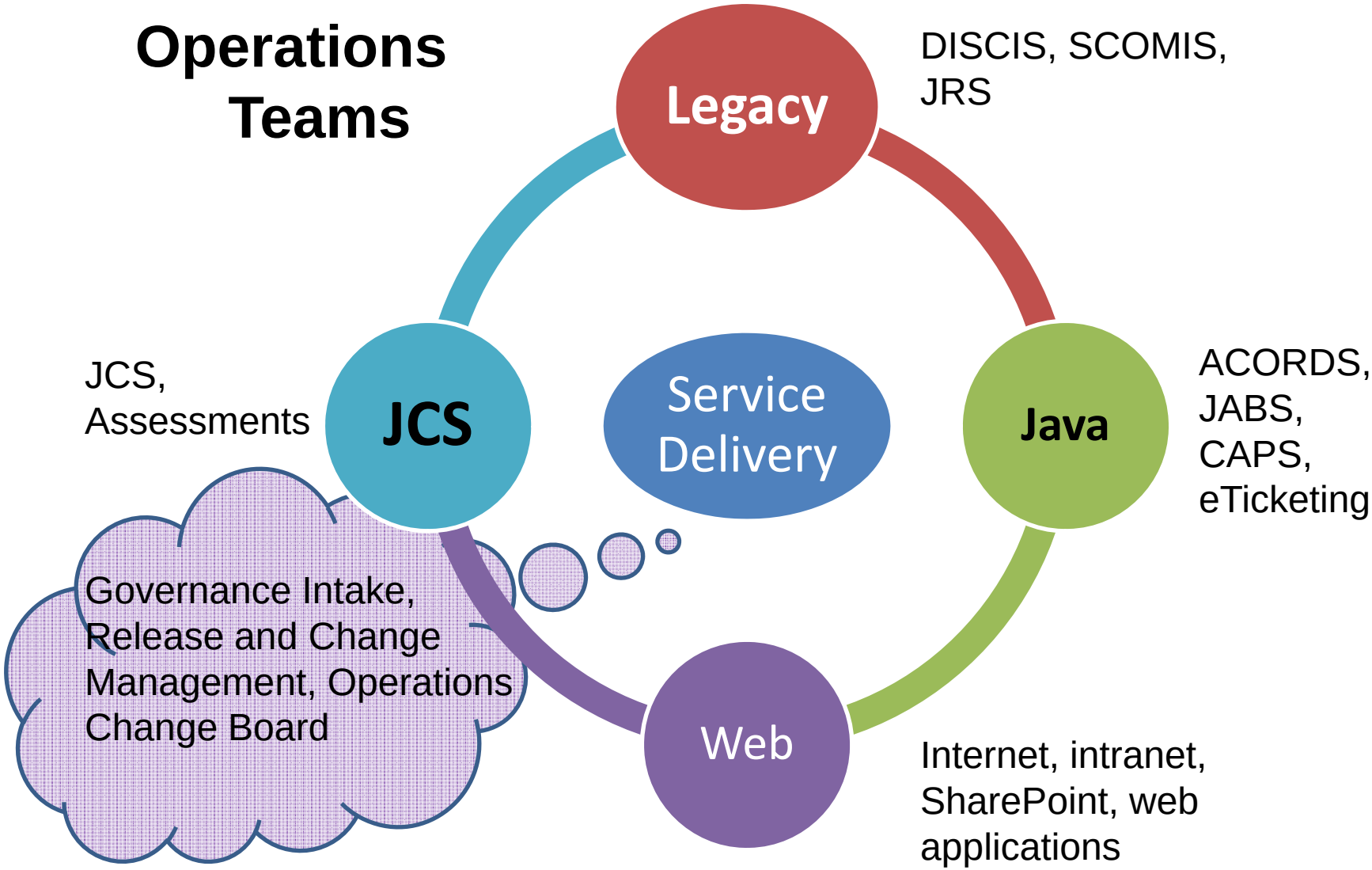
Applications

DISCIS	The District Courts Information System is used by District, Municipal, and Superior courts.
SCOMIS	The Superior Court Management Information System is used by the Superior courts by other courts as their case management system. It is referenced by other court levels in view-only mode.
ACORDS	The Appellate Court Records & Data Systems was released in 2002. It is the case management system for the Supreme and Appellate Courts.
JCS	Juvenile and Corrections System.
JRS	Judicial Receipting System (Superior Courts)
JABS	Judicial Access Browser System.
Web	Intra and Internet applications.

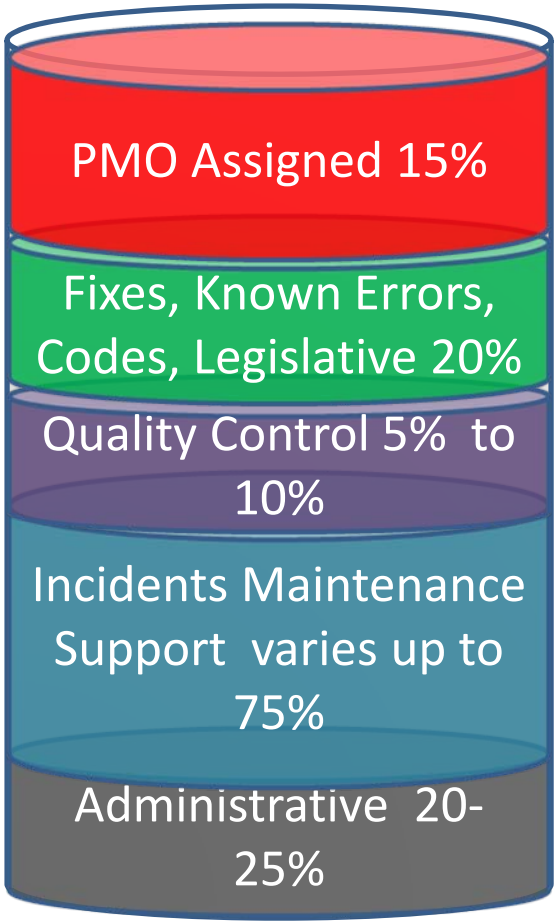
JIS Applications



Operations Teams



How we Spend our Time



- 20% - 25 % Administration
- What varies by person?
  - Maintenance and Support (Right Now Tickets)
  - Quality Control (Proofing/testing/checking)
  - Known errors, fixes, legislative, code updates
  - Work on PMO sponsored projects

IT Governance

Three distinct bodies are responsible for IT governance for the court communities:

Governing Body	Scope of Responsibility
Judicial Information Systems Committee (JISC)	Applies to all application and project support ***that impacts the JIS suite of applications,*** including any use of data that is managed by the JIS applications.
AOC Leadership Team (ALT)	Applies to AOC services and activities in support of the courts ***that do not impact*** the JIS suite of applications: ✓ ISD is the IT service provider for the internal Divisions within AOC as well as the Supreme Court and Court of Appeals. ISD provides IT services to the Judicial Services Division (JSD) that is responsible for Help Desk, Judicial Education, Interpreter and Certified Guardian services among other functions; and the Management Services Division (MSD) that is responsible for telephony, contracts, budget services and other functions. ✓ ISD administers and supports the on-going operational infrastructure for the AOC, Supreme Court and Court of Appeals.
Appellate Courts (Supreme Court and Court of Appeals)	Applies to all application and project support requests that do not impact the JIS suite of applications (i.e., ACCORDS).

Questions?

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