Information Services Division

Prioritization and Scheduling of Governance Requests

WASHINGTON COURTS

IT Governance – What

"IT Governance is the framework by which IT investment decisions are made, communicated and overseen."

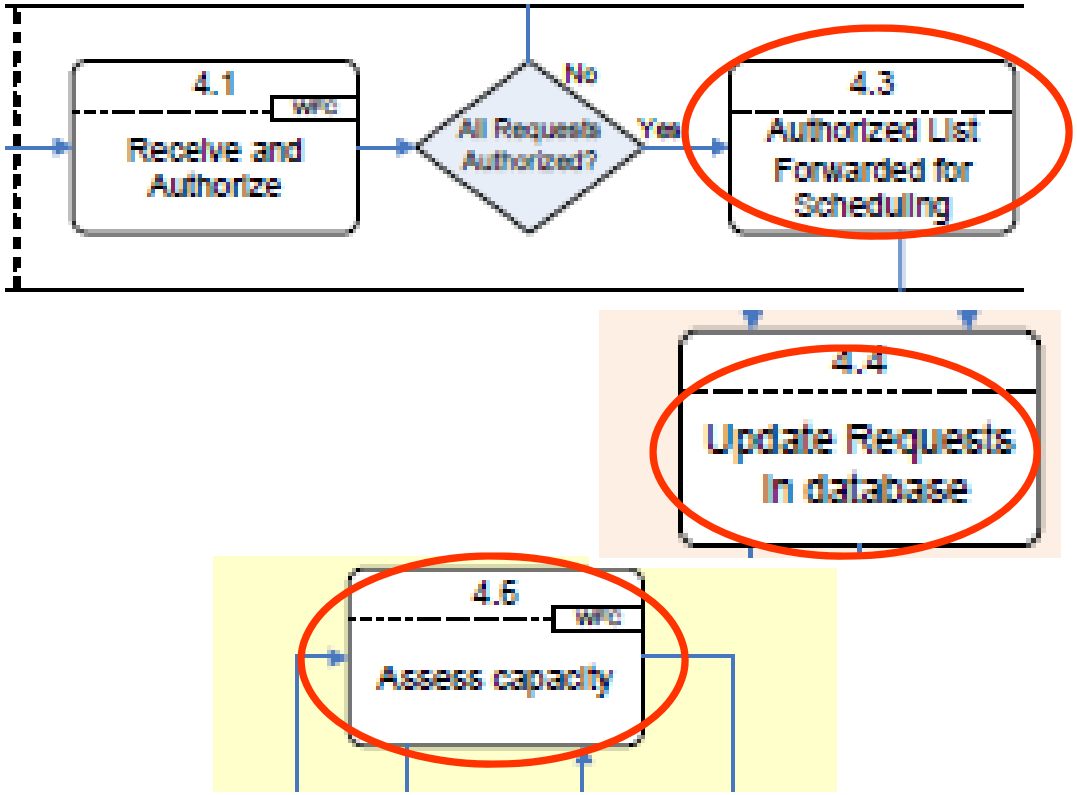
Prioritization and Scheduling

- What it is
- Where we are to date
- Constraints and Considerations

IT Governance – What

Scheduling

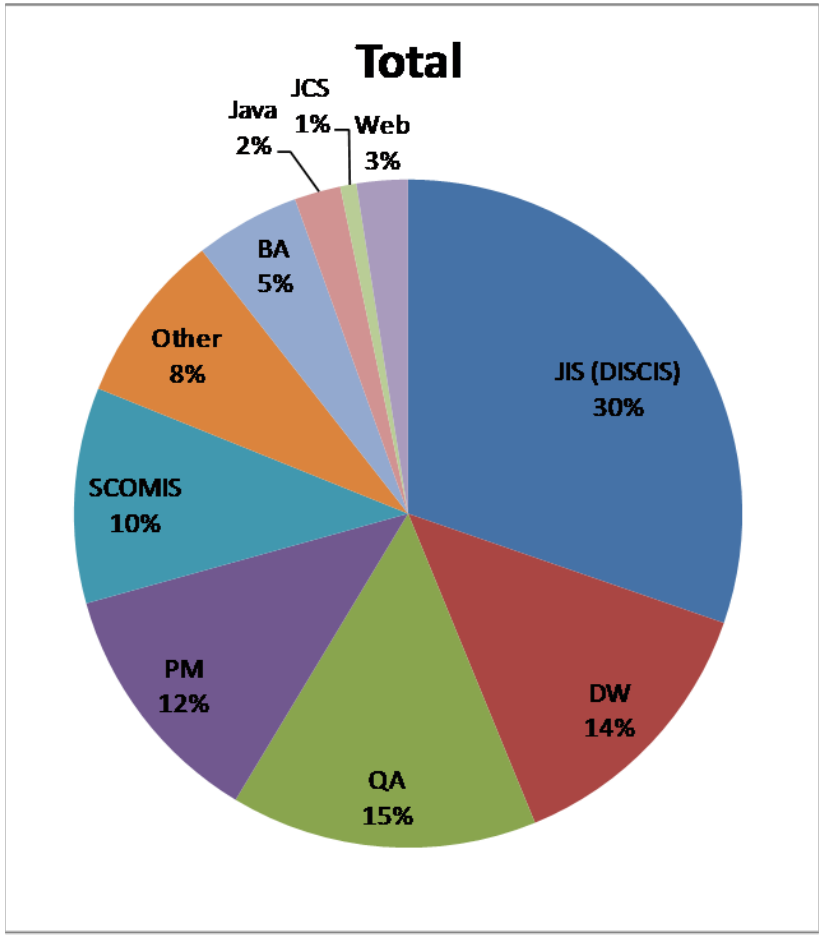
JISC
ISD Service Manager
Operations Control Board



ITG Projects So Far

ITG #	In Process	Awaiting Authorization	Authorized	Total
JIS (DISCIS)	1,670	6,060	400	8,130
DW	16	3,419	187	3,622
QA	690	3,010	280	3,980
PM	558	2,415	256	3,229
SCOMIS	800	2,000	-	2,800
Other	410	1,067	755	2,232
BA	440	660	262	1,362
Java	140	460	-	600
JCS	30	180	-	210
Web	200	85	380	665
Total	4,954	19,356	2,520	26,830
Contract $	-	-	24,010	24,010

ITG Projects So Far



In Governance Process

ITG #	5 - Email/Text Court Date Reminders	7 - SCOMIS Field for CPG	28 - Parking/V RV Case Mgmt Solution	32 - Batch Enter Attorneys	35 - Time Pay Removal	37 - Comments Line on Warrants	38 - Transfer Code For Judgment Field	39 - Prevent Amding Charges on CAR	52 - ACORDS Letter Modificati on	53 - Modify ACORDS Table Download	57 - Batch Removal of Attorneys	Total
JIS (DISCIS)	200	150	60	180	220	200	400	80			180	1,670
DW		8					8					16
QA	80	150		60	70	70	140	24	20	16	60	690
PM	50	278	40	30	30	35	40	10	10	5	30	558
SCOMIS		800										800
Other	60	105	30	58	11	45	30	13			58	410
BA	10	40	160	20	10	40	100	20	10	10	20	440
Java		10							80	50		140
JCS		30										30
Web	100	100										200
Total	500	1,671	290	348	341	390	718	147	120	81	348	4,954
Contract $												-

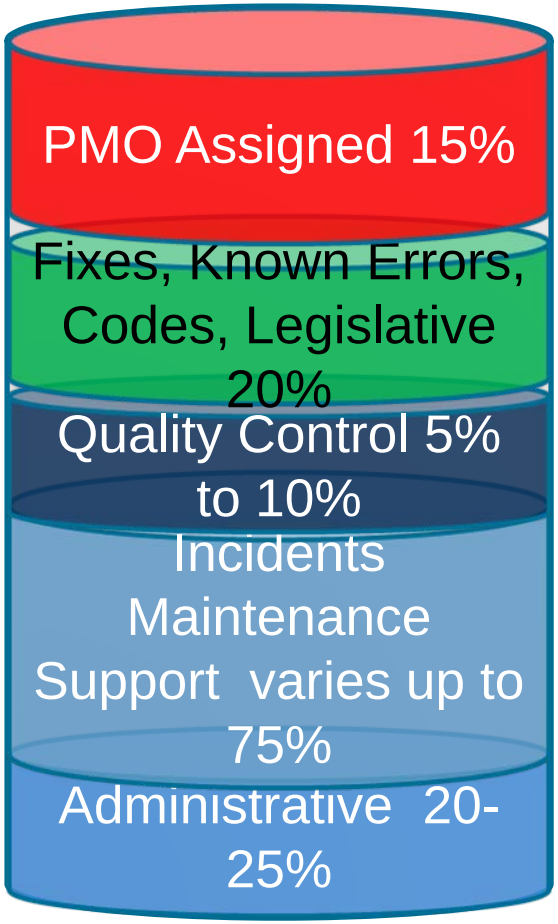
Awaiting Authorization

Awaiting JISC Authorization								
ITG #	26 - Prioritize Restitution Recipients	31 - Combine True Name/Aliases for Time Pay	3 - View Court Documents	9 - Accounting to EDW	13 - Juveniles as Respondents in SCOMIS	41 - Remove CLJ Archiving and Purge Records	45 - Apellate E-filing	Total
JIS (DISCIS)	640	700		800	1,000	2,920		6,060
DW				**3,113**	**306**			**3,419**
QA	200	240	120	150	1,300	1,000		3,010
PM			**100**	**800**	**1,000**	**515**		**2,415**
SCOMIS					2,000			2,000
Other	**90**	**60**	**320**	**362**	**135**	**100**		**1,067**
BA	80	40	80		300	160		660
Java			160		300			460
JCS					180			180
Web					**85**			**85**
Total	1,010	1,040	780	5,225	6,606	4,695	-	19,356
Contract $								-

Current ITG Projects Underway

Authorized									
ITG #	6 - Court Interpreter Database	12 - Adult Risk Assessment Feasibility Study	19 - Display Judgments with Original Case	22 - Total on CAR Screen	23 - TPSC to Make Docket Entry	33 - Autofill Date on BDK	36 - A/P Put on Hold Docket Entry	50 - JRS Windows 7 Compatability	Total
JIS (DISCIS)				60	100	120	120		400
DW		182	5						187
QA	112		10	16	30	40	40	32	280
PM		156						100	256
SCOMIS									-
Other		416		6	8	30	16	279	755
BA	80	156			8	8	10		262
Java									-
JCS									-
Web	320		60						380
Total	512	910	75	82	146	198	186	411	2,520
Contract $								$ 24,010	$ 24,010

Capacity Analysis (General)



- 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

Development Capacity

	Development Capacity Available					
	Month1	Month2	Month3	Month4	Month5	Month6
JIS (DISCIS)						
DW						
QA						
PM						
SCOMIS						
Other						
BA						
Java						
JCS						
Web						

Accuracy declines over time

Influenced by:

- Actual project start and stop dates
- Resource levels
- Legislative mandates

Constraints and Considerations

Constraint # 1

All projects must start with a Business Analyst

Reality # 1

Business Analysts do have "specialized" knowledge

Cycle for Getting Work Done Once a Request is Approved

Constraints and Considerations

Constraint # 2

Once a project is started by AOC it is "in progress" & should not be stopped

Reality # 2

To effectively use internal resources and get projects completed, AOC must be able to rely on the JISC Priority List.

Constraints and Considerations

Constraint # 3

Business Value always drives the priority

Reality # 3

JISC determines the priority of requests and AOC uses that priority to effectively manage the scheduling and resources

Constraints and Considerations

Constraint # 4

There will be AOC resource “limits” on projects

Reality # 4

There are no specific allocations for internal AOC resources.

Focus on Prioritization

Allowing the business values to drive priority will have the outcome that the most important requests get worked first.

You are here

Roles and Re[illegible]nsibilities	
JISC	**AOC**
- Prioritize requests and decides it should be scheduled	- Match resources to the requests; reports back to JISC
- Relies on the CLUG assigned priorities	- straightforward application of resources to priorities
- Allows that AOC can be flexible for future resource assignments	- By knowing the true priority, AOC will make the right decisions