Accomplishments for 2010

Transformation and Modernization Plan

Change in Leadership: AOC experienced a positive change in leadership of the Information Services Division (ISD) that resulted in a new organization structure including a number of new staff possessing the knowledge, skills and ability to complete the modernization plan.

AOC Completed Seven Major Transformation Initiatives: In the first year of the six-year plan, seven initiatives were completed, along with other ongoing work increases the capabilities of the organization and demonstrates a significant increase in the capacity to handle the IT needs of the courts and workload associated with IT projects.

Completed initiatives;

- Develop Organizational Change Strategy
- Implement New Organization Structure
- Implement IT Governance
- Implement Enterprise Architecture Management
- Implement Project Management Office
- Implement Relationship Management
- Implement Portfolio Management

New Enterprise Architecture: The internal ISD team at AOC developed a new enterprise future state architecture which will be the basis on which the Washington State Judicial Information Systems (JIS) will be modernized. This new architecture guides AOC's IT investment decision making and creates a holistic perspective of information technology strategies and its infrastructure support for state services and business functions.

New IT Governance: At the direction of JISC, AOC developed and implemented a new IT Governance process to deliver greater transparency, accountability and customer participation in the IT decision making process. Centralizing IT authority under one governance structure improves oversight, coordinates strategic planning, creates cost-effective program management, eliminates duplication and saves costs.

New Project Management Office: AOC implemented the Project Management Office (PMO) which now provides standardized methods to increase IT efficiency, cut project costs and improves project delivery in terms of time and budget.

Improved Decision Making with Portfolio Management: IT Portfolio Management provides a structure for strategic portfolio planning and IT decision making to manage, monitor and

measure prioritization, costs and performance of IT assets. The new Portfolio Management discipline at AOC provides 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.

Better Understanding of Customer Needs: AOC implemented a new Business Relations discipline to provide dedicated ISD liaisons to work directly with the court community and communities of interest to identify customer business needs and help AOC better align ISD services, projects and outcomes with customer business needs.

ISD Projects and Operations

Improved Service and Delivery: AOC has taken key actions to improve service delivery and efficiency. These actions include; implementing IT Governance, establishing Portfolio Management, Enterprise Architecture and establishing Solution Management.

AOC Completed the First New IT Governance Request. The operations team completed the first IT request to come through the new IT Governance process. This request created a cause of action code for Committed Intimate Relationship (CIR) as a SCOMIS case type 3 (Domestic). The new CIR cause of action code became available in SCOMIS on January 1, 2011. The cause of action code for Meretricious Relationships (MER) under SCOMIS case type 2 (Civil) is no longer available for use after December 31, 2010.

AOC Fixed Known Errors and Completed New Releases: The ISD Operations team completed 24 JIS Releases; installing legislation, fixing known errors and resolving nearly 1,500 incidents. They eliminated the JIS change request and known error report backlog. There were over 2,000 change requests and known errors. All requests were reviewed, classified, sorted and action was taken.

E-Ticketing Stabilized: The Java Team took the newly developed e-Ticketing application into maintenance support. It took extraordinary time and effort to monitor to keep this important service running smoothly for our law enforcement partners and courts.

Providing a Strong Infrastructure: The ISD Infrastructure team upgraded 12 different software applications and services. They completed 5 major hardware upgrades and implemented a Disaster Recovery Plan for the COA. Additionally, they migrated the JCS application to new hardware, completed a Virtual Desktop Proof of Concept, provided support to Blackberry's for AOC, COA and TOJ users and continued to maintain excellent availability for the JIS systems while keeping virus's out and maintaining hardware reliability.

Continue Research for New Superior Court Case Management System: ISD began and continues to work on a Superior Court case management feasibility study, using the Information Services Board (ISB) feasibility model to research and plan implementation of improvements to existing court case management systems statewide. The feasibility study will ensure that any decision made on implementation will best meet the needs of Washington State Superior Courts, facilitate court-public interactions, and improve internal court processes.