Washington State Administrative Office of the Courts

ISD Transformation

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

November 2010
(Reporting Period Nov 1st – Nov 30th 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

November 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 Superior Court Case Management Feasibility Study	▲	Planned										
		Actual										
10.2 Purchase, Configure and Deploy Superior Court Case Management	⊖	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- Records 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										
Vehicle Related Violations (VRV)	▲	Planned										
		Actual										
ISD – Software Quality Assurance (SQA)	●	Planned										
		Actual										

Summary of Activities

Major Changes Since Last Report

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

Initiatives or Projects Started

- None during this reporting period

Initiatives or Projects Completed

- Initiative 2.3 Implement Project Management Office completed

Status Changes

- **Approved Project**: **Superior Court Management Feasibility Study:** The scope was defined by the Executive Sponsor Committee for the feasibility study with the Superior Court Judges, Administrators and County Clerks and the project is on schedule.
- **Approved Project**: **Superior Court Data Exchange**: The project has moved to a "red" status because it is at a major crossroads. The Data Management Steering Committee is working with AOC to identify how best to proceed with the project.
- **Approved Project**: **Vehicle Road Violations (VRV):** The first on-boarding for pilot courts for VRV will be delayed until March 2011. The delay is due to a dependency with other agencies, specifically DIS and their available resources and RMS efforts. The pilot courts have been notified of the delay and AOC is working with them to manage the delay.

Staffing Changes in ISD

- **Project Manager:** Kathy Wyer accepted a position within the Judicial Services Division of AOC and will be leaving ISD.
- **Project Manager:** Bill Burke was hired as a new project manager in ISD – he will be the PM for the Superior Court Data Exchange
- **Project Manager:** Mike Walsh was hired as a new project manager in ISD – he will be the PM for Vehicle Relations Violations.
- **Project Manager:** Kate Kruller was hired as a new project manager in ISD – she will be the PM for the Superior Court Management Feasibility Study.

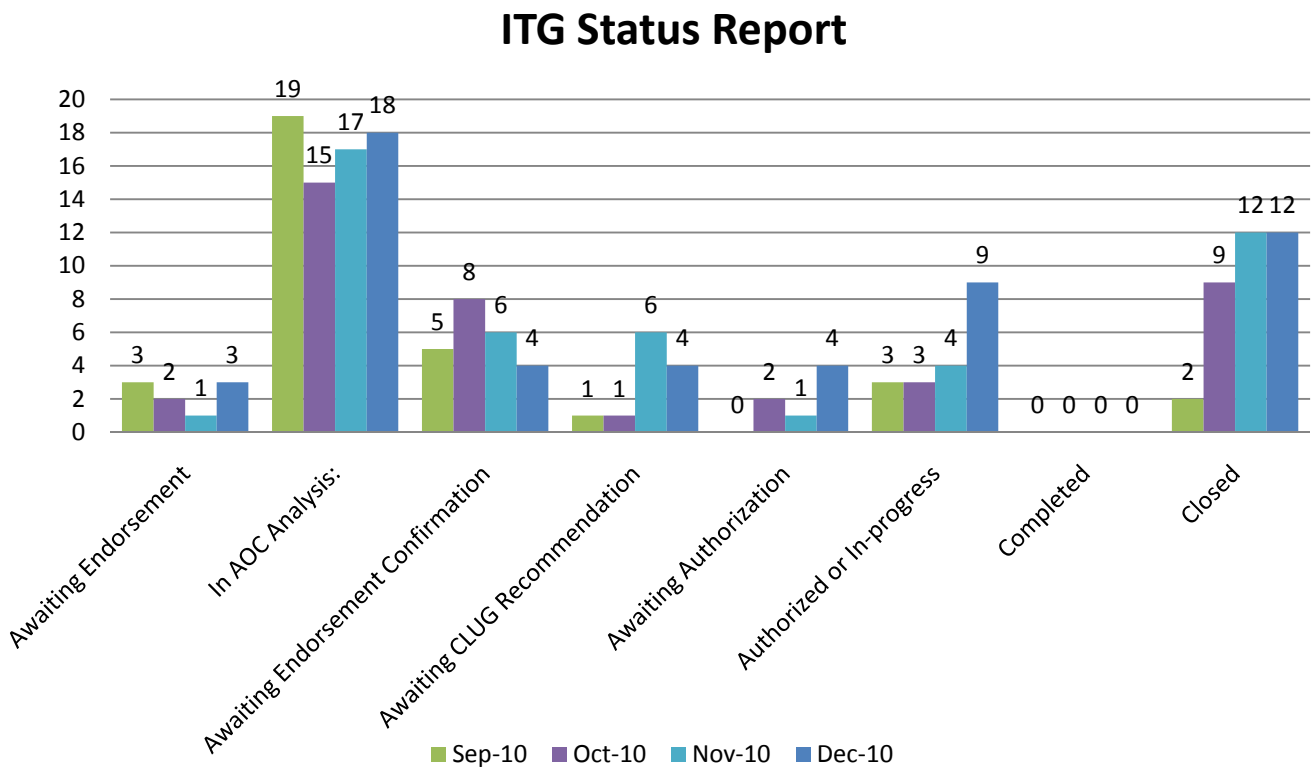
Staff Recognitions

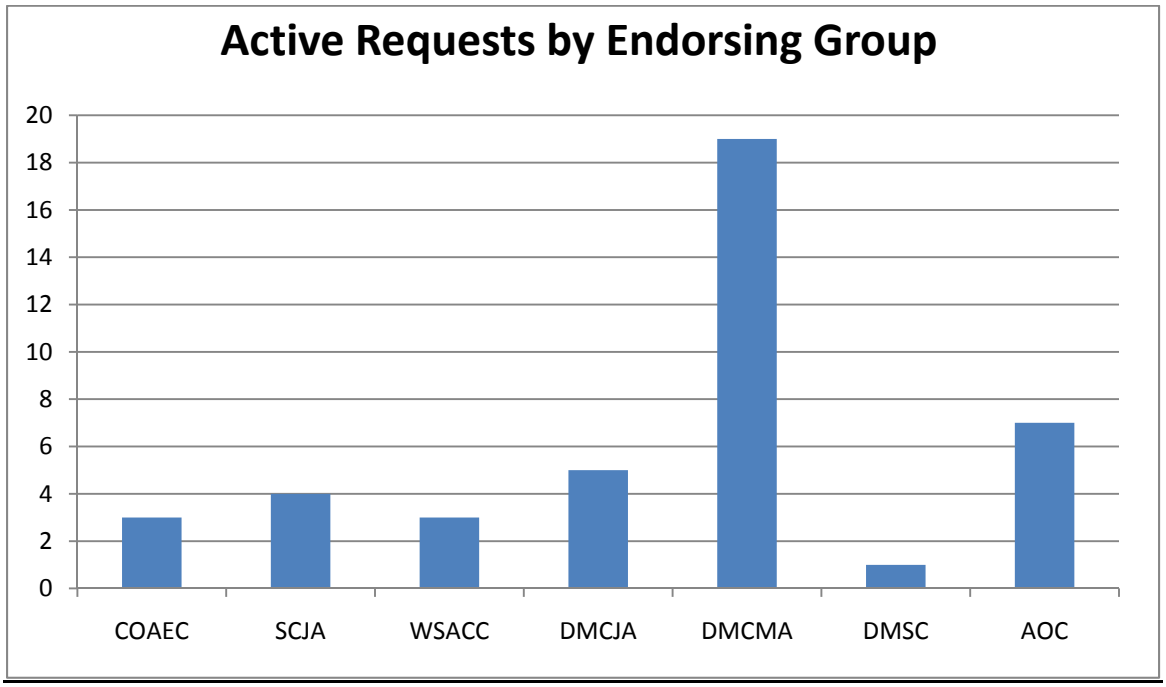
- The Project Management Office (PMO) Initiative completed this month. Devin Zipp received thanks and recognition from several ISD staff for her expertise and skills as a Project Manager on this effort. In addition, we would like to recognize and thank the following staff who participated on this project for their unique contributions to the effort: Jody Graham, Manny Najarro, Kathy Wyer, Martin Kravik, Mike Zanon, Verne Smith, Matt Rein, Shairus Palotil, Harpreet Kaur, Virginia Neal, Jim Herrera, Becky Grauman, and the ISD Leadership Team.

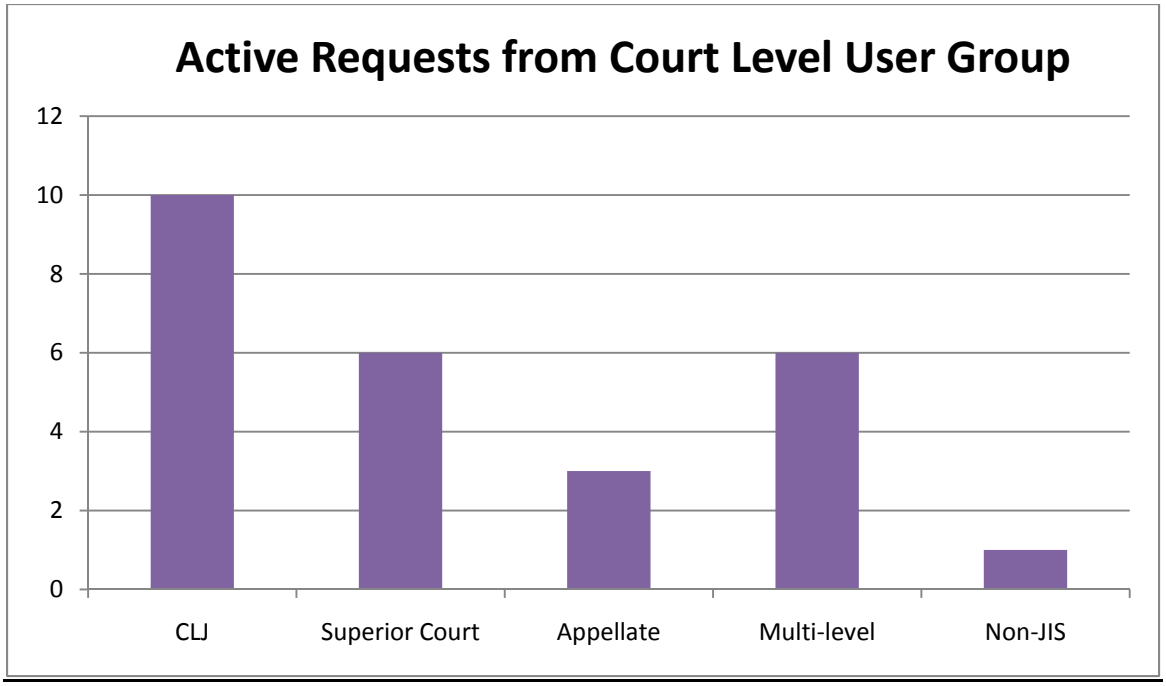
IT Governance Update

IT requests continue to come itto the governance process. There are now eight JIS project that are authorized or in-progress, plus one non-JIS project that has been approved under AOC's governance process.

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







Scheduled JIS IT Requests

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
Schedule: Nov 1, 2010 – Jun 30, 2011

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
Schedule: Oct 17 – Dec 31, 2010

Request ID: #012 – Adult Risk Assessment Feasibility Study
Description: Examine the feasibility of using the STRONG assessment tool from Assessments.com for Superior Courts and CLJs.
CLUG: Multi-level| **Authorized By:** CIO
Schedule: Nov 15, 2010 – Jan 31, 2011

Request ID: #019 – Display Judgments (SCOMIS Case Type 9) as Part of Original Case
Description: Change the way SCOMIS case types 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
Schedule: Dec 1, 2010 – Jan 31, 2011

Request ID: #022 – Total on CAR Screen When it Echoes Back
Description: Changes the behavior of the Create Accounts Receivable screen in JIS.
CLUG: Multi-level | **Authorized By:** CIO
Schedule: Dec 16, 2010 – Feb 11, 2011

Request ID: #023 – For TPSC to Make a Docket Entry
Description: Changes JIS so that more details of Time Pay agreements are recorded on the docket.
CLUG: CLJ | **Authorized By:** CIO
Schedule: Jan 5 – Mar 31, 2011

Request ID: #033 – Auto Fill Date for BDK Screen
Description: Reduces the number of times dates have to be entered on the Batch Docket screen in JIS.
CLUG: CLJ | **Authorized By:** CIO
Schedule: Dec 20, 2010 – Mar 31, 2011

Request ID: #050 – JRS Windows 7 Compatibility Upgrade
Description: Upgrade JRS so that it can be used on PCs with the Windows 7 operating system.
CLUG: Multi-level | **Authorized By:** Administrator
Schedule: Dec 16, 2010 – Feb 11, 2011

Authorized JIS IT Requests Pending Scheduling

Request ID: #036 – Accounts Payable Put On Hold Make a Docket Entry
Description: Change JIS so that a docket entry is automatically made when an accounts payable is put on hold.
CLUG: CLJ | **Authorized By:** CIO

Summary of Activities for November 2010

Transformation Initiative Summary

Initiative: 2.4 – Implement IT Portfolio Management (ITPM)	
Activities	***Impact/Value***
✓ Reports and dashboards developed.	Provides executive-level views of portfolio performance to management.
✓ 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. Aids us in discovering process and data gaps.
✓ Completed the mapping of the manual Portfolio Management process to the Clarity portfolio management tool.	Provides the requirements for configuring Clarity.
Initiative: 3.2 – Implement Solution Management	
Activities	***Impact/Value***
✓ Re-aligned Project Leadership role and brought new Business Analyst onto the project.	Rework of the Project Leadership role will make better use of scare resource's time and expertise. Orientation of new project resources shortens the learning curve, accelerating their productivity, contributions.
✓ Clarified Solution Management context within Enterprise Architecture Management and Solution Governance.	Assists with project planning, especially in defining project scope, inter-dependencies with other ISD Transformation initiatives.
Initiative: 5.1 – Implement Service Management – Service Catalog, Incident, Response	
Activities	***Impact/Value***
✓ Refined the structure and approach for the initial Service Catalog, to reflect the known needs of the AOC ISD.	This approach ensures the initial Service Catalog is now aligned with the ISD's known requirements, and is capable of enhancement as the ISD's needs and knowledge change.
✓ Began the Service Level Process work stream, to provide a capability for ISD to capture and maintain the service level characteristics of its cataloged services.	It is critical to maintain realistic, achievable, appropriate service level commitments. This process framework will provide ISD with the "tool set" to maintain this critical aspect of its service catalog entries.
Initiative: 5.2 – Implement Performance Reporting	
Activities	***Impact/Value***
✓ Identify the performance measures that will be tracked.	Identifies the measures which ISD finds most value for tracking, reporting, and informed decision-making.
✓ Developed the calculations for the identified performance measures.	
Initiative: 7.1 – Develop Data Governance Model	
Activities	***Impact/Value***
✓ Kick-off meeting held for project team.	The purpose of a "Kick-off Meeting" is to educate the team and ensure that everyone is operating from the same page. It provides insight into the project purpose, how it will assist improved customer support, and helps 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***
✓ Data Cleansing Environment for InfoSphere was created.	Necessary step in getting the environment ready for production to begin implementation for moving data to test rules.
✓ Training resources for Master Data Management tool.	Key resources identified for training and continued Proof of Concept of Data Quality Environment.
✓ Court Case Resolution Data selected for the Data Cleansing and Rules working sessions.	Ready to proceed with actual implementation of data rules, once training is completed on using the toolset.
Initiative: 7.3 – Implement Unified Data Model	
Activities	***Impact/Value***
✓ Project initiation completed.	Deliverable expectation document completed.
✓ Kick-off of project team scheduled.	
✓ Subject matter expert from Sierra Systems on board.	
Initiative: ISD – CIO Communications	
Activities	***Impact/Value***
✓ Summary of staff interviews was presented to leadership and to staff.	Allows ISD to see what the collective responses were to the communications interviews and to vet the information.
✓ Based on the information from the interviews, work continues on a new Communications Plan.	Improving communications for staff and stakeholders ensures the overall success of the transformation effort at AOC.
Initiative: ISD - Capability & Maturity Model (CMM)	
Activities	***Impact/Value***
✓ Project Charter under development.	Project Charter creates a common understanding and approval of what the project will produce and how it will produce it. It identifies the responsible parties and the scope of the project.

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***
✓ Completed the evaluation of options to interface SCOMIS DX to the LINX System.	Identified options that would enable the project to support interfacing near-term to the LINX System utilizing the planned strategic architecture as much as possible, to avoid re-work.
✓ Completed Delivery 5 for Docketing.	This delivery provides system requirements and service specifications for Docketing.
✓ Currently looking at project scope and methodology.	Project may need to change course as current methodology will not work within expected timeframe.
JIS Project: Superior Court Management Feasibility Study (SCMFS)	
Activities	***Impact/Value***
✓ The Executive Sponsor Committee (ESC) has been formed to include superior court county clerks, judges, and court administrators. The ESC began meeting this past month to finalize scope.	The committee will provide support and oversight for the project so as to keep the project aligned with customer expectations.
✓ The vendor contract with MTG has been signed and MTG is now on sight.	MTG brings expertise to the project that will allow the project team to complete initiation documents and progress in developing and completing the project feasibility study.
✓ Business process mapping sessions with the county clerks, court administrators and judges will be completed end of November this year.	Mapping business processes provides the framework for identifying relevant business requirements against which potential products will be identified and evaluated.

Maintenance Projects & Activities 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.

Maintenance Project: Parking Module Enhancement – VRV Data Services	
Activities	***Impact/Value***
✓ Final Project Results Report.	Complete lessons learned meetings Final review of Closeout phase deliverables.
✓ Project Closeout Report.	Verify the connection to the new RMS centric test environment.
Maintenance Project: Parking Module Enhancement – eTicketing Stabilization (ETP)	
Activities	***Impact/Value***
✓ Finalize closeout DED deliverables.	Complete lessons learned meetings. Final review of Closeout phase deliverables.
✓ Connect to DIS environment.	Verify the connection to the new RMS centric test environment.
Other Activities: Adult Risk Assessment (ARA) Feasibility Workgroup	
Activities	***Impact/Value***
✓ Met with AOC Leadership to discuss approach and staff resource commitment for conducting the feasibility study.	
✓ Feasibility work group proposal was signed by Judge O'Connor.	
✓ Team kickoff meeting occurred on 11/15.	
✓ Technical team is pointed toward finishing an implementation cost analysis by 12/31.	Validate amount in budget decision package.

ISD Operational Area Summary

Area: Associate Director	
Includes: Business Relationship Management, Portfolio Management, Governance, Communications and IT Service Delivery	
Activities	***Impact/Value***
Governance / IT Service Delivery	
✓ Presented ITG activity update to the JISC.	Communication with the JISC on actual governance requests for their decision.
✓ Completed analysis and OCB approval on six ITG requests.	Moving more requests through governance in order to complete the request process for customer change requests.
✓ Worked with Solutions Architect to establish the initial process for requests going through Solutions Architecture for analysis.	Process will be used to propose how to improve flow of complex requests.
Business Relations	
✓ Communicated extensively with endorsing groups on over 20 IT Governance requests and facilitated endorsing group meetings. ✓ Facilitated CLUG meeting and coordinated CLUG activities.	Facilitating the governance process for endorsing groups and court level user groups empowers them to make better decisions and builds better overall communication with our customer community.
✓ Attended meetings and provided liaison reports to the SCJA, WACJA, WACC, AWSCA, WAJCA, DMCJA, DMCMA, Gender & Justice, Minority and Justice Commission Evaluation and Implementation Committee, and Access to Justice Technology Committee.	Direct communication and interaction with broader customer groups increases their understanding of ISD services and activities, and builds trust in AOC.
✓ Completed draft of Budget Proviso Bill to the legislature and ISD Monthly Report to the JISC.	The reports demonstrate the status of the JIS modernization and integration efforts of AOC.
Portfolio Management	
✓ Published Key Performance Reports.	Visibility of key performance areas.
✓ Refined prototype reports & dashboards.	Completed process of selecting meaningful reports from the portfolio for initial launch.

Area: Architecture & Strategy	
Includes: Enterprise Architecture, Solution Management & Business Analysts	
Activities	***Impact/Value***
EA Team	
✓ JISC Workgroup on Baseline Services – EA team facilitated meetings held on November 30th and December 14th. The EA team also drafted JIS baseline services for review and comment by 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. The goal is to produce a draft report by the end of January and a final report in March.
✓ Superior Court Management Feasibility Study (SCMFS) – EA team provided review and feedback for the Feasibility Study and the subsequent Technical Requirements to be included in the anticipated RFP. ✓ Business Analysts completed first round of meetings with Judicial Officials and Court Administrators for review of business processes and high level business requirements review for the SCFMS project.	The SCMFS Study needs to include the architecture requirements so that solutions acquired will be aligned with the desired future state. Documenting the business requirements and process flows for use in the SCFMS feasibility study deliverables.
Solution Management	

✓ Work on the Solution Management initiative has started – The awareness workshop for the initiative will be held on Dec 16.	Solution Management supports a standardized solution lifecycle for the Information Technology Governance (ITG) solution process and the IT system lifecycle.
✓ Initial review of ITG request 003 (has been completed and the information provided to the user group for their consideration.	Providing information to user groups so they can make better informed decision.
Business Analysts	
✓ Legislative Bill Reviews – Business Analysts reviewed proposed bills and attended scheduled meetings.	Give a high level time estimate on how much work is needed to implement proposed bills, if passed.
Area: Infrastructure	
Includes: Desktop Unit, Network Unit, Server Unit, Support Unit & System Database Unit	
Activities	***Impact/Value***
✓ Completed the Proof of Concept for virtual desktops.	Had the potential of increasing the lifespan of the desktops delivered to staff, however increased Microsoft licensing fees and lack of support from 3rd party vendors do not make this a viable solution at this time.
✓ Continue with Equipment Replacement for the Superior Courts and Courts of Limited Jurisdiction.	Replace aged (5 year old) equipment with new hardware and operating systems.
Area: Data Management	
Includes: Database Unit, Development Unit, Data Warehouse Unit	
Activities	***Impact/Value***
Data warehouse Unit	
✓ Completed 4 requests for information from courts, AOC staff, and outside entities.	Completing requests for information assists the courts in being more efficient in their work, aids research into a variety of issues by WSCCR and outside research organizations, provides information to the legislature in their work to craft bills, and provides the courts and AOC with information regarding the efficiency and effectiveness of the judicial process.
✓ Continued analysis of Positive Achievement Change Tool (PACT) reporting and working with the Washington Center for Court Research (WSCCR) and Assessments.com to implement the juvenile risk assessment data mart.	The PACT implementation will improve the juvenile departments' ability to choose the most effective diversion programs for juveniles.
Database Unit	
✓ Completed 2 database design review requests.	The work of the database unit supports the ongoing maintenance and improvement of the courts' applications (JIS, SCOMIS, ACORDS, JABS, e-ticketing, etc.)
✓ Continue PACT report analysis and participate in user acceptance testing of the PACT software. If a test environment is made available by Assessments.com, begin development of reports. Planned implementation is March 2011.	The PACT implementation will improve the juvenile departments' ability to choose the most effective diversion programs for juveniles.
Data Management Team	
✓ Continued work on the Data Quality initiative, including completion of the analysis of business rules surrounding superior court case and charge resolution processing.	The data quality implementation will allow analysis on the quality of data, and present means for improving that quality. The immediate benefits will be seen around person and case management, making better data available to judges and administrators to support court decisions such as pre-trial bail/custody decisions.
✓ Continued work on the Data Governance initiative.	Data governance will provide oversight of data as an enterprise

	asset, resulting in more consistent, timely and quality data.

Area: Operations	
Includes: All applications; Web team, Java team, Legacy team and JCS team	
Activities	***Impact/Value***
Applications / Maintenance	
✓ Worked 149 Right Now Incidents.	Each Right Now incident represents a request from a customer either internal or external, therefore 149 customer requests were attended to in the month.
✓ Completed project to allow PET and RSP names to show on the calendar for cases with a TDR or TRS cause type. (Scheduled for release on 12/20)	Courts will no longer have to manually enter names for these cases on the calendar.
✓ Completed work on phase 2 of the ETP stabilization project.	This will bring the same performance and maintainability benefits to the court user experience with the system that phase 1 provided for the infrastructure portion of the system. It also reduces our ongoing licensing costs by eliminating reliance on the HATS tool.
✓ 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.
Juvenile Corrections Team	
✓ Installed a correction to the Referral Status procedure to properly end-date responsible officials when a referral is closed.	This will alleviate the need for the courts to update this information manually.
✓ Installed new JCS release in Production. This release included several minor enhancements, as well as a major change to the Diversion Destruction Eligibility report.	This change is designed to allow the courts to better control their quarterly work flow for juvenile diversion destruction.

Area: Standards & Policies	
Includes: Quality Assurance and Test Group and the Project Management Office (Projects are reported under project section)	
Activities	***Impact/Value***
Quality Assurance and Test Groups	
✓ Completed eTicketing, Phase II.	E-Ticketing will decrease the amount of paper and manual processes needed while increasing efficiencies and access to data.
✓ Continued Vehicle Related Violations (VRV) Performance Testing.	Improve performance for the VRV pilot application with the goal of handling anticipated increased workload and transaction capacity, perform infrastructure cleanup and ensure optimal environment configuration for ongoing support and maintenance.
✓ Continue eTrip RMS.	RMS is a multi-agency state initiative that will return case disposition information to law enforcement agencies once a case is completed.
✓ Continue BZT/SQL.	Provide additional capacity and ensure vendor support for the AOC BizTalk server solution which is used to support eTicketing, VRV, and data exchanges.

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: 2.4 Implement IT Portfolio Management (ITPM)

JIS Operational Plan: Capability Improvement Phase I

Reporting Period 11/01/10 – 11/30/10

Executive Sponsor(s) Vonnie Diseth, CIO	**IT Project Manager:** Martin Kravik
Business Area Manager: Standards & Policies Manager (open)	**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 verses 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 (place x in box)				
	Improve Decision Making ☐	Improve Information Access ☐	Improve Service or efficiency ☐	Manage Risks ☐
	Maintain the business ☐	Manage the costs ☐	Increase organizational capability X	Regulatory compliance or mandate ☐

JISC Approved Budget	**Allocated (thru November 30st 2010)**	**Actual (thru November 30st 2010)**
	$645,000	$319,500

Current Status	**Scope**	●	**Schedule**	●	**Budget**	●

Status Notes: project on schedule to close in December

Progress (Update progress in % and fill in bar)

November - 90%

Phase	☐ Initiate	☐ Planning	X Execute	☐ Close
Schedule	**Planned Start Date:** September 2009		**Planned Completion Date:** December 2010	
	Actual Start Date: September 2009		**Actual Completion Date:**	

Activities Completed	Impact/Value
✓ Reports and dashboards developed.	Provides executive-level views of portfolio performance to management.
✓ 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. Aids us in discovering process and data gaps.
✓ Completed the mapping of the manual Portfolio Management process to the Clarity portfolio management tool.	Provides the requirements for configuring Clarity.
Activities Planned	**Impact/Value**
° Transition project to ISD Portfolio Manager.	
° Project closeout.	The lessons learned exercise informs iterative process improvements.

Initiative: 3.2 Implement Solution Management

JIS Operational Plan: Capability Improvement Phase II

Reporting Period 11/01/10 – 11/30/10

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

Description: This initiative will define a standard solution lifecycle that can be tailored to ISD-supplied applications and services, and develop processes to support product planning, requirements prioritization and conducting periodic environmental scans for related solutions and technologies; and define a Governance Model that describes the roles and responsibilities to guide solution management while establishing and documenting key interface points with IT Governance, IT Portfolio Management, Solution Management, Security, PMO, Vendor Management, Application Development and Enterprise Architecture.

Business Drivers				
	Improve Decision Making ☐	Improve Information Access ☐	Improve Service or efficiency ☐	Manage Risks ☐
	Maintain the business ☐	Manage the costs ☐	Increase organizational capability ☒	Regulatory compliance or mandate ☐

JISC Approved Budget	**Allocated (thru November 30th 2010)**	**Actual (thru November 30th 2010)**
	$125,000	0

Current Status	**Scope**	●	**Schedule**	▲	**Budget**	●

- Project was temporarily in hiatus due to staffing and leadership constraints, re-initiated in October.
- Scope is being finalized. Resource constraints for AOC staff are being addressed through detailed planning of deliverables and project activities.
- A decision on Scope-versus-Schedule may be required in the next month, if detailed delivery planning forecasts a significant extension of the projected completion date.

Progress

October – 8 %

Project Phase	☒ Initiate	☐ Planning	☐ Execute	☐ Close
Schedule	**Planned Start Date:** 01-July, 2010		**Planned Completion Date:** 30-March, 2011	
	Actual Start Date: 14-October 2010		**Actual Completion Date:**	

Activities Completed	**Impact/Value**
✓ Re-aligned Project Leadership role and brought new Business Analyst onto the project.	Rework of the Project Leadership role will make better use of scare resource's time and expertise. Orientation of new project resources shortens the learning curve, accelerating their productivity, contributions.
✓ Clarified Solution Management context within Enterprise Architecture Management and Solution Governance.	Assists with project planning, especially in defining project scope, inter-dependencies with other ISD Transformation initiatives.

Activities Planned Next Reporting Period	**Impact/Value**
◦ Detailed elaboration of the project schedule and assignment of tasks and deliverables.	Provides critical information to Project Management Team, for scope-schedule decision-making. Enables "what-if" scenarios regarding project resources and scope.
◦ Prepare to conduct a Solution Management Awareness workshop.	This will be an opportunity to key ISD stakeholders to provide input on key aspects of the project, and to develop ownership of the key benefits of Solution Management (cost-saving/avoidance, faster time-to-market, better responses to customer requests).

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

JIS Operational Plan: Capability Improvement Phase IV

Reporting Period 11/01/10 – 11/30/10

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 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: 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				
	Improve Decision Making ☐	Improve Information Access ☐	Improve Service or efficiency ☐	Manage Risks ☐
	Maintain the business ☐	Manage the costs ☐	Increase organizational capability ☒	Regulatory compliance or mandate ☐

JISC Approved Budget	**Allocated (thru July 31st 2010)**	**Actual**
	$ 497,000	$ 0

Current Status	**Scope**	●	**Schedule**	▲	**Budget**	●

Status Update: Scope of the work related to Requirements was further reviewed and a schedule for resolution agreed upon. Work on the Requirements work stream is delayed, but expected to begin in late December.

Progress

Project Phase	☐ Initiate	☐ Planning	☒ **Execute**	☐ Close

Schedule		
	Planned Start Date: 01-July, 2010	**Planned Completion Date:** 30-March, 2011
	Actual Start Date: September 2010	**Actual Completion Date:**

Activities Completed	Impact/Value
✓ Refined the structure and approach for the initial Service Catalog, to reflect the known needs of the AOC ISD.	This approach ensures the initial Service Catalog is now aligned with the ISD's known requirements, and is capable of enhancement as the ISD's needs and knowledge change.
✓ Began the Service Level Process work stream, to provide a capability for ISD to capture and maintain the service level characteristics of its cataloged services.	It is critical to maintain realistic, achievable, appropriate service level commitments. This process framework will provide ISD with the "tool set" to maintain this critical aspect of its service catalog entries.

Activities Planned	Impact/Value
° Continue populating the initial Baseline Service Catalog.	Ensures there will be a comprehensive initial working catalog, with which to begin molding and maintaining critical information on the ISD's "live IT services".
° Continue development of the Service Level. Process framework.	This framework will provide the tools, processes, and policies for maintaining the "service" aspect of ISD's services. This ability is essential to maintaining a current, accurate catalog of services.

Initiative: 5.2 Implement Performance Reporting

JIS Operational Plan: Capability Improvement Phase IV

Reporting Period 11/01/10 – 11/30/10

Executive Sponsor(s) Vonnie Diseth, CIO	**IT Project Manager:** Martin Kravik
Business Area Manager: Standards & Policies Manager (open)	**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 Benefits: Performance reporting provides ISD the ability to measure and demonstrate its progress in terms of improving overall process maturity and value to the business.

Business Drivers				
	Improve Decision Making ☐	Improve Information Access ☐	Improve Service or efficiency ☐	Manage Risks ☐
	Maintain the business ☐	Manage the costs ☐	Increase organizational capability X	Regulatory compliance or mandate ☐

JISC Approved Budget	**Allocated (thru November 30st 2010)**	**Actual (thru November 30st 2010)**
	$85,000	$ 0

Current Status	**Scope**	●	**Schedule**	●	**Budget**	●

Status Notes: Project is proceeding on schedule

Progress

Phase	☐ Initiate	☐ Planning	X Execute	☐ Close

Schedule		
	Planned Start Date: September 2010	**Planned Completion Date:** December 2010
	Actual Start Date: September 2010	**Actual Completion Date:**

Activities Completed	**Impact/Value**
✓ Identify the performance measures that will be tracked.	Identifies the measures in which ISD finds most value in tracking.
✓ Developed the calculations for the identified performance measures.	

Activities Planned	**Impact/Value**
° Develop templates, process, and deployment plan for tracking ISD performance measures.	Provides a repeatable process for reporting performance measure data.
° Develop processes and procedures for managing performance reporting.	Provides overall governance for the management of the performance reporting process.
° Conduct first iteration of performance reporting.	Allows the Performance Reporting Coordinator to test drive the new performance reporting process. Gives management the first full exposure to the process outputs. Aids ISD in discovering process and data gaps.
° Transition performance reporting process to ISD Performance Reporting Coordinator.	
° Close project.	The lessons learned exercise informs iterative process improvements.

Initiative: 7.1 Develop Data Governance Model

JIS Operational Plan: Master Data Management

Reporting Period 11/01/10 – 11/30/10

Executive Sponsor(s) Vonnie Diseth, CIO	**IT Project Manager:** Wendy Loewen
Business Area Manager: Standards & Policies Manager (open)	**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 and streamlines data domain ownership, improves data management strategy and delivery and improves data standards across applications.

Business Drivers				
Improve Decision Making	X	Improve Information Access	X	Improve Service or efficiency	X	Manage Risks	☐
Maintain the business	☐	Manage the costs	☐	Increase organizational capability	X	Regulatory compliance or mandate	☐

JISC Approved Budget	**Allocated (thru November 30st 2010)**	**Actual (thru November 30st 2010)**
	$ 70,000	$ 0

Current Status	**Scope**	●	**Schedule**	▲	**Budget**	●

Status Notes: Project schedule is yellow due to a two week delay in project start however the closing for this project is still anticipated to be mid-December

Progress

Phase	X Initiate	X Planning	☐ Execute	☐ Close

Schedule		
	Planned Start Date: September 2010	**Planned Completion Date:** November 2010
	Actual Start Date: September 2010	**Actual Completion** Date: December 2010

Activities Completed	**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	**Impact/Value**
◦ Complete Charter.	Identifies the scope, timeline and responsibilities in the initiative.
◦ 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.

Initiative: 7.2 Implement Data Quality Program

JIS Operational Plan: Master Data Management

Reporting Period 11/01/10 – 11/30/10

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				
Improve Decision Making	X	Improve Information Access	X	Improve Service or efficiency	X	Manage Risks	☐
Maintain the business	X	Manage the costs	☐	Increase organizational capability	X	Regulatory compliance or mandate	☐

JISC Approved Budget	**Allocated (thru November 30st 2010)**	**Actual (thru November 30st 2010)**
	$ 240,000	$0

Current Status	**Scope**	●	**Schedule**	●	**Budget**	●

Status Notes:

Progress

Phase	X Initiate	X Planning	☐ Execute	☐ Close

Schedule		
	Planned Start Date: October 2010	**Planned Completion Date:** May 2011
	Actual Start Date: October 2010	**Actual Completion** Date: December 2010

Activities Completed	**Impact/Value**
✓ Data Cleansing Environment for InfoSphere was created.	Necessary step in getting the environment ready for production to begin implementation for moving data to test rules.
✓ Training resources for Master Data Management tool.	Key resources identified for training and continued Proof of Concept of Data Quality Environment.
✓ Court Case Resolution Data selected for the Data Cleansing and Rules working sessions.	Ready to proceed with actual implementation of data rules, once training is completed on using the toolset.
Activities Planned	**Impact/Value**
° Complete the toolset training.	Ready to move into testing of rules and the testing environment with a better understanding of how to use the toolsets.
° Sierra to engage a technical resource to assist AOC with rules profiling expertise.	Resources within AOC are not trained in the InfoSphere tool suite and best practices. A technical lead with the "hands on" capabilities will benefit the team.

Initiative: 7.3 Implement Unified Data Model

JIS Operational Plan: Master Data Management

Reporting Period 11/01/10 – 11/30/10

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: The Unified Data Model will define a single, common and consistent structure of court data and its agreed meaning and relationships. It will be created using a structured design approach that identifies subject areas and the associated rules to align with the business needs. Cycle 1 of the UDM initiative, will define the scope and methodology of the overall UDM initiative..

Business Benefit: The need for a Unified Data Model (UDM) arises from a fundamental business goal: using data to drive decisions. It is common that data will come from many sources, and if the data from these sources is consistent, there will be good data from which to make decisions.

Business Drivers				
Improve Decision Making	X	Improve Information Access	X	Improve Service or efficiency ☐	Manage Risks ☐
Maintain the business	☐	Manage the costs	☐	Increase organizational capability	X	Regulatory compliance or mandate	☐

JISC Approved Budget	**Allocated (thru November 30st 2010)**	**Actual (thru November 30st 2010)**
	$ 298,000	$0

Current Status	**Scope**	●	**Schedule**	▲	**Budget**	●

Status Notes: Project schedule is yellow due to a two week delay in project start however the closing for this project is still anticipated to be mid-December.:

Progress

November - 25%

Phase	X Initiate	X Planning	☐ Execute	☐ Close

Schedule		
	Planned Start Date: September 2010	**Planned Completion Date:** November 2010
	Actual Start Date: December 2010	**Actual Completion**

Activities Completed	**Impact/Value**
✓ Project initiation completed.	Deliverable expectation document completed.
✓ Kick-off of project team scheduled.	
✓ Subject matter expert from Sierra Systems on board.	
Activities Planned	**Impact/Value**
° Project Charter and Schedule.	
°	

Initiative: ISD – CIO Communications

JIS Operational Plan: Capability Improvement Phase I

Reporting Period 11/01/10 – 11/30/10

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

Description: .
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.

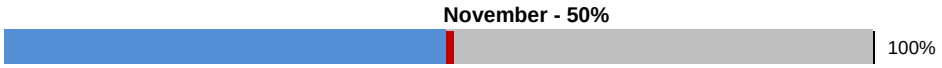
Business Drivers				
	Improve Decision Making ☐	Improve Information Access X	Improve Service or efficiency ☐	Manage Risks ☐
	Maintain the business ☐	Manage the costs ☐	Increase organizational capability X	Regulatory compliance or mandate ☐

JISC Approved Budget	**Allocated (thru November 30st 2010)**	**Actual (thru November 30st 2010)**
	$ 85,000	$0

Current Status	**Scope**	●	**Schedule**	●	**Budget**	●

Status Notes:

Progress



Phase	X Initiate	X Planning	☐ Execute	☐ Close

Schedule		
	Planned Start Date: October 2010	**Planned Completion Date:** December 2010
	Actual Start Date: October 2010	**Actual Completion**

Activities Completed	**Impact/Value**
✓ Summary of staff interviews was presented to leadership and to staff.	Allows ISD to see what the collective responses were to the communications interviews and to vet the information.
✓ Based on the information from the interviews, work continues on a new Communications Plan.	Improving communications for staff and stakeholders ensures the overall success of the transformation effort at AOC.
Activities Planned	**Impact/Value**
° 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: Capability Improvement Phase II

Reporting Period 11/01/10 – 11/30/10

Executive Sponsor(s) Vonnie Diseth, CIO	**IT Project Manager:** Martin Kravik
Business Area Manager: Standards & Policies Manager (open)	**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) are 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				
	Improve Decision Making ☐	Improve Information Access ☐	Improve Service or efficiency ☐	Manage Risks ☐
	Maintain the business ☐	Manage the costs ☐	Increase organizational capability X	Regulatory compliance or mandate ☐

JISC Approved Budget	**Allocated (thru November 30th 2010)**	**Actual (thru November 30th 2010)**
	(Staffed internally)	(Staffed internally)

Current Status	**Scope**	●	**Schedule**	●	**Budget**	●

Status Notes:

Progress

Phase	X Initiate	☐ Planning	☐ Execute	☐ Close

Schedule		
	Planned Start Date: October 2010	**Planned Completion Date:** TBD
	Actual Start Date: October 2010	**Actual Completion Date:**

Activities Completed	**Impact/Value**
✓ Project Charter under development.	Project Charter creates a common understanding and approval of what the project will produce and how it will produce it. It identifies the responsible parties and the scope of the project.

Activities Planned	**Impact/Value**
° Project Charter complete.	

Approved Project Status Reports

Approved Project Status Reports

Approved Project: Superior Court Data Exchange

Reporting Period 11/01/10 – 11/30/10

Executive Sponsor(s) Data Management Steering Committee *Rich Johnson, Chair of Committee*	**IT Project Manager:** Bill Burke
Business Manager: Standards & Policies Manager (open)	**Consultant/Contracting Firm:** Cayzen

Description: The Superior Court Data Exchange project will build and implement computer services and other infrastructure components to exchange data necessary for creation and maintenance of information in the Judicial Information System (JIS) database for the Washington Superior Courts. The project will produce a consistent, defined set of standards and standard technology solutions for sharing data between Judicial Information System (JIS) applications supported by the AOC and its customers (Courts and Justice Partners) to eliminate redundant data entry, improve data accuracy, provide real-time information for decision making and to reduce support costs through a common technical solution for sharing data.

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. At the end of Phase I (Detailed Analysis and Design), AOC will have a complete list of business requirements driven by the customer groups and established a list of services based on these requirements. At the end of Phase II (Implementation), Superior Court data will be available for both query and updates using the nationally recognized NIEM standard and SOA.

Business Drivers				
Improve Decision Making ☐	Improve Information Access X	Improve Service or efficiency X	Manage Risks ☐
Maintain the business ☐	Manage the costs ☐	Increase organizational capability X	Regulatory compliance or mandate ☐

JISC Approved Budget	**Allocated (thru November 30th 2010)**	**Actual (thru November 30th 2010)**
	$1,600,000	$ 410,568

Current Status	**Scope**	▲	**Schedule**	◆	**Budget**	◆

Status Notes: Project scope is being reviewed to identify the requirements for a near-term interface between the SCOMIS Data Exchange and the LINX System. This project is significantly behind schedule and is being re-planned.

Progress

November - 21%

Phase	X Initiate	☐ Planning	☐ Execute	☐ Close
Schedule	**Planned Start Date:** May 2009		**Planned Completion Date:** June 2011	
	Actual Start Date: May 2009		**Actual Completion Date:** TBD	

Activities Completed	Impact/Value
✓ Completed the evaluation of options to interface SCOMIS DX to the LINX System.	Identified options that would enable the project to support interfacing near-term to the LINX System utilizing the planned strategic architecture as much as possible, to avoid re-work.
✓ Completed Delivery 5 for Docketing.	This delivery provides system requirements and service specifications for Docketing.

Activities Planned	Impact/Value
° Conduct review meeting with CodeSmart on Jagacy product.	Jagacy is being evaluated as a near-term option to encapsulate the business logic in the SCOMIS screens for supporting an interface to the LINX System.
° Schedule a review meeting with IBM on the RDZ product.	RDZ is being evaluated as a near-term option to encapsulate the business logic in the SCOMIS screens for supporting an interface to the LINX System.
° Schedule meeting with Pierce County to discuss design options for interfacing the LINX System to the SCOMIS DX.	A design on how these systems will interface is needed to identify the scope of work that Pierce County and the AOC will each implement.

Approved Project: Superior Court Case Management Feasibility Study

Reporting Period 11/01/10 – 11/30/10

Executive Sponsor(s) Superior Court Judges Association (SCJA) *Judge Steve Warning, President of Association* Washington State Association of County Clerks (WSACC) *Kevin Stock, President of Association* Association of Washington Superior Court Administrators (AWSCA) *Delilah George, President of Association*	**IT Project Manager:** Kate Kruller **Consultant/Contracting Firm:** MTG (Management Technology Group) **Business Manager** Standards & Policies Manager (open)

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				
Improve Decision Making	X	Improve Information Access	☐	Improve Service or efficiency X	Manage Risks ☐
Maintain the business	☐	Manage the costs	☐	Increase organizational capability	☐	Regulatory compliance or mandate	☐

JISC Approved Budget	**Allocated (thru November 30th 2010)**	**Actual (thru November 30th 2010)**
	$ 0.00 *(Note JISC approved $250,000)*	$ 0.00

Current Status	**Scope**	▲	**Schedule**	●	**Budget**	●

Status Notes: *The clerks have joined the project as members of the project Executive Sponsor Committee (ESC). The ESC has finalized the project scope and the requirements gathering with subject matter experts is underway.*

Progress

November -5 %

100%

Project Phase	☐ Initiate	X Planning	☐ Execute	☐ Close

Schedule		
	Planned Start Date: April /2010	**Planned Completion Date:** June 2011
	Actual Start Date: June 2010	**Actual Completion Date:**

Activities Completed	Impact/Value
✓ The Executive Sponsor Committee (ESC) has been formed to include superior court county clerks, judges, and court administrators. The ESC began meeting this past month to finalize scope.	The committee will provide support and oversight for the project so as to keep the project aligned with customer expectations.
✓ The vendor contract with MTG has been signed and MTG is now on sight.	MTG brings expertise to the project that will allow the project team to complete initiation documents and progress in developing and completing the project feasibility study.
✓ Business process mapping sessions with the county clerks, court administrators and judges will be completed end of November this year.	Mapping business processes provides the framework for identifying relevant business requirements against which potential products will be identified and evaluated.

Activities Planned	Impact/Value
° Define project scope and interdependent projects.	A finalized scope will provide the proper guidelines.
° Complete project initiation documents now that MTG is on board.	Project initiation document include project charter, work plan, and schedule. These documents allow project progress to be more formally measured.
° Complete high level business requirements documentation and begin next level of requirements detail gathering.	The requirements provide the framework against which potential products will be identified and evaluated.

Maintenance Projects & Other Activities Status Reports

Maintenance Project: Parking Module Enhancement –VRV Data Services

Reporting Period 11/01/10 – 11/30/10

Executive Sponsor Data Management Steering Committee *Rich Johnson, Chair of Committee*	**IT Project Manager:** Michael Walsh
Business Area Manager Standards & Policies Manager (open)	**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				
	Improve Decision Making **X**	Improve Information Access ☐	Improve Service or efficiency ☐	Manage Risks ☐
	Maintain the business ☐	Manage the costs ☐	Increase organizational capability **X**	Regulatory compliance or mandate ☐

JISC Approved Budget	**Allocated (thru November 30th 2010)**	**Actual (thru November 30th 2010)**
	$ 0.00	$ 0.00

Current Status	**Scope**	●	**Schedule**	▲	**Budget**	●

Status Notes: *The clerks have joined the project as members of the project Executive Sponsor Committee (ESC). The ESC has finalized the project scope and the requirements gathering with subject matter experts is underway.*

Progress

Project Phase	☐ Initiate	**X** Planning	☐ Execute	☐ Close

Schedule		
	Planned Start Date: March 2010	**Planned Completion Date:** March 2011
	Actual Start Date: March 2010	**Actual Completion Date:**

Activities Completed	**Impact/Value**
✓ Final Project Results Report.	Complete lessons learned meetings. Final review of Closeout phase deliverables.
✓ Project Closeout Report.	Verify the connection to the new RMS centric test environment.

Activities Planned	**Impact/Value**
° Review and Approve Project Closeout Deliverables.	Audit and verify that all Execution and Monitoring project deliverables were met and that documents were reviewed and approved in accordance with the Delivery Expectations Document (DED) .

Maintenance Project: Parking Module Enhancement –eTicketing Stabilization (ETP)

Reporting Period 11/01/10 – 11/30/10

Executive Sponsor Vonnie Diseth, CIO	**IT Project Manager:** Michael Walsh
Business Area Manager Standards & Policies Manager (open)	**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.

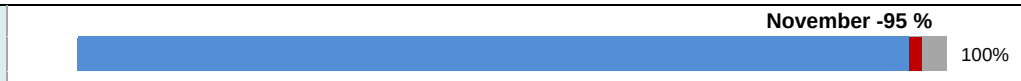
Business Drivers				
	Improve Decision Making ☐	Improve Information Access ☐	Improve Service or efficiency X	Manage Risks ☐
	Maintain the business ☐	Manage the costs ☐	Increase organizational capability X	Regulatory compliance or mandate ☐

JISC Approved Budget	**Allocated (thru November 30th 2010)**	**Actual (thru November 30th 2010)**
	$255,000	$ 3,228

Current Status	**Scope**	●	**Schedule**	●	**Budget**	●

Status Notes: There is risk that the testing target dates will slide due to problems establishing connection to the DIS test JINDEX server and the resources available to support testing during last week of December.

Progress



Project Phase	☐ Initiate	☐ Planning	☐ Execute	X Close

Schedule		
	Planned Start Date: March 2010	**Planned Completion Date:** December 2010
	Actual Start Date: March 2010	**Actual Completion Date:**

Activities Completed	**Impact/Value**
✓ Finalize closeout DED deliverables.	Complete lessons learned meetings. Final review of Closeout phase deliverables.
✓ Connect to DIS environment.	Verify the connection to the new RMS centric test environment.

Activities Planned	**Impact/Value**
° Summit closeout report .	Audit and verify that all closeout project deliverables were met and that documents were reviewed and approved in accordance with the project Statement of Work.
° Close out project.	Remove project from active project list.

Other Activities: Adult Risk Assessment (ARA) Feasibility Workgroup

Reporting Period 11/01/10 – 11/30/10

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 Standards & Policies Manager (open)	**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 Benefits: 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 (place x in box)				
	Improve Decision Making X	Improve Information Access ☐	Improve Service or efficiency ☐	Manage Risks ☐
	Maintain the business ☐	Manage the costs ☐	Increase organizational capability ☐	Regulatory compliance or mandate ☐

JISC Approved Budget	**Allocated (thru July 31st 2010)**	**Actual**
	$0	$0

Current Status	**Scope**	●	**Schedule**	●	**Budget**	●

Status Notes: The Adult Risk Assessment was submitted and started prior to the IT Governance process being in place. The current status of the ARA request in relation to the IT Governance process is that it is now in the Analysis stage.

Progress

November - 10%

100%

Project Phase	☐ Initiate	X Planning	☐ Execute	☐ Close

Schedule		
	Planned Start Date: November 2010	**Planned Completion Date:** January 2011
	Actual Start Date: November 2010	**Actual Completion Date:**

Activities Completed	**Impact/Value**
✓ Met with AOC Leadership to discuss approach and staff resource commitment for conducting the feasibility study.	
✓ Feasibility work group proposal was signed by Judge O'Connor.	
✓ Team kickoff meeting occurred on 11/15.	
✓ Technical team is pointed toward finishing an implementation cost analysis by 12/31.	Validate amount in budget decision package.

Activities Planned	**Impact/Value**
° ITG request to be reviewed and voted upon by the Multi-level Court Level Users Group.	
° Start both business and technical analysis activities, in parallel where possible.	
° Meet with Robert Barnoski, the developer of the tool used by DOC and Thurston County Pre-Trial Services and finalize technical implementation costs.	

ISD Operational Area Status Reports

ISD Operational Area Reports

Operational Area: Associate Director Group (Policy and Planning)

Bill Cogswell, ISD Associate Director

Includes: Service Delivery Management, IT Governance, Portfolio Management, Business Relations and Communications

Description: The Associate Director group is responsible for providing strategic level functions within ISD. The functions provided by the group include service delivery management, governance, business relations, portfolio management and communications.

Activities Completed this Reporting Period	Impact/Value
Portfolio Management	
✓ Received AOC Budget Overview from Comptroller. Understand GL and cost structure/tracking for IT projects.	Reporting of ITPM cost of ownership.
✓ Learned ITPM Dashboard Reporting.	Visibility of IT investments will improve the overall planning and decision making for ISD.
✓ Received AOC Strategic Planning Overview from Administrator Jeff Hall.	Understanding of agency goals & objectives to assess alignment of IT investments.
✓ Updated Resource Utilization Plan.	OCB Project/Resource Scheduling.
✓ Developed Project Schedule spreadsheet for JIS Re-baseline effort.	Project / funding prioritization by AOC & JISC.
✓ Developed process flowchart for resource/project scheduling.	OCB Project/Resource Scheduling.
✓ Received Infrastructure Overview from Mgr.	Prerequisite for developing infrastructure portfolio.
✓ Published Key Performance Reports.	Visibility of key performance areas.
✓ Refined prototype reports & dashboards.	Completed process of selecting meaningful reports from the portfolio for initial launch.
Service Delivery Management and Governance	
✓ Presented ITG activity update to the JISC.	Communication with the JISC on actual governance requests for their decision.
✓ Completed analysis and OCB approval on six ITG requests.	Moving more requests through governance in order to complete the request process for customer change requests.
✓ Worked with Solutions Architect to establish the initial process for requests going through Solutions Architecture for analysis.	Process will be used to propose how to improve flow of complex requests.
✓ Met several times with various parties regarding the COA E-filing request.	Helped steer the direction for answering the request.
✓ Routed seven analyses through the OCB.	Keeping the ITG process moving.
✓ Developing half-day ITIL class.	Broaden knowledge to AOC while saving money.
✓ Received two incidents that were clearly ACORDS enhancements. Contacted the originator, got them into the Portal, analyzed, and through the OCB in only seven days.	Showed that the process can move quickly on requests.
Business Relations	
✓ Facilitated the first Multi-Court Level User Group (MCLUG) meeting to decide upon IT Requests.	The Multi-Court Level User Group ensures that the IT Governance process incorporates input and decisions from multiple court levels on IT requests that impact more than one court level.
✓ Joined the Advisory Board as the ISD representative for AOC's eCCL online collaboration and learning program.	eCCL provides online meeting rooms and educational platforms for extending meetings and classrooms through the internet. My participation on this advisory board ensures that the needs of ISD are also addressed within the program.

✓ Completed the draft of the Budget Proviso Bill Report from the JISC to the Legislature.	The report demonstrates the status of the JIS modernization and integration efforts of AOC in the first year of the six-year plan, along with how those efforts align to state architecture and the shared services model.
✓ Managed 6 IT requests through the endorsing group and Court Level User Group stages.	Assisting customer groups with their IT requests helps to ensure that customers understand and are able to navigate the IT Governance model and helps to facilitate the outcomes of the process.
✓ Produced the ISD Monthly Report to the JISC.	This monthly report details the status of all the transformation initiatives, approved projects and ongoing maintenance efforts of AOC's Information System Division. The report is designed to work with the IT Governance model to provide the JISC and customer groups with greater transparency and accountability for IT investment decisions.
✓ Produced the ISD Monthly Activity Rollup for the Supreme Court.	Part of the agencies routine reporting on activities to the Supreme Court.
✓ Continued participation in the ongoing efforts to complete and automate the final steps of the IT Governance framework and website.	Making the IT Governance process as automated as possible will ensure greater efficiency and accountability for IT requests and decision making.
✓ Visited on-site with Superior Court Customers: Pierce County Superior Court, Thurston County Superior Court.	Establishing relationships with individual members of the Superior Courts will enhance the abilities for ISD to fully understand customer needs and for the customers to understand what projects ISD is working on, how to locate information on those projects and provide overall greater transparency and involvement for the customers.
✓ Provided ISD Liaison Reports to Court Associations & Commissions: SCJA, Gender & Justice Commission, AWSCA, WSACC, WAJCA, CMC.	Providing reports to associations on ISD activities and projects that they care about ensures that customer groups are kept up to date with key projects that impact them and that they feel that AOC is transparent and helps to build credibility.
✓ Worked with the research team to identify risk assessment projects and contacts within ISD for each project.	Collaboration between JSD and ISD is critical to ensuring alignment between divisions, efficiencies and overall positive work environment. Assisting research helps them to be more efficient in their work.
✓ Worked with internal project teams on Superior Court projects to ensure that input from key customer stakeholders is incorporated into projects and project status is communicated to all customer groups.	Ensuring that key customer stakeholders on projects are involved and that they are communicated with regularly helps to build transparent, trust and credibility. Having key customers involved also ensures that the project aligns with customer expectations.
✓ Worked with JSD staff and Adult Risk Assessment Feasibility Study project team on including CLJ considerations in project.	The pre-trial risk assessment needs of courts of limited jurisdiction will be addressed in the feasibility study.
✓ Communicated extensively with endorsing groups on over 20 IT Governance requests and facilitated endorsing group meetings. ✓ Facilitated CLUG meeting and coordinated CLUG activities.	Facilitating the governance process for endorsing groups and court level user groups empowers them to make better decisions and builds better overall communication with our customer community.
✓ Worked with ISD staff to help move IT governance requests through the process.	Good internal communication and cooperation on IT governance requests ensures a smooth IT governance experience for customers and gives them the decision-making tools they need.
✓ Coordinated activities and communication with JSD staff for court community meetings.	Good cross-division communication and coordination ensures consistent customer communication and better responsiveness to our

	customers.
✓ Attended meetings of the DMCJA, DMCMA, Minority and Justice Commission Evaluation and Implementation Committee, and Access to Justice Technology Committee.	Direct communication and interaction with broader customer groups increases their understanding of ISD services and activities, and builds trust in AOC.
✓ Prepared IT Governance Stakeholder Review Process for approval by JISC. ✓ Worked with ISD web developer to set up the stakeholder notification and review process.	Enabling representatives of the larger court stakeholder community to view and comment on IT governance requests ensures transparency of ISD's work to customers and enables the community to be involved in the IT investment decision process, both of which build trust in the community.
✓ Briefed JISC members and debriefed AOC Executive Leadership and JISC Chair prior to JISC meeting.	Briefing JISC members gives them an opportunity to ask questions and bring up issues in an informal setting and enables AOC and the Chair to better prepare for the meeting.
Activities Planned	**Impact/Value**
Portfolio Management	
° Attend Clarity Foundations Training I & II.	Process improvement for PMO, ITPM, Resource Mgmt.
° Meet w/ Dexter to build out AOC applications portfolio.	Visibility of IT investments & costs.
° Kick-off ITPM review cycle for Project investments – based on JIS Re-baseline results.	Visibility of IT investments.
° Update Resource Utilization Plan	OCB Project/Resource Scheduling.
° Update Performance Measure data back 6 mos. & establish benchmarks.	Measure performance against benchmark.
° Publish Key Performance Report.	
° Received Infrastructure Overview from Mgr.	Pre-req for developing infrastructure portfolio.
° Published Key Performance Reports.	Visibility of key performance areas.
° Clean up data in current portfolios & republish dashboards.	Visibility of IT investments.
° Prepare JISC presentation – would like to target the March meeting if possible.	Visibility of IT investments.
Service Delivery Management and Governance	
° Present next ITG report at JISC meeting.	
° Continue to work on IT requests as they come in.	
Business Relations	
° Work with the Appellate Courts to get their e-Filling request to the JISC for the January 21st JISC meeting.	By working closely with the customers it will help to strengthen the relationship and help move them towards a successful outcome of their request.
° Produce the ISD Monthly Report to the JISC.	This monthly report details the status of all the transformation initiatives, approved projects and ongoing maintenance efforts of AOC's Information System Division. The report is designed to work with the IT Governance model to provide the JISC and customer groups with greater transparency and accountability for IT investment decisions.
° Provided ISD Liaison Reports to Court Associations & Commissions: SCJA, Gender & Justice Commission, Superior Court Administrators, County Clerks, WAJCA, CMC	Providing reports to associations on ISD activities and projects that they care about ensures that customer groups are kept up to date with key projects that impact them and that they feel that AOC is transparent and helps to build credibility.
° Visit on-site with Superior Court Customers: SCJA, WSACC, WAJCA and AWSCA	Establishing relationships with individual members of the Superior Courts will enhance the abilities for ISD to fully understand customer needs and for the customers to understand what projects ISD is working on, how to locate information on those

	projects and provide overall greater transparency and involvement for the customers.
° Manage IT requests through the endorsing group and Court Level User Group stages.	Assisting customer groups with their IT requests helps to ensure that customers understand and are able to navigate the IT Governance model and helps to facilitate the outcomes of the process.
° Work with internal project teams on Superior Court projects to ensure that input from key customer stakeholders is incorporated into projects and project status is communicated to all customer groups.	Ensuring that key customer stakeholders on projects are involved and that they are communicated with regularly helps to build transparent, trust and credibility. Having key customers involved also ensures that the project aligns with customer expectations.

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 meetings held on November 30th and December 14th. The EA team also drafted JIS baseline services for review and comment by 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. The goal is to produce a draft report by the end of January and a final report in March.
✓ Natural to COBOL Conversion - EA team recommended that a Proof of Concept (POC) be performed so that the intangible costs and benefits can be confirmed.	The POC will provide information that will be used in making a decision to proceed with a full conversion.
✓ JIS Service Catalog – EA team assisted with the draft Service Catalog Definition.	A well-designed Service Catalog is essential in providing effective, business-aligned IT Services.
✓ Superior Court Management Feasibility Study (SCMFS) – EA team provided review and feedback for the Feasibility Study and the subsequent Technical Requirements to be included in the anticipated RFP. ✓ Business Analysts completed first round of meetings with Judicial Officials and Court Administrators for review of business processes and high level business requirements review for the SCFMS project.	The SCMFS Study needs to include the architecture requirements so that solutions acquired will be aligned with the desired future state. Documenting the business requirements and process flows for use in the SCFMS feasibility study deliverables.
✓ Superior Court Data Exchange (SCDX) – EA team provided alternatives development strategies for implementing the data exchanges.	The existing plan for implementing data exchanges does not provide customer value for several years. The proposed alternatives will provide customer value in the short term (est. 6 months) and support long term objectives.
✓ Data Governance Model – Identified existing policies for data governance. Analyzed policies to determine need for revision or new policy. Drafted policy proposals.	The proposed policies will be part of the overall deliverable on Data Governance. Having well defined and inclusive policies is essential to implementing the data governance process.
✓ Data Quality Project – Data Quality sub-group identified the data rules for the data subset that will be used in the quality assessment POC. Defined rules at the business and data level.	The data rules will be used in the tools for testing the quality of data. This POC will serve if successful will serve as the foundation for the process of testing the quality of al data in the database.
✓ Legislative Bill Reviews – Business Analysts reviewed proposed bills and attended scheduled meetings.	Give a high level time estimate on how much work is needed to implement proposed bills, if passed.
✓ Work on the Solution Management initiative has started – The awareness workshop for the initiative will be held on Dec 16.	Solution Management supports a standardized solution lifecycle for the Information Technology Governance (ITG) solution process and the IT system lifecycle.
✓ Initial review of ITG request 003 (has been completed and the information provided to the user group for their consideration.	Providing information to user groups so they can make better informed decision.
Activities Planned for Next Reporting Period	**Impact/Value**
° EA team will continue to facilitate JISC baseline service level workgroup and will hold a meeting on January 4th to complete the identification of services and to document draft central vs. local criteria.	A draft JIS Baseline Services report will provide information that constituents can review and comment on so that a final report can be created in March.
° EA team will provide an estimate for resources and planning information to complete a Natural to	Factual information is needed so an informed decision can be made.

COBOL conversion POC.	
° EA Team will assist with the finalization of the Service Catalog.	As a source of consistent, accurate information regarding production IT services, the Service Catalog adds significant value by documenting and maintaining the relevant details of each service. .
° Business Analysts will continue work on SCFMS project including completion of a first draft of the high level business process documents and associated high level business requirements.	Allows the team participants to review and provide feedback on the documented processes and requirements.
° Data Quality Project – receive training in the tools that will be used to test data quality.	The tools are essential to the evaluation of data quality.
° Adult Risk Assessment – document the business and technical processes for use of a static risk assessment tool in the CLJ and Superior Courts.	These documents are crucial in determining the feasibility of implementing a risk assessment tool.
° Continue work on defining the BA Processes, Templates, and interactions with all the functional areas.	The documentation will define a consistent process, templates and identified touch-points across functional areas for a project lifecycle. The goal is have a defined process that is consistent, repeatable, and focuses on the ability to continually improve.
° Continued support of applications by the Business Analysts.	Collaboration with technical team to provide business knowledge in support of the ongoing application support.
° Legislative review by Business Analysts.	Participate in the legislative bill review to provide time estimates for work on proposed bills.

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	Impact/Value
✓ Completed the Proof of Concept for virtual desktops.	Had the potential of increasing the lifespan of the desktops delivered to staff, however increased Microsoft licensing fees and lack of support from 3rd party vendors do not make this a viable solution at this time.
✓ Continue with Equipment Replacement for the Superior Courts and Courts of Limited Jurisdiction.	Replace aged (5 year old) equipment with new hardware and operating systems.
Activities Planned	**Impact/Value**
° Start Equipment Replacement for the Court of Appeals and Supreme Court.	Replace aged (5 year old) equipment with new hardware and operating systems.
° Start Migrating Court of Appeals to new Exchange Servers.	Existing e-mail servers at the Court of Appeals are over 6 years old, causing maintenance and operational concerns.

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 Unit: 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 reviewing and approving the design of 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.
Data Management Team: The data management team is comprised of individuals from each of the three units in the Data Management section. They have the responsibility of managing data from an enterprise perspective, including data quality and tracking compliance to data policies. Their activities are reported separately rather than repeating the work for each specific unit..

Activities Completed	Impact/Value
Data Warehouse Unit ✓ Continued analysis of Positive Achievement Change Tool (PACT) reporting and working with the Washington Center for Court Research (WSCCR) and Assessments.com to implement the juvenile risk assessment data mart.	The PACT implementation will improve the juvenile departments' ability to choose the most effective diversion programs for juveniles.
✓ Completed 4 requests for information from courts, AOC staff, and outside entities.	Completing requests for information assists the courts in being more efficient in their work, aids research into a variety of issues by WSCCR and outside research organizations, provides information to the legislature in their work to craft bills, and provides the courts and AOC with information regarding the efficiency and effectiveness of the judicial process.
° Continue addition of vehicle and e-ticketing information into the Courts of Limited Jurisdiction data mart.	Added at the courts' request, to increase their ability to track e-ticketing cases and analyze the impact of e-ticketing on caseloads.
✓ Completed COA Time-in-Process case listing report.	Provides caseload tracking for the Courts of Appeal to ascertain that cases are being moved through the system in a timely manner.
✓ Released new detention episode, detention reason, and alert data into the Juvenile Referral data mart.	Provides additional reporting capabilities and more information for juvenile departments to track cases.
✓ Added several new objects to the data marts, including attorney email information, event comments, and date fields.	"Objects" redefine database fields so that they can be easily selected and used by courts in creating queries and reports. For example, adding "first day of prior week" and "last day of prior week" allows users to create a report that will run automatically for the prior week without having to manually change the dates each time the report is run. This way reports can be scheduled and courts do not have to remember to submit the report each time period.
Database Unit ✓ Completed 2 database design review requests.	The work of the database unit supports the ongoing maintenance and improvement of the courts' applications (JIS, SCOMIS, ACORDS, JABS, e-

	ticketing, etc.)
✓ Continue PACT report analysis and participate in user acceptance testing of the PACT software. If a test environment is made available by Assessments.com, begin development of reports. Planned implementation is March 2011.	The PACT implementation will improve the juvenile departments' ability to choose the most effective diversion programs for juveniles.
Data Management Team ✓ Continued work on the Data Governance initiative.	Data governance will provide oversight of data as an enterprise asset, resulting in more consistent, timely and quality data.
✓ Continued work on the Data Quality initiative, including completion of the analysis of business rules surrounding superior court case and charge resolution processing.	The data quality implementation will allow analysis on the quality of data, and present means for improving that quality. The immediate benefits will be seen around person and case management, making better data available to judges and administrators to support court decisions such as pre-trial bail/custody decisions.
Activities Planned	**Impact/Value**
Data Warehouse Unit ◦ Continue addition of vehicle and e-ticketing information into the Courts of Limited Jurisdiction data mart. Planned implementation is April 2011.	Added at the courts' request, to increase their ability to track e-ticketing cases and analyze the impact of e-ticketing on caseloads.
◦ Added additional participants for probate and estate case public search.	Allows the public to more efficiently track probate and estate cases through the public website, alleviating their need to call the courts or the AOC for information.
◦ Continue PACT report analysis and participate in user acceptance testing of the PACT software. If a test environment is made available by Assessments.com, begin development of reports. Attend training. Planned implementation is March 2011.	The PACT implementation will improve the juvenile departments' ability to choose the most effective diversion programs for juveniles.
◦ Respond to data dissemination requests including a research project for Harborview Injury Prevention Research Center on domestic violence during dissolution proceedings.	Completing requests for information assists the courts in being more efficient in their work, aids research into a variety of issues by WSCCR and outside research organizations, provides information to the legislature in their work to craft bills, and provides the courts and AOC with information regarding the efficiency and effectiveness of the judicial process.
◦ Support fiscal note analysis through analysis of proposed legislation on the data warehouse and public data mart.	This work allows AOC to provide data based responses to the impact of proposed legislation.
◦ Respond to increased data requests from other state agencies and the Legislature.	As other agencies prepare fiscal notes, and the Legislature proposed legislation, they rely on AOC to provide data for them to respond to the notes or to create legislation.
Database Unit ◦ Support data base design review requests.	The work of the database unit supports the ongoing maintenance and improvement of the courts' applications (JIS, SCOMIS, ACORDS, JABS, e-ticketing, etc.)
Data Management Team ◦ Continue data quality initiative work: ▪ attend training on the tools selected ▪ identify future areas of data quality investigation.	The data quality implementation will allow analysis on the quality of data, and present means for improving that quality. The immediate benefits will be seen around person and case management, making better data available to judges and administrators to support court decisions such as pre-trial bail/custody decisions.

° Complete work on the Data Governance initiative.	Data governance will provide oversight of data as an enterprise asset, resulting in more consistent, timely and quality data.
° Begin work on the unified data model.	Creating a unified data model will allow the structure of the business data to be uncoupled from the physical implementation of the data, which promotes effective data management as business needs evolve.

Operational Area: Operations

Bill Cogswell, Operations Manager

Includes: All application units; Web team, Java team, Legacy team, Juvenile & Corrections System team along with Service Delivery Management and Portfolio Management.

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	Impact/Value
Applications	
✓ Worked 149 Right Now Incidents.	Each Right Now incident represents a request from a customer either internal or external, therefore 149 customer requests were attended to in the month.
✓ Completed project to allow PET and RSP names to show on the calendar for cases with a TDR or TRS cause type. (Scheduled for release on 12/20)	Courts will no longer have to manually enter names for these cases on the calendar.
✓ Completed the King County Case Restore Request.	Over 600,000 cases are online and available for use by King County, saving the court the time it would take to manually restore them one by one.
✓ Added a 'Confidential – Not For Release' message to seven screens in JIS.	Reminds operators that the screen is not available to the public, further protecting sensitive information.
✓ Modified behind the scenes processing of CIVD (Civil case screens).	Improves data quality.
✓ 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 1/1/2011 ready to go.
✓ Corrected the Parking Ticket Batch Entry screen in JIS to not allow Vehicle License Numbers to be entered with leading spaces.	Vehicle license numbers will now be available at the Department of Licensing during the Vehicle Owner Look-Up process, and the entries with the error will no longer appear on the exception report. Also, locating the ticket from the Parking Ticket Payment screen and Batch Parking Ticket Payment screens will now be easier because the license number can be used.
✓ Java team successfully installed phase one of eTicketing stabilization.	This resulted in a significant reduction in mainframe workload for processing incoming tickets, and simplified the infrastructure that it is dependent on.
✓ Completed work on phase 2 of the ETP stabilization project.	This will bring the same performance and maintainability benefits to the court user experience with the system that phase 1 provided for the infrastructure portion of the system. It also reduces our ongoing licensing costs by eliminating reliance on the HATS tool.
✓ 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.
Juvenile and Correction System Team	
✓ Installed a correction to the Referral Status procedure to properly end-date responsible officials when a referral is closed.	This will alleviate the need for the courts to update this information manually.
✓ Installed new JCS release in Production. This release included several minor enhancements, as well as a major change to	This change is designed to allow the courts to better control their quarterly work flow for juvenile diversion destruction.

the Diversion Destruction Eligibility report	
✓ Installed an expanded version of the Firearm Revocation/Notification condition code that will allow for its use in a wider set of circumstances.	Improves data accuracy.
Activities Planned	**Impact/Value**
Applications	
° End –date cause code MER for case type 02 and implement replacement cause code CIR for case type 03.	Approved ITG request number 4. This change will allow these cases to be characterized in a manner and case type which more closely align with their nature.
° Implement Docket Code TSO, Trial Status Hearing Order.	Assist the courts in locating and tracking cases with orders for speedy trial and case management purposes.
° Test DOL ADR changes for Leg – Estimated install 01/09/2011(RN 101203-000026)	Ensure that the courts have a correct ADR.
° Begin development required to support the eTrip RMS project.	Modifying the disposition send process to provide all appropriate dispositions to participating Law Enforcement Agencies, while ensuring that DOL continues to receive only those dispositions that are needed for the driving record.

Operational Area: Standards & Policies:
Jody Graham, Standards & Policies Manager

Includes: Project Management Office, Software Quality Assurance

Description: Standards & Policies (S&P) is comprised of the Project Management Office (PMO) and the Software Quality Assurance (SQA).
Project Management Office: The PMO provides oversight on all ISD projects. Oversight includes reviewing and approving feasibility of projects, creating and maintaining project plans (schedule, issues, and risks), and managing projects from inception to implementation. Through the use of a standard project management methodology, the PMO adds critical value that improves the probability of project success. Work performed by the PMO is reported separately under the project(s) to which the staff is currently assigned.
Software Quality Assurance: SQA consists of a means of monitoring the software engineering processes and methods used to ensure quality. This encompasses the entire software development process and product integration. SQA is organized into goals, commitments, abilities, activities, measurements, and verification.
The Testing Group is part of Quality Assurance and is responsible for ensuring a testing process is followed on all development efforts, including projects, defect correction, and application enhancements. All testing, test cases, and test scenarios created, test results, and defect work is documented, tracked, monitored, and prioritized. Tester involvement is critical for upholding quality control standards throughout all phases of testing.

Activities Completed	Impact/Value
Quality Assurance	
• Completed eTicketing, Phase II	E-Ticketing will decrease the amount of paper and manual processes needed while increasing efficiencies and access to data.
• Continued Vehicle Related Violations (VRV) Performance Testing.	Improve performance for the VRV pilot application with the goal of handling anticipated increased workload and transaction capacity, perform infrastructure cleanup and ensure optimal environment configuration for ongoing support and maintenance.
• Continue eTrip RMS	RMS is a multi-agency state initiative that will return case disposition information to law enforcement agencies once a case is completed.
• Continue BZT/SQL	Provide additional capacity and ensure vendor support for the AOC BizTalk server solution which is used to support eTicketing, VRV, and data exchanges.
• Ongoing ACORDS support	Support enhancements and defect resolution for the appellate court case management system.
• Ongoing JCS support	Support enhancements and defect resolution for the juvenile department case management system.
• Ongoing BOXI - support	Support reporting solutions created by the data warehouse team.

Activities Planned	Impact/Value
Quality Assurance	
° Complete VRV performance testing	Improve performance for the VRV pilot application with the goal of handling anticipated increased workload and transaction capacity, perform infrastructure cleanup and ensure optimal environment configuration for ongoing support and maintenance.
✓ Continue eTrip RMS	RMS is a multi-agency state initiative that will return case disposition information to law enforcement agencies once a case is completed.
✓ Continue BZT/SQL	Provide additional capacity and ensure vendor support for the AOC BizTalk server solution which is used to support eTicketing, VRV, and data exchanges.
✓ Ongoing ACORDS support	Support enhancements and defect resolution for the appellate court case management system.
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