Washington State Administrative Office of the Courts

ISD Transformation

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

May 2011
(Reporting Period April 1st – April 30th 2011)

WASHINGTON COURTS
ADMINISTRATIVE OFFICE OF THE COURTS

Table of Contents

Background & Overview **2**
Background 3
JIS Transformation Plan Overview 4
Summary of Activities **7**
Major Changes Since Last Report 8
ISD Staff Recognitions 9
Team Recognitions 9
IT Governance Request Status 10
Transformation Initiative Summary 11
Approved JIS Projects Summary 12
Detailed Status Reports **14**
Transformation Initiative Status Reports 16
Initiative: 3.2 Implement Solution Management 17
Initiative: Establish Governing Bodies (EGB) 18
Initiative: 5.1a Implement IT Service Management – Service Catalog, Service Level Management, Enterprise Requirements Management 19
Initiative: 7.2 Implement Data Quality Program 20
12.1 Natural to Cobol Conversion 21
Records Management (RMS) 22
Capability & Maturity Model 23
DB2 Upgrade 24
BizTalk Upgrade 25
Approved Project Status Reports 26
Approved Project: Superior Court Data Exchange 27
Approved Project: Superior Court Case Management Feasibility Study 29
Maintenance Projects & Other Activities Status Reports 31
Maintenance Project: Parking Module Enhancement –VRV Data Services 32
ISD Operational Area Status Reports 34
Operational Area: Associate Director Group (IT Policy and Planning) 35
Operational Area: Architecture & Strategy 37
Operational Area: Infrastructure 39
Operational Area: Data & Development 40
Operational Area: Operations 42
Operational Area: Project Management & Quality Assurance: 44

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

May 2011

Original Roadmap per IT Strategy June 19 - 2009

Actual

Revised or Planned

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 – CIO Directed 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										
Establish Governance Bodies (EGB)	▲	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												
5.1a Implement IT Service Management – Service Catalog, Service Level Management, Enterprise Requirements Management	●	Planned										
		Actual								✔		
5.1b Implement IT Service Management – 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 or Planned

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							✔			
7.4a Implement MDM Tool – Ramp up & analysis	⊖	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												
10.1a Superior Court Case Management Feasibility Study	●	Planned										
		Actual										
10.1b RFP for Superior Court Case Management	⊖	Planned										
		Actual										
10.1c Transition Planning for Superior Court Case Management	⊖	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										
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 or Planned

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										
DB2 Upgrade	●	Planned										
		Actual										
BizTalk Upgrade	◆	Planned										
		Actual										
Resource Management	●	Planned										
		Actual										

Summary of Activities

Major Changes Since Last Report

This section provides a quick summary of initiatives or projects that have had major changes during the reporting period and includes operational areas or staffing changes that impact the work, timeline, or budget.

Initiatives & Major Projects Underway

- 3.2 Implement Solution Management
- Establish Governance Bodies
- 5.1a Implement IT Service Management – Service Catalog, Service Level Management, Enterprise Requirements Management
- 7.2 Develop Data Quality Program
- 10.1a Superior Court Case Management Feasibility Study (SCMFS)
- 12.1 Natural to Cobol Conversion
- 12.2 Superior Court Data Exchange
- 12.8 Equipment Replacement
- Records Management (RMS)
- Capability & Maturity Model (CMM)
- Vehicle Related Violations (VRV)
- Software Quality Assurance (SQA)
- DB2 Upgrade
- BizTalk Upgrade
- Resource Management

Initiatives or Projects Started

- 12.1 Natural to Cobol Conversion

Initiatives or Projects Completed

✓ Resource Management

Status Changes

- 5.1a Implement IT Service Management went from a "yellow" status to a "green" status this month and is back on track.

Staffing Changes in ISD

- None during this reporting period

ISD Staff Recognitions

- **Mike Walsh** tested and received his Project Management Professional (PMP) certification. Congratulations to Mike on this very difficult and challenging accomplishment!

- **Charlene Allen** was recognized by TJ Bohl, Assistant Administrator - Probation, of the Pierce County Juvenile Court for her hard work on a presentation she gave at the Juvenile Probation Managers' Conference in mid-April. Many of the attendees expressed their appreciation for her knowledge and overview of BOXI and how it relates to the PACT. They were also impressed with the professionally developed handouts that she provided, which the attendees said would be a very useful reference when they returned to their court.

- **Craig Wilson, Sriram Jayarama, John Howe, Ronee Parsons, Tariq Rathore, Tom Sampson, Kate Kruller, Dennis Longnecker, Kumar Yajamanam, and Jennifer Creighton** received their ITIL V3 Foundation Certification in March. Way to go!

- **Pam Payne** was recognized by Craig Wilson for the great administrative support she provides to staff on a daily basis. In particular, she assisted Craig with scanning and preparing numerous documents that he needed for a meeting on short notice.

Team Recognitions

- **ISD Infrastructure Unit (and Other Supporting Staff)** were recognized by Eric Kruger for all the work they do on a daily basis to be prepared for disaster recovery. The AOC Tier 1 applications have very little (if any) down time. AOC's disaster recovery capability is one of the best of any state agency. Keep up the good work!

- **Web Access Team** – Vicky Marin, one of our JIS Business Liaisons, received the following e-mail from Theresa Ewing, the Court Administrator for Bremerton Municipal Court who said that they think the **IT Governance Website** is great and very user-friendly. They love being able to see everything that's going on with ITG and not having to call us for status information. She commended us for taking the time to design the site well.

    - *"I just wanted to say "Thank you" to all involved in setting up the web access to IT governance lists. They are very user friendly and I was able to easily access the information that I was looking for. I cannot tell you how much I appreciate the efforts of your group to be proactive with the user community and keep us informed."*

- **Celeste Maris, Tech Project Lead, Charlotte Jensen, Lori Murphy, Maria Padukiewicz, Renee Lewis. JIS Accounting Codes Committee, Les Williams, Michael Sebastian, Ray Yost, A.J. Yates, Yun Bauer, Elia Zeller, Tim Anderson, and Kathie Smallee** were recognized for the effort they put in over the past year on the CLJ Emergency Zones Project, which resulted from the 2010 Legislature's amendment of RCW 46.61.212. (100331-000013). The bill amended the statutes relating to approaching stationary emergency vehicles, tow trucks, and police vehicles. Penalties for infractions are now doubled when they occur within an emergency zone and may not be waived, reduced, or suspended. The team's work started in June 2010; the JIS changes were released in November 2010; and the code table data-driven logic "went live" on January 1, 2011. Finally, on April 1, 2011, the Washington State Patrol's grace period ended, and the WSP began full enforcement. The team invested 1,150 hours in making this project a success. Thank you for a job well done!

- **Kumar Yajamanam, Kate Kruller, Bill Burke, John Howe, Tom Sampson, and Eric Kruger** were recognized by Vonnie Diseth and Jeff Hall for a job well done on the presentations that were made and discussion that took place with the King County IT managers that came to AOC for a technical discussion. The team did a great job presenting the comprehensive strategy and plans that are in place for moving forward with our major initiatives of building the Enterprise Architecture, preparing for the CMS implementation, and allowing for Data Exchanges. In addition, they did a great job answering the questions that the King County folks had. It took a lot of work and coordination to pull it all together and we were very pleased with interaction. Nice job!

- Kudos to the **Test Team** for the eTRIP/RMS project completed in January 2011. All Agencies that participated in the eTRIP/RMS project were requested to submit their Agency test plans. DIS is on task to consolidate these into one unified plan. Pam Davis-Taggart of DIS called Mike Walsh to tell him she was quite impressed with our Test Plan and wanted to use it as model for other Agencies to copy.

IT Governance Request Status

Completed JIS IT Requests in April 2011

Request ID: 033 – Autofill Date for BDK Screen

Description: Enhance the Batch Docket Screen in JIS to allow multiple docket entries to be made for a single date.

CLUG: CLJ**| Authorized By:** CIO
Schedule: Dec 20, 2010 – Mar 31, 2011 **|** ***Final Delivery Date:*** **Apr 4, 2011**

Request ID: 052 – ACORDS Letter Modification

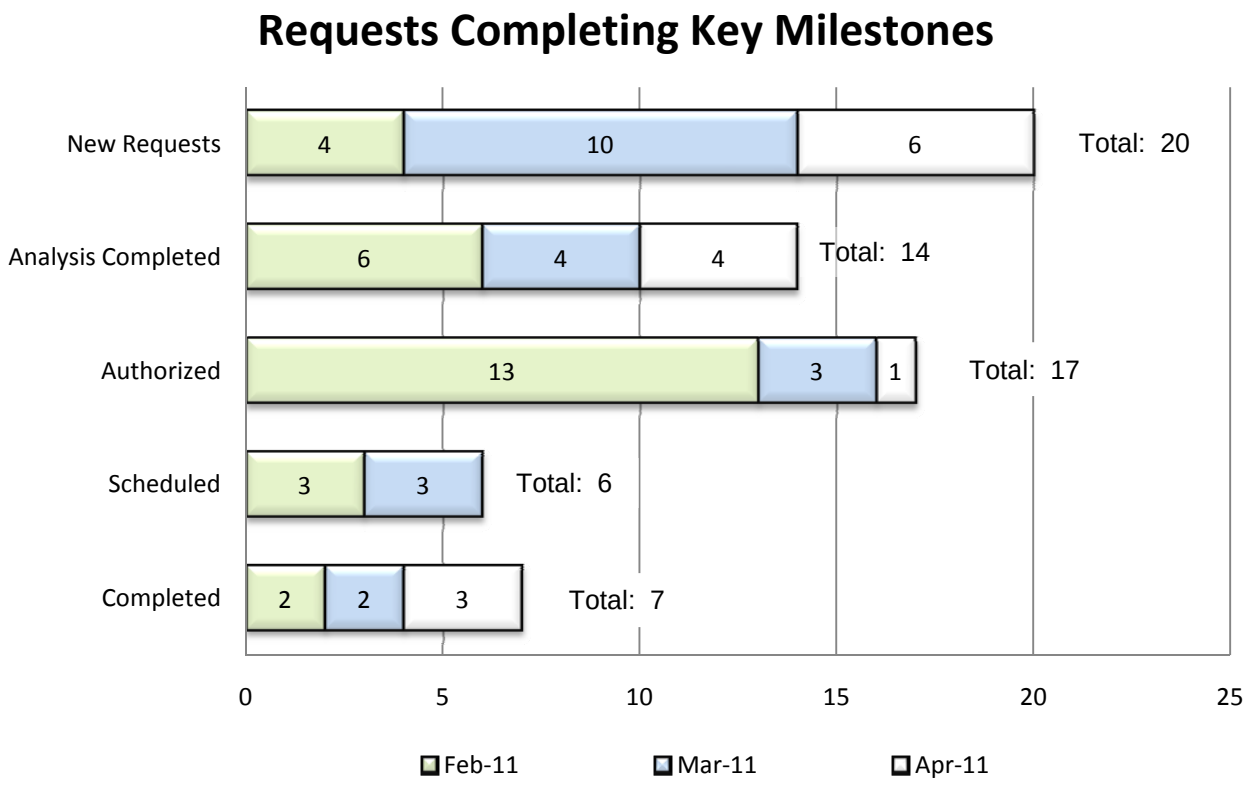
Description: Change ACORDS to include the attorney email on letters produced in the system.

CLUG: Appellate **| Authorized By:** CIO
Schedule: Feb 14 – Apr 14, 2011 **|** ***Final Delivery Date:*** **Apr 11, 2011**

Request ID: 053 – Modify ACORDS Table Download Job

Description: Modify ACORDS job 'PRDA900 COA Transfer' by adding the attorney's email to the end of each row.
CLUG: Appellate **| Authorized By:** CIO
Schedule: Feb 21 – Apr 14, 2011 **|** ***Final Delivery Date:*** **Apr 11, 2011**

Status Charts



Summary of Activities Thru April 2011

Transformation Initiative Summary

Initiative: 3.2 – Implement Solution Management	
Activities	***Impact/Value***
✓ Completed the first draft of the Solution Architecture portion of the Solution Management Framework	Is the first step to implementing a practical framework that can be implemented to guide solution management as a discipline at AOC.
✓ Validated the framework by processing an ITG request through the new framework	Enabled adjustments, minimizing rework and ensures a pragmatic, practical framework that is well defined and can be implemented
Initiative: Establish Governing Bodies	
Activities	***Impact/Value***
✓ Continued defining the project vision and scope statement	A clear project vision and scope of work will be a source for the project charter
✓ Project was placed on hold while project manager develops the RFP for the installation and configuration of CA Clarity PPM. Project should resume late May or early June	Creates a slight delay in getting the project going, but should have no impact in the long run.
Initiative: 5.1a – Implement IT Service Management – Service Catalog, Service Level Management, Enterprise Requirements Management	
Activities	***Impact/Value***
✓ Delivered the Enterprise Requirements Management Framework and Report for approval	Management of business and technical requirements using a rigorous, formalized methodology will help ensure the highest and best value is obtained by the ISD's customers.
Initiative: 7.2 – Implement Data Quality Program	
Activities	***Impact/Value***
✓ All workshops have been completed for data assessment, data profiling, obtaining metrics and developing communication plan	Project is working towards summation and close out
✓ Change order developed to de-scope tool implementation from the Data Quality Project	Team is currently using internal tools, Informatica and Boxi to create data profiling reports.
12.1 Natural to Cobol Conversion	
Activities	***Impact/Value***
✓ Developed Statement of Work for Contract with MOST Software Technologies	Provides agreement with contractor on deliverables, payments and timelines.
Records Management (RMS)	
Activities	***Impact/Value***
✓ Completed the first and second stage of systems integration testing and finalized the TestPlan	The end-to-end system test plan will be used as the User Acceptant Test acceptance criteria.
Capability & Maturity Model (CMM)	
Activities	***Impact/Value***
✓ Based on information received from 3rd parties, staff developed an alternatives analysis for outsourcing the planning and conducting of CMMI assessments..	The analysis will let ISD know if outsourcing the CMM assessment activity is a viable option and assist capacity planning.
DB2 Upgrade	
Activities	***Impact/Value***
✓ Draft Project Charter circulated with ISD leadership.	Identify risks and mitigations in the Charter

Summary of Activities Thru March 2011
Transformation Initiative Summary

BizTalk Upgrade	
Activities	***Impact/Value***
✓ Unit testing has been impacted due to a problem that is encountered (Transaction Integrator error) during BizTalk program execution. Microsoft support has been engaged to assist in resolving this problem. No progress has been made to date.	BizTalk programs that operate in the AOC BizTalk 2006R2 Production servers are failing in the BizTalk 2010 environment. Problem needs to be resolved before testing can proceed.
✓ Completed the configuration of the BizTalk production servers.	BizTalk 2010 Production Servers are ready for Production operations.

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***
✓ The RFP was released April 29 to select a Vendor to perform the BizTalk and Jagacy development, with a firm fixed price contract. The RFP included the complete set of documentation for (3) SCDX web services.	A Vendor is required to perform the BizTalk and Jagacy development.
✓ The AOC has completed the documentation defining the first (15) Superior Court Data Exchange web services. This documentation includes Business Capability documents, Data Model diagrams, data screen mapping spreadsheets and functional specifications.	The AOC is developing these documents so that each of the Data Exchange web services is fully defined. These documents will be used by the selected Vendor to define the scope & requirements of the Data Exchange development effort.
✓ The web messaging team has completed (15) Interface Exchange Package Documents (IEPDs). The Soos Creek consultant reviewed these documents and has recommended some slight changes that will improve these documents and also result in a slight reduction in the amount of work required to develop.	The IEPDs define the web message format between Superior Court Data Exchange and local court management information systems.

JIS Project: Superior Court Management Feasibility Study (SCMFS)	
Activities	***Impact/Value***
✓ MTG: Finalize Gap Analysis (Deliverable 5).	Captures divergence of best-few alternatives from AOC requirements and the effort to bridge the gap.
✓ MTG needs to complete further analysis in their Migration Strategy, Integration Evaluation and Refined Cost Analysis	The current preliminary recommendation is to go with a full-featured Commercial Package. *Subsequent conversations with Pierce Co. may result in an update to these documents. One meeting was conducted May 5 to review the Requirements Gap Analysis scoring. Another is scheduled for May 19 to allow the LINX team to present the organizational solution option they are exploring for LINX implementation statewide.*
✓ Communication Plan to communicate results of feasibility study to all stakeholders is being developed. There will be multiple sessions available to review the report.	All documents – either in draft form or final are being posted at http://insidecourts.wa.gov >Judicial Info System (JIS) > Projects under the SCMFS Project
✓ Pierce Co. LINX Team met with the SCMFS Project to review scoring in the Requirements Gap Analysis and has another meeting scheduled for May 19 to consider a new public/private partnership alternative.	Working with the Pierce Co. LINX Team to ensure that all information available in time for the final feasibility study report is included by MTG.

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; Program Management & Quality Assurance.

Maintenance Project: Parking Module Enhancement – VRV Data Services	
Activities	***Impact/Value***
✓ Code sample revisions to VRV data exchange portal.	The code samples are revised to reflect the updates created for the RMS JINDEX upgrade project.
✓ Meeting with Kirkland, Issaquah, and Lakewood to assess their integration planning and readiness.	We assessed and prioritized the first courts to onboard following the RMS project over six months ago. We need to meet with these partners to verify order and readiness.

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: 3.2 Implement Solution Management

JIS Operational Plan: Capability Improvement Phase II

Reporting Period 04-01-11 to 04-30-11

Executive Sponsor(s) Vonnie Diseth, CIO	**IT Project Manager:** Eric Wuolle. PMP
Business Area Manager: Kumar Yajamanam, Architecture & Strategy	**Consultant/Contracting Firm:**

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 April 30, 2011)**	**Actual (thru April 30, ,2011)**
	$0	0

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

- A decision was made by ISD Management to extend the project schedule to 30-June, to accomplish the projet goals. It was also decided to mitigate resourcing issues by utillizing a (Sierra) contracted resource to augment the team. This resource has required the project budget forecast to be increased by approximately $ 90,000
- Finalizing of project deliverable scope is imminent, pending final analysis with the SQA project.

Progress

Project Phase	☐ Initiate	☐ Planning	☒ Execute	☐ Close

Schedule		
	Planned Start Date: 01-July, 2010	**Planned Completion Date:** June, 2011
	Actual Start Date: 14-October 2010	**Actual Completion Date:**

Activities Completed	Impact/Value
✓ Completed the first draft of the Solution Architecture portion of the framework ✓ Revised the Solution Lifecycle Definition material in the artifact and activity definitions	Utilized the available Solution Architect time prior to assignment to multiple ITG requests. Ensured consistency of content, utilized available Business Analyst's time and knowledge Enabled adjustments, minimizing rework. Also ensures a pragmatic, practical framework is defined and implemented.

Activities Planned Next Reporting Period	Impact/Value
° Finalize the Solution Architecture material for peer review and then assembly into the full deliverable.	A peer review cycle improves content, commitment to the concepts and processes.
° Prepare for, and complete, the Project Closing phase.	The Solution Management framework will be operational, delivering the forecast benefits.

Initiative: Establish Governing Bodies (EGB)

JIS Operational Plan: Capability Improvement Phase II

Reporting Period 04-01-11 to 04-30-11

Executive Sponsor(s) Vonnie Diseth, CIO	**IT Project Manager:** Martin Kravik
Business Area Manager: Bill Cogswell, Associate Director	**Contractor/Consultant:** n/a

Description: To improve overall organizational governance and to ensure changes made to ISD are aligned with business need and deliver value, new ISD internal governance structures need to be put into place. The ISD Transformation Model recommends two key governing bodies:

- A Strategic Change Board
- An Operational Change Board

These governing bodies will provide the necessary oversight of and input to the recommended strategies, policies, and processes that are being proposed as part of the ISD Transformation Initiatives.

Business Benefit: These governing bodies should provide input to the CIO to:

- approve policies;
- grant exceptions on an as needed basis;
- determine funding allocation;
- determine project and initiative priorities;
- monitor performance;
- monitor compliance with policies; and ensure accountability.

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 X	Regulatory compliance or mandate ☐

JISC Approved Budget	**Allocated (thru April 30, 2011)**	**Actual (thru April 30, 2011)**
	(Staffed internally)	(Staffed internally)

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

Status Notes:

Progress April - 05% 100%

Phase	X Initiate	☐ Planning	X Execute	☐ Close

Schedule		
	Planned Start Date: January 2011	**Planned Completion Date:** June 2011
	Actual Start Date: February 2011	**Actual Completion Date:**

Activities Completed	Impact/Value
✓ Continued defining the project vision and scope statement.	✓ Produce an input source for developing a Project Charter
✓ Began drafting the Project Charter.	✓ Provides the authorization to the project Manger and commitment of the sponsor to proceed with the project.
✓ Project was placed on hold while Martin develops the RFP for the installation and configuration of CA Clarity PPM. Project should resume late May or early June.	✓ Creates a slight delay in getting the project going, but should have no impact in the long run.

Activities Planned	Impact/Value
° No current planned activities	

Initiative: 5.1a Implement IT Service Management – Service Catalog, Service Level Management, Enterprise Requirements Management

JIS Operational Plan: Capability Improvement Phase IV

Reporting Period 04-01-11 to 04-30-11

Executive Sponsor(s) Vonnie Diseth, CIO	**IT Project Manager:** Eric Wuolle, PMP
Business Area Manager: Kumar Yajamanam, Architecture & Strategy	**Consultant/Contracting Firm:** Sierra Systems Consulting Group

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 April 30, 2011)**	**Actual (thru April 30, 2011)**
	$ 550,000	$ 211,000

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

Status Update:

Progress is on-track for an end of April completion, versus the original 31-March forecast. Deliverables are being rigorously reviewed by ISD staff and feedback used to finalize the content for ISD Management acceptance.

More detailed information on the schedule impact follows:

- The Service Catalog definition has been approved, approximately two months beyond the original plan. However, its content reflects the approach and scope requested by the Project Prime, which varied considerably from the original outline.

Progress

Project Phase	☐ Initiate	☐ Planning	☐ **Execute**	☒ Close
Schedule	**Planned Start Date:** July 2010		**Planned Completion Date:** April 2011	
	Actual Start Date: September 2010		**Actual Completion Date:**	

Activities Completed	Impact/Value
✓ Delivered the Enterprise Requirements Management Framework and Report (Del. 1.05) for approval.	Management of business and technical requirements using a rigorous, formalized methodology will help ensure the highest and best value is obtained by the ISD's customers.

Activities Planned	Impact/Value
° Complete the Project Closeout Report (Deliverable 1.08) and close the project.	The Project Close Phase is an opportunity to document the lessons learned, open issues, recommended changes, and opportunities for improvements.

Initiative: 7.2 Implement Data Quality Program

JIS Operational Plan: Master Data Management

Reporting Period 04-01-11 to 04-30-11

Executive Sponsor(s) Vonnie Diseth, CIO	**IT Project Manager:** Wendy Loewen
Business Area Manager: Jennifer Creighton, Data & Development 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.

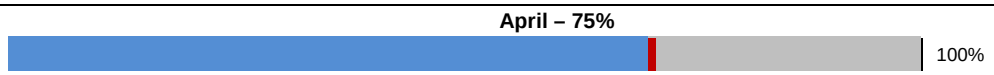
Business Drivers				
	Improve Decision Making X	Improve Information Access X	Improve Service or efficiency X	Manage Risks X
	Maintain the business X	Manage the costs ☐	Increase organizational capability X	Regulatory compliance or mandate X

JISC Approved Budget	**Allocated (thru April 30, 2011)**	**Actual (thru April 30, 2011)**
	$ 310,000	$85,000

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

Status Notes: Project schedule is re-baselined based on completed and signed change order to extend the project completion

Progress



Phase	☐ Initiate	☐ Planning	X Execute	☐ Close

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

Activities Completed	**Impact/Value**
✓ All workshops completed for data assessment, data profiling, obtaining metrics and developing a communication plan.	Project is working towards summation and close-out.
✓ Change order developed to de-scope tool implementation from the Data Quality project.	Team is currently using internal tools, Informatica and Boxi to create data profiling reports.
Activities Planned	**Impact/Value**
° Complete Deliverable Review Process for all remaining project deliverables.	Approve Deliverables in preparation of project close-out.
° Conduct Lessons Learned.	Obtain feedback from the team for methods of improvement in future.
° Provide Close-Out Report and make final presentations.	Review of project close out and determine where remaining efforts may still be required.

12.1 Natural to Cobol Conversion

JIS Operational Plan:

Reporting Period 04-01-11 to 04-30-11

Executive Sponsor(s) Vonnie Diseth, CIO	**IT Project Manager:** Dan Bellis
Business Area Manager: Jennifer Creighton, Data & Development Manager	**Consultant/Contracting Firm:** Most Technologies

Description: To convert the AOC's mainframe applications using the Natural programming language to COBOL.

Business Benefit: The Natural to COBOL conversion provides a number of benefits to the AOC including significant cost savings from reduced licensee fees and the creation of a 3-tier architecture that reduces costs for maintenance and enhancements to code source. It also provides increased system performance and aligns with future state enterprise architectural standards. Finally, it simplifies maintenance coverage, infrastructure support and ISPW (Change Management Application) upgrades.

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

JISC Approved Budget	**Allocated (thru April 30, 2011)**	**Actual (thru April 30, 2011)**
	$ 550,000	$ 31,850

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

Status Notes: Contract negotiations with the vendor are underway and an signed contract is expected in the next two weeks. A Kick Off meeting is planned 3 weeks after contract execution. The Proof of Concept is planned 4 weeks later. In the meantime, AOC Technical staff is working to set up the Test environment and clean up existing Libraries. A project charter has been drafted and being reviewed by the core project team.

Progress

April- 10%

100%

Phase	X Initiate	☐ Planning	☐ Execute	☐ Close

Schedule		
	Planned Start Date: April 2011	**Planned Completion Date:** February 2012
	Actual Start Date: April 2011	**Actual Completion**

Activities Completed	**Impact/Value**
✓ Statement of Work – Contract with MOST Software Technologies	Provides agreement with contractor on deliverables, payments and timeline
✓ Technical Team meeting	Provides strategy for POC planning and Library Clean Up activities
✓ Draft Project Charter	Provides project scope, goals, objectives, organization, roles and responsibilities

Activities Planned	**Impact/Value**
° Project Charter review and approval.	Provides the authorization to the Project Manager and commitment of the sponsor to proceed with the project.
° Baseline project schedule	Provides status on completion of tasks, deliverables, milestones, critical path and overall project progress.
° Project Management Plan	Provides overall project strategy, deliverables and timeline.
° Proof of Concept	Demonstrates conversion process and documentation to the AOC for a Go/No Go checkpoint

Records Management (RMS)

JIS Operational Plan:

Reporting Period 04-01-11 to 04-30-11

Executive Sponsor(s) eTRIP – AOC Dirk Marler	**IT Project Manager:** Mike Walsh
Business Area Manager: Jennifer Creighton, Data & Development Manager	**Consultant/Contracting Firm:** n/a

Description: RMS allows Law Enforcement communities and courts broader business rules, additional message types, increase efficiency and highly accurate data by minimizing double data entry and improved process flows. This is a multi agency endeavor sponsored by eTRIP.

Business Benefit: RMS is a multi-agency state initiative that will benefit law enforcement agencies.

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

JISC Approved Budget	**Allocated (thru April 30, 2011)**	**Actual (thru April 30, 2011)**
	(staffed internally)	(staffed internally)

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

Status Notes: The final test deliverables will be reviewed at the May 4th Project meeting. A project go-no go decision will be determined at the that meeting. The JINDEX RMS project team is anticipated a May 15th implementation.

Progress

Phase	☐ Initiate	☐ Planning	X Execute	☐ Close

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

Activities Completed	**Impact/Value**
✓ Completed the first stage of system integration testing.	The first stage of testing which has all Agencies routing messages successfully is complete. This clears the way for add the second stage, a security layer, and rerunning the test scripts.
✓ Completed the second stage of system integration. Added secured connections.	This is the second stage of the migration testing.
✓ Finalize Test Plan which included the end-to-end system testing plan.	The end-to-end system test plan will be used as the User Acceptance Test acceptance criteria.
Activities Planned	**Impact/Value**
✓ Go-no go decision is schedule for May 5th	The PMs will be ready to review the User Acceptance test results, examines implementation readiness and make a go-no go decision
✓ Implementation of the RMS related changes to eTRIP	Following the completion of all the implementation tasks, and a final verification that all agencies system upgrades were properly deployed, the RMS upgrade release will be opened for production use. If all agencies cannot verify that they are ready for production a rollback procedure will be executed.

Capability & Maturity Model

JIS Operational Plan: Capability Improvement Phase II

Reporting Period 04-01-11 to 04-30-11

Executive Sponsor(s) Vonnie Diseth, CIO	**IT Project Manager:** Martin Kravik
Business Area Manager: Jennifer Creighton, PMO Manager	**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 April 30, 2011)**	**Actual (thru April 30, 2011)**
	(Staffed internally)	(Staffed internally)

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

Status Notes:

Progress

Phase	X Initiate	☐ Planning	☐ Execute	☐ Close

Schedule		
	Planned Start Date: September 2010	**Planned Completion Date:** April 2012
	Actual Start Date: September 2010	**Actual Completion Date:** TBD

Activities Completed	**Impact/Value**
✓ Based on information received from 3rd parties, Tim Anderson developed an alternatives analysis for outsourcing the planning and conducting of CMMI assessments..	The analysis will let ISD know if outsourcing the CMM assessment activity is a viable option and assist capacity planning.

Activities Planned	**Impact/Value**
° Meet with Vonnie and Bill on 5/11/11 to discuss resourcing alternatives and decide next steps.	Determines how ISD will proceed with CMM.

DB2 Upgrade

JIS Operational Plan:

Reporting Period 04-01-11 to 04-30-11

Executive Sponsor(s) Vonnie Diseth, CIO	**IT Project Manager:** Dan Belles
Business Area Manager: Jennifer Creighton, Data & Development Manager	**Consultant/Contracting Firm:** n/a

Description: The AOC uses the IBM database product DB2 to provide a repository for statewide court data. Over time newer versions of DB2 are released and older versions of DB2 become unsupported. In order to maintain proper support of the statewide court data, periodic upgrades of the DB2 product need to be implemented at the AOC.

Business Benefit: The DB2 v10 Upgrade will bring the AOC database up to current maintenance levels of support and meet the goal of staying on a 2 year upgrade cycle.

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

JISC Approved Budget	**Allocated (thru April 30, 2011)**	**Actual (thru April 30, 2011)**
	(staffed internally)	(staffed internally)

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

Status Notes: Project schedule is re-baselined based on completed and signed change order to extend the project completion

Progress

April – 15%

100%

Phase	X Initiate	☐ Planning	☐ Execute	☐ Close

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

Activities Completed	**Impact/Value**
✓ Project Charter presented to Functional Mgrs and CIO	Review comments, identify risks and mitigation
✓ Updated project schedule and prepared resource requirements	Provides resource needs and helps identify potential resource conflicts
Activities Planned	**Impact/Value**
° Project Charter review and approval.	Provides the authorization to the project Manager and commitment of the sponsor to proceed with the project.
° Draft Project Management Plan	Provides overall project strategy, deliverables and timeline.

BizTalk Upgrade

JIS Operational Plan:

Reporting Period 04-01-11 to 04-30-11

Executive Sponsor(s) Vonnie Diseth, CIO	**IT Project Manager:** Bill Burke
Business Area Manager: Jennifer Creighton, Data & Development Manager	**Consultant/Contracting Firm:** n/a

Description: This project will perform the following:

- Deploy new redundant BizTalk servers
- Upgrade BizTalk 2006 to BizTalk 2010
- Upgrade SQL Server 2005 to SQL Server 2008R2

This project is intended to be deployed to production prior to the SCOMIS Data Exchange (DX) project so that the new BizTalk programs developed by the SCOMIS DX project can be developed for BizTalk 2010 and will not have to be re-hosted from the BizTalk 2006

Business Benefit: Provide additional capacity and ensure vendor support for the AOC BizTalk server solution.

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 ☐	Regulatory compliance or mandate ☐

JISC Approved Budget	**Allocated (thru April 30, 2011)**	**Actual (thru April 30, 2011)**
	(staffed internally)	(staffed internally)

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

Status Notes: The Dev unit testing activity is approximately 35 days behind schedule due to technical problems with BizTalk that Microsoft has been unable to resolve.

Progress

Phase	☐ Initiate	☐ Planning	X Execute	☐ Close

Schedule		
	Planned Start Date: October 2010	**Planned Completion Date:** June 2011
	Actual Start Date: November 2010	**Actual Completion**

Activities Completed	**Impact/Value**
✓ Unit testing has been impacted due to a problem that is encountered (Transaction Integrator error) during BizTalk program execution. Microsoft support has been engaged to assist in resolving this problem. No progress has been made to date.	BizTalk programs that operate in the AOC BizTalk 2006R2 Production servers are failing in the BizTalk 2010 environment. Problem needs to be resolved before testing can proceed.
✓ Completed the configuration of the BizTalk production servers.	BizTalk 2010 Production Servers are ready for Production operations.
Activities Planned	**Impact/Value**
° Complete testing of re-hosted BizTalk programs in BizTalk 2010 Development environment.	Validate re-hosted BizTalk programs in Dev.
✓ Begin BizTalk 2010 testing in Quality Assurance (QA) environment.	These tests are performed by the QA Testers to ensure the software is ready to be moved into Production.

Approved Project Status Reports

Approved Project Status Reports

Approved Project: Superior Court Data Exchange

Reporting Period 04-01-11 to 04-30-11

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

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). 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 by a common 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 April 30, 2011)**	**Actual (thru April 30, 2011)**
	$1,600,000	$ 625,638

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

Status Notes: A revised project plan was presented and approved by the JISC on January 21st.

Progress

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

Activities Completed	Impact/Value
✓ Completed evaluation of Vendor responses to the RFQQ for a NIEM expert. Soos Creek Consulting was the selected Vendor for providing this expert. Joel Byford from Soos Creek Consulting started work on April 25th. Joel will work half-time though May and then full-time starting in June. This contract is expected to be completed by the end of September.	This consultant will provide web messaging expertise needed to effectively develop the IEPDs.
✓ The RFP was released April 29 to select a Vendor to perform the BizTalk and Jagacy development, with a firm fixed price contract. The RFP included the complete set of documentation for (3) SCDX web services.	A Vendor is required to perform the BizTalk and Jagacy development.
✓ The AOC has completed the documentation defining the first (15) Superior Court Data Exchange web services. This documentation includes Business Capability documents, Data	The AOC is developing these documents so that each of the Data Exchange web services is fully defined. These documents will be used by the selected Vendor to define the scope & requirements of the Data Exchange development

Model diagrams, data screen mapping spreadsheets and functional specifications.	effort.
✓ The web messaging team has completed (15) Interface Exchange Package Documents (IEPDs). The Soos Creek consultant reviewed these documents and has recommended some slight changes that will improve these documents and also result in a slight reduction in the amount of work required to develop.	The IEPDs define the web message format between Superior Court Data Exchange and local court management information systems.

Activities Planned	Impact/Value
✓ Continuing work on developing the remaining (45) Superior Court Data Exchange functional specifications that define the sequence of SCOMIS and JIS screens and screen actions required to implement each Data Exchange service.	These specifications are needed to define the Jagacy development required to perform SCOMIS screen scraping.
✓ Continuing work on developing the remaining (45) Superior Court Data Exchange IEPDs for defining the web messaging formats for each of the Data Exchange services.	The IEPDs define the web message format between Superior Court Data Exchange and local court management information systems.
✓ Evaluate Vendor proposals for selecting the Vendor to perform the BizTalk and Jagacy development.	Required to establish a well defined project scope.

Approved Project: Superior Court Case Management Feasibility Study

Reporting Period 04-01-11 to 04-30-11

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, PMP **Consultant/Contracting Firm:** MTG (Management Technology Group) **Business Manager** Project Management & Quality Assurance Mgr (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 ☐	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 April 30, 2011)**	**Actual (thru April 30, 2011)**
	$ 250,000	$ 42,133

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

Status Notes: Project is green in scope, schedule and budget. MTG needs to complete further analysis in their Migration Strategy, Integration Evaluation and Refined Cost Analysis. The current preliminary recommendation is to go with a full-feature Commercial Package. *Note: Subsequent conversations with Pierce Co. may result in an update to these documents. One meeting was conducted May 5 to review the Requirements Gap Analysis scoring. Another is scheduled for May 19 to allow the LINX team to present the organizational solution option they are exploring for LINX implementation statewide.*

Progress

Project Phase	☐ Initiate	☐ Planning	X 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
✓ MTG finalized the Gap Analysis (Deliverable 5)	Captures divergence of the best few alternatives from AOC requirements and the effort to bridge the gap.
✓ Conducted a teleconference meeting with Indiana AOC	Gathering information about lessons learned from Indiana will be beneficial to AOC project staff.
✓ Held Executive Sponsor Meeting (ESC), project team meetings and other internal status meetings on progress of feasibility report	AOC sponsors are included in the project process, as well as project deliverables review and approval cycles. Full AOC Leadership team attending this meeting.
✓ Pierce Co. LINX Team met with the SCMFS Project to review scoring in the Requirements Gap Analysis and has another high-level meeting scheduled for May 19 to consider a new public/private partnership open source alternative.	Pierce County will present a partnership approach that focuses on the business users and how quick success could help deliver benefits sooner.

✓ AOC/ISD is working with King County hold another meeting in Olympia to exchange detailed technical information.	Understanding the requirements and needs of King Co. and informing them of the AOC architecture will benefit in collaborative efforts to move forward with case management.
Activities Planned	**Impact/Value**
° Complete Communication Plan/ AOC review entire SCMFS Project Plan ° ECD: May 13	AOC sponsors are included in the project process, as well as project deliverables review and approval cycles. Full AOC Leadership team attending this meeting.
° Conduct: SCMFS Executive Sponsor Committee Meeting. MTG Deliverable Status. ° ECD: May 26	Executive sponsors across the three superior court customers (Judges, Administrators and Clerks) are included in the project process, as well as project deliverables review and approval cycles.
° Attend LINX Public/Private Partnership Presentation May 19	Pierce County will present a partnership approach that focuses on the business users and how quick success could help deliver benefits sooner.
° Conduct: SCMFS Internal AOC Status Meeting to teleconference with Indiana AOC. ° ECD: May 25	AOC sponsors are included in the project process, as well as project deliverables review and approval cycles. Full AOC Leadership team attending this meeting.
° Attend King County Information Exchange meeting in May (TBD)	Continue information sharing on King County case management system requirements [What they have; what they need]
° Conduct: SCMFS Project Team Meeting. Project status ° ECD: Apr 25	Arranged via AOC sponsors. Provides key AOC Technical Team stakeholder input on, and captures expected results from, the SCMFS through their perspective. MTG facilitates interview.
° MTG: Sign Gap Analysis (Deliverable 5). ° ECD: May 27	Captures divergence of best-few alternatives from AOC requirements and the effort to bridge the gap.

Maintenance Projects & Other Activities Status Reports

Maintenance Project Status Reports

Maintenance Project: Parking Module Enhancement –VRV Data Services

Reporting Period 04-01-11 to 04-30-11

Executive Sponsor Data Management Steering Committee *Rich Johnson, Chair of Committee*	**IT Project Manager:** Michael Walsh
Business Area Manager Project Management & Quality Assurance Mgr (open)	**Consultant/Contracting Firm:** N/A

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 ☐	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 April 30, 2011)**	**Actual (thru April 30, 2011)**
	$ 0.00	$ 0.00

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

Status Notes: The JINDEX RMS project is scheduled for a May 15 implementation. VRV Tier 1 (Kirkland, Issaquah, and Lakewood) are on target to meet the August 2011 DIS VRV on-boarding window. AOC is meeting regularly with project teams to review plans and focus on August implementation targets.
Tier 2 on-boarding partners (Tacoma, Fife, and Lynnwood) are tentatively planned for October 2011.

Progress

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

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

Activities Completed	Impact/Value
✓ Code sample revisions to VRV data exchange portal.	The code samples are revised to reflect the updates created for the RMS JINDEX upgrade project.
✓ Meeting with Kirkland, Issaquah, and Lakewood to assess their integration planning and readiness.	We assessed and prioritized the first courts to onboard following the RMS project over six months ago. We need to meet with these partners to verify order and readiness.
✓ Code sample revisions to VRV data exchange portal.	The code samples are revised to reflect the updates created for the RMS JINDEX upgrade project.

Activities Planned	Impact/Value
✓ Transition support responsibilities to operations/maintenance.	Move the VRV data exchange services to the organizations that are resourced to support and sustain the business process.
✓ Meet regularly with Kirkland, Issaquah, and Lakewood to track progress on their on-boarding integration activities and to maintain focus on the August 2011 schedule.	We need to meet with these partners to focus on meeting the DIS JINDEX on-boarding windows.

ISD Operational Area Status Reports

ISD Operational Area Reports

Operational Area: Associate Director Group (IT Policy and Planning)

Bill Cogswell, ISD Associate Director

Includes: Governance, IT Portfolio, Clarity support, Business Relationships, Performance Reporting, Vendor Management, Resource Management, Release Management and Organizational Change / Communications teams

Description: The Associate Director group is responsible for providing strategic level functions within ISD. AOC ISD Policy and Planning teams support ISD wide transition activities furthering the capabilities and maturities of the entire organization.

Activities Completed this Reporting Period	Impact/Value
DOL = Department of Licensing, ITG = Information Technology Governance , ITIL = Information Technology Infrastructure Library	
✓ Continued participation in key transformation projects.	Provide ITIL based view to better integrate diverse initiatives
✓ Provided Resource and Portfolio info for CMS Roadmap Planning	Planning exercise leading to better assignments and resource efficiencies
✓ Published April AOC Project Portfolio List	Visibility of IT project investments
✓ Published April Resource Utilization Plan	Maximize ISD resource utilization
✓ Published April ISD Performance Measures	Drive ISD performance of key processes
✓ Published April ISD Governance Measures	Communicate ISD performance
✓ Met with and report on ISD activities to court community associations and stakeholder groups. Continue with local court visits.	Developing relationships with key members of customer group associations helps build the credibility of ISD, change perceptions and provides a way for AOC to be transparent and accountable to customers Developing direct relationships with courts increases the ability of AOC to understand customer needs, helps customers understand what ISD does, and builds trust and opens lines of communication with customers.
✓ Continued to facilitate the movement of ITG requests through the process with court community members and stakeholders.	Helping customers and IT governance groups with IT requests increases their comfort level and acceptance of the IT governance process.
✓ Delivered AOC Resources and IT Governance Introduction presentation at MCA staff conference.	Provides an opportunity to familiarize customers with our services and introduce them to IT governance concepts. Also provides an opportunity to develop relationships with customers in a central location.
✓ Continued efforts to facilitate the resolution of DOL driver record issues and communicate status to the court community.	Demonstrating to court community AOC's commitment to resolving e-ticketing and driving record issues. Ensuring information on progress is communicated to the court community.
✓ Established online tracking list for Annual Governance Changes	As defined by the JISC, there will be an annual review in October to decide what improvements can be made across IT Governance.
✓ Revised AOC DOL Collaboration Site	Improves the reliability and readability of the existing collaboration site. Allows for group appropriate data filtering. Adds new reporting data elements.
✓ ITG JISC Ranking: Implemented the ability to record JISC priority rankings for requests that have moved to the implementation stage.	Informs ITG clients of the priority assigned to their request once it has reached the implementation stage. All parties, groups, and association receive notice of the priority assignment.
Activities Planned	**Impact/Value**
° Plan Infrastructure portfolio	Visibility of Infrastructure components in portfolio
° Provide input on Clarity Implementation Project	Automate the ITPM capture, analysis and reporting processes
° Prepare recommendation for establishing Governing Bodies initiative	Clearly address the procedures for establishing policies and decision making within ISD
° Meet with and report on ISD activities to court community associations and stakeholder groups.	Developing relationships with key members of customer associations and stakeholder groups helps

	build the credibility of ISD and provides a forum to communicate ISD accomplishments.
° Plan Infrastructure portfolio	Visibility of Infrastructure components in portfolio
° Provide input on Clarity Implementation Project	Automate the ITPM capture, analysis and reporting processes
° Prepare recommendation for establishing Governing Bodies initiative	Clearly address the procedures for establishing policies and decision making within ISD
° Meet with and report on ISD activities to court community associations and stakeholder groups.	Developing relationships with key members of customer associations and stakeholder groups helps build the credibility of ISD and provides a forum to communicate ISD accomplishments.
° Continue local court visits.	Developing direct relationships with courts increases the ability of AOC to understand customer needs, helps customers understand what ISD does, and builds trust and opens lines of communication with customers.
° Continue efforts to facilitate the resolution of DOL driver record issues and communicate status to the court community.	Demonstrating to court community AOC's commitment to resolving e-ticketing and driving record issues. Ensuring information on progress is communicated to the court community.
° Continue facilitation and communication assistance for Vehicle Related Violations (VRV) Pilot project.	Facilitates communication with customers and helps insure customers understand roles and next steps for the implementation.
° Present ITG requests at the May JISC meeting.	Implementing a major part of the governance project.
° ITG Reporting	Improve reporting of ITG metrics
° RightNow Upgrade: Modify existing process to utilize a new method for creating incidents. The current method provide by RightNow is being deprecated. ° April note: RightNow implementation was delayed until May	Continues the ability for RightNow incident creation via web based activities (e.g., user security changes by court managers).
° Begin data collection for IT Portfolio Report to Legislature	This mandated activity will give visibility to AOC's IT investments
° Conduct Performance Measurement review and update	Drive ISD Performance of key processes
° Publish April Reports	Including Resource management, performance
° Conduct quarterly ITPM review	Evaluate IT investments

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
✓ Completed requirements for ITG 39, 52 and 53	Research and development of requirements for developers and test teams
✓ Business Analysts reviewed and researched 2 proposed bills, attending scheduled meetings and provided estimated work effort	Provides time estimates for work on proposed bills
✓ BAs provide ongoing support for applications	Providing business knowledge to support current applications. Supports the technical team's development and maintenance of current applications
✓ Business Analysts and EA will continue work on SCFMS project including completion 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.
✓ BA and EA worked on Data Quality Initiative, analyzing criminal case resolution data and assisting in the development of data quality metrics and error thresholds.	Assessing and improving data quality in critical to the MDM initiatives and to the greater need for JIS data to be correct and accurate.
✓ BA added to the SCOMIS Data Exchange project team to support development and review of business capabilities and functional specifications.	Implementation of Data Exchange using web services and industry standard messaging that enable the sharing of data between the Superior Court Management Information System (SCOMIS) and local court information systems.
✓ BA documented Vehicle Related Violations (VRV) on-boarding swim lane process workflow, on-boarding steps and high level VRV automation data flow diagrams.	Used for discussions around determining the product owner for on-boarding more courts wanting to automate their current manual VRV process.
✓ EA finalized the Baseline Services Scoring model and distributed to the Workgroup for scoring.	The JIS Baseline Services model will provide an objective method for analyzing if a business service should be supported centrally. It will be used to evaluate the services currently provided and as a tool for evaluating new services proposed thru the ITG process.
✓ EA Participated in the request for Procurement (RFP) to select a vendor for the conversion of JIS code in the 'Natural' programming language to 'COBOL'.	The conversion will result in the reduction of technical diversity and provide an estimated cost savings of 1.3 million dollars (licensing fees and labor) over the expected lifespan of the existing JIS. The conversion will also allow for extreme cost and time to market reductions for integrating with the planned Statewide Data Repository (SDR)
✓ EA participated in the development of a roadmap for support projects required to successfully implement the planed Superior Court Case Management System.	Successful implementation of the CMS requires that the Enterprise Architecture components are operational so that the new CMS can interoperate and share data with the existing JIS.
✓ SA participated in the development of a roadmap for support projects required to successfully implement the planed Superior Court Case Management System.	Successful implementation of the CMS requires that the Enterprise Architecture components are operational so that the new CMS can interoperate and share data with the existing JIS.
✓ SA participated in the finalization of ITG 45 appellate electronic filing (feasibility study).	The start of this project will help provide a clear path for the development of the appellate electronic filing system.
✓ SA participated in the finalization of ITG 27 SMC AOC Data Exchange Solution.	The analysis of this request will provide the basis for this request to move forward in the ITG process. That will benefit the SMC in a reduction in defendant

	research times by not being required to enter data into two separate systems. And non-SMC courts a reduction in defendant research times by not being required to use two separate systems.
Activities Planned for Next Reporting Period	**Impact/Value**
✓ Start work on ITG 45	Research and development of requirements for the developers and test teams.
✓ 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 will continue in April on an as needed basis.	Participate in the legislative bill review to provide time estimates for work on proposed bills
✓ By the end of April the GAP analysis for the SCMFS project is to be completed.	The gap analysis will identify those areas/features the court community what to see in a new system that are not currently supported in the existing system(s). This will feed the requirements documents that will be used to develop an RFP.
✓ BA participation on UDM initiative Cycle 2 activities	Creation of the UDM is crucial to the successful implementation of the Superior Court Case Management System and the full implementation of the Enterprise Architecture.
✓ BA will take IBM Rational Doors Administrator and Rational Composer Requirements training.	Set-up, administration, and use of Rational tools for enterprise use and enterprise requirements management.
✓ BA continued creation of Solution Management Life Cycle, Solution Architect and Solution Governance documents.	Define processes that facilitate close collaboration between the business analyst's, program managers, solution architect and the various functional areas.
✓ EA to publish the JIS Baseline Services report.	The draft report will be evaluated by stakeholders and feedback will be incorporated for the final report. The JIS Baseline Services model will provide an objective method for analyzing if a business service should be supported centrally. It will be used to evaluate the services currently provided and as a tool for evaluating new services proposed thru the ITG process.
✓ SA work on ITG 45 appellate electronic filing (feasibility study).	A solution for the development of the appellate electronic filing system.
✓ Start work on ITG 45	Research and development of requirements for the developers and test teams.
✓ 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 will continue in April on an as needed basis.	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
✓ Started preparation work for the next Disaster Recovery test. Held meetings to set expectations as to what will be actually tested during the 48 hour test window.	Replace aged (5 year old) equipment with new hardware and operating systems.
✓ Equipment Replacement for the COA's: Completed all the orders for the Laptops, PC's and printers for the Court of Appeals. Waiting for the equipment to be delivered.	The UPS system is part of our disaster recovery plan and allows for us to recover for localized power outages without impacting the datacenter.
° All equipment for the JRS Equipment replacement has been ordered.	Disaster Recovery is a JIS activity which ensures the JIS systems would be available in the event of a disaster (either localized or large).
✓ Continue work with DB2 Version 10 System Upgrade. Planned rollout is winter 2011.	Existing e-mail servers at the Court of Appeals are over 6 years old, causing maintenance and operational concerns.
° Replace/upgrade Virus Protection software with Sophos anti-Virus Prevention. Computers at the Supreme Court are being upgraded.	JIS Policy states the JIS Disaster Recovery Program will be audited every three years. This audit provides an outside view of how well the AOC is following the Policies and Procedures specified by the JISC when dealing with the Disaster Recovery Process.

Activities Planned	Impact/Value
° Continue with Equipment Replacement for the JRS Equipment.	Replace aged (5 year old) equipment with new hardware and operating systems.
° Continue working on Equipment Replacement for the Court of Appeals. Still waiting for the equipment to arrive.	Replace aged (5 year old) equipment with new hardware and operating systems.
° Continue work for the upcoming disaster recovery test which is schedule for September 16-18.	Disaster Recovery is a JIS activity which ensures the JIS systems would be available in the event of a disaster (either localized or large).
° Install SMON Network Backbone which improves the network connection with Department of Information Services. Anticipate DIS will complete their work in June.	Improves the Network Backbone with DIS. Improves our Network Speeds from 100megabytes per second to 1Gigabyte per second. Also provides for a redundant path to DIS in the event one path fails.
° Award Disaster Recovery Audit to a vendor and have them start work. Vendor will be onsite first week in June	JIS Policy states the JIS Disaster Recovery Program will be audited every three years. This audit provides an outside view of how well the AOC is following the Policies and Procedures specified by the JISC when dealing with the Disaster Recovery Process.
° Continue to Replace/upgrade Virus Protection software with Sophos anti-Virus Prevention.	Antivirus or anti-virus software is used to prevent, detect, and remove malware, including but not limited to computer viruses, computer worm, trojan horses, spyware and adware. This software is installed on all AOC, TOJ, and COA computers and servers.
° Continue the DB2 v10 Upgrade	Staying current on software is a vital part of our system availability. DB2 v9 (our current version) goes out of support next year, so we need to migrate to the current versions and stay current with maintenance. Planned production date is Winter of 2011.

Operational Area: Data & Development

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	
✓ Implemented e-ticket and vehicle related information in the CLJ 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.
✓ PACT: continuing design work. Received initial set of PACT data from vendor and began creating user interfaces.	The juvenile courts have a rich database of criminogenic information on juvenile offenders. The PACT implementation gives the courts the ability to conduct real time queries on this data allowing them to better understand the needs of the youth they serve, more efficiently determine where to allocate resources, and continue to provide the most effective evidence based programs.
✓ Maintenance activities included: publication of annual caseload reports, testing of the Informatica upgrade. Informatica is the software which is used to extract data from the transactional databases and place it in the data warehouse.	Continual maintenance of the data warehouse improves response times, increases functionality of the warehouse, maintains the integrity of the data, and ensures the latest versions of related software are implemented.
✓ Accounting project: continued preparation work, including review of transactional tables required for input and review of specifications for required reports.	Adding accounting information to the data warehouse will provide: 1. Better tracking of accounting information 2. Budget and revenue forecasting 3. Audit and operational reports 4. Ability to answer inquiries from other agencies
✓ Respond to data dissemination requests, including revenue information for the Puyallup Police Department, annual juvenile detention information for the National Center for Juvenile Justice, and criminal history information for Seattle Municipal Court research programs.	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.
Database Unit	
✓ Completed 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.)
✓ Completed implementation of upgrade to newest version of ER Studio.	ER Studio is the software used to maintain the data dictionary and entity relationship diagrams, and to help to evaluate data base design requests.

Data Management Team	
✓ Completed data quality initiative work.	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.
✓ Completed statement of work for the unified data model project.	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.
Activities Planned	**Impact/Value**
Data Warehouse Unit	
✓ Prepare for presentation of BOXI to the Spring Clerk's Conference. Presentation is tentatively scheduled for June 22.	The Clerks have requested a presentation on BOXI, including the availability of reports, and how to use the reports to support their daily work and any potential clean-up work which may be required for the new case management system.
✓ PACT: Receive Back on Track from PACT vendor to allow historical reporting in the PACT data mart.	The juvenile courts have a rich database of criminogenic information on juvenile offenders. The PACT implementation gives the courts the ability to conduct real time queries on this data allowing them to better understand the needs of the youth they serve, more efficiently determine where to allocate resources, and continue to provide the most effective evidence based programs.
✓ Maintenance activities, including implementation of Informatica upgrade, updating code tables to reflect different meanings for participant codes based on the court level entering the information.	Continual maintenance of the data warehouse improves response times, increases functionality of the warehouse, maintains the integrity of the data, and ensures the latest versions of related software are implemented.
✓ Continue accounting prep work as time allows.	Adding accounting information to the data warehouse will provide: 1. Better tracking of accounting information 2. Budget and revenue forecasting 3. Audit and operational reports 4. Ability to answer inquiries from other agencies
✓ Respond to data dissemination requests.	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.
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 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
Mike Keeling, Operations Manager

Includes: All application units; Web team, Java team, Legacy team, Juvenile & Corrections System team

Description: AOC ISD Operation's 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
JCS = Juvenile and Corrections System ETP = Electronic Ticketing Program ITG = Information Technology Governance ITIL = Information Technology Infrastructure Library	
✓ E-Filing - Public site – All work on the Div 3 public site has been completed. The site is now in pilot mode and will remain as a pilot site through June 2011.	Documents electronically filed with the court will not have to be scanned and can automatically be picked up and loaded in to Div 3's document management system.
✓ Div 1 - eFiling portal for court clerks is now available on the Extranet.	
✓ Caseload Annual Reports are due in April. Reports for the Supreme Court, COA, & Superior Courts were completed and copied to prod by the end o f April. Reports for the CLJ reports are expected to be completed in early May.	Tasks are being built to automate the creation of caseload reports. Automating the reports will save staff time and make the reports available to the courts and the public in a consistent and timely manner.
✓ Superior Courts Administrator's Deskbook has been made available on the Extranet.	Provides online access to a very large desk book. With the deskbook online, court administrators have easy access to the material, and the ability to perform searches. Additionally, AOC staff can easily keep the document current.
✓ Criminal Case Law Bench book was updated for 2011.	Provides up-to-date information to judges.
✓ Worked 124 Right Now Incidents	Each Right Now incident represents a request from a customer either internal or external, therefore 168 customer requests were attended to in the month.
✓ Disable docket code EDRHRG	Supports data quality of statewide and county-level dependency-timeliness reports that are required by the legislature.
✓ ITG 33: To Autofill the date on the Batch Docket Screen	Saves time for the users.
✓ The adjudicated record sent to DOL now includes the law number.	DOL no longer has to manually look up the law number to add to the Certificate of Adjudication letter.
✓ Delete Time Pay processing for Deer Park Municipal Court.	Deer Park Municipal court closed on 12/31/2010. This is one step in supporting the closure of the court.
✓ Update server address for LFO Billing	Maintains the LFO Billing data exchange process.
✓ JCS – Implemented a spreadsheet download capability for the Juveniles Due for Review report.	Allows the courts to export planned juvenile events into their local scheduling systems.
✓ JCS – Added 13 new schools to JIS for use as referring agencies in JCS.	Allows courts to document the source of referrals for juvenile truancy issues.
✓ ACORDS – Improved data transfers to Appellate Court s, added email addresses for attorneys, and modified letters produced in ACORDS to include email addresses.	Implements ITG Request # 52 and 53. Will facilitate electronic communication within the Appellate Court system.
Activities Planned	**Impact/Value**
✓ ITG 39: CAR screen now prevents charges from being amended when the CLJ case has an ordered or issued FTA or Warrant.	Prevents changes to a case when information has been sent to agencies external to the courts.
✓ Correct two bugs in the SMC upload process.	Prevents ambiguous errors in the upload process allowing for better quality data to be exchanged without manual

	intervention.
✓ Delete over 200 modules identified as obsolete.	Saves time and unnecessary work when testing for a system upgrade or other large project.
✓ JCS – Add IN number search capability to the person search screen.	Provides the courts with another tool for finding a specific juvenile.
✓ JCS – Create the capability to add hyperlinks to external web sites within the JCS menu structure	Will allow JCS to provide quick access to related sites dependent on the users security profile.
✓ ETP – Complete testing of the changes for RMS in preparation for a June go-live.	Lays the groundwork for statewide expansion of electronic ticketing, thereby reducing court workload, and improving accuracy.
✓ Div 2 E-Filing for Court Reporters - This request is to provide a multi-file upload that can be used by Court Reporters to send multiple volumes of the report of proceedings. The application is to be made available on the public site.	Court Reporters may have many files to upload at one time for any given case. The initial eFiling application, by design, only allows one document to be uploaded at a time, which means court reporters may have to send multiple transmittals for a case. By adding a multi-file upload option, court reporters can file once, and COA2 staff will only need to receive one email and transmittal letter.
✓ Div 2 - Briefs Upload - This request is to expand the public portal to allow briefs to be uploaded to Div 2.	Allowing attorneys to upload briefs will save the court and AOC staff time. Currently the court needs to mail briefs to AOC and staff at AOC needs to scan and convert the briefs to pdf. These steps can be skipped if the briefs are uploaded via the website.
✓ CF 9 upgrade testing with Adlib and CF 9 testing of prod server.	Moving to CF 9 will keep our application web server up-to-date and will provide webmaster access to the latest tags and functionality.
✓ Caseload Annual Reports. Load CLJ annual reports to the public site and complete all work on the caseload scheduled tasks.	Tasks are being built to automate the creation of caseload reports. Automating the reports will save staff time and make the reports available to the courts and the public in a consistent and timely manner.

Operational Area: Project Management & Quality Assurance:
Jennifer Creighton, (Acting Project Management & QA Manager)

Includes: Project Management Office, Software Quality Assurance

Description: Project Management & Quality Assurance 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 Control	
° Continue multi-agency testing for the RMS e-ticketing project. Planned implementation is 6/12/2011.	RMS will return case dispositions on electronically filed tickets to the local law enforcement agency's record management system.
° Completed working with Court Education Services on user acceptance testing of the Right Now upgrade.	Right Now (aka e-service) is the application by which courts report problems and request services such as "add new user". Upgrading to the latest version ensures continuation of vendor support and that the courts have all the most recent features.
° Completed testing ITG requests: ▪ ITG Request #039 – Prevent charges from being amended on CAR when FTA is Issued	Value and impact of specific ITG requests can be found at https://inside.courts.wa.gov/index.cfm?fa=ITGPortal.home.
° Working with the Superior Court Management Feasibility Study (SCMFS) team to understand requirements and develop use cases for testing.	SCMFS will determine the availability of court applications in the market place.
° Completed test cases and test plan for testing JRS workstation upgrade.	JRS workstation upgrade improves the business processes when receipting money to payors by replacing 5 year old equipment.
° Completed testing modifications for JCS release 124.	Testing increases reliability identifies potential problems and improves service delivery.
Quality Assurance	
° Presented Software Quality Assurance (SQA) framework to ISD management team.	The framework will define the model and role of Software Quality Assurance in ISD.
° Completed and presented findings and recommendations for a capability maturity appraisal to the CIO and ISD associate director (AD).	Capability maturity (CM) is a process improvement approach the goal of which is to help organizations improve their performance.

Activities Completed	Impact/Value
Quality Control	
° Development of test plan for Natural to COBOL conversion project, and recording of test scripts in Rational test tool. Planned implementation date is February 12, 2012.	Converting all application to a single platform decreases maintenance costs.
° Development of test plan for DB2 upgrade project, and recording of test scripts in Rational test tool. Planned implementation date is fourth quarter of 2011.	Staying current on software is a vital part of system availability. The current version goes out of support next year, so ISD must migrate to the current versions to stay current with maintenance.
° Testing modifications for JCS release 125.	Testing increases reliability identifies potential problems and improves service delivery.
° Complete testing for JRS workstation	JRS workstation upgrade improves the business processes when

upgrade	receipting money to payors by replacing 5 year old equipment.
° Complete multi-agency testing for the RMS e-ticketing project. Planned implementation is June 12, 2011.	RMS will return case dispositions on electronically filed tickets to the local law enforcement agency's record management system.
° Complete testing of ETP 3.0 modifications	Testing increases reliability identifies potential problems and improves service delivery.
° **Quality Assurance**	
° Finalize Software Quality Assurance (SQA) framework and begin workshops for training ISD staff.	The framework will define the model and role of Software Quality Assurance in ISD.
° Meet with Ernst &Young, the consultants who did the first ISD capability maturity assessment, to discuss previous appraisal and present E&Y findings to CIO and ISD AD	Capability maturity (CM) is a process improvement approach the goal of which is to help organizations improve their performance.

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