JUDICIAL INFORMATION SYSTEM COMMITTEE (JISC)
FRIDAY, JUNE 24, 2011   9:00 A.M. – 3:00 P.M.
CALL IN NUMBER   800-591-2259
SEATAC FACILITY, 18000 PACIFIC HIGHWAY SOUTH, SUITE 1106, SEATTLE, WA 98188
LUNCH WILL BE PROVIDED

1.	**Call to Order** **Introductions** **Approval of Minutes**	**Justice Mary Fairhurst**	**9:00 – 9:05**	**Tab 1**
2.	**New Staff Introductions**	**Ms. Vonnie Diseth**	**9:05 – 9:10**	
3.	**Superior Court Management Feasibility Study Report – Presentation & Discussion**	**Ms. Kate Kruller, PM** **Mr. Joe Wheeler, MTG**	**9:10 – 12:10** (Break @ 10:30)	**Tab 2** **Handout**
	Working Lunch		**12:10 – 12:30**	
4.	**Adult Risk Assessment Discussion**	**Mr. Jeff Hall**	**12:30 – 1:00**	**Tab 3**
5.	**Spokane Municipal request for JISC approval for local CMS purchase**	**Ms. Vonnie Diseth**	**1:00 – 2:00**	**Tab 4**
6.	**2009 – 2011 Budget Status Report**	**Mr. Ramsey Radwan**	**2:00 – 2:15**	**Tab 5**
7.	**2011 – 2013 Budget/Legislative Update**	**Mr. Jeff Hall**	**2:15 – 2:30**	**Tab 6**

8.	**Committee Reports**
	    Data Management Steering Committee
	    Data Dissemination Committee
		Mr. Rich Johnson
		Judge Thomas Wynne
			2:30 – 2:45	

9.	**Informational Materials** A. Superior Court Data Exchange Update B. Vehicle-Related Violations Update C. ISD Monthly Report D. May ITG Report	**Ms. Vonnie Diseth**	**2:45 – 3:00**	**Tab 7**

Future Meetings:

August 5

9:00 a.m. – 3:00 p.m. AOC SeaTac Facility
- Budget Status Report
- ISD Priority Project Reports
- IT Governance Requests (tentative)

October 7

9:00 a.m. – 3:00 p.m. AOC SeaTac Facility
- Budget Status Report
- ISD Priority Project Reports
- IT Governance Requests (tentative)
- IT Governance Policy for Supreme Court and COA Requests
- Draft Bylaw Amendment for Legislative Comment Decision

December 2

9:00 a.m. – 3:00 p.m. AOC SeaTac Facility
- Budget Status Report
- ISD Priority Project Reports
- IT Governance Requests (if considered in August)

JUDICIAL INFORMATION SYSTEM COMMITTEE

May 06, 2011
9:00 a.m. to 3:00 p.m.
AOC Office, SeaTac, WA

Draft - Minutes

Members Present:
Mr. Larry Barker
Chief Robert Berg
Ms. Linda Bell
Mr. Jeff Hall
Judge James Heller
Mr. William Holmes
Mr. N. F. Jackson (by phone)
Mr. Rich Johnson
Ms. Barb Miner
Judge Steven Rosen
Judge Michael Trickey
Judge Thomas J. Wynne

Members Absent:
Justice Mary Fairhurst, Chair
Mr. Marc Lampson
Judge J. Robert Leach
Mr. Steward Menefee
Ms. Yolande Williams

AOC/Temple Staff Present:
Mr. Kevin Ammons
Mr. Bill Burke
Mr. Bill Cogswell
Ms. Vonnie Diseth
Mr. Mike Keeling
Ms. Kate Kruller
Ms. Vicky Marin
Ms. Heather Morford
Ms. Pam Payne
Mr. Mike Walsh
Justice Charlie Wiggins
Mr. Kumar Yajamanam

Guests Present:
Mr. Shayne Boyd
Ms. Marti Maxwell
Mr. Kevin Stock
Mr. Joe Wheeler

Call to Order

Judge Thomas Wynne called the meeting to order at 9:05 a.m. and introductions were made.

March 4, 2011 Meeting Minutes

Judge Wynne asked if there were any changes to the minutes; one amendment was made to add Justice Charlie Wiggins to the Attendee List. Hearing no other changes the minutes were voted and deemed approved with that addition.

** Due to the availability of staff for some of the topics – Agenda items were taken out of order and discussed in order listed below.

IT Governance

Mr. Kevin Ammons presented the two IT Governance requests for JISC consideration.

ITG Request #27 – Seattle Municipal Court/AOC Data Exchange.

This requests seeks to expand the data transfer that currently exists between the Seattle Municipal Court and JIS systems. It was clarified that this request is not a true data exchange. Rather, this request seeks to expand a data transfer that already is in place through a file transfer.

Motion: *I move this request be approved for scheduling by ISD.* – Moved by: Mr. Rich Johnson, Second: Judge Michael Trickey.

Voting in favor: All members present. Not voting: Justice Mary Fairhurst (absent)

ITG Request #005 – Email/Text Court Date Reminders

This request seeks to add a service to automatically send an email or text message to defendants to notify them of their court dates. Judge Thomas Wynne stated that while the work of the Baseline Service Level Work Group was not finalized, he did not feel it was the right time to consider this request. After further discussion, Judge Steven Rosen made the following motion.

Motion: *I move we table this request until after the report from the Baseline Service Level Work Group.* – Moved by: Judge Steven Rosen, Second: Mr. N.F. Jackson.

Voting in favor: All members present.   Not voting: Justice Mary Fairhurst (absent)

ITG Prioritization Process

The committee then discussed the prioritization of Request #027 relative to other previously prioritized requests. Judge Michael Trickey pointed out that the JISC priority list was not complete because the Superior Court Case Management System Feasibility Study was authorized before the IT Governance process was fully adopted.

Motion: *I move the JISC put the Superior Court Case Management System Feasibility Study as the first priority.* – Moved by: Mr. N.F. Jackson, Second: Ms. Linda Bell**.**

Voting in favor: All members present.   Not voting: Justice Mary Fairhurst (absent)

The committee then returned to the discussion regarding the prioritization of Request #027. After discussion by members on how to approach the priorities assigned to Request #027 and Request #041 – Remove CLJ Archiving and Purge Certain Records. The CLJ Court-level User Group prioritized Request #027 above Request #041.

Motion: *I move that Request #027 be made the number 5 priority on the JISC list.* – Moved by: Mr. William Holmes, Second: Chief Robert Berg**.**

Voting in favor: Judge Michael Trickey, Chief Robert Berg, Judge James Heller, Ms. Barb Miner, Mr. William Holmes, Ms. Linda Bell, Mr. N.F. Jackson, and Mr. Larry Barker.

Opposed: Judge Steven Rosen and Mr. Rich Johnson.

Not voting: Justice Mary Fairhurst (absent)

Based upon the approved motions, the current JISC priority list is:

Priority	Request #	Title
1	002	Superior Courts Case Management System
2	045	Appellate Electronic Filing
3	009	Add Accounting Data to the Data Warehouse
4	041	Remove CLJ Archiving and Purge Certain Records
5	027	Seattle Municipal Court – AOC Data Exchange
6	007	SCOMIS Field for CPG
7	026 & 031	Prioritize Restitution Recipients & Combine True Names and Aliases for Time Pay
	Requests Pending Authorization	
N/A	005	Email/Text Court Date Reminders

Budget Status Report

Mr. Jeff Hall reported for Mr. Ramsey Radwan – that the spending was on track and there are no major red flags. For specific questions please direct them to Ramsey.

Mr. Hall also updated status on the 11-13 budget process. As everyone knows we are in a special session. Relative to JIS; the Senate budget is better for us than the House budget as things currently sit. There are two key provisions within the House and Senate budgets that could impact our ability to move forward on the CMS and potentially other projects as well. The first are the proposed fund swaps – in the house it is $6 million dollars and in the senate it is $3 million dollars. It is being proposed as a fund swap not a fund sweep, the significant difference being that a swap is a permanent switch of funding source.

The house budget would swap almost one-hundred percent of the state general fund currently allocated to support JIS and ISD activities. This means that the maintenance level for the JIS account would increase by $6 million and the general fund would decrease by an equal amount. A fund swap of this magnitude would leave virtually no money for projects.

The senate does the same thing in the amount of $3 million. The primary focus right now is to undo the fund swap.

The other key provision going forward is the appropriation and proviso language relative to the CMS project. The house budget contains a proviso stating that no monies can be spent on a CMS project and does not provide any funding for the project. The senate budget provides approximately 650 thousand dollars for the CMS project, which equates to the estimated costs for the first year of the project.

After a conversation with the Chief and Ross Hunter this morning, we have an increased level of confidence that there will be funding in the budget for the CMS project should the JISC determine in August to proceed.

ISD Monthly Status Update – Priority Project Reports

Superior Court Data Exchange Project (SCDX)
Mr. Bill Burke presented an update on the SCDX project. The project deployment timeline was presented and following items noted:

   a) This timeline does not begin until after Contract Award and the Contractor staff is on-site at AOC.
   b) The timeline represents the plan to provide five Production Increments so that individual SCDX web services can be provided earlier.
   c) The timeline is a 12 month deployment plan based upon AOC estimates on the amount of work that needed to be completed. When the development Contractor is selected an actual schedule will be provided based upon the Contractor's own assessment.

The SCDX RFP was released April 29, 2011. Vendor RFP questions are due May 9, 2011 and the proposal due date is May 23, 2011. While AOC has provided cost estimates for this project, the RFP has requested Vendors to provide their own cost estimates as part of their proposal. The selected Vendor's cost estimates to complete the project may differ from the AOC project cost estimates provided previously.

> **Question:** Is the SCDX being developed specifically for the Pierce County LINX system or is this Data Exchange being developed for use by all courts?

> **AOC Response:** The SCDX is being developed for all courts. The Pierce County LINX system is the first court management information system scheduled to interface to this Data Exchange.

> **Question:** Will the AOC need to perform any additional development once a service has been deployed if another court wishes to use that service?

> **AOC Response:** No. Each SCDX service was developed to be used by any court and will not require any additional development. There will be some table configuration updates necessary for a new court to begin using the SCDX. This is necessary since each court will use a different SCOMIS/JIS user id and password to segregate access rights for each specific court.

VRV – Vehicle Related Violations

Mr. Mike Walsh reported on both the implementation status of the Records Management System and the progress made with the VRV data exchange. The Records Management System provides an upgrade to the Justice Information Data Exchange (JINDEX) message routing service. JINDEX is a critical technology component of the Electronic Traffic Information Processing (eTRIP) Initiative. DIS resources are dedicated to the RMS project and therefore are unable to assist with the requests from AOC and their VRV on-boarding court partners at this time. The RMS project is planned for a May 9th implementation. A defect that was raised during final testing has put the implementation schedule on hold. A tentative date for the RMS implementation is Sunday, May 15th. A go-no go decision is expected at the latest May 11th. The contingency date for the RMS production deployment is Sunday, May 22nd.

Mr. Walsh has begun to hold meetings with the VRV Tier 1 on boarding partners for the purpose of verifying readiness and offering guidance. The court teams are in the planning phase for implementing the modifications needed to the Law Enforcement Agency (LEA) parking ticket solutions for enabling web services to submit parking tickets to the JIS via an electronic data exchange.

The meetings have been well attended by all three Tier 1 courts, Lakewood, Kirkland, and Issaquah, and their IT partners, with collaboration and lively discussions on methods and best practices for implementing their VRV data exchange solutions.   Mr. Walsh and the AOC project team will continue to hold meetings with the Tier 1 courts until the August implementation date.

Chief Robert Berg recognized the team for the efforts of the RMS project and the communications he was receiving on the project. He also stated the ability for RMS to utilize the data exchange for capturing tickets, collisions, and dispositions will be a great step forward for Law Enforcement Agencies.

Superior Court Management Feasibility Study

Ms. Kate Kruller reported on the completed work to date:

Project Charter Update – Complete/signed (This is an Agreement document – The update was strictly housekeeping - to update the work plan/dates/cost to match the scope increase approved in December)

Deliverable 5: Requirements Gap Analysis – Complete/signed, save for any significant additional information from the Pierce Co. LINX team May 19 (This is a document that Compares Alternatives to the Requirements released in the Request for Information (RFI).

Deliverable 6:   Migration Strategy – In Review/Complete, save for any significant additional information from the Pierce Co. LINX team May 19 (This is a document on How to Implement the System)

Deliverable 7:   Integration Evaluation – In Review/Complete (This is a document on System Interoperability)

Documents are posted at: JISC Meeting Material website under Misc. Docs. (not in packet).

Ms. Kruller reviewed the three provider alternatives considered in the Requirements Gap Analysis. The alternatives are: (1) LINX, (2) Calendar and Caseflow COTS only, (3) Full-Feature CMS   COTS.

Ms. Kruller reported that Management Technology Group (MTG) analyzed three solution alternatives for the SCMFS project. Those alternatives are modifying and adopting LINX, purchasing a Calendar and Caseflow only COTS package, and purchasing a full feature CMS COTS package. The solution alternatives were analyzed by producing a RFI focusing on functional, technical, and organizational requirements identified by AOC and court partners and sharing the RFI with solution providers. This RFI was shared with solution providers (including Pierce County) and the responses were confirmed and vetted by MTG. Based on the responses to the RFI, MTG conducted an Affinity Analysis, identified gaps between responses and the RFI requirements, and then evaluated the level of effort required by each solution provider to bridge

the identified gaps. Several meeting were held with MTG, Pierce County LINX team, and AOC technical teams to thoroughly examine the possibility of adapting LINX to be the solution for this project.

The Requirement Gap Analysis preliminary finds are;

1. Recommendation is to go with a full-feature Commercial Package.

2. There are commercial applications on the market that can meet the documented business requirements of the superior courts. The way we handle information is going to be different. Court data on a need to know basis via permissions.

3. The Statewide Data Repository (SDR) is essential to provide a mechanism for sharing data between all courts statewide. (How AOC maintains statewide record).

4. Data Exchanges are critical during and after the transition period to address the need for courts – participating or not. *[Completing the Superior Court Data Exchange project is not the solution for CMS – more needs to be done.*

5. This project is about the business; it's about court operations. It is about supporting what goes on at the courts. (What matters is collaboration on Court readiness; Standardization, Configuration/Validation, Level of Effort/Resources proportions).

Ms. Kruller highlighted two key points in the presentation:

Court Readiness

Two slides were shown as examples:
- Court Level Implementation Preparation (slide 12) and
- Court Level Configuration and Deployment (slide 13) these slides can be found at:
JISC Meeting Material Under: PDF Packet, #4c, SCMFS Project Update.

80/20 Principle

A series of slides were used to illustrate a universal rule that says it takes 20% of resources/effort to get 80% of the system in place. It takes about 15% more resources/effort to compete the next 15% of the system. These two combined efforts will make up the state-level SC CMS. In addition, the mostly "nice to haves" (5%) --- typically take up 65% of the resources and additional effort to put into place.

Communications Plan: Ms. Heather Morford and Ms. Vicky Marin, ISD Business Liaison s will be communicating to the courts on their regularly scheduled visit the current status of the project.

Special Feasibility Study Report Sessions: Three dates will be scheduled in July where all court staff and interested parties will be able to go through the Feasibility Study with the project team. One will be face-to-face at the AOC offices in SeaTac and the other two will be telephone along with web based presentations.   Anyone interested in hearing about the project is invited and encouraged to attend one of the sessions.

SCMFS Project Phase 1 Next Steps:
Deliverable 9: High Level Cost Estimate – June (Document for procurement funding purposes)
Deliverable 8: Feasibility Study Report – June   (A comprehensive, formal written report to determine the feasibility of a project to implement a system or service)

June 24, 2011: Final Feasibility Study Report presented to JISC
August 5, 2011: JISC Discussion/Decision Point

Spokane Municipal Request

Mr. Jeff Hall and Ms. Vonnie Diseth shared with the committee a request made from Spokane Municipal Court to go off of DISCUS and use a third party software to meet their case management needs. The vendor is New Dawn Technologies. Mr. Hall was in Spokane and met with the presiding judge and court administrator to gain a better understanding of what they want to do. The city of Spokane currently uses New Dawn for their prosecutor, probation and public defense. They believe they can gain synergy by having the court use the same product.

They are also in a position because of that vendor relationship in other areas of the city to proceed with an acquisition of a case management piece for the court on a sole source basis. During the discussion Mr. Hall was asked what needed to be done and what the process was.

Mr. Hall responded a letter needed to be sent to the JISC pursuant to Rule 13 asking for approval from the JISC to proceed.

Mr. Hall stated that this is a question that we will continue to face as we move forward. There are a number of oversight questions raised by this issue. One that comes to mind is the State Auditor who is responsible for auditing the JIS system to be sure it is a compliant financial system.

Ms. Diseth shared the letter AOC and JISC received from Spokane Municipal along with a document Ms. Diseth created outlining the purpose, background, explanation of JISC Rule 13, and the current status of Spokane Municipal Court.

AOC is in the process of determining the key questions for discussion as well as the standards and criteria by which the JISC could evaluate this request to make their decision.

Judge Wynne directed Ms. Diseth to provide the preliminary list of questions along with the specific data elements to Spokane Municipal for answers and to have it brought back for discussion or possible presentation by Spokane Municipal at the June 24 meeting.

Committee Reports

Mr. Rich Johnson stated the previous reports cover all projects pending before the Data Management Steering Committee.

Judge Wynne reported an upcoming Data Dissemination committee meeting on May 20.

JIS Baseline Service Level Workgroup

Mr. Kumar Yajamanam presented an update on the JIS Baseline Workgroup. Since the last update report at the JISC, the workgroup completed documentation of the business functions. The draft criteria and scoring matrix has been completed and validated.

The next step is to score all the business functions using the criteria and produce a draft report with recommendations.

Next Meeting

The next meeting will be June 24, 2011, at the AOC SeaTac facility; from 9:00 a.m. to 3:00 p.m.

	Action Items – From January 21st Meeting	**Owner**	**Status**
1	Superior Court Case Management - Updated Charter and FAQ available for next JISC meeting.	Kate Kruller	Complete
2	A definition for what SCOMIS functionality means that is succinct and clear and how the "functionality" relates to other applications.	Kate Kruller	Complete
	Action Items – From March 4th Meeting		
3	Determine the timeline for requesting "placeholder" funding for implementation of projects that the JISC approves as feasibility studies.	Vonnie Diseth	Completed
4	At the end of the legislative session, ask the Supreme Court Rules Committee if it wants the Data Dissemination Committee to revisit GR15 in light of *Ishikawa* and *Bone-Club*.	Vicky Marin, Justice Fairhurst	Pending end of legislative session.
5	Draft JIS Policy on comment to the BJA/Legislature reflecting JISC consensus from March 4th meeting.	Vicky Marin	*Postponed*
6	Amend JIS ITG Policy per JISC vote on 3/4/11	Vicky Marin	*Postponed*
	Action Items – From May 6th Meeting		
7	Send copy of Issues/Questions Memo to Spokane Municipal Court and invite them to present at the June 24th JISC meeting.	Vonnie Diseth	Completed
8	SMC AOC Data Exchange: This project should from now on be referenced as an expansion of the existing SMC file transfer and not as a data exchange (per JISC members)	Vonnie Diseth	Completed

Superior Court Management Feasibility Study (SCMFS)

Superior Court Management Feasibility Study (SCMFS)

Administrative Office of the Courts Project Perspective

- Responding to a Superior Court Request

- Supporting Superior Courts: Judge, Administrator and Clerk requirements

Completed Activities:

✓ June 2011

- Completed Requirements Gap Analysis

- Completed Migration Strategy

- Completed Integration Evaluation

- Completed Refined Cost Analysis

- Completed Feasibility Study Report

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✓ June 2011

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http://insidecourts.wa.gov >Judicial Info System (JIS) > Projects

Preliminary Findings

- Recommendation is to go with a full-feature Commercial Package

- There are commercial applications on the market that can meet the documented business requirements of the Superior Court

Preliminary Findings

- Information Networking Hub is critical

- Data Exchanges need to be in place

- This is about the Business, not technology

Activities

- – (June 2011) Final Feasibility Study Report

- – (July 2011) Multiple Briefings on Feasibility Study Report

Communications Plan
Feasibility Study Report Briefings

– June 24: JISC (SeaTac)

– July 6: SCJA Board (SeaTac)

– July 13: Open Meeting (SeaTac/Online)

– July 20 from 8-10 A.M. Open Meeting (Online)

– July 21 from 3-5 P.M. Open Meeting (Online)

Next Steps

- Complete Phase 1
    - JISC Discussion/Decision 8-5-2011
        - » Whether to proceed
        - » How to proceed

- Phase 2 (RFP Preparation) – 4 Months

SCMFS Project Contracted Deliverables (via MTG Management Consulting, LLC):

Deliverable #1 – Project Work Plan

Purpose: Provides a detailed activity listing for completing the deliverables including an overview of resources required to complete specific tasks.

Deliverable #2 – Project Schedule

Purpose: Provides a high level view of the project deliverable, resources assigned to activities, and milestone timing. The Schedule will be in MS Project format.

Deliverable #3 – Business Requirements Document

Purpose: Captures the business functionality required for business staff to perform their activities encompassed in the project scope.

Deliverable #4 – Technical Requirements Document

Purpose: Captures the technical parameters required by the existing AOC Enterprise Architecture as well as the future technology roadmap.

Deliverable #5 – Requirements Gap Analysis

Purpose: Captures the divergence of the best-few alternatives from the AOC requirements and the effort to bridge the gap.

Deliverable #6 – Migration Strategy

Purpose: Describes a logically sequenced implementation plan for the best-few alternatives. It will include identification of impacts to legacy applications that provide similar or duplicate functionality to that provided by the best-few alternatives and include data considerations.

Deliverable #7 – Integration Evaluation

Purpose: Describes the level of independence and interdependence of the best-few alternatives operating within the AOC systems environment to operate independently while integrating with AOC systems and functionality and how the alternatives would integrate with functionality provided by AOC legacy systems. This will also include data integration considerations.

Deliverable #8 – Feasibility Report

Purpose: Delivers a comprehensive, formal written report to determine the feasibility of a project to implement a system or service which provides the managing for calendaring and for case flow management functions, along with participant/party information tracking, case records and relevant disposition services business functions of the Superior Courts. The Feasibility Report will contain required elements as detailed in the Feasibility Study Guidelines for Information Technology Investments ISB Policy No. 202-G1. The Feasibility Report includes:

- Purpose statement and executive summary
- Project background, business case, and objectives
- Organization of the document
- Assessment approach
- Customers, stakeholders and organizational entities impacted by the project
- Best-few product analysis and alternatives considered
- Business and technical requirements documentation
- Gap Analysis
- Migration Strategy
- Integration Evaluation
- Summation of assessment
- Best-few alternatives modules, with pricing, beyond calendaring and for case flow management functions, along with participant/party information tracking, case records and relevant disposition services business functions of the Superior Courts.
- Relationship to the agency's business and IT strategic plans and IT portfolio
- Relationship to and impacts on the agency and state technology infrastructure
- Quality assurance plan
- Estimated timeline and work plan
- Cost/benefit analysis, including any assumptions used in the analysis
- Risk assessment and mitigation strategy
- Summary statement assessing the feasibility of implementing the selected alternative within the business environments of AOC and the Superior Courts.

Deliverable #8a – Presentation(s)

Purpose: One or more presentation(s) to the stakeholder groups upon delivery of the Feasibility Study Report.

Deliverable #9 – High Level Cost Estimate

Purpose: Provides a high level cost estimate for procurement funding purposes.

Deliverable #10 – Refined Cost Estimate

Purpose: Provides a refined version of costs for procurement funding purposes. It is based on additional information gleaned during the assessment process.

2011-13 Omnibus Operating Budget
Administrative Office of the Courts
(Dollars in Thousands)

	Proposed Striking AMD (H-2897.1)		
	FTEs	NGF+OpPth	Total
2009-11 Estimated Expenditures	359.5	105,206	146,189
2011-13 Maintenance Level	371.0	115,523	144,352
Policy Non-Comp Changes:			
1. Superior Court Calendar & Case Mgmt	9.5	0	4,973
2. Equipment Replacement & Expansion	0.0	0	628
3. Internal Equipment Replacement	0.0	0	550
4. Guardianship Services	1.0	265	265
5. JIS Multi-Project Funding	0.0	0	1,984
6. Carry-Over Funding for JIS	0.0	0	1,999
7. Pierce County Superior Court Judge	0.0	-212	-212
8. Information Services Division	0.0	-6,011	0
9. Agency Reduction	0.0	-1,500	-1,500
10. JST Account Funding	0.0	-5,414	0
11. Fiscal Year Adjustment	0.0	0	0
12. Interagency Charges - AG	0.0	-4	-4
Policy -- Non-Comp Total	10.5	-12,876	8,683
Policy Comp Changes:			
13. Average Final Compensation Adjust	0.0	13	16
14. 3% Salary Cut for State Employees	0.0	-546	-1,058
15. Suspend Plan 1 Uniform COLA	0.0	-1,314	-1,595
16. Retire-Rehire Changes (State)	0.0	-7	-9
Policy -- Comp Total	0.0	-1,854	-2,646
Total Policy Changes	10.5	-14,730	6,037
Total 2011-13 Biennium	381.5	100,793	150,389

Comments:

1. Superior Court Calendar & Case Mgmt - Funding is provided to continue planning efforts related to procuring and implementing an integrated calendaring and case management system for the Washington State Superior Courts. (Judicial Information Systems Account-State)

2. Equipment Replacement & Expansion - Funds are provided to replace computer equipment in trial and appellate courts. (Judicial Information Systems Account-State)

3. Internal Equipment Replacement - Funding is requested to replace aged computer equipment and to improve the performance of heavily used Judicial Information System (JIS) services, including server consolidation, network switches, and additional data warehouse capacity. (Judicial Information Systems Account-State)

4. Guardianship Services - Funding is provided for the Office of Public Guardianship. This level allows the Administrative Office of the Courts (AOC) to maintain the existing caseload through June 30, 2012, allowing for the completion of the evaluation of the program by the Washington State Institute for Public Policy.

5. JIS Multi-Project Funding - Funding is provided to develop and implement information technology projects that are approved by the Judicial Information Systems Committee, including funding to combine data into a standardized, validated risk assessment tool for the use of judicial officers at pre-trial stages in order to provide additional information for decision-making about release conditions. (Judicial Information Systems Account-State)

Analysis of IT Governance Request #081
Implement Static Risk Tool, STRONG 2

Summary of Request:
Based on the outcome of ITG request #012 on Adult Risk Assessment, the Superior Court Judges' Association (SCJA) formally requests that the Administrative Office of the Courts (AOC) implement a static risk assessment tool. One validated static risk assessment tool will be used by trial courts as approved by the Washington State Institute for Public Policy (WSIPP). The SCJA requests implementation of the Static Risk and Offender Needs Guide, Version 2 (STRONG 2), the static risk assessment tool endorsed by WSIPP.

Summary of Proposed Solution:
The AOC proposes to custom build an application based on the STRONG 2 tool. This application will automatically populate an offender's Washington criminal history from JIS. Any out-of-state criminal convictions would be manually populated. The results of the assessments would be available to judicial officers through the Judicial Access Browser System (JABS).

Sizing:
The following estimate is based upon the best available information and does not include cost or effort estimates for on-going maintenance of the enhancement. This analysis was approved by AOC's Operations Control Board on April 28th, 2011.

This enhancement would be accomplished by AOC's internal resources, with assistance from contracted resources where needed. If this request is recommended by the court level user group, this request will proceed to the Judicial Information Systems Committee (JISC) for authorization.

AOC estimates that this project would take 6 - 8 months to complete. This is an estimate of the duration of the project from the date work would begin on the project until final implementation.

Group	Hours	Tasks
Court Education	360	Update documentation and training materials.
Legal Services	100	Law table development
Business Analysis	40	Requirements development and documentation.
Architecture	32	
Maintenance (Java and uniPaaS)	400	Tech analysis/design, coding, documentation, and unit testing.
Database Administrator (DB2)	200	Database modifications.
Data Warehouse	0	
Quality Control	140	Testing and validation.
Project Management	350	Oversight and coordination.
Total	**1,622 hours**	
Total AOC Staff Costs = $111,312		

ISD staff costs average $76 per hour. Contractor staff generally costs $120 - $150 per hour.

Proposed Solution:
AOC would custom build a Risk Assessment application based on STRONG Version 2. The data entry/maintenance portion of the application would be developed in uniPaaS and based on the current JCS system architecture. Results of the assessments would be accessible to

judicial officers through JABS. Local staff would select an offender and the risk assessment application would query JIS and populate the offender's criminal history. AOC would construct or modify a law table to relate Washington laws to specific factors considered by STRONG 2. Local staff would then update the system with out-of-state convictions, relating each such conviction to a specific RCW. Out-of-state conviction data will be stored for future risk assessment purposes, but will not be included in other criminal history reporting. The risk assessment application would then calculate an offender Risk Assessment based on the criminal history. Every time an assessment is conducted, the results would be stored by the application.

A court level workgroup will also need to be established to develop and validate the business rules needed to categorize offender data according to the requirements of the assessment tool. The hours for court staff on this workgroup are not included in this estimate as the size and composition of the group would be determined at project initiation.

Assumptions:

1. Out-of-state criminal history must be manually entered into the risk assessment tool.
2. Appropriate DB2 tables can be designed to store the following:
   o Out-of-state convictions collected as part of the risk assessment process.
   o Risk factors and scoring matrix.
   o Results from previous assessments.
3. The Offender Needs Guide portion of STRONG is not included in the implementation.
4. An on-demand, video-based approach will be used for training.
5. A law table, either modified or new, will be developed to classify offenses into STRONG related categories and severity for all JIS laws.
6. No infrastructure costs are necessary.

Risks:

None

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JIS Policy for Approval of Local Court Systems

Adopted by the Judicial Information System Committee (JISC) on
Policy No: 5000 – P1

Effective Date:
Revision Date: Definitions (add hyperlink)

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Table of Contents

Purpose

The purpose of this policy is to establish the criteria and the process upon which the Judicial Information Systems Committee (JISC) will rely in considering requests for approval of local court record systems pursuant to JISCR 13.

Authority

JISC Rule 1 provides for AOC to operate the Judicial Information System (JIS) under the direction of the JISC and with the approval of the Supreme Court pursuant to RCW 2.56. RCW 2.68.010 acknowledges the authority of the JISC to "determine all matters pertaining to the delivery of services available from the judicial information system." Pursuant to RCW 26.50.160, RCW 26.50.070(5), and RCW 7.90.120(1)(b), the JIS is the designated statewide repository for criminal and domestic violence case histories.

JISCR 13 gives the JISC specific responsibility and authority to review and approve county or city proposals to establish automated court record systems:

> **JISCR 13 LOCAL COURT SYSTEMS**
> Counties or cities wishing to establish automated court record systems shall provide advance notice of the proposed development to the Judicial Information System Committee and the Office of the Administrator for the Courts 90 days prior to the commencement of such projects for the purpose of review and approval.
> [Effective May 15, 1976.]

Definitions

"Automated court record system" is defined as any system ….

"Statewide data" is defined as the data elements contained in JIS Standard (X) and includes statewide master data, shared data, reference data and reporting data.

Scope

This policy applies to any proposal by a city or county to implement an automated court record system.

Policy

1) It is the policy of the Judicial Information System Committee that any city or county wishing to establish an automated court record system must meet the following criteria:

   a) Any proposed local system must meet the following requirements:
      i) Data Sharing –
         (1) Be able to supply the level of statewide data outlined in JIS Standard (X).
         (2) Provide complete defendant case history information
         (3) Meet JIS standards for the data exchange and provide timely changes as required when the standards are updated.
         (4) Be able to report all case-related financial information.
         (5) Provide caseload, finance, and other data for purposes of maintenance of statewide statistical data.
      ii) Rules –
         (1) Match JIS business rules to ensure quality and integrity of the data.
         (2) Match JIS person ID and person rules.
         (3) Maintain a local law table in sync with the JIS statewide law table.
         (4) Comply with JIS authorization and authentication rules.
      iii) Enterprise Architecture –
         (1) Meet AOC enterprise architecture technical requirements to ensure alignment and compliance with JIS future enterprise architecture.
      iv) Financial --
         (1) Maintain revenue collection, distribution, and reporting equivalent to the functions in JIS, subject to state audit.

(2) Comply with legislative mandates and changes.

v) Security –

(1) Meet AOC data security standards, as defined in the JIS Information Technology Security Policy and Information Technology Security Plan.

2) Any cost required for the state to implement the data exchange and remove the court from the JIS shall be borne by the county or city implementing a local system.

3) Until AOC has resources available to implement an automated data exchange and removal from JIS, the local court must continue to enter its information into the JIS.

4) The city or county data would not be available for the Attorney Search and Find My Court Date functions on the statewide public web site.

5) The city or county will be responsible for its own disaster recovery plan.

6) AOC will not provide help desk, training, or other services related to the local court records system.

7) If there is a difference of opinion regarding distribution of funds, changes to the law table, or any other operational issue, AOC's position will control.

8) When the statewide system changes, the local automated record system must comply with those changes, at the expense of the city or county.

Maintenance

The JISC may amend this policy at any time. The JISC will review this policy at least annually and make appropriate updates.

CITY OF
SPOKANE

TRACY A. STAAB
MUNICIPAL COURT JUDGE

March 28, 2011

Judicial Information System Committee
State Court Administrator
Washington State Administrative Offices of the Courts
PO Box 41170
Olympia, WA 98504-1170

Re: Request for approval of local automated court record system.

Ladies and Gentlemen:

Pursuant to JISCR 13, the Spokane Municipal Court is providing notice that it plans to purchase an automated court records system. The court is seeking review and approval of this system from the Judicial Information System Committee.

Spokane Municipal Court has entered into negotiations with New Dawn Technologies to purchase licenses for the program JustWare. Information about this software can be found at www.NewDawnTech.com under the "Municipal Court" tab. Our court is particularly interested in this vendor because three other departments within our jurisdiction, probation, prosecution, and the public defenders, are already using this software. If and when the court obtains licenses, the software will provide an all-encompassing and paperless court records system.

Moving to this software and a paperless system will streamline work order, eliminate the need for duplicate data-entry between the various agencies, reduce the error rate, speed up the flow of information, and provide greater access to justice. New Dawn has assured the court that its software will bridge seamlessly with JIS to push and pull information from JIS without the need for additional data-entry. We anticipate that some of the JustWare information will be available on the court's website as well as a public terminal at the clerk's window. Paper forms will be created and provided to defendants and private counsel.
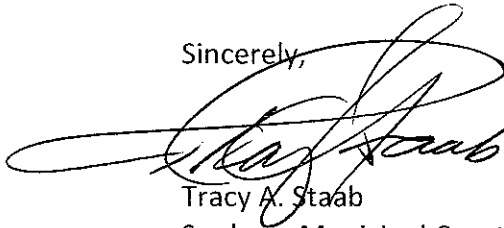
In addition to the benefits this system will provide to the municipal court and related agencies, our use of JustWare will provide a great opportunity to determine if New Dawn can provide reliable software for a state-wide system. We anticipate purchasing and implementing this system as soon as the JIS Committee provides approval.

I would be happy to meet with the Committee along with representatives of New Dawn, and provide any additional information and/or a demonstration of the proposed court records system. Please advise as to any additional steps the Court should take to assist in the evaluation and approval process.

Sincerely,

Tracy A. Staab
Spokane Municipal Court Judge

cc: Presiding Judge Mary C. Logan
        Veronica Diseth, Chief Information Officer
        Cindy Marshall, Spokane Municipal Court Administrator

Spokane Municipal Court
Request for Approval To
Implement a Local Automated Court Record System
May 6, 2011

Purpose

To determine the standards and criteria that must be met by Spokane or any court requesting to implement a Local Automated Court Record System to ensure that required data is imported into the Judicial Information System (JIS) database to be available for statewide access.

Background

On March 28, 2011, the Judicial Information System Committee (JISC) and State Court Administrator, received a letter (see attachment) from the Spokane Municipal Court requesting approval to purchase *JustWare* software from New Dawn Technologies. They are seeking JISC approval based on the JISC Rule 13 – Local Court Systems. They particularly want this software because three other departments within their jurisdiction (probation, prosecution, and public defenders) are already using it. Because of that relationship, they are able to obtain a sole source quote. Having this software in place will provide them with an all-encompassing and paperless court records system.

The District Court Information System (DISCIS) is the current statewide person-centric court case management system used at the Courts of Limited Jurisdiction (CLJ) level. DISCIS is used for initiating case filing for well-identified persons and CLJ cases. It is also used to manage persons, case-related financial activities, CLJ calendaring and to perform other functions including delinquent payment processing.

JISC Rule 13 – Local Court Systems *(Effective Date May 15, 1976)*

"Counties or cities wishing to establish automated court record systems shall provide advance notice of the proposed development to the Judicial Information System Committee and the Office of the Administrator for the courts 90 days prior to the commencement of such projects for the purpose of review and approval."

Statutes & Court Rules

The JIS is the designated statewide repository for criminal and domestic violence case histories. A complete case and person history is essential to the business of the courts for judicial decisions regarding public safety. Therefore, all Washington State Municipal, District, and Superior Courts are required to enter cases into JIS for the purpose of providing a central, statewide data repository for criminal and domestic violence related information.
Reference RCW 26.50.070(5), 7.90.120, 10.95.045.

Current Status

Spokane Municipal Court
- They are awaiting the decision by the JISC.
- Cindy Marshall, the Spokane Court Administrator, is planning to attend a week long New Dawn technology conference in Logan, Utah from May 9-13 to gain a better understanding of the software and how to use it.
- They are **not** planning to do any conversion of JIS data into the new JustWare CMS system. They are simply going to pick an implementation date and from that date forward begin entering new cases into the new system.
- New Dawn has estimated that it will be a 6-month deployment effort.
- They would like to begin June 1, 2011 with a target implementation of January 1, 2012 (understanding that the schedule is totally dependent on the decision of the JISC).
- Contacts:
  - Cindy Marshall, Spokane Court Administrator, 509-625-4450
  - Jim Bledsoe, Justware Administrator, 509-625-6228
  - Denny Bork, Spokane City MIS, 509-625-6954

Administrative Office of the Courts / Information Services Division

AOC is in the process of determining the key questions for discussion as well as the standards and criteria by which the JISC could evaluate this request to make their decision. Below are a sampling of some of the issues or concerns that need to be addressed:

Category	Items for Consideration

Functionality	• Is there new or unique business functionality that will be provided by the new system that is beyond what is already provided by the statewide system?
	
	Spokane's Response:
	
	    ○ *Spokane expects to have both new and unique business functionality.*
	
	        ▪ *First, the Prosecution, Probation and Public Defender departments in Spokane all use JustWare. Including the Court in the JustWare 'system' will add a complete new dimension of speed and efficiency in case handling in the state's second largest city. While this multi-agency capability might not be unique in the state, it would be the first installation of a commercially supported and function focused system.*
	
	        ▪ *Having the Court on the system will allow all of the players in the criminal justice system in Spokane to*

perform their roles in support of one another and in support of an efficient and effective criminal justice system.

- *The system will be scalable, flexible, adaptable, and have near instant communication from one agency to the next. It can easily support changes in methods and procedural requirements. It will bring to focus those data elements important to each user while retaining the big picture for system wide statistics and information.*

  - *For instance, how many female defendants represented by the public defender were booked for traffic related offenses and how many days of jail time were imposed? In those cases, what conditions of probation were imposed and how well did the defendant's respond to those conditions?*

  - *Or, for every defendant ordered into probation's supervision where a drug and alcohol evaluation was also ordered, how many were found dependant and of those how many reoffended while under supervision and of those how many had completed treatment at the time of the second offense?*

  - *Or, for every defendant represented by the public defender, what was the average time to resolution by charge and what were the top three resolutions reached by charge. The queries are bounded only by the data, which is complete on a system basis rather than just the court basis.*

- *Rapid and effective defendant identity management through one to many case and name record relationships; mass reassignment of records; rapid dissemination of same source document to multiple case and or name records; comprehensive law table with attributes, effective, expiration, modifier, category and other descriptors; Google based search engine to find names and records from wherever they are in the database*

- *Paper management and control – Spokane envisions a court as paperless as a court can be while still needing to provide a defendant with a copy; templated orders merged to system dates, times and locations to create scheduling orders, continuances, resolution orders, Venzels, and virtually any other piece of paper produced in or for the court (with the right name, the right date of birth, a standardized citation title, and accurate citation number among data fields).*

- *Docket Management. A single screen that presents the entire*

docket linked to various cases of that docket so that cases can be managed as a group, but individually addressed. The docket module controls and or monitors docket size, who sat on the docket, who subbed in on the docket if necessary, how each case is continued to the next available docket of a given size or less, to ensure the date time and location are all correct for the continuance order, whether the defendant failed to appear, settled or continued the case all with a few clicks. It also provides by Judge, by date, by week, by month or longer docket availability and saturation which is de-conflicted for state and national holidays, local court closures, courtroom space, and judicial manning among other resources

o   *Localized Specialization.* Currently JustWare in Spokane specifically and separately tracks all of the diverted DWLS 3 cases, mental health cases, domestic violence cases, defendants designated by our county to its Repeat Offender Program (ROPE), chronic downtown offenders, gang offenders, those with special needs (interpreter, deaf/hard of hearing, medical issues) as well as other criteria judged necessary to run our system smoothly and effectively.

o   *Internal Business Rules.* Locally created to rapidly generate case records based on the defendant's last name, one business rule automatically adds the agency and individual associated from each including the Judge, Prosecutor, Defendant, DV Advocate on DV cases, Police Officer, and Probation Officer when the case is so assigned. Another business rule tracks the expected probation termination date to ensure the case is reviewed for timely closure. Another business rule notifies the DV advocate anytime a motion is filed in a domestic violence case. Another notifies the losing prosecutor and gaining prosecutor of any case reassigned to the mental health docket. The list goes on and the possibilities are only limited by the ability to define the need.

o   *Custom and Canned Reporting.* JustWare provides over 25 canned reports designed to call forth information commonly needed by users of the JustWare system. These reports run the gamut of data base health and maintenance reports to user and agency level performance reports. However, the real power in JustWare's reporting system is its use of Microsoft Reporting Services (Visual Studio) to produce custom reports. Spokane has over 25 reports it has developed to evaluate everything from data entry compliance, to case and name record handling, to case resolution sampling and beyond. Once again, the limit here is the defined need combined with an experienced report writer who will be able to pull data within minutes and write a respectable looking report in the matter of an hour or less.

o   *Each of these new or unique business functionalities directly*

	equate to reduced cost, increased accuracy, speed and efficiency in the Spokane criminal justice system.

Data Sharing	• Currently, data sharing occurs across the CLJ's because the statewide data is housed in JIS. By approving this request, will there be a degradation of available statewide data for all other courts across the state?
	
	Spokane's Response:
	
	    o *The amount of data provided by Spokane via JustWare will be up to AOC. Currently JustWare mirrors JIS by integrating the CDK, DCH, NCC, PER data and data from other screens into its system. That same data can be pulled out and posted to the flat file for daily upload. Of the data fields currently posted by Seattle Municipal court and those additional fields initially outlined by AOC, no field has been identified that is not currently in use or that cannot be added when the Spokane Municipal Court would go live.*
	
	• How would the new system interface with JIS?
	
	Spokane's Response:
	
	    o *In the same manner as Seattle Municipal. All AOC requested data (that data currently uploaded from Seattle plus any additional data needed for a more robust report) can be downloaded out of JustWare, coded to meet AOC requirements, and posted to a designated FTP for AOC access on a daily basis.*
	
	• What data needs to be exchanged with JIS?
	
	Spokane's Response:
	
	    o *None. Data needed by AOC to ensure continuity of its JIS system needs to be identified so that it can be uploaded, but a two-way exchange is not requested.*
	
	    o *A data drop is already being done by the City to DOL via the ICPS application. In this feed license plate and ticket numbers and their counts are fed into a flat file which is FTP'd over to a DOL FTP site for import. In addition, files are placed on the same FTP site which we pick up and process on our end, back into the ICPS system. DOL charges for these imports by size, drop frequency or another method. Andrea Rollins is currently looking into this contract for more information.*
	
	• AOC shares JIS information with other partner agencies (i.e. DOL). How would the new system continue to meet that need?

	Spokane's Response: ○ *The API interface used by JustWare is capable of interfacing directly with DOL or producing the flat file requested by AOC. If the information needs to flow to DOL or another user via JIS all that is required is that the data be identified and coded for smooth upload.* • Would interfaces be required with other JIS systems (i.e., Judicial Access Browser System (JABS), DISCIS, Electronic Ticket Processing (ETP), and SCOMIS)? ***Spokane's Response:*** ○ *The interface with JIS would be via a flat file containing the necessary information desired by AOC. Once the information is uploaded to JIS other agencies would access the information as they currently do via JIS.* ○ *Electronic Ticket Processing (SECTOR) would continue as it currently does in Spokane pending Spokane admittance to the SECTOR sharing server group. Once Spokane can electronically upload the SECTOR ticket the ticket will either be direct file or pending planned changes in the SECTOR environment via the prosecutor's office. JustWare's API is capable of both scenarios. Long term, Spokane fully intends to integrate SECTOR into its criminal justice information system.* ○ *SCOMIS does not interface with JIS to our knowledge, but if it does in some way then the necessary data elements only need to be identified for upload.*
JIS Impacts -Questions to AOC -Info to DOL?	• Will this request increase the overall state cost to JIS to implement whatever is necessary to accommodate it? ***Spokane's Response:*** ○ *No. The implementation as proposed is a flat file interface (robust) similar to the flat file interface currently in use by Seattle Municipal. The goal will be to provide a similar file (more information) via an FTP transfer point once a day in which all SPM case information can be uploaded to the system in the same manner that data is currently loaded for Seattle. No new procedures, equipment or personnel and only a minimal increase in manpower time to actually do the transfer and upload.* • Who is responsible to fund the integration work and activities with the JIS System that will be required of ISD staff? ***Spokane's Response:***

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o *AOC. However, as described in the response above, by mimicking the process currently used by Seattle Municipal to provide information the increase in cost would be limited to the time it would take to upload SPMs information. One-quarter to one-half of a man hour per business day?? As the requirements for the flat file are defined if time can be saved with better or more thorough coding of the information, which too can be incorporated.*

• Will this request require ISD resources to implement a data exchange with the new Case Management System?

Spokane's Response:

o *No. Data will flow one way – SPM to AOC/JIS. Any information needed from JIS will be retrieved for read-only viewing as it is now. For instance, if detailed information is needed about a driver's license the JIS/DOL screen will be used. Likewise, if there is a need to view a defendant's statewide criminal history, the DCH screen will be viewed.*

• If so, where does this request fall in the IT Governance process? ISD staff would not be available to work on other JISC prioritized Governance requests.

Spokane's Response:

o *We do not believe our launch will provide any need to involve ISD staff other than to provide the parameters of the proposed flat file and its hand-off procedure.*

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Financial & Audit Activities

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• DISCIS is used to collect, record, distribute and report all case related financial information. How would these activities be handled in the new system?

Spokane's Response:

o *JustWare's integrated financial accounting package adheres to standard accounting principles for assessing, collecting, and disbursing funds. With JustWare, you can track fines, restitution, and other agency-defined fees. Spokane Municipal Court would completely define all fee types and codes and how fees should be allocated to different accounts. JustWare allows users to accept payments, print receipts, and automatically generate statements. Additionally, JustWare's flexible payment plan functionality allows an unlimited number of offender payment plans.*

o *In addition, every JustWare installation comes with standard system reports and Business Intelligence hours to produce specific and unique system and accounting reports. As well, time sensitive*

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financial reports can be automatically created and e-mailed to prescribed users at times defined by the agency.

- Would the system maintain the existing revenue collection, distribution and reporting functionality currently contained in JIS?

  Spokane's Response:

  o *In addition to maintaining existing financial needs, JustWare offers many areas of enhancements to the current financial accounting processes. For instance, JustWare's Business Rules Manager can automatically send notifications to the collection agencies when information changes. It's possible to have certain information set to be a "trigger" for the email, such as updates to addresses, receivables, payments, and other collections-related data.*

  o *Additionally, it's possible to give collections agencies (or others) real-time web access to court-selected reports that SPM would select, through the JusticeWeb public portal.*

  o *Integrated Business Rules in combination with the embedded accounting functions allow task lists, unique workflows, and actions to trigger based on case events and payment statuses, which will help create efficiencies in SPM's processes and cut down on redundant manual tasks.*

How would AOC audit the system to ensure that funds are appropriately split and distributed?

  Spokane's Response:

  o *The reporting of the collection and distribution of funds can be accommodated in JustWare and provided to AOC for auditing purposes.*

- The new system would need to ensure compliance with Legislative mandates and changes.

  Spokane's Response:

  o *Financial Obligations (Agency defined accounts) are simple to create, manage, and update to meet and comply with legislative mandates and changes. In addition, JustWare has the ability to pre-set activation and expiration dates with accounts, which can automatically, take effect when the given dates are realized. This functionality takes the burden off of administrators of having to manually change these when the dates come to fruition. Manual changes are also easy to administer.*

Security	• Access to any new CMS system must meet AOC Security standards to ensure that it will not jeopardize the statewide JIS system and data.
	Spokane's Response:
	• *No system to system interface is requested. This should relieve any concerns about cross-system contamination. The flat file that JustWare will produce for daily upload can be encrypted, if necessary, and then subjected to AOC virus pre-screening as part of the download from Spokane and upload procedure at AOC.*
	• *Spokane currently hosts an external FIBS 140-2 secure FTP environment which would be ideal for the staging of data for pickup*
Business Rules	• The business rules must match the JIS business rules to ensure the quality & integrity of the data.
	Spokane's Response:
	o *JustWare has the ability to data mask field entries to ensure the proper number of characters in that field, the format of the entry, the necessity to make the entry, and other features designed to ensure data consistency.*
	o *In addition, JustWare has a duplicate number detection capability to that reveals any duplicated name record numbers ensuring that transpositions are rapidly identified. Additionally, JustWare's internal business rules can automate data entry, provide for the proper series of steps and even create events (for instance, the entry of a warrant event can generate the warrant document and the recall of the warrant event can likewise create the recall document).*
Data Integrity	• The Person ID's and Person rules for the new system must match the state.
	Spokane's Response:
	o *JustWare is very well configured to ensure and match the name record requirements of JIS. The present prosecution system presently uses JIS standards such as hair and eye color options. JustWare uses locally configurable dropdowns to limit and control the form and data choices for field entry when data is desired to be in a consistent form. Further JustWare's own business rules can be written in to require minimum field completion prior to saving, enable subsequent work flows, set tasks for others and other JustWare unique capabilities.*
	• The Law Table must stay in sync with the official one at AOC.
	Spokane's Response:

	o *Keeping the JustWare law table synchronized with the state is already in place in Spokane. JustWare has the ability to set start and end times for statutes and associate penalties for those statutes allowing, for instance, a 1995 DUI to plead guilty in 2011 to 1995 DUI penalty standards. The current JustWare law table uses state code table citation formatting, statute titles, categories and etc. in order to provide uniformity for the user when viewing a JustWare screen and then viewing a JIS screen.* • Spokane would be responsible for implementing annual legislative updates to their own system as is currently done in JIS. ***Spokane's Response:*** o *Prior to the City's adoption of the MTO in January 2009, Spokane Municipal Court was responsible for updating all legislative changes in JIS so we are familiar with this process. In addition, Spokane is currently responsible for updating Spokane Municipal Codes into JIS and can perform the same for JustWare.* • The Attorney Search and Find My Court Date would not show up on the public web search if the Spokane data exchange file went into the "Inactive Database" as the Seattle Municipal court records currently do now. ***Spokane's Response:*** o *When JustWare is implemented, members of the public will be able to find their court date and other public information via JusticeWebview, which is a public viewing portal accessible through a browser. And if at such time in the future, AOC is able to put our data into the "Active Database", this information can be provided by JustWare.*
Disaster Recovery	• What is their plan to deal with Disaster Recovery and Back-up of court information? ISD would not be responsible for any Disaster Recovery activities with the new system. They would be on their own. ***Spokane's Response:*** o *It is understood that the City of Spokane will be held responsible for disaster recovery and backup. We would expect to do a full backup for the JustWare database nightly and differential or routine backups of the transaction log during the day, depending on the maintenance plan we finalize. We can take data from any one of these backups, recreate the import file and drop it again if needed. These backups would be held onsite for a number of days and then potentially transported offsite, again depending on the maintenance plan we implement. As a side note we are working toward a disaster recovery center which has been in the works for some time – once live we'd*

	like to integrate this site with our JustWare recovery strategy.
Technical Requirements	• The requesting court would need to meet ISD's Enterprise Architecture technical requirements to ensure alignment and compliance with the AOC Future Enterprise Architecture stated direction.
	Spokane's Response:
	○ *Because the method of implementation will only involve the production of data for upload in the form of a flat file, Spokane does not believe this requirement would be an issue. The data could be uploaded to any Future Enterprise Architecture. In addition, the broad flexibility of the JustWare API would allow Spokane at some future date and with the appropriate coordination and permissions to interface directly with any future architecture adopted by AOC.*
Impacts Across AOC Divisions	• Requirements gathering and validation will require substantial internal AOC subject matter expertise from JSD (JIS Education, Legal Services, Customer Services, Research, and Court Services) and MSD. These staff resources are already overcommitted with projects approved or working their way through the JIS governance process.
	Spokane's Response:
	○ *There is no intent or need to engage in requirements gathering and validation. Using the proposed flat file data update model as proposed SPM will push information one-way as defined and required by AOC once a day via a flat file (robust), mirroring the process currently in use by Seattle Municipal.*
	• The proliferation of products and services complicates statewide training programs for court personnel, customer service responses to courts and the public, and the ability to analyze and accurately report on caseload statistics, finance, and other data on a statewide basis.
	Spokane's Response:
	○ *The SPM proposal will not add anything except SPM data to the current system. Based on the information currently requested all data elements needed to sustain the current system as used by Seattle Municipal will remain unchanged. Enhanced reporting proposed by AOC for the a robust flat file is within the capability of JustWare and can be reported daily. Statistical information is not expected to be impacted.*
	• Coordinating law table and legislative changes with AOC to ensure

	consistency adds workload and complexity to AOC's processes, and most of the impact will be on JSD and MSD.
	Spokane's Response:
	o *SPM plans to use updated to the law and financial tables already published by AOC to maintain its internal law table. The prosecution system in SPM uses the current law table to ensure uniformity for its users when looking from JustWare to DISCUS (same code citations, titles, and categories). In addition, SPM maintains its City Code law tables to ensure its municipal ordinances are current and in effect within JustWare. There is no planned impact on JSD or MSD.*
Other Considerations	• Will approval of this request establish precedent for other courts of limited jurisdiction to similarly obtain their own systems?
	Spokane's Response:
	o *Yes. However, JISC can shape this precedent to its benefit and the benefit of its constituent courts. Presently, JIS cannot provide the information, management and automation of court operations that is proposed by SPM in its implementation of JustWare. If disapproved this, in effect, raises the cost of justice in Spokane by requiring inefficiencies where there is an identified and mostly in place ability to radically lower costs and speed justice. A paperless court and the efficiencies that can be achieved using JustWare are unparalleled in our experience. The benefit to AOC in permitting SPM to implement in the manner proposed exposes AOC to minimum/no risk while at the same time preserving data essential to the healthy functioning of its statewide system.*
	▪ *SPM would propose a two phase precedent.*
	• *Any similar implementation could be limited to a data push system using the flat file approach. This eliminates system interface and a host of security and coordination issues. In effect JustWare emulates JIS, albeit one a day as opposed to continually throughout the day.*
	• *Any grant of approval could be conditioned upon a future system advanced by AOC to replace JIS being mandatory for all users, or, in the alternative any user would be responsible for the bridge necessary to keep data flowing, at least one way, to AOC.*

Proposed (Additional)
Required Data for
Batch Process with
Seattle and/or Spokane Municipal Courts
Active Data
(Desired Solution)

FIELD NAME	SIZE	NOTES	
			1 primary litigant only
			2 must conform to AOC codes
ADDRESS INFORMATION		1	3 law tables must be synchronized
County Code	A2		4 include for all litigants
Country Code	A2		
ALIAS INFORMATION		1	
Type Code	A3	2	
End Effective Date	A10		
Begin Effective Date	A10		
CITATION INFORMATION			
Amount	N7.2		
Incident Number	A10		
Accident Flag	A1		
Vehicle Owner Name Text	A32		
Speed Zone Count	N2		
Vehicle Speed Count	N3		
Blood Alcohol Content Type Code	A2	2	
Blood Alcohol Content Percent	N5.4		
CIVIL JUDGMENT			
Type Code	A2	2	
Sequence Number	N2		
Date	A10		
Disposition Code	A2	2	
Disposition Date	A10		
Judge Initials Number	A3		
Code	A3	2	
Amount	N9.2		
CIVIL SMALL CLAIMS			
Suit Amount	N9.2		
Cause Code	A3	2	
Title Text	A128		
ISSUE (CHARGE)			
Begin Effective Date	A10		
Reference Sequence Number	N2		

Proposed (Additional)
Required Data for
Batch Process with
Seattle and/or Spokane Municipal Courts
Active Data
(Desired Solution)

Arraignment Date	A10	
Plea Code	A2	2
Plea Date	A10	
Disposition Official Initials Number	A3	
Disposition Review Date	A10	
Dismissed Code	A2	2
Prosecution Defer Date	A10	
Prosecution Resume Date	A10	
Sentence Date	A10	
Sentence Official Initials	A3	
Waived Attorney Code	A1	2
Waived Attorney Date	A10	
Deferred Finding Date	A10	

NON CIVIL JUDGMENT

Sequence Number	N2	
Sentence Type Code	A3	2
Sentence Fine Amount	N9.2	
Sentence Time Count	N3	
Sentence Time Unit Code	A1	2
Sentence Review Date	A10	
Suspend Fine Amount	N9.2	
Suspend Time Count	N3	
Suspend Time Unit Code	A1	2
Driver License Surrender Date	A10	
Driver License Surrender Flag	A1	2
Sentence Comply Flag	A1	2
Order Date	A10	
Credit Time Served Count	N3	
Other Sentence Fine Amount	N7.2	

PARTICIPANT   4

Type Code	A3	2
Type Sequence Number	N5	
Begin Effective Date	A10	
End Effective Date	A10	
Warrant Status Code	A1	
Failure-to-appear Status Code	A1	
Expunged Flag	A1	

Current Data Transfer with Seattle Municipal Court

Seattle Municipal Court Data → Nightly batch FTP of a limited set of data → JIS Inactive File for *Closed Cases*

Data gets edited by AOC processes.

Only Seattle's "Closed Cases" are viewable in JIS to other jurisdictions throughout the state.
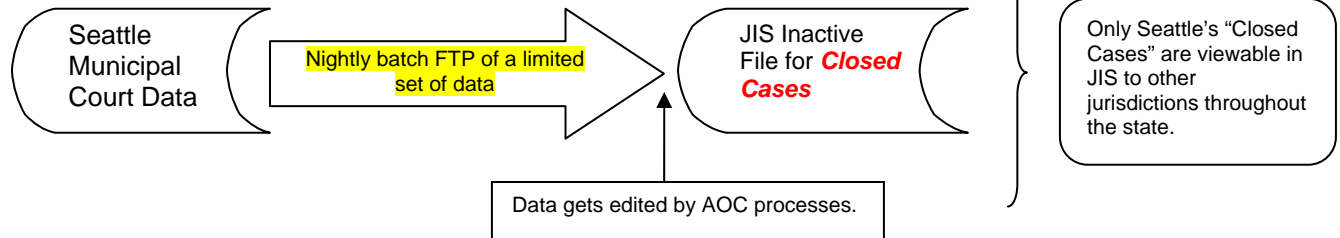
Proposed Expanded Data Transfer with Seattle Municipal Court (ITG Request #27)

The request has two distinct parts:
1. Expanded data transfer
2. Enhanced integration with MCIS and JABS

Seattle Municipal Court Data → Nightly batch FTP of an "expanded subset" of data → JIS Active File for *Open Cases*

Data gets edited by AOC processes.

Seattle's "Open Cases" would now be viewable in JIS to other jurisdictions throughout the state.
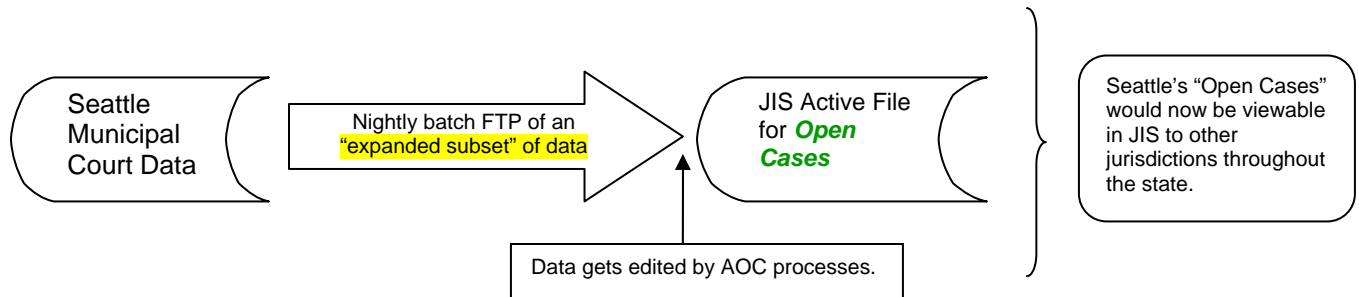
The intention is for the Spokane Municipal Court to use the same data transfer that gets developed for the Seattle Municipal ITG Request #27. It would become a generic data transfer that any local court could use.

Current Estimate and Status:

Hours: 1,400
Time: 6-12 months
Cost: $100,000
Resources: ISD internal programming staff
Schedule: TBD. Not yet scheduled due to resource availability conflicts.
JISC Priority: 5

Options for Spokane Municipal Court

Option 1: Use the Existing Seattle Municipal Court File Transfer Process

- Proceed with implementing *JustWare*.
- Use the current nightly FTP data transfer (as is) with only a limited subset of data that goes into the Inactive File for closed cases.

Pros	Cons
Spokane County Municipal Court can proceed with implementing their CMS as planned.	Exacerbates a known problem that currently exists and replicates an undesirable practice.
Spokane County Municipal Court would not have to do duplicate data entry to use the existing FTP data transfer.	AOC resources would need to be reprioritized to accommodate this request.
	Would require work for ISD to modify the existing process to accept data from Spokane. This would require special processing and coding to establish a secondary court ID for Spokane in JIS to distinguish between the filings that reside in JIS and those that reside in *JustWare*.
	ITG Request #27 would have to be deferred as Spokane's request would take priority and requires the same resources.
	Only Spokane's closed/inactive cases would be accessible to other courts throughout the state. This could pose a risk to public safety.
	Real time data would not be available.
	Further restricts the availability of statewide data for research and reporting.

Option 2: Enter Data into both JIS and JustWare
- Proceed with implementing *JustWare*.
- Commit to continuing to enter the full set of required data separately into JIS (which may grow and change over time) until the generic expanded data transfer (ITG #27) is available for use.

Pros	Cons
Spokane County Municipal Court can proceed with implementing their CMS as planned.	Requires duplicate data entry for Spokane.
No additional impact or work for AOC staff.	It may be as long as two years before the expanded data transfer (ITG #27) is available for use.
Spokane's open/active cases would still be accessible to other courts throughout the state.	

Option 3: Defer Implementation of JustWare
- Defer the implementation of *JustWare* until <u>after</u> the completion of ITG Request #27.

Pros	Cons
No additional impact or work for AOC staff.	Requires Spokane to wait until other JISC priorities are completed.
ITG Request #27 can be scheduled and proceed as planned.	It may be as long as two years before the expanded data transfer (ITG #27) is available for use.

AOC Recommendation:
- Either Options 2 or 3, not Option 1. Choosing Option 1 would delay ITG Request #27 and is a bad practice relative to the reporting of statewide data.

JustWare -- Spokane

Presented to the

Judicial Information System Committee

June 24, 2011

JustWare -- Spokane

JustWare Takes On And Solves A
Huge Criminal Case Management
Problem For The City

JustWare -- Spokane

- ## The System
  - Two Current (non-green) Databases Are Connected For Selective Information Sharing
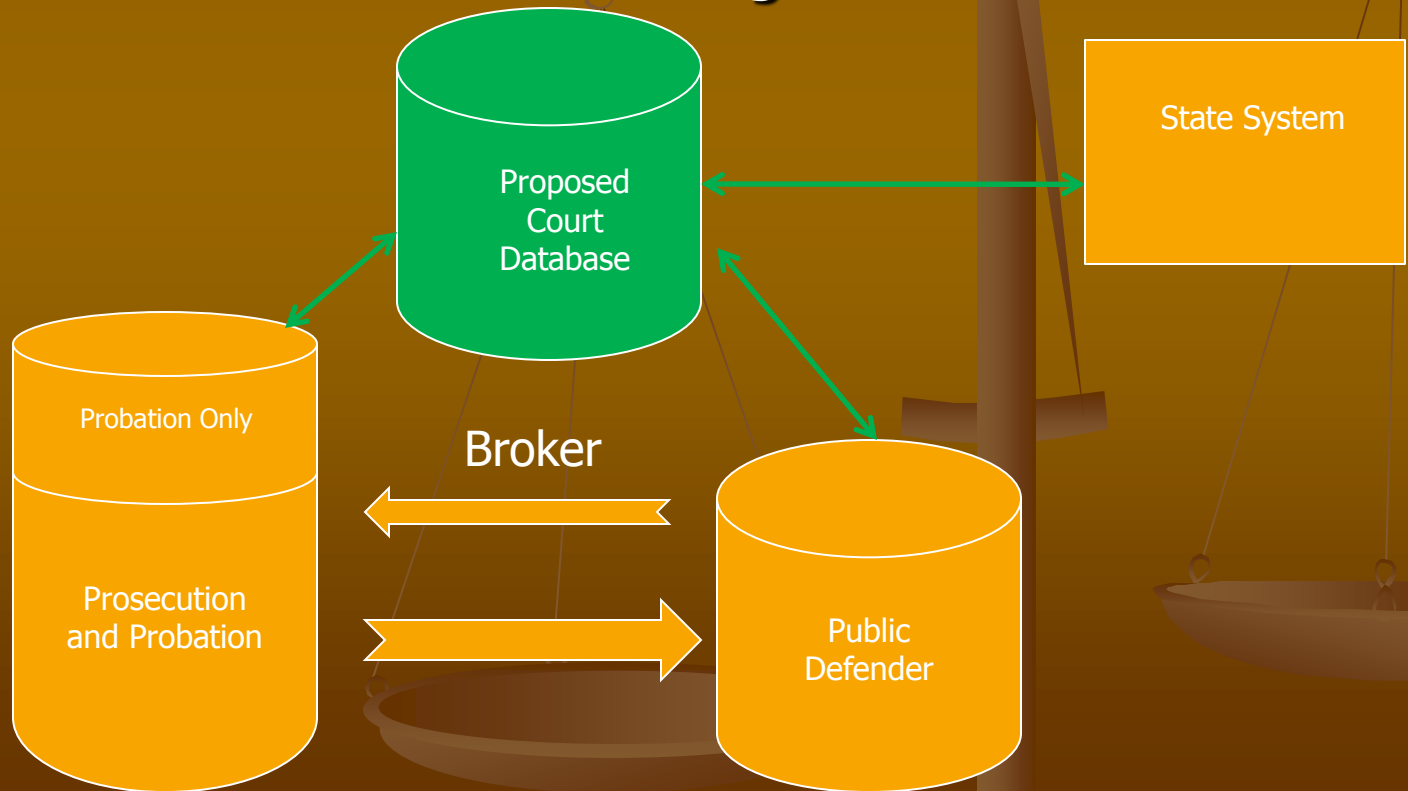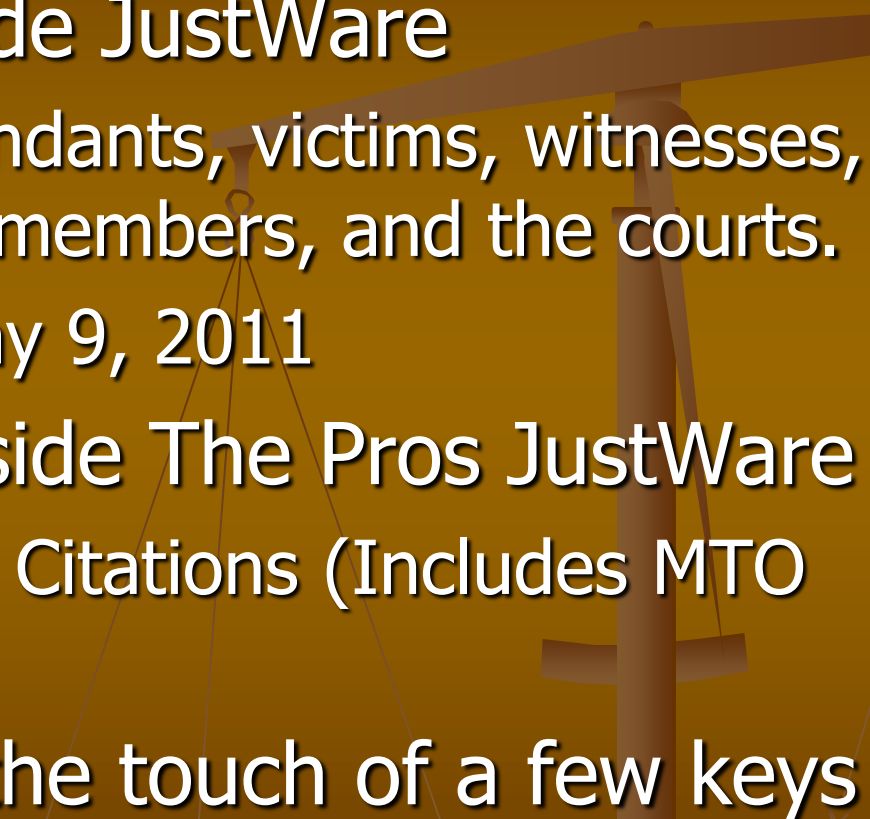
JustWare -- Spokane

- **The Prosecution Cases Inside JustWare**
  - 2006 – 13,853
  - 2007 – 14,487
  - 2008 – 15,324
  - 2009 – 11,038
  - 2010 – 11,030
  - Total – 65,732

JustWare -- Spokane

- **The Names Inside JustWare**
  - Include all defendants, victims, witnesses, criminal justice members, and the courts.
  - 51,200 as of May 9, 2011
- **The Charges Inside The Pros JustWare**
  - 75,037 Criminal Citations (Includes MTO Charges)
- **All Available at the touch of a few keys**

JustWare -- Spokane

- What clerk-level case management used to look like processing 10-12K cases per year.
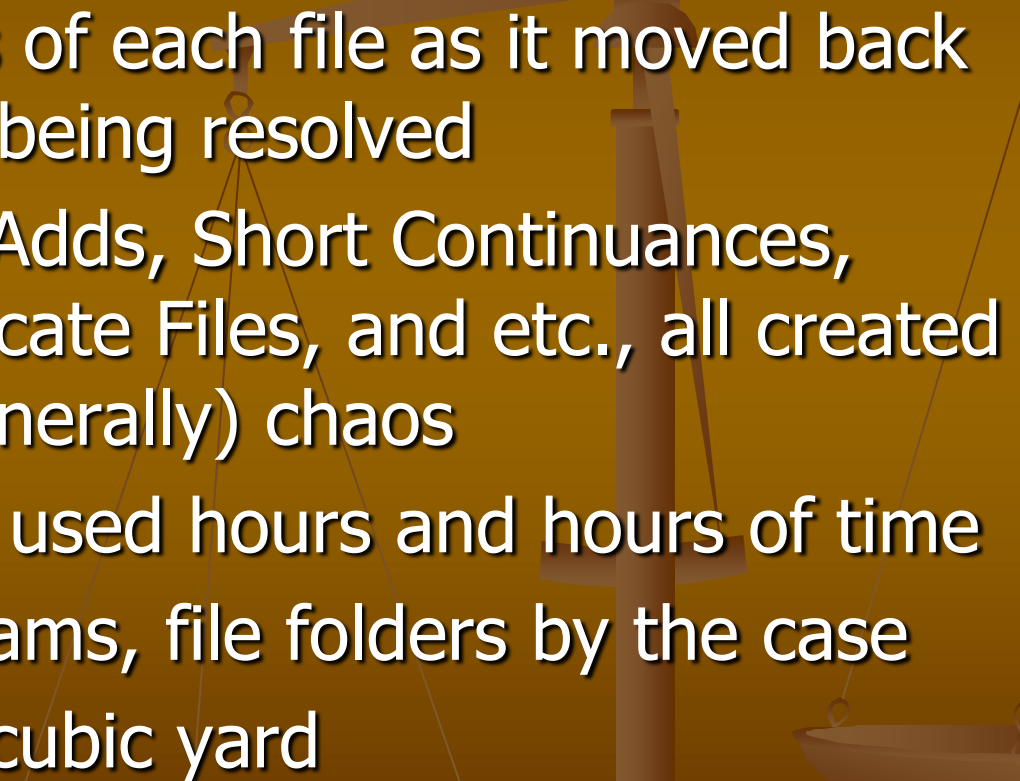
JustWare -- Spokane

What case management used to look like at the prosecutor level.

Files from Clerk

Review file and new charges

Repeat Until Resolved

Look for Associated Files as Necessary

Return Continuances for Refiling

Make and Communicate Offer

Sort Resolved Cases for ACCESS Entry

Draft or Review Draft of Resolution Order or Continuance

Attend Court/No Late Adds
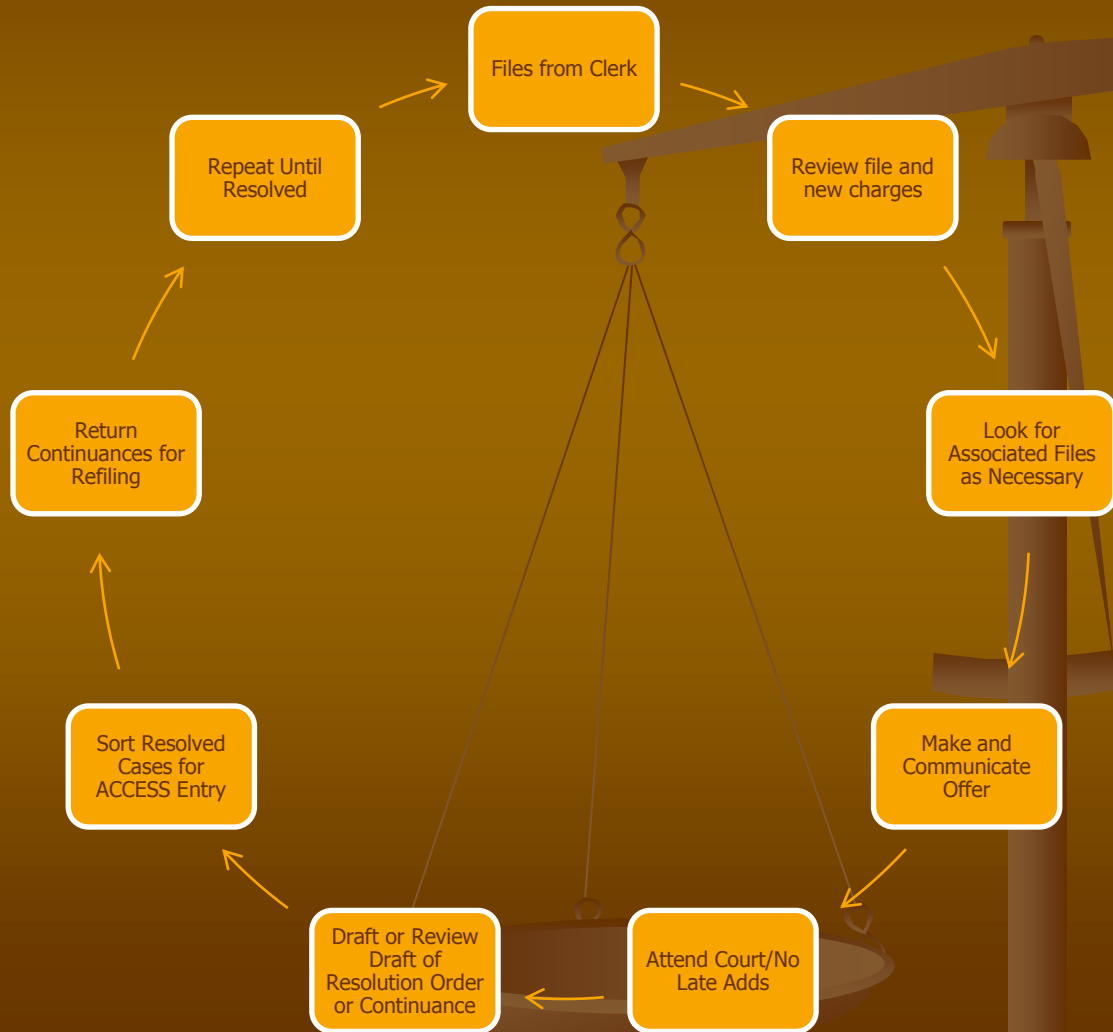
JustWare -- Spokane

- Bottom Line
  - Tens of touches of each file as it moved back and forth while being resolved
  - Warrants, Late Adds, Short Continuances, Lost Files, Duplicate Files, and etc., all created a controlled (generally) chaos
  - Repetitive work used hours and hours of time
  - Paper by the reams, file folders by the case
  - Storage by the cubic yard

JustWare -- Spokane

- What case management looks like now:
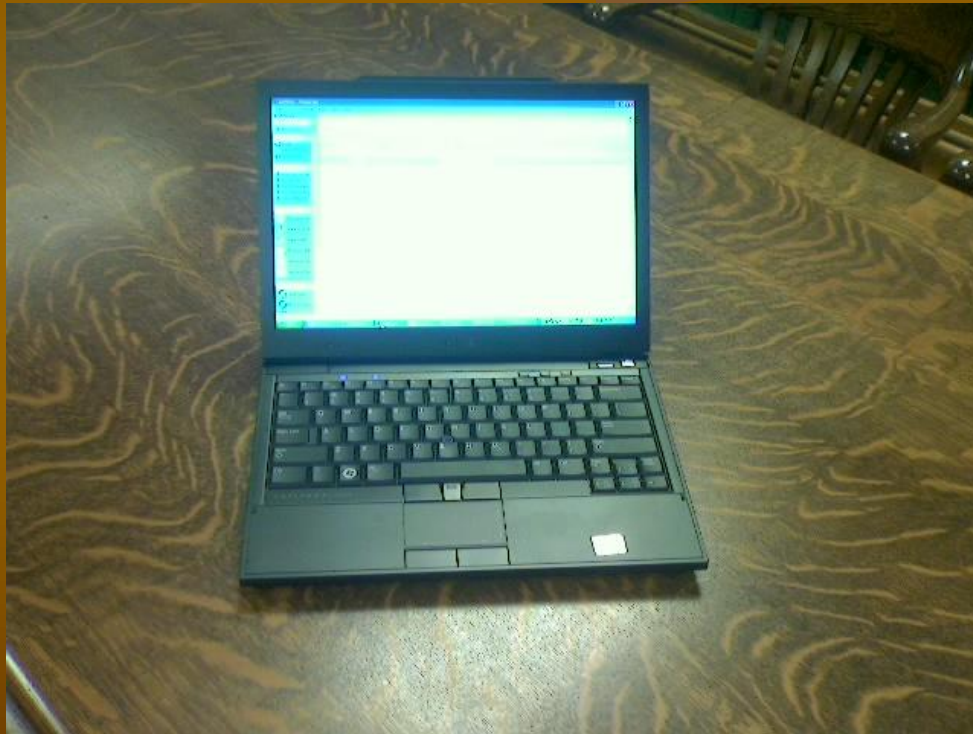
JustWare -- Spokane

The Prosecutor (on the right) accesses his caseload via a wireless laptop computer while the public defender's caseload is the stack of files just beyond his left hand.

JustWare -- Spokane

Currently, the prosecution manages its caseload via a report called the MUNICIPAL COURT SCHEDULE. Every court criminal docket for the week of March 8-March 12, 2010 is summarized here. Clicking on the indicated docket takes us to the next view.

JustWare -- Spokane

Although one of our largest Alpha-split dockets, this actual 88 case Pretrial Docket lineup is one click away from the Municipal Court Schedule.   Clicking on this case takes us to our next view.

JustWare -- Spokane

Another click opens the case itself which is organized into tabs making the selection of more detailed information by subject matter easy and quick.

JustWare -- Spokane

Here, for instance, are all associated parties to the case including the judge, the police, the prosecution, and the defendant. Note also that JW tracks reassignment of personnel no longer on the case.

JustWare -- Spokane

Here, the charges, where they occurred and, in this case, the desired outcome can be quickly seen.

JustWare -- Spokane

This tab reflects the case history as it has moved though the system and various hearings. The history includes, in this case, a warrant on which a $500 bond was required.

JustWare -- Spokane

The filing cabinet is extremely flexible. If the information can be reduced to electronic means it can be stored, viewed, and transmitted from the filing cabinet.

JustWare -- Spokane

Additionally, the filing cabinet is filled with all means of documents necessary to resolve or try the case. Each one can be merged with information from the case itself resulting in rapid production.
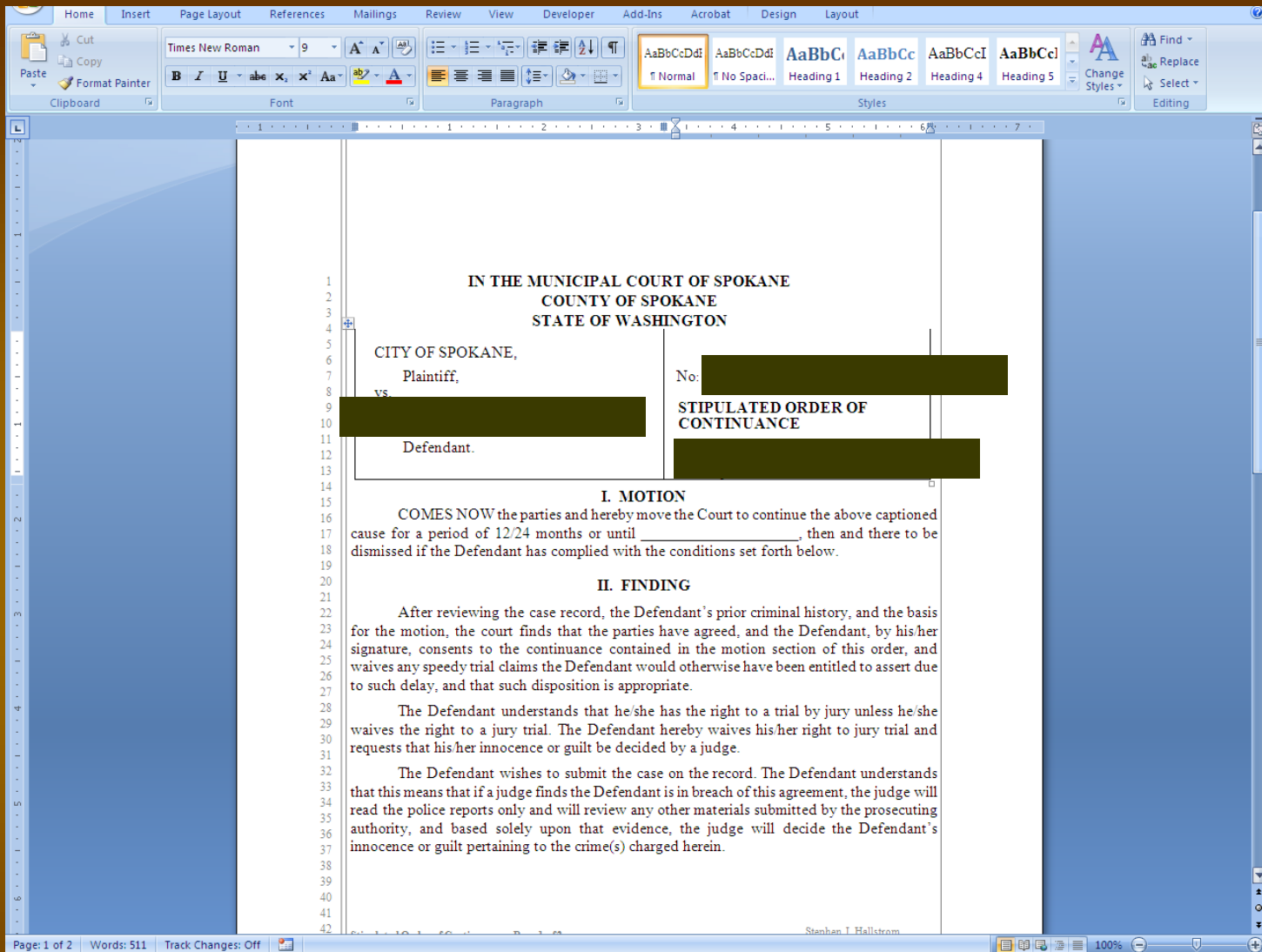
JustWare -- Spokane

Here a Stipulated Order of Continuance was generated for this defendant on this case in less than 15 seconds. All that remains is to set a couple of dates, sign it and file it.
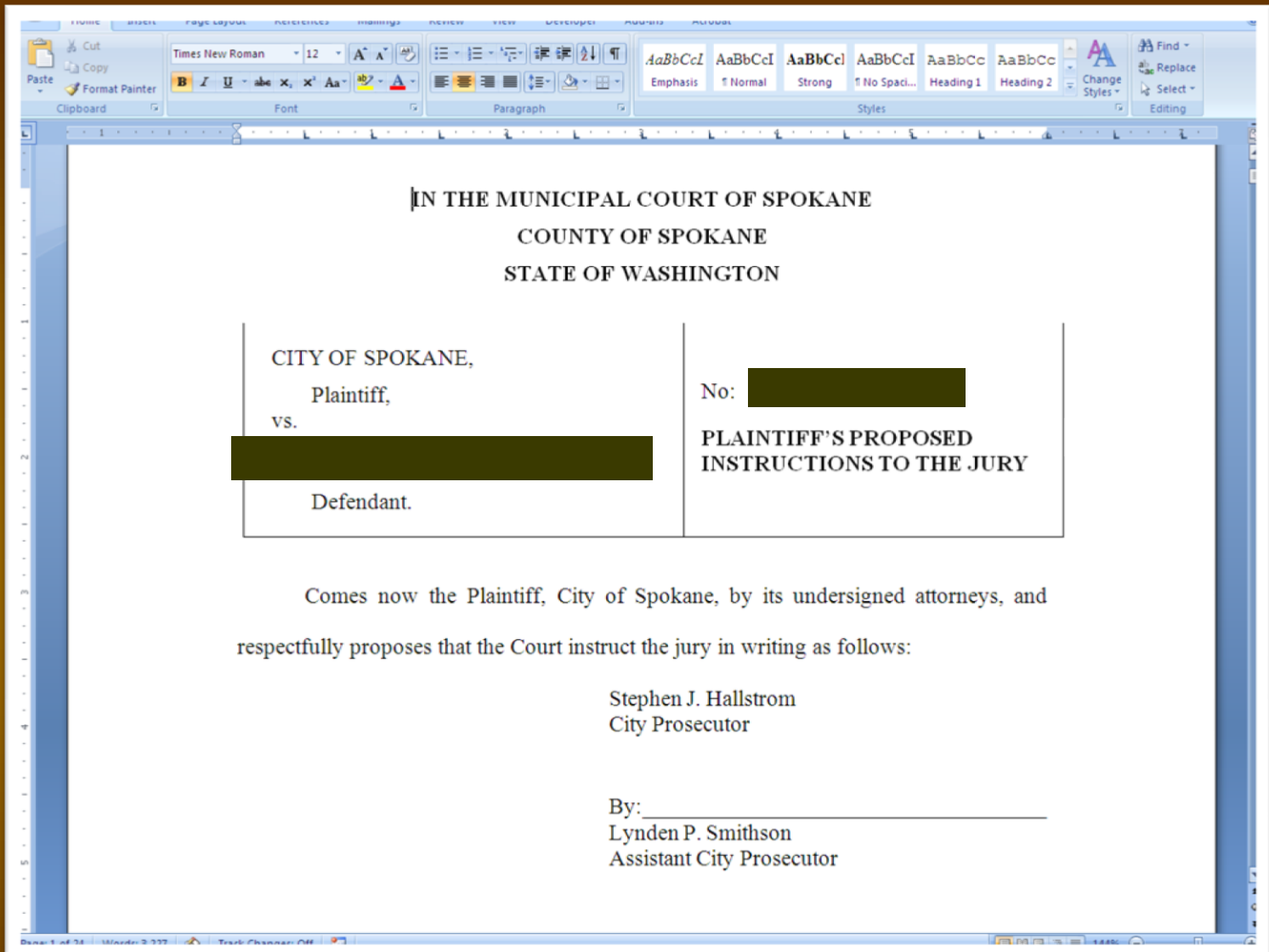
JustWare -- Spokane

Here, these jury instructions were likewise created with little to no editing are ready for the trial.

JustWare -- Spokane

- Bottom Line
  - Work effort -- clerk and attorney is improved
  - Work effort is standardized and efficient
  - Any case is a click away
  - Document creation is a snap
  - Reporting and Statistics Greatly Improved
  - And on and on
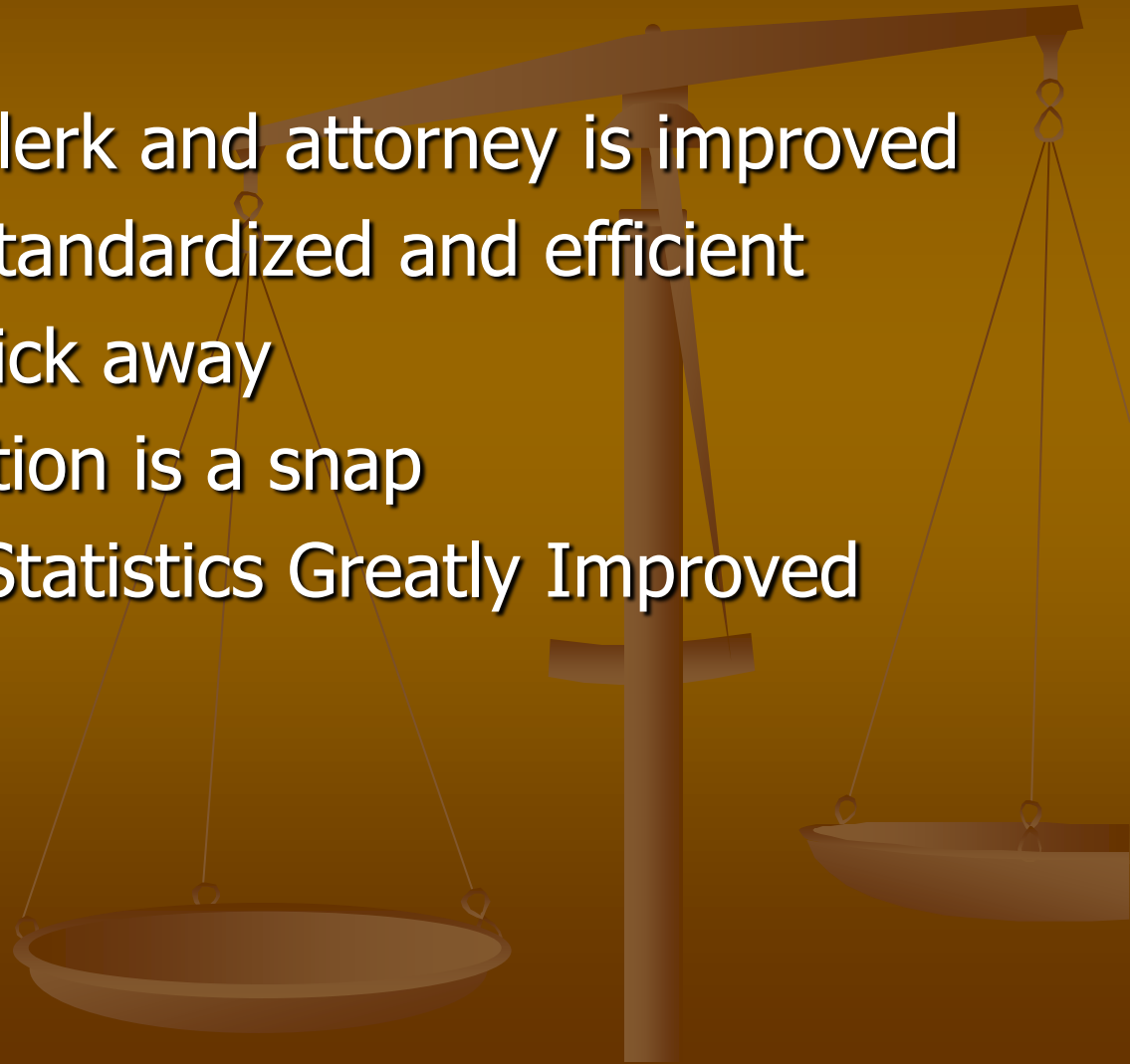
JustWare -- Spokane

And there you have it!

Questions??

Jim Bledsoe can be contacted at the Spokane City Attorney's Office 509-625-6225, 808 West Spokane

Falls Blvd, Rm 550 Fifth Floor, Spokane Falls Blvd, Spokane, Washington 99201 .
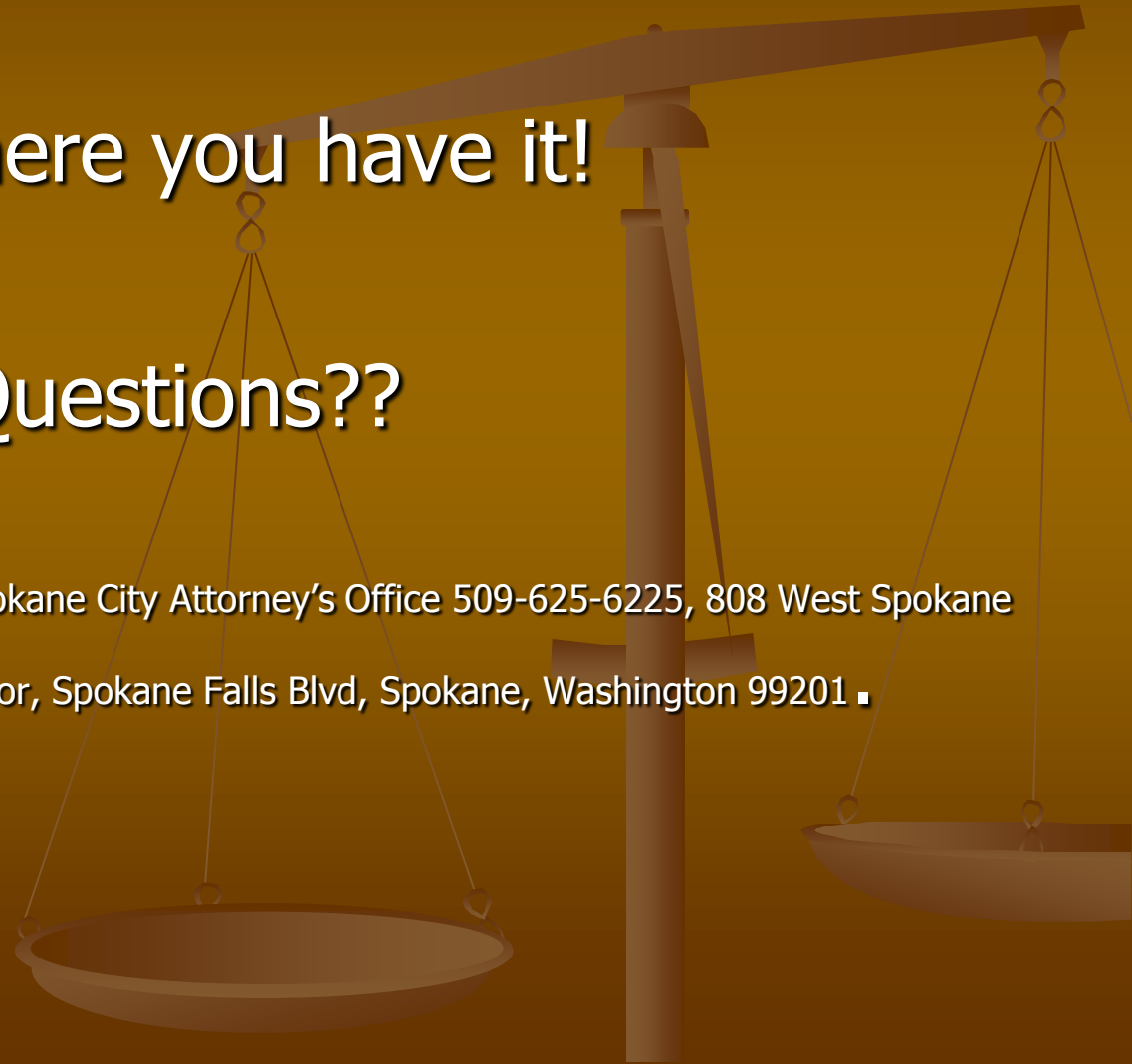
Administrative Office of the Courts
Information Services Division Project Allocation & Expenditure Update
EXPENDITURES AND OBLIGATIONS THROUGH MAY 31, 2011

	Initiatives JIS Transition	ALLOCATED	EXPENDED	OBLIGATED	VARIANCE
1.	**Organizational Change Management Phase 1**				
1.1	Develop Organizational Change Strategy	$700	$626	$0	$74
1.2	Implement New Organization Structure	$136,000	$136,000	$0	$0
	Organizational Change Management Phase 1-Subtotal	**$136,700**	**$136,626**	**$0**	**$74**
2.	**Capability Improvement Phase I**				
2.1	Implement Change Management and Communications	$595,000	$520,000	$0	$75,000
2.2	Implement IT Governance	$922,100	$922,088	$0	$12
2.3	Implement Project Management Office (PMO)	$959,000	$666,500	$0	$292,500
2.4	Implement IT Portfolio Management (ITPM)	$950,000	$645,500	$0	$304,500
	Capability Improvement Phase I-Subtotal	**$3,426,100**	**$2,754,088**	**$0**	**$672,012**
3.	**Capability Improvement Phase II**				
3.1	Implement Enterprise Architecture Management	$92,500	$92,200	$0	$300
3.2	Implement Solution Management	$0	$0	$0	$0
3.3	Implement Relationship Management	$0	$0	$0	$0
3.4	Implement IT Service Management-Change, Configure, Release	$225,000	$0	$0	$225,000
	Capability Improvement Phase II-Subtotal	**$317,500**	**$92,200**	**$0**	**$225,300**
4.	**Capability Improvement Phase III**				
4.1	Establish Vendor Management	$100,000	$0	$0	$100,000
4.2	Mature Application Development Capability	$200,000	$0	$0	$200,000
4.3	Establish Enterprise Security	$200,000	$0	$0	$200,000
	Capability Improvement Phase III-Subtotal	**$500,000**	**$0**	**$0**	**$500,000**
5.	**Capability Improvement Phase IV**				
5.1	Implement IT Service Management-Incident, Problem, Service	$550,000	$211,000	$189,000	$150,000
5.2	Implement Financial Management Reporting	$85,000	$85,000	$0	$0
	Capability Improvement Phase IV-Subtotal	**$635,000**	**$296,000**	**$189,000**	**$150,000**
6.	**Capability Improvement Phase V**	**$0**			
7.	**Master Data Management**				
7.1	Develop Data Governance Model	$95,000	$95,000	$0	$0
7.2	Implement Data Quality Program	$310,000	$85,000	$185,000	$40,000
7.3	Develop Unified Data Model	$298,000	$50,000	$0	$248,000
7.4	Implement MDM Tool	$900,000	$0	$0	$900,000
	Master Data Management-Subtotal	**$1,603,000**	**$230,000**	**$185,000**	**$1,188,000**
8.	**Migrate Data Exchanges**	**$0**			
9.	**Migrate Web Sites**	**$0**			
10.	**JIS Applications Refresh**				
10.1	Conduct Feasibility Study and Transition Planning	$525,700	$42,133	$193,450	$290,117
	JIS Applications Refresh-Subtotal	**$525,700**	**$42,133**	**$193,450**	**$290,117**
11.	**Organization Change Management Phase II**				
11.1	Change Management in Support of JIS	$320,000	$0	$0	$320,000
	Organization Change Management Phase II-Subtotal	**$320,000**	**$0**	**$0**	**$320,000**
12.	**Ongoing Activities**				
12.1	Natural To COBOL Conversion	$550,000	$31,850	$0	$518,150
12.2	SCOMIS DX	$1,600,000	$625,638	$84,422	$889,940
12.3	E-Ticketing stabilization	$0	$161	$0	($161)
12.4	Non-allocated Projects	$0	$0	$0	$0
	Ongoing Activities-Subtotal	**$2,150,000**	**$657,649**	**$84,422**	**$1,407,929**
13.	**Equipment Replacement**				
13.1	Equipment Replacement - External	$2,700,000	$2,518,700	$218,756	($37,456)
13.2	Equipment Replacement - Internal	$300,000	$203,138	$26,254	$70,608
	Equipment Replacement-Subtotal	**$3,000,000**	**$2,721,838**	**$245,010**	**$33,152**
	Sub-TOTAL	$12,614,000	$6,930,534	$896,882	$4,786,584

Annual Traffic Infraction Filings

Year	Filings
2000	846,984
2001	812,497
2002	983,843
2003	999,531
2004	937,073
2005	963,910
2006	1,018,290
2007	1,070,539
2008	1,029,304
2009	1,059,071
2010	1,001,936
2011-Projected	970,989

Annual Traffic Infractions Paid

Year	Infractions Paid
2000	404,430
2001	371,890
2002	424,947
2003	424,283
2004	364,043
2005	350,182
2006	403,349
2007	438,091
2008	408,070
2009	399,580
2010	386,909
2011-Projected	367,083

Percent of Traffic Infraction Filings Paid

Bar chart showing Percent of Traffic Infraction Filings Paid by year:

Year	Percent
2000	47.75%
2001	45.77%
2002	43.19%
2003	42.45%
2004	38.85%
2005	36.33%
2006	39.61%
2007	40.92%
2008	39.65%
2009	37.73%
2010	38.62%
2011-Projected	37.81%

	Administrative Office of the Courts Select Judicial Information System Account (JIS) Budget History				
Biennium	**Ongoing**	**FTEs**	**PSEA**	**JIS**	**Notes**
1997-1999	Fund Shift (leg initiated)	0.00	($1,350,000)	$1,350,000	
1999-2001	Leg Initiated Carryforward Level Adjustment (CA)	0.00	($245,000)	$245,000	
2001-2003	Leg Initiated Performance Level Adjustment	0.00	($606,000)	$606,000	
2003-2005	AOC Requested Maint. Adjustment	10.00	($3,692,000)	$3,692,000	
2006 Supp	Disaster Recovery	0.00	($380,000)	$380,000	All future DR from JIS
2008 Supp	Disaster Recovery	0.00	($107,000)	$107,000	All future DR from JIS
2011-2013	HB 1087 $6,011,000	0.00	$0	$6,011,000	Section 113 decreased SGF approp by $6,011,000 and increased JIS approp by $6,011,000
	Total Ongoing JIS Impacts	**10.00**	**($6,380,000)**	**$12,391,000**	
Biennium	**One-Time**	**FTEs**	**PSEA**	**JIS**	**Notes**
1999-2001	JIS System Maintenance	0.00	($680,000)	$680,000	
2007-2009	Equipment Replacement	0.00	($1,545,000)	$1,545,000	All future ER requested from JIS
	Total One-Time Impacts	**0.00**	**($2,225,000)**	**$2,225,000**	
Biennium	**Fund Balance Shift (One-Time)**	**FTEs**	**N/A**	**JIS**	**Notes**
2007-2009	Transfer to GF	0.00	$0	$1,500,000	2008 Supplemental (Section 112, ESHB 2687) transferred $1.5 million from PSEA to JIS account. Reversed in 09-11 CFL.
2009-2011	ESHB 1244: $5 million transferred in FY 09 to GF	0.00	$0	$5,000,000	Section 1702 ESHB 1244 (2009 supplemental budget)
2009-2011	ESHB 1244: $2.5 million per fiscal year to GF	0.00	$0	$5,000,000	Section 805 ESHB 1244 09-11-- Biennial
2009-2011	SB 6444 increased transfer by $750,000/FY	0.00	$0	$1,500,000	Section 803 SB 6444 first 2010 Supplemental
	Total Fund Balance Shift (One-Time)	**0.00**	**$0**	**$13,000,000**	
	Total Shift to JIS			**$27,616,000**	

Administrative Office of the Courts
Estimated Revenue and Expenditures Information Services Division

2011-2013 Administrative Office of the Courts Information Services Divisi

FTE's	117.6	
Total Maint. Level	**$33,019,563**	
Ongoing	$33,019,563	77%
Project	$10,134,000	23%
Total Budget	**$43,153,563**	

11-13 JIS Revenue
$38,000,000

Estimated JIS Fund Balance 7-1-11
Legislatively Authorized Fund Transfer -to SGF (see HB 1087 2011)
Net Fund Balance
Estimated JIS Revenue

Total Estimated JIS Resources Available

11-13 Initial JIS Appropriation

Estimated Funding Available

Small project funding
Superior Court Case Mgmt System Development & Implementation
Equipment Replacement
Operational Plan Carryover Costs (projects begun in 09-11)
Superior Court Case Mgmt System Program Costs

Estimated Amount Available in 11-13

Administrative Office of the Courts
Estimated Revenue and Expenditures Information Services Division

ion

$10,393,000
$0
$10,393,000
$38,000,000
$48,393,000
($32,249,000)
$16,144,000
($1,984,000)
($4,359,199)
($1,178,000)
($1,999,000)
$0
$6,623,801

Administrative Office of the Courts
Estimated Revenue and Expenditures Information Services Division

2013-2015 Administrative Office of the Courts Information Services Div

FTE's	117.6		**13-15 JIS Revenue**	
Total Maint. Level	**$33,019,563**		**$38,000,000**	
Ongoing	$33,019,563	66%		
Project	$17,216,284	34%		
Total Budget	**$50,235,847**			

Estimated JIS Fund Balance 7-1-13
Legislatively Authorized Fund Transfer
Net Fund Balance
Estimated JIS Revenue

Total Estimated JIS Resources Available
13-15 Initial JIS Appropriation
Estimated Funding Available

Small project funding
Superior Court Case Mgmt System Development and Implementation
Equipment Replacement
Superior Court Case Mgmt System Program Costs (F-6)
New Project
Estimated Amount Available in 13-15

Administrative Office of the Courts
Estimated Revenue and Expenditures Information Services Division

ision	
$6,623,801	
$0	
$6,623,801	
$38,000,000	
$44,623,801	
($32,249,000)	
$12,374,801	
($1,984,000)	
($7,655,566)	
($2,430,122)	
($146,596)	
($5,000,000)	
($4,841,483)	

Administrative Office of the Courts
Estimated Revenue and Expenditures Information Services Division

2015-2017 Administrative Office of the Courts Information Services Div

				15-17 JIS Revenue
FTE's	117.6			$38,000,000
Total Maint. Level	**$33,019,563**			
Ongoing	$33,019,563	69%		
Project	$15,088,374	31%		
Total Budget	**$48,107,937**			

Estimated JIS Fund Balance 7-1-15
Legislatively Authorized Fund Transfer
Net Fund Balance
Estimated JIS Revenue

Total Estimated JIS Resources Available

15-17 Initial JIS Appropriation

Estimated Funding Available

Superior Court Case Mgmt System Development and Implementation
Equipment Replacement
Superior Court Case Mgmt System Program Costs (F-6)

Estimated Amount Available in 15-17

ision

($4,841,483)
$0
($4,841,483)
$38,000,000
$33,158,517
($32,249,000)
$909,517
($8,677,388)
($5,158,857)
($1,252,129)
($14,178,857)

Administrative Office of the Courts
Estimated Revenue and Expenditures Information Services Division

2017-2019 Administrative Office of the Courts Information Services Div

FTE's	117.6	
Total Maint. Level	**$33,019,563**	
Ongoing	$33,019,563	87%
Project	$4,923,717	13%
Total Budget	**$37,943,280**	

17-19 JIS Revenue
$38,000,000

Estimated JIS Fund Balance 7-1-17
Legislatively Authorized Fund Transfer
Net Fund Balance
Estimated JIS Revenue

Total Estimated JIS Resources Available
17-19 Initial JIS Appropriation
Estimated Funding Available

Superior Court Case Mgmt System Development and Implementation
Equipment Replacement
Superior Court Case Mgmt System Program Costs (F-6)

Estimated Amount Available in 17-19

ision

($14,178,857)
$0
($14,178,857)
$38,000,000

$23,821,143
($32,249,000)
($8,427,857)

$0
($1,402,625)
($3,521,092)

($13,351,574)

2011-2013 Biennial Budget Comparisons-Final

Agency	Budget Change	Requested	Conference Budget	
Administrative Office of the Courts				
	Funding Reduction	$0	$-1,500,000	
	3% Salary Reduction	$0	$-1,058,000	
	SC Calendar & Case Mgmt	$4,973,000	$4,973,000	
	JIS Multi-Project Funding	$1,984,000	$1,984,000	
	Carry-Over JIS Funding	$1,999,000	$1,999,000	
	Equipment Replacement	$1,178,000	$1,178,000	
	Pierce County Superior Court Judge	$0	$-212,000	
	Thurston County Impact Fee	$248,000	$0	
	LFO Postage	$52,000	$0	
	Quality Assurance Transfer	$1,178,000	$0	
	Fund Transfer General Fund to JST	$0	-$5,414,000 GF $5,414,000 JSTA	
	Fund Transfer General Fund to JIS	$0	-$6,011,000 GF $6,011,000 JIS	
	Guardianship Services	$1,060,000	$265,000	
	Risk Assessment	$200,000	$0	
Supreme Court				

2011-2013 Biennial Budget Comparisons-Final

Agency	Budget Change	Requested	Conference Budget	
Policy Level	Funding Reduction	$0	$-542,000	
	3% Salary Reduction	$0	$-228,000	
	Merit Request	$268,000	$0	
Court of Appeals				
Policy Level	Funding Reduction	$0	$-1,208,000	
	3% Salary Reduction	$0	$-470,000	
	Merit Request	$1,209,000	$0	
Law Library				
Policy Level	Funding Reduction	$0	$-432,000	
	3% Salary Reduction	$0	$-42,000	
Office of Public Defense				
Policy Level	Parents Rep Expansion	$0	$750,000	$0
	Funding Reduction	$0	$-531,000	
	Fund Transfer General Fund to JST	$0	-$2,490,000 GF $2,490,000 JSTA	
	3% Salary Reduction	$0	$-72,000	
Office of Civil Legal Aid				

2011-2013 Biennial Budget Comparisons-Final

Agency	Budget Change	Requested	Conference Budget	
Policy Level	Funding Reduction	$0	$-234,000	
	Fund Transfer General Fund to JST	$0	-$1,098,000 GF $1,098,000 JSTA	
	3% Salary Reduction	$0	$0	

1087-S.E AMH H2897.1
ESHB 1087 - H AMD

NEW SECTION.
Sec. 113. FOR THE ADMINISTRATOR FOR THE COURTS

General Fund--State Appropriation (FY 2012)	$50,619,000
General Fund--State Appropriation (FY 2013)	$50,174,000
General Fund--Federal Appropriation	$1,551,000
General Fund--Private/Local Appropriation	$248,000
Judicial Information Systems Account—State Appropriation	42,383,000
Judicial Stabilization Trust Account—State Appropriation	$5,414,000
TOTAL APPROPRIATION	$150,389,000

The appropriations in this section are subject to the following conditions and limitations:

(1)...

(2)...

(3) ...

(4) ...

(5) $1,178,000 of the judicial information systems account—state appropriation is provided solely for replacing computer equipment at state courts and state judicial agencies.

(6) No later than September 30, 2011, the judicial information systems committee shall provide a report to the legislature on the recommendations of the case management feasibility study, including plans for a replacement of the superior court management information system (SCOMIS) and plans for completing the data exchange core system component consistent with a complete data exchange standard. No later than December 31, 2011, the judicial information systems committee shall provide a report to the legislature on the status of the data exchange, the procurement process for a SCOMIS replacement, and a case management system that is designed to meet the requirements approved by the superior courts and county clerks of all thirty-nine counties. The legislature shall solicit input on both reports from judicial, legislative, and executive stakeholders.

Superior Court Data Exchange Project Status
June 24, 2011

<u>Status</u>:

The project team completed the evaluation of Vendor proposals for implementing the Superior Court Data Exchange:

➤ Sierra Systems (Prime) & CodeSmart submitted the winning proposal

➤ Apparent Successful Vendor (ASV) notification was issued June 10

➤ Contract negotiations will begin following the Award Protest Cut-off Date of June 23

➤ Contract negotiations will include discussions on reducing the price

Vehicle Related Violations (VRV) Status Update

June 24, 2011

Record Management System (RMS) Issues Affecting VRV

- The Department of Information (DIS) RMS project went into production June 12.

- The RMS implementation frees up DIS resources to:

    Focus on the on-boarding of new partners (VRV)

- DIS is preparing a readiness assessment questionnaire to release to the Tier 1 partners (Issaquah, Kirkland, and Lakewood)

VRV Current Status

▪ Kirkland, Issaquah, and Lakewood are:

- Tentatively scheduled for the JINDEX August 2011 release

- Finalizing their implementation planning

- Engaged with their technical resources

- Poised to meet the DIS August release schedule

Next Steps

- Courts continue to work with their Information Technology (IT) providers to develop their VRV web services

- AOC continues to host regular bi-weekly meetings with Courts and IT staff to:

  o communicate, collaborate, and monitor schedule

- AOC continues to work with JSD Line 1 support and ISD staff on the VRV Operations Plan

- AOC will continue to participate and report on the VRV and RMS project status

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
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ADMINISTRATIVE OFFICE OF THE COURTS

Table of Contents

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	(blue)
Actual	(green)
Revised or Planned	(pink)

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	blue	blue								
		Actual	green	green	green ✔							
1.2 Implement New Organization Structure	✔	Planned	blue	blue								
		Actual	green	green	green ✔							
2.0 Capability Improvement – Phase I												
2.1 Implement Change Management & Communications – CIO Directed Communications	✔	Planned		blue				blue				
		Actual	green	green	green	green	green	green	green ✔			
2.2 Implement IT Governance (ITG)	✔	Planned	blue	blue	blue	blue	blue	blue	blue			
		Actual	green	green	green	green	green ✔					
2.3 Implement Project Management Office (PMO)	✔	Planned	blue	blue	blue	blue	blue	blue	blue	blue		
		Actual	green	green	green	green	green	green ✔				
2.4 Implement IT Portfolio Management	✔	Planned	blue	blue	blue	blue	blue	blue	blue	blue		
		Actual	green	green	green	green	green	green ✔				
3.0 Capability Improvement – Phase II												
3.1 Implement Enterprise Architecture Management	✔	Planned		blue								
		Actual	green	green	green	green ✔						
3.2 Implement Solution Management	●	Planned		blue			pink	pink	pink	pink		
		Actual				green	green	green	green	green		
3.3 Implement Relationship Management	✔	Planned		blue								
		Actual				green	green ✔					
3.4 Implement IT Service Management – change, configure, release	⊖	Planned		blue	blue							
		Actual							pink	pink	pink	pink
Establish Governance Bodies (EGB)	▲	Planned										
		Actual							green	green		
4.0 Capability Improvement – Phase III												
4.1 Establish Vendor Management	⊖	Planned				blue						
		Actual							pink			
4.2 Mature Application Development Capability	⊖	Planned				blue						
		Actual							pink			
4.3 Establish Enterprise Security	⊖	Planned				blue						
		Actual								pink	pink	
5.0 Capability Improvement – Phase IV												
5.1a Implement IT Service Management – Service Catalog, Service Level Management, Enterprise Requirements Management	●	Planned				blue	blue	blue				
		Actual					green	green	green	green ✔		
5.1b Implement IT Service Management – Incident, Problem	⊖	Planned										
		Actual									pink	pink
5.2 Implement Performance Reporting (formally Financial Management Reporting)	✔	Planned					blue					
		Actual					green	green ✔				
6.0 Capability Improvement – Phase V												
6.1 Establish Custom Development Capabilities	⊖	Planned										
		Actual								pink		
7.0 Master Data Management												
7.1 Develop Data Governance Model	✔	Planned				blue						
		Actual					green	green	green ✔			
7.2 Implement Data Quality Program	●	Planned				blue						
		Actual						green	green	green		

Legend:

Color	Meaning
Blue	Original Roadmap per IT Strategy June 19 - 2009
Green	Actual
Pink/Magenta	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			blue	blue	blue					
		Actual						green	green ✔			
7.4a Implement MDM Tool – Ramp up & analysis	⊖	Planned			blue	blue	blue	blue				
		Actual								pink	pink	pink
7.5 Optimize Data Warehouse	⊖	Planned						blue				
		Actual										
8.0 Migrate Data Exchanges												
8.1 Develop Migration Strategy	⊖	Planned					blue					
		Actual								pink	pink	pink
8. 2 Develop File Based Exchanges	⊖	Planned						blue	blue			
		Actual								pink	pink	
8.3 Develop Transactional Transfers	⊖	Planned						blue	blue			
		Actual								pink	pink	pink
8.4 Migrate Exchanges Including JIS Link	⊖	Planned										
		Actual								pink	pink	
9.0 Migrate Web Sites												
9.1 Develop Migration Strategy	⊖	Planned							blue	blue		
		Actual										
9.2 Redirect Web Application Data Sources	⊖	Planned							blue	blue		
		Actual										
10.0 JIS Application Refresh												
10.1a Superior Court Case Management Feasibility Study	🟢	Planned			blue	blue	blue					
		Actual					green	green	green			
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						blue	blue			
		Actual										
11.0 Organization Change Management – Phase II												
11.1 Change Management in Support of JIS	⊖	Planned						blue	blue			
		Actual										pink
Other Projects & Activities												
12.1 Natural to COBOL Conversion	🟢	Planned							pink	pink	pink	
		Actual							green	green	green	
12.2 Superior Court Data Exchange	🟢	Planned			blue	blue	blue	blue	blue	blue	pink	pink
		Actual			green	green	green	green	green	green		
12.3 E-ticketing stabilization	✔	Planned			blue	blue	blue	blue	blue			
		Actual			green	green	green	green ✔				
12.5 Conduct Market Study – Superior Courts	✔	Planned	blue	blue								
		Actual	green	green ✔								
12.6 Conduct Feasibility Study – Road to Toll Support	✔	Planned	blue	blue								
		Actual	green	green ✔								
12.8 Equipment Replacement – External	🟢	Planned						green	green	green		
		Actual										
12.8 Equipment Replacement – Internal	🟢	Planned						green	green	green		
		Actual										

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.
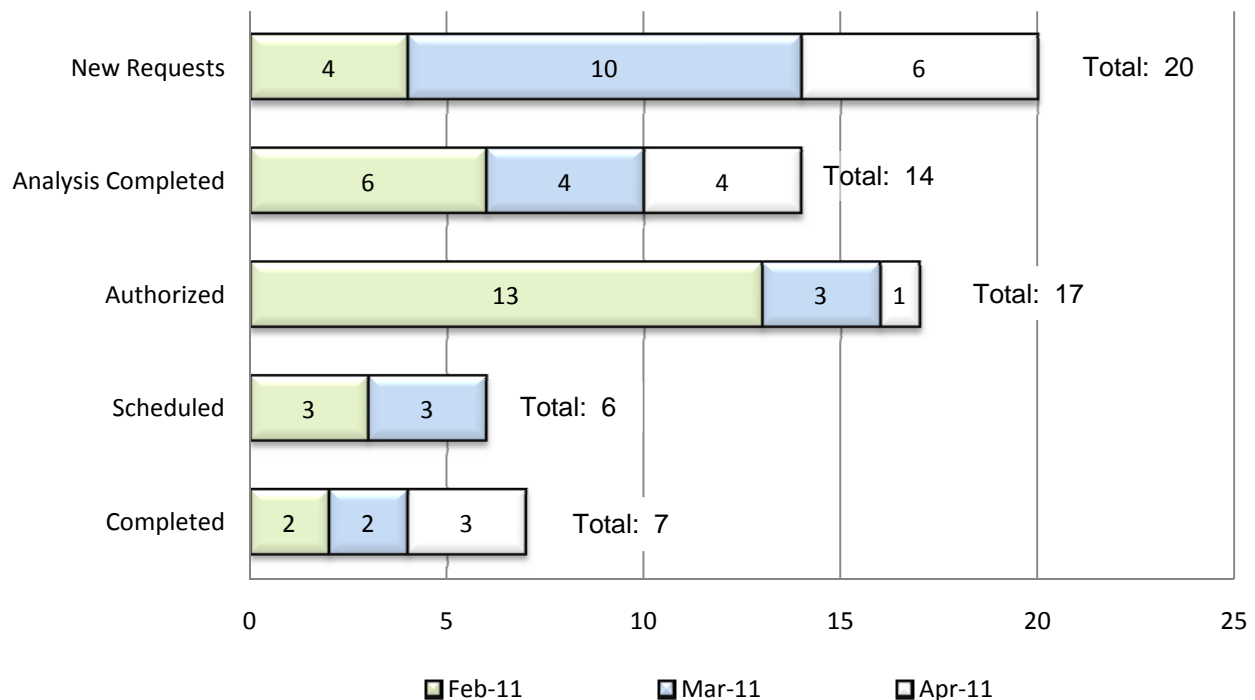
Team Recognitions

- **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.

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

Requests Completing Key Milestones

Milestone	Feb-11	Mar-11	Apr-11	Total
New Requests	4	10	6	20
Analysis Completed	6	4	4	14
Authorized	13	3	1	17
Scheduled	3	3		6
Completed	2	2	3	7

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

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.

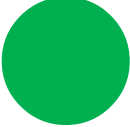| JIS Project: Superior Court Management Feasibility Study (SCMFS)	
Activities	**Impact/Value**
✓ MTG: Finalize Gap Analysis (Deliverable 5).	Captures divergence of best-few alternatives from AOC requirements and the effort to bridge the gap.
✓ MTG needs to complete further analysis in their Migration 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
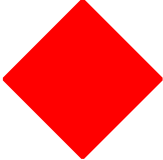
Note that VRV Data Services and e-Ticketing Stabilization have moved from a development project into maintenance and therefore are not being reported under approved projects but are now reported under the ISD operational area; Program Management & Quality Assurance.

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.

Page 15 of 46

May 2011 ISD Monthly Report to the JISC

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	April– 90% 100%

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

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

Executive Sponsor(s)	IT Project Manager:
Vonnie Diseth, CIO	Eric Wuolle, PMP
Business Area Manager:	**Consultant/Contracting Firm:**
Kumar Yajamanam, Architecture & Strategy	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	April - 95 %
	100%

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

Executive Sponsor(s)	IT Project Manager:
Vonnie Diseth, CIO	Wendy Loewen
Business Area Manager:	**Consultant/Contracting Firm:**
Jennifer Creighton, Data & Development Manager	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	**April – 75%** ▆▆▆▆▆▆▆▆▆▆▆ 100%

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:

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:

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	April – 80% ▮ 100%

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

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	**April - 10%** ▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮ 100%

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:

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

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:

Executive Sponsor(s)	**IT Project Manager:**
Vonnie Diseth, CIO	Bill Burke
Business Area Manager:	**Consultant/Contracting Firm:**
Jennifer Creighton, Data & Development Manager	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
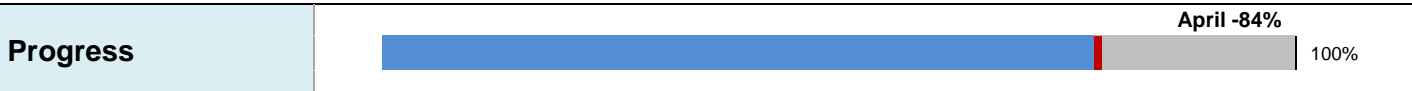
Business Benefit: Provide additional capacity and ensure vendor support for the AOC BizTalk server solution.

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	April -84% / 100%

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: 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	April - 21% ▓▓▓▓▌░░░░░░░░░░░░░░░░ 100%

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

		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

Executive Sponsor(s)	**IT Project Manager:**
Superior Court Judges Association (SCJA)	Kate Kruller, PMP
Judge Steve Warning, President of Association	**Consultant/Contracting Firm:**
Washington State Association of County Clerks (WSACC)	MTG (Management Technology Group)
Kevin Stock, President of Association	
Association of Washington Superior Court Administrators (AWSCA)	**Business Manager**
Delilah George, President of Association	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	April – 90% 100%

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: 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	April-95 % ████████████████████▌░░░ 100%

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

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

Activities Planned for Next Reporting Period	Impact/Value
	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.
✓ 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).
<u>Project Management Office</u>: 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.
<u>Software Quality Assurance</u>: 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
<u>Quality Control</u>	
° 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.
<u>Quality Assurance</u>	
° 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**
<u>Quality Control</u>	
° 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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May IT Governance Update

Completed JIS IT Requests

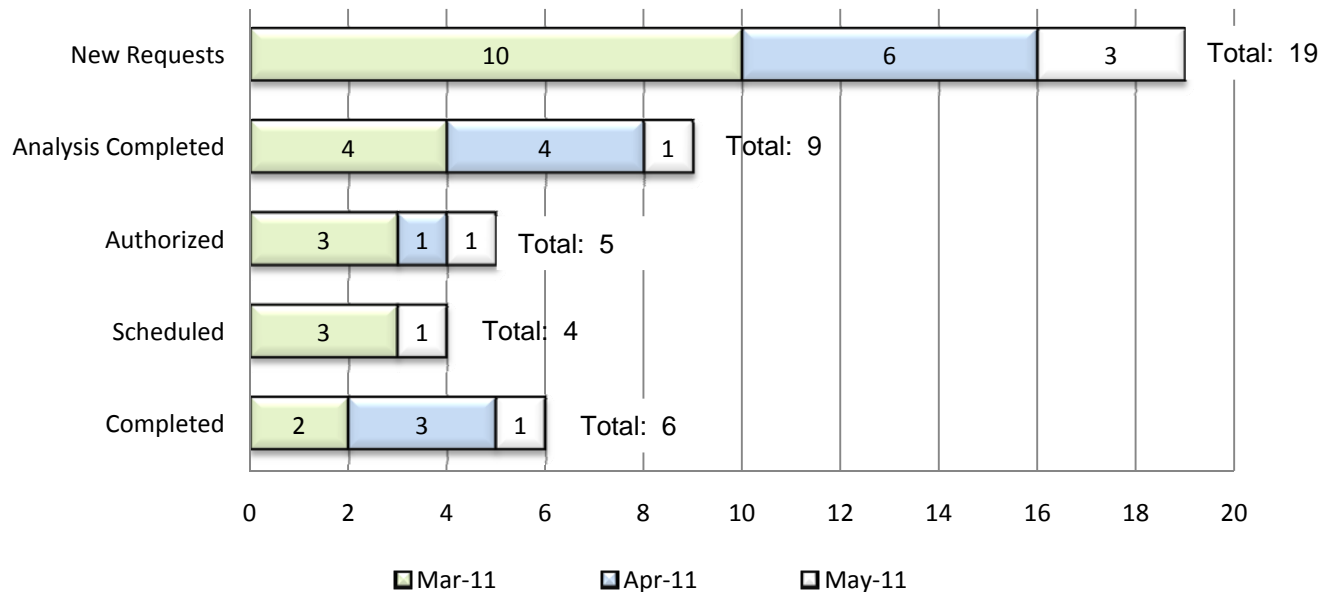|	
Request ID: 039 – Prevent Charges from Being Amended on CAR When FTA is Issued	
Description: Enhance the Batch Docket Screen in JIS to allow multiple docket entries to be made for a single date.	
CLUG: CLJ **| Authorized By:** CIO	
Schedule: Mar 1 – May 2, 2011 **|** *Final Delivery Date:* **May 16, 2011**	

Status Charts

Requests Completing Key Milestones

Legend: Mar-11, Apr-11, May-11

- New Requests: 10 (Mar-11), 6 (Apr-11), 3 (May-11) — Total: 19
- Analysis Completed: 4 (Mar-11), 4 (Apr-11), 1 (May-11) — Total: 9
- Authorized: 3 (Mar-11), 1 (Apr-11), 1 (May-11) — Total: 5
- Scheduled: 3 (Mar-11), 1 (May-11) — Total: 4
- Completed: 2 (Mar-11), 3 (Apr-11), 1 (May-11) — Total: 6

Current Active Requests by:

Endorsing Group	
Supreme Court	1
Court of Appeals Executive Committee	2
Superior Court Judges Association	3
Washington State Association of County Clerks	6
District and Municipal Court Judges Association	6
District and Municipal Court Management Association	25
Data Management Steering Committee	1
Data Dissemination Committee	1
Codes Committee	1
Administrative Office of the Courts	10

Court Level User Group	
Appellate Court	1
Superior Court	7
Courts of Limited Jurisdiction	17
Multi Court Level	9
Non-JIS	3

Status of Active Requests by CLUG

Since ITG Inception

CLUG	Completed	In Progress	Scheduled	Authorized
Non-JIS		2		
Multi-Level	2	1	1	
Appellate	2	1		
Superior Court	2	3		1
CLJ	3	1	2	7

Legend: Completed, In Progress, Scheduled, Authorized
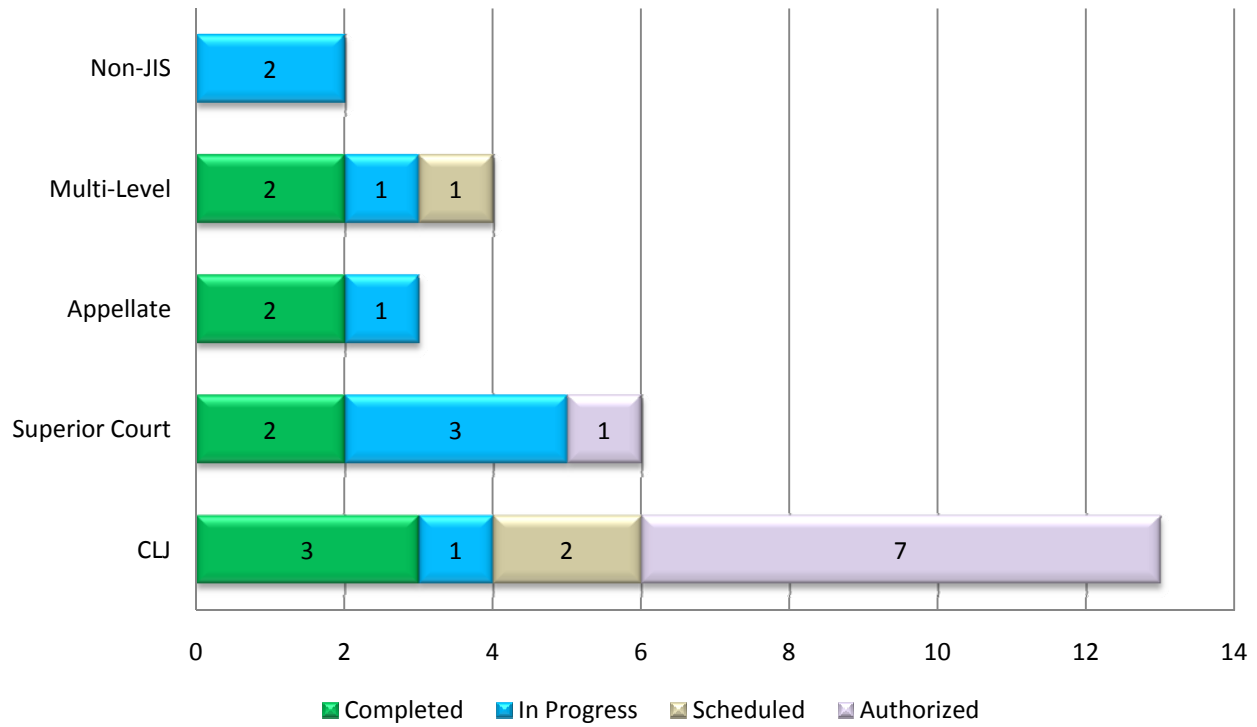
Status of Active Requests by Authorizing Authority

Since ITG Inception

Authority	Completed	In Progress	Scheduled	Authorized
JISC		2	2	4
Administrator	1	1		3
CIO	8	5	1	1

Legend: Completed, In Progress, Scheduled, Authorized
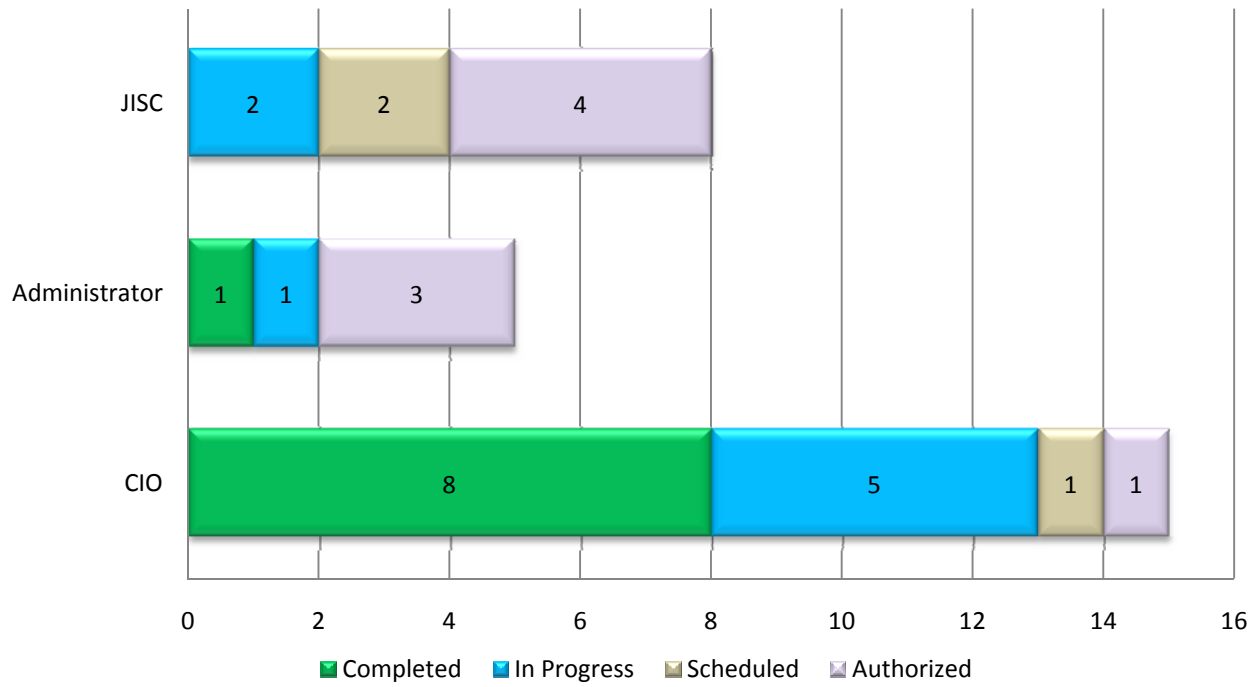
Scheduled ITG Request Overview
Current as of 05/31/11

	June	July	August	September	October	November
Web	006 – Interpreter DB					
	066 – RightNow APIs					
JABS	059 – Case # Search					
JIS			041 – Remove CLJ Archiving and Purge Certain Records			
	058 – Allow Warrants to Print on Plain Paper					
JRS	050 – JRS Windows 7 Compatibility and 050 – JRS Electronic Journaling					
Other	002 – SC CMS		009 – Add Accounting Data Warehouse			
	028 – CLJ Parking Module Modernization					
	045 – Appellate Electronic Filing Feasibility Study					

Schedule Status Based on Current Project Baseline

Implementing Early	On Schedule	2 – 4 Weeks Behind Schedule	> 4 Weeks Behind Schedule	Not Started