



# Washington State Administrative Office of the Courts

ISD Transformation

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

July 2011  
(Reporting Period June 1<sup>st</sup> – June 30<sup>th</sup> 2011)



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## Background

In 2008, the Judicial Information System Committee (JISC) directed the Administrative Office of the Courts (AOC) to modernize and integrate the Judicial Information System. For the 2009-2011 biennium, the Legislature approved funds to fulfill that direction. The budget proviso stipulated that a portion of those funds was for the development of a comprehensive Information Technology (IT) strategy and detailed business and operational plan. This strategy included the development of a fully operational Project Management Office (PMO), the implementation of IT Governance, the establishment of an Enterprise Architecture (EA) Program, the implementation of a Master Data Management (MDM) solution, and a focus on Data Exchanges.

To plan the modernize-and-integrate strategy, AOC contracted with two industry leaders, Ernst & Young and Sierra Systems. The firms performed analysis of the current business problems, the organization's capability and maturity to successfully implement the modernization and integration strategy, and planned a detailed IT strategy to guide the modernization over the next several years.

Upon the completion of an IT strategy and business plan, AOC's Information Services Division (ISD) began implementation of a multi-year operational plan with the launch of five transformation initiatives in September 2009: Project Management Office (PMO), IT Portfolio Management (ITPM), Enterprise Architecture Management (EAM), Information Technology Governance (ITG), and Organizational Change Management (OCM).

In addition to the transformation initiatives, AOC ISD continues to work on other approved priorities including data exchanges, e-ticketing stabilization, equipment replacement, disaster recovery and on-going maintenance and operations of legacy systems.

# JIS Transformation & Project Plan Overview July 2011

Original Roadmap per IT Strategy June 19 - 2009

Actual

Revised or Planned

STATUS KEY



= active/on track



= Changes w/ Moderate impact



= Significant rework/risk

⊖ = Not active

✓ = Completed

JIS Transformation Initiatives	Status		CY09 Q3	CY09 Q4	CY10 Q1	CY10 Q2	CY10 Q3	CY10 Q4	CY11 Q1	CY11 Q2	CY11 Q3	CY11 Q4
<b>1.0 Organizational Change Management - Phase I</b>												
1.1 Develop Organizational Change Strategy	✓	Planned										
		Actual			✓							
1.2 Implement New Organization Structure	✓	Planned										
		Actual			✓							
<b>2.0 Capability Improvement – Phase I</b>												
2.1 Implement Change Management & Communications – CIO Directed Communications	✓	Planned										
		Actual							✓			
2.2 Implement IT Governance (ITG)	✓	Planned										
		Actual					✓					
2.3 Implement Project Management Office (PMO)	✓	Planned										
		Actual						✓				
2.4 Implement IT Portfolio Management	✓	Planned										
		Actual						✓				
<b>3.0 Capability Improvement – Phase II</b>												
3.1 Implement Enterprise Architecture Management	✓	Planned										
		Actual				✓						
3.2 Implement Solution Management	●	Planned										
		Actual										
3.3 Implement Relationship Management	✓	Planned										
		Actual					✓					
3.4 Implement IT Service Management – change, configure, release	⊖	Planned										
		Actual										
Establish Governance Bodies (EGB)	●	Planned										
		Actual										
<b>4.0 Capability Improvement – Phase III</b>												
4.1 Establish Vendor Management	⊖	Planned										
		Actual										
4.2 Mature Application Development Capability	⊖	Planned										
		Actual										
4.3 Establish Enterprise Security	⊖	Planned										
		Actual										
<b>5.0 Capability Improvement – Phase IV</b>												
5.1a Implement IT Service Management – Service Catalog, Service Level Management, Enterprise Requirements Management	✓	Planned										
		Actual								✓		
5.1b Implement IT Service Management – Incident, Problem	⊖	Planned										
		Actual										
5.2 Implement Performance Reporting (formally Financial Management Reporting)	✓	Planned										
		Actual							✓			
<b>6.0 Capability Improvement – Phase V</b>												
6.1 Establish Custom Development Capabilities	⊖	Planned										
		Actual										
<b>7.0 Master Data Management</b>												
7.1 Develop Data Governance Model	✓	Planned										
		Actual								✓		
7.2 Implement Data Quality Program	✓	Planned										
		Actual										✓

Original Roadmap per IT Strategy June 19 - 2009

Actual

Revised or Planned

STATUS KEY    ● = active/on track    ▲ = Changes w/ Moderate impact    ◆ = Significant rework/risk    ⊖ = Not active    ✓ = Completed

Initiatives JIS Transformation	Status		CY09	CY09	CY10	CY10	CY10	CY10	CY11	CY11	CY11	CY11
			Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
7.3 Develop Unified Data Model	✓	Planned										
		Actual										
7.4a Implement MDM Tool – Ramp up & analysis	⊖	Planned										
		Actual										
7.5 Optimize Data Warehouse	⊖	Planned										
		Actual										
<b>8.0 Migrate Data Exchanges</b>												
8.1 Develop Migration Strategy	⊖	Planned										
		Actual										
8.2 Develop File Based Exchanges	⊖	Planned										
		Actual										
8.3 Develop Transactional Transfers	⊖	Planned										
		Actual										
8.4 Migrate Exchanges Including JIS Link	⊖	Planned										
		Actual										
<b>9.0 Migrate Web Sites</b>												
9.1 Develop Migration Strategy	⊖	Planned										
		Actual										
9.2 Redirect Web Application Data Sources	⊖	Planned										
		Actual										
<b>10.0 JIS Application Refresh</b>												
10.1a Superior Court Case Management Feasibility Study (ITG #002)	●	Planned										
		Actual										
10.1b RFP for Superior Court Case Management	⊖	Planned										
		Actual										
10.1c Transition Planning for Superior Court Case Management	⊖	Planned										
		Actual										
10.2 Purchase, Configure and Deploy Superior Court Case Management	⊖	Planned										
		Actual										
<b>11.0 Organization Change Management – Phase II</b>												
11.1 Change Management in Support of JIS	⊖	Planned										
		Actual										
<b>Other Projects &amp; ITG Activities</b>												
12.1 Natural to COBOL Conversion	●	Planned										
		Actual										
12.2 Superior Court Data Exchange	▲	Planned										
		Actual										
12.3 E-ticketing stabilization	✓	Planned										
		Actual										
12.5 Conduct Market Study – Superior Courts	✓	Planned										
		Actual										
12.6 Conduct Feasibility Study – Road to Toll Support	✓	Planned										
		Actual										
12.8 Equipment Replacement – External	●	Planned										
		Actual										
12.8 Equipment Replacement – Internal	●	Planned										
		Actual										

Actual

Revised or Planned

STATUS KEY

● = active/on track

▲ = Changes w/ Moderate impact

◆ = Significant rework/risk

⊖ = Not active

✓ = Completed

Initiatives JIS Transformation		Status		CY09 Q3	CY09 Q4	CY10 Q1	CY10 Q2	CY10 Q3	CY10 Q4	CY11 Q1	CY11 Q2	CY11 Q3	CY11 Q4
<b>Other Projects and ITG Activities</b>													
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												
JIS Parking Module Upgrade Feasibility Study (ITG #028)	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.

- **Establish Governance Bodies**; status went from **Yellow** to **Green**. The project is back on schedule.
- **CA Clarity Implementation**: status went from **Green** to **Yellow**. Three vendors submitted bids for the Clarity Implementation proposal. The project team has completed the evaluation and scoring process. The notification of the apparent successful vendor is expected on July 8th.

### Initiatives & Major Projects Underway

- Establish Governance Bodies (*note: the decision was made to fold Establish Governing Bodies into the new Transformation Program Track*).
- 3.2 Implement Solution Management (*note: the decision was made to fold Implement Solution Management into the new Transformation Program Track*).
- 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) (*note: the decision was made to fold CMM into the new Transformation Program Track*).
- Vehicle Related Violations (VRV)
- Software Quality Assurance (SQA)
- DB2 Upgrade
- BizTalk Upgrade
- CA Clarity Implementation

### Initiatives or Projects Started

- JIS Parking Module Upgrade Feasibility Study (ITG #28)

### Initiatives or Projects Completed

- None during this reporting period

### Staffing Changes in ISD

- None during this reporting period



## ISD Staff Recognitions

### *Individual Recognition*

- Congratulations to **Mike Walsh** for successfully completing the Project Management Professional (PMP) exam and is now a certified PMP.
- In May, **Dan Gideon** completed his year-long in-training plan with the Data Exchange development team. Dan has learned a tremendous amount over the past year and is now playing an integral part in the development of BizTalk applications and the Superior Court data exchanges.
- **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 Recognition*

- The Records Management System (RMS) project, which is a collaborative effort of all ETRIP partners (DIS, WSP, DOL, DOT, AOC, WTSC) along with the cities of Everett and Issaquah, was successfully deployed to production in June. **Congratulations to the AOC RMS Project Team of Mike Walsh, Ray Yost, John Crutcher, Jon Bell, Aaron House, Dan Gideon, John Howe, Carol Fuchser-Burns, Robin Spisak, and Elia Zeller** for their exemplary hard work, perseverance, and positive attitude while they worked through schedule delays, agency collaboration issues, and an exhausting test phase. In addition, the Project Manager wanted to give special acknowledgement to the Infrastructure and Operations sections as their support and experience helped smooth some of the rough road they faced along the way.
- **Congratulations to the JIS Disaster Recovery Team for the results of the recent Audit.** Every three years, the JIS Disaster Recovery Plan is audited to ensure compliance with the requirements specified by the Judicial Information Systems (JIS) Information Technology Disaster Recovery and Business Resumption Planning Policy (adopted April 11, 2003) and by the standards documented in the National Institute of Standards (NIST) for Contingency Planning. In June, the plan was audited by Steven Craig of CBCP, Incorporated. In delivering the final audit report, Mr. Craig commented that "You've done a very nice job bringing the program to where it is to date." and followed up with "Your plan is very mature." Congratulations to everyone on the JIS Disaster Recovery Team --- You make us proud!
- Thanks to both **ISD staff (Yun Bauer, Jon Bell & Tracy Wheeler)** and MSD staff (Jeff Boyce, Pam Kelly & Renee Lewis) who worked so hard to make the conversion from the AFRS Data Distribution System (ADDS) to Business Objects Enterprise Reporting. This enabled OFM to successfully turn off ADDS. With the migration to Business Objects, the Management Services Division (MSD) has the ability to get more timely data and to create their own queries and reports against the data. It is a great accomplishment!
- **ISD Infrastructure Unit (and Other Supporting Staff)** was 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!

## IT Governance Request Status

### Completed JIS IT Requests in June 2011

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#### Request ID: 059 – Highlight Case in JABS When Doing a Case Number Search

**Description:** This enhancement updated JABS so that the case number a user searches for is highlighted on the Individual Case History screen when results are returned.

**CLUG:** MCLUG | **Authorized By:** CIO

**Schedule:** May 19 – Jun 28, 2011 | **Final Delivery Date:** Jun 28, 2011

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#### Request ID: 066 – Update RightNow APIs

**Description:** This enhancement updated the APUs currently used in conjunction with RightNow from XML-API to Connect Services.

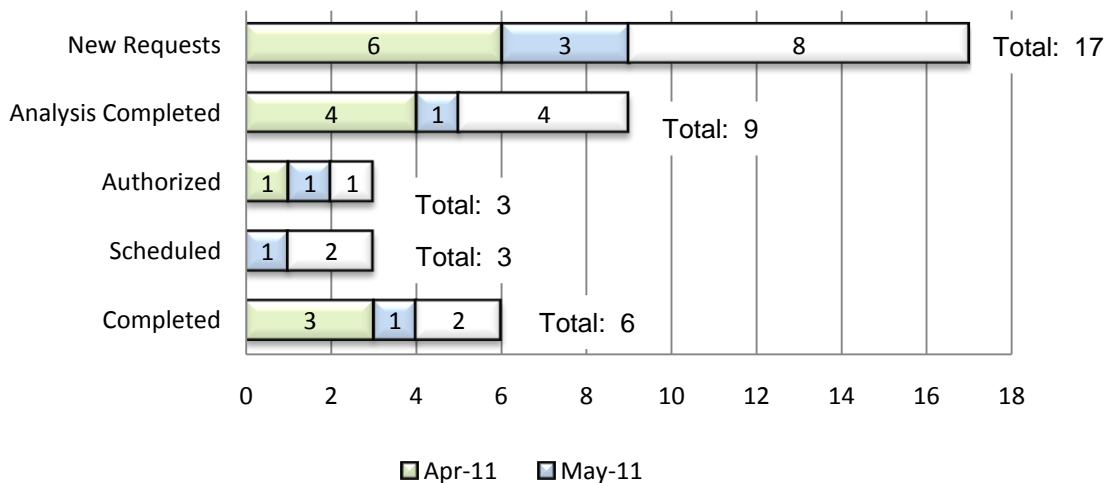
**CLUG:** AOC | **Authorized By:** CIO

**Schedule:** May 2 – Jul 1, 2011 | **Final Delivery Date:** Jun 3, 2011

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### Status Charts

#### Requests Completing Key Milestones



#### Current Active Requests by:

Endorsing Group	
Supreme Court	2
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	26
Data Management Steering Committee	2

Data Dissemination Committee	1
Codes Committee	1
Administrative Office of the Courts	10

Court Level User Group	
Appellate Court	2
Superior Court	8
Courts of Limited Jurisdiction	17
Multi Court Level	10
Non-JIS	3

## Summary of Activities Thru June 30 2011

### Transformation Initiative Summary

<b>Initiative: Establish Governing Bodies</b>	
<b>Activities</b>	<b>Impact/Value</b>
✓ The Transformation Program Track Core Team performed a Transformation Initiative priority analysis with an eye toward what needs to be done to support a CMS project.	Standing up the Governance Boards was identified as the second highest priority.
✓ Along with the other Transformation Initiatives in the Transformation Program Track, continue to develop project scope and deliverables.	Defines the project, how much is needed for a CMS project, and helps us understand what can be outsourced and what must be done internally.
<b>Initiative: 3.2 Implement Solution Management</b>	
<b>Activities</b>	<b>Impact/Value</b>
✓ The decision was made to fold the implementation of Solution Management into the new Transformation Program Track.	Packaging the implementation with other like initiatives will result in better organizational transition.
✓ The Transformation Program Track Core Team performed a Transformation Initiative priority analysis with an eye toward what needs to be done to support a CMS project.	Ensures we are always working on the highest value Transformation Initiative.
<b>12.1 Natural to Cobol Conversion</b>	
<b>Activities</b>	<b>Impact/Value</b>
✓ Kickoff meeting with MOST completed	Provides overview of conversion process, introduction to AOC environment and strategy for conducting the Proof of Concept.
✓ Developed baseline project schedule	Provides status on completion of tasks, deliverables, milestones, critical path and overall project progress.
✓ Prepared for Proof of Concept	Provides Natural program modules that can be benchmarked and evaluated to ensure conversion process will be successful.
<b>Records Management (RMS)</b>	
<b>Activities</b>	<b>Impact/Value</b>
✓ End-to-end system test	The PMs will be ready to review the User Acceptance test results, examines implementation readiness and make a go-no go decision
✓ The GO decision was made on June 8 <sup>th</sup>	The allowed PMs to commit resources for the weekend deployment and implementation activities.
✓ Conducted lessons learned session	Allows the Project Manager to capture a retrospective view of the project and transfer the knowledge gained over the course of the project to prospective projects managers and stakeholders.
<b>Capability &amp; Maturity Model (CMM)</b>	
<b>Activities</b>	<b>Impact/Value</b>
✓ The decision was made to fold CMM into the new Transformation Program Track.	Developing the remaining Transformation Initiatives under one program should decrease the overhead needed to manage the projects individually and helps ensure the developed processes link well with each other.
✓ The Transformation Program Track Core Team performed a Transformation Initiative priority analysis with an eye toward what needs to be done to support a CMS project. The team concluded that we should wait to do CMM until there is a reasonably complete breadth of processes to assess.	Pushing CMM out ensures we will be designing an assessment program that is relevant and adds value to the processes being assessed.
<b>DB2 Upgrade</b>	
<b>Activities</b>	<b>Impact/Value</b>
✓ Completed Test Survey	Provides test strategies, risks, and issues for all application areas impacted by v10 upgrade, for inclusion in the test plan.
✓ Held Test Team Meeting to review Test Surveys	Provides Test Team with direction on test strategy and impacts

## Summary of Activities Thru June 30 2011

BizTalk Upgrade	
Activities	Impact/Value
<ul style="list-style-type: none"> <li>✓ Provided presentation to weekly SECTOR meeting to discuss BizTalk 2010 integration testing requirements with DIS, DOL &amp; WSP.</li> </ul>	Need to engage other State agencies to support integration testing required before the BizTalk 2010 servers can be moved into Production.
<ul style="list-style-type: none"> <li>✓ A problem has been identified where BizTalk 2010 services are shutting down and not automatically restarting. Microsoft is engaged and working this problem. Microsoft has identified a systemic problem in BizTalk core services that is causing this problem.</li> </ul>	This problem needs to be resolved before the BizTalk 2010 servers can be moved to Production. Project integration tests with DIS/WSP/DOL/LEA will be delayed until this problem is resolved.

## Transformation Initiative Summary

CA Clarity Implementation	
Activities	Impact/Value
<ul style="list-style-type: none"> <li>✓ Completed vendor questions and AOC responses</li> </ul>	The questions and answers are posted to the AOC listserv allowing all bidders access to other bidders questions and concerns and AOC's responses.
<ul style="list-style-type: none"> <li>✓ Received, reviewed, and scored bidder's proposals</li> </ul>	Allow AOC to identify the apparent successful vendor

## 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
<ul style="list-style-type: none"> <li>✓ The AOC has completed the documentation defining the first (24) Superior Court Data Exchange web services. This documentation includes Business Capability documents, Data Model diagrams, data screen mapping spreadsheets and functional specifications.</li> </ul>	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.
<ul style="list-style-type: none"> <li>✓ The web messaging team has completed (42) 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.</li> </ul>	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
<ul style="list-style-type: none"> <li>◦ MTG: Sign Feasibility Study Report (Deliverable 8). <b>Completed: June 17</b></li> </ul>	Captures divergence of best-few alternatives from AOC requirements and the effort to bridge the gap.
<ul style="list-style-type: none"> <li>◦ Attend: WSACC Spring Meeting. Pre-Brief on Feasibility Study Findings Bring MTG. <b>Completed: June 23</b></li> </ul>	Provide project update information intended for the JISC.
<ul style="list-style-type: none"> <li>◦ Attended: June 24 JISC Meeting to present the Feasibility Study Report as required on the SCMFS Project. <b>Completed: June 24</b></li> </ul>	Provide project update information to the JISC as required.

## JIS Project: JIS Parking Module Upgrade Feasibility Study (ITG #28)

<b>Activities</b>	<b>Impact/Value</b>
◦ RFQQ for Business Analyst completed and sent to vendors	Assist internal Business Analysts to complete work
◦ Obtain signatory approvals on charter	Project officially approved to complete feasibility study
◦ Contact Business Resources to determine Parking Component Issues as related to VRV	Understand the Business Problem
◦ Engage Core Team Business Analyst	Begin work on requirements gathering

## Maintenance Projects & Activities Summary

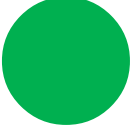

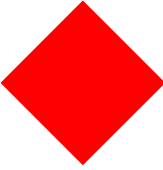
*Note that VRV Data Services and e-Ticketing Stabilization have moved from a development project into maintenance and therefore are not being reported under approved projects but are now reported under the ISD operational area; Program Management & Quality Assurance.*

### Maintenance Project: Parking Module Enhancement – VRV Data Services

<b>Activities</b>	<b>Impact/Value</b>
✓ Distribution of JINDEX on-board readiness assessment forms to the Tier 1 partners	As part of the RMS project DIS is creating a new release management process. The VRV Tier 1 partners will be the initial JINDEX customers to pilot the process.

## Detailed Status Reports


## Status Update Key

	Green = Progressing as planned.
	Yellow = Changes with moderate impact.
	Red = Severe changes or significant re-work is necessary.

# Transformation Initiative Status Reports



## Transformation Initiative Reports

<b>Initiative: Establish Governing Bodies (EGB)</b>						
<i>JIS Operational Plan: Capability Improvement Phase II</i>						
Reporting Period 06-01-2011 to 06-30-2011						
<b>Executive Sponsor(s)</b> Vonnie Diseth, CIO			<b>IT Project Manager:</b> Martin Kravik			
<b>Business Area Manager:</b> Bill Cogswell, Associate Director			<b>Contractor/Consultant:</b> n/a			
<b>Description:</b> 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: 1) A Strategic Change Board 2) 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.						
<b>Business Benefit:</b> 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.						
<b>Business Drivers</b>	Improve Decision Making	<input checked="" type="checkbox"/>	Improve Information Access	<input type="checkbox"/>	Improve Service or efficiency	<input checked="" type="checkbox"/>
	Maintain the business	<input type="checkbox"/>	Manage the costs	<input type="checkbox"/>	Increase organizational capability	<input checked="" type="checkbox"/>
					Manage Risks	<input type="checkbox"/>
					Regulatory compliance or mandate	<input type="checkbox"/>
<b>JISC Approved Budget</b>		Allocated (thru June 30, 2011) (Staffed internally)			Actual (thru June 30, 2011) (Staffed internally)	
<b>Current Status</b>	<b>Scope</b>	<input checked="" type="checkbox"/>	<b>Schedule</b>	<input checked="" type="checkbox"/>	<b>Budget</b>	<input checked="" type="checkbox"/>
Status Notes: The decision was made to fold EGB into the new Transformation Program Track.						
<b>Progress</b>	<div style="text-align: center;"> <b>June - 05%</b>   </div>					100%
<b>Phase</b>	<input checked="" type="checkbox"/> Initiate	<input type="checkbox"/> Planning	<input checked="" type="checkbox"/> Execute	<input type="checkbox"/> Close		
<b>Schedule</b>	<b>Planned Start Date:</b> January 2011			<b>Planned Completion Date:</b> June 2011		
	<b>Actual Start Date:</b> February 2011			<b>Actual Completion Date:</b> TBD		
<b>Activities Completed</b>			<b>Impact/Value</b>			
✓ The decision was made to fold EGB into the new Transformation Program Track.			This project was included among the Transformation Initiatives because standing up the Governance Boards is critical to providing the oversight defined in both completed and remaining Initiatives.			
✓ The Transformation Program Track Core Team performed a Transformation Initiative priority analysis with an eye toward what needs to be done to support a CMS project.			Standing up the Governance Boards was identified as the second highest priority.			
✓ Along with the other Transformation Initiatives in the Transformation Program Track, continue to develop project scope and deliverables.			Defines the project, how much is needed for a CMS project, and helps us understand what can be outsourced and what must be done internally.			
<b>Activities Planned</b>			<b>Impact/Value</b>			
✓ Continue to develop project scope and deliverables and develop a Program Charter.			Establishes authorization for program scope, schedule, and cost.			

## Initiative: 3.2 Implement Solution Management

JIS Operational Plan:

Reporting Period 06-01-2011 to 06-30-2011

### Executive Sponsor(s)

Vonnie Diseth, CIO

### IT Project Manager:

Martin Kravik

### Business Area Manager:

Jennifer Creighton, Data & Development Manager

### Consultant/Contracting Firm:

### Description:

- Define a standard solution lifecycle that can be tailored to ISD-supplied applications and services, and
- Develop processes for product planning, requirements prioritization, and scanning for solutions; and
- Define a Governance Model to guide solution management investment and selection; and

Implement solution management by conducting a pilot with two selected individual solutions.

**Business Benefit:** We anticipate cost savings through reuse of existing solutions, cost avoidance in developing solutions for similar problems and faster time-to-market of solutions to solve customer needs.

<b>Business Drivers</b>	Improve Decision Making <input type="checkbox"/>	Improve Information Access <input type="checkbox"/>	Improve Service or efficiency <input type="checkbox"/>	Manage Risks <input type="checkbox"/>
	Maintain the business <input type="checkbox"/>	Manage the costs <input type="checkbox"/>	Increase organizational capability <input checked="" type="checkbox"/>	Regulatory compliance or mandate <input type="checkbox"/>

### JISC Approved Budget

Allocated (thru June 30, 2011)

\$ 0

Actual (thru June 30, 2011)

\$ 0

### Current Status

Scope

Schedule

Budget

Status Notes: The decision was made to fold the implementation of Solution Management into the new Transformation Program Track.

### Progress

June- 90%

100%

### Phase

Initiate

Planning

Execute

Close

### Schedule

**Planned Start Date:** November 2010

**Planned Completion Date:** June 2011

**Actual Start Date:** December 2010

**Actual Completion:** TBD

### Activities Completed

### Impact/Value

- ✓ The decision was made to fold the implementation of Solution Management into the new Transformation Program Track.

Packaging the implementation with other like initiatives will result in better organizational transition.

- ✓ The Transformation Program Track Core Team performed a Transformation Initiative priority analysis with an eye toward what needs to be done to support a CMS project.

Ensures we are always working on the highest value Transformation Initiative.

### Activities Planned

### Impact/Value

- ✓ Continue to develop project scope and deliverables and develop a Program Charter.

Establishes authorization for program scope, schedule, and cost.

## 12.1 Natural to COBOL Conversion

JIS Operational Plan:

Reporting Period 06-01-2011 to 06-30-2011

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

<b>Business Drivers</b>	Improve Decision Making <input type="checkbox"/>	Improve Information Access <input type="checkbox"/>	Improve Service or efficiency <input checked="" type="checkbox"/>	Manage Risks <input type="checkbox"/>
	Maintain the business <input type="checkbox"/>	Manage the costs <input checked="" type="checkbox"/>	Increase organizational capability <input checked="" type="checkbox"/>	Regulatory compliance or mandate <input type="checkbox"/>

<b>JISC Approved Budget</b>	<b>Allocated (thru June 30, 2011)</b>	<b>Actual (thru June 30, 2011)</b>
	\$ 550,000	\$ 31,850

<b>Current Status</b>	<b>Scope</b>	<input checked="" type="radio"/>	<b>Schedule</b>	<input checked="" type="radio"/>	<b>Budget</b>	<input checked="" type="radio"/>
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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.

<b>Progress</b>	<p>June- 20%</p> <p>100%</p>
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<b>Phase</b>	<input type="checkbox"/> Initiate	<input checked="" type="checkbox"/> Planning	<input type="checkbox"/> Execute	<input type="checkbox"/> Close
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<b>Schedule</b>	<b>Planned Start Date:</b> April 2011	<b>Planned Completion Date:</b> February 2012
	<b>Actual Start Date:</b> April 2011	<b>Actual Completion</b>

Activities Completed	Impact/Value
✓ Statement of Work – Contract with MOST Software Technologies	Provides agreement with contractor on deliverables, payments and timeline
✓ Project Team meeting held	Provides strategy for POC planning and Library Clean Up activities
✓ Project Charter completed	Provides project scope, goals, objectives, roles and responsibilities
✓ Weekly status meetings with MOST	Provides weekly status updates, review of action items, issues and overall project health.
✓ Kickoff meeting with MOST completed	Provides overview of conversion process, introduction to AOC environment and strategy for conducting the Proof of Concept.
Activities Planned	Impact/Value
◦ Hold weekly status meetings with MOST/AOC staff	Provides the authorization to the Project Manager and commitment of the sponsor to proceed with the project.
◦ Develop Project Management Plan	Provides overall project strategy, deliverables and timeline.
◦ Conduct Proof of Concept	Demonstrates conversion process and documentation to the AOC for a Go/No Go checkpoint
◦ Go/No Go Decision	checkpoint based on analysis of POC results to proceed conversion

# Records Management (RMS)

JIS Operational Plan:

Reporting Period 06-01-2011 to 06-30-2011

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

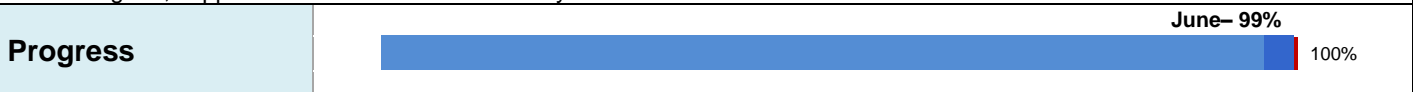
<b>Business Drivers</b>	Improve Decision Making <input type="checkbox"/>	Improve Information Access <input type="checkbox"/>	Improve Service or efficiency <input checked="" type="checkbox"/>	Manage Risks <input type="checkbox"/>
	Maintain the business <input checked="" type="checkbox"/>	Manage the costs <input type="checkbox"/>	Increase organizational capability <input type="checkbox"/>	Regulatory compliance or mandate <input type="checkbox"/>

<b>JISC Approved Budget</b>	<b>Allocated (thru June 30, 2011)</b>	<b>Actual (thru June 30, 2011)</b>
	(staffed internally)	(staffed internally)

<b>Current Status</b>	<b>Scope</b>	<input checked="" type="checkbox"/>	<b>Schedule</b>	<input checked="" type="checkbox"/>	<b>Budget</b>	<input checked="" type="checkbox"/>
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Status Notes: A defect, identified in the preparation for User Acceptance test was identified in early May, which caused the postponement of the May 15<sup>th</sup> implementation. The defect has been resolved and re-testing and re-verification is scheduled for Jun 3<sup>rd</sup>. The revised implementation and Go-Live has been changed to 6/12.

Inter-agency event collaboration has been finalized. AOC event planning is complete, AOC system resources have been assigned; support and infrastructure availability scheduled.



<b>Phase</b>	<input type="checkbox"/> Initiate	<input type="checkbox"/> Planning	<input checked="" type="checkbox"/> Execute	<input type="checkbox"/> Close
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<b>Schedule</b>	<b>Planned Start Date:</b> March 2010	<b>Planned Completion Date:</b> June 2011
	<b>Actual Start Date:</b> March 2010	<b>Actual Completion</b>

Activities Completed	Impact/Value
✓ End-to-end system test	The PMs will be ready to review the User Acceptance test results, examines implementation readiness and make a go-no go decision
✓ The GO decision was made on June 8 <sup>th</sup>	The allowed PMs to commit resources for the weekend deployment and implementation activities.
✓ Conducted lessons learned session	Allows the Project Manager to capture a retrospective view of the project and transfer the knowledge gained over the course of the project to prospective projects managers and stakeholders.
Activities Planned	Impact/Value
✓ Complete the project Closeout	Audit all project activities, archive completed work, transfer ongoing tasks and open issues to operations and maintenance, and dismiss the project staff to return to their other duties.

# Capability & Maturity Model

JIS Operational Plan: Capability Improvement Phase II

Reporting Period 06-01-2011 to 06-30-2011

<b>Executive Sponsor(s)</b> Vonnie Diseth, CIO	<b>IT Project Manager:</b> Martin Kravik
<b>Business Area Manager:</b> Jennifer Creighton, PMO Manager	<b>Contractor/Consultant:</b> 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).

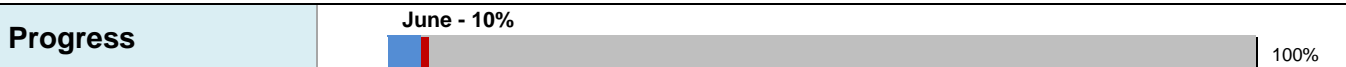
**Business Benefit:** The business benefits of implementing (CMM) are managed processes with a foundation for continuous process improvement based on metrics. Establishing these processes and measurements lead to improved employee satisfaction, the ability to set goals with realistic targets, fostering a proactive culture that uses disciplined processes and gives ISD the structure of fact-based decision making with predictable consistent processes.

<b>Business Drivers</b>	Improve Decision Making <input type="checkbox"/>	Improve Information Access <input type="checkbox"/>	Improve Service or efficiency <input type="checkbox"/>	Manage Risks <input type="checkbox"/>
	Maintain the business <input type="checkbox"/>	Manage the costs <input type="checkbox"/>	Increase organizational capability <input checked="" type="checkbox"/>	Regulatory compliance or mandate <input type="checkbox"/>

<b>JISC Approved Budget</b>	Allocated (thru June 30, 2011)	Actual (thru June 30, 2011)
	(Staffed internally)	(Staffed internally)

<b>Current Status</b>	<b>Scope</b>	<input checked="" type="radio"/>	<b>Schedule</b>	<input checked="" type="radio"/>	<b>Budget</b>	<input checked="" type="radio"/>
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Status Notes: The decision was made to fold CMM into the new Transformation Program Track.




<b>Phase</b>	<input checked="" type="checkbox"/> Initiate	<input type="checkbox"/> Planning	<input type="checkbox"/> Execute	<input type="checkbox"/> Close
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<b>Schedule</b>	<b>Planned Start Date:</b> September 2010	<b>Planned Completion Date:</b> April 2012
	<b>Actual Start Date:</b> September 2010	<b>Actual Completion Date:</b> TBD

Activities Completed	Impact/Value
<ul style="list-style-type: none"> <li>✓ The decision was made to fold CMM into the new Transformation Program Track.</li> </ul>	Developing the remaining Transformation Initiatives under one program should decrease the overhead needed to manage the projects individually and helps ensure the developed processes link well with each other.
<ul style="list-style-type: none"> <li>✓ The Transformation Program Track Core Team performed a Transformation Initiative priority analysis with an eye toward what needs to be done to support a CMS project. The team concluded that we should wait to do CMM until there is a reasonably complete breadth of processes to assess.</li> </ul>	Pushing CMM out ensures we will be designing an assessment program that is relevant and adds value to the processes being assessed.

Activities Planned	Impact/Value
<ul style="list-style-type: none"> <li>✓ None</li> </ul>	

<b>DB2 Upgrade</b>								
<i>JIS Operational Plan:</i>								
<b>Reporting Period 06-01-2011 to 06-30-2011</b>								
<b>Executive Sponsor(s)</b> Vonnie Diseth, CIO			<b>IT Project Manager:</b> Dan Belles					
<b>Business Area Manager:</b> Jennifer Creighton, Data & Development Manager			<b>Consultant/Contracting Firm:</b> n/a					
<b>Description:</b> 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.								
<b>Business Benefit:</b> 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.								
<b>Business Drivers</b>	Improve Decision Making	<input checked="" type="checkbox"/>	Improve Information Access	<input checked="" type="checkbox"/>	Improve Service or efficiency	<input checked="" type="checkbox"/>	Manage Risks	<input checked="" type="checkbox"/>
	Maintain the business	<input type="checkbox"/>	Manage the costs	<input type="checkbox"/>	Increase organizational capability	<input checked="" type="checkbox"/>	Regulatory compliance or mandate	<input type="checkbox"/>
<b>JISC Approved Budget</b>		Allocated (thru June 30, 2011) (staffed internally)			Actual (thru June 30, 2011) (staffed internally)			
<b>Current Status</b>	<b>Scope</b>	<input checked="" type="checkbox"/>	<b>Schedule</b>	<input checked="" type="checkbox"/>	<b>Budget</b>	<input checked="" type="checkbox"/>		
Status Notes: The project is on schedule to meet the projected end date of 12/31/2011. Pre-implementation project tasks have been completed. Resource requirements have been updated and requests have been submitted to Functional managers. Project tasks to migrate the DB2 environments to new version continue to make progress. Test planning is in progress. A draft test plan and test surveys have been completed by test team. Test environment has been prepared. Initial smoke testing of affected application areas has been completed.								
<b>Progress</b>	<div style="text-align: center;"> <b>June – 20%</b>   </div>					100%		
<b>Phase</b>	<input checked="" type="checkbox"/> Initiate	<input type="checkbox"/> Planning	<input type="checkbox"/> Execute	<input type="checkbox"/> Close				
<b>Schedule</b>	<b>Planned Start Date:</b> March 2011			<b>Planned Completion Date:</b> December 2011				
	<b>Actual Start Date:</b> March 2011			<b>Actual Completion</b>				
<b>Activities Completed</b>				<b>Impact/Value</b>				
✓ Updated baseline project schedule and resource requirements request				Provides resource needs and helps identify potential resource conflicts				
✓ Drafted Test Plan				Provides test resource needs, scheduling and conflicts to allow for coordination and mitigation				
✓ Completed Test Survey				Provides test strategies, risks, and issues for all application areas impacted by v10 upgrade, for inclusion in the test plan.				
✓ Held Test Team Meeting to review Test Surveys				Provides Test Team with direction on test strategy and impacts				
✓ Complete migration to v10 CM in TEST LPAR				Provides first complete iteration of DB2 v10 code in compatibility mode that can be smoke and regression tested.				
<b>Activities Planned</b>				<b>Impact/Value</b>				
◦ Complete Integration Test Plan				Provides test resource needs, scheduling and conflicts to allow for coordination and mitigation				
◦ Hold Test Team meeting – Review Test Plan				Provides test team with instruction and feedback on test plan content and strategy for improved coordination with development team.				
◦ Commence regression testing				Provides confirmation of applications ability to use version 10 of DB2 in compatibility mode (with new features turned off)				
◦ Update baseline project schedule				Provides detailed status on tasks, critical path and progress				

# BizTalk Upgrade

JIS Operational Plan:

Reporting Period 06-01-2011 to 06-30-2011

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

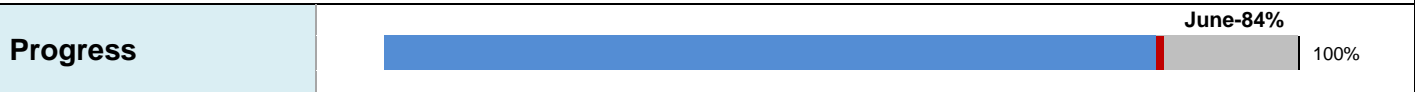
**Business Benefit:** Provide additional capacity and ensure vendor support for the AOC BizTalk server solution.

<b>Business Drivers</b>	Improve Decision Making <input type="checkbox"/>	Improve Information Access <input checked="" type="checkbox"/>	Improve Service or efficiency <input checked="" type="checkbox"/>	Manage Risks <input type="checkbox"/>
	Maintain the business <input type="checkbox"/>	Manage the costs <input type="checkbox"/>	Increase organizational capability <input type="checkbox"/>	Regulatory compliance or mandate <input type="checkbox"/>

<b>JISC Approved Budget</b>	Allocated (thru June 30, 2011)	Actual (thru June 30, 2011)
	(staffed internally)	(staffed internally)

<b>Current Status</b>	<b>Scope</b>	<input checked="" type="checkbox"/>	<b>Schedule</b>	<input checked="" type="checkbox"/>	<b>Budget</b>	<input checked="" type="checkbox"/>
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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.



<b>Phase</b>	<input type="checkbox"/> Initiate	<input type="checkbox"/> Planning	<input checked="" type="checkbox"/> Execute	<input type="checkbox"/> Close
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<b>Schedule</b>	<b>Planned Start Date:</b> October 2010	<b>Planned Completion Date:</b> June 2011
	<b>Actual Start Date:</b> November 2010	<b>Actual Completion</b>

Activities Completed	Impact/Value
<ul style="list-style-type: none"> <li>✓ Provided presentation to weekly SECTOR meeting to discuss BizTalk 2010 integration testing requirements with DIS, DOL &amp; WSP.</li> </ul>	Need to engage other State agencies to support integration testing required before the BizTalk 2010 servers can be moved into Production.
<ul style="list-style-type: none"> <li>✓ A problem has been identified where BizTalk 2010 services are shutting down and not automatically restarting. Microsoft is engaged and working this problem. Microsoft has identified a systemic problem in BizTalk core services that is causing this problem.</li> </ul>	This problem needs to be resolved before the BizTalk 2010 servers can be moved to Production. Project integration tests with DIS/WSP/DOL/LEA will be delayed until this problem is resolved.
Activities Planned	Impact/Value
<ul style="list-style-type: none"> <li>◦ Complete testing of re-hosted BizTalk programs in BizTalk 2010 Development environment.</li> </ul>	Validate re-hosted BizTalk programs in Dev.
<ul style="list-style-type: none"> <li>◦ Begin BizTalk 2010 testing in Quality Assurance (QA) environment.</li> </ul>	These tests are performed by the QA Testers to ensure the software is ready to be moved into Production.



# CA Clarity Implementation

JIS Operational Plan:

Reporting Period 06-01-2011 to 06-30-2011

**Executive Sponsor(s)**  
Vonnie Diseth, CIO

**IT Project Manager:**  
Mike Walsh

**Business Area Manager:**  
Bill Cogswell, Associate Director ISD

**Consultant/Contracting Firm:**  
TBD

**Description:** AOC requires a process to accurately monitor and measure the costs and performance of IT assets in order to make sound decisions regarding all IT investments. ISD is committed to the implementation of IT Portfolio Management (ITPM) in order to thoroughly document and manage IT assets. Common standards generated by ITPM assist IT Governance (ITG) and the Project Management Office (PMO) to assess the costs, initial and ongoing, as well as the value, anticipated and returned, on single or aggregated assets. The AOC implementation of CA Clarity outcome of the ITPM initiative is a process through which ISD can model its strategic IT decisions and a methodology supporting consistent asset management.

**Business Benefit:** The Clarity implementation will automate manual ITPM and PMO processes and provide a unified, single data source for portfolio management. Using Clarity will provide the AOC Portfolio Manager and PMO with tools to manage AOC's portfolios. These tools include: real time reporting, resource management functions, and document management integration.

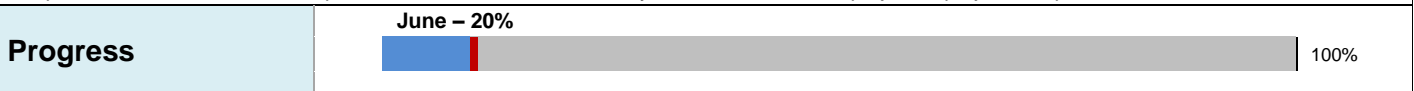
<b>Business Drivers</b>	Improve Decision Making	<input checked="" type="checkbox"/>	Improve Information Access	<input checked="" type="checkbox"/>	Improve Service or efficiency	<input checked="" type="checkbox"/>	Manage Risks	<input checked="" type="checkbox"/>
	Maintain the business	<input type="checkbox"/>	Manage the costs	<input type="checkbox"/>	Increase organizational capability	<input checked="" type="checkbox"/>	Regulatory compliance or mandate	<input type="checkbox"/>

<b>JISC Approved Budget</b>	<b>Allocated (thru June 30, 2011)</b>	<b>Actual (thru June 30, 2011)</b>
	(staffed internally)	(staffed internally)

<b>Current Status</b>	<b>Scope</b>	<input checked="" type="checkbox"/>	<b>Schedule</b>	<input checked="" type="checkbox"/>	<b>Budget</b>	<input checked="" type="checkbox"/>
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Status Notes: Three vendors submitted bids for the Clarity Implementation proposal. The project team has completed the evaluation and scoring process. The notification of the apparent successful vendor is expected on July 8th.

We plan to have the contract completed and the vendor on board by 8/1/2011. The latest projected project completion date is 01/31/2012.



<b>Phase</b>	<input type="checkbox"/> Initiate	<input checked="" type="checkbox"/> Planning	<input type="checkbox"/> Execute	<input type="checkbox"/> Close
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<b>Schedule</b>	<b>Planned Start Date:</b> February 2011	<b>Planned Completion Date:</b> February 2012
	<b>Actual Start Date:</b> February 2011	<b>Actual Completion</b>

Activities Completed	Impact/Value
✓ Completed vendor questions and AOC responses	The questions and answers are posted to the AOC listserv allowing all bidders access to other bidders questions and concerns and AOC's responses.
✓ Received, reviewed, and scored bidder's proposals	Allow AOC to identify the apparent successful vendor
Activities Planned	Impact/Value
✓ Notify apparent successful vendor.	Begin the contract debriefing process and commence work on the vendor contract.
✓ Contract negotiation	Start work on the vendor contract.



# Approved Project Status Reports

## Approved Project Status Reports

Approved Project: Superior Court Data Exchange									
<b>Reporting Period 06-01-2011 to 06-30-2011</b>									
<b>Executive Sponsor(s)</b> Data Management Steering Committee <i>Rich Johnson, Chair of Committee</i>			<b>IT Project Manager:</b> Bill Burke						
<b>Business Manager:</b> Mike Davis, Project Management Office Manager			<b>Consultant/Contracting Firm:</b> TBD						
<b>Description:</b> 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). It also work to eliminate redundant data entry, improve data accuracy, provide real-time information for decision making and reduce support costs by a common solution for sharing data.									
<b>Business Benefit:</b> 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.									
<b>Business Drivers</b>	Improve Decision Making	<input type="checkbox"/>	Improve Information Access	<input checked="" type="checkbox"/>	Improve Service or efficiency	<input checked="" type="checkbox"/>	Manage Risks	<input type="checkbox"/>	
	Maintain the business	<input type="checkbox"/>	Manage the costs	<input type="checkbox"/>	Increase organizational capability	<input checked="" type="checkbox"/>	Regulatory compliance or mandate	<input type="checkbox"/>	
<b>JISC Approved Budget</b>		<b>Allocated (thru June 30, 2011)</b>		<b>Actual (thru June 30, 2011)</b>					
		\$1,600,000		\$ 625,638					
<b>Current Status</b>	<b>Scope</b>	<input checked="" type="checkbox"/>	<b>Schedule</b>	<input checked="" type="checkbox"/>	<b>Budget</b>	<input checked="" type="checkbox"/>			
Status Notes: Sierra Systems price proposal for implementing the Superior Court Data Exchange exceeds JISC funding authorization. AOC project team is engaged to identify opportunities for reducing price.									
<b>Progress</b>	June 21%								100%
<b>Phase</b>	<input type="checkbox"/> Initiate	<input checked="" type="checkbox"/> Planning	<input type="checkbox"/> Execute	<input type="checkbox"/> Close					
<b>Schedule</b>	<b>Planned Start Date:</b> May 2009			<b>Planned Completion Date:</b> TBD					
	<b>Actual Start Date:</b> May 2009			<b>Actual Completion Date:</b> TBD					
<b>Activities Completed</b>				<b>Impact/Value</b>					
✓ The AOC has completed the documentation defining the first (24) 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 (42) 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.					
✓ The AOC has completed the documentation defining the first (24) Superior Court Data Exchange web services. This documentation includes Business Capability documents, Data				The AOC is developing these documents so that each of the Data Exchange web services is fully defined. These documents will be used by the selected Vendor to define the scope & requirements of the Data Exchange development					

Model diagrams, data screen mapping spreadsheets and functional specifications.	effort.
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Activities Planned	Impact/Value
<ul style="list-style-type: none"> <li>◦ Begin contract negotiations with Sierra Systems.</li> </ul>	Finalize scope & price for development contractor engagement.
<ul style="list-style-type: none"> <li>◦ Continuing work on developing the remaining (35) 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.</li> </ul>	These specifications are needed to define the Jagacy development required to perform SCOMIS screen scraping.
<ul style="list-style-type: none"> <li>◦ Continuing work on developing the remaining (17) Superior Court Data Exchange IEPDs for defining the web messaging formats for each of the Data Exchange services.</li> </ul>	The IEPDs define the web message format between Superior Court Data Exchange and local court management information systems.
<ul style="list-style-type: none"> <li>◦ Initiate discussion with the Pierce County LINXS team to implement LINX system changes required to interface to the Superior Court Data Exchange.</li> </ul>	Pierce County will need to implement changes in the LINX system to interface to the Superior Court Data Exchange.

# Approved Project: Superior Court Case Management Feasibility Study

Reporting Period 06-01-2011 to 06-30-2011

<b>Executive Sponsor(s)</b> Superior Court Judges Association (SCJA) <i>Judge Laura Inveen, President of Association</i> Washington State Association of County Clerks (WSACC) <i>Betty Gould, President of Association</i> Association of Washington Superior Court Administrators (AWSCA) <i>Frank Maiocco, President of Association</i>	<b>IT Project Manager:</b> Kate Kruller, PMP
	<b>Consultant/Contracting Firm:</b> MTG (Management Technology Group)
	<b>Business Manager</b> Mike Davis, Project Management Office Manager

**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.

<b>Business Drivers</b>	Improve Decision Making <input type="checkbox"/>	Improve Information Access <input type="checkbox"/>	Improve Service or efficiency <input checked="" type="checkbox"/>	Manage Risks <input type="checkbox"/>
	Maintain the business <input type="checkbox"/>	Manage the costs <input type="checkbox"/>	Increase organizational capability <input type="checkbox"/>	Regulatory compliance or mandate <input type="checkbox"/>

<b>JISC Approved Budget</b>	<b>Allocated (thru June 30, 2011)</b>	<b>Actual (thru June 30, 2011)</b>
	\$ 250,000	\$ 42,133

<b>Current Status</b>	<b>Scope</b>	<input checked="" type="checkbox"/>	<b>Schedule</b>	<input checked="" type="checkbox"/>	<b>Budget</b>	<input checked="" type="checkbox"/>
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**Status Notes:** All documents – either in draft form or final are being posted at: <http://insidecourts.wa.gov> >Judicial Info System (JIS) > Projects.

Concurrently, the project is reviewing the Feasibility Study Report Risk Scores section and creating a risk register – and proposed mitigation strategies for the 18 High and 24 Medium rated items out of 90. Work on this draft document will be completed by July 25.

The project team and other AOC SMEs are reviewing the Feasibility Study Report Risk Scores section and creating a risk register – with proposed mitigation strategies for the 18 High and 24Medium rated items out of 90 assessed and scored.



<b>Project Phase</b>	<input type="checkbox"/> Initiate	<input type="checkbox"/> Planning	<input checked="" type="checkbox"/> Execute	<input type="checkbox"/> Close
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<b>Schedule</b>	<b>Planned Start Date:</b> April 2010	<b>Planned Completion Date:</b> June 2011
	<b>Actual Start Date:</b> June 2010	<b>Actual Completion Date:</b> June 2011

Activities Completed	Impact/Value
<ul style="list-style-type: none"> <li>Conduct: SCMFS Internal AOC Status Meeting to teleconference with Indiana AOC. <b>Completed: June 1, 14</b></li> </ul>	AOC sponsors are included in the project process, as well as project deliverables review and approval cycles. Full AOC Leadership team attending this meeting.
<ul style="list-style-type: none"> <li>Conduct: SCMFS Project Team Meeting. Project status <b>Completed: June 1, 8, 22,29</b></li> </ul>	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.
<ul style="list-style-type: none"> <li>MTG: Finalize Migration Strategy (Deliverable 6). <b>Completed: June 8</b></li> </ul>	Provides logically sequenced implementation plan for best-few alternatives.
<ul style="list-style-type: none"> <li>Attend: King County Information Exchange meeting. <b>Completed : June 9</b></li> </ul>	Continue information sharing on King County case management system requirements [What they have; what they need]
<ul style="list-style-type: none"> <li>MTG: Sign Feasibility Study Report (Deliverable 8). <b>Completed: June 17</b></li> </ul>	Captures divergence of best-few alternatives from AOC requirements and the effort to bridge the gap.

<ul style="list-style-type: none"> <li>◦ Attend: WSACC Spring Meeting. Pre-Brief on Feasibility Study Findings Bring MTG. <b>Completed: June 23</b></li> </ul>	Provide project update information intended for the JISC .
<ul style="list-style-type: none"> <li>◦ Attended: June 24 JISC Meeting to present the Feasibility Study Report as required on the SCMFS Project. <b>Completed: June 24</b></li> </ul>	Provide project update information to the JISC as required.
<b>Activities Planned</b>	<b>Impact/Value</b>
<ul style="list-style-type: none"> <li>◦ Conduct: SCMFS Internal AOC Status Meeting to teleconference with Indiana AOC.</li> <li>◦ ECD: July 6,20</li> </ul>	AOC sponsors are included in the project process, as well as project deliverables review and approval cycles. Full AOC Leadership team attending this meeting.
<ul style="list-style-type: none"> <li>◦ Conduct: SCMFS Project Team Meeting. Project status</li> <li>◦ ECD: July 6.13.20.27</li> </ul>	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.
<ul style="list-style-type: none"> <li>◦ Conduct: SCMFS Executive Sponsor Committee Meeting. MTG Deliverable Status.</li> <li>◦ As needed during July</li> </ul>	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.

# Approved Project: JIS Parking Module Update Feasibility Study

Reporting Period 06-01-2011 to 06-30-2011

**Executive Sponsor(s)**  
 Judicial Information System Committee (JISC)  
 District & Municipal Court Management Association (DMCMA)  
 Vonnie Diseth, CIO AOC

**IT Project Manager:**  
 Wendy Loewen, PMP

**Consultant/Contracting Firm:**

**Business Manager**  
 Mike Davis, Project Management Office Manager

**Description:** In response to ITG #28, at the request of JISC, AOC will undergo the investigation of a number of issues raised by the CLJ concerning the inability of the JIS parking system in monitoring parking vehicle related violations, receivables and interfaces. The parking component was developed prior to the advent of red-light and photo-speed camera violations (also known as VRV). Requirements will be gathered and a feasibility study completed to determine the technical nature of the issues and what sort of a technical solution might be applied.

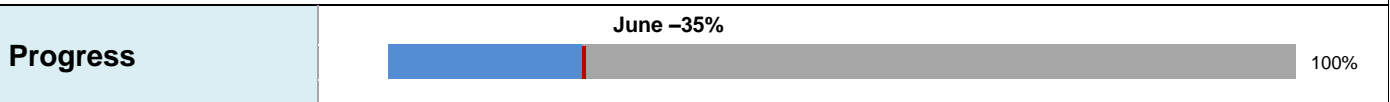
**Business Benefits:** A feasibility study of the available software vendors and how their products align with customer business needs will allow the courts and JISC to make informed decisions on which software applications would meet the business needs of the Superior Courts for managing case flow and calendaring functions in support of judicial decision making and scheduling.

<b>Business Drivers</b>	Improve Decision Making	<input checked="" type="checkbox"/>	Improve Information Access	<input checked="" type="checkbox"/>	Improve Service or efficiency	<input checked="" type="checkbox"/>	Manage Risks	<input type="checkbox"/>
	Maintain the business	<input type="checkbox"/>	Manage the costs	<input checked="" type="checkbox"/>	Increase organizational capability	<input type="checkbox"/>	Regulatory compliance or mandate	<input type="checkbox"/>

<b>JISC Approved Budget</b>	Allocated (thru June 30, 2011)	Actual (thru June 30, 2011)
	\$ 0	\$ 0

<b>Current Status</b>	<b>Scope</b>	<input checked="" type="checkbox"/>	<b>Schedule</b>	<input checked="" type="checkbox"/>	<b>Budget</b>	<input checked="" type="checkbox"/>
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Status Notes:



<b>Project Phase</b>	<input type="checkbox"/> Initiate	<input type="checkbox"/> Planning	<input checked="" type="checkbox"/> Execute	<input type="checkbox"/> Close
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<b>Schedule</b>	<b>Planned Start Date:</b> April 2011	<b>Planned Completion Date:</b> Oct 2011
	<b>Actual Start Date:</b> April 2011	<b>Actual Completion Date:</b> TBD

Activities Completed	Impact/Value
✓ RFQQ for Business Analyst completed and sent to vendors	Assist internal Business Analysts to complete work
✓ Obtain signatory approvals on charter	Project officially approved to complete feasibility study
✓ Contact Business Resources to determine Parking Component Issues as related to VRV	Understand the Business Problem
✓ Engage Core Team Business Analyst	Begin work on requirements gathering
✓ Finalize Work Breakdown Structure	Ensure team tracks to tasks as outlined
Activities Planned	Impact/Value
◦ Complete First Draft and Final Business Requirements Document (BRD)	Input into feasibility decision
◦ Customer review of completed BRD	Input into feasibility decision
◦ Begin engagement of Legacy operations resources to review business requirements	Input into finalizing feasibility study
◦ On-board Business Analyst	Assist internal Business Analysts with efforts

# Maintenance Projects & Other Activities Status Reports

## Maintenance Project Status Reports

Maintenance Project: Parking Module Enhancement –VRV Data Services								
Reporting Period 06-01-2011 to 06-30-2011								
<b>Executive Sponsor</b> Data Management Steering Committee <i>Rich Johnson, Chair of Committee</i>			<b>IT Project Manager:</b> Michael Walsh					
<b>Business Area Manager</b> Mike Davis, Project Management & Quality Assurance Mgr			<b>Consultant/Contracting Firm:</b> N/A					
<p><b>Description:</b> 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.</p>								
<p><b>Business Benefit:</b> 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.</p>								
<b>Business Drivers</b>	Improve Decision Making	<input type="checkbox"/>	Improve Information Access	<input type="checkbox"/>	Improve Service or efficiency	<input checked="" type="checkbox"/>	Manage Risks	<input type="checkbox"/>
	Maintain the business	<input type="checkbox"/>	Manage the costs	<input type="checkbox"/>	Increase organizational capability	<input type="checkbox"/>	Regulatory compliance or mandate	<input type="checkbox"/>
<b>JISC Approved Budget</b>		Allocated (thru June 30, 2011)			Actual (thru June 30, 2011)			
		\$ 0.00			\$ 0.00			
<b>Current Status</b>	<b>Scope</b>	●	<b>Schedule</b>	▲	<b>Budget</b>	●		
<p>Status Notes: The project's PilotTest is full speed ahead. All three VRV Tier 1 pilot teams (Kirkland, Issaquah, and Lakewood) are in the execution phase of their integration projects. DIS is in the process of a reorganization but, through the Electronic Traffic Information Processing (eTRIP) Initiative Operations Support team, has made contact with the Tier 1 courts and has requested information for the purpose of assessing on-board readiness.</p> <p>VRV Tier 1 is 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.</p> <p>Tier 2 on-boarding partners (Tacoma, Fife, and Lynnwood) are tentatively planned for October 2011. Tacoma and Fife utilize the same vendor solution as Lakewood (RedFlex). Lynnwood uses the same vendor solution as Issaquah (ATS). Tier 2 partners are expected to leverage the work being done during the Tier 1 integration projects to accelerate their project integration efforts.</p>								
<b>Progress</b>		June - 35 %						
<b>Project Phase</b>		<input type="checkbox"/> Initiate	<input type="checkbox"/> Planning	<input type="checkbox"/> Execute	<input checked="" type="checkbox"/> Close			
<b>Schedule</b>		<b>Planned Start Date:</b> March 2010			<b>Planned Completion Date:</b> October 2011			
		<b>Actual Start Date:</b> March 2010			<b>Actual Completion Date:</b>			
<b>Activities Completed</b>				<b>Impact/Value</b>				
✓ Distribution of JINDEX on-board readiness assessment forms to the Tier 1 partners				As part of the RMS project DIS is creating a new release management process. The VRV Tier 1 partners will be the				



	initial JINDEX customers to pilot the process.
<b>Activities Planned</b>	<b>Impact/Value</b>
<ul style="list-style-type: none"> <li>◦ Transition support responsibilities to operations/maintenance.</li> </ul>	Move the VRV data exchange services to the organizations that are resourced to support and sustain the business process.
<ul style="list-style-type: none"> <li>◦ 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.</li> </ul>	We need to meet with these partners to focus on meeting the DIS JINDEX on-boarding windows.

# ISD Operational Area Status Reports

## ISD Operational Area Reports

### Operational Area: IT Policy and Planning

Bill Cogswell, ISD Associate Director

June 1-11 to June 30 -11

*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

✓ Published the May Project Portfolio List	Visibility of IT project investments for planning purposes
✓ Published the May Resource Management Reports	Maximize ISD resource utilization
✓ Provided Subject Matter Expert (SME) input for Clarity Implementation RFP	Automate the ITPM capture, analysis and reporting processes and provide greater visibility of the portfolio for planning and managing investments.
✓ Prepare deliverables for the Transformation Program Track	Improve ISD's service capabilities
✓ Business Liaisons continued with court visits to Courts of Limited Jurisdiction and Superior Courts throughout WA State.	In-person court visits strengthen relationships, provide valuable information and help AOC to understand the needs of the courts better.
✓ Liaisons staffed the IT Governance Court Level User Groups and assisted Endorsing Groups with IT Requests	Facilitating the new IT Governance process and assisting stakeholders with the process helps to ensure that the court community is involved, aware and prioritizing IT requests.
✓ Liaisons worked on the Superior Court Case Management Feasibility Study and in preparation for the open in-depth briefing sessions and communications.	The final feasibility study was presented to the JISC on June 24 <sup>th</sup> and subsequent in-depth open briefings have been scheduled for court staff to be briefed on the contents and outcome of the feasibility study.
✓ Liaisons completed ISD Monthly Report to the JISC	Providing a monthly report of all ISD activities and project status improves communications with stakeholders and creates transparency and accountability.
✓ Participated in joint DMCJA/DMCMA Boards meeting for annual review of DOL progress on driver's record issues. Met with the DMCMA work group working on reporting structure for new DOL issues, escalation strategies, and quality assurance on resolved issues.	Communications on DOL issues will help resolve and inform courts on progress around issues and resolution.
✓ Drafted JIS policy for approval of local court automated record systems	A draft policy provides the JISC the discussion point to pass a new policy on how to handle requests for implementing local court automated record systems.
✓ Liaisons prepared and planned for the upcoming JISC meeting	Staffing the JISC meeting ensures that the materials for the JISC meetings are prepared, organized and that the agenda and presentations are scheduled according to JISC member input.
✓ IT Service Delivery attended IT Governance Court Level User Group meetings	Advise members on requests before them and the process.
<b>Activities Planned</b>	
◦ Prepare Annual IT Portfolio Report	Mandate. Visibility of AOC's IT investments
◦ Publish June Resource Management Reports and Project Portfolio List	OCB Project/Resource scheduling and resource management
◦ Complete vendor selection process on Clarity Implementation Project	Automate the ITPM capture, analysis & reporting processes
◦ Prepare deliverables for the Transformation Program Track	Improve ISD's service capabilities.

<ul style="list-style-type: none"> <li>◦ Complete ISD Monthly Report to the JISC</li> </ul>	<p>Providing a monthly report of all ISD activities and project status improves communications with stakeholders and creates transparency and accountability.</p>
<ul style="list-style-type: none"> <li>◦ Continue work with the AOC/JSD on a pilot project for Thurston County for judges to view protection orders.</li> </ul>	<p>This pilot project will provide valuable input to AOC on the viability of implementing a similar solution at a statewide level to allow for all trial courts to view contents of protection orders.</p>
<ul style="list-style-type: none"> <li>◦ Liaisons continue to prepare and plan for the upcoming JISC meetings.</li> </ul>	<p>Staffing the JISC meeting ensures that the materials for the JISC meetings are prepared, organized and that the agenda and presentations are scheduled according to JISC member input.</p>
<ul style="list-style-type: none"> <li>◦ IT Service Delivery will continue to attend IT Governance Court Level User Group meetings</li> </ul>	<p>Advise members on requests before them and the process.</p>

## Operational Area: Architecture & Strategy

Kumar Yajamanam, Architecture & Strategy Manager

June 1-11 to June 30 -11

Includes: Enterprise Architecture & Solutions Management and Business Analysts

**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
✓ Business Analyst worked with representatives from JSD to coordinate the process for implementing the Legislative changes at AOC this year. Defined requirements for necessary changes to JIS resulting from new legislation.	To assure our business processes and our JIS applications are in compliance with new, or any changed legislation, to assist the courts in doing business.
✓ Business Analysts completed requirements for ITG 58, 37 & 79 which concern changes to the JIS warrants screens and printing warrants on plain paper.	Changes to the warrant order and update screens will result in more accurate information about the bail conditions ordered and allow comments that clarify warrant issuance and terms. Giving courts the option to print warrant on plain paper instead of pre-printed forms will result in cost savings.
✓ Business Analysts provided ongoing analysis support for applications.	Provided business knowledge in support of current applications. This supports the technical team's development and maintenance of current applications
✓ Provided Business Analysis support for the Superior Court Data Exchange Project by assisting with the 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.
✓ Business Analyst continued working with the Work Group to iteratively converge varying views toward expert agreement on JIS baseline services.	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.
✓ Business Analyst participated in planning for the Information Networking Hub (INH) program.	The INH will improve standardization of business and technology processes to support systems integration, minimize the impact of changes to applications, provide for sharing of quality data and build a flexible architecture that easily integrates with new applications.
✓ Business Analyst participated in the initial analysis of ITG 44. CLJ's request to modify the Bail Forfeiture process in JIS.	If approved, this will assist the courts with the process, and will reflect true calculations of fines paid vs. bail forfeitures.
✓ Business Analyst completed gathering requirements for the ITG 45 appellate electronic filing (feasibility study).	This project will help provide a clear path for the development of the appellate electronic filing system.
✓ Business Analysts completed the review of the SCMFS Feasibility Study Report document deliverable.	Provided input to the Vendor team in publishing the documents for the Feasibility Study. Corrected some errors and improved wording for clarity and verified numbers used in estimates.
✓ Participated in the finalization of ITG 27 SMC AOC Data Exchange Solution.	The analysis of this request will provide the basis for this request to move forward in the ITG process. That will benefit the SMC in a reduction in defendant research times by not being required to enter data into two separate systems. And non-SMC courts a reduction in defendant research times by not being required to use two separate systems.
✓ Solution Architecture continues to work on solution management initiative.	Once established will provide improved Delivery of ISD solutions.

✓ Assisted with project start up for the Natural to COBOL conversion.	The conversion will result in the reduction of technical diversity and provide an estimated cost savings of 1.4 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)
✓ Continued creation of Solution Management Life Cycle for Simple, Complex and Feasibility process paths, and defined associated templates for the SA.	Defined processes that facilitate close collaboration between the business analyst's, program managers, solution architect and the various functional areas.
✓ Further developed a replicable modified-Delphi method, and met with the Work Group to iteratively converge varying views toward expert agreement on JIS baseline services. This process will continue in July, with the finalized report scheduled for vetting in August.	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.
✓ 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.
✓ Developed project plan to design the Information Network Hub.	By providing a means of sharing data between legacy and new systems, as well as between courts and external partners, the Information Network Hub plays a crucial role in the success of the JIS transformation.
<b>Activities Planned for Next Reporting Period</b>	<b>Impact/Value</b>
◦ Business Analyst and SA will provide on-going support as needed on ITG 45.	Research and development of requirements for the developers and test teams.
◦ Business Analysts will provide on-going analysis support to applications.	Collaboration with technical team to provide business knowledge in support of the ongoing application support
◦ Business Analysts continue working with Maintenance, and JSD Education on changes to JIS to comply with new Legislation.	Business Analysts review the bills passed in order to create, and write requirements for the implementation team.
◦ Business Analysts and SA continued requirements gathering on ITG 28 – Parking and VRV Case Management	Research and development of requirements for the developers and test teams.
◦ Business Analysts 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.
◦ Business Analyst completed definition of process paths, SA templates for Solution Management Life Cycle, Solution Architect and Solution Governance documents.	Defined processes, templates and toolkit that facilitate close collaboration between the business analyst's, program managers, solution architect and the various functional areas.
◦ Business Analyst started work on defining and developing business services and business glossary as part of the INH program	The INH will improve standardization of business and technology processes to support systems integration, minimize the impact of changes to applications, provide for sharing of quality data and build a flexible architecture that easily integrates with new applications.
◦ Business Analysts will participate in documenting the July SCFMS Feasibility Study feedback sessions.	Feedback sessions provide input to the Vendor team to improve wording, correct errors and numbers used in estimates.
◦ Business Analyst will work on finalizing the JIS Baseline Services report. Presentation of the report findings to JISC is scheduled for August 4	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.
◦ 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.

<ul style="list-style-type: none"> <li>◦ Create a draft Strategy and Roadmap for the Information Networking Hub (INH)</li> </ul>	<p>The INH Strategy and Roadmap will provide guidance for the INH team in development activities. The Strategy and Roadmap is also required for presentation to the Legislature (Proviso)</p>
<ul style="list-style-type: none"> <li>◦ Develop solution architecture for INH Initiative</li> </ul>	<p>Will provide the physical components needed to implement the INH</p>
<ul style="list-style-type: none"> <li>◦ Provide Solution Architecture support for ITG requests</li> </ul>	<p>Provide estimates and guidance for ITG requests</p>

## Operational Area: Infrastructure

Dennis Longnecker, Infrastructure Manager

June 1-11 to June 30 -11

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 Receiving 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
✓ Continue work for the September 2011 Disaster Recovery Test. Have received interest from some county IT staff who wish to participate.	Disaster Recovery is a JIS activity which ensures the JIS systems would be available in the event of a disaster (either localized or large).
✓ All equipment for the JRS Equipment replacement has been ordered and received. Performed one installation at Mason County.	Replace aged (5 year old) equipment with new hardware and operating systems.
✓ Continue work with DB2 Version 10 System Upgrade. Planned rollout is October 2011. No issues encountered.	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.
✓ Replace/upgrade Virus Protection software with Sophos anti-Virus Prevention. Computers at the AOC are now continuing to be upgraded.	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.
✓ Install SMON Network Backbone which improves the network connection with Department of Information Services.	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.
✓ Completed the Disaster Recovery Audit. Awarded the Disaster Recovery Audit to a vendor and working on the audit. The JIS Disaster Recovery Plan was audited by Steven Craig of CBCP, Incorporated in June 2011. A copy of their audit report is attached. In delivering the final audit report, Mr. Craig commented that "You've done a very nice job bringing the program to where it is to date." and followed up with "Your plan is very mature."	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.
✓ Started Work for FY12 Equipment Replacement. Includes COA 1, COA 2, COA 3 and TOJ PC's. Courts of Limited Jurisdiction Computers and Laptops. Seattle Municipal. Ordered build PC's for COA's to build a standard image on before we submit the large order.	
Activities Planned	Impact/Value
◦ Continue with Equipment Replacement for the JRS Equipment. Installations should start increasing after the Thurston Install (2 <sup>nd</sup> Pilot)	Replace aged (5 year old) equipment with new hardware and operating systems.
◦ Continue work for FY12 Equipment Replacement. Includes COA 1, COA 2, COA 3 and TOJ PC's. Courts of Limited Jurisdiction Computers and Laptops. Seattle Municipal.	
◦ Continue work for the upcoming disaster recovery test which is schedule for September 16-18, 2011.	Disaster Recovery is a JIS activity which ensures the JIS systems would be available in the event of a disaster (either localized or large).



<ul style="list-style-type: none"> <li>◦ Connect AOC/JIS to the SMON Network Backbone. Waiting on DIS now.</li> </ul>	<p>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.</p>
<ul style="list-style-type: none"> <li>◦ Continue to Replace/upgrade Virus Protection software with Sophos anti-Virus Prevention.</li> </ul>	<p>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.</p>
<ul style="list-style-type: none"> <li>◦ Continue the DB2 v10 Upgrade</li> </ul>	<p>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.</p>
<ul style="list-style-type: none"> <li>◦ Continue with Equipment Replacement for the JRS Equipment. Installations should start increasing after the Thurston Install (2<sup>nd</sup> Pilot)</li> </ul>	<p>Replace aged (5 year old) equipment with new hardware and operating systems.</p>

# Operational Area: Data & Development

Jennifer Creighton, Data Management Manager

June 1-11 to June 30 -11

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
<b>Data Warehouse Unit</b>	
<ul style="list-style-type: none"> <li>✓ PACT (<i>Positive Achievement Change Tool</i>): implemented the reporting universe to allow juvenile courts to run canned reports; released the assessment report (first of eight defined for this project); trained Line 1 (aka Help Center) to field PACT calls</li> </ul>	<p>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.</p>
<ul style="list-style-type: none"> <li>✓ Maintenance activities included: Implementing demographics in the BOXI person table to improve query performance; Universe maintenance to add new data elements in support of running automated reports</li> </ul>	<p>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.</p>
<ul style="list-style-type: none"> <li>✓ Accounting project: finished specifications for bond, journal voucher, adjustment, and accounts receivable tables; completed preliminary design of joint/several cross reference, case person obligation, and restitution recipient distribution scheduled tables</li> </ul>	<p>Adding accounting information to the data warehouse will provide:</p> <ol style="list-style-type: none"> <li>1. Better tracking of accounting information</li> <li>2. Budget and revenue forecasting</li> <li>3. Audit and operational reports</li> <li>4. Ability to answer inquiries from other agencies</li> </ol>
<ul style="list-style-type: none"> <li>✓ Responded to data dissemination requests, including WSCCR request for Division 1 duration statistics, CLJ clearance rates report for Thurston County District, report on orders and rulings for the Supreme Court, sealed case report for the Department of Fish and Wildlife</li> </ul>	<p>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.</p>
<ul style="list-style-type: none"> <li>✓ Presented session on statewide queries available in BOXI to the Clerks Association</li> </ul>	<p>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.</p>
<b>Database Unit</b>	
<ul style="list-style-type: none"> <li>✓ Completed data base design review requests</li> </ul>	<p>The work of the database unit supports the ongoing maintenance and improvement of the courts' applications (JIS, SCOMIS, ACORDS, JABS, e-ticketing, etc.)</p>

<b>Data Management Team</b>	
<ul style="list-style-type: none"> <li>✓ Created work breakdown structure for data quality and data governance aspects of the INH</li> </ul>	The INH project will stand up the architecture designed to support the exchange of data between the existing databases and any databases a new, purchased application will bring.
<b>Activities Planned</b>	<b>Impact/Value</b>
<b>Data Warehouse Unit</b>	
<ul style="list-style-type: none"> <li>◦ PACT: release two additional reports</li> </ul>	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.
<ul style="list-style-type: none"> <li>◦ Maintenance activities.</li> </ul>	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.
<ul style="list-style-type: none"> <li>◦ Continue accounting prep work as time allows.</li> </ul>	Adding accounting information to the data warehouse will provide: <ol style="list-style-type: none"> <li>1. Better tracking of accounting information</li> <li>2. Budget and revenue forecasting</li> <li>3. Audit and operational reports</li> <li>4. Ability to answer inquiries from other agencies</li> </ol>
<ul style="list-style-type: none"> <li>◦ Respond to data dissemination requests.</li> </ul>	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.
<ul style="list-style-type: none"> <li>◦ PACT: release two additional reports</li> </ul>	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.
<b>Database Unit</b>	
<ul style="list-style-type: none"> <li>◦ Support data base design review requests.</li> </ul>	The work of the database unit supports the ongoing maintenance and improvement of the courts' applications (JIS, SCOMIS, ACORDS, JABS, e-ticketing, etc.)
<b>Data Management Team</b>	
<ul style="list-style-type: none"> <li>◦ Continue work on the INH project.</li> </ul>	The INH project will stand up the architecture designed to support the exchange of data between the existing databases and any databases a new, purchased application will bring.

## 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.

June 1-11 to June 30 -11

Activities Completed	Impact/Value
JCS = Juvenile and Corrections System ETP = Electronic Ticketing Program ITG = Information Technology Governance ITIL = Information Technology Infrastructure Library	
<ul style="list-style-type: none"> <li>✓ ACORDS – Deploy Release 72.1, which includes 13 bug fixes and enhancements.</li> </ul>	Improves the letter generation capability of the system, cleans up several areas of the user interface, and makes it compatible with the Windows 7 operating system.
<ul style="list-style-type: none"> <li>✓ JCS – Modify referral transfer process to allow court staff to modify the transfer date.</li> </ul>	Permits the courts to more accurately document the sequence of events within a juvenile supervision record.
<ul style="list-style-type: none"> <li>✓ ETP – Improve the performance of the ticket search function within ETP.</li> </ul>	This will significantly reduce the time it takes for courts to find and select the set of tickets to be processed.
<ul style="list-style-type: none"> <li>✓ ETP – Modify the Find eTickets by Category to properly categorize criminal tickets that need to be mailed.</li> </ul>	Makes it easier for the courts to identify those tickets that were referred to prosecutors prior to filing with the court.
<ul style="list-style-type: none"> <li>✓ JCS/JAVA Applications – Complete connections and initial testing in support of the DB2 v10 upgrade.</li> </ul>	Insures that the infrastructure is in place to support DB2 v10.
<ul style="list-style-type: none"> <li>✓ Legacy - Implementation of 8 new SCOMIS docket codes related to legislation effective 07/22.</li> </ul>	Allows courts to document events occurring on cases in accordance with legislative mandates.
<ul style="list-style-type: none"> <li>✓ Legacy - Completion of programmatic changes to allow SCOMIS to accept end-dated Cause codes.</li> </ul>	Accommodates HB1267 by allowing the previous descriptions of two cause codes containing the word Paternity, to be changed to contain the word Parentage for all cases filed after the bill's effective date.
<ul style="list-style-type: none"> <li>✓ Legacy - Code table changes to comply with HB1267.</li> </ul>	Changes all instances of the word Paternity to Parentage to comply with HB1267.
<ul style="list-style-type: none"> <li>✓ Legacy - Installation of JRS V 4.0 for use beginning with Mason County on July 5, 2011.</li> </ul>	Allows courts to upgrade JRS machines to use Windows 7 operating system.
<ul style="list-style-type: none"> <li>✓ Continue work on ITG#6.</li> </ul>	Governance approved project to rewrite all Interpreters information from OASYS to a SQL database server, as well as building them an application for record maintenance.
<ul style="list-style-type: none"> <li>✓ CF9 Upgrade</li> <li>✓ Planned migration date is July 19, 2011.</li> </ul>	Moving to CF 9 will keep our application web server up-to-date and will provide webmaster access to the latest tags and functionality.
<ul style="list-style-type: none"> <li>✓ Lay Guardianship Registration</li> <li>✓ RN ticket – 110329-000049</li> <li>✓ Scheduled to be released on July 22, 2011</li> </ul>	Will allow potential Lay Guardians to register online and view the training modules online.
<ul style="list-style-type: none"> <li>✓ Gender and Justice Page</li> <li>✓ RN ticket - 110614-000037</li> <li>✓ Work Continues on this task.</li> </ul>	Improve access to information on Domestic Violence and the Gender and Justice Commission.
<ul style="list-style-type: none"> <li>✓ Forum Request</li> <li>✓ RN ticket - 110602-000080</li> </ul>	This private forum will facilitate communications between court staff involved with the Search and Seizure Online

✓ Work Continues on this task.	Learning Project.
✓ SQL Server Upgrade ✓ Provide support in identifying outdated databases and tables on the development web SQL Server (Redwood). Test dev SQL apps once changes have been implemented.	SQL servers are being upgraded to SQL 2008 R2.
✓ Caseload Utility	Needed to allow for maintenance of the caseload database tables.
<b>Activities Planned</b>	<b>Impact/Value</b>
◦ JCS – Installed revised version of the PACT history report for juvenile probation officers	Allows for easier and more accurate completion of the Juvenile Risk Assessment questionnaire.
◦ JABS – Implemented ITG Request 059, which calls for highlighting the selected case number as the result of a case number search	Gives users a quick visual queue of the desired case when multiple cases are returned by a search.
◦ JABS – Improved the DOL search function for situations where either a subject's license has changed, or there is no current license in JIS	Will reduce the number of searches that will have to be performed by JABS users
◦ ETP – Improved the handling of 2-line violator addresses coming from SECTOR	This insures that the address displayed for court users during ETP ticket processing matches what was entered by the officer on the electronic ticket.
◦ Electronic Ticketing Record Management System Project – Went into production at AOC, DOT, DOL, and DIS	This multi-agency project expanded the functionality of the Electronic Ticketing system to allow tickets, collision reports, and dispositions to be routed back to the record management systems of the originating agencies. This provides an additional incentive for LEAs to use SECTOR, thereby increasing the percentage of tickets that are filed electronically.
◦ Legacy - Added or changed 66 BARS codes, 22 Cost Fee Codes, 1 JRS Transaction Code and 3 Remit groups to comply with SB5941 effective July 1	Accommodates <b>SB 5941</b> which extends the sunset date of the JST surcharge to July 1, 2013. The JST Account, which formerly was a 100% dedicated state fund, now distributes that surcharge 75% to the state general fund and 25% to local trial courts.
◦ Legacy – Responded to 180 Right Now tickets	Each Right Now incident represents a request from a customer either internal or external, therefore 180 customer requests were attended to in the month.
◦ ADLIB Installation Upgrade	ADLIB was installed, configured and successfully tested on the web servers. Upgrade was needed in support of migration to CF 9.
◦ Problem Solving Courts Maintenance Application	Content owners are now able to manage all changes to the Problem Solving Courts Directory.

# Operational Area: Project Management Office & Quality Assurance

Mike Davis, (PMO/ QA Manager)

June 1-11 to June 30 -11

Includes: Project Management Office, Software Quality Assurance

**Description:** Project Management & Quality Assurance is comprised of the Project Management Office (PMO) and the Software Quality Assurance (SQA).

**Project Management Office:** The PMO provides oversight on all ISD projects. Oversight includes reviewing and approving feasibility of projects, creating and maintaining project plans (schedule, issues, and risks), and managing projects from inception to implementation. Through the use of a standard project management methodology, the PMO adds critical value that improves the probability of project success. Work performed by the PMO is reported separately under the project(s) to which the staff is currently assigned.

**Software Quality Assurance:** SQA consists of a means of monitoring the software engineering processes and methods used to ensure quality. This encompasses the entire software development process and product integration. SQA is organized into goals, commitments, abilities, activities, measurements, and verification.

The Testing Group is part of Quality Assurance and is responsible for ensuring a testing process is followed on all development efforts, including projects, defect correction, and application enhancements. All testing, test cases, and test scenarios created, test results, and defect work is documented, tracked, monitored, and prioritized. Tester involvement is critical for upholding quality control standards throughout all phases of testing.

Activities Completed	Impact/Value
<b><u>Project Work without Monthly Project Reports</u></b>	
<ul style="list-style-type: none"> <li>✓ Continued development of the COA EDMS Feasibility Study.</li> </ul>	<p>The feasibility study will identify the most cost effective and maintainable EDM application(s) that satisfy the Appellate Courts EDM requirements to improve the efficiency of document management for the courts.</p>
<ul style="list-style-type: none"> <li>✓ Continued work on the three Program Tracks: Transformation; Information Network Hub (INH); and COTS Preparation. These tracks are in the initiation phase and are being chartered and estimated. The Transformation track includes these former standalone projects: Capability Maturity Model; Establish Governance Boards; and ISM.</li> </ul>	<p>These tracks are critical to the success of Superior Court Case Management system because they will directly impact AOC's maturity and readiness for a successful rollout of CMS functions that extend well beyond the existing functionality in SCOMIS.</p>
<b><u>Quality Control</u></b>	
<ul style="list-style-type: none"> <li>✓ Finished multi-agency testing for the RMS e-ticketing project which was delivered into production as of 6/12/2011.</li> </ul>	<p>RMS will return case dispositions on electronically filed tickets to the local law enforcement agency's record management system.</p>
<ul style="list-style-type: none"> <li>✓ Continued working with DB2 Upgrade project team, developing project test plan and instructions for team to test DB2 environments.</li> </ul>	<p>The AOC uses the IBM database product DB@ to provide a repository of statewide court data. In order to maintain proper support of the statewide court data, periodic upgrades of the DB2 product need to be implemented at AOC</p>
<ul style="list-style-type: none"> <li>✓ Working with the Superior Court Management Feasibility Study (SCMSFS) team to understand requirements which will be used to develop use cases for testing.</li> </ul>	<p>SCMSFS will recommend an alternative for delivering the future CMS to Superior Courts.</p>
<ul style="list-style-type: none"> <li>✓ Continued working with Natural to COBOL project team to gain understanding of project scope and approach to testing.</li> </ul>	<p>The AOC mainframe applications for the Justice Information System (JIS) and the Superior Court Management and Information System (SCOMIS) are written in the Natural language that is proprietary to Software AG Inc. Converting existing Natural programs to COBOL will result in significant cost savings to the AOC by eliminating licensing fees and reduced support costs.</p>
<b><u>Quality Assurance</u></b>	
<ul style="list-style-type: none"> <li>✓ Presented Software Quality Assurance (SQA) framework to ISD management team and it is awaiting signatures.</li> <li>✓ Worked with AOC contracts manager and IBM on SOW for administrator training for Rational Requirements Composer and Doors.</li> </ul>	<p>The framework will define the model and role of Software Quality Assurance in ISD. Business rules and requirements collected will be documented and stored in one repository using AOC requirements format. Traceability from business rules through test cases will be stored in one repository which will assist AOC staff in ensuring quality, timeliness, testability and traceability of requirements.</p>

<ul style="list-style-type: none"> <li>✓ Worked with Transformation Program Track to detail out existing and future processes for test regions, change control automation, and release management.</li> </ul>	<p>The Transformation Program Track is focused on implementing changes in a timely manner to support the requirements of the future SCMS and then to proceed with incremental and continuous improvements of AOC processes.</p>
<b>Activities Planned</b>	<b>Impact/Value</b>
<ul style="list-style-type: none"> <li>◦ Continued development of the COA EDMS Feasibility Study.</li> </ul>	<p>The feasibility study will identify the most cost effective and maintainable EDM application(s) that satisfy the Appellate Courts EDM requirements to improve the efficiency of document management for the courts.</p>
<ul style="list-style-type: none"> <li>◦ Continued work on the three Program Tracks: Transformation; Information Network Hub (INH); and COTS Preparation. These tracks are in the initiation phase and are being chartered and estimated. The Transformation track includes these former standalone projects: Capability Maturity Model; Establish Governance Boards; and ISM.</li> </ul>	<p>These tracks are critical to the success of SCMS because they will directly impact AOC's maturity and readiness for a successful rollout of SCMS functions that extend well beyond the existing functionality in SCOMIS.</p>
<b><u>Quality Control</u></b>	
<ul style="list-style-type: none"> <li>◦ Work with project team reviewing individual test plans</li> </ul>	<p>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.</p>
<ul style="list-style-type: none"> <li>◦ Complete testing for JRS workstation upgrade</li> </ul>	<p>JRS workstation upgrade improves the business processes when receipting money to payors and includes replacing 5 year old equipment.</p>
<ul style="list-style-type: none"> <li>◦ Complete testing of ITG #6</li> </ul>	<p>Value and impact of specific ITG requests can be found at <a href="https://inside.courts.wa.gov/index.cfm?fa=ITGPortal.home">https://inside.courts.wa.gov/index.cfm?fa=ITGPortal.home</a>.</p>
<ul style="list-style-type: none"> <li>◦ Continue working with DB2 Upgrade project team, developing project test plan and instructions for team to test DB2 environments</li> </ul>	<p>The AOC uses the IBM database product DB@ to provide a repository of statewide court data. In order to maintain proper support of the statewide court data, periodic upgrades of the DB2 product need to be implemented at AOC</p>
<ul style="list-style-type: none"> <li>◦ Work with the Superior Court Management Feasibility Study (SCMSFS) team to understand requirements which will be used to develop use cases for testing</li> </ul>	<p>SCMSFS will recommend an alternative for delivering the future CMS to Superior Courts.</p>
<ul style="list-style-type: none"> <li>◦ Continue working with Natural to COBOL project team to gain understanding of project scope and approach to testing</li> </ul>	<p>The AOC mainframe applications for the Justice Information System (JIS) and the Superior Court Management and Information System (SCOMIS) are written in the Natural language that is proprietary to Software AG Inc. Converting existing Natural programs to COBOL will result in significant cost savings to the AOC by eliminating licensing fees and reduced support costs.</p>
<ul style="list-style-type: none"> <li>◦ Work with project team reviewing individual test plans</li> </ul>	<p>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.</p>
<ul style="list-style-type: none"> <li>◦ Continue working with Natural to COBOL project team to gain understanding of project scope and approach to testing</li> </ul>	<p>The AOC mainframe applications for the Justice Information System (JIS) and the Superior Court Management and Information System (SCOMIS) are written in the Natural language that is proprietary to Software AG Inc. Converting existing Natural programs to COBOL will result in significant cost savings to the AOC by eliminating licensing fees and reduced support costs.</p>
<b><u>Quality Assurance</u></b>	
<ul style="list-style-type: none"> <li>◦ Begin workshops for training ISD staff</li> </ul>	<p>The framework will define the model and role of Software Quality Assurance in ISD.</p>
<ul style="list-style-type: none"> <li>◦ Finalize contract with IBM to provide administrator training for Rational Requirements Composer and Doors</li> </ul>	<p>Business rules and requirements collected will be documented and stored in one repository using AOC requirements format. Traceability from business rules through test cases will be stored in one repository which will assist AOC staff in ensuring quality, timeliness, testability and traceability of requirements.</p>



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