Washington State Administrative Office of the Courts

ISD Transformation

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

April 2012
(Report Period Ending March 31, 2012)

WASHINGTON COURTS
ADMINISTRATIVE OFFICE OF THE COURTS

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Background

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

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

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

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

JIS Transformation & Project Plan Overview
February 2012

Legend	
Original Roadmap per IT Strategy June 19 - 2009	(blue)
Actual	(green)
Revised or Planned	(magenta)

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

JIS Transformation Initiatives	Status		CY10 Q1	CY10 Q2	CY10 Q3	CY10 Q4	CY11 Q1	CY11 Q2	CY11 Q3	CY11 Q4	CY12 Q1	CY12 Q2
2.0 Capability Improvement – Phase I												
2.4 Implement IT Portfolio Management	✔	Planned	blue	blue	blue	blue	blue	blue				
		Actual	green	green	green	green ✔						
3.0 Capability Improvement – Phase II												
3.4 Implement IT Service Management – change, configure, release	●	Planned	blue							magenta	magenta	
		Actual								green	green	
4.0 Capability Improvement – Phase III												
4.2 Mature Application Development Capability	●	Planned			blue							magenta
		Actual										
7.0 Information Networking Hub (INH)												
7.6 Information Networking Hub (INH)	▲	Planned							blue	blue	blue	blue
		Actual							green	green	green	green
Ongoing Activities												
12.2 Natural to COBOL Conversion	◆	Planned						blue	blue	blue	blue	blue
		Actual						green	green	green	green	green
12.3 Superior Court Data Exchange	◆	Planned						blue	blue	blue	blue	blue
		Actual						green	green	green	green	green
BizTalk Upgrade	◆	Planned				magenta	magenta	magenta	magenta	magenta		
		Actual				green	green	green	green	green		
DB2 Upgrade	▲	Planned						blue	blue	blue	blue	
		Actual						green	green	green	green	
Vehicle Related Violations (VRV)	▲	Planned	blue	blue	blue	blue	blue	blue	blue	blue	blue	blue
		Actual	green	green	green	green	green	green	green	green	green	green
CA Clarity Implementation	▲	Planned						blue	blue	blue		
		Actual						green	green	green		
Superior Court CMS (SC-CMS)												
SC-CMS RFP	▲	Planned							blue	blue	blue	blue
		Actual							green	green	green	green
COTS Preparation	◆	Planned								blue	blue	blue
		Actual										
Court Business Office	●	Planned								magenta	magenta	magenta
		Actual								green	green	green
ITG Projects												
ITG #045 Appellate Court Electronic Document Management System (EDMS)	◆	Planned							blue	blue	blue	blue
		Actual							green	green	green	green
ITG #028 CLJ Parking Module Modernization	◆	Planned						blue	blue	blue		
		Actual						green	green	green		
ITG #081 Adult Risk Assessment STRONG 2 Implementation (ARA)	●	Planned							blue	blue	blue	
		Actual							green	green	green	
ITG #009 Accounting in the Data Warehouse	●	Planned							blue	blue	blue	blue
		Actual							green	green	green	green

Summary of Activities

Major Changes Since Last Report

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

Initiatives & Major Projects Underway

- Superior Court Case Management System RFP (SC-CMS) (ITG #002)
- Superior Court Data Exchange (SCDX) (ITG #121)
- Adult Risk Assessment Implement Strong 2 Tool (ITG #081)
- Appellate Courts Electronic Document Management System (ITG #045)
- Add Accounting Data to the Data Warehouse (ITG #009)
- Comments Line on Bench Warrants (ITG #037)*
- Enhance JIS to allow bench warrants to print on plain paper (ITG #058)*
- CLJ Parking Module Modernization (ITG #028)
- Plea and Sentencing in JABS (ITG #096)
- Remove CLJ Archiving and Purge Certain Records (ITG #041)
- ISD Transformation Track
- CA Clarity Implementation
- Natural to Cobol Conversion
- DB2 Upgrade
- BizTalk Upgrade
- COTS Preparation Track
- Information Networking Hub Track

ITG Requests #037 and #058 have been delayed and are pending rescheduling.

Initiatives or Projects Completed

There were no projects completed during this reporting period.

Initiative or Project Status Changes

- **Vehicle Related Violations –** status changed from red to yellow.
- **Natural to COBOL –** status changed from yellow to red.

Staffing Changes in ISD

During the reporting period of March 1 – 31, 2012:

ISD welcomed the following new staff:
1. Darcy Dotson – Data Exchange Developer   (3/16/12)
2. Marcia Marsh – Data Quality Coordinator   (3/12/12)
3. Bruce Scougale – Solution Architect   (3/16/12)
4. Jian Shen – Senior Systems Integrator   (3/01/12)

ISD bid farewell to the following staff:
1. Wes Divin – Senior Integrator   (3/29/12)

ISD Staff Recognitions

Team Recognitions

- March 15, 2012 – The **VRV Project Team,** including **PM Mike Walsh, Ray Yost, Mike Keeling, and Vicky Marin,** received an excited Thank-You from Deana Wright, Court Administrator at the Municipal Court for Lakewood and University Place, for their success in on-boarding this and two other Tier 1 courts with processing VRVs through web services.
"…Things are going well so far! No errors yet – we've had two batches process successfully. We're so excited! Thank you to everyone who made this possible! I've already emailed some of the Tier 2 courts to let them know we're up and loving VRV. Thank you, thank you!"

- March 19, 2012 – Congratulations to the **Disaster Recovery (DR) Team,** including **DR lead Christine Winslow, Adam Johnson, Adam Peterson, Carol Fuchser-Burns, Danielle Thompson, Dennis Longnecker, Heidi Chu, James Peck, Jesse Christoffer, John O'Conner, Jon French, Kermit Oglesby, Kevin Neubert, Kirby Tingle, Monica Santanicola, Norm Hjelm, Pam Stephens, Ray Jacoby, Robin Trail, Stanley Bailey, Thomas Schuettke, Wayne Campbell, and Wayne Gentry.** According to Dennis Longnecker, Infrastructure Manager:
"25 of 26 expectations were successfully accomplished. All test events were completed on schedule, and some events were accomplished ahead of schedule. Fiscal staff was even onsite and was able to restore the accounting application from the vendor's servers and perform all of the accounting work successfully."

  Paul Reed from SunGard Availability Services adds:
"During our State of Washington DR test we noted superb organization by the DRC and the SOW/AOC DR team. [There was] accurate script documentation, tracking instruments, version control, and of course, the professionalism of the SOW/AOC team."

- March 27, 2012 – Ronee Parsons acknowledged the **Decision Process Framework Team,** including **PM Martin Kravik, Bill Cogswell, Barry Zickuhr, and Shelli Lackey**, for their implementation of the ISD Leadership Team's Decision Log. This project is part of the ISD Transformation Program track.
"I just wanted to say thank you for your efforts in increasing internal communications. I appreciate the effort. The fact that we all have access to see what is being discussed and decided is much appreciated."

Individual Recognitions

- March 14, 2012 - **Heather Williams** received the following recognition from Judge Laura Inveen, Super Court Judges Association (SCJA) President, for her liaison work with regard to the SCJA.
"I just wanted to take a moment to say how much I appreciate the work Heather Williams does with respect to serving as a liaison to the Superior Court Judges Association regarding Judicial Information Services. Our group is not an easy one. She is often confronted with difficult and challenging questions. She is knowledgeable, answers with poise, is very responsive, and never defensive. I very much appreciate her service."

- March 19, 2012 – **Christine Winslow** received recognition from Karen Savage and Paul Reed of SunGard Availability Services for her work in coordinating the March 2012 Disaster Recovery effort.
"Christine Winslow is a great DRC to work with; sharing test expectations and concerns with the SunGard team. Christine has applied successful philosophies and procedures to execute their

DR testing environment and reparative follow-up. Her method has created documents that are clear and easy to follow. It was great to watch the SOW/AOC team work."

CIO / ISD Director Vonnie Diseth concurs:
"Congratulations to you and the entire DR Team. What a nice compliment to receive from the SunGard staff. You should be very proud. Thanks for your superb coordination of the DR activities."

- March 29, 2012 – Stan Bradshaw recognized **Jim Peck** for his ability to quickly resolve issues. *"Jim Peck is great to work with. In two minutes I think he's solved about 10 unanswerable questions I had. [I] should've talked to him years ago to straighten me out on some things."*

IT Governance Request Status

Completed JIS IT Requests in March 2012
There were no IT Requests completed during this reporting period.

Status Charts

Requests Completing Key Milestones

Legend: Jan-12, Feb-12, Mar-12

New Requests: 4 (Jan-12), 9 (Feb-12), 1 (Mar-12) — Total: 14
Analysis Completed: 2 (Jan-12), 2 (Feb-12), 1 (Mar-12) — Total: 5
Authorized: 1 (Jan-12), 2 (Feb-12) — Total: 3
Scheduled: 2 (Feb-12) — Total: 2
Completed: 3 (Jan-12) — Total: 3
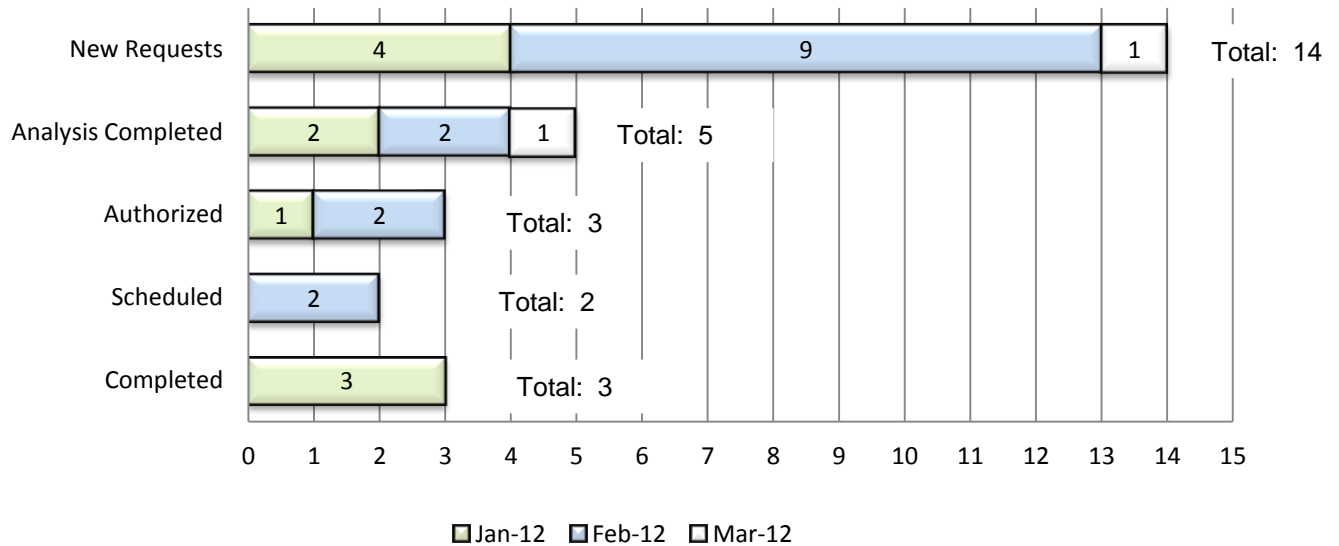
Current Active Requests by:

Endorsing Group			
Supreme Court	0	Data Management Steering Committee	2
Court of Appeals Executive Committee	1	Data Dissemination Committee	0
Superior Court Judges Association	3	Codes Committee	0
Washington State Association of County Clerks	7	Administrative Office of the Courts	8
District and Municipal Court Judges Association	5	Washington State Association of Juvenile Court Administrators	1
District and Municipal Court Management Association	29		

Court Level User Group	
Appellate Court	1
Superior Court	10
Courts of Limited Jurisdiction	20
Multi Court Level	9

Scheduled ITG Request Overview

	April	May	June	July	August	September
Data Warehouse	009 – Add Accounting Data to the Data Warehouse					
JIS	041 – Remove CLJ Archiving and Purge Certain Records					
JABS	096 – PLS in JABS					
	037 – Add Warrants Comment Line*					
	058 – Print Warrants on Plain Paper*					
Other Systems	081 – Adult Risk					
	121 – Superior Court Data Exchange					
Requirements & RFPs	045 – Appellate EDMS Requirements, RFP, and Future Phases					
	002 – SC CMS Requirements, RFP, and Future Phases					
Feasibility Studies	028 – CLJ Parking					

*ITG Requests 058 and 037 have been delayed and are pending rescheduling. The dates shown here are estimates.

Schedule Status Based on Current Project Baseline

Implementing Early	On Schedule	2 – 4 Weeks Behind Schedule	> 4 Weeks Behind	Not Started
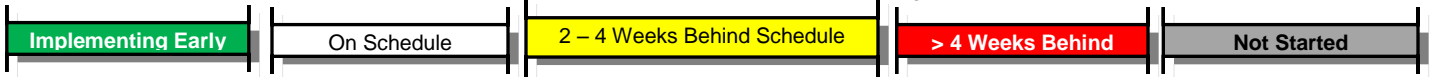
Transformation Initiative Summary
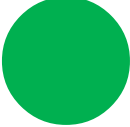
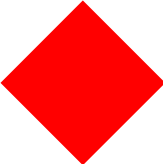| Transformation Program	
Activities	*Impact/Value*
✓ The Release/Change team reviewed the use cases in four separate sessions throughout the reporting period.	The requirements will provide detail in terms of roles and responsibilities, workflow through the various processes, approval gates, and triggers for subsequent events.
✓ The Decision Process Framework team presented the DPF SharePoint site to the ISD Leadership Team. The DPF team has scheduled meetings to present the tool to staff in two ISD functional areas.	This tool enables staff to gain insight into the issues being decided by ISD Leadership.
✓ Work continues to define the scope for the Enterprise Security Management Initiative.	Provides the context within which to define the initiative.

COTS Preparation Program	
Activities	*Impact/Value*
✓ Completed the evaluation of all mini charters and initial draft of COTS Prep charter.	Determines the objectives and clearly defines each project.
✓ Determined and documented executive sponsorship expectations for COTS-Prep.	Required to assure that each project completion metric aligns with executive sponsorship expectations.

Information Networking Hub Program (INH)	
Activities	*Impact/Value*
✓ Identified scope and tasks required to build central data repository.	Provides a central INH database to store statewide shared data in a standard format that will be made accessible to courts through data exchanges.
✓ Continued work on the INH Technical Lead Plan prepared by Joel Byford, Soos Creek.	Provides detailed technical guidance on development and implementation strategy for INH foundation components and data exchange services based on industry experience and practices.

Natural to Cobol Conversion	
Activities	*Impact/Value*
✓ Continued J2 region smoke test. There were 209 defects created. 144 were closed and 26 are being validated.	Facilitates validation of the acceptance criteria for second payment of Code Drop #1.

Court Business Office (CBO)	
Activities	*Impact/Value*
✓ Completed the Court Business Office project organization charter.	Determines how the CBO is structured within AOC and what services it will provide to support the SC-CMS.

DB2 Upgrade	
Activities	*Impact/Value*
✓ No activities completed during this reporting period.	

BizTalk Upgrade	
Activities	*Impact/Value*
✓ No activities completed during this reporting period.	

Vehicle Related Violations (VRV)	
Activities	*Impact/Value*
✓ Received business and technical assessments and defined business rooting rules.	These are the DES technical requirements necessary to set up the web service connectivity.

CA Clarity Implementation	

Activities	Impact/Value
✓ Bi-weekly project status reports for BWSR, User Acceptance testing, product deployment to production and post-production support has been delivered to AOC.	The WinMill contract is complete and all deliverables have been fulfilled.

ITG #121 Superior Court Data Exchange

Activities	Impact/Value
✓ The AOC completed a review of (9) Sierra Systems Technical Design Documents for SCDX Increment 2 web services associated with Case Participant and Person Alias. Minimal changes were identified.	These documents define the detailed web service designs and need to be approved by the AOC prior to beginning software implementation.
✓ The AOC completed the deployment of SCDX Increment 1 to the QA environment on March 28th.	Necessary to begin formal AOC QA testing of SCDX Increment 1.
✓ The AOC is developing a model/process to on-board a Court to begin using the SCDX.	Provides remote Courts with the necessary information for planning and implementing their SCDX Interface development effort. Gives the AOC its resource estimate of support required for this effort.

ITG #002 Superior Court Case Management RFP

Activities	Impact/Value
✓ Phase 1 Project Charter edits and comments have been vetted and accepted by the Project Oversight and coordination team.	Provides overall project overview and Phase 1-specific information.
✓ Completed initial draft (v1.0) of Request for Proposal (RFP).	Provides quality assurance for the overall SC-CMS Project.
✓ Created and launched RFP document website and RFP comments log.	Facilitates edits and comments by multiple reviewers in a central location and provides secure access to the RFP documents.

ITG #028 CLJ Parking Module Modernization

Activities	Impact/Value
✓ Reviewed Feasibility Document with the leadership team and presented findings to customers.	Enable a Go/No Go decision as to whether to continue CLJ-PMM as a project.

ITG #045 Appellate Electronic Document Management System (EDMS)

Activities	Impact/Value
✓ The AOC received (9) Request for Information (RFI) responses from EDMS Vendors. It appears that there are a number of EDMS Vendor systems that will be able to support the Appellate Court EDMS requirements.	The AOC received (9) Request For Information (RFI) responses from EDMS Vendors. It appears that there are a number of EDMS Vendor systems that will be able to support the Appellate Court EDMS requirements.

ITG #081 Adult Risk Assessment Implement STRONG 2 Tool

Activities	Impact/Value
✓ Incorporated implementation courts' feedback into ASRA system development.	Creates the assessment application that will be used by local jurisdictions.
✓ Reviewed the maintenance transition plan with management and affected staff.	Ensures a smoother transition of the products to operations.

ITG #009 Accounting in the Data Warehouse

Activities	Impact/Value
✓ The project team loaded four new tables into the production Data Warehouse environment.	Supports the Accounts Receivable Summary report to be released in April.

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

Transformation Program Track

Executive Sponsor(s)	IT Project Manager:
Vonnie Diseth, CIO/ISD Director	Martin Kravik
Business Area Manager:	**Consultant/Contracting Firm:**
William Cogswell, ISD Associate Director	N/A

Description:

 The ISD Transformation Program places the remaining Transformation Initiatives under a single umbrella. The goals of this approach are to expedite the completion of the Initiatives by reducing redundant administrative overhead, ensure better cohesiveness between Initiatives, and provide a more rational and consistent implementation of the Initiatives.

Business Benefit:

- Prepare ISD processes to support the implementation of Superior Court Case Management System and other COTS
- Ensure use of consistent and integrated processes across ISD functional areas to enable the efficient delivery of services.
- Implement a governance organization and decision making processes to maximize investments and utilization of resources.

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

JISC Approved Budget	Allocated through March 31, 2012	Actual through March 31, 2012
	$	$

Current Status	Scope	●	Schedule	●	Budget	●

Status Notes:

Progress	March - 5%
	▮▮ 100%

Phase	☐ Initiate	☒ Planning	☒ Execute	☐ Close

Schedule	**Planned Start Date:** July 2011	**Planned Completion Date:** Sept 2012
	Actual Start Date: July 2011	**Actual Completion:** TBD

Activities Completed	Impact/Value
✓ PM Martin Kravik met with Executive Sponsor Vonnie Diseth to reaffirm program goals and outcomes.	Ensures that project tasks are aligned with project objectives.
✓ The Release/Change team reviewed the use cases in four separate sessions throughout the reporting period.	The requirements will provide detail in terms of roles and responsibilities, workflow through the various processes, approval gates, and triggers for subsequent events.
✓ The Decision Process Framework team has scheduled meetings to present the new decision tool to staff in two ISD functional areas.	This tool enables staff to gain insight into the issues being decided by ISD Leadership.
✓ Work continues to define the scope for the Enterprise Security Management Initiative.	Provides the context within which to define the initiative.
✓ No activities completed on the Vendor Management Initiative during this reporting period.	

Activities Planned	Impact/Value
° The Release/Change team will continue to review the use cases.	The requirements will provide detail in terms of roles and responsibilities, workflow through the various processes, approval gates, and triggers subsequent events.
° Present the Decision Process Framework site to remaining ISD functional groups at staff meetings.	Assists in establishing a smoother, more informed process transition.
° Continue to develop the scope of the Enterprise Security Management Initiative.	Provides the context within which to define the initiative.

COTS Preparation Program Track

Executive Sponsor(s)	IT Project Manager:
Vonnie Diseth, CIO/ISD Director	Ron Kappes
Business Area Manager(s):	**Consultant/Contracting Firm:**
Dennis Longnecker, Infrastructure Manager Bill Cogswell, Data & Development Manager (Acting) Michael Keeling, Operations Manager William Cogswell, Associate ISD Director Dirk Marler, JSD Director	N/A

Description:

The COTS Preparation (COTS-P) Program objective is to prepare the AOC JIS environment to support the future transition to a COTS based suite of applications. The Superior Court Case Management System (SC-CMS) Project is expected to be the first COTS based application to be implemented within the AOC JIS. As the first COTS application, the SC-CMS implementation will validate many of the preparation assumptions for supporting future COTS product implementations.

The implementation of the COTS-P Program has been organized into three (3) specific programs categories of sub-project to facilitate effective and efficient planning, management and reporting. The programs are organized as:

- COTS-P Infrastructure Program (Network, Compute and Storage) of six (6) related sub-projects
- COTS-P Application Program (Data Warehouse and Applications) of six (6) related sub-projects
- COTS-P Business Program (Business and Organizational Processes) of one (1) related sub-projects

Note: The Courts Business Office (CBO) projects, which was originally grouped with the COTS-P, was removed and is now a stand-alone project outside of COTS-P.

Business Benefit:

The COTS-P Program outcome will provide at the project level, the appropriate analysis, design, documentation, acquisitions and implementation of technology and processes within the JIS environment to support the future strategic plan to transition from in-house application development to COTS based products.

The COTS-P program will validate the current and future state of the Infrastructure, Application and Business environments necessary to:

- Position AOC to support future COTS based application implementations
- Directly support the SC-CMS and INH project implementations
- Assure no planning, acquisition and/or implementation duplicity or gaps occur across related projects and initiatives.

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

JISC Approved Budget	**Allocated through March 31, 2012**		**Allocated through March 31, 2012**	
	$		$	

Current Status	**Scope**	🟢	**Schedule**	🔺	**Budget**	🔴

Status Notes:

ISD Weekly Program Track Management Meeting
1. **COTS-P Infrastructure Planning Phase**
   - COTS-P Infrastructure Charter was approved as of 3/13/12.
   - Schedule development as resource assignment work is underway.

2. **COTS-P Application Charter**
   - INH Technical Lead Plan review meeting on 3/26/12 to discuss COTS-P Application sub-projects dependencies.
   - The COTS-P Application charter development work will start this week.

3. **SC CMS Organizational Change Strategy Project**
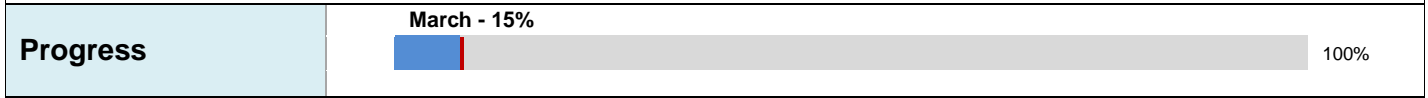   - The closure document is awaiting final approval.

- Clarity Issue (R-00053) is still open as of 3/26/12.

4. **INH-JIS Linkage Effort**
   - Project Decision document has been approved and saved to project folder. Project is assigned to the COTS-P Application Program.
   - Clarity Issue (R-00042) has been "closed" as of 3/22/12.

5. **JIS Link Analysis Project**
   - The 3rd meeting is scheduled for 4/3/12.
   - Clarity Issue (R-00041) has been "closed" as of 3/22/12.

Progress	March - 15%	
		100%

Phase	X	Initiate	☐	Planning	☐	Execute	☐	Close

Schedule	Planned Start Date: 12/19/11	Planned Completion Date: 11/30/13
	Actual Start Date: 12/19/11	Actual Completion: TBD

Activities Completed	Impact/Value
✓ Evaluated all mini-charters and the initial draft COTS Prep charter.	Required to determine the objective and deliverable gaps and to clearly define each project.
✓ Determined and documented executive sponsorship expectations for COTS-Prep.	Required to assure that each project completion metric aligns with executive sponsorship expectations.

Activities Planned	Impact/Value
○ Develop and obtain approval of a program based structure to organize all COTS-P sub-projects (100%).	Provides the authoritative planning guideline for the development of each project charter and identifies project inter-dependency.
○ Obtain approval on the Infrastructure Program Charter – (100%) supporting six sub-projects.	Defines project objectives, deliverables, completion metrics, and budget/schedule estimates required to move from the Initiation Phase to the Planning Phase.
○ Continue development of the Application Program Charter – (25%) and approval of program charter supporting six sub-projects.	Defines project objectives, deliverables, completion metrics, and budget/schedule estimates required to move from the Initiation Phase to the Planning Phase.

Milestones Planned and Accomplished

Milestone	Original Date	Revised Date	Actual Date
Initiation Phase – COTS-P Program structuring approval	01/25/12	02/09/12	02/02/12
Initiation Phase – Infrastructure Program Charter Approval	02/15/12	02/29/12	02/29/12
Initiation Phase – Application Program Charter Approval	02/15/12	02/29/12	03/30/12
Initiation Phase – Business Program Charter Approval	02/15/12	02/29/12	Charter no longer required

Information Networking Hub (INH) Program Track

Executive Sponsor(s) Vonnie Diseth, CIO/ISD Director	**IT Project Manager:** Dan Belles
Business Area Manager: Bill Cogswell, Data & Development Manager (Acting)	**Consultant/Contracting Firm:** N/A

Description:

The Information Networking Hub (INH) has been initiated as one of three separate Project/Program tracks. While the INH is being built to support the implementation of a Superior Court Case Management System (SC-CMS), it is also building a foundation for data exchanges with other COTS packages and local court systems.

The INH is the required future state architecture needed to support information exchanges between the JIS central database (new and existing) and local systems. This Project involves a core team of resources with the experience and knowledge of AOC systems, "as is" and the "to be" future state to support the building a robust enterprise architecture capable of exchanging messages from disparate systems with one common messaging standard.

The first phases of the INH project begin with the development of the Foundation components and Pilot Deployment of two services. Initially, the components of the INH will be developed in a sequencing priority based on the needs of the SC-CMS integration, but will continue to build on meeting the needs for other COTS applications and local systems in the future.
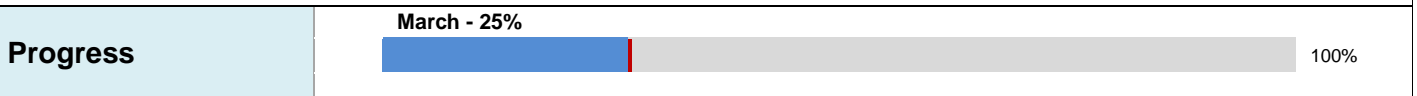
Business Benefit:

- Seamless integration of current and future as well as centralized and local applications that provides better customer experience

- Near real-time information exchanges through "publish-subscribe" mechanisms that facilitates the sharing of data and dramatically reduces duplicate data entry

- Modern architecture that aligns with latest technology trends to provide flexibility and the ability to deliver new customer requests in a timely manner

- A centrally managed data repository governed by data standards and quality

- A centralized security framework that can meet the needs for ensuring data is secure

- Enhanced customer interfaces to improve productivity, advance decision-making capabilities and aid in access to justice

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

JISC Approved Budget	**Allocated through March 31, 2012**	**Allocated through March 31, 2012**
	$	$

Current Status	**Scope**	🟢	**Schedule**	🔺	**Budget**	🟢

Status Notes:

Progress	March - 25% [progress bar] 100%

Phase	X	Initiate	X	Planning	☐	Execute	☐	Close

Schedule	**Planned Start Date:** July 2011	**Planned Completion Date:** June 2012
	Actual Start Date: July 2011	**Actual Completion:** TBD

Activities Completed	**Impact/Value**
✓ Identified scope and tasks required to build central data repository.	Provides a central INH database to store statewide shared data in a standard format that will be made accessible to

	Activities	Impact/Value
		courts through data exchanges.
✓	Continued work on the INH Technical Lead Plan prepared by Joel Byford, Soos Creek.	Provides detailed technical guidance on development and implementation strategy for INH foundation components and data exchange services based on industry experience and practices.
✓	Updated the INH Project Planning Matrix.	Defines interdependencies, project deliverables, milestones, and resources for improved planning and coordination.
Activities Planned		**Impact/Value**
°	Implement INH Technical Lead Plan – Assign tasks to resources, provide templates and expected completion dates.	Provides detailed technical guidance on development and implementation strategy for INH foundation components and data exchange services based on real world experience and practices.
°	Hold INH Project lead meeting with Joel Byford, Technical Data Exchange Consultant.	Provides INH Project Team leads with information on roles and responsibilities and assignments from the INH Technical Lead Plan.
°	Continue work on Enterprise Data Repository and Service Development Framework projects.	Provides INH foundation components to support Pilot Services and future data exchange development in subsequent phases of INH.
°	Complete INH project charter for signature.	Provides authority and direction for the Project, approval for the budget, scope, schedule, and resources. It provides guidance to manage issues, risks, and project constraints.
°	Complete baseline project schedules for tasks identified in Technical Lead Plan.	Provides detailed list of tasks, durations, completion dates for managing schedule.

Natural to COBOL Conversion

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

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

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

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

JISC Approved Budget	Allocated through March 31, 2012	Allocated through March 31, 2012
	$	$

Current Status	Scope	🟢	Schedule	🔴	Budget	🟢

Status Notes: Smoke testing is being performed on Code Drop #1.

Progress	**March - 55%** �बार 100%

Phase	☐ Initiate	☐ Planning	X Execute	☐ Close

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

Activities Completed	Impact/Value
✓ Continued J2 region smoke test. There were 209 defects created. 144 were closed and 26 are being validated.	Facilitates validation of the acceptance criteria for second payment of Code Drop #1.
✓ Test team started testing in S2 region.	Speeds up the testing process.

Activities Planned	Impact/Value
o More testing is required due to the quality of code and the way in which code is being fixed. Working on getting the Go Live and related timelines extended without any additional cost.	To ensure the quality of converted code. Converted code should meet or beat the current Natural code performance.
o The vendor will continue work on defect correction and AOC will continue to test.	Ensures that functionality works as expected.

Court Business Office (CBO)

Executive Sponsor(s)	IT Project Manager:
Jeff Hall, State Court Administrator Vonnie Diseth, CIO / ISD Director Dirk Marler, JSD Director	Michael Walsh

Business Area Manager:	Consultant/Contracting Firm:
N/A	N/A

Description: The AOC Court Business Operations Center Project is an internal initiative chartered to organize, start up, and support AOC's transition to a modern Superior Court case management solution.

Business Benefit: Take advantage of opportunities for common statewide configurations that are a result of bringing the Superior Court Case Management System (SC-CMS) online.

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

JISC Approved Budget	Allocated through March 31, 2012	Allocated through March 31, 2012
	$	$

Current Status	Scope	🟢	Schedule	🟢	Budget	🟢

Status Notes: The project team continues to work on the Court Business Office project organization charter.

Progress	March - 60%
	� 100%

Phase	☐ Initiate	X Planning	☐ Execute	☐ Close

Schedule	**Planned Start Date:** December 2011	**Planned Completion Date:** April 2012
	Actual Start Date: December 2011	**Actual Completion Date:** TBD

Activities Completed	Impact/Value
✓ Completed the CBO Project Charter.	Determines how the CBO is structured within AOC and what services it will provide to support the SC-CMS.

Activities Planned	Impact/Value
o Conduct charter feedback loop with AOC Internal Sponsor and SC-CMS RFP Steering Committee.	Ensures a shared understanding of what the project intends to accomplish.

DB2 Upgrade

Executive Sponsor(s) Vonnie Diseth, CIO/ISD Director	**IT Project Manager:** Sree Sundaram
Business Area Manager: Dennis Longnecker, Infrastructure Manager	**Consultant/Contracting Firm:** N/A

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

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

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

JISC Approved Budget	**Allocated through March 31, 2012**	**Allocated through March 31, 2012**

Current Status	**Scope**	🟢	**Schedule**	🟡	**Budget**	🟢

Status Notes:

Progress	**March - 95%** ▬▬▬▬▬▬▬▬▬▬▬ 100%

Phase	☐ Initiate	☐ Planning	X Execute	☐ Close

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

Activities Completed	**Impact/Value**
✓ No new activity to report.	
Activities Planned	**Impact/Value**
o New features will be tested in Test LPAR at the end of March.	New features work correctly without causing any additional problems.
o New features will be installed in Production on May 12th.	New features will be available to all users.

BizTalk Upgrade

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

Description: This project will perform the following:

- Deploy new redundant BizTalk servers
- Upgrade BizTalk 2006 to BizTalk 2010
- Upgrade SQL Server 2005 to SQL Server 2008R2
- Re-host existing BizTalk orchestrations from BizTalk 2006 to 2010

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

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

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

JISC Approved Budget	Allocated through March 31, 2012	Allocated through March 31, 2012
	(staffed internally)	(staffed internally)

Current Status	Scope	🟢	Schedule	🔴	Budget	🟢

Status Notes: BizTalk 2010 server was successfully deployed on 2/29/12.

Progress	March - 100%

Phase	☐ Initiate	☐ Planning	X Execute	☐ Close

Schedule	**Planned Start Date:** October 2010	**Planned Completion Date:** February 2012
	Actual Start Date: November 2010	**Actual Completion:** February 2012

Activities Completed	Impact/Value
✓ No activities completed during this reporting period.	

Activities Planned	Impact/Value
° Conduct lessons learned debrief.	Provides feedback to ISD for future upgrade projects.
° Close the project.	Complete the project portfolio item.

Vehicle Related Violations (VRV) Operational Readiness

Executive Sponsor Data Management Steering Committee *Rich Johnson, Chair of Committee*	**IT Project Manager:** Michael Walsh
Business Area Manager Bill Cogswell, Data & Development Manager (Acting)	**Consultant/Contracting Firm:** N/A

Description: Vehicle Related Violations (VRV) was designed to automate the input and submittal of parking violations as received by local courts through local enforcement agencies (LEAs). The VRV website provides a service for jurisdictions to get access to the technical information and data needed for them to setup and build data exchanges for use on the jurisdictions side. The AOC has successfully implemented VRV DX solution with Everett Municipal Court and is now preparing to execute the final two planning steps required before making VRV broadly available statewide. The focus of this engagement between CodeSmart Inc. and AOC is to enable VRV Operational Readiness inclusive of performance tuning, infrastructure setup, and transition to ISD Operations for ongoing support and maintenance.

Business Benefit: The VRV Operational Readiness Project will prepare a solution for extended pilot use and eventual statewide implementation. The ongoing work will improve performance for the VRV pilot application with the goal of handling anticipated workload and transaction capacity, perform infrastructure cleanup and ensure optimal environment configuration for ongoing support and maintenance. The Customer Website for Data Services is ready for the extended pilot.

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

JISC Approved Budget	**Allocated through March 31, 2012**	**Actual through March 31, 2012**
	$	$

Current Status	**Scope**	🟢	**Schedule**	🔺	**Budget**	🟢

Status Notes: Tier 2 assessment forms are being evaluated by the AOC for the intention of submitting on-boarding requirements to DES for Tier 2 DES release group start up. DES is reporting a 30 day delay in their current release group. This has pushed the start of of the Tier 2 group out to May 1st.

Next steps: Work with the Tier 2 courts (Lynnwood, Fife, and Tacoma) on the on-boarding collaborartion with JINDEX and the Department of Enterprise Services.

Work on transitioning the VRV on-boarding process to Operations is in progress.

Progress	**March - 90%** 100%

Project Phase	☐ Initiate	☐ Planning	X Execute	☐ Close

Schedule	**Planned Start Date:** March 2010	**Planned Completion Date:** June 2012
	Actual Start Date: March 2010	**Actual Completion Date:** TBD

Activities Completed	**Impact/Value**
✓ Business and Technical assessments have been received and business rooting rules defined.	These are the DES technical requirements necessary to set up web service connectivity.

Activities Planned	**Impact/Value**
o Prepare for JINDEX on-boarding.	Complete the business and technical assessment forms, submit to WTSC to schedule a JINDEX release group and start date.
o Complete the Maintenance Transition Plan.	Finalize the operational sustainability of VRV to Operations.

CA Clarity Implementation

Executive Sponsor(s) Vonnie Diseth, CIO/ISD Director	**IT Project Manager:** Mike Walsh
Business Area Manager: Bill Cogswell, Associate Director ISD	**Consultant/Contracting Firm:** WinMill Software, Inc.

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.

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

JISC Approved Budget	**Allocated through March 31, 2012**	**Actual through March 31, 2012**
	(staffed internally)	(staffed internally)

Current Status	**Scope**	🟢	**Schedule**	🔺	**Budget**	🟢

Status Notes: The BWSR has been deployed to production.
The user acceptance testing completed on 2/16/2012. The report was deployed to production on 2/20/2012.

Progress	March - 100%

Phase	☐ Initiate	☐ Planning	X Execute	X Close

Schedule	**Planned Start Date:** March 2011	**Planned Completion Date:** November 2011
	Actual Start Date: May 2011	**Actual Completion** March 2012

Activities Completed	**Impact/Value**
✓ Bi-weekly project status reports for BWSR, User Acceptance testing, product deployment to production, and post-production support have been delivered to AOC.	The WinMill contract is complete and all deliverables have been fulfilled.
Activities Planned	**Impact/Value**
o Close out the contract and project.	Complete the project portfolio item.

Project Status Reports

ITG #121 Superior Court Data Exchange

Reporting Period Through March 31, 2012

Executive Sponsor(s) Data Management Steering Committee *Rich Johnson, Chair of Committee*	**IT Project Manager:** Bill Burke
Business Manager: Bill Cogswell, Data & Development Manager (Acting)	**Consultant/Contracting Firm:** N/A

Description: The Superior Court Data Exchange project will deploy a Data Exchange that will enable all local court Case Management Systems to access the Superior Court Management Information System (SCOMIS) services via a web interface using a standard web messaging format. The project scope consists of deploying (63) web services that will be available to all local court Case Management Systems.

Business Benefit: The Data Exchange will eliminate redundant data entry, improve data accuracy, provide real-time information for decision making and reduce support costs through a common technical solution for sharing data. At the end of Phase I (Detailed Analysis and Design), AOC will have a complete list of business requirements driven by the customer groups and established a list of services based on these requirements. At the end of Phase II (Implementation), Superior Court data will be available for both query and updates using the nationally recognized NIEM standard and SOA.

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

JISC Approved Budget	**Allocated through March 31, 2012**	**Actual through March 31, 2012**
	$	$

Current Status	**Scope**	🟢	**Schedule**	🔴	**Budget**	🟢

Status Notes*:* SCDX Production Increment 1 is eight weeks behind schedule. Development, testing and AOC validation took longer than planned.

Progress	**SCDX Increment 1** **March - 95%**

[progress bar at 95%, 100%]

Phase	☐ Initiate	☐ Planning	X Execute	☐ Close

Schedule SCDX	**Planned Start Date:** January 2011	**Planned Completion Date:** December 2012
	Actual Start Date: January 2011	**Actual Completion Date:** TBD

Schedule Increment 1	**Planned Start Date:** Aug 2011	**Planned Completion Date:** May 2012
	Actual Start Date: Aug 2011	**Actual Completion Date:** TBD

Activities Completed	**Impact/Value**
✓ The AOC completed a review of (9) Sierra Systems Technical Design Documents for SCDX Increment 2 web services associated with Case Participant and Person Alias. Minimal changes were identified.	These documents define the detailed web service designs and need to be approved by the AOC prior to beginning software implementation.
✓ The AOC completed the deployment of SCDX Increment 1 to the QA environment on March 28th.	Necessary to begin formal AOC QA testing of SCDX Increment 1.

✓ The AOC is developing a model/process to on-board a Court to begin using the SCDX. The process will include the following components:
  o A web portal containing documentation and standards required by a remote Court to interface to the SCDX.
  o SCDX Interface implementation
	Provides remote Courts with the necessary information for planning and implementing their SCDX Interface development effort. Gives the AOC its resource estimate of support required for this effort.

template/steps required for interfacing to the SCDX. ○ An estimate of the AOC time required to support a remote Court in its development of an interface to the SCDX. ○ AOC Service Level Agreement that defines the AOC level of production support for the SCDX.	
✓ The AOC completed a review of (9) Sierra Systems Technical Design Documents for SCDX Increment 2 web services associated with Case Participant and Person Alias. Minimal changes were identified.	These documents define the detailed web service designs and need to be approved by the AOC prior to beginning software implementation.

Activities Planned	Impact/Value
○ The AOC QA team will continue testing of SCDX Increment 1 web services.	Confirms that SCDX Increment 1 meets the AOC documented requirements.
○ Re-run the SCDX performance tests in the AOC QA environment.	Provides an estimate of the SCDX performance that can be expected in production.

Milestones Planned

Milestone – Increment 1	Original Date	Revised Date	Actual Date
SCDX Production Increment 1 Complete	1/31/2012	4/06/2012	

ITG #002 Superior Court Case Management System (SC-CMS) RFP

Executive Sponsor(s)	**IT Project Managers:**
Superior Court Judges Association (SCJA) *Judge Laura Inveen, President* Washington State Association of County Clerks (WSACC) *Betty Gould, President* Association of Washington Superior Court Administrators (AWSCA) *Frank Maiocco, President*	Kate Kruller, PMP Maribeth Sapinoso, PMP **Consultant/Contracting Firm:** MTG (Management Technology Group) **Business Manager** Vonnie Diseth, CIO/ISD Director

Description: The Superior Court Case Management System (SC-CMS) Project is intended to procure and implement a software application that will enable the AOC to support the business functions of state superior courts and county clerks by acquiring and deploying a Superior Court Case Management System to all 39 Superior Courts in the state. The SC-CMS will specifically support calendaring and caseflow management functions, along with participant/party information tracking, case records and relevant disposition services functions in support of judicial decision-making, scheduling, and case management.

Business Benefits: The Superior Court Case Management (SC-CMS) will define requirements for and procure a case management system that (1) is consistent with the business and strategic plans approved by the JISC; (2) follows the JISC guidelines and priorities for IT decision making; (3) modernizes AOC technology; (4) works within planned technology architecture; (5) supports improvements in superior court operations; and (6) provides the opportunity and incentives to retire legacy systems such as SCOMIS.

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

JISC Approved Budget	**Allocated through March 31, 2012**	**Actual through March 31, 2012**
	$	$

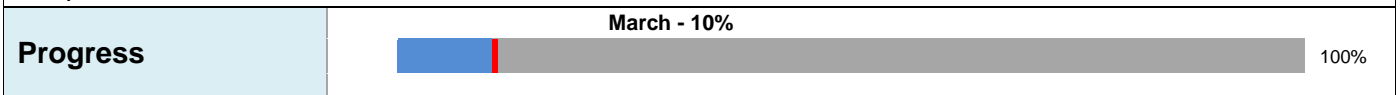| **Current Status**	**Scope**	🟢	**Schedule**	🟡	**Budget**	🟢

Status Notes:

- Initial draft of the RFP, version 1.0, is currently under review with the Vendor Relations Coordinator, SAAG, QAPs, and Project Oversight and Coordination team.

- The kick-off meeting to introduce the newly hired Independent QAPs, Allen Mills and Eric Olson of Bluecrane, took place on March 22, 2012. Allen presented background information of Bluecrane and discussed short and long term QA activities and goals. One-on-one interviews are currently in progress and continue with key project team members and AOC personnel.

- Project charter for Phase 1 has been finalized and has been submitted for signatures.

MOTION APPROVED BY JISC SEPTEMBER 9, 2011:

JISC direct AOC to develop an RFP that would implement the recommendation of MTG Management Consultants, in the Superior Court Case Management Feasibility Study Report, Version 1.3, that AOC acquire, implement, and centrally host a statewide, full-featured, commercial case management system for superior courts, subject to the following conditions:

- A new RFP Steering Committee needs to be formed, with a new charter and structure.
- There will be formal motions for all decisions and detailed minutes of all meetings held.
- The committee will be composed as follows:
    - 3 Clerks
    - 3 Judges/Court Administrators (at least 1 judge and 1 administrator). And of the three, 1 must be from King County.
    - 2 AOC representatives with limited voting ability (State Court Administrator and CIO. No vote on final recommendation.
- There will be a majority Vote (of four) for all decisions.
- The JISC cannot override a "no" vote or a "none of the above" vote from the RFP Steering Committee.
- The JISC can only support or reject a recommendation from the Steering Committee. It cannot adopt a substitute.
- A "none of the above" recommendation from the steering committee on the COTS alternative will result in review of the other feasibility study alternatives without going back through the IT Governance process.

- To meet the requirements of the legislative proviso, the presidents of the Superior Court Judges Association, Association of Washington Superior Court Administrators and the Washington State Association of County Clerks will affirmatively confirm that it meets the needs of their members in the 39 counties before the RFP is issued.
- The intention of the project is that this new CMS will eventually replace SCOMIS in the JIS Portfolio.
- There will be two stoplights in the process to re-evaluate before moving forward:
    1. After the RFP Development (Yes/No) (prior to release of the RFP). A "no" is an acceptable decision and would also be considered a success.
    2. Prior to contract award, if the RFP is issued. A "non-contract award" is an acceptable decision to not go forward.
- There must be recognition that the Data Exchange/Information Networking Hub (INH) must be completed regardless of this project. But, it is not a deliverable of this project.
- There is agreement among the above-named associations that there should be no net increase in the County Clerks' labor with a new system. Meeting the County Clerks' needs will be based on results (what needs to be done), not process (the manner in which it is done).
- 95% of King County's functional requirements must be met.
King County must be part of the first rollout (first 18 months of the project).
.

Progress	March - 10%		

Project Phase	☐ Initiate	X Planning	☐ Execute	☐ Close

Schedule	**Planned Start Date:** September 2011	**Planned Completion Date:** December 2017
	Actual Start Date: September 2011	**Actual Completion Date:** TBD

Activities Completed	Impact/Value
✓ Phase 1 Project Charter edits have been vetted and accepted by the Project Oversight and Coordination team.	Provides overall project overview and Phase 1-specific information.
✓ RFP version 1.0 has been finalized.	Completed as scheduled based on target date/schedule.
✓ Created and launched RFP document website and RFP comments log.	Facilitates edits and comments by multiple reviewers in a central location and provides secure access to the RFP documents.
✓ Discussed lessons learned with former Provider One Organizational Change Manager.	Allows AOC to gain insight as to the challenges faced on a Level 3 project.
Activities Planned	**Impact/Value**
○ Review final drafts of the RFP.	Ensures the quality of the RFP when published.
○ Obtain signatures on the Project Charter.	Indicates approval and acceptance of the charter.
○ Continue to finalize project staffing plan.	Defines the resources required for Phase 1.
○ Update the Acquisition Plan as necessary.	Finalize the Acquisition Plan.
○ Prepare for SC-CMS presentation at Court Education Services' staff meeting.	Promotes inter-divisional communication of the project and establishes partnerships.
○ Continue to participate in weekly Court Business Office (CBO) meetings.	Ensures the CBO's objectives are aligned with the project.

Milestones Planned and Accomplished			
Milestone	Original Date	Revised Date	Actual Date or Status
Independent QA Begins	3/1/2012	3/12/2012	3/21/2012
Acquisition Plan Finalized	3/16/2012	3/16/2012	In progress
Initial Draft of RFP Finalized	3/22/2012	3/27/2012	3/27/2012
RFP Steering Committee Approves RFP Final Draft	4/8/2012	4/18/2012	TBD
JISC Begin Review of RFP	4/19/2012	4/19/2012	
JISC RFP Go/No Go Decision	3/2/2012	5/4/2012	
RFP Published	4/19/2012	5/9/2012	

ITG #028 CLJ Parking Module Modernization

Reporting Period Through March 31, 2012

Executive Sponsor(s)	IT Project Manager:
Jeff Hall, State Court Administrator Vonnie Diseth, CIO/ISD Director	Michael Walsh
	Consultant/Contracting Firm: N/A
	Business Manager Mike Keeling, Operations Manager

Description: AOC will undergo the investigation of a number of issues raised by the DMCMA concerning the inability of the JIS parking module in monitoring parking vehicle related violations, receivables and interfaces. The parking module was developed prior to the advent of red-light and photo-speed camera violations (also known as VRV). A feasibility study will be conducted to determine if indeed a better solution is required and to suggest a recommended solution.
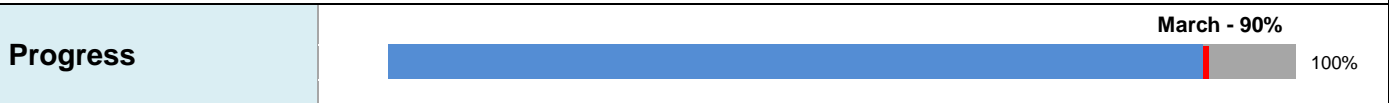
Business Benefits: Updating the existing parking data module will include minimizing clerical resources devoted to data entry and increase the accuracy and completeness of case filing. Increased revenue with more proficient monitoring and use of time payments and collection resources will also occur.

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

JISC Approved Budget	Allocated through March 31, 2012	Actual through March 31, 2012
	$	$

Current Status	**Scope**	🟢	**Schedule**	🔴	**Budget**	🟢

Status Notes: The Feasibility Study has been finalized, approved, and signed. Findings and recommendations were then presented to the Advisory Board, who recommended that AOC <u>not</u> go forward with the project.

Progress	March - 90% ▓▓▓▓▓▓▓▓▓▌░░░ 100%

Project Phase	☐ Initiate	X Planning	☐ Execute	☐ Close

Schedule	**Planned Start Date:** April 2011	**Planned Completion Date:** June 2012
	Actual Start Date: April 2011	**Actual Completion Date:** TBD

Activities Completed	**Impact/Value**
✓ Reviewed Feasibility Document with the leadership team and presented findings to customers.	Enable a Go/No Go decision as to whether to continue CLJ-PMM as a project.
Activities Planned	**Impact/Value**
o Close the project.	Coordinate and archive the project documents and the justification for closing the project.

Milestones Planned

Milestone	Original Date	Revised Date	Actual Date
o Present findings	Oct 2011	~~Feb. 2012~~ April 2012	

ITG #045 Appellate Courts Electronic Document System (EDMS)

Executive Sponsor(s)	**IT Project Manager:**
Appellate Courts Steering Committee Justice Debra Stevens, Committee Chair Vonnie Diseth, CIO/ISD Director	Bill Burke
	Consultant/Contracting Firm: N/A
	Business Manager Bill Cogswell, Data & Development Manager (Acting)

Description: The Appellate Courts Electronic Document Management System (EDMS) project will implement a common EDMS for the Appellate Courts (Courts of Appeal and Supreme Court) that will support the following:

- Interface to ACORDS
- Provide a web interface for external Court users and public
- Support eFiling of Court documents
- Implement an automated workflow for processing Court documents.

The project will be completed in the following Phases:

    Phase 1 – Finalize Appellate Courts EDMS requirements
    Phase 2 – Release an RFP to select an EDMS Vendor & system
    Phase 3 – Implement the Appellate Courts EDMS system

The JISC has requested a review of EDMS Vendor costs prior to awarding a contract to an EDMS Vendor.

Business Benefits: The project will implement an Appellate Courts EDMS that will improve the efficiency of document management for the courts. To achieve this objective, all Appellate Courts need to use the same EDM application(s). Some of the benefits that will be gained are:
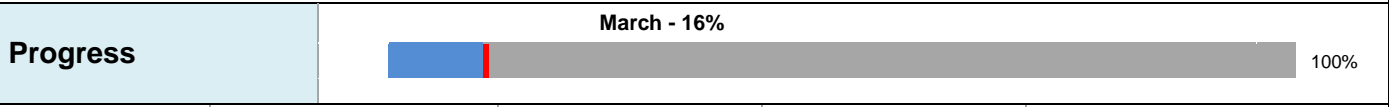
- Reduce the need and cost of converting paper documents to electronic documents
- Reduce the cost of storing hard copy official court documents
- Reduce the time of receiving documents through mail or personal delivery
- Reduce the misfiling of documents
- Eliminate staff time for duplicate data entry
- Reduce document distribution costs (mail, UPS, FedEx)
- Ability for cross court sharing/viewing of documents
- Reduce the time/cost of compiling documents since they will be digitally stored and will be searchable.

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

JISC Approved Budget	**Allocated through March 31, 2012**	**Allocated through March 31, 2012**
	$	$

Current Status	**Scope**	🔺	**Schedule**	🔶	**Budget**	🟢
Status Notes:						

Progress	**March - 16%** ... 100%

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

Schedule	**Planned Start Date:** Aug 2011	**Planned Completion Date:** December 2012
	Actual Start Date: Aug 2011	**Actual Completion Date:** TBD

Activities Completed	**Impact/Value**
✓ The AOC received (9) Request for Information (RFI) responses from EDMS Vendors. It appears that there are a number of EDMS Vendor systems	Vendor RFI responses provide information on vendor product functionality and gauge vendor interest in responding to an Appellate Courts EDMS Request For Proposal (RFP).

that will be able to support the Appellate Court EDMS requirements.	
Activities Planned	**Impact/Value**
o Complete a Change Request documenting the changes in the project schedule.	Maintain project change control.
o Conduct EDMS Vendor demonstrations.	These demonstrations enable the AOC and Appellate Court stakeholders to review the EDMS Vendor products. The information collected during these demonstrations aid the AOC in drafting the Appellate Courts EDMS Request For Proposal (RFP).
o Continue working on defining the Appellate Courts EDMS Automated Workflow (AWF) requirements.	Defining this process will help the project team determine the extent of the interface between the Appellate Courts EDMS and the ACORDS system.
o Revise the Appellate Court EDMS Use Cases to reflect the new strategy where system functionality is either available in the EDMS or ACORDS, but not in both systems. This approach significantly reduces the size of the interface between the EDMS and	To document and obtain Appellate Court approval on where specific Appellate Court Case functionality and data would reside.
o Continue work on developing an Appellate Courts EDMS Request for Proposal (RFP).	The RFP is required for selecting an EDMS Vendor / System.

Milestones Planned

Milestone	Original Date	Revised Date	Actual Date
Appellate Courts EDMS RFP Release	10/14/2011	5/4/2012	
JISC Approval of Appellate Courts EDMS Vendor price	11/25/2012	July 2012	
Appellate Courts EDMS Vendor Contract Award	11/25/2012	July 2012	

ITG #081 Adult Risk Assessment STRONG 2 Implementation

Executive Sponsor Executive Steering Committee, Chair Judge O'Conner Vonnie Diseth, CIO/ISD Director	**IT Project Manager:** Martin Kravik
Business Area Manager Mike Davis, Project Management & Quality Assurance Manager	**Consultant/Contracting Firm:** N/A

Description: Develop and implement the static adult risk assessment portion of the WSIPP approved Static Risk and Offender Needs Guide (STRONG) v2 tool. Included in the project is automating scoring using JIS criminal history data and providing an interface to enter out of state criminal history data.

Business Benefit
- Establishes a standard method for generating adult static risk assessments.
- Creates efficiencies by reducing the time to collect, process, and analyze criminal history data from different sources to help arrive to a release/alternative sentencing decision.
- With the static risk level score, judicial officers can make objective and consistent pre-trial decisions about whether to release or detain an offender.
- The static risk score is the first critical step in establishing a system of offender management based on assessment, targeting evidence based interventions to criminogenic needs, applying case management principles, and a system of tracking program effectiveness.
- Establishes an environment for measuring the results in terms of expected outcomes, effectiveness, impacts, and quality of information.
- Protects public safety by identifying higher risk defendants.
- Reduces the likelihood of biases that might result in disproportionate confinement of minorities or other groups or individuals.
- Improves management of the jail population through pretrial decisions and alternative sentencing.

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

JISC Approved Budget	**Allocated through March 31, 2012**	**Actual through March 31, 2012**
	$	$

Current Status	**Scope**	🟢	**Schedule**	🟢	**Budget**	🟢

Status Notes: Still working on process to communicate the vision and scope of the project.
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Progress	March - 85% ▓▓▓▓▓▓▓▓▓▓▓▓▓|▓▓▓ 100%

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

Schedule	**Planned Start Date:** July 2011	**Planned Completion Date:** March 2012
	Actual Start Date: July 2011	**Actual Completion Date:** TBD

Activities Completed	**Impact/Value**
✓ Incorporated implementation courts' feedback into ASRA system development.	Creates the assessment application that will be used by local jurisdictions.
✓ Continue development of training document.	Training artifacts are important to the court on-boarding process.
✓ Continue Quality Control (QC) test script development.	Execution of test scripts validates the system is working per requirements and as designed.

✓ Reviewed and finalized maintenance transition plan with management and affected staff.	Ensures a smoother product transition from the project to operations.
Activities Planned	**Impact/Value(**
o Complete the system test scripts and conduct quality control testing.	Execution of the test scripts validates the system is working as designed.
o Correct any defects found during quality control testing.	Finalizes system development.
o Continue the development of training deliverables.	Creates the artifacts that will be used by the courts during the on-boarding process.

Milestones Planned

Milestone	Original Date	Revised Date	Actual Date
Quality Control Testing	03/02/2012		
Establish AOC Business Program	02/03/2012		
Develop Training Artifacts	02/03/2012		
User Acceptance	03/09/2012		
Implementation	03/16/2012		
Transition to AOC Operations	03/23/2012		
Project Closeout	03/30/2012		

ITG #009 Accounting in the Data Warehouse

Executive Sponsor(s) Data Management Steering Committee, Chair Rich Johnson Vonnie Diseth, CIO/ISD Director	**IT Project Manager:** Business Area Manager is providing backup
	Consultant/Contracting Firm: N/A
	Business Manager Bill Cogswell, Data & Development Manager (Acting)

Description: This project is a result of the approval and prioritization of IT Governance request 009 (ITG 09). This request identified eleven reports that are either unworkable in the mainframe format or are new reports to be created.

Business Benefits: These reports will give the courts better tracking of accounting information, better budget and revenue forecasting, new or improved audit and operational reports, and the ability to answer accounting inquiries from other agencies.
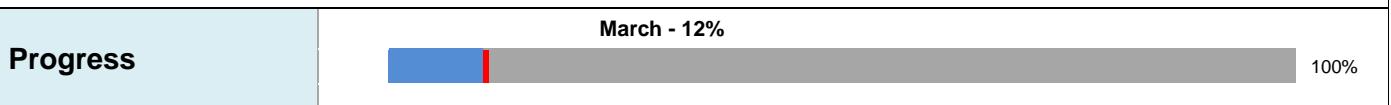
This is a multi-court level request, bringing value to both the Superior Courts and to the Courts of Limited Jurisdiction.

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

JISC Approved Budget	**Allocated through March 31, 2012**	**Actual through March 31, 2012**
	$	$

Current Status	**Scope**	🟢	**Schedule**	🟢	**Budget**	🟢
Status Notes:						

Progress	March - 12%

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

Schedule	**Planned Start Date:** August 2011	**Planned Completion Date:** August 2013
	Actual Start Date: August 2011	**Actual Completion Date:** TBD

Activities Completed	**Impact/Value**
✓ The team worked on the design of the FCT_OBLIGATION_INTEREST_DETAIL table.	Supports the Monthly Interest report to be released in June.
✓ The project team loaded four new tables into the production Data Warehouse environment.	Supports the Accounts Receivable Summary report to be released in April.

✓ Developed the code for the following tables:
  o DIM_BANK_ACCOUNT
  o DIM_CHECK
  o DIM_CHECK_STATUS_CD
  o FCT_COURT_BANK_ACTIVITY
  o DIM_HOLD_REASON_CD
  o FCT_REVENUE
  o DIM_RESTITUTION_INTEREST_DISTRIBUTION_XREF
  o DIM_RESTITUTION_DISTRIBUTION_XREF
	Supports the Remittance Summary and other accounting reports that will be released later this summer.

ISD Operational Area Status Reports

ISD Operational Area Reports

Operational Area: IT Policy and Planning
Bill Cogswell, ISD Associate Director

Through March 31, 2012

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

Description: The IT Policy and Planning 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
✓ (Portfolio Coordinator) Initiated work on Clarity data quality issues.	Ensures reliable data for decision-making around resource capacity, investment scheduling, project tracking, etc.
✓ (Portfolio Coordinator) collaborated with Enterprise Architects to conduct a JIS Application assessment.	Metrics will be used as an input to develop the roadmap for modernizing the JIS application portfolio.
✓ (Portfolio Coordinator) Developed a means for inputting high-level project schedule data into Clarity and began documenting procedures.	Provides an interim means for inputting project schedule data into Clarity to produce more meaningful information on project schedules, status, and tracking.
✓ (Portfolio Coordinator) Participated in investment lifecycle walkthrough for Project & Portfolio Manager at Dept. of Health.	Shared information between agencies to learn what others are doing with regard to governance and project/portfolio management.
✓ (Portfolio Coordinator) Collaborated with Resource Coordinator and Clarity Administrator on ISD employee skills inventory.	Informs ISD management of IT resource skill sets and improves project scheduling capabilities.
✓ (Portfolio Coordinator) Updated AOC application portfolio.	Provides better visibility of applications that are maintained in the portfolio for investment decision-making.
✓ (Portfolio Coordinator) Gathered information for Biennial IT Portfolio Report.	Informs stakeholders of current and planned IT investments.
✓ (Service Delivery) Provided the Dept. of Health with an overview of ITG, the ITG Portal, and how it links to Clarity.	Increased the visibility of one of our more successful initiatives in the state.
✓ (Service Delivery) Assisted the Clarity Administrator by eliciting new ITG Portal requirements from the CIO/Director and testing those changes after the Portal was modified.	Ensures that the ITG Portal meets internal ISD requirements for tracking and reporting.
✓ (Service Delivery) Redirected an ITG request to an existing process better equipped to manage the outstanding questions related to adding a court.	Ensured that policy questions are addressed in a more appropriate framework than that provided by ITG.
✓ (Org. Change Management) coordinated the development and approval process for ISD policies and standards.	Ensures that ISD has an approved, published policy structure under which it operates.
✓ (Org. Change Management) developed the SCJA conference marketing materials and presentation.	Ensures that stakeholders become aware of AOC's portion of the SCJA conference.
✓ (Org. Change Management) developed ISD internal functional unit update newsletter.	Ensures that ISD staff is appropriately informed about progress within each functional area that isn't published on an existing report.
✓ (Clarity Administrator) Implemented support via the ITG Portal for non-JISC managed projects.	Enables ISD to process AOC and COA internal requests through the same process employed for JISC-managed projects. Allows for the same level of examination/assessment for these projects as is given to the JISC-managed projects.
✓ (Resource Coordinator) Updated Clarity Administrative and Core allocations with each Functional Manager.	Builds trust and open communication with Functional Managers and the Project Management Office (PMO). Helps to ensure timely, accurate, complete, and reliable Clarity data, which in turn builds confidence in the tool.
✓ (Resource Coordinator) Maintain and distribute Vacancy Report.	Keeps management and the Comptroller apprised of vacant positions and projected hiring dates.

✓ (Resource Coordinator) Manage Clarity Timesheets.	Timesheets are a critical component of timely, accurate, and complete data in Clarity.
✓ (Resource Coordinator) Met with SBCTC Technology Solutions Group Director regarding their Technology Solutions Services program. Obtained and contacted references and sample interagency agreements. Contacted and obtained information from DES ITPS Master Contract Program, HR and Health Care Authority Provider One. Developed a Project Assistant position description.	Understand the differences, pros and cons and explore all available options for staffing the CMS Project.
✓ (Resource Coordinator) Assisted in documenting Clarity procedures to support resource management, project scheduling, project status reporting, etc.	Repeatable processes in Clarity will streamline the effort among the various workgroups and improve data quality.
✓ (Business Liaison) worked on development of comprehensive JIS policies and standards, as well as coordination with ISD policies.	Having consistent and integrated JIS and ISD policies will guide ISD staff and court stakeholders in the IT governance process and ISD operations.
✓ (Business Liaison) continued work on the Adult Risk Assessment, Vehicle-Related-Violations, Parking module Feasibility Study, Superior Court Case Management System (CMS) and other IT Governance implementation projects.	Ensures that customer needs are considered and customers are informed about the progress of projects.
✓ (Business Liaison) staffed the JISC work group to develop policy for approval of local case management systems.	Having consistent policies for JISC approval of local case management systems ensures that courts have the flexibility to develop solutions that meet their needs while ensuring the integrity of statewide data.
✓ (Business Liaison) staffed IT Governance group meetings and provided assistance with IT Governance requests.	Good internal communication and cooperation on IT Governance requests ensures a smooth IT Governance experience for customers and gives them the decision-making tools they need.
✓ (Business Liaison) coordinated activities and communication with JSD staff for court community meetings.	Cross-division communication and coordination ensures consistent customer communication and better responsiveness to our customers.
✓ (Business Liaison) provided liaison reports to the Superior Court on the status of ISD projects and AOC activities.	Communication with stakeholder groups improves their understanding of ISD activities and encourages the flow of communication to and from AOC.
✓ (Business Liaison) continued work to coordinate a session about CMS for the SCJA and Clerks' spring conferences.	Facilitating information about the CMS project at the conferences will provide a broad audience with the opportunities to learn and ask important questions that will help the project to succeed.
✓ (Vendor Relations) Completed contract execution for Quality Assurance Consulting Services for SC-CMS project.	Improve ISD's resources capacity and organizational coordination; Mitigate risk for IT Governance project; Ensure project management and internal processes are appropriately measured for size and scope of SC-CMS project.
✓ (Vendor Relations) Assisted AOC executives and management in SC-CMS procurement strategy planning.	Establish and implement ISD acquisition and Contract standards.
✓ (Vendor Relations) Completed draft Pre-Release conference materials for SC-CMS RFP.	Establish and implement ISD acquisition and contract standards; Mitigate risk for IT Governance project.
✓ (Vendor Relations) Designed and coordinated development of RFP Document site for SC-CMS RFP review.	Establish and implement ISD acquisition and contract standards; create transparency of acquisition process for both internal and external stakeholders.
✓ (Vendor Relations) Auditing ISD PMO contracts for compliance.	Create standards for monitoring of contractual obligations: Establish fundamental knowledge in ISD for applying due diligence to these obligations.
✓ (Vendor Relations) Provide vendor oversight for ISD procurements and contracts.	Improve ISD's resources capacity and organizational coordination.
✓ (Vendor Relations) Provided acquisition oversight and guidance to MTG for development of the SC-CMS acquisition plan, evaluation process and RFP development.	Establish and implement ISD acquisition and contract standards.
✓ (Vendor Relations) Assisted in the development of the SC-CMS project schedule.	Establish and implement ISD acquisition standards; mitigate risk for ISD acquisitions through planned strategies.
✓ (Vendor Relations) Continued to provide Vendor oversight for all pending AOC procurements and	Improve ISD's resources capacity and organizational coordination.

contracts.	
✓ (Vendor Relations) Assisted PM and Vendor with development of procurement content, and structure including documents for appendices for SC-CMS RFP.	Create transparency and opportunity for fair and open procurement; Establish and implement ISD acquisition and contract standards.
✓ (Vendor Relations) Auditing ISD PMO contracts for compliance.	Create standards for monitoring of contractual obligations; Establish fundamental knowledge in ISD for applying due diligence to these obligations.
✓ (Vendor Relations) Provide contract oversight and direct communications with Vendors regarding potential procurement opportunities.	Establish proper engagement practices for ISD regarding communications with Vendor community; Improve ISD's resources capacity and organizational coordination.
✓ (Vendor Relations) Provide development contract amendments in coordination with Contract Office.	Develops policies, standards, and processes for managing vendor relationships and vendor performance for ISD.

Activities Planned	Impact/Value
° (Portfolio Coordinator) Continue documenting Clarity procedures to support resource management, project scheduling, project status reporting, etc.	Repeatable Clarity processes will improve data quality and help streamline the effort among various workgroups.
° (Portfolio Coordinator) Catalog Courts of appeal application portfolio.	Promotes a better understanding and visibility of applications that are maintained in the portfolio for investment decision-making.
° (Portfolio Coordinator) Participate in JIS application portfolio modernization effort.	The outcome is to develop a long-range roadmap to inform investment decisions.
° (Portfolio Coordinator) Continue gathering information for the Biennial IT Portfolio Report.	Informs stakeholders of current and planned IT investments.
° (Org. Change Management) Coordinate the development and approval process for ISD policies.	Ensures that ISD has an approved, published policy structure under which it operates.
° (Org. Change Management) Publish internal functional unit update newsletter.	Ensures that ISD staff is appropriately informed about progress within each functional area that isn't published on an existing report.
° (Clarity Administrator) Begin examination of Clarity V13 Release.	Support for V12 of Clarity ceases at the end of 2012. This change will allow ISD continued support for the Clarity product.
° (Business Liaison) work on development of comprehensive JIS policies and standards, as well as coordination with ISD policies.	Having consistent and integrated JIS and ISD policies will guide ISD staff and court stakeholders in the IT governance process and ISD operations.
° (Business Liaison) staff the JISC work group to develop policy for approval of local case management systems.	Having consistent policies for JISC approval of local case management systems ensures that courts have the flexibility to develop solutions that meet their needs while ensuring the integrity of statewide data.
° (Business Liaison) staff the CMS session at the SCJA and AWSCA spring conference.	Facilitating information about the CMS project at the conferences will provide a broad audience with the opportunities to learn and ask important questions that will help the project to succeed.
° (Business Liaison) continue liaison reports to associations and commission.	Communicating AOC/ISD activities to the court community provides for feedback and opportunities between ISD and the court community.
° (Vendor Relations) Report quarterly savings from ISD contracts resulting from contract negotiations and audits.	Identify budget saving opportunities and obligations for ISD; Implement fiduciary responsible methods to avoid undue costs.
° (Vendor Relations) Provide contract guidance and payment resolution regarding availability of AOC QA resources for Acceptance of Vendor deliverables.	Mitigate project risk through Vendor communications; Manage Vendor relationships and performance for ISD.
° (Vendor Relations) Hold Vendor Demonstrations following the response due date for the EDMS RFI (ITG45).	Establish and implement ISD acquisition standards; Mitigate project risk through Vendor communications; Manage Vendor relationships and performance for ISD.
° (Vendor Relations) Develop the RFP for the Appellate Court Enterprise Content Management solution.	Establish and implement ISD acquisition standards; Mitigate project risk through Vendor communications.
° (Vendor Relations) Develop acquisition evaluation materials and training for SC-CMS RFP.	Establish and implement ISD acquisition standards.
° (Vendor Relations) Continue to work with SMEs, PMs and other stakeholders on the development of the SC-CMS RFP (review and finalization).	Establish and implement ISD acquisition standards; mitigate risk for ISD acquisitions through planned strategies.
° (Vendor Relations) Complete workflows for revised ISD invoicing process.	Establish and implement new ISD invoicing process.

° (Vendor Relations) Provide vendor oversight for ISD procurements and contracts.	Improve ISD's resources capacity and organizational coordination.
° (Vendor Relations) Provide contract guidance and complete resolution for performance issues with Vendor related to Superior Court Data Exchange project.	Mitigate project risk through Vendor communications; Manage Vendor relationships and performance for ISD.
° (Vendor Relations) Continue to work on the development of the draft Contracts Management 101 training course.	Establish fundamental knowledge in ISD for applying due diligence to these obligations.

Operational Area: Architecture & Strategy
Kumar Yajamanam, Architecture & Strategy Manager

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
✓ As a step toward implementing a more robust security program at AOC, Enterprise Architecture met with the ISD Leadership Team to determine roles and responsibilities for each security function. Operational security functions will be distributed among the various ISD groups. Enterprise functions and overall program management will be performed by Enterprise Architecture.	The definition of roles and responsibilities will increase the overall efficiency and effectiveness of the AOC security program. As a result, the overall risk profile of Court data will be reduced.
✓ Completed requirements document for changes to CrRLJ 3.2. Document turned over to the Development, and Test teams for testing and implementation.	End date the use of Bail Forfeiture as a finding/judgment on Criminal Traffic and Criminal Non Traffic cases in JIS. This rule change takes effect on 7/1/2012.

Planned Activities	Business Value
° Participate in finalization of Technical Requirements Document (TRD), and review drafted RFP.	The SC-CMS RFP will guide selection of a CMS solution that is aligned with the AOC architecture and strategy.
° Inventory JIS portfolio, and begin analyzing modernization requirements.	The modernization strategy will provide a comprehensive view of the JIS portfolio (considering the total costs of ownership, strengths/weakness/opportunities/threats, and maintenance/replacement/retirement plans for each of the applications). The strategy will culminate in a recommended JIS roadmap.
° Continue providing oversight and planning information to support INH project activities.	Project team productivity will be enhanced by translating INH high level strategy to detailed objectives.

Operational Area: Infrastructure
Dennis Longnecker, Infrastructure Manager

Through March 31, 2012

Includes: Desktop Unit, Network Unit, Server Unit, Support Unit & System Database Unit

Description: AOC ISD operates and supports the computer related operational needs of the AOC, Temple of Justice, and Court of Appeals, along with the Judicial Information System (JIS) applications, the Judicial Receipting System (JRS), Superior Court Information System (SCOMIS), Juvenile and Corrections System (JCS), Appellate Court System (ACORDS), JIS Calendaring (CAPS), e-Ticketing and web services, and applications. The infrastructure team in ISD supports the servers (hardware and operating systems) that run all the necessary software applications. Although existing user systems are dated, the systems they run on are current and state of the art. Having a state of the art infrastructure and a team dedicated to maintaining it ensures that the courts and partners throughout Washington State have access to the JIS systems, the data is secure and that downtime for system users is minimized.

Activities Completed	Impact/Value
✓ Completed the March 2012 Disaster Recovery Test.	Disaster Recovery is a JIS activity which ensures the JIS systems would be available in the event of a disaster (either localized or large).
✓ Rebuilt the 80 VPN Sites that AOC manages. Improved the time to reconnect to the network from 30 minutes to just seconds.	Avoids lost productivity time for users.
✓ Continue the 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. Contracts issued to Seattle Muni. COA 3 and TOJ Completed. Waiting on COA 1 and COA 2 to determine their equipment requirements. Waiting on Seattle Muni's reimbursement paperwork.	Replace aged (5 year old) equipment with new hardware and operating systems.
Activities Planned	**Impact/Value**
o 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.	Replace aged (5 year old) equipment with new hardware and operating systems.
o Migrate AOC to new Faxing software.	Existing Faxing software is no longer supported on AOC's current hardware.

Operational Area: Data & Development
Bill Cogswell, Data & Development Manager (Acting)

Through March 31, 2012

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.

Activities Completed this Reporting Period	Impact/Value
Data Warehouse Unit ✓ The unit has created a new BOXI report to enable courts to validate new jurisdiction(s) that should be included in their published caseload report.	Since adding the e-Ticketing service (ETP) AOC has found an increase in jurisdictions being associated to courts and added in error to the caseload reports. This will improve the accuracy of published caseload statistics.
✓ Continued to deploy tables in support of the "Accounting in the Data Warehouse" project (ITG 9).	Benefits include better tracking of accounting information, improved revenue and budget forecasting, improved audit and operational reports.
Database Unit ✓ Hired Data Quality Coordinator	This position will improve the accuracy of overall data quality associated with AOC/ Washington Courts data.

Activities Planned for Next Reporting Period	Impact/Value
° Continue to deploy tables in support of the Accounting in the Data Warehouse project (ITG 009).	Benefits include better tracking of accounting information, improved revenue and budget forecasting, improved audit and operational reports.

Operational Area: Operations
Mike Keeling, Operations Manager

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

Description: AOC ISD Operation's teams support new projects and the ongoing maintenance of legacy systems including the Judicial Information System (JIS) application, the Judicial Receipting System (JRS), Superior Court Information System (SCOMIS), Juvenile and Corrections System (JCS), Appellate Court System (ACORDS), JIS Calendaring (CAPS), e-Ticketing and web services.

Activities Completed	Impact/Value
Java – JABS ✓ -Fixed bug 17858 that caused WebSphere Server failure due to out of memory error ✓ -Worked on prototype for JABS plain-paper warrant printing ✓ -Continued making performance improvements	-Eliminate a source of unplanned downtime. -Cost savings to be realized when plain paper warrants are completed. -Improve ease of access to critical data and enhance user experience.
Java – eTicketing ✓ Added two new guilty-type codes to comply with ESHB 2777	Implement legislative actions
Java – Acords ✓ Version 72.8 released to production on March 19. New version adds support for 5-digit extensions for telephone numbers of participants, attorneys and court officials.	Adjustments to allow Acords to continue to function as technical environment and business needs change.
Legacy ✓ Installed new Case Condition Code IOP.	More accurately records Case Conditions and fulfills a customer request routed through the codes committee.
Legacy ✓ Installed new Case Condition Code MDP – Methadone Program.	More accurately records Case Conditions and fulfills a customer request routed through the codes committee.
Legacy ✓ Provided support to Test Team for testing HB2777 DV Pled and Proved.	Ensures that the coding changes for DV Pled and Proved are properly tested before being released to the courts.
Legacy ✓ Added two new guilty-type Finding/Judgment Codes GR and GV	Supports HB 2777, DV Pled and Proven
Legacy ✓ Implemented changes to the FPSU screen.	Supports the new Adult Risk Assessment project.
Legacy ✓ Added a new error message for the new risk severity code that is maintained on the FPSU screen.	Supports the changes to FPSU for Adult Risk Assessment.
Legacy ✓ Installed a new Case Condition Code FNL – Final Review Code for Monitored Probation.	More accurately records Case Conditions and fulfills a customer request routed through the codes committee.
Legacy ✓ Corrected a bug in the Ledger Summary Report	The Ledger Summary Report now accurately prints jurisdictions.

which was preventing the report from printing jurisdictions.	
Legacy ✓ Modified SCOMIS to accept two new guilty result codes, GV and GR.	Supports HB 2777, DV Pled and Proven.
Legacy ✓ Implemented two new docket codes, ORWPNP and STLCON	Fulfills two customer requests routed through the codes committee.
Legacy ✓ Provided support to the Natural 2 Cobol project.	Helps ensure that the N2C project is transparent to our users.
Web ✓ Analysis on the SharePoint 2010 migration and redesign initiative.	ITG 126 Report Submitted to OCB for review consideration for revising/updating SharePoint
Web ✓ Review request for updates/revisions to the Event Manager.	
Web ✓ Finish testing and implement changes in the Maintenance site as well as the Public site	Will allow debit and credit processing in JIS-Link billing.
Web ✓ Made the new Ex Parte and Summary Proceedings Bench Book available to Judicial Officers	This manual addresses issues and subjects that are typically presented either ex parte or in a summary or expedited proceeding.
Web ✓ Replaced the 2007 edition of the County Clerks Manual with the latest version.	The County Clerk's Manual is designed and intended for use by the Clerk and the Clerk's deputies in fulfilling the responsibilities of the Clerk's office.
Web ✓ Update Applications as needed in preparation for a cumulative ColdFusion patch that will fill identified security holes. All needed changes were successfully released to production on March 26, 2012.	This ColdFusion Patch will tighten security on our public websites.
Web ✓ Build a page for the SC-CMS team to manage and share documents as well as comment on a log about the documentation.	Assist in the collaboration for the RFP team.
Adult Static Risk Assessment (ASRA) ✓ Successfully completed pilot court testing of the application in preparation for production roll-out.	Confirmed that the final production version of this new application will meet the business needs of the courts, and fit in with their current pre-trial processes.
DX Team ✓ Took over the responsibility of the VRV data exchange.	PMO will not need to support the system allowing them to work on other projects.
DX Team ✓ Completed BizTalk training.	This allows the DX team to support agency data exchange applications.
Planned Activities	**Business Value**
Java – JABS ° Release Adult Static Risk Assessment decision-support tool.	• Provide court access to a tool to assess offenders' potential risks and needs, enhancing evidence-based efforts to rehabilitate offenders, reduce

° Formally release Plea & Sentencing enhancement.	recidivism and increase public safety. • Improve ease of access to critical data and enhance user experience.
Java – Superior Court Data Exchange ° Begin work on development of data exchange Case Seal Update service by AOC Java team.	Improve data sharing between courts.
Java – Acords ° Release 72.9 will be released on April 16. This release includes fixes for 2 minor bugs.	Enhance user experience by fixing problems that users are likely to encounter.
Java – CAPS ° Continued work on updates to CAPS stored procedures. A new release of CAPS with updated stored procedures may be released in April.	Adjustments to allow CAPS to continue to function as technical environment changes.
Legacy ° Modify Zekeset JCL to account for future leap days.	Ensures that reports which have variables affected by leap day dates contain accurate information.
Legacy ° Complete Smoke test of Natural 2 COBOL code in our J2 test environment.	Ensures that basic functionality of the converted code works as expected.
Web ° Determine and report on the existence, accessibility and value of Sentencing & Judgment data across state organizations. Continuing Effort.	
Web ° Start analyzing phase 1 CEU changes for current reporting year and phase 2 for converting it to the new CEU reporting module for 2013-2015 reporting cycle.	In order for the CEU process to be in conformity with the current CPG regulations, the process needs to be changed. Alternate ways to track credits would need to be created resulting in additional time, increased errors, and inability to generate reports.
Web ° Consolidating all the Guardian related application into 1 portal page.	Court Access Programs needs to make it easier for clients to access information on the Certified Professional Guardian Program site, the Office of Public Guardianship site, and the Lay Guardian Training site. A new portal will alleviate confusion and provide a user-friendly approach to accessing the needed materials.
Web ° Usability survey on site prepared. ° Design to access survey in progress. ° Review needed with site business owner.	Define plan and strategy for redesign of WA Courts web site, to improve the site's overall usability, making it more effective and efficient for end users.
Web ° Project close to completion. Chart enhancement requested after review from implementation courts.	Provides the courts with an adult static risk assessment tool, to help determine estimated recidivism rates, and risk level of defendants.
Web ° Completed compilation of Card Sorting results, summary of results. ° Design of "launch page" in lieu of larger "redesign" effort in progress.	Provide greater organization and a unifying design for the three Guardian sites currently on WA courts: (1) Certified Professional Guardian Program, (2) Office of Public Guardianship; and (3) Lay Guardian Training.
Web ° Successfully sent test data to DOL via their new web service. However DOL is still in a testing	In order to comply with RCW 9.41.047 the AOC is currently providing commitment information to DOL in PDF format and courts are individually sending DOL paper copies of

phase and not yet ready to begin accepting production data. This task is again on hold until DOL is ready for additional testing. I have heard that DOL is tentatively shooting for an April release, so I expect this task may move forward in April.	conviction information based on information obtained from Inside Courts. This project will eliminate the need for the courts to send paper copies.
Web ° JIS Education is still trying to determine how they want to proceed with courses that may not be completed in full (only one module is needed). This task is on hold until they have made a decision.	Web based evaluations are easier and more convenient for the students, and the resulting electronic data can be easily compiled by JIS Educators.
Web ° Define initial problem statement and business case for solution of enterprise metadata. ° Work with other team members to flesh out summary and submit an internal ITG request.	Lack of metadata within documents housed by AOC is problematic and having a negative impact on the website searches and intranet sites within SharePoint. A multi step approach to address the lack of metadata will improve the organizations overall ability to catalog, index and search for information.
Web ° Complete the population of the redesigned website for the Gender and Justice Commission.	Lack of metadata within documents housed by AOC is problematic and having a negative impact on the website searches and intranet sites within SharePoint. A multi step approach to address the lack of metadata will improve the organizations overall ability to catalog, index and search for information.
Web ° Complete a mission statement for the web strategy and roadmap, as well as a proposal for a redesign of the public website.	The redesigned Gender and Justice site has provided the Commission with a much more robust site, in terms of content, allowing them as a group the opportunity to define and consider the type of information they can promote and share within the legal community.
Web ° Create a dynamic survey for court education to offer allowing courts to assess their accessibility.	This will allow us an opportunity to better serve the public with more access to information, better usability, and more control for our content owners.
Web ° Install and configure source control for the web environments.	
Web ° Participating in a team planning the SharePoint 2010 upgrade and revising the governance plan for the agency.	This will allow us to have versions of our code for the purposes of historical preservation, roll-backs, code comparisons, and publishing.
Web ° Assist Div 2 with security updates on the coa2web.courts.wa.gov site (hosted on our web server).	Security changes to the COA2 web site make it easier for Div 2 staff to move seamlessly from the coa2web site to Inside Courts. Previously Div 2 staff would have to log off their site and log on Inside Courts in order to complete certain tasks.
Web ° Assist with testing changes to the ListServs, which are used to manage notifications sent by our web servers. Various ListServ settings needed to be tested in order to prevent spam.	A mail server at a law office was hacked and the hackers sent email to many of our large Listservs. ListServ settings needed to be changed to prevent these incidents from happening in the future. The web team needed to provide testing support.
JCS ° Implement version 2.35 in the production environment, including a revision of the Post-resolution report.	Will make it easier for juvenile courts to schedule workload for juveniles with extended conditions.
ASRA ° Initial production roll-out.	Allows the pilot courts to start using the ASRA application in production, providing trial judges with an additional tool for assessing recidivism risk for violent offenders.

Operational Area: Project Management Office & Quality Assurance
Mike Davis, (PMO/ QA Manager)

Through March 31, 2012

Includes: Project Management Office, Software Quality Assurance

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

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

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

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

Activities Completed	Impact/Value
Project Work without Monthly Project Reports	
✓ The PMO Process Project team surveyed the project managers to identify areas of needed improvement. Analysis of results and prioritization of focus have been completed. Next steps are working on the highest priorities.	This project will streamline processes and focus on institutionalizing process with staff. Although there has been significant Transformation work accomplished, the PMO must now turn its attention to process clarification, changing behaviors and conforming to processes.
Quality Control	
° Completed testing for ACORDS Build 72.8.	Ensure a successful upgrade of the ACORDS application for fix CQS.
° Completed testing for ETP Defect fix.	Ensure a successful upgrade of the ETP application for fix CQS.
° Completed DEV Pled and Proved legislation project testing.	Ensure all affected applications are tested prior to release.
° Began Natural to Cobol Conversion testing.	Ensure all affected applications are tested prior to release.
° Began SCDX project testing.	Ensure all affected applications are tested prior to release.
° Began testing for ASRA project.	Ensure all affected applications are tested prior to release.

WASHINGTON COURTS
ADMINISTRATIVE OFFICE OF THE COURTS

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