



Judicial Information System Committee (JISC)

Friday, May 4, 2012 (9:00 a.m. – 3:00 p.m.)

CALL IN NUMBER: 360-704-4103

SeaTac Facility: 18000 INTERNATIONAL BLVD, SUITE 1106, SEATAC, WA 98188

AGENDA

1.	Call to Order Introductions Approval of Minutes	Justice Mary Fairhurst	9:00 – 9:05	Tab 1
2.	JIS Budget Update (11-13 Biennium)	Mr. Ramsey Radwan, MSD Director	9:05 – 9:15	Tab 2
3.	13-15 Biennium Budget Process JIS Fund Balance Forecast Proposed JIS Decision Packages Required Action: Approval	Mr. Ramsey Radwan, MSD Director/ Ms. Vonnie Diseth, ISD Director	9:15 – 9:45	Tab 3
4.	IT Governance Requests – Approval and Prioritization • #62 Automate Courts DCXT Table Entries	Mr. Kevin Ammons, IT Governance Coordinator	9:45 – 10:15	Tab 4
5.	JIS Priority Project #2 (ITG 2): Superior Court Case Management Update a. Project Update – RFP Release Schedule b. Independent QA Report c. Letters: WA Assoc Criminal Defense Lawyers Representative Appleton	Ms. Maribeth Sapinoso, PMP Mr. Allen Mills, Bluecrane Inc. Mr. Eric Olson, Bluecrane Inc.	10:15 – 11:10	Tab 5
6.	Court Business Office (CBO) • Conceptual Overview	Mr. Dirk Marler, JSD Director	11:10 – 12:00	Tab 6
7.	Lunch – Working		12:00 – 12:20	
8.	JIS Modernization Roadmap (Portfolio Refresh)	Mr. Craig Wilson, Portfolio Coordinator Mr. Kumar Yajamanam, Architecture & Strategy Manager	12:20 – 1:20	Tab 7
9.	JIS Priority Project Status Reports a. #1 (ITG 121) - Superior Court Data Exchange (SCDX) b. #3 (ITG 45) - Appellate Court EDMS c. #6 (ITG 81) - Adult Risk Assessment (ARA) d. Vehicle Related Violations (VRV)	Mr. Bill Burke, PMP Mr. Bill Burke, PMP Mr. Martin Kravik, PM Mr. Mike Walsh, PMP	1:20 – 2:10	Tab 8
10.	Information Networking Hub (INH) Project Status Update	Mr. Dan Belles, PMP	2:10 – 2:30	Tab 9
11.	Committee Reports a. Data Dissemination Committee b. Data Management Steering Committee • JIS Priority #4 (ITG 9) – Add Accounting Data to the Data Warehouse	Judge Thomas Wynne Mr. Rich Johnson	2:30 – 2:40 2:40 – 2:50	

12.	Meeting Wrap-Up	Justice Mary Fairhurst	2:50 – 3:00	
13.	Information Materials a. IT Portfolio Quarterly Report b. ISD Monthly Report c. IT Governance Status Report			Tab 10
<p>Persons with a disability, who require accommodation, should notify Pam Payne at 360-705-5277 Pam.Payne@courts.wa.gov to request or discuss accommodations. While notice 5 days prior to the event is preferred, every effort will be made to provide accommodations, when requested.</p>				

Future Meetings:

June 22, 2012

- 9:00 a.m. – 3:00 p.m. AOC SeaTac Facility
- Budget Status Report
 - JIS Priority Project Reports
 - Court Business Office, Part II
 - JIS Policy on Local Court Systems

September 7, 2012

- 9:00 a.m. – 3:00 p.m. AOC SeaTac Facility
- Budget Status Report
 - JIS Priority Project Reports
 - IT Governance Policy for Supreme Court and COA Requests

October 26, 2012

December 7, 2012

JUDICIAL INFORMATION SYSTEM COMMITTEE

March 2, 2011
9:00 a.m. to 2:00 p.m.
AOC Office, SeaTac, WA

DRAFT - Minutes

Members Present:

Mr. Larry Barker
Chief Robert Berg
Judge Jeanette Dalton
Justice Mary Fairhurst, Chair
Mr. Jeff Hall
Judge James Heller
Mr. William Holmes
Mr. Rich Johnson
Mr. Marc Lampson
Judge J. Robert Leach
Ms. Marti Maxwell
Mr. Steward Menefee
Ms. Barb Miner
Ms. Aimee Vance
Judge Thomas J. Wynne

Members Absent:

Judge Steven Rosen
Ms. Yolande Williams

AOC/Temple Staff Present:

Mr. Kevin Ammons
Mr. Dan Belles
Mr. Bill Burke
Mr. Bill Cogswell
Ms. Jennifer Creighton
Mr. Mike Davis
Ms. Vonnie Diseth
Mr. Ron Kappes
Mr. Martin Kravik
Ms. Kate Kruller
Ms. Vicky Marin
Ms. Heather Morford
Ms. Pam Payne
Mr. Ramsey Radwan
Ms. Maribeth Sapinoso
Mr. Sree Sundaram
Mr. Mike Walsh

Guests Present:

Mr. Shayne Boyd
Mr. Gary Egnor
Ms. Lea Ennis
Ms. Joan Kleinberg
Mr. Sam Kurle
Mr. Kevin Stock

Call to Order

Justice Mary Fairhurst called the meeting to order at 9:00 a.m. and introductions were made.

December 2, 2011 Meeting Minutes

Justice Fairhurst asked if there were any changes to the October 7th meeting minutes and noted some grammatical corrections. Hearing no other changes, Justice Fairhurst deemed them approved.

Introduction – New ISD Project Managers

Ms. Vonnie Diseth introduced three new Project Managers to the Information Services Division Project Management Office: Mr. Ron Kappes, Ms. Maribeth Sapinoso, and Mr. Sree Sundaram.

JIS Budget Update

Mr. Ramsey Radwan provided an update on the expenditures and obligations through January 31, 2012. It was discovered that the budget for item 12.2 SCOMIS DX was under allocated, accordingly, \$533,400 was transferred from the amount in "To be Allocated" to item 12.2.

Nearly 18% of the allocated \$12.6 million of the budget has been spent or obligated thus far. This is pretty normal as we are about 29% through the biennium. The CMS allocation is on track for \$4.9 million. Expenditures are close, but a bit off by category, having spent some additional funds in the contract area as opposed to staffing. The Legislature wants us to stay within the total allocated amount for the biennium. About 5.25 FTEs have been identified for the current fiscal year and an additional 9-ish positions have been established, but not filled, for next fiscal year. Patterns of expenditure will change, but we're well within the budget in the coming months.

13-15 Biennium Budget Process

Ramsey Radwan presented a graphic depicting the budget development process for the 13-15 Biennium. The Calendar Year, Fiscal Year, and two Biennia are identified on the graph. The Budget Instructions will be available soon and will provide more detailed information regarding Decision Package due dates and processes. Mr. Radwan discussed future activities for upcoming JISC meetings, noting timing for the Legislature to review our requests.

Jeff Hall stated he would later provide committee members with a list of items for Decision Packages he anticipated presenting to the JISC for decision on May 4. He discussed the items on the list and noted there would likely be debate and discussion on a few of them.

Legislative Update

Jeff Hall reported that nearly all of the bills that were introduced relating to JIS records, confidentiality and sealing have died. Mr. Hall went on to describe HB2541 concerning the sealing of juvenile records, having passed both houses, but not yet signed by the Governor.

He then discussed the House and Senate budgets, noting that the first House budget did not fund Trial Level Indigent Defense (Office of Public Defense, OPD) for \$9 million. The second House budget is now asking to fund OPD with \$8.3 million from the JIS account. The Senate budget has decimated the State Law Library over the last several years, having eliminated all General Fund funding, and funding it with JIS account funds. The AOC, Chief Justice Barbara Madsen, and Justice Fairhurst have taken a strong stance with the Judicial Branch Budget that we do not believe the JIS fund should be used to fund anything other than JIS.

Ramsey Radwan stated that due to the swing in the numbers right now, he could not provide an answer to the fund balance question at this time.

Justice Fairhurst noted that the JIS account funds were specifically authorized by the Supreme Court to be collected for JIS and this is needed for the infrastructure for the whole branch. Part of the challenge is explaining to the Legislature that while we are okay now and have money in our account, we also have significant long term commitments.

SC-CMS Update

Kate Kruller, SC-CMS Project Manager, presented the project status report. Project accomplishments since the December JISC meeting include:

- (1) The SC-CMS Project Request for Proposal (RFP) Business Requirements Document (BRD) was approved by the Superior Court Judicial Association (SCJA), the Association

of Washington Superior Court Administrators (AWSCA) and the Washington State Association of County Clerks (WSACC), representing all 39 superior courts in the state;

- (2) The SC-CMS Project aspect of the Legislative Proviso was met prior to the deadline of December 31, 2011;
- (3) Rich Wyde, a Special Assistant Attorney General (SAAG) is onboard at the Attorney General's Office (AGO), which will provide complex, information technology contract language and contract negotiation expertise throughout the acquisition phase of the project. The SC-CMS Project is also benefitting from General Counsel via two Assistant Attorney Generals (AAG), Suzanne Shaw and Jim Pharris, both Senior Counsels;
- (4) An independent Quality Assurance Professional (QAP) has been identified as the Apparently Successful Vendor in response to the RFQQ published (company name is *Bluecrane* out of Los Angeles). *Bluecrane* will review the RFP and provide feedback; asses potential risk of the overall project, evaluate internal/external influences, forecast problems, and make recommendations to resolve them. This consultant will report directly to the Chair of the JISC, Justice Mary Fairhurst, and the State Court Administrator, Jeff Hall;
- (5) The RFP development, evaluation criteria and evaluation process is a contracted deliverable from MTG Management Consultants, LLC. All the business, technical and services requirements will be finalized and consolidated into the RFP with subsequent components of the RFP should be completed in April. The SC-CMS Steering Committee is finalizing its review of the evaluation process.

The Administrative Office of the Courts (AOC) Information Services Division (ISD) is preparing to present information about the SC-CMS Project at two conferences this Spring: The WSACC (county clerks) will hold their conference March 26 in Leavenworth. The SCJA and AWSCA (superior court judges and administrators) have a combined conference April 29 in Cle Elum. The presentation will feature guest speakers from Hamilton County, Indiana, who have successfully implemented a case management system. Their clerk will talk at the WSACC conference, and a Judge and Administrator will be featured at the SCJA/AWSCA conference to share their experiences. Attendees will get an idea of how they can prepare and what they can expect when the SC-CMS Project reaches the implementation stages.

Recently, MTG management has been working with a sub group of the SC-CMS RFP Steering Committee (Kitsap Administrator Frank Maiocco, King County Clerk Barb Miner and Thurston County Clerk Betty Gould) to provide more refined information than in the feasibility study regarding local court implementation impacts and cost estimates. MTG consultant Joe Wheeler also generated an estimating tool for court budgeting exercises underway. This led to an approved motion from the SC-CMS RFP Steering Committee to have the JISC respond to a Decision Point on funding local court implementations.

The SC-CMS RFP Steering Committee has been tracking the SC-CMS Project RFP schedule closely. Recognizing that the JISC meeting cycles may not match the time when the RFP is ready to publish, the SC-CMS RFP Steering Committee also approved another motion to place a Decision Point before the JISC asking them to allow the SC-CMS RFP Steering Committee to approve publishing the RFP if it is ready between JISC meetings.

Next steps for the SC-CMS Project are to:

- (1) Conduct a Pre-Release Vendor Conference (gives AOC/ISD an opportunity to share proposed contract terms & conditions, along with other agreement constraints that will be put out in the RFP, and allows vendors to give feedback. This helps to fine-tune language to what the industry can bear prior to publishing the RFP);
- (2) Publish the SC-CMS RFP (with governance approval); and
- (3) Review the written proposals returned by competing vendors.

Note: Materials provided in the packet included the presentation PowerPoint, the SC-CMS Project High-Level Schedule, Decision Point on local court implementation funding, with supporting information tables data quality and labor resources hour/cost estimates, Decision Point on SC-CMS RFP Steering Committee authorization to release the RFP between JISC meetings if needed. There was also a hand-out with a high level outline/description of what sections will appear in the RFP and their purpose.

Funding of Local Court Implementation

Judge Jeannette Dalton provided the committee with a question that came from the SC-CMS Steering Committee; that question was “what will the cost responsibility be for each of the local courts for the implementation of the new SC-CMS system”. Not providing funding assistance to local courts presents a risk on whether or not the SC-CMS project can be implemented statewide.

Justice Fairhurst summarized by stating we recognize this as a risk, we recognize the local courts will need funding. For today’s decision we the JISC will commit to considering allocating money when that money is known and needed.

Justice Fairhurst asked for an up or down vote on a concept before the actual decision before the committee:

Motion: JISC should include funding for Local Court Implementation as part of the SC-CMS costs – as a concept without specifics:

Second: N/A

Voting in Favor: All present

Opposed: None

Absent: Yolande Williams, Judge Rosen

The motion passed unanimously with 15 members voting yea.

2nd Motion

I move to include a *specific dollar amount (to be determined at a later date by the JISC)* for funding local planning and implementation costs in the budget allocations for the Superior Court Case Management System project.

Motion: Judge Wynne

Second: Judge Dalton

Voting in Favor: All Present

Opposed: None

Absent: Yolande Williams, Judge Rosen

The motion passed unanimously with 15 members voting yea.

SC-CMS – RFP Release

Ms. Vonnie Diseth on behalf of the SC-CMS RFP Steering Committee provided an update and the following request from the Steering Committee, the SC-CMS RFP Steering Committee projects that the RFP may be ready for release between late April and late May. Approval is requested in order to avoid delay in the SC-CMS project should the RFP be ready for release before the next regularly scheduled JISC meeting. An outline of the RFP is included in the materials.

The SC-CMS RFP Steering Committee recommends that the JISC approve the continuation of the SC-CMS project to the next phase and authorize release of the SC-CMS Request for Proposal when it is complete and its release has been authorized by the steering committee.

Judge J. Leach responded in strong opposition. He stated this is the largest project we have undertaken and to abdicate our oversight to gain 2 weeks strikes him as irresponsible. Our role as the oversight committee is not to edit the technical requirements of the RFP, but to see that it is complete and there are no omissions or problems with it. We as a committee need to see the document before it goes out. Other committee members verbally indicated “ditto” in agreement to Judge Leach’s comments.

I move that the Superior Court Case Management System Request for Proposal Go/ No-Go Decision be added to the May 4 agenda.

Motion: Chief Berg

Second: Stew Menefee

Voting in Favor: All Present

Opposed: None

Absent: Yolande Williams, Judge Rosen

The motion passed unanimously with 15 members voting yea.

IT Governance Requests – Operational Capacity

Ms. Vonnie Diseth shared with the committee the current operational status ISD is in. The meeting material contains the current IT Governance Priorities as determined at the December 2 JISC meeting. At this time, the current six “in progress” projects are consuming the majority of the resources. Ms. Diseth stated that as soon as resources are freed up, the next project in the priority list will be started.

DB2 Upgrade Update

Ms. Vonnie Diseth shared with the committee – the DB2 Upgrade performed on February 9th was successfully completed. Feedback was also received from different courts as to their pleasure that the process was completed early and without complication.

JIS Priority Project Status Reports

ITG #121 - Superior Court Data Exchange (SCDX)

Mr. Bill Burke reported development of Increment 1, which provides web services for ten of the most common SCOMIS transactions were completed January 27th. QA testing will begin mid March. Increment 2 is in development and runs through April 2012. Increment 3 development is planned to occur between May and July 2012. Mr. Burke reviewed the contract costs for Increments 2 & 3 which total \$590K and pointed out that the price is \$18K less than the estimate presented to the JISC in December. Mr. Burke reported that Pierce County is planning to begin their development 1st Quarter of 2012 to interface the LINX system with the Superior Court Data Exchange.

ITG #45 - Appellate Court Electronic Document Management System (EDMS)

Mr. Bill Burke reported the Appellate Court project team has completed (18) Electronic Document Management (EDMS) Use Cases, this has taken approximately 6 months. Mr. Burke reviewed the relationship of EDMS to the ACORDS application and Appellate Court Workstations. The project is planning to procure an EDMS and will be ready to award a contract to a vendor in July. An issue with the schedule is that contract award requires JISC approval, the next JISC is scheduled for September 7th.

ITG #41 - Remove CLJ Archiving and Destruction of Certain Records

Mr. Dan Belles provided an update on ITG41 Remove CLJ Archiving and Destruction of Certain Records. His presentation covered an explanation of the scope, schedule, current status, and next steps for the project. Mr. Belles explained the scope includes two parts: The first being a smaller effort to write new destruction programs to remove CLJ probable cause and civil cases from the inactive tables in DISCIS and JIS. The second part is a much larger effort to write new destruction programs to remove criminal felony, traffic and non-traffic cases (except DUI and Domestic Violence) and other eligible CLJ cases in conformance with the records destruction schedule used for the paper records. The cases to be destroyed would be removed in phases starting with Electronic Tickets, Vehicle Related Violations and all other eligible CLJ cases. The last step would be to remove the archiving routines. The first phase is planned for completion in April 2012 and the second phase is scheduled to be completed in the first quarter in 2013. Progress on the project is currently on hold due to resources (developer, analyst and tester) being re-assigned to other higher priority projects. Justice Fairhurst asked if the planned completion date of April could still be met with the resources being reassigned. Mr. Belles replied it was not likely to be met if the resources could not be freed up and returned to the project.

ITG 81 Static Adult Risk Assessment (ARA) Project

Mr. Martin Kravik presented an update on the Adult Static Risk Assessment project. System design is complete and a prototype was demonstrated to the implementation courts. Court user guidelines are also complete. Development of training materials is underway. A sample of the assessment report was presented. Barb Miner asked for an explanation of Severity Codes. Severity Codes are a way of categorizing conviction charges to appropriately answer the 23 questions contained in the assessment instrument. The two outstanding issues have been resolved. Dr. Barnoski finished matching Severity Codes to Law Table entries. Regina McDougall has been selected as the program owner. A support model will be developed in March. However, without increased AOC staffing; support levels will have to be adjusted to

current staffing levels. Budget decision packages will be created as part of support model development. Next steps include getting the application to the implementation courts in test mode, quality assurance testing, user acceptance testing, finalizing training documents, developing an ongoing support plan, and sending out communication to stakeholders when the system is implemented. Judge Wynne indicated interest for Snohomish County and asked when he could expect it to be ready for use beyond the implementation courts. That should occur in the May timeframe.

Vehicle Related Violations (VRV) Project

Mr. Mike Walsh reported the on boarding process for the Tier 1 pilot courts, (Lakewood, Issaquah, and Kirkland) is nearly complete. Kirkland has been processing VRVs since mid-December and Issaquah has been processing VRVs since Feb 22nd. Lakewood is working out final implementation details with their service provider. Tier 2 courts: Fife, Tacoma and Lynnwood have begun their on-boarding activities. Mr. Rich Johnson, chair of the Data Management Steering Committee (DMSC), stated the DMSC wants to determine who the next tier(s) of courts will be. The DMSC will work with the VRV project team to determine who is ready to start their on-boarding projects. The DMSC especially want to know how operational support and transaction capacity will be managed by AOC. The VRV Pilot project will include a plan to transition support from the project team to AOC maintenance and operations.

Information Networking Hub (INH) Program Overview and Status

Mr. Dan Belles provided an overview of the current program status, with a focus on the current project activities. He reviewed the INH project schedule, explaining the timeline starting in 2012 and running through 2015. The current work tasks including the foundation and pilot services are expected to be completed later this year. He reminded everyone that INH is a standalone solution, even though their first priority is to be ready for the SC CMS rollout. The foundation components and the pilot services were explained. Current project activities include hiring the Data Exchange Technical Consultant (Joel Byford with Soos Creek Consulting) and the next steps which would focus on completing the Technical Lead Plan.

Committee Reports

Data Dissemination Committee:

Judge Thomas Wynne reported the committee evaluated several bills dealing with court records for the BJA. The committee also authorized Spokane County's Pre-Trial Services to have access to JABS for the purpose of Risk Assessment.

Data Management Steering Committee:

Rich Johnson reported the Accounting Data in the Data Warehouse project is moving forward; reports validated by the committee are in production and available to the users. Mr. Johnson congratulated Jennifer Creighton and the project team on their effort, noting that Heather Williams is taking her place on the DMSC. Mr. Johnson also stated that during the VRV DX project report at the last DMSC meeting, the question came up and centered on identifying the next tier of courts. Given the inherent reliance on JINDEX and DIS, it was determined the committee needed to be selective for Tier III using similar criteria and looking at courts that have a certain amount of volume to get the best return on investment. Capacity of the system should also be considered. In addition, the committee discussed communicating with the Courts of Limited Jurisdiction who are interested to get them on the list to determine their readiness.

Jeff Hall encouraged the committee to take a broader look at this as more services come available. As an organization, we need to figure out how we go about prioritizing the on-boarding of entities that want to use web services in general. Mr. Johnson reported that Heather Williams will be looking at the DMSC charter regarding roles and responsibilities and how that plays into the INH project and having to do with Data Quality.

Next Meeting

The next meeting will be May 4, 2012, at AOC SeaTac Facility; from 9:00 a.m. to 3:00 p.m.

Action Items:

	Action Items – From March 4th Meeting	Owner	Status
1	At the end of the legislative session, ask the Supreme Court Rules Committee if it wants the Data Dissemination Committee to revisit GR15 in light of <i>Ishikawa</i> and <i>Bone-Club</i> .	Vicky Marin, Justice Fairhurst	<u>Postponed</u>
2	Draft JIS Policy on comment to the BJA/Legislature reflecting JISC consensus from March 4 th meeting.	Vicky Marin	Completed
	Action Items – From October 7th Meeting		
3	Confer with the BJA on JISC bylaw amendment regarding JISC communication with the legislature.	Justice Fairhurst	
4	Baseline Service Level Team – Add staff recognition to the Baseline Services Report	Jenni Christopher	Completed
	Action Items – From December 2nd Meeting		
5	Present JIS application portfolio plan to the JISC.	Vonnie Diseth	May 4, 2012
6	Present to the JISC a schedule for work on ITG projects prioritized by the JISC on December 2 nd .	Vonnie Diseth	Postponed
7	Discuss with Pierce County reduction of payment for double-data entry following completion of SCDX Increment 1	Jeff Hall	Done/In progress
	Action Items – From March 2nd Meeting		
8	Send Appellate Court Electronic Document Management System use case notes to Larry Barker.	Bill Burke	
9	Check on whether it is possible to reload archived CLJ cases into active tables without making them available to web search on the public website.	Dan Belles	

Administrative Office of the Courts
Information Services Division Project Allocation & Expenditure Update
Expenditures and Obligations March 31, 2012

	Initiatives--JIS Transition	ALLOTTED	EXPENDED	VARIANCE
2.	Capability Improvement Phase I			
2.4	Implement IT Portfolio Management (ITPM)	\$239,400	\$235,896	\$3,504
	Capability Improvement Phase I-Subtotal	\$239,400	\$235,896	\$3,504
3.	Capability Improvement Phase II			
3.4	Implement IT Service Management	\$115,000	\$0	\$115,000
	Capability Improvement Phase II-Subtotal	\$115,000	\$0	\$115,000
4.	Capability Improvement Phase III			
4.2	Mature Application Development Capability	\$115,000	\$0	\$115,000
	Capability Improvement Phase III-Subtotal	\$115,000	\$0	\$115,000
7.	Information Networking Hub (INH)			
7.6	Information Networking Hub (INH)	\$2,582,325	\$372,722	\$2,209,603
	Information Networking Hub (INH) - Subtotal	\$2,582,325	\$372,722	\$2,209,603
	Ongoing Activities			
12.1	Natural To COBOL Conversion	\$653,000	\$645,506	\$7,494
12.2	SCOMIS DX	\$1,338,000	\$1,190,000	\$148,000
	Ongoing Activities-Subtotal	\$1,991,000	\$1,835,506	\$155,494
	JIS Transition Subtotal	\$5,042,725	\$2,444,124	\$2,598,601
	Superior Court CMS			
	Initial Allocation	\$4,973,000	\$547,285	\$4,425,715
	COTS	\$0	\$0	\$0
	Superior Court CMS Subtotal	\$4,973,000	\$547,285	\$4,425,715
	ITG Projects			
	ITG #045 - Appellate Court E-Filing Electronic Document Management System (EDMS)	\$980,000	\$1,713	\$978,287
	To be Allocated	\$470,600	\$0	\$470,600
	ITG Projects Subtotal	\$1,450,600	\$1,713	\$1,448,887
	Equipment Replacement			
	Equipment Replacement - External	\$628,000	\$455,814	\$172,186
	Equipment Replacement - Internal	\$550,000	\$40,135	\$509,865
	Equipment Replacement Subtotal	\$1,178,000	\$495,949	\$682,051
	TOTAL 2011-2013	\$12,644,325	\$3,489,071	\$9,155,254
	Additional Funding Requirements			
7.6	Information Networking Hub (INH)	\$881,000	N/A	N/A
	COTS Preparation Track	\$242,000	N/A	N/A
	Unfunded Costs	\$1,123,000	N/A	N/A

Administrative Office of the Courts
Information Services Division SC-CMS Implementation
Allocation & Expenditure Update

Expenditures and Obligations March 31, 2012

SC-CMS Implementation	ALLOTTED	EXPENDED	VARIANCE
Fiscal Year 2012			
Feasibility Study	\$291,750	\$249,835	\$41,915
Phase 1 - Acquisition/RFP Development	\$674,189	\$297,450	\$376,739
Phase 2 - Statewide Configuration and Validation	\$0	\$0	\$0
Phase 3 - Local Implementation Preparation	\$0	\$0	\$0
Phase 4 - Pilot Implementation	\$0	\$0	\$0
Phase 5 - Statewide Rollout	\$0	\$0	\$0
TOTAL FY12	\$965,939	\$547,285	\$418,654
Fiscal Year 2013			
Feasibility Study	\$0	\$0	\$0
Phase 1 - Acquisition/RFP Development	\$0	\$0	\$0
Phase 2 - Statewide Configuration and Validation	\$3,703,860	\$0	\$3,703,860
Phase 3 - Local Implementation Preparation	\$53,849	\$0	\$53,849
Phase 4 - Pilot Implementation	\$0	\$0	\$0
Phase 5 - Statewide Rollout	\$0	\$0	\$0
TOTAL FY13	\$3,757,709	\$0	\$3,757,709
Fiscal Year 2014			
Feasibility Study	\$0	\$0	\$0
Phase 1 - Acquisition/RFP Development	\$0	\$0	\$0
Phase 2 - Statewide Configuration and Validation	\$2,942,453	\$0	\$2,942,453
Phase 3 - Local Implementation Preparation	\$309,630	\$0	\$309,630
Phase 4 - Pilot Implementation	\$766,426	\$0	\$766,426
Phase 5 - Statewide Rollout	\$0	\$0	\$0
TOTAL FY14	\$4,018,509	\$0	\$4,018,509
Fiscal Year 2015			
Feasibility Study	\$0	\$0	\$0
Phase 1 - Acquisition/RFP Development	\$0	\$0	\$0
Phase 2 - Statewide Configuration and Validation	\$0	\$0	\$0
Phase 3 - Local Implementation Preparation	\$323,093	\$0	\$323,093
Phase 4 - Pilot Implementation	\$0	\$0	\$0
Phase 5 - Statewide Rollout	\$4,208,666	\$0	\$4,208,666
TOTAL FY15	\$4,531,759	\$0	\$4,531,759

Administrative Office of the Courts
Information Services Division SC-CMS Implementation
Allocation & Expenditure Update

Expenditures and Obligations March 31, 2012

SC-CMS Implementation	ALLOTTED	EXPENDED	VARIANCE
Fiscal Year 2016			
Feasibility Study	\$0	\$0	\$0
Phase 1 - Acquisition/RFP Development	\$0	\$0	\$0
Phase 2 - Statewide Configuration and Validation	\$0	\$0	\$0
Phase 3 - Local Implementation Preparation	\$578,874	\$0	\$578,874
Phase 4 - Pilot Implementation	\$0	\$0	\$0
Phase 5 - Statewide Rollout	\$4,283,651	\$0	\$4,283,651
TOTAL FY16	\$4,862,525	\$0	\$4,862,525
Fiscal Year 2017			
Feasibility Study	\$0	\$0	\$0
Phase 1 - Acquisition/RFP Development	\$0	\$0	\$0
Phase 2 - Statewide Configuration and Validation	\$0	\$0	\$0
Phase 3 - Local Implementation Preparation	\$0	\$0	\$0
Phase 4 - Pilot Implementation	\$0	\$0	\$0
Phase 5 - Statewide Rollout	\$4,865,863	\$0	\$4,865,863
TOTAL FY17	\$4,865,863	\$0	\$4,865,863

TOTAL SC-CMS ESTIMATED COSTS			
Feasibility Study	\$291,750	\$249,835	\$41,915
Phase 1 - Acquisition/RFP Development	\$674,189	\$297,450	\$376,739
Phase 2 - Statewide Configuration and Validation	\$6,646,313	\$0	\$6,646,313
Phase 3 - Local Implementation Preparation	\$1,265,446	\$0	\$1,265,446
Phase 4 - Pilot Implementation	\$766,426	\$0	\$766,426
Phase 5 - Statewide Rollout	\$13,358,180	\$0	\$13,358,180
TOTAL	\$23,002,304	\$547,285	\$22,455,019

The total amount allotted for the feasibility study, phase 1 and phase 2 is \$249,352 less than the amount appropriated (\$4,973,000). These funds will be allocated as additional cost information is received.

Washington State Judicial Branch 2013-2015 Potential Funding Concerns

Potential Fund Source Issue	
Judicial Stabilization Trust Account (JSTA)	
Admin. Ofc of the Courts	\$6,000
Ofc of Public Defense	\$4,400
Ofc of Civil Legal Aid	\$2,100
Total JSTA	\$12,500
Judicial Information System Account (JIS)	
Admin. Ofc of the Courts	\$6,000
Law Library	\$1,500
Total JIS	\$7,500
Sub-Total Fund Source Issue	\$20,000
Potential Budget Reduction	
State General Fund Deficit	
Statewide*	\$1,519,000
Judicial Branch Share	\$10,633
Total Potential Funding Concerns	\$30,633
* The estimated deficit is NOT official, it is merely an estimate.	
Dollars in thousands (000)	

Administrative Office of the Courts
Estimated Revenue and Expenditures Judicial Information System Account

2013-2015 Biennial Estimate

Assumes the \$6 million transfer is on-going	
Total Estimated JIS Resources Available	\$52,437,000
Total Estimated JIS Expenditures	\$46,940,000
Estimated Remaining Balance	\$5,497,000
Assumes the \$6 million transfer is one-time	
Total Estimated JIS Resources Available	\$52,437,000
Total Estimated JIS Expenditures	\$40,929,000
Estimated Remaining Balance	\$11,508,000

2015-2017 Biennial Estimate

Assumes the \$6 million transfer is on-going	
Total Estimated JIS Resources Available	\$44,497,000
Total Estimated JIS Expenditures	\$51,038,000
Estimated Remaining Balance	(\$6,541,000)
Assumes the \$6 million transfer is one-time	
Total Estimated JIS Resources Available	\$50,508,000
Total Estimated JIS Expenditures	\$45,027,000
Estimated Remaining Balance	\$5,481,000

2017-2019 Biennial Estimate

Assumes the \$6 million transfer is on-going	
Total Estimated JIS Resources Available	\$32,459,000
Total Estimated JIS Expenditures	\$45,273,000
Estimated Remaining Balance	(\$12,814,000)
Assumes the \$6 million transfer is one-time	
Total Estimated JIS Resources Available	\$44,481,000
Total Estimated JIS Expenditures	\$39,262,000
Estimated Remaining Balance	\$5,219,000

Administrative Office of the Courts Select Judicial Information System Account (JIS) Budget History

Biennium	Ongoing	FTEs	PSEA/GF	JIS	Notes
1997-1999	Fund Shift (leg initiated)	0.00	(\$1,350,000)	\$1,350,000	
1999-2001	Leg Initiated Carryforward Level Adjustment (CA)	0.00	(\$245,000)	\$245,000	
2001-2003	Leg Initiated Performance Level Adjustment	0.00	(\$606,000)	\$606,000	
2003-2005	AOC Requested Maint. Adjustment	10.00	(\$3,692,000)	\$3,692,000	
2006 Supp	Disaster Recovery	0.00	(\$380,000)	\$380,000	All future DR from JIS
2008 Supp	Disaster Recovery	0.00	(\$107,000)	\$107,000	All future DR from JIS
2011-2013	HB 1087 \$6,011,000	0.00	\$0	\$6,011,000	Section 113 decreased SGF approp by \$6,011,000 and increased JIS approp by \$6,011,000
	Total Ongoing JIS Impacts	10.00	(\$6,380,000)	\$12,391,000	
Biennium	One-Time	FTEs	PSEA/GF	JIS	Notes
1999-2001	JIS System Maintenance	0.00	(\$680,000)	\$680,000	
2007-2009	Equipment Replacement	0.00	(\$1,545,000)	\$1,545,000	All future ER requested from JIS
2011-2013	State Law Library	0.00	\$0	\$1,500,000	JIS used to fund the Law Library 2012 supplemental
	Total One-Time Impacts	0.00	(\$2,225,000)	\$3,725,000	
Biennium	Fund Balance Shift (One-Time)	FTEs	N/A	JIS	Notes
2007-2009	Transfer to GF	0.00	\$0	\$1,500,000	2008 Supplemental (Section 112, ESHB 2687) transferred \$1.5 million from PSEA to JIS account. Reversed in 09-11 CFL.
2009-2011	ESHB 1244: \$5 million transferred in FY 09 to GF	0.00	\$0	\$5,000,000	Section 1702 ESHB 1244 (2009 supplemental budget)
2009-2011	ESHB 1244: \$2.5 million per fiscal year to GF	0.00	\$0	\$5,000,000	Section 805 ESHB 1244 09-11-- Biennial
2009-2011	SB 6444 increased transfer by \$750,000/FY	0.00	\$0	\$1,500,000	Section 803 SB 6444 first 2010 Supplemental
	Total Fund Balance Shift (One-Time)	0.00	\$0	\$13,000,000	
	Total Shift to JIS			\$29,116,000	

**2013-2015 Information Technology
Preliminary Budget Request Summary
Administrative Office of the Courts**

Superior Court Case Management System	FTE 18.5	JIS Account	\$7,710,000
Funding is requested for staff and resources to continue the implementation of the superior court case management system.			
JIS Multi-Project Funding	FTE 0.0	JIS Account	\$2,000,000
Funding is requested to develop and implement small to medium information technology projects approved by the JISC during in 2013-2015 biennium.			
Information Networking Hub (INH)	FTE 2.0	JIS Account	\$1,500,000
Funding is requested to continue the development and implementation of the information networking hub.			
External Equipment Replacement	FTE 0.0	JIS Account	\$2,400,000
Funding is requested to continue the 5 year court equipment replacement cycle (high estimate).			
EDMS Ongoing Support	FTE	JIS Account	\$400,000
Funding is requested to provide ongoing support of the appellate electronic document management system (EDMS).			
Feasibility Study-Limited Jurisdiction CMS	FTE 2.0	JIS Account	\$500,000
Total IT Preliminary Budget Requests	FTE 20.5		\$14,510,000



IT Governance

ITG Request 062 - Automate Courts DCXT Table Entries

Presented to the JISC for
Authorization decision

Analysis of IT Governance Request #062 Automate Courts DCXT Table Entries

Request:

This request seeks to automate the process for updating the County Department Cross Reference (DCXT) tables. Courts have to manually update their DCXT tables for every new Budgeting, Accounting and Reporting System (BARS) Code established due to new legislation. Errors occur in this process which can lead to misdirected funds.

Summary of Proposed Solution:

The Administrative Office of the Courts (AOC) would implement an enhancement to the Judicial Information System to automate the update of BARS codes for local courts.

Sizing:

The following estimate is based upon the best available information and does not include cost or effort estimates for on-going maintenance of the enhancement.

This enhancement would be accomplished by AOC’s internal resources. The systems affected by the change would be: JIS. If this request is recommended by the court level user group, this request would proceed to the Judicial Information Systems Committee for authorization.

AOC estimates that this project would take 4 – 5 months to complete. This is an estimate of the duration of the project from the date work would begin on the project until final implementation.

Group	Hours	Tasks
Court Education	120	Documentation, communication and collaboration
Business Analysis	35	Gather and document requirements and consult with other ISD groups
Architecture	0	
Maintenance (Legacy)	400	Tech analysis/design, documentation and unit testing
Data Warehouse	0	
Quality Control	140	Testing and validation
Project Management	40	Oversight and coordination
Total	735 hours	
Total AOC Staff Costs = \$52,740		

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

Business Impacts:

Implementing this request would save court staff time by eliminating manual entries. In addition it would help ensure that the JIS fund and other state funds receive the proper revenue.

Proposed Solution:

AOC would develop four new views of the BARS Code/Sub-Account Remittance BARS Codes for data maintenance activities. The views may be implemented as either a one screen solution or in a four screen solution. AOC prefers the one screen solution and will implement it if it is determined to be feasible. The four conditions are:

- 1. No new or removed sub-accounts associated with BARS Code, just changes to distribution splits. (There are always new BARS for changes in distribution splits.)**

For these instances, a screen is presented so the courts can view the changes that were made for them. Users just need to enter the old BARS code or the new BARS code and the associated information presented. This screen is read only for old BARS/Remit information but editable on the new side of the screen if courts need to make changes to the County/Dept Code local codes.

2. **Creation of a completely new BARS Code based on new legislation and creation of new fee.** In these instances the court will need to provide all the associated local account codes. They will need to enter the new BARS Code. This will bring up the list of associated Remit Account code(s) and Remittance BARS as defined by AOC. The local court will just need to enter their associated County/Dept Code.
3. **Modification of existing BARS code because of addition of new revenue source (new split item) in BARS Code. (*New BARS Codes would be added – Not modified.*)** The local court will need to add their local Codes. When the user enters either the new or old BARS code the screen will display all associated information. In the New section, if an old sub account has been removed, the line is left blank. New codes are presented at the bottom of the list in the New section of the screen. This will allow the user to better map the copied over account information, deleted information, and identify the new codes needed.
4. **Modification of existing BARS code because of deletion of new revenue source (new split item) in BARS Code. (*New BARS Codes would be added – Not modified.*)** When all that happens is that a remittance sub account group(s) are removed from a BARS Code the screen will display old codes and the news codes with blanks in the new codes list that have been deleted. The New section of the screen will be editable in case the local court wishes to update their local Codes.

Assumptions:

1. The Maintenance (Legacy) work effort estimate is based on the assumption that four new screens will be required. The work effort required would be about 100 hours lower if the enhancement is accomplished as a single screen.

Risks:

None.

Request Status Summary

Request Status Awaiting Authorization

Request Detail

Requestor Name:

Winn, Janice

Origination Date:

12/28/2010

Requestor Email:

janice.winn@courts.wa.gov

Requestor Phone:

360-705-5323

Recommended Endorser:

District and Municipal Court Management Association

Request Type:

Change or Enhancement

Which Systems are affected?

Judicial Information System (JIS)

Business Area:

Accounting

Communities Impacted:

CLJ Managers

Impact if not Resolved:

High

Impact Description:

- €€€€€€€€ Courts continue manual entries that are time intensive
- €€€€€€€€ Possible loss of Revenue to JIS Fund and State Accounts

Request Attachments

[DCXT Table.pdf](#)

[DCXT Worksheet for CLJ.pdf](#)

[DCXT Worksheet for SC.pdf](#)

[ITG REQUEST- DCXT.pdf](#)

What is the Business Problem or Opportunity

- €€€€€€€€ Courts have to update their DCXT tables manually for every new BARS Code released due to new legislation.
- €€€€€€€€ This involves detailed and time intensive work for the court.
- €€€€€€€€ This involves detailed and time intensive work for Customer Services accounting staff.
- €€€€€€€€ For every BARS Code, there can be four to nine sub-accounts that need to be set up under each new BARS Code with its own remittance BARS Code. This work is multiplied by however many jurisdictions a court may have.

For Example: Updates to the DCXT Tables are due by 01/01/2011 as follows, 17 new BARS Codes with four sub-accounts each, two BARS Codes with seven sub-accounts and one BARS Code with three sub-accounts for a total of 85 table entries per each court's jurisdictions.

- €€€€€€€€ Courts may enter incorrect remittance BARS Codes redirecting the money from the intended accounts.
- €€€€€€€€ Some courts do not set up their DCXT table so money is not directed to the correct accounts. Sub-account money dedicated for JIS Fund and other state accounts would show as local money.

Expected Benefit:

- Save the court time – no manual entries needed
- JIS Fund would receive proper revenue
- State Accounts would receive proper revenue

Any Additional Information:

Other Communities Impacted:

County Clerks

State Agencies funded by legislative assessments

AOC - JIS Fund and forensic accounting

Other parties for input - Ramsey Radwan AOC

Endorsement Detail

Endorsing Committee

District and Municipal Court Management Association

Endorser Name:

Vance, Aimee R

Origination Date:

01/03/2011

Endorser Email:

avance@ci.kirkland.wa.us

Endorser Phone:

425-587-3163

Endorsing Action:

Endorsed

AOC Analysis Detail

Analysis Date: 09/15/2011

Request Rationale

Aligns with JIS Business Priorities, IT Strategies & Plans: Yes

Aligns with applicable policies and with ISD Standards: Yes

Breadth of Solution Benefit: Wide

Cost Estimates

Cost to Implement? 735 hours

Feasibility Study needed? No

Court Level User Group

Multi-level CLUG

Approving Authority JISC

Request Summary:

This request seeks to automate the process for updating the County Department Cross Reference (DCXT) tables. Courts have to manually update their DCXT tables for every new Budgeting, Accounting and Reporting System (BARS) Code established due to new legislation. Errors occur in this process which can lead to misdirected funds.

Business Impacts:

Implementing this request would save court staff time by eliminating manual entries. In addition it would help ensure that the JIS fund and other state funds receive the proper revenue.

Summary of Proposed Solution

The Administrative Office of the Courts (AOC) would implement an enhancement to the Judicial Information System to automate the update of BARS codes for local courts.

Proposed Solution

AOC would develop four new views of the BARS Code/Sub-Account Remittance BARS Codes for data maintenance activities. The views may be implemented as either a one screen solution or in a four screen solution. AOC prefers the one screen solution and will implement it if it is determined to be feasible.

Additional Systems Affected

Judicial Information System (JIS)

Communities Impacted

County Clerks
CLJ Managers

AOC Analysis Attachments

[Analysis of ITG Request 062 - Automate Courts DCXT Table Entries.docx](#)

Confirmation of Endorsing Action Detail

Endorsing Committee
District and Municipal Court
Management Association

Endorser Name:
Vance, Aimee R

Origination Date:
12/12/2011

Endorser Email:
avance@ci.kirkland.wa.us

Endorser Phone:
425-587-3163

Endorsing Action: Endorsed

Court Level User Group Decision Detail

CLUG Multi-level
CLUG

Chair of Group Rich Johnson

Date of Decision 03/07/2012

Decision

Decision to Recommend for Approval Unanimously recommended to the approving authority

Priority Processing Status Prioritized

Ranking

Request Priority 6

Request Importance Medium

Scoring Detail	Score / Possible
Business Value	10 / 10
Relative Priority	7 / 10
Cost	3 / 5
Complexity/Level of Effort	9 / 10
Risk	5 / 5
Benefit / Impact	5 / 5
Impact of Doing Nothing	3 / 5
Total Score	42 / 50

Superior Court Case Management System (SC-CMS) Project Update

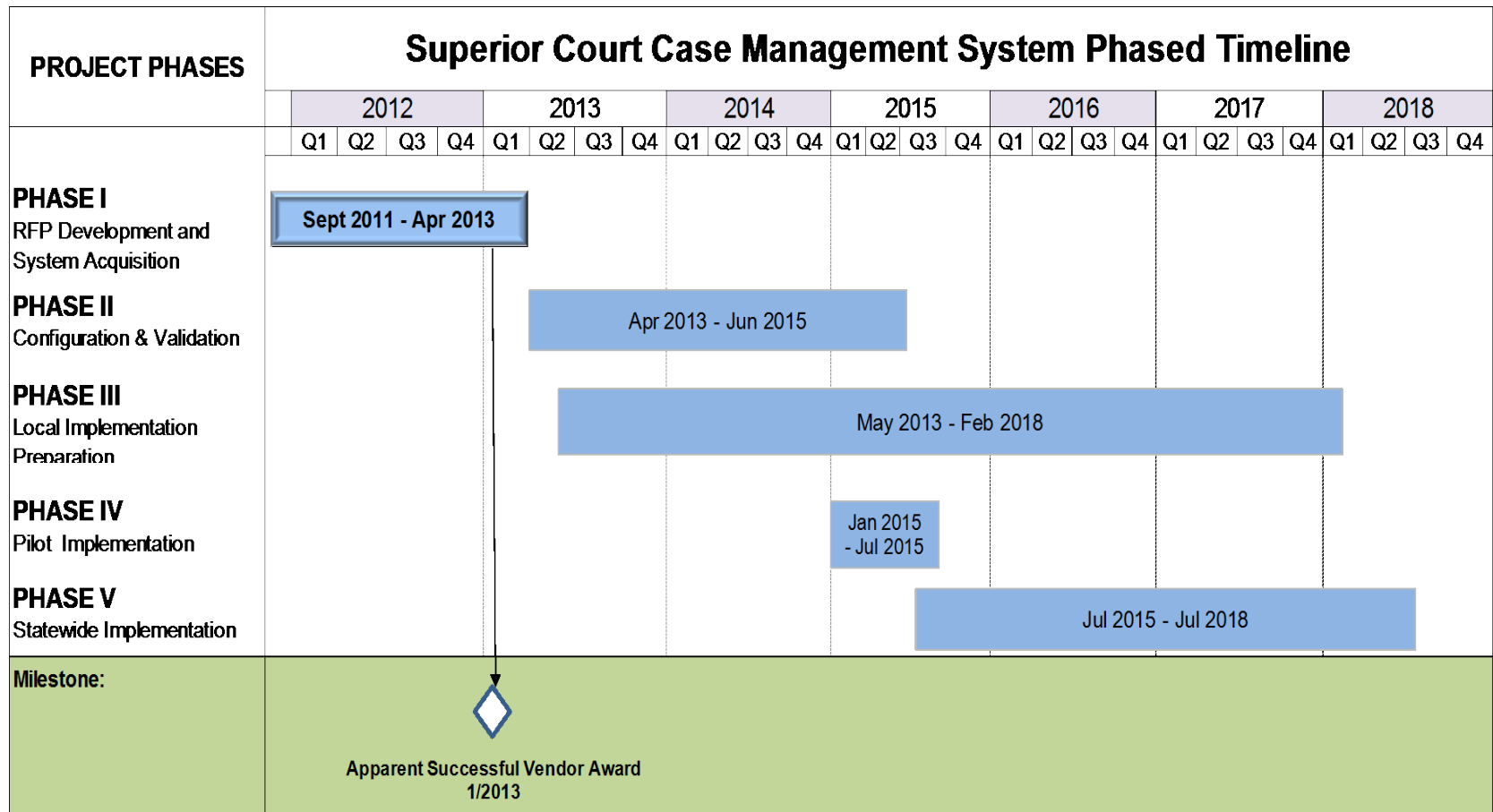
May 4, 2012

Maribeth Sapinoso

SC-CMS Project Status

- ✓ Technical Requirements complete
- ✓ Special Assistant Attorney General (SAAG) contract language for RFP complete
- ✓ Spring Conference Presentations
- ✓ Independent Quality Assurance Professional (QAP) Initial Assessment complete
- ❖ RFP Draft Review underway
- ❖ Project Schedule Update

SC-CMS Project High Level Schedule



SC-CMS Project Schedule Update

- #1 Goal: Do it right the first time
- RFP is a critical document to project success
- Incorporating feedback into the RFP requires analysis and coordination
- Allow adequate review time for all stakeholder groups

Next Steps

- June 22, 2012: JISC Approval
- Publish RFP
- Evaluate Written Proposals

Independent Quality Assurance Professional (QAP)

- Bluecrane, Inc.
 - ❖ Incorporated in May 2001
 - ❖ Focus is 100% state and local government
 - ❖ Experienced provider of QA services on a Washington State Level 3 project
 - ❖ Many examples of successful QA on other Level 3 and Level 2 equivalent projects

Independent Quality Assurance Professional (QAP)

- What They Will Do:
 - ❖ Assess project activities and deliverables
 - ❖ Publish QA Monthly Report identifying areas of risk, and make recommendations to address them
 - ❖ Review QA Monthly Report with Executive Sponsors
 - ❖ Review QA Monthly Report with stakeholders
 - ❖ Monitor project responses to recommendations



Assessed Status	Meaning
Extreme Risk	Risk that project management must address or the entire project is at risk of failure; these risks are “show-stoppers.”
Risk	Risk that is significant enough to merit management attention but not one that is deemed a “show-stopper.”
Risk Being Addressed	Risk item in this category is one that was formerly red or yellow, but in our opinion, is now being addressed adequately and should be reviewed at the next assessment with an expectation that this item becomes green at that time.
No Identified Risk	“All Systems Go” for this item.
Not Started	This particular item has not started yet or is not yet assessed.
Completed or Not Applicable	This particular item has been completed or has been deemed “not applicable” but remains a part of the assessment for traceability purposes.

***bluecrane* Quality Assurance Dashboard for the
Washington AOC SC-CMS Project**

Category Summary

Category	Highest Level of Assessed Risk
Management	Risk
People	Risk
Application	Risk
Data	Not assessed to-date
Infrastructure Technology	Not assessed to-date



Urgency/ Priority	Category	Track	Area of Assessment	Initial Assessed Status (April 10)	Update Since April 10
Very Urgent	Management	Schedule	Request for Proposal (RFP) Review	Risk	Risk Being Addressed
	People	Resources	Procurement – Need to Retain Acquisition Vendor	Risk	Risk Being Addressed
Urgent	Management	RFP Development	Evaluation Criteria	Risk	Risk Being Addressed
	Management	Project Management	Procurement Management	Risk	Risk Being Addressed
	Management	Project Management	Project Manager Responsibilities	Risk	Risk Being Addressed
Serious	Management	Project Structure	Positioning of Project Manager (PM) Role in AOC	Risk	Risk Being Addressed
	Management	Project Management	Project Management Plans	Risk	Risk
	Management	Project Management	Project Management Processes	Risk	Risk
	Management	Project Management	System Development Lifecycle (SDLC) Plans	Risk	Risk
	Management	Project Management	System Development Lifecycle (SDLC) Management Processes	Risk	Risk
	Application	Interfaces	Dependencies Related to Information Networking Hub (INH) and Commercial-Off-the-Shelf Preparation (COTS Prep) Projects	Risk	Risk

April 2012

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
1	2	3	4	5	6	7
				Review comments and edits		
8	9	10	11	12	13	14
	Continue to review comments and edits (AOC)					
15	16	17	18	19	20	21
	Continue to review comments and edits (AOC)				Final edits due to MTG (AOC)	
22	23	24	25	26	27	28
	Meeting w/SAAG to discuss RFP and contract language	Draft contract (SAAG)		Incorporate edits (MTG)		
29	30					
	Final day to incorporate edits (MTG)					

May 2012

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	
		1	2	3	4	5	
		Review RFP 2.0 (RFP Steering Committee, AOC, SAAG, QAPs)					
6	7	8	9	10	11	12	
	Continue to review RFP (RFP Steering Committee, AOC, SAAG, QAPs)						
13	14	15	16	17	18	19	
	Last Day to review and submit comments RFP 2.0	Review comments and edits (AOC)					
20	21	22	23	24	25	26	
	Submit final edits to MTG (AOC)	Incorporate edits (MTG)			Final Review of RFP (State Court Administrator, CIO, JSD Director)		
27	28	29	30	31			
	HOLIDAY	RFP Steering Committee Approval					

June 2012

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
					1 Continue RFP Steering Committee Approval	2
3	4 Continue RFP Steering Committee Approval	5	6	7	8 JISC Review for Approval	9
10	11 Continue JISC Review for Approval	12	13 RFP Briefings for JISC Members (SeaTac and Web Meeting)	14	15 Last Day for JISC to submit concerns to any RFP sections	16
17	18 Incorporate edits (MTG)	19	20 Summarize JISC concerns and RFP modifications made (AOC)	21	22 JISC Approval to Publish RFP	23
24	25 Publish RFP	26	27	28	29	30

MANAGEMENT CONSULTING
FOR
STATE AND LOCAL
GOVERNMENTS

QUALITY ASSURANCE (QA)

PROJECT OVERSIGHT

*INDEPENDENT VERIFICATION
AND VALIDATION (IV&V)*

PROJECT MANAGEMENT

RISK REDUCTION

TECHNOLOGY ALIGNMENT

**Quality
Assurance
Assessment**

for the
**State of
Washington**

**Administrative
Office of the
Courts (AOC)**

**SC-CMS
Project**

April 10, 2012

Prepared by
Bluecrane, Inc.



bluecrane ®



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Part 1: Summary of April 10, 2012 Report

This report provides the initial quality assurance (QA) assessment by Bluecrane, Inc. (“*bluecrane*”) for the State of Washington Administrative Office of the Courts (AOC) Superior Court – Case Management System (SC-CMS) Project. *bluecrane* began work as the Quality Assurance (QA) professional services provider for the SC-CMS Project on March 14, 2012. This report documents our observations, findings, and recommendations from our first twenty business days on the engagement.

Because the SC-CMS Project is in the procurement phase of its activities with an expectation of releasing a Request for Proposal (RFP) for the primary vendor, or systems integrator (SI), on May 7, we have focused our initial review on areas of assessment which we believe are most critical for SC-CMS (1) to achieve its planned RFP release date and (2) to successfully manage project and procurement processes prior to and immediately after the RFP release.

Part 2 of this report provides an overview of our approach to structuring our QA assessments. We summarize all assessment activities into the following five “categories”:

- Management;
- People;
- Application;
- Data; and
- Infrastructure Technology.

For our initial assessment, we have not addressed the categories of Data or Infrastructure Technology, due to our focus on more urgent SC-CMS procurement activities.

As part of our approach, we break categories down into “tracks” and tracks into “assessed areas.” We assign color-coded assessment ratings, as defined in the table in Part 2 of this report, to each assessed area.

Part 3 of this report provides details of our observations, assessed risks, and recommendations in the format of our “QA Dashboard.” In addition to the details provided in Part 3 of this report, we have started our own internal log of potential risk areas and other areas for assessment that we will be working on in April and later months. We have not included those logs as a part of this report as our intent is not to overwhelm the reader with details of our work but to focus on key areas of immediate concern.

Here in Part 1, we provide a summary for executive management and project management of the key findings and recommendations described in Part 3.



During our first twenty days with AOC management and staff, we evaluated many areas of project activities. Based on our initial observations, we have identified eleven areas, summarized in the table below, of noteworthy risks for consideration by the executive sponsors and project team.

Reference Number	Category	Track	Area of Assessment	Assessed Status
M0001	Management	Schedule	Request for Proposal (RFP) Review	
M0002	Management	Project Structure	Positioning of Project Manager (PM) Role in AOC	
M0003	Management	RFP Development	Evaluation Criteria	
M0004	Management	Project Management	Project Management Plans	
M0005	Management	Project Management	Project Management Processes	
M0006	Management	Project Management	System Development Lifecycle (SDLC) Plans	
M0007	Management	Project Management	System Development Lifecycle (SDLC) Management Processes	
M0008	Management	Project Management	Procurement Management	
M0009	Management	Project Management	Project Manager Responsibilities	
P0001	People	Resources	Procurement	
A0001	Application	Interfaces	Dependencies Related to Information Networking Hub (INH) and Commercial-Off-the-Shelf Preparation (COTS Prep) Projects	

We recognize that simultaneously addressing all eleven of the risk areas identified above is a daunting task – and not advisable. Therefore, we’ve prioritized the eleven items as:

1. Potential Impact to the RFP Release – Very Urgent Consideration
2. Potential Impact to the Procurement – Urgent Consideration
3. Potential Impact to the Successful Management of the Project – Serious Consideration



Our summary discussion below of the eleven noteworthy risks is presented by the three priority categories.

Potential Impacts to the RFP Release – Very Urgent Considerations

- **Item M0001 – RFP Review** (Management Category, Schedule Track)
 - **Summary:** The time allotted for RFP Steering Committee and AOC internal stakeholders to make comments and have them incorporated into the RFP document is very aggressive. There is risk to the quality of the RFP document and of undesirable consequences in subsequent phases of the project.
 - **Assessed Status:**
 - **Recommendations:**
 - At the end of the internal RFP review, ascertain degree to which reviewers support the content of the RFP. If support is weak, identify tasks to obtain full support.
 - If there is insufficient time to make all content modifications to the RFP prior to release of the RFP, then issue addendums within a few weeks of release.

- **Item P0001 – Procurement** (People Category, Resources Track)
 - **Summary:** The Acquisition Vendor will likely be the best resource for answering many of the questions or problems that will inevitably arise during the remainder of the procurement. In addition, needs may arise to develop addendums to the RFP. Also, questions may be raised concerning the content of the RFP during evaluation.
 - **Assessed Status:**
 - **Recommendation:** Extend the contract of the Acquisition Vendor through award of the systems integrator contract.

Potential Impacts to the Procurement – Urgent Considerations

- **Item M0003 – Evaluation Criteria** (Management Category, RFP Development Track)
 - **Summary:** The subjectivity of the non-scored, qualitative vendor reference evaluations may create an unacceptable level of vulnerability to protests from



non-Apparently Successful Vendors (non-ASVs). Such protests have been known to “tie-up” procurements for many months.

- **Assessed Status:**
- **Recommendations:**
 - Consider the advice of the Special Assistant Attorney General (SAAG) in making a decision on how to conduct, document, and use the vendor reference evaluations.
 - If a decision is made to continue to use the non-scored, qualitative evaluation method, then it may be possible to establish an "alternative protest process" that allows the project to proceed while under protest and limits the protest period to 45 days. This approach has been used successfully in other states.
- **Item M0008 – Procurement Management** (Management Category, Project Management Track)
 - **Summary:** There are multiple managers responsible for procurement activities. Currently, both the Vendor Relations Coordinator and the Project Manager are responsible for procurement activities.
 - **Assessed Status:**
 - **Recommendation:** Assign responsibility for the procurement to the Vendor Relations Coordinator or to another appropriate AOC procurement expert. Free the Project Manager to lead the project and ensure that project activities are being executed according to plan. (See next item, which is closely related.)
- **Item M0009 – Project Manager Responsibilities** (Management Category, Project Management Track)
 - **Summary:** The Project Manager is performing project tasks including maintaining the project schedule, writing project plans, preparing agendas, taking minutes, and scheduling meetings. The Project Manager should manage the project and ensure that tasks are being completed according to plan, schedule, and budget but ***should not perform project tasks***. The Project Manager does have administrative support (e.g., minute taker) in some meetings. However, the support should be broader and more consistent.
 - **Assessed Status:**



- **Recommendations:** Free the Project Manager to lead the project and ensure that project activities are being executed according to plan.

Potential Impacts to the Successful Management of the Project – Serious Considerations

- **Item M0002 – Positioning of PM Role in AOC** (Management Category, Project Structure Track)
 - **Summary:** The SC-CMS Project Manager role is too deeply “buried” in the AOC organization and is not broad enough to encompass business stakeholders. The Project Manager role does not have sufficient authority over the areas in the organization that will participate in the implementation of SC-CMS including procurement, business process improvement, infrastructure readiness, and software development. The significance and complexity of the SC-CMS project requires a strong leader with experience in leading projects of similar size and complexity.
 - **Assessed Status:**
 - **Recommendations:**
 - Have the SC-CMS Project Manager role report to co-sponsors (the Information Services Division [ISD] Director and Judicial Services Division [JSD] Director) and to the executive sponsors (AOC Administrator and Judicial Information Systems Committee (JISC) Chairperson). While the SC-CMS Project is at its very core a largely IT effort, it should be positioned as an “AOC transformational project” in all communications (in other words, not “just” an IT project).
 - If necessary, procure an experienced Level 3 Project Manager who will mentor the current SC-CMS Project Manager and groom her to assume the broader role of overall Project Manager. In other words, make one deliverable of the contract that the procured Project Manager works his/her way out of the job and becomes support to the internal AOC Project Manager for a period of time.
- **Item M0004 – Project Management Plans** (Management Category, Project Management Track)
 - **Summary:** Although some project management plans have been developed or are under development, the majority of project management plans have not been developed or published. The process of developing project management plans tends to foment agreement on how the project will be managed, which project



activities will be performed and how those activities will be performed. The absence of project management plans (and the process of developing them) creates a risk that project management processes will be performed inconsistently or not at all.

- **Assessed Status:**
- **Recommendation:** Publish a set of project management plans preferably by modifying a standard set of plans provided by the AOC Project Management Office (PMO). The following additional project management plans should be published:
 - Master Project Management Plan
 - Schedule Management Plan
 - Governance Management Plan
 - Risk Management Plan
 - Issue Management Plan
 - Change Management Plan
 - Cost Management Plan
- **Item M0005 – Project Management Processes** (Management Category, Project Management Track)
 - **Summary:** Although some project management processes are being used (including periodic project meetings, project schedule updates, and risk identification), project processes are not being fully utilized by the project. When industry best practices are **adapted to the specific context of SC-CMS**, they become practical tools and offer pragmatic approaches to reducing risk. Utilization of project management processes reduces the risk of project delays, budget overruns, miscommunication, and lack of stakeholder support.
 - **Assessed Status:**
 - **Recommendation:** In conjunction with development and publication of project management plans, increase utilization of project management processes.
- **Item M0006 – System Development Lifecycle (SDLC) Plans** (Management Category, Project Management Track)
 - **Summary:** Although many of the SDLC plans will be provided by the System Integration (SI) vendor, some SDLC plans should be published prior to the SI coming on-board. Currently, no SDLC plans for the project have been published.



SDLC plans identify the methods with which the system will be implemented. The SDLC plans provide guidance to the project team on how to conduct implementation activities.

- **Assessed Status:**
- **Recommendation:** Publish SDLC plans appropriate for each phase of the project, preferably by modifying a standard set of plans provided by the AOC PMO. (Suggestions are provided in our detailed QA Dashboard in Part 3 of this report.)
- **Item M0007 – System Development Lifecycle (SDLC) Management Processes**
(Management Category, Project Management Track)
 - **Summary:** SDLC processes appropriate for this phase of the project are not being fully utilized by the project.
 - **Assessed Status:**
 - **Recommendation:** In conjunction with development and publication of SDLC plans, increase utilization of SDLC processes in order to reduce the risk of the implemented system not meeting business needs.
- **Item A0001 – Dependencies Related to Information Networking Hub (INH) and Commercial-Off-the-Shelf Preparation (COTS Prep)** (Application Category, Interfaces Track)
 - **Summary:** Because of the uncertainty in estimating the work required to complete the Information Networking Hub (INH) and Commercial-Off-the-Shelf Preparation (COTS Prep) projects, there is risk that these projects may not be completed in the timeframe required for implementing the SC-CMS project.
 - **Assessed Status:**
 - **Recommendation:** Detailed project schedules for both the INH and COTS Prep projects should be developed, maintained, and tracked. Major milestone dependencies should be linked to the SC-CMS project schedule. A contingency plan has been identified that will be implemented if the INH project is not available when SC-CMS is implemented. A similar contingency plan should be developed for the COTS Prep project which may require assigning priorities for re-scoping or de-scoping the project, should such actions become necessary.



Part 2: Review of *bluecrane* Approach

We began our Quality Assurance engagement for the AOC SC-CMS Project by developing an understanding of the project at a macro level. We started by analyzing “Categories” of project activities and risks. Our approach and tools are flexible enough to permit us to define any Categories that we find appropriate. However, experience has shown that the following five Categories are typically comprehensive in understanding what a project is all about and what risks the project will face:

- **Management**
- **People**
- **Application**
- **Data**
- **Infrastructure Technology**

It is not our practice to duplicate Project Management activities by following and analyzing each task and each deliverable that our clients are tracking in their project management software (such as Microsoft Project). Rather, we identify those groups of tasks and deliverables that are key “signposts” in the project. While there are numerous tasks that may slip a few days or even weeks, get rescheduled, and not have a major impact on the project, there are always a number of significant “task groups” and deliverables which should be tracked over time because any risk to those items – in terms of schedule, scope, or cost – have a potentially significant impact on project success.

We de-compose the five categories listed above into the next lower level of our assessment taxonomy. We refer to this next lower level as the “track” level. We further breakdown tracks into “areas of assessment.”

For each area of assessment within a track and category, we document in our QA Dashboard our observations, any issues and/or risks that we have assessed, and our recommendations. We provide the full QA Dashboard in Part 3 of our monthly report, and we summarize the Dashboard in Part 1 of our monthly report for review with client executives and project management.

Assessed status is rated at a macro-level using the scale shown in the table on the following page.



Assessed Status	Meaning
Red	Extreme Risk: a risk that project management must address or the entire project is at risk of failure; these risks are “show-stoppers”
Yellow	Risk: a risk that is significant enough to merit management attention but not one that is deemed a “show-stopper”
Blue	Risk Being Addressed: a risk item in this category is one that was formerly red or yellow, but in our opinion, is now being addressed adequately and should be reviewed at the next assessment with an expectation that this item becomes green at that time
Green	No Risk: “All Systems Go” for this item
Grey	Not Started: this particular item has not started yet or is not yet assessed
Black	Completed/Not Applicable: this particular item has been completed or has been deemed “not applicable” but remains a part of the assessment for traceability purposes

Rating risks at the macro-level using the scale above provides a method for creating a snapshot that project personnel and executive management can review quickly, getting an immediate sense of project risks. The macro-level ratings are further refined by describing in detail what the risk/issue is and what remedial actions are being taken/should be taken to address the risk/issue.

The analysis described here provides AOC SC-CMS management with a framework for evaluating project risks – in terms of business objectives and traditional project management tasks.



Part 3: Full Report from *bluecrane* Dashboard

<i>bluecrane</i> Quality Assurance Dashboard for the Washington AOC SC-CMS Project	
Category Summary	
Category	Highest Level of Assessed Risk
Management	
People	
Application	
Data	Not assessed to-date
Infrastructure Technology	Not assessed to-date



Category: MANAGEMENT

Ref. No.	Management Track	Area of Assessment	Assessed Status	Observation	Risks/Potential Impacts	Recommendations
M0001	Schedule	RFP Review		<p>Time allotted for RFP Steering Committee and AOC internal stakeholders to make comments and have them incorporated into the RFP document is very aggressive.</p> <p>There is significant risk to the planned May 7 RFP release date.</p> <p>The SC-CMS Project Manager is managing the process vigilantly.</p>	<p>If reviewers are not given sufficient time to review the RFP, there may be problems in the content of the RFP that will have undesirable effects in subsequent phases of the project. In addition, stakeholder support for the RFP may suffer because of the short review timeframe.</p> <p>If time for making revisions to the RFP is insufficient, there may be errors in the RFP content.</p> <p>If the reviewers and editors cannot meet the scheduled review and update timeframes, the schedule for RFP release may be extended. If the RFP release data is extended, then support from stakeholders may decrease.</p>	<ol style="list-style-type: none"> At the end of the internal RFP review, ascertain the degree to which reviewers support the then current content of the RFP. If support is weak, identify tasks to obtain full support. If there is insufficient time to make all content modifications to the RFP prior to release of the RFP, then issue addendums within a few weeks of release.



Category: MANAGEMENT

Ref. No.	Management Track	Area of Assessment	Assessed Status	Observation	Risks/Potential Impacts	Recommendations
M0002	Project Structure	Positioning of PM Role in AOC		<p>The SC-CMS Project Manager role is too deeply “buried” in the AOC organization and is not broad enough to encompass business stakeholders.</p> <p>The current SC-CMS Project Manager appears quite capable but has never led a Level 3 project before SC-CMS.</p>	<p>The Project Manager role does not have sufficient authority over the areas in the organization that will participate in the implementation of SC-CMS including procurement, business process improvement, infrastructure readiness, and software development.</p> <p>Conflicts will arise over resource allocation, decision making, and project expenditures. It is important for the SC-CMS Project Manager to be on the same level in the organization as her counterparts that control resources that will be matrixed to the project.</p> <p>The significance and complexity of the SC-CMS project requires a strong leader with experience in leading projects of similar size and complexity.</p>	<ol style="list-style-type: none"> 1. Have the SC-CMS Project Manager role report to co-sponsors (the ISD Director and JSD Director) and to executive sponsors (AOC Administrator and JISC Chairperson). While the SC-CMS Project is at its very core a largely IT effort, it should be positioned as an “AOC transformational project” in all communications (in other words, not “just” an IT project). 2. If necessary, procure an experienced Level 3 Project Manager who will mentor the current SC-CMS Project Manager and groom her to assume the broader role of overall Project Manager. In other words, make one deliverable of the contract that the procured Project Manager works his/her way out of the job and becomes support to the internal AOC Project Manager for a period of time.



Category: MANAGEMENT

Ref. No.	Management Track	Area of Assessment	Assessed Status	Observation	Risks/Potential Impacts	Recommendations
M0003	RFP Development	Evaluation Criteria		<p>The current plan is to evaluate vendor references as a non-scored, qualitative assessment that will determine which vendor is chosen as the Apparently Successful Vendor (ASV) when all other things are equal.</p> <p>The AOC CIO has asked the SAAG how AOC should conduct and document the reference checks to minimize AOC's vulnerability to protests from non-ASVs.</p>	<p>The subjectivity of the vendor reference evaluations may create an unacceptable level of vulnerability to protests from non-ASVs. Such protests have been known to "tie-up" procurements for many months.</p>	<ol style="list-style-type: none"> 1. Consider the advice of the SAAG in making a decision on how to conduct, document, and use the vendor reference evaluations. 2. If a decision is made to continue to use the non-scored, qualitative evaluation method, then it may be possible to establish an "alternative protest process" that allows the project to proceed while under protest and limits the protest period to 45 days. This approach has been used successfully in other states.



Category: MANAGEMENT

Ref. No.	Management Track	Area of Assessment	Assessed Status	Observation	Risks/Potential Impacts	Recommendations
M0004	Project Management	Project Management Plans		<p>Although some project management plans have been developed or are under development, the majority of project management plans have not been developed or published.</p> <p>The following project management plans have been established:</p> <ul style="list-style-type: none"> • Project Charter • Acquisition Plan <p>The following project management plans are under development:</p> <ul style="list-style-type: none"> • Staffing Plan • Communication Plan 	<p>Project management plans identify the methods with which the project will be managed. The project management plans provide guidance to the project team on how to conduct project activities.</p> <p>The process of developing project management plans tends to foment agreement on how the project will be managed, which project activities will be performed and how those activities will be performed. The absence of project management plans (and the process of developing them) creates a risk that project management processes will be performed inconsistently or not at all.</p>	<p>Publish a set of project management plans preferably by modifying a standard set of plans provided by the AOC PMO. The following additional project management plans should be published:</p> <ul style="list-style-type: none"> • Master Project Management Plan • Schedule Management Plan • Governance Management Plan • Risk Management Plan • Issue Management Plan • Change Management Plan • Cost Management Plan



Category: MANAGEMENT

Ref. No.	Management Track	Area of Assessment	Assessed Status	Observation	Risks/Potential Impacts	Recommendations
M0005	Project Management	Project Management Processes		<p>Although some project processes are being used including periodic project meetings, project schedule updates, and risk identification, project processes are not being fully utilized by the project.</p> <p>When industry best practices are adapted to <i>the specific context of SC-CMS</i>, they become practical tools and offer pragmatic approaches to reducing risk.</p>	Utilization of project management processes reduces the risk of project delays, budget overruns, miscommunication, and lack of stakeholder support.	In conjunction with development and publication of project management plans, increase utilization of project management processes.



Category: MANAGEMENT

Ref. No.	Management Track	Area of Assessment	Assessed Status	Observation	Risks/Potential Impacts	Recommendations
M0006	Project Management	System Development Lifecycle (SDLC) Plans		<p>Although many of the SDLC plans will be provided by the System Integration (SI) vendor, some SDLC plans should be published prior to the SI coming on-board. Currently, no SDLC plans for the project have been published.</p> <p>SDLC plans identify the methods with which the system will be implemented. SDLC plans provide guidance to the project team on how to conduct implementation activities.</p>	<p>Without a documented set of SDLC plans, SDLC processes may be performed inconsistently or not at all. In more practical terms, agreement is lacking on how the implementation will be managed, which implementation activities will be performed, and how those activities will be performed – and this increases risks for the project.</p>	<p>Publish SDLC plans appropriate for each phase of the project, preferably by modifying a standard set of plans provided by the AOC PMO. The following SDLC plans should be published for the current phase of the project:</p> <ul style="list-style-type: none"> • System Architecture Plan • Requirements Management Plan • Organizational Change Management Plan <p>Additional plans will be published for later phases of the project, including:</p> <ul style="list-style-type: none"> • Training Plan • Testing Plan • Conversion Plan • Deployment Plan • Maintenance Plan



Category: MANAGEMENT

Ref. No.	Management Track	Area of Assessment	Assessed Status	Observation	Risks/Potential Impacts	Recommendations
M0007	Project Management	System Development Lifecycle (SDLC) Management Processes		SDLC processes appropriate for this phase of the project are not being fully utilized by the project.	Utilization of SDLC processes reduces the risk of the implemented system not meeting business needs.	In conjunction with development and publication of SDLC plans, increase utilization of SDLC processes.
M0008	Project Management	Procurement Management		There are multiple managers responsible for procurement activities. Currently, both the Vendor Relations Coordinator and the Project Manager are responsible for procurement activities.	Lack of a single management focus in this (or any other) project area can result in miscommunications and lack of coordination.	Assign responsibility for the procurement to the Vendor Relations Coordinator or to another appropriate AOC procurement expert. Free the Project Manager to lead the project and ensure that project activities are being executed according to plan.



Category: MANAGEMENT

Ref. No.	Management Track	Area of Assessment	Assessed Status	Observation	Risks/Potential Impacts	Recommendations
M0009	Project Management	Project Manager Responsibilities		<p>The Project Manager is performing project tasks including maintaining the project schedule, writing project plans, preparing agendas, taking minutes, and scheduling meetings. The Project Manager should manage the project and ensure that tasks are being completed according to plan, schedule, and budget but should not perform project tasks. The Project Manager does have administrative support (e.g., minute taker) in some meetings. However, the support should be broader and more consistent.</p>	<p>If the Project Manager is too involved in detailed project activities, the result may be insufficient coordination, planning, and communication.</p>	<ol style="list-style-type: none"> 1. The project should have a project administrator who can take notes in meetings, send out agendas and minutes, schedule meetings, maintain the project library, and other administrative tasks. 2. The project should have project management office staff assigned who can develop project reports, maintain the project schedule, maintain project management plans, and maintain project logs such as the risk, issue, and decision logs. <p>Free the Project Manager to lead the project and ensure that project activities are being executed according to plan.</p>



Category: MANAGEMENT

Ref. No.	Management Track	Area of Assessment	Assessed Status	Observation	Risks/Potential Impacts	Recommendations
M0010	Project Management	Project Charter		Project Charter is in place.		
M0011	Project Management	Project Scope and Objectives		Further analysis needed as we move past the current urgency related to the RFP release.		Need to determine if the project's scope, objectives, and deliverables are clearly defined, supported by management and stakeholders, and routinely revisited for continuing validity and achievability.
M0012	Project Structure	Business Organization's Structure		Further analysis required to determine if the business organization is structured to be effective, given the project's needs.		Need to review the new Court Business Office (CBO) organization.



Category: MANAGEMENT

Ref. No.	Management Track	Area of Assessment	Assessed Status	Observation	Risks/Potential Impacts	Recommendations
M0013	Stakeholder Management	Active Engagement		Further analysis required to determine if executive sponsors, key executives, and other stakeholders are adequately engaged in the project.		
M0014	Stakeholder Management	Two-Way Communication		Further analysis is required to determine if routine and effective two-way communication is occurring with executive sponsors, key executives, and other stakeholders.		At a minimum, ensure that appropriate project meetings are taking place and that reporting has been established.
M0015	Stakeholder Management	Project Steering Committee		Project Steering Committee has been established and is active in overseeing the project.		



Category: MANAGEMENT

Ref. No.	Management Track	Area of Assessment	Assessed Status	Observation	Risks/Potential Impacts	Recommendations
M0016	Stakeholder Management	Project Governance		Governance for the RFP has been defined. However, project, business functionality, and technical governance have not been fully defined.	Not treating this area as a risk yet; however, we will continue to assess the evolution of project governance to ensure broader coverage.	
M0017	Project Schedule and Planning	Project Schedule		Milestones have been identified in the project schedule.		



Category: PEOPLE

Ref. No.	People Track	Area of Assessment	Assessed Status	Observation	Risks/Potential Impacts	Recommendations
P0001	Resources	Procurement		The Acquisition Vendor contract is scheduled to end when the RFP is released.	The Acquisition Vendor will likely be the best resource for answering many of the questions or problems that will inevitably arise during the remainder of the procurement. In addition, needs may arise to develop addendums to the RFP. Also, questions may be raised concerning the content of the RFP during evaluation.	Extend the contract of the Acquisition Vendor through award of the systems integrator contract.



Category: APPLICATION

Ref. No.	Application Track	Area of Assessment	Assessed Status	Observation	Risks/Potential Impacts	Recommendations
A0001	Interfaces	Dependencies Related to Information Networking Hub (INH) and Commercial-Off-the-Shelf Preparation (COTS Prep) Projects		Because of the uncertainty in estimating the work required to complete the INH and COTS Prep projects, there is risk that these projects may not be completed in the timeframe required for implementing the SC-CMS project.	Without a "workaround", the SC-CMS implementation will be delayed if the INH and COTS Prep projects are not completed on time.	Detailed project schedules for both the INH and COTS Prep projects should be developed, maintained, and tracked. Major milestone dependencies should be linked to the SC-CMS project schedule. A contingency plan has been identified that will be implemented if the INH project is not available when SC-CMS is implemented. A similar contingency plan should be developed for the COTS Prep project which may require assigning priorities for re-scoping or de-scoping the project, should such actions become necessary.



Category: DATA						
Ref. No.	Data Track	Area of Assessment	Assessed Status	Observation	Risks/Potential Impacts	Recommendations
	No Assessments in this Category to-Date					

Category: INFRASTRUCTURE TECHNOLOGY						
Ref. No.	Application Track	Area of Assessment	Assessed Status	Observation	Risks/Potential Impacts	Recommendations
	No Assessments in this Category to-Date					

Anna M. Tolin
President

Teresa Mathis
Executive Director

April 6, 2012

TO: The Honorable Mary Fairhurst
Chair, Judicial Information System Committee
JISC Members

FROM: Kim Gordon
WACDL President Elect

RE: JIS Overhaul – Requests for Proposal (May 4, 2012 JISC Agenda)

The Washington Association of Criminal Defense Lawyers understands that the JISC will soon be issuing a Request for Proposals to significantly overhaul and update the JIS system. To prevent serious harm to our clients and others, we believe there are important capabilities that should be included in the design for the system. Those capabilities are described below. We respectfully request that this letter be included in the materials for the JISC's May 4 meeting, so our concerns can be considered during the discussion of the RFP.

In the 2010-2013 biennium, WACDL worked with senators to propose Senate Bill 5019, which would increase privacy in non-conviction records. Many of our clients report being denied jobs and housing opportunities because their name shows up in publicly-accessible court indexes in connection with arrests or charges that did not result in a final conviction. Similarly, even clients who have obtained a court order vacating their conviction, in which the court order and statute give the individual the right to say they have not been convicted, find themselves suffering life-long barriers to employment, housing and other opportunities because the publicly-accessible court indexes continue to list the nature of the charge associated with their name. The bill proposed a remedy for this problem which would have removed certain information from publicly-accessible court records and indexes but retained non-public availability of the information for courts and law enforcement.

However, the fiscal note for 5019 estimated costs of about \$400,000. The large fiscal note was based on claims that the current JIS system was incapable of removing information in the publicly-accessible indexes of court records and that therefore the courts would need to make significant changes to existing information systems in order to restrict public access to non-conviction records and other exonerating dispositions defined to include vacated convictions. While many legislators supported the policy behind SB 5019, many also expressed reluctance to undertake the expense of the bill in a time of budget scarcity.

Other policy advocates have also been trying for years to propose legislative solutions to the harm that comes from certain kinds of publicly-accessible court records and indexes. Two examples are domestic violence protection orders where the victim suffers from being associated with the action, and unlawful detainer actions where the tenant prevails but still is denied housing due to the mere existence of the unlawful detainer record in the publicly-accessible court records or indexes. Proposals to reduce harm from publicly-accessible court records of juvenile proceedings have also been the subject of several recent legislative proposals.

JISC's efforts to redesign and upgrade the JIS system provide an excellent opportunity to design a system that can accommodate future policy changes similar to, but not limited to, those described above. The system needs to have the capability of limiting access to certain information from the publicly-accessible court records and indexes, such as a person's name or the charge, if legislation or a court order in the future mandates such action. A more flexible JIS system could accommodate those changes with minimal expense. We request that JISC take into account the probability that policy may change in the future, and ensure that its information systems are flexible enough to accommodate such changes.

If you have questions or need further information, please contact me at 206-340-6034, or our organization at the number listed below. We appreciate and thank you in advance for your time and consideration.

Very Truly Yours,



Kim Gordon
WACDL President Elect

The Supreme Court
State of Washington

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April 26, 2012

Kim Gordon, President-Elect
Washington Association of Criminal
Defense Lawyers (WACDL)
1511 Third Avenue, Suite 503
Seattle, WA 98101

Re: Request for Proposal for a new Superior Court Case Management System

Dear Ms. Gordon:

Thank you for your letter dated April 6, 2012. Your concern, as I understand it, is that WACDL would like assurance from the Judicial Information System Committee (JISC) that the proposed new Superior Court Case Management System be more flexible and better able to accommodate future policy changes, in regard to privacy issues on nonconviction records, vacated records, domestic violence restraining orders, or unlawful detainer actions; with minimal expense.

The Information Services Division of the Administrative Office of the Courts is currently reviewing the items identified in your letter against the approved business and technical requirements for the system to identify where those concerns are being taken into account.

You requested that your letter be included in the May 4, 2012 JISC meeting materials so that your concerns could be included in the Request for Proposal (RFP) discussion.

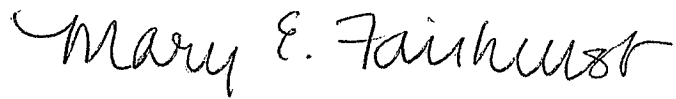
I have asked to have your letter included in the JISC meeting materials for May 4th. However, due to a very full agenda, it will not be discussed in any detail. The actual decision regarding the release of the RFP is now scheduled for the June 22, 2012 JISC meeting.

I can assure that we will keep your expressed concerns in mind as we move forward with the modernization effort. We agree that having a more flexible system in place will benefit the Washington State superior courts and the general public.

Kim Gordon
April 26, 2012
Page -2-

If you have any questions, please feel free to contact me at 360-357-2053.

Very truly yours,

A handwritten signature in cursive script that reads "Mary E. Fairhurst".

MARY E. FAIRHURST

cc: JISC members
Jeff Hall, State Court Administrator
Vonnie Diseth, CIO/Director, Information Services Division, AOC

STATE REPRESENTATIVE
23rd DISTRICT
SHERRY APPLETON

State of
Washington
House of
Representatives



STATE GOVERNMENT
& TRIBAL AFFAIRS
VICE CHAIR
HEALTH & HUMAN SERVICES
APPROPRIATIONS & OVERSIGHT
VICE CHAIR
PUBLIC SAFETY & EMERGENCY
PREPAREDNESS

April 16, 2012

The Honorable Justice Mary Fairhurst, Chair,
and Members of the Judicial Information Systems Committee
PO Box 40929
Olympia, WA 98504-0929

Dear Justice Fairhurst and Committee Members:

As you go forward with your Request for Proposals to modernize the Judicial Information Systems, I am writing to ask for your assurances that the process will accommodate future policy changes that may be considered by the legislature.

We have been repeatedly told that it would be very expensive to accommodate policy changes we have discussed – largely because of the difficulty in modifying your computer systems.

Some examples of the types of records that might be addressed in future legislation include: non-conviction records, vacated records, domestic violence restraining orders, or unlawful detainer actions. The rapid availability of these records continues to harm individuals, and it is likely the legislature will want to modify state policy around how they are handled, similar to the way family law, mental health records, and other records are treated.

As you modernize your computer systems, the ability to accommodate policy changes should, I believe, be built into the system.

Thank you for your consideration.

Sherry Appleton
Representative, 23rd Legislative District

LEGISLATIVE OFFICE: 132 F LEGISLATIVE BUILDING, PO BOX 40600, OLYMPIA, WA 98504-0600 • 360-786-7934

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April 26, 2012

Honorable Sherry Appleton
Representative, 23rd Legislative District
132 F Legislative Building
P.O. Box 40600
Olympia, WA 98504-0600

Re: Request for Proposal for a new Superior Court Case Management System

Dear Representative Appleton:

Thank you for your letter dated April 16, 2012. Your concern, as I understand it, is that you would like assurance from the Judicial Information System Committee (JISC) that the proposed new Superior Court Case Management System will be more flexible and better able to accommodate future policy changes, in regard to privacy issues on nonconviction records, vacated records, domestic violence restraining orders, or unlawful detainer actions; with minimal expense.

I have asked to have your letter included in the JISC meeting materials for May 4, 2012. The Information Services Division of the Administrative Office of the Courts is currently reviewing the items identified in your letter against the approved business and technical requirements for the system to identify where those concerns are being taken into account.

I can assure you that we will keep your concerns in mind as we move forward with the modernization effort. We agree that having a more flexible system in place will benefit the Washington State superior courts and the general public.

If you have any questions, please feel free to contact me at 360-357-2053.

Very truly yours,

MARY E. FAIRHURST

cc: JISC members
Jeff Hall, State Court Administrator
Vonnie Diseth, CIO/Director, Information Services Division, AOC



Washington State Senate

Senator Debbie Regala
Majority Caucus Vice Chair
27th Legislative District

233 John A. Cherberg Building
PO Box 40427
Olympia, WA 98504-0427

Phone: (360) 786-7652
FAX: (360) 786-1446
E-mail: regala.debbie@leg.wa.gov

April 26, 2012

The Honorable Justice Mary Fairhurst, Chair,
and Members of the Judicial Information Systems Committee
PO Box 40929
Olympia, WA 98504-0929

Dear Justice Fairhurst and Committee Members:

In your current Request for Proposals process to modernize the Judicial Information Systems, and I am writing to ask that the system be designed to accommodate future policy changes the legislature may adopt.

In the past two regular legislative sessions, I sponsored SB 5019 which would have made confidential the non-conviction records of people never convicted of crimes who, nonetheless, continue to suffer the stigma of having their names tied to criminal charges in court records. The bill had widespread support, but ultimately did not pass, largely because we were told that the Judicial Information computer systems would require very expensive work in order to accommodate such policy changes because of its antiquated nature.

We are aware of a number of other situations future legislatures may wish to address as well, such as:

- Vacated records, where individuals are told they may say they have never been convicted, yet the judicial computer system continues to tie them to the original charge;
- Domestic Violence restraining orders, where victims' names are published and they subsequently lose housing or job opportunities; and
- Unlawful Detainer actions, where people have difficulty renting a home even if they prevail in court.

I am aware that many cases in the judicial computer systems are already not available to the public, including mental health, family law, and others. As you modernize your computer systems, the capability to make policy changes like those mentioned above that would expand these categories should be built into the system.

Thank you.

Debbie Regala
State Senator, 27th Legislative

The Supreme Court
State of Washington

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April 26, 2012

Honorable Debbie Regala
Senator, 27th Legislative District
233 John A. Cherberg Building
PO Box 40427
Olympia, WA 98504-0427

Re: Request for Proposal for a new Superior Court Case Management System

Dear Senator Regala:

Thank you for your letter dated April 26, 2012. Your concern, as I understand it, is that you would like assurance from the Judicial Information System Committee (JISC) that the proposed new Superior Court Case Management System will be more flexible and better able to accommodate future policy changes, in regard to privacy issues on nonconviction records, vacated records, domestic violence restraining orders, or unlawful detainer actions; with minimal expense.

I have asked to have your letter included in the JISC meeting materials for May 4, 2012. The Information Services Division of the Administrative Office of the Courts is currently reviewing the items identified in your letter against the approved business and technical requirements for the system to identify where those concerns are being taken into account.

I can assure you that we will keep your concerns in mind as we move forward with the modernization effort. We agree that having a more flexible system in place will benefit the Washington State superior courts and the general public.

If you have any questions, please feel free to contact me at 360-357-2053.

Very truly yours,

MARY E. FAIRHURST

cc: JISC members
Jeff Hall, State Court Administrator
Vonnie Diseth, CIO/Director, Information Services Division, AOC



April 26, 2012

The Honorable Mary Fairhurst
Chair, Judicial Information System Committee

Dear Justice Fairhurst and Members of the Judicial Information System Committee,

The American Civil Liberties Union of Washington Foundation (ACLU) welcomes this opportunity to comment on the plan to modernize the complex of applications which comprise the JIS Portfolio. We are a statewide, non-partisan, non-profit organization with over 19,000 members, dedicated to the preservation and defense of constitutional and civil liberties. One of those civil liberties is the right of access to information about our government, necessary to allow public oversight of government workings. Another civil liberty is the right to personal privacy, and the right to control the dissemination of information about one's private life. Another liberty is the right to due process, effective access to the judicial system, and fair treatment by that system. The ACLU has advanced all of these liberties, including participating in numerous cases involving the Public Records Act (PRA) as *amicus curiae*, as counsel to parties, and as a party itself. In addition to litigation, the ACLU has participated in legislative and rule-making procedures surrounding access to a wide variety of public records, including judicial records.

It is with this background that we are interested in plans to upgrade Washington's judicial information systems. We fully agree that the existing systems, some decades old, are inadequate to meet the growing needs of the judicial system and its constituents. We look forward to a day when an informational infrastructure is in place that fully serves the diverse set of needs presented by different users of the judicial system. In order for that to happen, however, we believe it is critical that future systems are designed to accommodate the needs of all users, and that the systems are flexible enough to adapt to changing needs.

Our concern is best illustrated by reference to the current project to replace SCOMIS with a new SC-CMS. This is referred to in a variety of materials as being simply an issue of case management—a largely internal matter for the judicial system. As such, the ACLU only recently realized its extra-judicial significance, and we suspect other stakeholders have a similar experience.

Although it appears that much of the judicial system continues to view SCOMIS as solely a case management tool, in reality SCOMIS is now used for a variety of purposes by nonjudicial entities. For example, this Committee is well aware that SCOMIS is used for informal background checks by employers, landlords, and others. This nonjudicial use has very real impacts on individuals' lives. This Committee and workgroups created by it have grappled with issues involving misleading and confusing presentations of SCOMIS data to the public—issues

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BOARD PRESIDENT

KATHLEEN TAYLOR
EXECUTIVE DIRECTOR

including identity theft victims, unclear disposition information, and confusion between cases, probable cause hearings, and judgments. In many of these cases, potential solutions have been limited by the underlying technological limits of SCOMIS (e.g., inability to add new case types). Yet the Superior Court Management Feasibility Study Report doesn't even list public access to information as one of the objectives of the new SC-CMS—it refers only to the needs of judicial officers and court administrators.

The ACLU strongly urges this Committee to recognize that *public* use of judicial records is an integral function of the judicial system, and to ensure that all efforts to modernize JIS applications are designed to meet public needs as well as the needs of the judiciary itself. This comports with the technology principles adopted by the Washington Supreme Court, which say that “The justice system has the dual responsibility of being open to the public and protecting personal privacy. Its technology should be designed and used to meet both responsibilities.” Access to Justice Technology Principle #3.

It is also essential to plan for changing public needs over the lifetime of any adopted system. Public policy regarding access to judicial records changes constantly—through court rules, legislation, and even development of constitutional and common law. One need only look at the past decade to see this; significant changes through court rules alone include the adoption of GR 31 and major amendments to GR 15 and GR 22. We believe that future policy changes should be determined solely by evaluation of the various public interests involved—and not be dictated by technological limitations, especially when those limitations could be avoided by design of flexibility from the outset.

These issues are most immediately coming to the fore with the development of an RFP for a new SC-CMS. That RFP must be written to explicitly incorporate requirements to serve public users as well as requirements driven by judicial needs. Perhaps this has already been done; we have not yet seen a draft RFP, so we are unable at this point to comment on whether the current draft is sufficient. But the lack of any such discussion in the Feasibility Study makes us nervous.

The ACLU therefore respectfully urges the JISC to insist on both design flexibility and accommodation of public access requirements in the RFP for the SC-CMS.

Sincerely,

A handwritten signature in black ink that reads "Doug Klunder". The signature is written in a cursive, flowing style.

Doug Klunder
Privacy Counsel

The Supreme Court
State of Washington

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May 1, 2012

Doug Klunder
Privacy Counsel
American Civil Liberties Union
of Washington
901 Fifth Avenue #630
Seattle, WA 98164

Re: Request for Proposal for new Superior Court Case Management System

Dear Mr. Klunder,

Thank you for your letter dated April 26, 2012. Your concern, as I understand it, is that you would like assurance from the Judicial Information System Committee (JISC) that the proposed new Superior Court Case Management System will be more flexible and better able to accommodate policy, legislative, and court rule changes. I also understand that you would like JISC to recognize the public use of judicial information and that any new system accommodate public access.

I have asked that your letter be posted with the meeting materials for the JISC meeting scheduled for May 4, 2012. The Information Services Division of the Administrative Office of the Courts is currently reviewing the items identified in your letter against the approved business and technical requirements for the system to identify where those concerns are being taken into account.

I can assure you that we will keep your concerns in mind as we move forward with the modernization effort. We agree that having a more flexible system in place and one that accommodates appropriate public access will benefit the Washington State superior courts and the general public.

If you have any questions, please feel free to contact me at 360-357-2053.

Very truly yours,

MARY E. FAIRHURST

cc: JISC members
Jeff Hall, State Court Administrator
Vonnie Diseth, CIO/Director, Information Services Division, AOC



WASHINGTON
COURTS

Court Business Office

Dirk Marler
AOC Judicial Services Division Director



Washington State Administrative Office of the Courts

Superior Court Management Feasibility Study

Feasibility Study Report Version 1.4

Deliverable 8

PSC 11291 Superior Court Management Feasibility Study Project

Authored by:	Mr. Joseph D. K. Wheeler
Telephone:	206-442-5010
E-Mail:	jwheeler@mtomc.com
Date:	January 31, 2012

b) Phase II – Configuration and Validation

The solution provider, in partnership with AOC and local courts, will configure and customize the application to support Washington superior court rules and procedures. The AOC and solution provider will build DXs with court partners, the AOC INH, and other AOC applications. The solution provider will develop a data conversion process to capture existing court information in the new system data formats. The solution provider and AOC will implement a technical infrastructure for the new system. AOC will conduct comprehensive system testing and quality assurance to ensure that the new systems support Washington's common superior court operations properly.

Authored By: Mr. Joseph D. K. Wheeler
Telephone: 206-442-6210
E-Mail: jkwheeler@courts.wa.gov
Date: January 31, 2012



Washington State Administrative Office of the Courts

The local court, no matter how small, will be in a leadership and decision-making position in planning for local implementation. AOC will support the planning and implementation activities. AOC will provide significant resources to support the courts and to facilitate planning and transition activities.

Deliverable 8

PSC 11291 Superior Court Management Feasibility Study Project

Authored By	Mr. Joseph D. K. Wheeler
Telephone	206-442-6210
E-Mail	jkwheeler@courts.wa.gov
Date	January 21, 2010



c) Phase III – Local Implementation Preparation

The AOC is acquiring the SC-CMS as a tool for the courts and county clerks to support their operations. Each court must work with its county clerk, local justice community, and other local stakeholders to plan and prepare for implementation of this new system. This court community must work together well in advance of implementation to learn about the capabilities of the application, determine how the application can best be employed in that court community, assess readiness for implementation, and take the steps needed to prepare.

Deliverable 8

PSC 11291 Superior Court Management Feasibility Study Project

Authored By: Mr. Joseph D. K. Wheeler
Telephone: 206-442-6210
E-Mail: j.wheeler@courts.wa.gov
Date: January 31, 2012



d) Phase IV – Pilot Implementation

AOC will work with a selected superior court community and the solution provider to implement the system in a pilot superior court. This production system implementation will give the AOC and the court community an opportunity to observe the application operating to support the superior court. The pilot will validate the functionality of the system in this context. Additionally, the pilot will enable the testing and validation of user training and the configuration of local courts. The project will conduct a “lessons learned” process and will use the pilot to plan and construct standard implementation patterns for rolling the application out to all courts.

Deliverable 8

PSC 11291 Superior Court Management Feasibility Study Project

Authored By	Mr. Joseph D. K. Wheeler
Telephone	206-442-6210
E-Mail	jkwheeler@mtc.wa.gov
Date	January 21, 2010



e) Phase V – Statewide Rollout

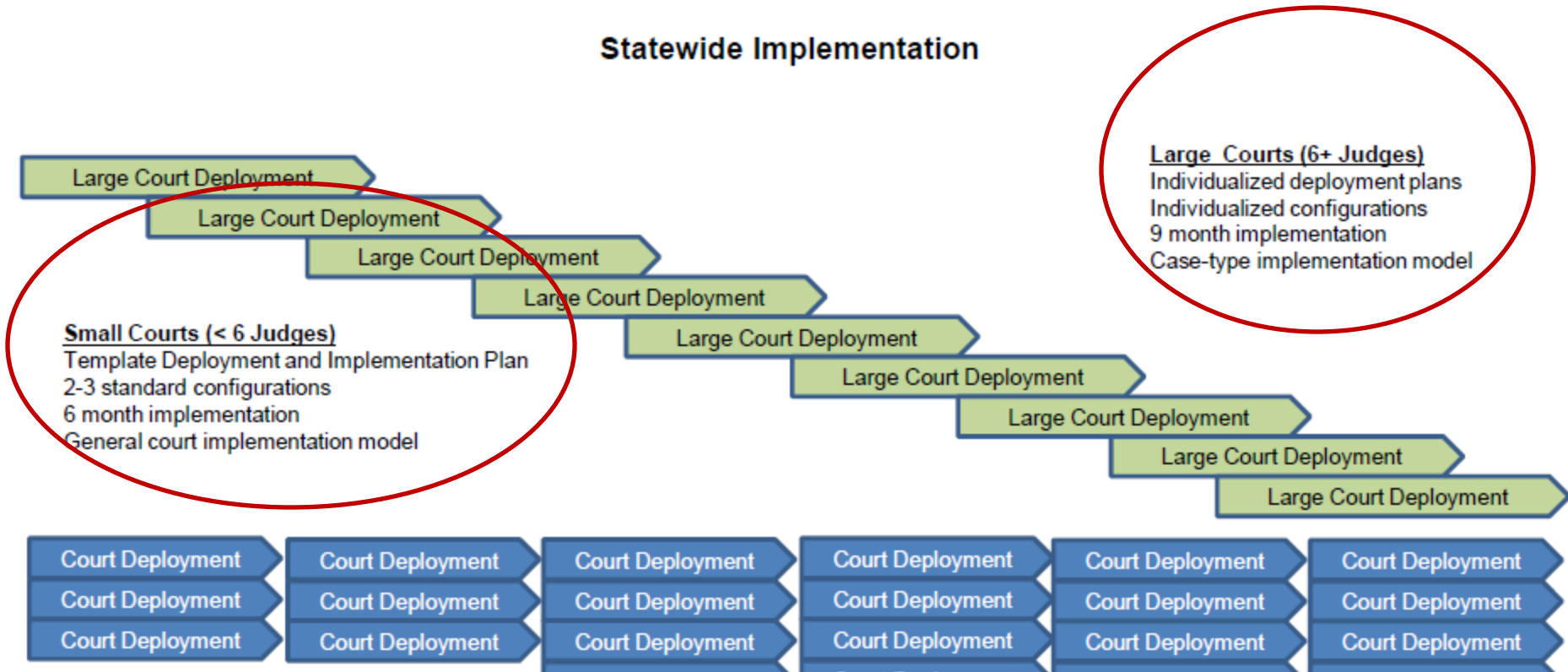
The AOC, leveraging the pilot experience and the resources of the solutions provider, will actively assist the local superior court communities as they each, in turn, implement the new court management application. AOC will facilitate an incremental process for implementation in each of the superior courts. AOC will work with judicial officers, court administrators, and county clerks and their staff to configure the system, to train them to use the system, and to integrate the new processes into their court operations.

Deliverable 8

PSC 11291 Superior Court Management Feasibility Study Project

Authored By: Mr. Joseph D. K. Wheeler
Telephone: 206-442-6210
E-Mail: jwheeler@mtcwb.com
Date: January 31, 2012

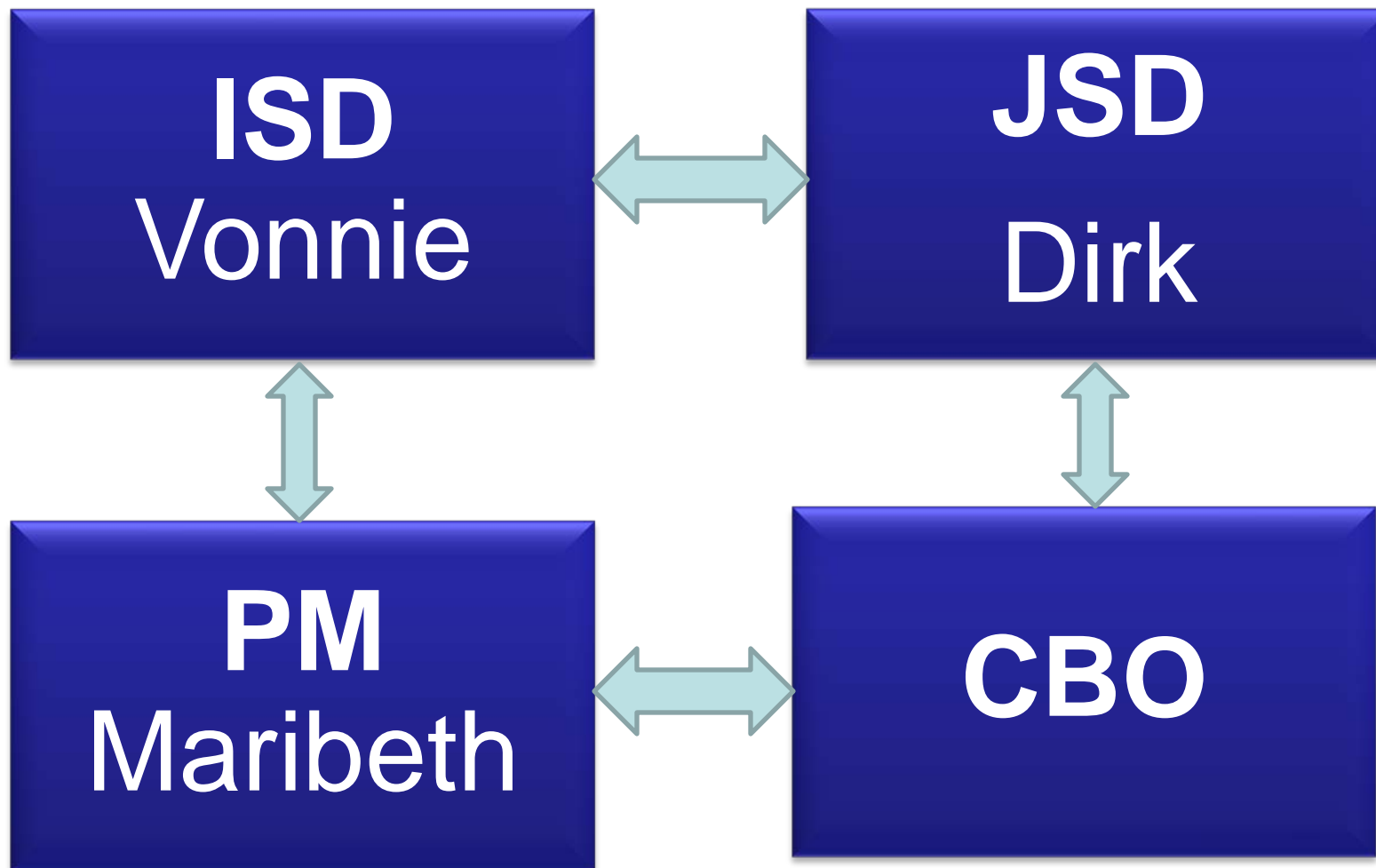
Statewide Implementation



Summary:

- ❑ Work with solution provider to configure and customize based on WA court rules and procedures
- ❑ Support local courts in determining how the application can best be deployed in that court community
 - ❑ Communication with community
 - ❑ Redesigning business processes
 - ❑ Planning correspondence, forms, and reports
 - ❑ Planning local configurations
 - ❑ Training & support

Court Business Office (CBO)



Court User Work Group (CUWG)

- **How do we identify and resolve policy issues?**
 - Case numbering scheme?
 - Case types?
 - Statewide base configuration?
 - Etc.?
- Feasibility study suggested CUWG





6. Court User Work Group

Throughout the Phases II through V, policy questions may arise that need to be resolved by the court community. The Court User Work Group is envisioned as a policy working group consisting of representatives from the various court districts in Washington. The group would include judicial officers, court administrators, and county clerk staff. The group would meet periodically to consider operational policy issues identified by the project team and the SMEs assigned to the project team. The state project manager would disseminate documented issues to the Court User Work Group for consideration and for developing recommendations that are sent to the Executive Sponsor Committee for adoption. The Court User Work Group would establish task groups assigned to analyze and recommend operational policies.

AOC may invite each court district to send a representative to the Court User Work Group. AOC may invite several larger courts to include additional staff as needed. AOC would manage the composition to ensure adequate representation of judicial officers, court administrators, and county clerks. The group, which would normally meet monthly, would meet based upon the number of issues that need resolution. Work group members would be expected to work on issues outside of the scheduled Court User Work Group meetings. The Court User Work Group will influence how the SC-CMS application is configured and how business operations will integrate with the new SC-CMS application.

Court User Work Group (CUWG)

- **Characteristics**
 - Representative
 - Nimble
 - Informed
 - Empowered



CUWG Membership

- **Representative**
 - Clerks
 - Judges
 - Administrators
- **Balanced**
 - Geography
 - Court size
- **Depth of knowledge**



CUWG Charter

- **Timely decision-making**
 - Unanimity?
 - Majority?
 - Escalation path?
 - Steering Committee?
 - JISC?
 - Association Presidents, then JISC if not unanimous?
- **Draft in June**





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JIS Portfolio Modernization Roadmap

May 4, 2012

Kumar Yajamanam
Craig Wilson

Agenda

- Background & Objectives
- Portfolio Current State Assessment
- Top Focus Areas
- Target State Portfolio
- Modernization Roadmap & Recommendations



Background

- December 2011 JISC Meeting
- IT Governance Process & JISC Guidance
- Ernst & Young Strategic Plan from 2009
- Enterprise Architecture Strategic Roadmap
- Portfolio Management



Objectives

- Provide an insight into the state of JIS Applications portfolio
- Provide strategic guidance on both short-term and long-term IT investments
- Provide a roadmap to base future planning for resources both at statewide and local levels



Portfolio Current State Assessment Overview

JIS Application Portfolio

*The JIS Application Portfolio is the collection of applications used primarily by the courts to support their core business functions, such as **ACORDS, SCOMIS, JIS, etc.***

Objectives:

- Provide sustainable applications that fulfill courts' business requirements
- Alignment with enterprise architecture & standards
- Simplification – reduce the variety of supported programming languages, hardware platforms, tools & software.
- Containment of maintenance costs & risks

JIS Application Portfolio – Primary Applications

ACORDS	Appellate Court Records & Data System supports case filing, event management, calendaring and management of opinions for the Supreme Courts and courts of appeal.
CAPS	Court Automated Proceeding System provides resource management and case event scheduling for the Yakima County Superior Court.
DW	Data Warehouse provides reporting and querying of case information.
ETP	Electronic Ticket Process provides a means of accepting and processing electronic ticket information from law enforcement.
JABS	Judicial Access Browser System provides a view of criminal history, active warrants, domestic violence protective order, and child custody order information.
JCS	Juvenile & Correction System is the juvenile referral and detention management system. It provides for pre-case filing, juvenile sentencing, diversion and post adjudication probation support.
JIS	Judicial Information System is the case management system for district & municipal courts and is used by superior courts to initiate case filings. For the roadmap, we have divided JIS into following components: <i>JIS Person, JIS Accounting, JIS for Superior Courts and JIS for CLJs</i>
JRS	Judicial Receipting System used by superior courts to process cash receipts.
SCOMIS	Superior Court Management Information System is the case management system from the superior courts. Used in conjunction with JIS and JRS.
VRV	Vehicle-related Violations is a means of accepting electronic parking and photo enforcement ticket information from law enforcement jurisdictions.

JIS Portfolio Current State Assessment



Able to avoid negative impact on application and users



Challenging to sustain at current levels



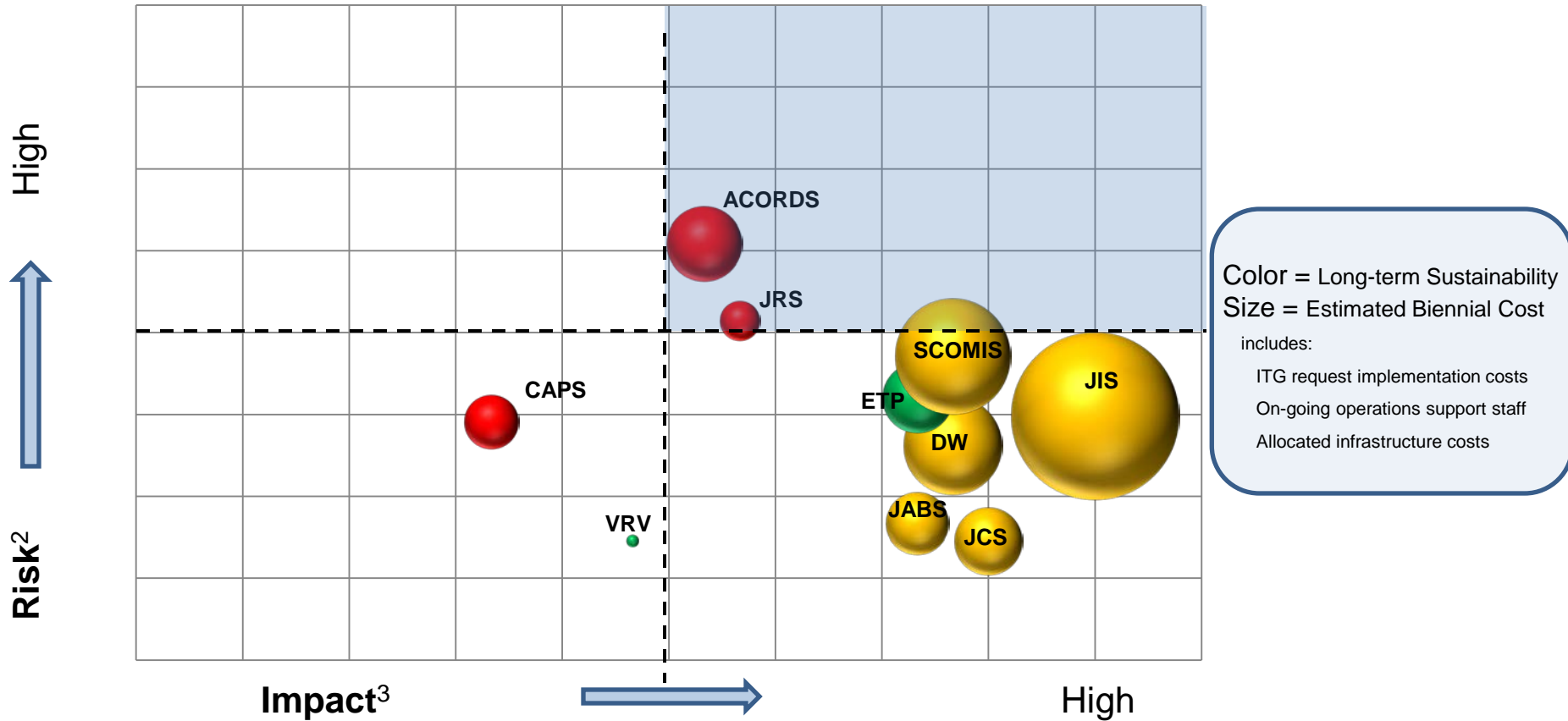
Difficult to sustain at current levels without negative impact

		Production Date	2008 ¹	2012
ACORDS	Appellate Court Records & Data System	2003		
CAPS	Court Automated Proceedings System	2003		
DW	Data Warehouse	2008		
ETP	Electronic Ticket Process	2007		
JABS	Judicial Access Browser System	2001		
JCS	Juvenile and Corrections System	2005		
JIS JIS Person JIS Accounting JIS for Superior Courts JIS for CLJs	Judicial Information System (DISCIS)	1988		
JRS	Judicial Receipting System	1993		
SCOMIS	Superior Court Management Information System	1977		
VRV	Vehicle-Related Violations	2011	---	

¹ Source: [Report to Washington State AOC - JIS Assessment](#), Sierra Systems, August 2008

JIS Application Portfolio

Long-term Sustainability Risk¹



¹Long-term sustainability refers to the ability of applications to provide current service levels over the next 5 years.

²Risk score is based on technical risk assessment by AOC Senior Enterprise Architecture staff, March 2012

³Impact score is based on number of users impacted and mission-critical nature of the application



Modernization - Top Focus Areas

Vision for Portfolio Modernization

- Mixed Portfolio based on COTS and Custom-built applications
- Focus on Integration and interoperability with both central and local applications
- Alignment based on JIS Baseline Services recommendations
- Reuse • Re-factor • Buy • Build

Portfolio Modernization Investment Candidates



Portfolio Items

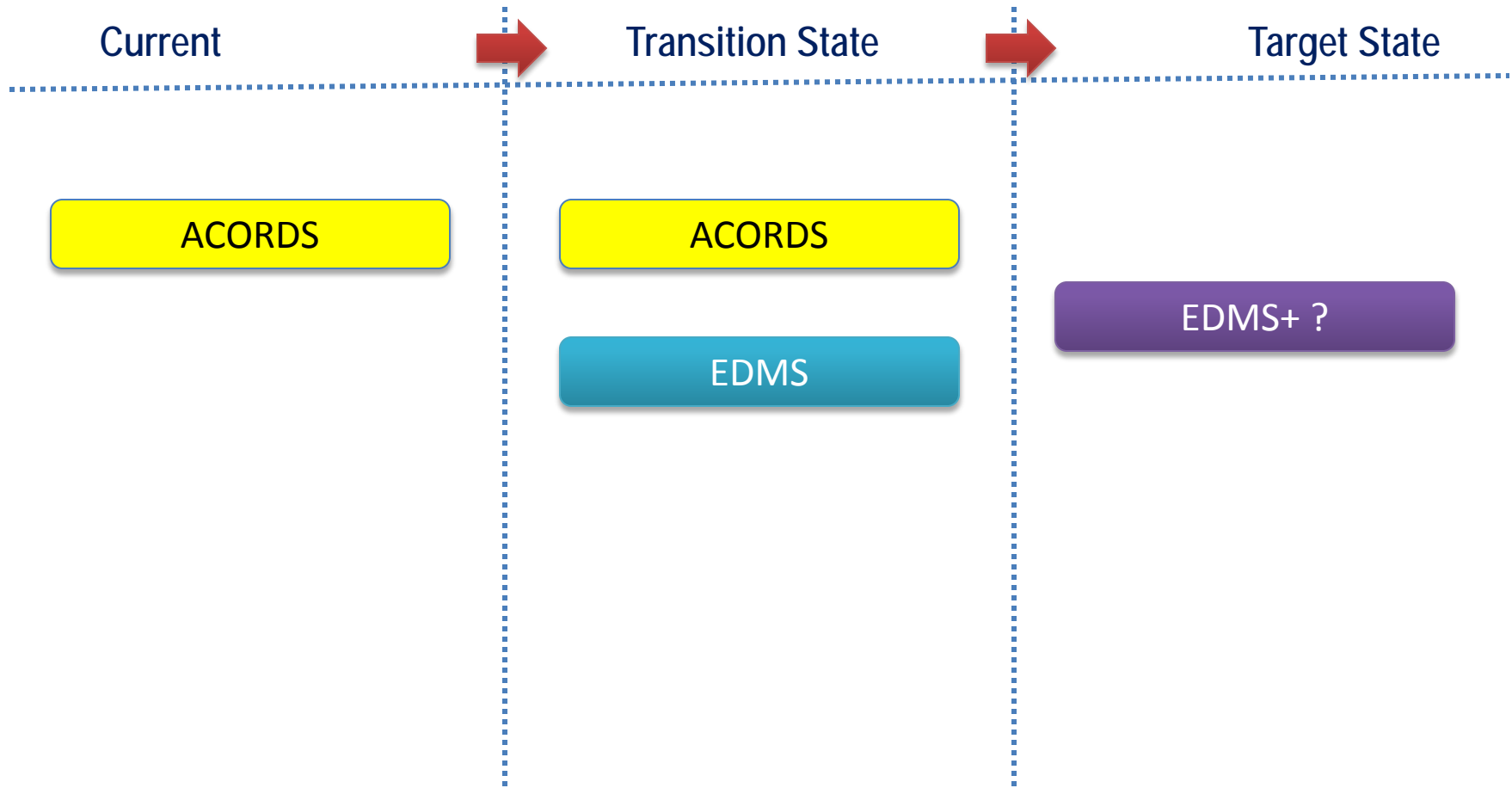
Portfolio Item Replace	Portfolio Item New
<ul style="list-style-type: none"> • SC-CMS • EDMS plus additional enhancements • New Accounting • CLJ CMS <p>Retire</p>	<ul style="list-style-type: none"> • Adult Risk Assessment • Superior Court Data Exchange • Future State Enterprise Architecture Foundation including Information Networking Hub • EDMS • Judicial decision making, dashboards • Reduced Sign-on, digital signatures • Access to justice, multi-language forms • Data Governance and Data Quality • Alignment with National Court Data Standards <ul style="list-style-type: none"> • JABS, JIS Link & Public Web Search with Universal Access Portal • JCS • Data Warehouse • JIS to use new version of COTS name search • JIS archiving removal and destruction of records enhancements • Seattle Municipal data exchange <p>Enhance</p>





Business Capabilities 



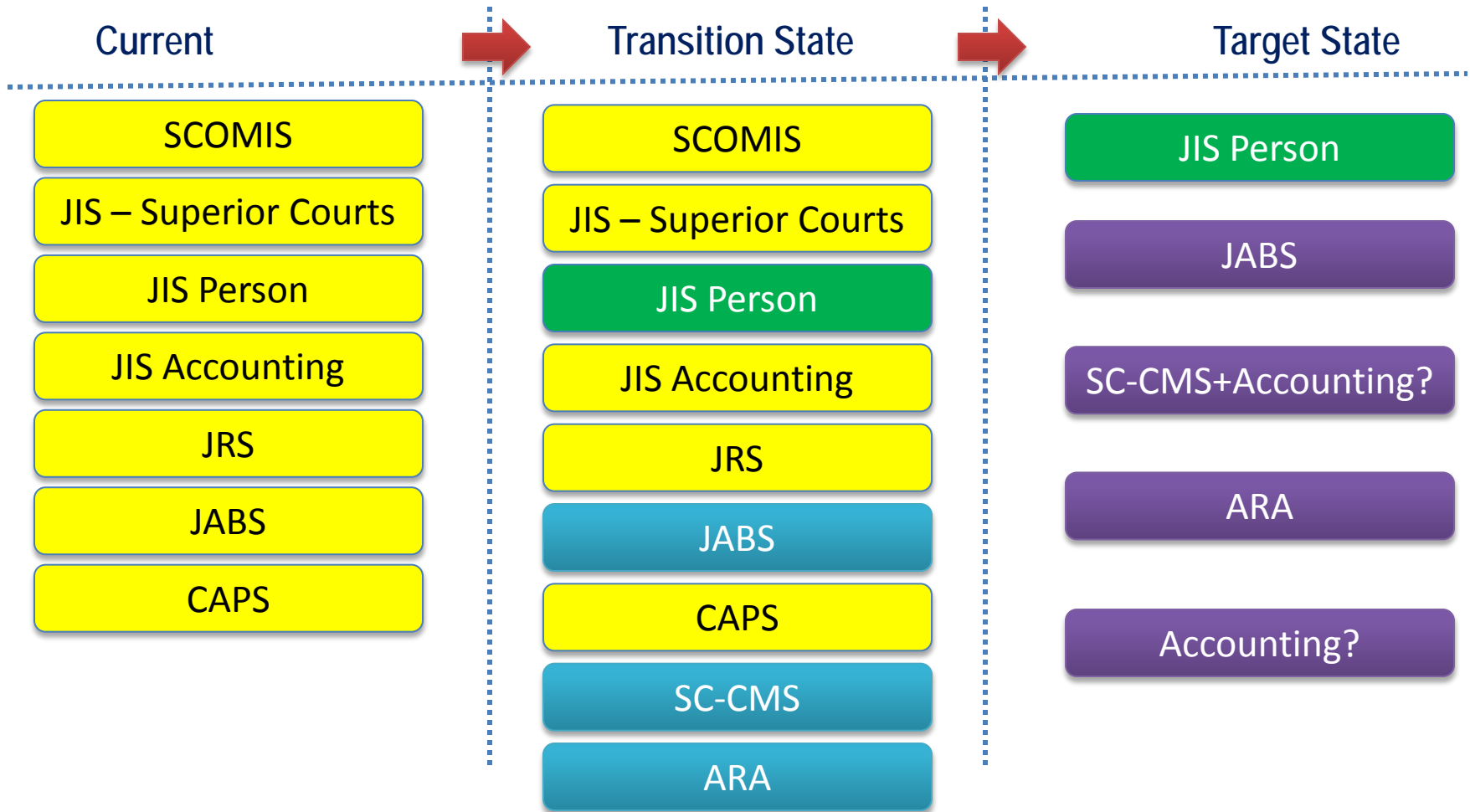
Target State Portfolio

Supreme & Appellate Courts



 Existing Application – No Changes  INH Related Changes  Interim State  Future State Application

Superior Courts



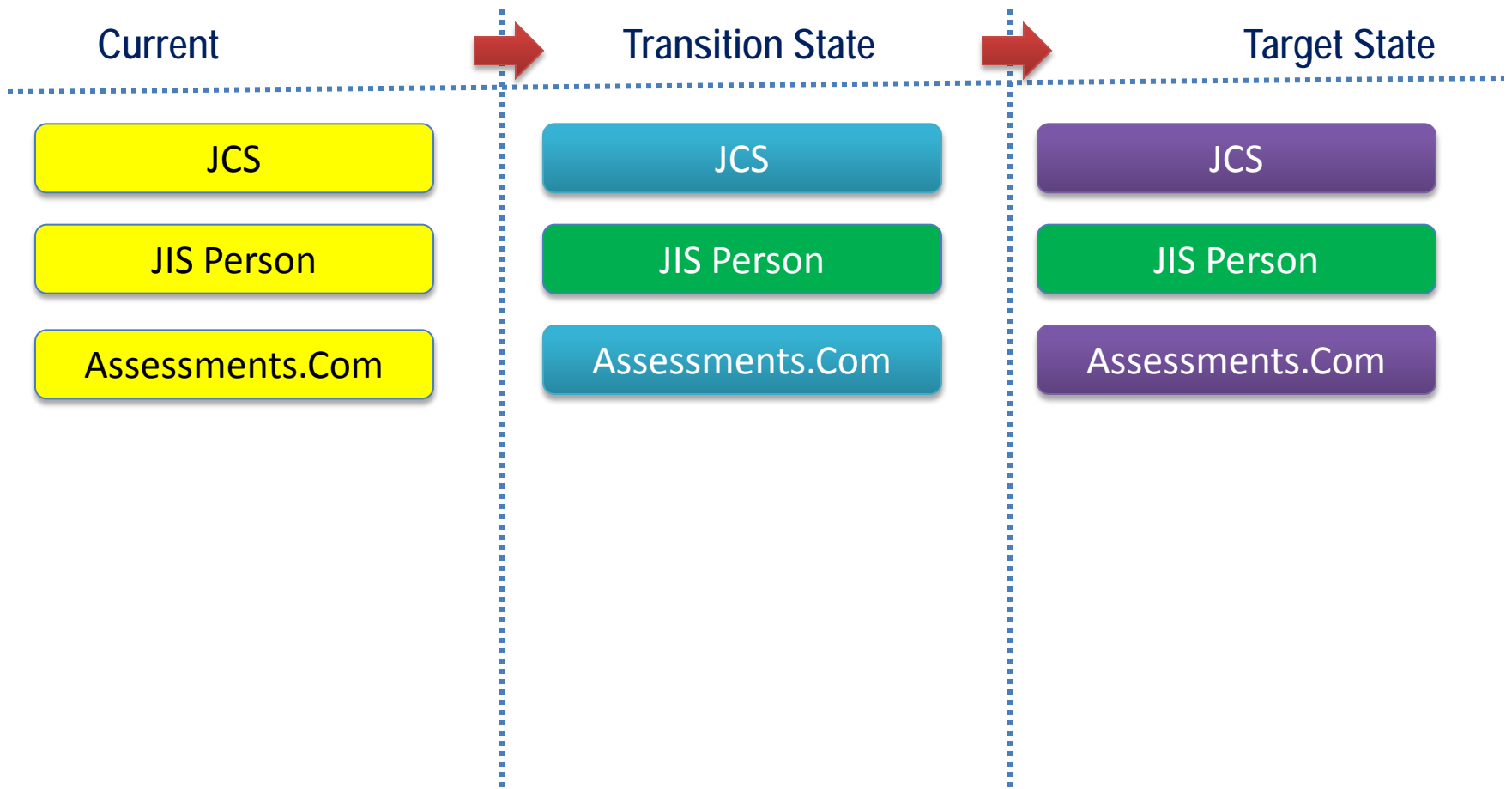
 Existing Application – No Changes

 INH Related Changes

 Interim State

 Future State Application

Juvenile Departments



Existing Application – No Changes



INH Related Changes

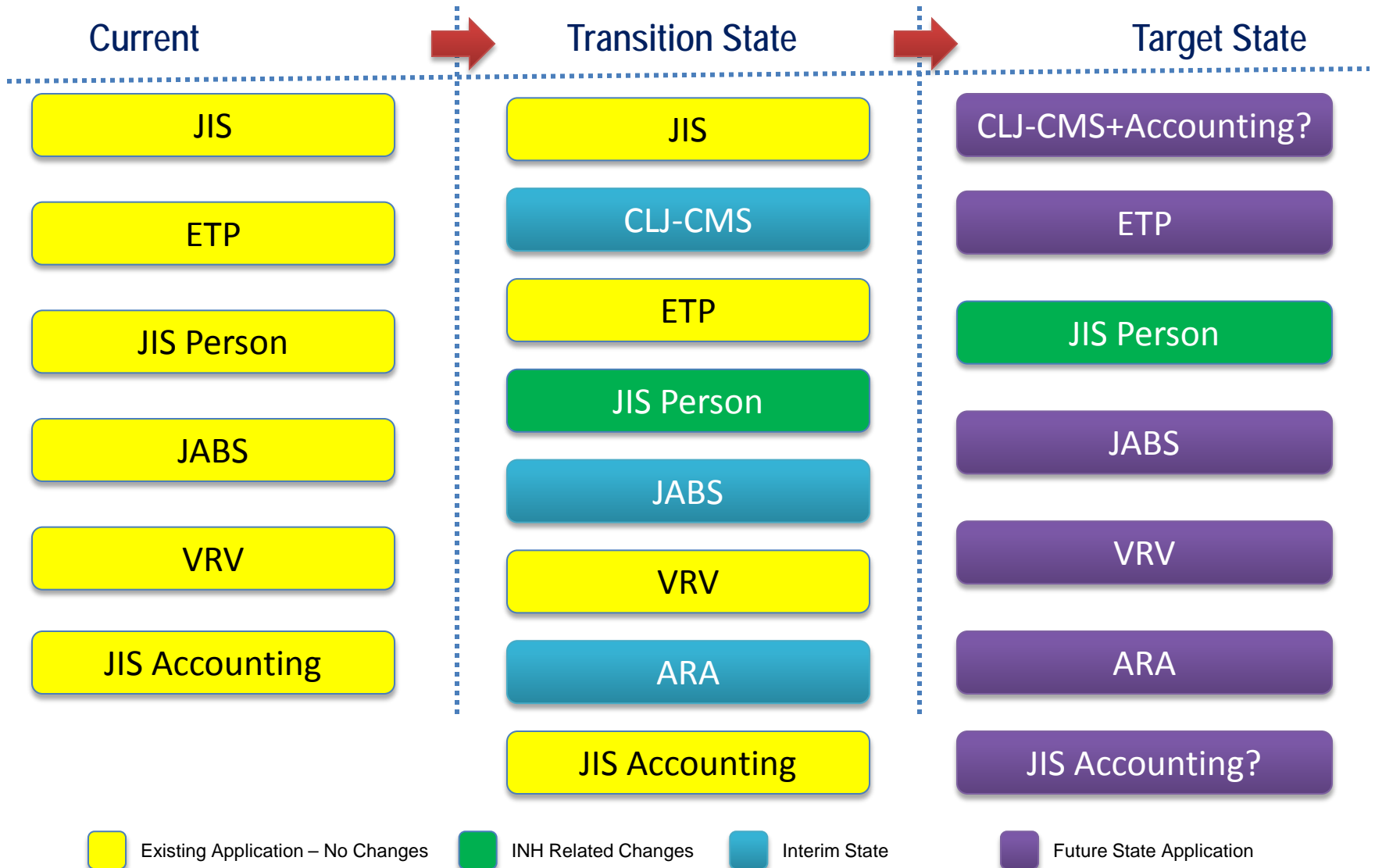


Interim State



Future State Application

Courts of Limited Jurisdiction

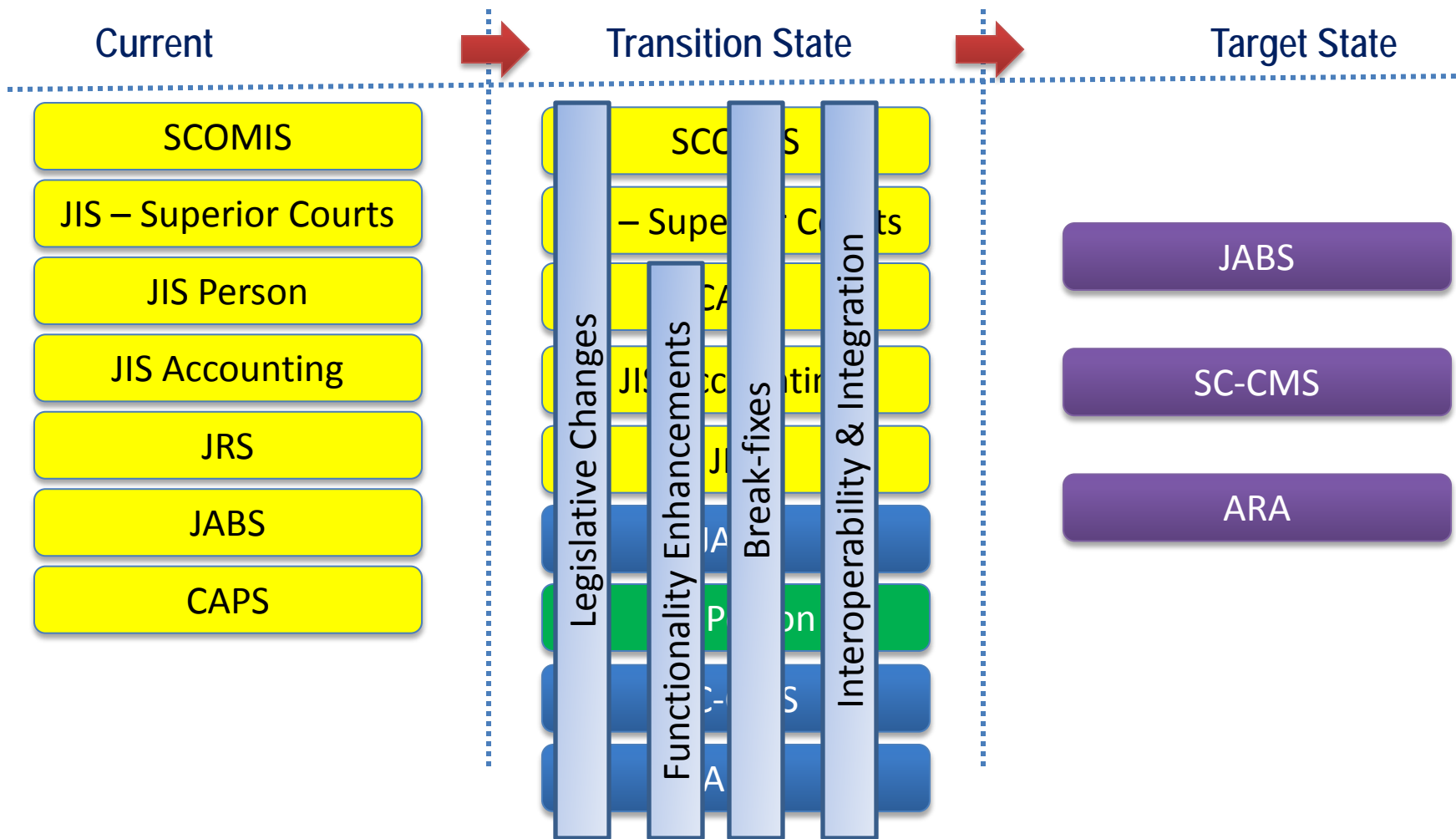




Modernization Roadmap & Recommendations



Supporting a Portfolio - Example



Observations & Recommendations

- Portfolio will be complex to very complex before becoming simple
- The longer we need to maintain dual applications, the more difficult it would be to manage change
- Drive standardization for business processes and minimize the variations in configurations
- Choose modernization scope based on holistic view of court level portfolio to minimize disruptions to courts
- Reduce the technology platforms required to support applications

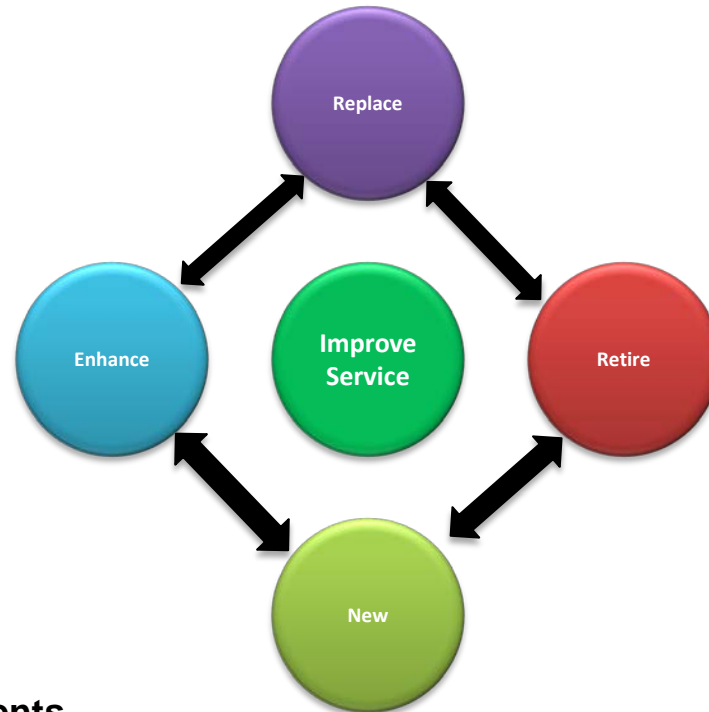
2-2-2 Modernization Roadmap

Two Applications, Two Preparations every Two biennium

Biennium 1		Biennium 2		Biennium 3		Biennium 4	
Year 1	Year 2	Year 1	Year 2	Year 1	Year 2	Year 1	Year 2
Modernize Application 1							
Modernize Application 2							
		Prepare for 3					
			Prepare for 4				
				Modernize Application 3			
				Modernize Application 4			
						Prepare for 5	
							Prepare for 6

- Resources are necessary from both AOC and Customers

Portfolio Modernization Investment Areas



Service Improvements

- On-boarding on ARA, VRV, E-Ticketing, INH, Data exchanges
- Agile On-boarding of courts to new applications

Robust services for on-boarding Courts to applications is the most critical factor for succeeding in JIS portfolio modernization



Questions

Superior Court Data Exchange Project Status

May 4, 2012

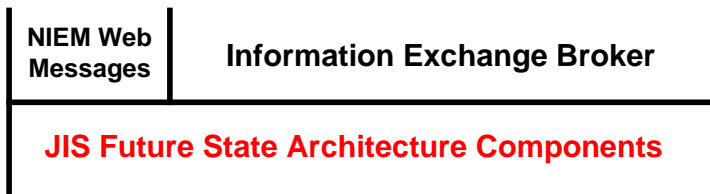
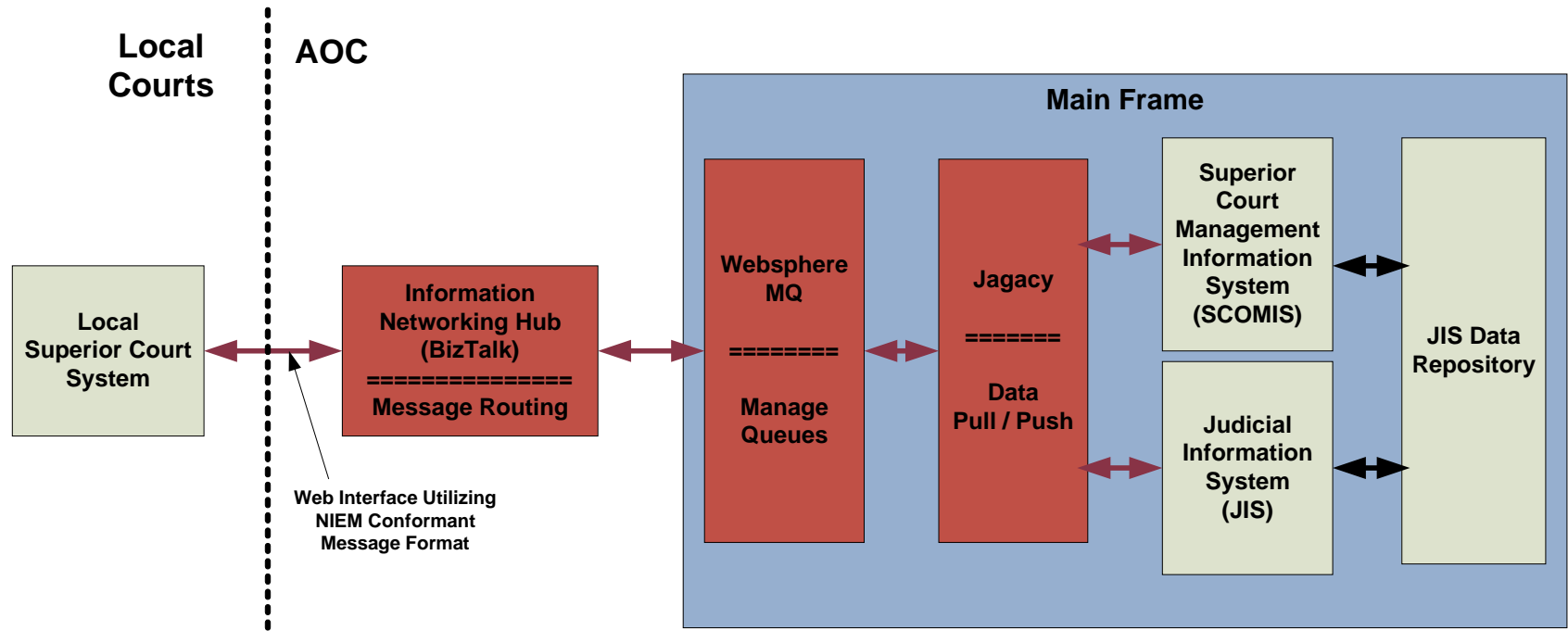
Bill Burke

Superior Court Data Exchange Project

Increment 1 Scope:

- Deploys the core data exchange infrastructure that will be used by all Superior Court Data Exchange (SCDX) web services:
 - Define the web service message format
 - BizTalk orchestrations for message routing
 - Deploy Websphere MQ for message queue management
 - Message logging
 - JAVA / Jagacy common libraries
 - Application Test Driver for data exchange standalone testing
- Implemented (10) SCDX web services that provide the most common SCOMIS transactions.

Superior Court Data Exchange Project High-Level Architecture



SCDX Unique
Development

 - Color denotes areas of SCDX project development

Superior Court Data Exchange Project

Increment 1 Status:

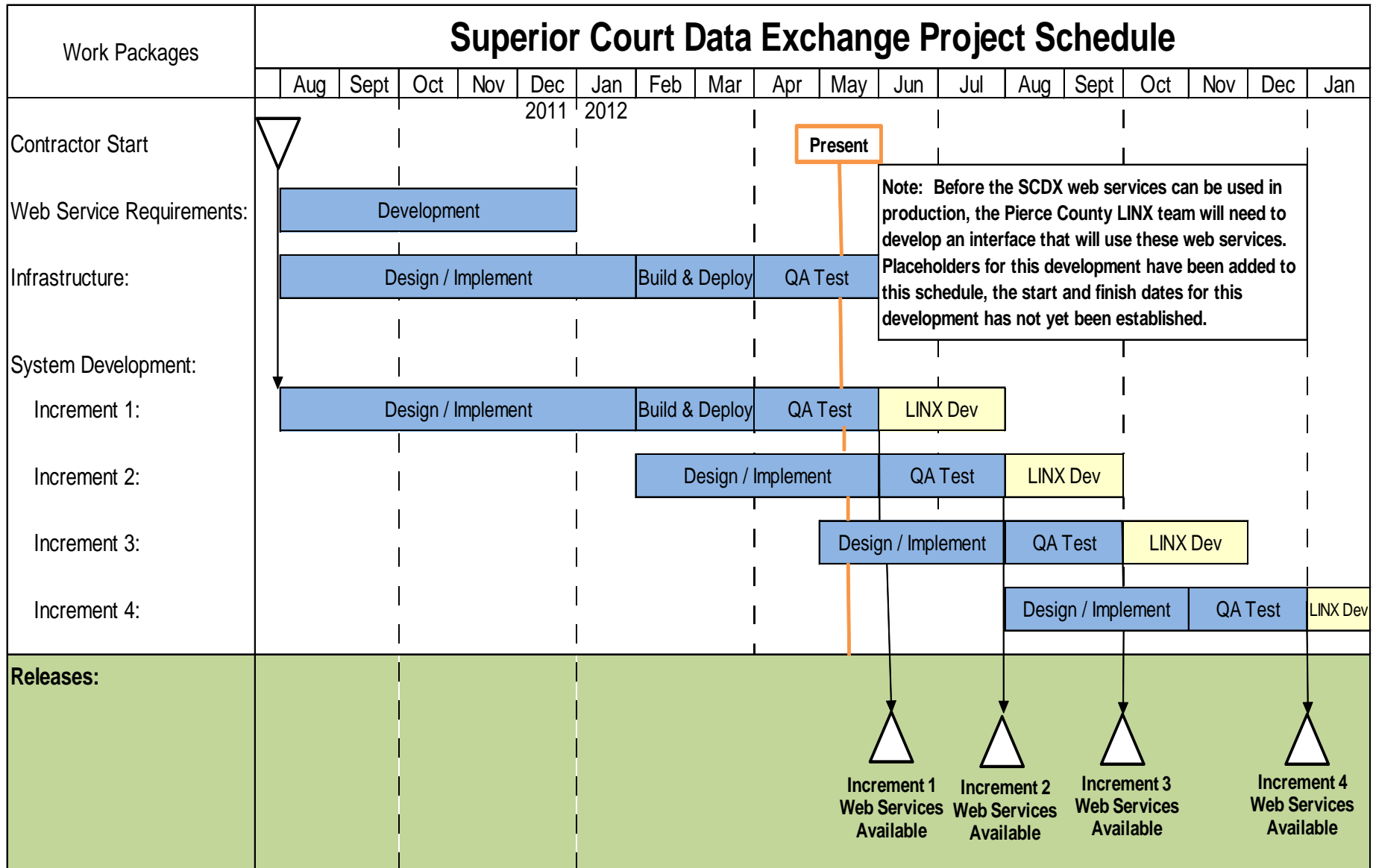
- ✓ Completed validation of Vendor SCDX build and deployment procedures.
- ✓ AOC Development team completed preliminary testing of Increment 1.
- AOC QA Team began formal testing of SCDX Increment 1 web services:
 - 20% of formal testing has been completed with (9) defects identified.
 - Expect formal testing to be completed by May 11.

Superior Court Data Exchange Project

Increments 2 & 3 Status:

- ✓ Sierra Systems has completed 78% of the development and verification testing of Increment 2.
- ✓ Completed the design update to BizTalk server to support group commands.
- ✓ Reviewed and approved the following Sierra Systems Increment 2 documents:

Web Service #	Technical Design Document
20.01.1	Person Add
20.01.2	Person Basic Update
20.01.3	Person Contact Update
20.01.4	Person Get
20.01.5	Person Contact Add
10.04.1	Juvenile Dependency File
10.04.2	Juvenile Dependency Update





Superior Court Data Exchange Project

Pierce County – LINX Development:

- Pierce County LINX team has engaged (2) developers to begin estimating the development work that will be required to interface the LINX System to the Superior Court Data Exchange.



ITG Request #45 – Appellate Courts Electronic Document Management System (EDMS)

May 4, 2012

Bill Burke

ITG Request #45 – Appellate Courts EDMS

Status:

- ✓ Released a Request For Information (RFI) to EDMS vendors:
 - (10) Vendors provided RFI responses.
 - (7) Vendors provided EDMS product demonstrations.

- ✓ Gap Analysis was performed on the existing AOC web portal for use with the Appellate Courts EDMS eFiling:
 - Analysis indicated minimal gaps between web portal functionality and Appellate Courts EDMS web portal requirements.
 - Skilled AOC web portal resources are available to perform this work.
 - Project Team Decision: Augment existing AOC web portal functionality for use with Appellate Courts EDMS.

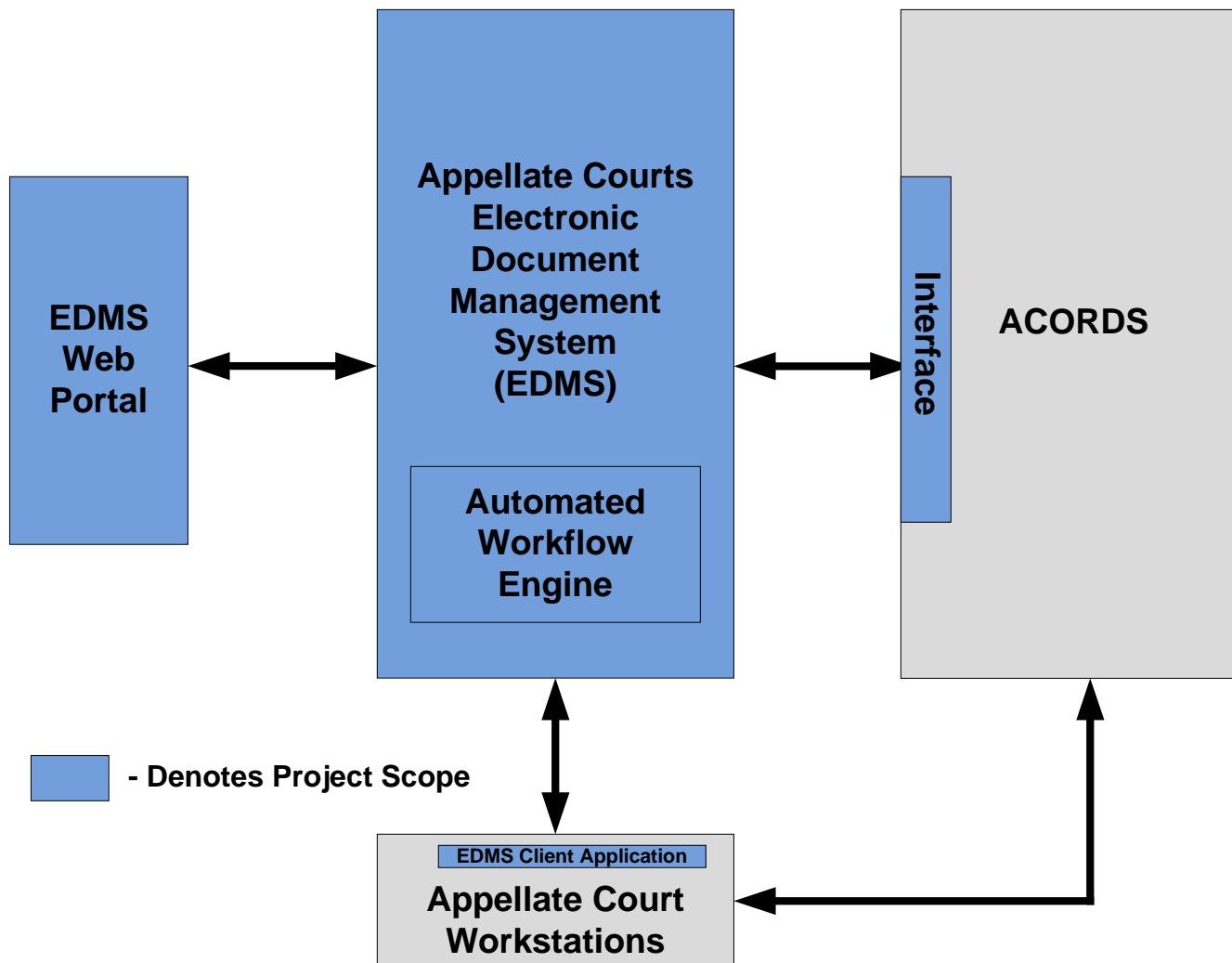
ITG Request #45 – Appellate Courts EDMS

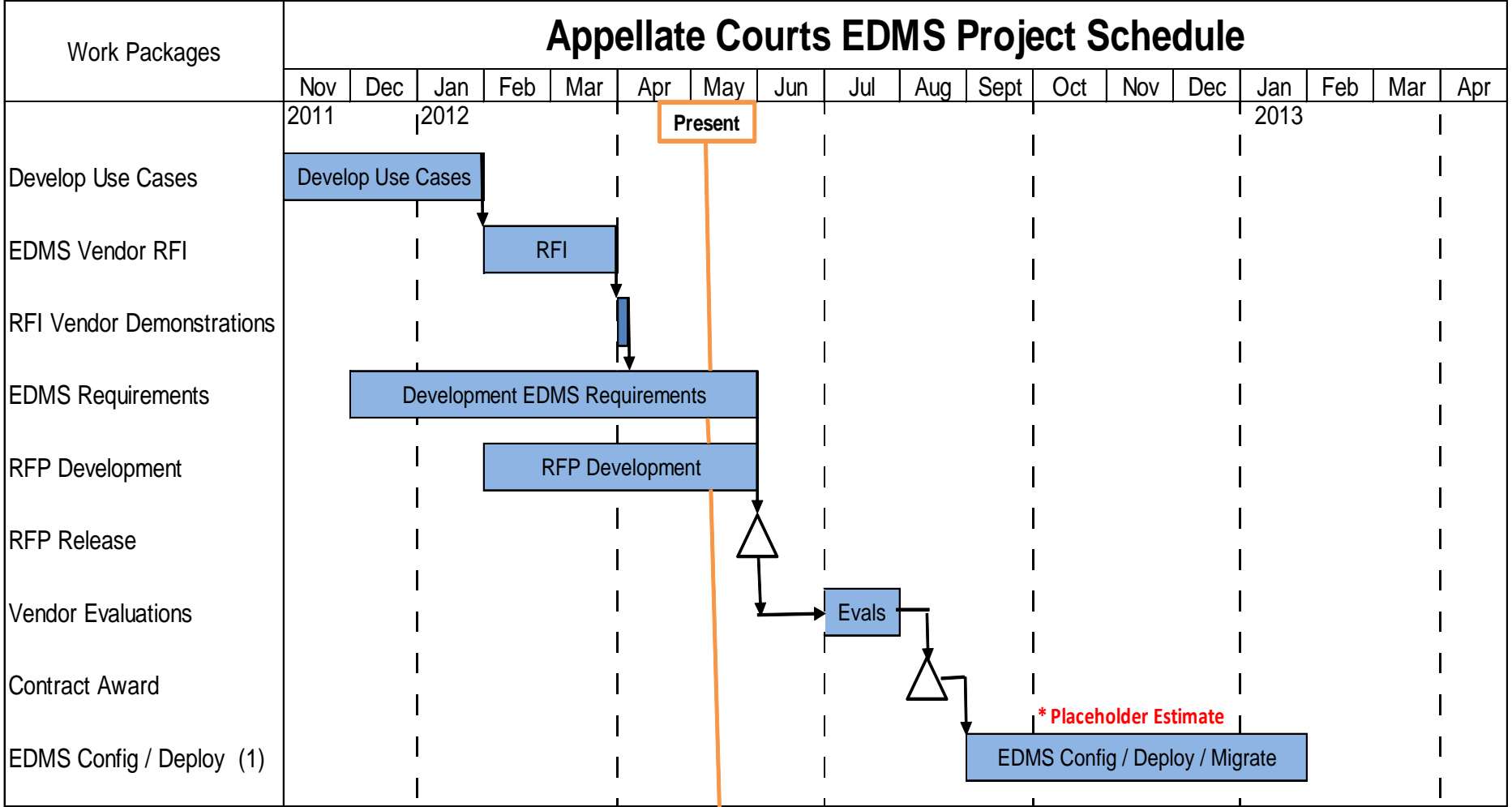
Status (Cont'd):

- Appellate Courts sub-team working through the analysis in defining any dependencies between EDMS and ACORDS.
- Appellate Courts EDMS project team is evaluating design options for implementing the EDMS, a meeting is scheduled for May 8 to evaluate and select an option.
- Continue to work on drafting the Appellate Courts EDMS Request For Proposal (RFP).



Appellate Courts EDMS Project





Notes:

1) EDMS Config / Deploy activity is a placeholder estimate until Vendor contract award

ITG 081

Adult Static Risk Assessment

Project Status Update

May 4, 2012

Martin Kravik

Project Status

- All objectives have been met:
 - ✓ Automated assessment calculations with Washington criminal history data
 - ✓ Developed user interfaces – create assessments, manual entry of out-of-state criminal history data, view assessments
 - ✓ Developed guidelines for processing out-of-state criminal history and implementing business processes
 - ✓ Developed court on-boarding process
 - ✓ Developed help materials for system users



Current Period Activity

- ✓ Quality assurance testing completed
- ✓ System was implemented into production
- ✓ User manual completed

Next Steps

- On April 20th, move system into production environment
 - System is available to implementation courts
 - Clark
 - Cowlitz
 - Kittitas
 - Spokane
 - Thurston
- On May 4th, send out communication to all trial courts saying system is ready
- Transfer the system to ongoing program support
- Close out the project



SPOKANE COUNTY COURT HOUSE

**Superior Court of the State of Washington
for the County of Spokane**

Department No. 4

Kathleen M. O'Connor
Judge

Ashley Kelley
Judicial Assistant

Mark Sanchez
Court Reporter

1116 W. BROADWAY AVE, SPOKANE, WA 99260-0350
(509) 477-4707 • FAX: (509) 477-5714
dept4@spokanecounty.org

May 1, 2012

Ms. Vonnie Diseth
AOC ISD Direction/CIO
PO Box 41170
Olympia, WA 98507-1967

RE: ADULT RISK ASSESSMENT

Dear Ms. Diseth:

On behalf of myself and the Executive Steering Committee I want to thank you, ISD Staff and the AOC Staff who worked on this project. I particularly want to acknowledge the work of our Project Manager, Martin Kravik, who kept us advised about its progress every step of the way and managed a reasonable timeline for its completion. As you know, April 20, 2012, is the target date to go "live".

There were a number of other staff persons at our committee meetings and/or behind the scenes who were instrumental in getting this project done; from ISD, Beth McGrath, Mark Oldenburg and Ray Yost; from AOC, Scotty Jackson, Regina McDougall and Dexter Mejia. I know there were many others who helped along the way, our thanks to them as well.

I also want to personally thank the members of the Executive Steering Committee who were generous with their time and expertise to make this project a reality.

Yours truly,

Kathleen M. O'Connor
Superior Court Judge

Vehicle Related Violations (VRV) Status Update

May 4, 2012

Mike Walsh

VRV Tier 1 Progress Report

- ✓ All Tier 1 Courts are processing VRV through web services.

Court	Start date	Monthly Average
Kirkland	December 16 th	570
Issaquah	February 22 nd	475
Lakewood	March 15 th	1130

VRV Tier 2 Progress

All Tier 2 Courts, Tacoma, Fife, and Lynnwood have their:

- ✓ Web service providers engaged
 - CodeSmart (Tacoma, Fife)
 - ATS (Lynnwood).
- ✓ Web services ready for connection with Department of Enterprise Services (DES).
- ✓ Technical teams are ready to begin testing.

JINDEX On-boarding

- DES is experiencing a delay with their current release group.
- They will not be ready to start working with the VRV Tier 2 on-boarding release group until June 18th.

Transition to Ongoing Operations

- ISD resources are assigned to the ongoing support and maintenance of the VRV on-boarding operation.
- Transition to ongoing operational support is underway.

Information Networking Hub (INH) Project Update

May 4, 2012

Dan Belles

Scope – Current Phases

Pilot Services

- Get Person – Retrieve Person data from JIS Database
- Get ADR – Retrieve Abstract Driver’s Record (ADR) from DOL

INH Foundation

- Create documentation and templates to build future services
- Infrastructure/Security to support all INH data exchanges
- Data Governance/Data Quality rules to manage data in INH
- Enterprise Data Repository (EDR) to store statewide shared data

Project Activities

Planning

- ✓ Technical Lead Plan – Guide for implementing INH
- ✓ Communication Plan – Guide for keeping stakeholders informed
- ✓ Baseline Project Schedules – Current tasks, resources and timelines
- ✓ Services Inventory – Validation of INH data exchanges

Design

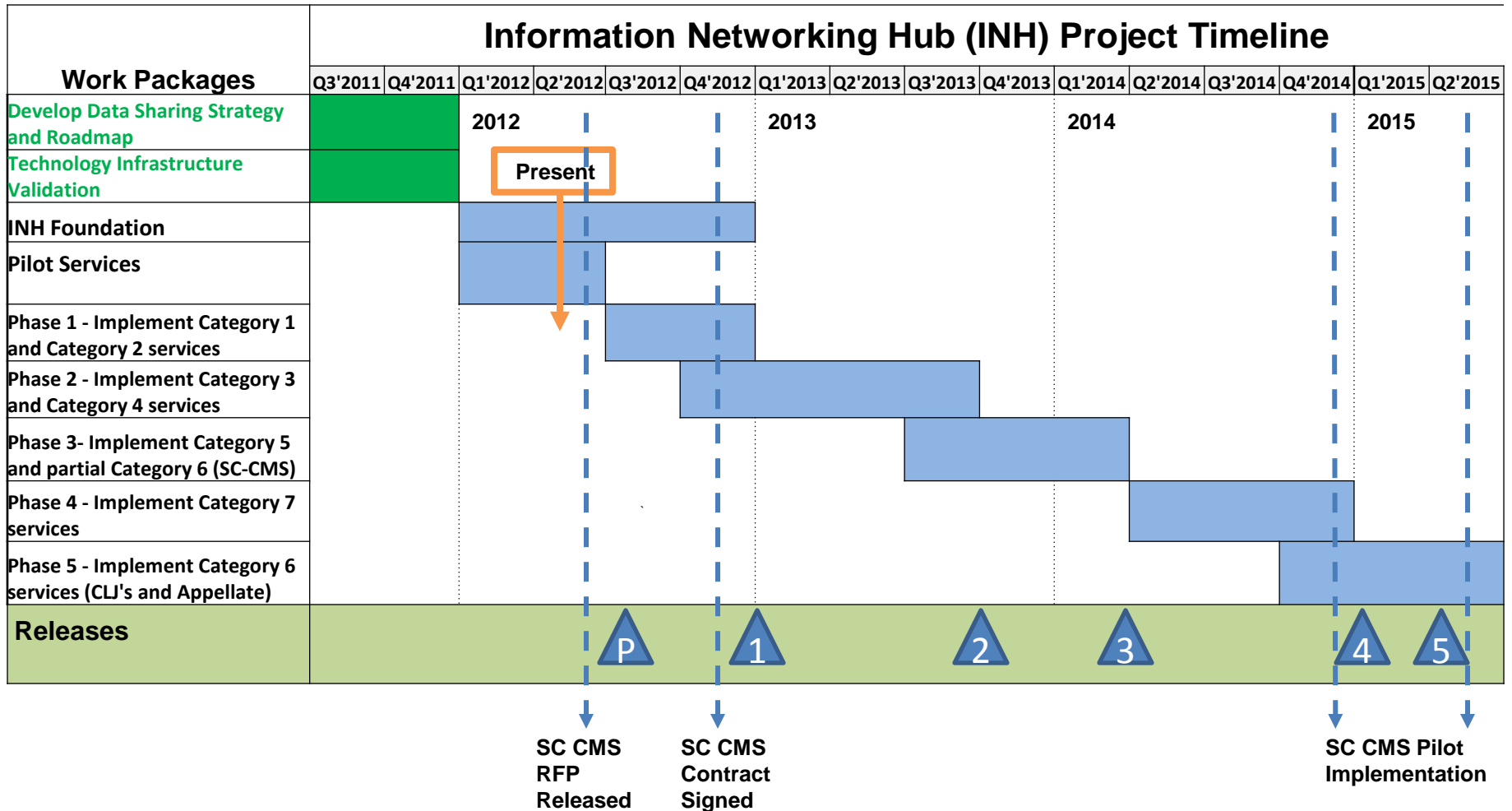
Pilot Services

- Service Design Templates

Enterprise Data Repository

- Conceptual Model (High Level view of Primary Data Elements)
- Business Data Model (More detailed picture of data attributes)

Schedule



Next Steps

Pilot Services – Development & Testing

- Develop Get Person and Get ADR
- Draft Test Plan and Test Scenarios
- Deploy Pilot Services to Test Environment
- Test Pilot Services

INH Foundation – Design Work

- Enterprise Data Repository Design
- Data Quality Requirements
- Data Governance Requirements
- Infrastructure and Security Design

Active Projects

JISC	Planned Completion	Status
Superior Court Data Exchange – Increment 1	May 2012	Red
Superior Court Case Mgmt System – RFP & System Acquisition	Jan 2013	Red
Appellate Courts EDMS – Requirements & RFP	Oct 2012	Red
Information Networking Hub (INH)PROGRAM (2 projects)	Mar 2015	Green
Accounting Data to Data Warehouse	Aug 2013	Green
Remove CLJ Archiving and Purge Certain Records	Aug 2013	Red
Implement Static Risk Tool (Adult Risk Assessment)	May 2012	Green
JIS Baseline Services	TBD	Red
Enhance JIS to allow Bench Warrants on Plain Paper	TBD	Red
Comments Line on Bench Warrants	TBD	Red
Allow JABS to Display Plea & Sentencing Data	Apr 2012	Green
AOC		
Commercial Off-The-Shelf (COTS) Preparation PROGRAM (13 projects) AOC readiness for SC-CMS	Oct 2014	Green
ISD Transformation Wrap-up PROGRAM (9 projects)	Oct 2012	Yellow
Natural to COBOL conversion	Jul 2012	Yellow
DB2 Upgrade to version 10	May 2012	Red

Governance Requests

As of March 31, 2012	
Endorsed	21
Recommended	5
Authorized	15
Active	11
Completed	20
Closed	45

Planned Projects

JISC	Planned Start
Seattle Municipal Court Data Exchange	Nov 2012
Superior Court Case Management System - Purchase, config & deploy	Feb 2013
PACT 1 Domain Integration	TBD
Request for new CMS to replace JIS	TBD
Access Data from the Payment Monitor Rpt	TBD
JRS Replacement	TBD
SCOMIS Field for CPG Number	TBD
Allow JIS Password to be Changed in JABS	TBD
Reversing/Transferring recouped costs to jurisdiction	TBD
Batch enter attorneys to multiple cases	TBD
Transfer code for judgment field	TBD
Allow full print on docket public view	TBD
Prioritize restitution Recipients	TBD
Combine true name and alias for time pay	TBD
Imaging and viewing of court documents	TBD

Completed Projects (2011-13)

Records Management System	Jul 2011
Appellate Courts EDMS – Feasibility Study	Aug 2011
Back on Track to PACT Conversion	Aug 2011
Superior Court Case Management System – Feasibility Study	Sep 2011
JRS Windows 7 Compatibility Upgrade	Oct 2011
JRS Workstation – Electronic Journaling	Oct 2011
Remove Hyphens from Drivers License on JIS screen	Nov 2011
Clarity Implementation	Nov 2011
Vehicle Related Violations Data Exchange	Nov 2011
Court Interpreter Database	Jan 2012
JRS Transaction Code for Internet Surcharge	Jan 2012
Conference Hearing Fee	Jan 2012
CLJ Parking Module Feasibility Study	Feb 2012
BizTalk Upgrade	Feb 2012



**WASHINGTON
COURTS**
ADMINISTRATIVE OFFICE OF THE COURTS

IT Portfolio Quarterly Report

January - March
2012

For more information, please contact

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Associate Director
Information Services Division
(360) 704-4066

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JIS Application Portfolio - Primary JIS Applications

Application	Description	Serving	Users ¹	Transactions per Month	Support FTEs	Implementation Year	Architecture	IT Gov. Requests Authorized and/or Completed	Sustainability	Maintainability	Extensibility	
ACORDS	Appellate Court Records & Data System	Case management system used by the Supreme Court and courts of appeal. Case filing, event management, calendaring and management of opinions.	Appellate Courts	280	4,360	.7	2003	Mainframe Java DB2	3			
CAPS	Court Automated Proceeding System	Resource management and case event scheduling.	Superior Court (Yakima County only)	30	38,000	.1	2003	Mainframe Java DB2	0			
DW	Data Warehouse	Case information for querying and reporting.	All courts & public access	Data not avail.	11,600,000	5	2008	Mainframe Informatica DB2 Server/BizTalk SQLServer	5			
ETP / VRV	Electronic Ticketing Process / Vehicle Related Violations	Used by the courts to process tickets filed electronically.	CLJ, Law Enforcement	Data not avail.	Data not avail.	.6	2007 2011	Server / BizTalk Mainframe Java DB2	1			
JABS	Judicial Access Browser System	Simple view of criminal history/offender profile.	Superior Courts, CLJ, Juvenile	6,865	120,000	.6	2001	Mainframe Java DB2	5			
JCS	Juvenile & Corrections System	Juvenile referral and juvenile detention management system. Provides pre-case filing, juvenile sentencing, diversion and post adjudication probation support.	Juvenile	1,130	310,000	3.1	2005	Server uniPaaS (Magic) DB2	0			
JIS (DISCIS)	Judicial Information System (DISCIS)	Provides a person-centric case management system. Primary case management and accounting system used by the district and municipal courts.	Superior Courts, CLJ, Juvenile	2,725	19,000,000	4.75	1988	Mainframe COBOL/Natural DB2	22			
JRS	Judicial Receipting System	Receipting system used by the county clerks in support of the Superior Courts.	Superior Courts	90	480,000	1.7	1993	Mainframe Delphi SQLServer	6			
SCOMIS	Superior Court Management Information System	Primary docketing system for superior courts. Provides some case calendaring and case management functionality.	Superior Courts, Juvenile	1,775	7,600,000	2.75	1977	Mainframe COBOL DB2	6			

¹Based on number of User-ids

JIS Application Portfolio - Other Applications

Attorney Notifications	Court of Appeals eFiling	Firearms Reporting	Interpreter Reimbursement	OSOS Felon Reporting	Washington Courts (public web)
Bill Tracker	Court Supplies	Guardianship	IT Governance Portal	PACT	WSP Dispositions
Case History	eClips	Inside Courts (Extranet)	Juvenile Risk Assessment	Public Case Search	
Court Directory	Event Manager	Court Interpreter	Opinion Upload	Time for Trial Reporting	

External WA state applications: HRMS, AFRS, ADDS, DRS, CAMS, Fiscal Note

LEGEND	Sustainability	Able to avoid negative impact on application or users	Green	Normally will be achieved at a level of effort consistent with standard industry practice
	Maintainability	Able to keep applications current in existing state	Yellow	Challenging to achieve at a level of effort consistent with standard industry practice
	Extensibility	Able to increase scope of the application	Red	Difficult to achieve at a level of effort consistent with standard industry practice



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)



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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

Original Roadmap per IT Strategy June 19 - 2009

Actual

Revised or Planned

STATUS KEY



= active/on track



= Changes w/ Moderate impact



= Significant rework/risk



= Not active



= Completed

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

Summary of Activities

Major Changes Since Last Report

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

Initiatives & Major Projects Underway

- 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)

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.”*

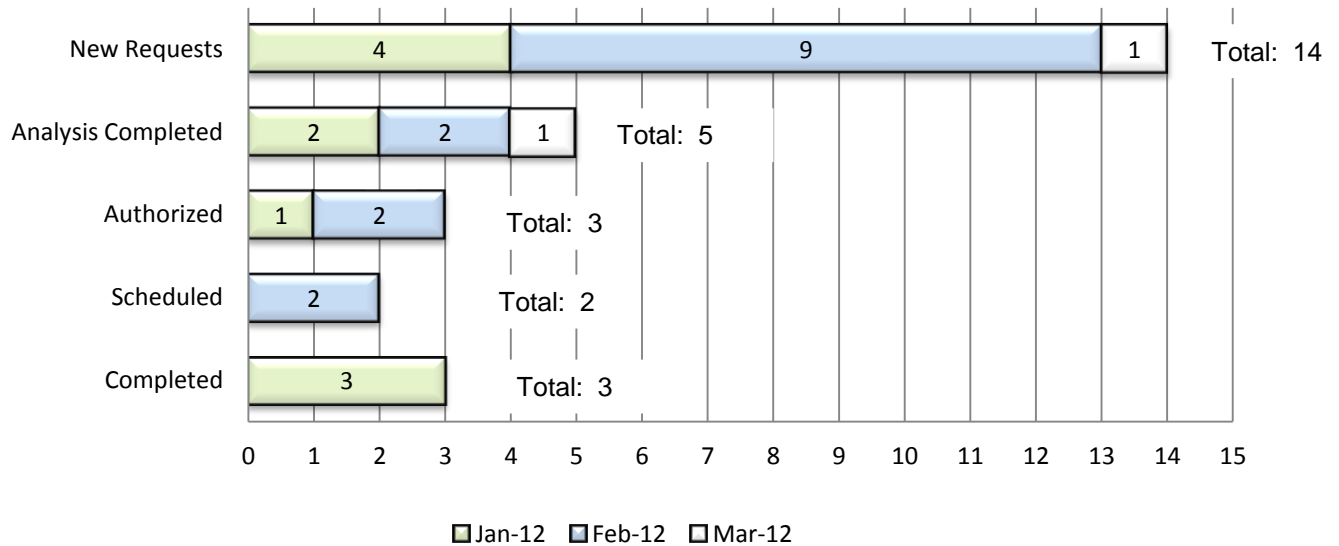
IT Governance Request Status

Completed JIS IT Requests in March 2012

There were no IT Requests completed during this reporting period.

Status Charts

Requests Completing Key Milestones



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		

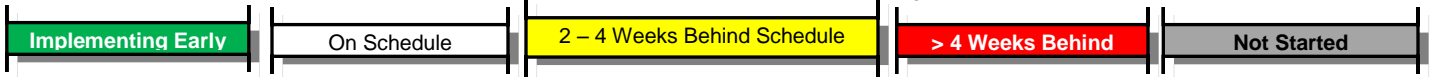
Court Level User Group	
Appellate Court	1
Superior Court	10
Courts of Limited Jurisdiction	20
Multi Court Level	9

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



Transformation Initiative Summary

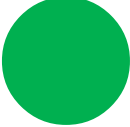

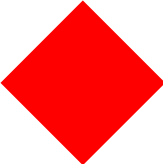
Transformation Program	
Activities	Impact/Value
✓ The Release/Change team reviewed the use cases in four separate sessions throughout the reporting period.	The requirements will provide detail in terms of roles and responsibilities, workflow through the various processes, approval gates, and triggers 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 routing 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
<ul style="list-style-type: none"> ✓ 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.
<ul style="list-style-type: none"> ✓ 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.
<ul style="list-style-type: none"> ✓ 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
<ul style="list-style-type: none"> ✓ 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.
<ul style="list-style-type: none"> ✓ Completed initial draft (v1.0) of Request for Proposal (RFP). 	Provides quality assurance for the overall SC-CMS Project.
<ul style="list-style-type: none"> ✓ 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
<ul style="list-style-type: none"> ✓ 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
<ul style="list-style-type: none"> ✓ 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
<ul style="list-style-type: none"> ✓ Incorporated implementation courts' feedback into ASRA system development. 	Creates the assessment application that will be used by local jurisdictions.
<ul style="list-style-type: none"> ✓ 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
<ul style="list-style-type: none"> ✓ 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								
Reporting Period thru March 31, 2012								
Executive Sponsor(s) Vonnie Diseth, CIO/ISD Director			IT Project Manager: Martin Kravik					
Business Area Manager: William Cogswell, ISD Associate Director			Consultant/Contracting Firm: 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: <ul style="list-style-type: none"> 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. 								
Business Drivers	Improve Decision Making	X	Improve Information Access	<input type="checkbox"/>	Improve Service or efficiency	X	Manage Risks	X
	Maintain the business	X	Manage the costs	X	Increase organizational capability	X	Regulatory compliance or mandate	<input type="checkbox"/>
JISC Approved Budget		Allocated through March 31, 2012			Actual through March 31, 2012			
		\$			\$			
Current Status	Scope	<input checked="" type="checkbox"/>	Schedule	<input checked="" type="checkbox"/>	Budget	<input checked="" type="checkbox"/>		
Status Notes:								
Progress	March - 5% <div style="text-align: right;">100%</div>							
Phase	<input type="checkbox"/> Initiate	<input checked="" type="checkbox"/> Planning	<input checked="" type="checkbox"/> Execute	<input type="checkbox"/> 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
<ul style="list-style-type: none"> ◦ The Release/Change team will continue to review the use cases. 	<p>The requirements will provide detail in terms of roles and responsibilities, workflow through the various processes, approval gates, and triggers subsequent events.</p>
<ul style="list-style-type: none"> ◦ Present the Decision Process Framework site to remaining ISD functional groups at staff meetings. 	<p>Assists in establishing a smoother, more informed process transition.</p>
<ul style="list-style-type: none"> ◦ Continue to develop the scope of the Enterprise Security Management Initiative. 	<p>Provides the context within which to define the initiative.</p>

COTS Preparation Program Track

Reporting Period thru March 31, 2012

Executive Sponsor(s) Vonnie Diseth, CIO/ISD Director	IT Project Manager: Ron Kappes
Business Area Manager(s): Dennis Longnecker, Infrastructure Manager Bill Cogswell, Data & Development Manager (Acting) Michael Keeling, Operations Manager William Cogswell, Associate ISD Director Dirk Marler, JSD Director	Consultant/Contracting Firm: 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 <input type="checkbox"/>	Improve Information Access <input checked="" type="checkbox"/>	Improve Service or efficiency <input type="checkbox"/>	Manage Risks <input checked="" type="checkbox"/>
	Maintain the business <input type="checkbox"/>	Manage the costs <input type="checkbox"/>	Increase organizational capability <input checked="" type="checkbox"/>	Regulatory compliance or mandate <input type="checkbox"/>

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

Current Status	Scope		Schedule		Budget	
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Status Notes:

ISD Weekly Program Track Management Meeting

- COTS-P Infrastructure Planning Phase**
 - COTS-P Infrastructure Charter was approved as of 3/13/12.
 - Schedule development as resource assignment work is underway.
- 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.
- SC CMS Organizational Change Strategy Project**
 - The closure document is awaiting final approval.

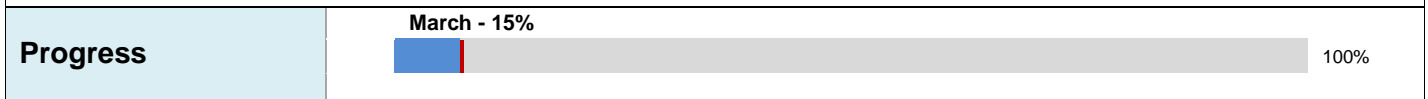
- Clarity Issue (R-00053) is still open as of 3/26/12.

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.



Phase	<input checked="" type="checkbox"/> Initiate	<input type="checkbox"/> Planning	<input type="checkbox"/> Execute	<input type="checkbox"/> Close
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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

Reporting Period through March 31, 2012

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

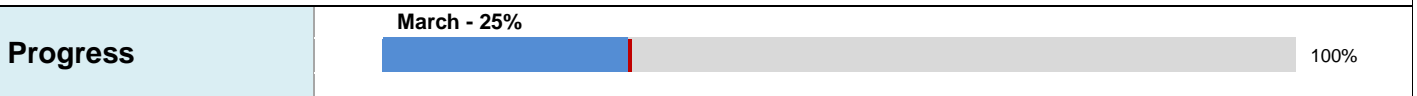
- Seamless integration of current and future as well as centralized and local applications that provides better customer experience
- Near real-time information exchanges through “publish-subscribe” mechanisms that facilitates the sharing of data and dramatically reduces duplicate data entry
- Modern 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	●
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Status Notes:



Phase	<input checked="" type="checkbox"/> Initiate	<input checked="" type="checkbox"/> Planning	<input type="checkbox"/> Execute	<input type="checkbox"/> Close
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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

	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								
					Reporting Period through March 31, 2012			
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	<input type="checkbox"/>	Improve Information Access	<input type="checkbox"/>	Improve Service or efficiency	X	Manage Risks	<input type="checkbox"/>
	Maintain the business	<input type="checkbox"/>	Manage the costs	X	Increase organizational capability	X	Regulatory compliance or mandate	<input type="checkbox"/>
JISC Approved Budget		Allocated through March 31, 2012			Allocated through March 31, 2012			
		\$			\$			
Current Status	Scope	<input checked="" type="checkbox"/>	Schedule	<input type="checkbox"/>	Budget	<input checked="" type="checkbox"/>		
Status Notes: Smoke testing is being performed on Code Drop #1.								
Progress	<div style="text-align: center;">March - 55%</div> <div style="text-align: right;">100%</div>							
Phase	<input type="checkbox"/> Initiate	<input type="checkbox"/> Planning	X	Execute	<input type="checkbox"/> 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					
○ 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.					
○ The vendor will continue work on defect correction and AOC will continue to test.			Ensures that functionality works as expected.					

Court Business Office (CBO)								
						Reporting Period thru March 31, 2012		
Executive Sponsor(s) Jeff Hall, State Court Administrator Vonnie Diseth, CIO / ISD Director Dirk Marler, JSD Director			IT Project Manager: Michael Walsh					
Business Area Manager: N/A			Consultant/Contracting Firm: 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	<input type="checkbox"/>
JISC Approved Budget		Allocated through March 31, 2012			Allocated through March 31, 2012			
		\$			\$			
Current Status	Scope	<input checked="" type="radio"/>	Schedule	<input checked="" type="radio"/>	Budget	<input checked="" type="radio"/>		
Status Notes: The project team continues to work on the Court Business Office project organization charter.								
Progress	March - 60% <div style="display: flex; align-items: center;"> <div style="width: 60%; height: 10px; background-color: blue; margin-right: 5px;"></div> <div style="width: 40%; height: 10px; background-color: gray; margin-right: 5px;"></div> 100% </div>							
Phase	<input type="checkbox"/> Initiate	<input checked="" type="checkbox"/> Planning	<input type="checkbox"/> Execute	<input type="checkbox"/> 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				
○ 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								
						Reporting Period thru March 31, 2012		
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	<input type="checkbox"/>	Manage the costs	<input type="checkbox"/>	Increase organizational capability	X	Regulatory compliance or mandate	<input type="checkbox"/>
JISC Approved Budget		Allocated through March 31, 2012			Allocated through March 31, 2012			
Current Status	Scope	<input checked="" type="radio"/>	Schedule	<input type="radio"/>	Budget	<input checked="" type="radio"/>		
Status Notes:								
Progress	<div style="text-align: right;">March - 95%</div>							
Phase	<input type="checkbox"/> Initiate	<input type="checkbox"/> Planning	<input checked="" type="checkbox"/> Execute	<input type="checkbox"/> 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				
○ New features will be tested in Test LPAR at the end of March.				New features work correctly without causing any additional problems.				
○ New features will be installed in Production on May 12 th .				New features will be available to all users.				

BizTalk Upgrade					
Reporting Through March 31, 2012					
Executive Sponsor(s) Vonnie Diseth, CIO / ISD Director			IT Project Manager: Bill Burke		
Business Area Manager: Jennifer Creighton, Data & Development Manager			Consultant/Contracting Firm: N/A		
Description: This project will perform the following: <ul style="list-style-type: none"> • 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 <p>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.</p>					
Business Benefit: Provide additional capacity and ensure vendor support for the AOC BizTalk server solution.					
Business Drivers	Improve Decision Making <input type="checkbox"/>	Improve Information Access <input checked="" type="checkbox"/>	Improve Service or efficiency <input checked="" type="checkbox"/>	Manage Risks <input type="checkbox"/>	
	Maintain the business <input type="checkbox"/>	Manage the costs <input type="checkbox"/>	Increase organizational capability <input type="checkbox"/>	Regulatory compliance or mandate <input type="checkbox"/>	
JISC Approved Budget	Allocated through March 31, 2012 (staffed internally)			Allocated through March 31, 2012 (staffed internally)	
Current Status	Scope	<input checked="" type="checkbox"/>	Schedule	<input checked="" type="checkbox"/>	Budget
Status Notes: BizTalk 2010 server was successfully deployed on 2/29/12.					
Progress					March - 100%
Phase	<input type="checkbox"/> Initiate	<input type="checkbox"/> Planning	<input checked="" type="checkbox"/> Execute	<input type="checkbox"/> 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

Reporting Period Through March 31, 2012

Executive Sponsor Data Management Steering Committee <i>Rich Johnson, Chair of Committee</i>	IT Project Manager: Michael Walsh
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Business Area Manager Bill Cogswell, Data & Development Manager (Acting)	Consultant/Contracting Firm: N/A
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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 <input type="checkbox"/>	Improve Information Access <input checked="" type="checkbox"/>	Improve Service or efficiency <input checked="" type="checkbox"/>	Manage Risks <input type="checkbox"/>
	Maintain the business <input type="checkbox"/>	Manage the costs <input type="checkbox"/>	Increase organizational capability <input type="checkbox"/>	Regulatory compliance or mandate <input type="checkbox"/>

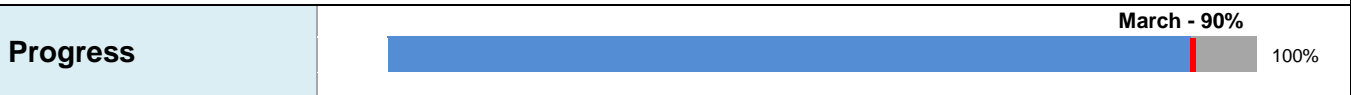
JISC Approved Budget	Allocated through March 31, 2012	Actual through March 31, 2012
	\$	\$

Current Status	Scope	<input checked="" type="radio"/>	Schedule	<input checked="" type="radio"/>	Budget	<input checked="" type="radio"/>
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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 collaboration with JINDEX and the Department of Enterprise Services.

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



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

Activities Completed	Impact/Value
<ul style="list-style-type: none"> ✓ Business and Technical assessments have been received and business routing rules defined. 	These are the DES technical requirements necessary to set up web service connectivity.
Activities Planned	Impact/Value
<ul style="list-style-type: none"> ○ Prepare for JINDEX on-boarding. 	Complete the business and technical assessment forms, submit to WTSC to schedule a JINDEX release group and start date.
<ul style="list-style-type: none"> ○ Complete the Maintenance Transition Plan. 	Finalize the operational sustainability of VRV to Operations.

CA Clarity Implementation

Reporting Period Through March 31, 2012

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

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

Current Status	Scope	<input checked="" type="checkbox"/>	Schedule	<input type="checkbox"/>	Budget	<input checked="" type="checkbox"/>
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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	<input type="checkbox"/> Initiate	<input type="checkbox"/> Planning	<input checked="" type="checkbox"/> Execute	<input checked="" type="checkbox"/> 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	
<ul style="list-style-type: none"> ✓ 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	
<ul style="list-style-type: none"> ○ Close out the contract and project. 			Complete the project portfolio item.	

Project Status Reports

Approved Project Status Reports

ITG #121 Superior Court Data Exchange								
Reporting Period Through March 31, 2012								
Executive Sponsor(s) Data Management Steering Committee <i>Rich Johnson, Chair of Committee</i>			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	<input checked="" type="checkbox"/>	Improve Information Access	<input checked="" type="checkbox"/>	Improve Service or efficiency	<input checked="" type="checkbox"/>	Manage Risks	<input type="checkbox"/>
	Maintain the business	<input type="checkbox"/>	Manage the costs	<input checked="" type="checkbox"/>	Increase organizational capability	<input checked="" type="checkbox"/>	Regulatory compliance or mandate	<input type="checkbox"/>
JISC Approved Budget		Allocated through March 31, 2012			Actual through March 31, 2012			
		\$			\$			
Current Status	Scope	<input checked="" type="checkbox"/>	Schedule	<input checked="" type="checkbox"/>	Budget	<input checked="" type="checkbox"/>		
Status Notes: SCDX Production Increment 1 is eight weeks behind schedule. Development, testing and AOC validation took longer than planned.								
Progress	<p style="text-align: center;">SCDX Increment 1 March - 95%</p> 							
Phase	<input type="checkbox"/> Initiate	<input type="checkbox"/> Planning	<input checked="" type="checkbox"/> Execute	<input type="checkbox"/> 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 28 th .				Necessary to begin formal AOC QA testing of SCDX Increment 1.				
✓ The AOC is developing a model/process to onboard a Court to begin using the SCDX. The process will include the following components: <ul style="list-style-type: none"> ○ A web portal containing documentation and standards required by a remote Court to interface to the SCDX. ○ 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.				

<ul style="list-style-type: none"> ○ 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. 			
<ul style="list-style-type: none"> ✓ 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		
<ul style="list-style-type: none"> ○ The AOC QA team will continue testing of SCDX Increment 1 web services. 	Confirms that SCDX Increment 1 meets the AOC documented requirements.		
<ul style="list-style-type: none"> ○ 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

Reporting Period Through March 31, 2012

Executive Sponsor(s) Superior Court Judges Association (SCJA) <i>Judge Laura Inveen, President</i> Washington State Association of County Clerks (WSACC) <i>Betty Gould, President</i> Association of Washington Superior Court Administrators (AWSCA) <i>Frank Maiocco, President</i>	IT Project Managers: Kate Kruller, PMP Maribeth Sapinoso, PMP Consultant/Contracting Firm: MTG (Management Technology Group) Business Manager Vonnie Diseth, CIO/ISD Director
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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 <input type="checkbox"/>	Improve Information Access <input type="checkbox"/>	Improve Service or efficiency <input checked="" type="checkbox"/>	Manage Risks <input type="checkbox"/>
	Maintain the business <input type="checkbox"/>	Manage the costs <input type="checkbox"/>	Increase organizational capability <input type="checkbox"/>	Regulatory compliance or mandate <input type="checkbox"/>

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

Current Status	Scope	●	Schedule	●	Budget	●
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Status Notes:

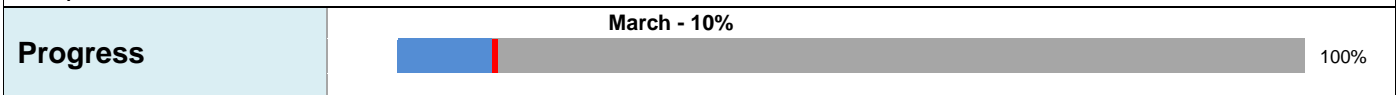
- Initial draft of the RFP, version 1.0, is currently under review with the Vendor Relations Coordinator, SAAG, QAPs, and Project Oversight and Coordination team.
- The kick-off meeting to introduce the newly hired Independent QAPs, Allen Mills and Eric Olson of Bluecrane, took place on March 22, 2012. 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).



Project Phase	<input type="checkbox"/> Initiate	<input checked="" type="checkbox"/> Planning	<input type="checkbox"/> Execute	<input type="checkbox"/> Close
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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) Jeff Hall, State Court Administrator Vonnie Diseth, CIO/ISD Director	IT Project Manager: 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 <input checked="" type="checkbox"/>	Improve Information Access <input checked="" type="checkbox"/>	Improve Service or efficiency <input checked="" type="checkbox"/>	Manage Risks <input type="checkbox"/>
	Maintain the business <input type="checkbox"/>	Manage the costs <input checked="" type="checkbox"/>	Increase organizational capability <input type="checkbox"/>	Regulatory compliance or mandate <input type="checkbox"/>

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

Current Status	Scope <input checked="" type="checkbox"/>	Schedule <input checked="" type="checkbox"/>	Budget <input checked="" type="checkbox"/>
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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 not go forward with the project.



Project Phase	<input type="checkbox"/> Initiate	<input checked="" type="checkbox"/> Planning	<input type="checkbox"/> Execute	<input type="checkbox"/> Close
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Schedule	Planned Start Date: April 2011	Planned Completion Date: June 2012
	Actual Start Date: April 2011	Actual Completion Date: TBD

Activities Completed	Impact/Value
<ul style="list-style-type: none"> ✓ 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
<ul style="list-style-type: none"> ○ 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
<ul style="list-style-type: none"> ○ Present findings 	Oct 2011	Feb. 2012 April 2012	

ITG #045 Appellate Courts Electronic Document System (EDMS)

Reporting Period Through March 31, 2012

Executive Sponsor(s) Appellate Courts Steering Committee Justice Debra Stevens, Committee Chair Vonnie Diseth, CIO/ISD Director	IT Project Manager: 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:

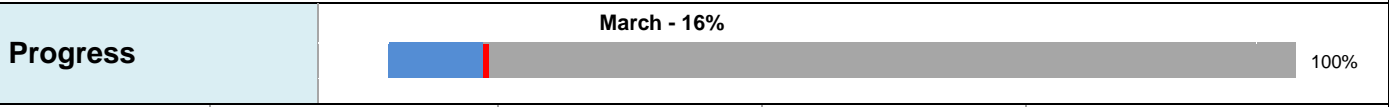
- Reduce the need and cost of converting paper documents to electronic documents
- Reduce the cost of storing hard copy official court documents
- Reduce the time of receiving documents through mail or personal delivery
- Reduce the misfiling of documents
- Eliminate staff time for duplicate data entry
- 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 <input checked="" type="checkbox"/>	Improve Information Access <input checked="" type="checkbox"/>	Improve Service or efficiency <input checked="" type="checkbox"/>	Manage Risks <input type="checkbox"/>
	Maintain the business <input type="checkbox"/>	Manage the costs <input checked="" type="checkbox"/>	Increase organizational capability <input checked="" type="checkbox"/>	Regulatory compliance or mandate <input type="checkbox"/>

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

Current Status	Scope		Schedule		Budget	
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Status Notes:



Project Phase	<input type="checkbox"/> Initiate	<input type="checkbox"/> Planning	<input checked="" type="checkbox"/> Execute	<input type="checkbox"/> Close
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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
<ul style="list-style-type: none"> ○ Complete a Change Request documenting the changes in the project schedule. 	Maintain project change control.
<ul style="list-style-type: none"> ○ 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).
<ul style="list-style-type: none"> ○ 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.
<ul style="list-style-type: none"> ○ 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.
<ul style="list-style-type: none"> ○ 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

Reporting Period Through March 31, 2012

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

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

Current Status	Scope <input checked="" type="checkbox"/>	Schedule <input checked="" type="checkbox"/>	Budget <input checked="" type="checkbox"/>
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Status Notes: Still working on process to communicate the vision and scope of the project.



Project Phase	<input type="checkbox"/> Initiate	<input type="checkbox"/> Planning	<input checked="" type="checkbox"/> Execute	<input type="checkbox"/> Close
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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
○ Complete the system test scripts and conduct quality control testing.	Execution of the test scripts validates the system is working as designed.
○ Correct any defects found during quality control testing.	Finalizes system development.
○ 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

Reporting Period Through March 31, 2012

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.

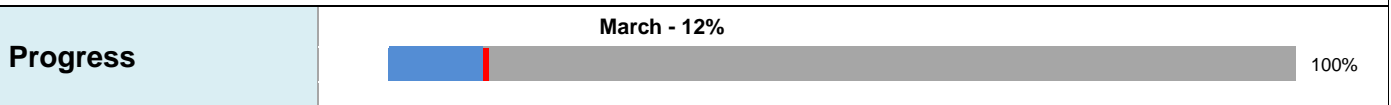
This is a multi-court level request, bringing value to both the Superior Courts and to the Courts of Limited Jurisdiction.

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	<input type="checkbox"/>

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

Current Status	Scope	●	Schedule	●	Budget	●
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Status Notes:



Project Phase	<input type="checkbox"/> Initiate	<input type="checkbox"/> Planning	<input checked="" type="checkbox"/> Execute	<input type="checkbox"/> Close
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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: <ul style="list-style-type: none"> ○ DIM_BANK_ACCOUNT ○ DIM_CHECK ○ DIM_CHECK_STATUS_CD ○ FCT_COURT_BANK_ACTIVITY ○ DIM_HOLD_REASON_CD ○ FCT_REVENUE ○ DIM_RESTITUTION_INTEREST_DISTRIBUTION_XREF ○ 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.

<ul style="list-style-type: none"> ◦ (Vendor Relations) Provide vendor oversight for ISD procurements and contracts. 	<p>Improve ISD's resources capacity and organizational coordination.</p>
<ul style="list-style-type: none"> ◦ (Vendor Relations) Provide contract guidance and complete resolution for performance issues with Vendor related to Superior Court Data Exchange project. 	<p>Mitigate project risk through Vendor communications; Manage Vendor relationships and performance for ISD.</p>
<ul style="list-style-type: none"> ◦ (Vendor Relations) Continue to work on the development of the draft Contracts Management 101 training course. 	<p>Establish fundamental knowledge in ISD for applying due diligence to these obligations.</p>

Operational Area: Architecture & Strategy

Kumar Yajamanam, Architecture & Strategy Manager

Through March 31, 2012

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
<ul style="list-style-type: none"> ✓ 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. 	<p>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.</p>
<ul style="list-style-type: none"> ✓ Completed requirements document for changes to CrRLJ 3.2. Document turned over to the Development, and Test teams for testing and implementation. 	<p>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.</p>
Planned Activities	Business Value
<ul style="list-style-type: none"> ◦ Participate in finalization of Technical Requirements Document (TRD), and review drafted RFP. 	<p>The SC-CMS RFP will guide selection of a CMS solution that is aligned with the AOC architecture and strategy.</p>
<ul style="list-style-type: none"> ◦ Inventory JIS portfolio, and begin analyzing modernization requirements. 	<p>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.</p>
<ul style="list-style-type: none"> ◦ Continue providing oversight and planning information to support INH project activities. 	<p>Project team productivity will be enhanced by translating INH high level strategy to detailed objectives.</p>

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
<ul style="list-style-type: none"> ✓ 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).
<ul style="list-style-type: none"> ✓ 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.
<ul style="list-style-type: none"> ✓ 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
<ul style="list-style-type: none"> ○ 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.
<ul style="list-style-type: none"> ○ 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
<u>Data Warehouse Unit</u> ✓ 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.
<u>Database Unit</u> ✓ 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

Through March 31, 2012

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
<p>Java – JABS</p> <ul style="list-style-type: none"> ✓ -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 	<ul style="list-style-type: none"> -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.
<p>Java – eTicketing</p> <ul style="list-style-type: none"> ✓ Added two new guilty-type codes to comply with ESHB 2777 	<p>Implement legislative actions</p>
<p>Java – Acords</p> <ul style="list-style-type: none"> ✓ 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. 	<p>Adjustments to allow Acords to continue to function as technical environment and business needs change.</p>
<p>Legacy</p> <ul style="list-style-type: none"> ✓ Installed new Case Condition Code IOP. 	<p>More accurately records Case Conditions and fulfills a customer request routed through the codes committee.</p>
<p>Legacy</p> <ul style="list-style-type: none"> ✓ Installed new Case Condition Code MDP – Methadone Program. 	<p>More accurately records Case Conditions and fulfills a customer request routed through the codes committee.</p>
<p>Legacy</p> <ul style="list-style-type: none"> ✓ Provided support to Test Team for testing HB2777 DV Pled and Proved. 	<p>Ensures that the coding changes for DV Pled and Proved are properly tested before being released to the courts.</p>
<p>Legacy</p> <ul style="list-style-type: none"> ✓ Added two new guilty-type Finding/Judgment Codes GR and GV 	<p>Supports HB 2777, DV Pled and Proven</p>
<p>Legacy</p> <ul style="list-style-type: none"> ✓ Implemented changes to the FPSU screen. 	<p>Supports the new Adult Risk Assessment project.</p>
<p>Legacy</p> <ul style="list-style-type: none"> ✓ Added a new error message for the new risk severity code that is maintained on the FPSU screen. 	<p>Supports the changes to FPSU for Adult Risk Assessment.</p>
<p>Legacy</p> <ul style="list-style-type: none"> ✓ Installed a new Case Condition Code FNL – Final Review Code for Monitored Probation. 	<p>More accurately records Case Conditions and fulfills a customer request routed through the codes committee.</p>
<p>Legacy</p> <ul style="list-style-type: none"> ✓ Corrected a bug in the Ledger Summary Report 	<p>The Ledger Summary Report now accurately prints jurisdictions.</p>

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.	<ul style="list-style-type: none"> • Provide court access to a tool to assess offenders' potential risks and needs, enhancing evidence-based efforts to rehabilitate offenders, reduce

<ul style="list-style-type: none"> ◦ Formally release Plea & Sentencing enhancement. 	<ul style="list-style-type: none"> ◦ recidivism and increase public safety. • Improve ease of access to critical data and enhance user experience.
<p>Java – Superior Court Data Exchange</p> <ul style="list-style-type: none"> ◦ Begin work on development of data exchange Case Seal Update service by AOC Java team. 	<p>Improve data sharing between courts.</p>
<p>Java – Acords</p> <ul style="list-style-type: none"> ◦ Release 72.9 will be released on April 16. This release includes fixes for 2 minor bugs. 	<p>Enhance user experience by fixing problems that users are likely to encounter.</p>
<p>Java – CAPS</p> <ul style="list-style-type: none"> ◦ Continued work on updates to CAPS stored procedures. A new release of CAPS with updated stored procedures may be released in April. 	<p>Adjustments to allow CAPS to continue to function as technical environment changes.</p>
<p>Legacy</p> <ul style="list-style-type: none"> ◦ Modify Zekeset JCL to account for future leap days. 	<p>Ensures that reports which have variables affected by leap day dates contain accurate information.</p>
<p>Legacy</p> <ul style="list-style-type: none"> ◦ Complete Smoke test of Natural 2 COBOL code in our J2 test environment. 	<p>Ensures that basic functionality of the converted code works as expected.</p>
<p>Web</p> <ul style="list-style-type: none"> ◦ Determine and report on the existence, accessibility and value of Sentencing & Judgment data across state organizations. Continuing Effort. 	
<p>Web</p> <ul style="list-style-type: none"> ◦ 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. 	<p>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.</p>
<p>Web</p> <ul style="list-style-type: none"> ◦ Consolidating all the Guardian related application into 1 portal page. 	<p>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.</p>
<p>Web</p> <ul style="list-style-type: none"> ◦ Usability survey on site prepared. ◦ Design to access survey in progress. ◦ Review needed with site business owner. 	<p>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.</p>
<p>Web</p> <ul style="list-style-type: none"> ◦ Project close to completion. Chart enhancement requested after review from implementation courts. 	<p>Provides the courts with an adult static risk assessment tool, to help determine estimated recidivism rates, and risk level of defendants.</p>
<p>Web</p> <ul style="list-style-type: none"> ◦ Completed compilation of Card Sorting results, summary of results. ◦ Design of "launch page" in lieu of larger "redesign" effort in progress. 	<p>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.</p>
<p>Web</p> <ul style="list-style-type: none"> ◦ Successfully sent test data to DOL via their new web service. However DOL is still in a testing 	<p>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</p>

<p>phase and not yet ready to begin accepting production data. This task is again on hold until DOL is ready for additional testing.</p> <p>I have heard that DOL is tentatively shooting for an April release, so I expect this task may move forward in April.</p>	<p>conviction information based on information obtained from Inside Courts. This project will eliminate the need for the courts to send paper copies.</p>
<p>Web</p> <ul style="list-style-type: none"> ◦ 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. 	<p>Web based evaluations are easier and more convenient for the students, and the resulting electronic data can be easily compiled by JIS Educators.</p>
<p>Web</p> <ul style="list-style-type: none"> ◦ 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. 	<p>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.</p>
<p>Web</p> <ul style="list-style-type: none"> ◦ Complete the population of the redesigned website for the Gender and Justice Commission. 	<p>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.</p>
<p>Web</p> <ul style="list-style-type: none"> ◦ Complete a mission statement for the web strategy and roadmap, as well as a proposal for a redesign of the public website. 	<p>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.</p>
<p>Web</p> <ul style="list-style-type: none"> ◦ Create a dynamic survey for court education to offer allowing courts to assess their accessibility. 	<p>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.</p>
<p>Web</p> <ul style="list-style-type: none"> ◦ Install and configure source control for the web environments. 	
<p>Web</p> <ul style="list-style-type: none"> ◦ Participating in a team planning the SharePoint 2010 upgrade and revising the governance plan for the agency. 	<p>This will allow us to have versions of our code for the purposes of historical preservation, roll-backs, code comparisons, and publishing.</p>
<p>Web</p> <ul style="list-style-type: none"> ◦ Assist Div 2 with security updates on the coa2web.courts.wa.gov site (hosted on our web server). 	<p>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.</p>
<p>Web</p> <ul style="list-style-type: none"> ◦ Assist with testing changes to the ListServes, which are used to manage notifications sent by our web servers. Various ListServ settings needed to be tested in order to prevent spam. 	<p>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.</p>
<p>JCS</p> <ul style="list-style-type: none"> ◦ Implement version 2.35 in the production environment, including a revision of the Post-resolution report. 	<p>Will make it easier for juvenile courts to schedule workload for juveniles with extended conditions.</p>
<p>ASRA</p> <ul style="list-style-type: none"> ◦ Initial production roll-out. 	<p>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.</p>

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).

Project Management Office: 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.

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

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

Activities Completed	Impact/Value
<u>Project Work without Monthly Project Reports</u>	
<ul style="list-style-type: none"> ✓ 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. 	<p>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.</p>
<u>Quality Control</u>	
<ul style="list-style-type: none"> ◦ Completed testing for ACORDS Build 72.8. 	<p>Ensure a successful upgrade of the ACORDS application for fix CQS.</p>
<ul style="list-style-type: none"> ◦ Completed testing for ETP Defect fix. 	<p>Ensure a successful upgrade of the ETP application for fix CQS.</p>
<ul style="list-style-type: none"> ◦ Completed DEV Pled and Proved legislation project testing. 	<p>Ensure all affected applications are tested prior to release.</p>
<ul style="list-style-type: none"> ◦ Began Natural to Cobol Conversion testing. 	<p>Ensure all affected applications are tested prior to release.</p>
<ul style="list-style-type: none"> ◦ Began SCDX project testing. 	<p>Ensure all affected applications are tested prior to release.</p>
<ul style="list-style-type: none"> ◦ Began testing for ASRA project. 	<p>Ensure all affected applications are tested prior to release.</p>



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JISC Guidance on IT Governance Priorities, Exclusions & Decision Criteria

Adopted at the June 25, 2010 JISC Meeting

Priorities: “What Matters”

The Judicial Information System Committee (JISC) has identified the following priorities to guide decision-making on information technology (IT) requests.

- **Provide Infrastructure**
Supply court communities and AOC with the necessary hardware, network and other infrastructure needed to access JIS.
- **Maintain Portfolio**
Maintain existing portfolio of JIS applications, providing baseline¹ functionality.
- **Integrate to Inform**
Enable data, applications and information to be shared and combined in meaningful and useful ways.
- **Modernize Applications**
Replace, enhance and otherwise modernize JIS applications.

Exclusions: “Requests not considered in the JIS IT Governance Process”

As IT requests are reviewed and evaluated as part of the new IT Governance process, certain types of requests will be excluded² from consideration:

- Data that does not need to be shared.
- Practices that are not common or shared.

¹ Defining “baseline functionality” has been defined as an action item from the May 19, 2010 JISC Work Session.

² Exclusions may change due to the outcome of future discussion and decisions about centralization and decentralization.

Criteria: “How to Choose”

JISC has identified the following high-level criteria to apply to IT requests. These criteria will be applied when deciding between competing IT requests and to ensure requests align with the priorities above.

- ✓ **Enhance Access** – provide better access to data and better access to Justice by facilitating the exchange of data between databases and systems and provide reporting that informs court stakeholders statewide.

Characteristics

- *Support all court levels statewide (Data Exchanges, Reporting, Data, Images, e-Applications such as e-Filing, etc.)*

- ✓ **Improve Decision-making** – provide business tools to ensure all JIS users (the bench, clerks, administrators and others) are better able to make necessary and informed decisions and adhere to authorizing statutes, rules, policies and principles.

Characteristics

- *Address all judicial roles: Bench, Clerks, Administrators, users/others*
- *Provide person-based information*
- *Compliance with RCW, WAC, Access to Justice Principles, JISC Rules, etc.*

- ✓ **Advance Performance** – enable measurable improvements to business processes provided by investments in automation of process and workflow. Qualitative improvements result in enhanced trust and better outcomes in the Judicial process.

Characteristics

- *Process improvements (e.g., automated process / workflow)*
- *Qualitative measures (e.g., outcomes, trust)*
- *Reduced complexity*

- ✓ **Quantify Value** – measure impacts to overall Judicial process and user communities, through calculations such as Return on Investment (ROI), Cost Benefit Analysis (CBA), Total Cost of Ownership (TCO), etc.

Characteristics

- *Quantifiable ROI, CBA, TCO, etc.*
- *Reduced Risk*

- ✓ **Adherence to JISC Standards** – established technology and data standards provide a consistent basis for making IT investment decisions and building a high-functioning, robust and cohesive technology and applications portfolio.

Characteristics

- *Enterprise Architecture and Data standards, Buy/Build considerations, etc.*

IT Governance Request Process – Recommend Step “Scoring Criteria Guide”

	Scoring Criteria	Scoring	Criteria Description and Scoring Guide
1	Business Value	0-10 10=high	Benefits to court client staff / users represented by return on investment, net present value, cost avoidance, cost reduction metrics. 0 = low business value and unclear linkages to JISC priorities, business plan and IT strategy 10 = high business value and strong linkages to JISC priorities, business plan and IT strategy
2	Relative Priority	0-10 10=high	Priority ranking from community of interest. 0 = relatively low priority in relation to other requests 10 = a relatively high priority in relation to other requests
3	Cost	0-5 5=low	Total cost of effort; available funding sources; total cost of ownership. 0 = requires additional funding or complex funding sources (e.g., appropriation, grants, cross-agency funding) 5 = low cost factor – able to accomplish effort with existing or budgeted funding sources
4	Complexity / Level of Effort	0-10 10=low	Total consumption and availability of resources and volume, throughput, type of activity, degree of introduced change, previous/existing successes. 0 = requires additional resources/expertise not available within ISD capacity 10 = low complexity – able to accomplish effort with existing resources; aligns with technology infrastructure and supports enterprise architecture standards
5	Risk	0-5 5=low	Acceptability of Risk level based on risk analyses, and ability to mitigate and/or manage risks (assess both likelihood and level of risk.) 0 = high impact level and likelihood of risk occurring 5 = low impact level and likelihood of risk occurring
6	Breadth of Benefits / Impacts	0-5 5=broad	Supportive of consistent experience across Judicial space, avoidance of adverse consequences and function not previously provided, addressing incomplete functions, extending capture/exchange of data. 0 = Request specific to a narrow scope of a single/few courts or jurisdictions 5 = Broad impact across courts, jurisdictions, or systems.
7	Impact of Doing Nothing	0-5 5= high impact	Cost / Impact of not responding to the request now. 0 = workarounds exist 5 = high negative impact if no response, no workarounds or workarounds not viable
Maximum Score: 50			





IT Governance

JISC IT Governance Priority Request Summaries

Request ID: 121 – Superior Court Data Exchange

Current Status: In Progress

Description: The SCDX project will develop a data exchange that will enable transmitting court case and person data between local Superior Court systems and SCOMIS and JIS.

Proposed Solution: Develop and deploy 63 web services for local Superior Court systems to transmit their judicial data to the statewide Judicial Information System data repository.

Endorser: Pre-ITG | **CLUG:** Pre-ITG | **CLUG Priority:** Pre-ITG | **JISC Priority:** 1 of 11

Authorized by: JISC

Authorization date: Pre-ITG

Request ID: 002 – Superior Courts Case Management System

Current Status: Requirements and RFP Development In Progress

Description: The project is currently gathering and finalizing requirements and will prepare and publish an RFP.

Proposed Solution: AOC will contract with an external vendor to finalize requirements and draft an RFP for a Superior Court Case Management System.

Endorser: SCJA | **CLUG:** Superior Court | **CLUG Priority:** Pre-ITG | **JISC Priority:** 2 of 11

Authorized by: JISC

Authorization date: Aug, 2010

Request ID: 045 – Appellate Courts EDMS

Current Status: Requirements and RFP Development In Progress

Description: The Court of Appeals and the Supreme Court require immediate action to develop and implement a web portal to facilitate electronic filing and an Electronic Document Management System (EDMS) to support sharing documents across all four courts, indexing, storage, retrieval, and searching of documents, and an integrated workflow and correspondence module to improve productivity and efficiency in the processing of cases.

Proposed Solution: AOC is working with the appellate courts to finalize requirements and draft an RFP to procure an EDMS.

Endorser: COAEC | **CLUG:** Appellate | **CLUG Priority:** 1 of 1 | **JISC Priority:** 3 of 11

Authorized by: JISC

Authorization date: Feb 18, 2011

Request ID: 009 – Add Accounting to the Data Warehouse

Current Status: In Progress

Description: The purpose of this request is to move accounting data from the Judicial Information System (JIS) into the EDW. In addition, the request seeks the creation of several reports to meet the needs of both Superior Courts and Courts of Limited Jurisdiction (CLJ).

Proposed Solution: The solution the AOC proposes will provide the courts with better tracking of accounting information, enhanced budget and revenue forecasting, and better audit and operational reports. The solution shall provide accounting data in the data warehouse and create canned reports to provide the reporting capabilities specified in this request. The accounting data in the data warehouse would be refreshed at regular intervals, which would be defined during the course of implementing the project. Requirements for the reports would be developed in close collaboration with court staff to ensure that the outcome meets the business needs of the courts.

Endorser: DMSC | **CLUG:** Multi-level | **CLUG Priority:** 1 of 7 | **JISC Priority:** 4 of 11
Authorized by: JISC | **Authorization date:** Feb 18, 2011

Resource Requirements		
Group	Hours	Tasks
Court Education	200	Communication and documentation
Data Architect	32	Database design review of 10 tables in operational data store and statewide data repository
Database Administrator	55	Building and loading ODS objects and overall system performance testing
Maintenance (Legacy)	800	Support EDW in analyzing current system and data
Data Warehouse	3,113	Establish accounting data in the EDW and create reports
Quality Assurance	150	Validate functionality
Project Management	800	Oversight and coordination
MSD Fiscal	75	Subject Matter Expertise

Total Hours: 5,225 hours

Total Staff Costs: \$396,000

Request ID: 041 – Remove CLJ Archiving and Purge Certain Records

Current Status: In Progress

Description: This request seeks to discontinue archiving for all CLJ cases. In addition, it seeks business rule changes for three types of closed, aged CLJ cases.

1. Destroy CLJ probable cause case type records after 3 years
2. Destroy CLJ criminal felony case type records after 3 years
3. Destroy CLJ criminal traffic and non-traffic cases after 10 years, if the case is either dismissed or vacated

Proposed Solution: AOC's proposed solution is to create a new destruction process that would review the active tables and identify eligible (closed, aged) cases and destroy them from the active tables, rather than from the inactive (archived) tables. Currently, the destruction process evaluates cases in the inactive tables, so a case cannot be destroyed if it isn't first archived. This new destruction process would be implemented as a phased approach. The phases would be ordered to allow software developed in the earlier phases to be reused in later phases to facilitate efficient project completion.

Endorser: AOC | **CLUG:** CLJ | **CLUG Priority:** 4 of 15 | **JISC Priority:** 5 of 11

Authorized by: JISC | **Authorization date:** Feb 18, 2011

Resource Requirements		
Group	Hours	Tasks
Court Education	100	Training and documentation changes
Business Analysis	165	Confirmation of business requirements
Architecture	50	Produce solution design and conduct oversight
Maintenance (Legacy)	2,920	Coding and testing
Data Warehouse	0	
Quality Assurance	1,000	Testing and validation
Project Management	515	Oversight and coordination
Total Hours: 4,700 hours		Total Staff Costs: \$354,600

Request ID: 081 – Adult Risk Assessment

Current Status: In Progress

Description: The SCJA requests implementation of the Static Risk and Offender Needs Guide, Version 2 (STRONG 2), the static risk assessment tool endorsed by WSIPP.

Proposed Solution: AOC would custom build a Risk Assessment application based on STRONG Version 2.

Endorser: DMCJA | **CLUG:** CLJ | **CLUG Priority:** 2 of 7 | **JISC Priority:** 6 of 11

Authorized by: JISC

Authorization date: May 6, 2011

Resource Requirements

Group	Hours	Tasks
Court Education	360	Training and documentation changes
Legal Services	100	Law table development
Business Analysis	40	Requirements development and documentation
Architecture	32	
Maintenance (Java and UniPaaS)	400	Develop solution
Database Administrator	200	Database modifications
Quality Assurance	140	Testing and validation
Project Management	350	Oversight and coordination

Total Hours: 1,622 hours

Total Staff Costs: \$111,312

Request ID: 027 – Expanded Seattle Municipal Court Case Data Transfer

Current Status: Authorized but Not Scheduled

Description: Currently, Seattle Municipal Courts (SMC) infractions are not submitted to the AOC, though SMC does send them to the Department of Licensing and the Washington State Patrol. The Court desires to work with the AOC to develop a data exchange which would expand the current SMC/AOC data exchange to include infractions and develop a new data exchange with the AOC that would allow for the retrieval of SMC defendant criminal history.

Proposed Solution: In order to meet SMC needs, AOC will develop and implement a secure pass through of login and data request from the MCIS view only GUI to the JABS application. In order to meet the CLJ needs, AOC will enhance the existing nightly SMC process to meet the expanded data needs of the other CLJ courts. An analysis of the data is required and a joint data mapping effort between SMC and AOC analysts to determine the compatibility and quantity of the data involved. A new process will be developed and implemented to load data into the production database tables instead of the existing archive tables. The existing programs/processes that currently do a nightly load to archive tables will now load production tables instead.

Endorser: DMCJA | **CLUG:** CLJ | **CLUG Priority:** 1 of 15 | **JISC Priority:** 7 of 11

Authorized by: JISC | **Authorization date:** May 6, 2011

Resource Requirements		
Group	Hours	Tasks
Court Education	60	Possible training and documentation changes
Business Analysis	20	Confirmation of business requirements
Architecture	50	Produce solution design and conduct oversight
Maintenance (COBOL, Natural, Java)	800	Develop solution
Data Warehouse	40	Analysis of SMC-AOC data compatibility
Quality Assurance	320	Testing and validation
Project Management	137	Oversight and coordination
Total Hours: 1,427 hours		Total Staff Costs: \$103,952

Request ID: 102 – New Case Management System to Replace JIS

Current Status: Authorized but Not Scheduled

Description: This request seeks a new case management system that would provide the functionality required to support the Courts of Limited Jurisdiction.

Proposed Solution: AOC proposes to conduct a feasibility study to examine modernization of JRS.

Endorser: WSACC | **CLUG:** Superior Court | **CLUG Priority:** 3 of 4 | **JISC Priority:** 8 of 11

Authorized by: JISC

Authorization date: Dec 2, 2011

Resource Requirements

Group	Hours	Tasks
Court Education	100	Subject matter expertise
MSD Fiscal	100	Subject matter expertise
Business Analysis	400	Gather and document requirements
Architecture	150	Architecture analysis support of feasibility
Maintenance (Legacy)	500	Subject matter expertise
Data Warehouse	50	Subject matter expertise
Quality Assurance	50	Testing and validation expertise
Project Management	5000	Oversight and coordination
Other AOC Staff	200	Subject matter expertise
Vendor	\$150,000	Conduct study

Total Hours: 2,050 hours

Total Costs: \$303,200

Request ID: 085 – JRS Replacement

Current Status: Authorized but Not Scheduled

Description: This request seeks a new system that would replace JRS.

Proposed Solution: AOC proposes to create a new person type for CPG. A CPG would be added as a case participant by entering the CPG number into the system in the same way that attorneys are added by Bar number. A BOXI report would also be created to simplify gathering the data requested. AOC's proposed solution would create a data exchange to load CPG information from the current SQL database into the mainframe. Court staff would enter the CPG Connection Code and the name would populate on the SCOMIS Names Screen. This enhancement would only affect Superior Court Case Type 4 with cause type GDN.

Endorser: AOC | **CLUG:** Superior Court | **CLUG Priority:** 4 of 4 | **JISC Priority:** 10 of 11

Authorized by: JISC

Authorization date: Feb 18, 2011

Resource Requirements

Group	Hours	Tasks
Court Education	80	Update training and documentation
Business Analysis	40	Gathering and documenting requirements
Architecture	10	
Maintenance (Web)	100	Create data exchange between database and JIS
Maintenance (Legacy)	990	Coding and documentation
Data Architect	15	Data dictionary changes
Date Warehouse	8	Create new report
Quality Assurance	150	Testing and validation
Project Management	278	Planning and coordination
Total Hours: 1,671 hours		Total Staff Costs: \$124,916

Request ID: 007 – SCOMIS Field for CPG

Current Status: Authorized but Not Scheduled

Description: Create a field in SCOMIS to allow court staff to enter the Certified Professional Guardian (CPG) number to a case. The benefit would be AOC staff could easily find cases that have specific CPGs as participants.

Proposed Solution: AOC proposes to create a new person type for CPG. A CPG would be added as a case participant by entering the CPG number into the system in the same way that attorneys are added by Bar number. A BOXI report would also be created to simplify gathering the data requested. AOC's proposed solution would create a data exchange to load CPG information from the current SQL database into the mainframe. Court staff would enter the CPG Connection Code and the name would populate on the SCOMIS Names Screen. This enhancement would only affect Superior Court Case Type 4 with cause type GDN.

Endorser: AOC | **CLUG:** Superior Court | **CLUG Priority:** 4 of 4 | **JISC Priority:** 10 of 11

Authorized by: JISC

Authorization date: Feb 18, 2011

Resource Requirements

Group	Hours	Tasks
Court Education	80	Update training and documentation
Business Analysis	40	Gathering and documenting requirements
Architecture	10	
Maintenance (Web)	100	Create data exchange between database and JIS
Maintenance (Legacy)	990	Coding and documentation
Data Architect	15	Data dictionary changes
Date Warehouse	8	Create new report
Quality Assurance	150	Testing and validation
Project Management	278	Planning and coordination
Total Hours: 1,671 hours		Total Staff Costs: \$124,916

Request ID: 026 – Prioritize Restitution Recipients

Current Status: Authorized but Not Scheduled

Description: This request is for an enhancement to JIS to allow courts to prioritize restitution recipients in cases where restitution is owed to multiple victims. The request seeks to maintain the current system as the default whereby any payments are split proportionally amongst the victims.

Proposed Solution: AOC proposes to enhance JIS in order to provide the option to prioritize restitution recipients in cases where one or more recipients have a large amount of restitution while other recipients have a very small amount. When ordered courts would be able to assign a higher priority to the recipients of the very small amounts in order to reduce the number of payments the courts must make to these recipients. The Create Accounts Receivable screen would be modified to capture the prioritization information for restitution recipients.

Endorser: DMCMA | **CLUG:** CLJ | **CLUG Priority:** 10 of 14 | **JISC Priority:** 11 of 15

Authorized by: JISC | **Authorization date:** Feb 18, 2011

Resource Requirements

Group	Hours	Tasks
Court Education	80	Update training and documentation
Business Analysis	80	Gathering and documenting requirements
Architecture	10	
Maintenance (Legacy)	640	Coding and documentation
Quality Assurance	150	Testing and validation
Total Hours: 1,010 hours		Total Staff Costs: \$75,440

And

Request ID: 031 – Combine True Names and Aliases for Time Pay

Current Status: Authorized but Not Scheduled

Description: This request seeks to enable all Accounts Receivables for a true name and associated aliases to be combined on the TPSE screen. This change will only affect the CLJs.

Proposed Solution: AOC proposes to provide the ability to combine ARs from aliases into the true name ARs to create a single Time Pay. When a true name has associated aliases, court staff will be given an opportunity to select which ARs associated with the aliases will be combined into a single Time Pay. This request would impact screens: TPSC, TPSE, and RCP. In addition, Time Pay statements and Time Pay reports would also be affected. AOC anticipates a change to the data schema and a probable data conversion as part of this effort.

Endorser: DMCMA | **CLUG:** CLJ | **CLUG Priority:** 11 of 14 | **JISC Priority:** 11 of 15

Authorized by: JISC | **Authorization date:** Feb 18, 2011

Resource Requirements

Group	Hours	Tasks
Court Education	60	Update training and documentation
Business Analysis	40	Gathering and documenting requirements
Maintenance (Legacy)	700	Coding and documentation
Quality Assurance	240	Testing and validation
Total Hours: 940 hours		Total Staff Costs: \$66,940

Priority	ITG #	Request Name	Status	Approving Authority	JISC Importance
1	121	Superior Court Data Exchange	In Progress	JISC	High
2	002	Superior Court Case Management System	In Progress	JISC	High
3	045	Appellate Courts EDMS	In Progress	JISC	High
4	009	Add Accounting Data to the Data Warehouse	In Progress	JISC	High
5	041	Remove CLJ Archiving and Purge Certain Records	In Progress	JISC	High
6	081	Adult Risk Assessment	In Progress	JISC	High
7	027	Expanded Seattle Municipal Court Case Data Transfer	Authorized	JISC	High
8	102	New Case Management System to Replace JIS (DISCIS)	Authorized	JISC	High
9	85	JRS Replacement	Authorized	JISC	High
10	007	SCOMIS Field for CPG	Authorized	JISC	Medium
11	026 & 031	Prioritize Restitution Recipients and Combine True Name and Aliases for Time Pay	Authorized	JISC	Medium

Appellate CLUG Priorities					
Priority	ITG #	Request Name	Status	Approving Authority	CLUG Importance
1	045	Appellate Courts EDMS	In Progress	JISC	High

Superior CLUG Priorities					
Priority	ITG #	Request Name	Status	Approving Authority	CLUG Importance
1	107	PACT Domain 1 Integration	Authorized	Administrator	High
2	070	Access Data from the JIS Payment Monitoring Report	Authorized	Administrator	High
3	085	JRS Replacement	Authorized	JISC	High
4	007	SCOMIS Field for CPG Number	Authorized	JISC	High
Non-Prioritized Requests					
N/A	002	Superior Court Case Management System	In Progress	JISC	High

Courts of Limited Jurisdiction CLUG Priorities					
Priority	ITG #	Request Name	Status	Approving Authority	CLUG Importance
1	027	Expanded Seattle Muni Case Data Transfer	Authorized	JISC	High
2	102	New Case Management System to Replace JIS (DISCIS)	Authorized	JISC	High
3	028	Parking Module Modernization	In Progress	CIO	High
4	041	Remove CLJ Archiving & Purge Certain Records	In Progress	JISC	High
5	058	Print Bench Warrants on Plain Paper	In Progress	CIO	High
6	049	Reverse/Transfer Recouped Costs to Jurisdiction	Authorized	CIO	High
7	037	Comments Line on Bench Warrant	In Progress	Administrator	Medium
8	032	Batch Enter Attorney' to Multiple Cases	Authorized	CIO	Medium
9	038	Transfer Code for Judgment Field	Authorized	Administrator	Medium
10	068	Full Print on Docket Public View	Authorized	Administrator	Medium
11	026	Prioritize Restitution Recipients	Authorized	JISC	Medium
12	031	Combine True Name & Aliases for Time Pay	Authorized	JISC	Medium
13	036	Docket Entry When Auto Pay Put On Hold	Not Authorized	CIO	Low
14	035	Time Pay Removal Enhancement	Not Authorized	CIO	Low
15	057	Batch Remove Attorneys to Multiple Cases	Not Authorized	CIO	Low

Multi Court Level CLUG Priorities					
Priority	ITG #	Request Name	Status	Approving Authority	CLUG Importance
1	009	Add Accounting Data to the Data Warehouse	In Progress	JISC	High
2	081	Adult Risk Assessment	In Progress	JISC	High
4	096	Allow JABS Access to SCOMIS Sentencing Data	Awaiting Authorization	Administrator	High
5	087	Single Password for JIS/JABS and Inside Courts	Awaiting Authorization	CIO	Medium
6	116	Display of Charge Title Without Modifier of Attempt	Awaiting Authorization	Administrator	Medium
7	62	Automate Courts DCXT Table Entries	Awaiting Authorization	JISC	Medium
Non-Prioritized Requests					
N/A	003	Imaging and Viewing of Court Documents	Authorized	Administrator	Not Specified