Washington State Administrative Office of the Courts

ISD Transformation

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

May 2012
(Report Period Ending May 31, 2012)

WASHINGTON COURTS
ADMINISTRATIVE OFFICE OF THE COURTS

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Background

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

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

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

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

JIS Transformation & Project Plan Overview
June 2012

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

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

JIS Transformation Initiatives	Status		CY10 Q1	CY10 Q2	CY10 Q3	CY10 Q4	CY11 Q1	CY11 Q2	CY11 Q3	CY11 Q4	CY12 Q1	CY12 Q2
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					■	■	■	■	■	■
DB2 Upgrade	▲	Planned					■	■	■	■		
		Actual					■	■	■	■		
Vehicle Related Violations (VRV)	▲	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							■	■	■	■

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)
- 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)*
- Remove CLJ Archiving and Purge Certain Records (ITG #041)
- ISD Transformation Track
- DB2 Upgrade
- COTS Preparation Track
- Information Networking Hub Track

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

Initiatives or Projects Completed

ITG #081 – Adult Risk Assessment Implement Strong 2 Tool
ITG #028 - CLJ Parking Module Modernization (Feasibility Study)

Initiative or Project Status Changes

Natural to Cobol Conversion
Following an analysis of the project status, which included reviewing the work accomplished, budget, performance of the code, testing and vendor performance, as well as the staff time and work required to complete the project, a determination was made to terminate this project.

Staffing Changes in ISD
During the reporting period of May 1 – 31, 2012:

ISD welcomed the following new staff:
Brian Heath – IT Specialist 2 - Network Administrator   (5/01/12)

ISD Staff Recognitions
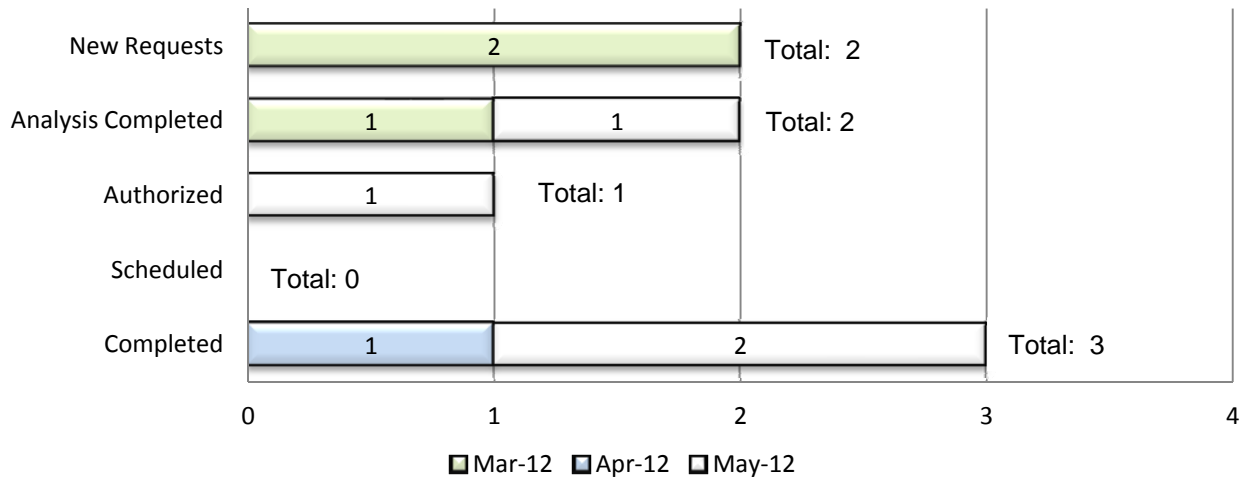
Team Recognitions

IT Governance Request Status

Completed JIS IT Requests in May 2012
ITG #081 – Adult Risk Assessment Implement Strong 2 Tool
ITG #028 - CLJ Parking Module Modernization (Feasibility Study)

Status Charts

Requests Completing Key Milestones

Milestone	Mar-12	Apr-12	May-12	Total
New Requests	2			Total: 2
Analysis Completed	1		1	Total: 2
Authorized			1	Total: 1
Scheduled				Total: 0
Completed		1	2	Total: 3

■Mar-12 ■Apr-12 □May-12

Current Active Requests by:

Endorsing Group			
Court of Appeals Executive Committee	1	District & Municipal Court Judges Association	3
Superior Court Judges Association	3	District & Municipal Court Management Association	29
Washington State Association of County Clerks	6	Data Management Steering Committee	1
Washington State Association of Juvenile Court Administrators	1	Administrative Office of the Courts	5

Court Level User Group	
Appellate Court	1
Superior Court	9
Courts of Limited Jurisdiction	19
Multi Court Level	7

Summary of Activities May 2012

Transformation Initiative Summary

Transformation Program	
Activities	**Impact/Value**
✓ The Enterprise Requirements Management project schedule was developed and is scheduled for review by the Transformation Core Team on 5/30/2012.	The schedule creates the foundation from which to track staff time and progress.
✓ Decision Process Framework (DPF) introduction meeting was scheduled with the Infrastructure Team in early June; this will be the final DPF introduction meeting and constitutes the end of the initiative.	Establishes a consistent decision process.
✓ Work continues on the installation of Rational Requirements Composer (RRC).	RRC is the tool that ISD will use to manage enterprise project requirements.

COTS Preparation Program	
Activities	**Impact/Value**
✓ Evaluated all "mini-charters" and initial draft of the COTS Prep Charter.	Required to determine objective and deliverable gaps and to clearly define each project.

Information Networking Hub Program (INH)	
Activities	**Impact/Value**
✓ Started development on Pilot Services (Get Person and Get Abstract of Drivers Records (ADR).	Provides design templates and factory model framework for the initial two Pilot services being put into production.
✓ Completed the INH Implementation Strategy and presented to Executive Sponsors for approval.	Provides detailed technical guidance on development and implementation strategy for INH foundation components and data exchange services based on real world experience and practices.
✓ Updated baseline project schedules for middleware services, EDR and Data Quality/Governance.	Provides baseline schedule showing preliminary tasks, durations, resources and timeline for planning and refinement.
✓ Began analysis of INH services required for SC-CMS support base.	Provides detailed list of INH services to build that will support the SC CMS and allows for efficient development of services.

Natural to Cobol Conversion	
Activities	**Impact/Value**
✓ A decision was made to terminate this project after a thorough review of the overall project, including: • Work completed-to-date • Project budget • Poor performance of the code • Testing performance • Inadequate vendor performance • Staff time, and • Remaining work necessary to complete this project	Project resources will be available for other activities and projects. Lessons learned from this project can be carried forward to active projects.

Court Business Office (CBO)	
Activities	**Impact/Value**
✓ CBO Charter approved and signed.	Describes the purpose, organizational chart, responsibilities, and activities of the Court Business Office.
✓ CBO Manager appointed.	Dexter Mejia has been appointed to the lead the Court Business Office.
✓ CBO staff positions have been identified and job announcements are ready for posting.	Supports the work of the CBO.

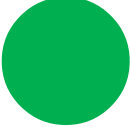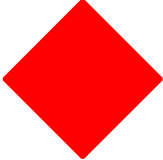| DB2 Upgrade	
Activities	**Impact/Value**
✓ The upgrade has been installed in the Production	The upgrade is available for all users.

environment.

Vehicle Related Violations (VRV)

Activities	Impact/Value
✓ AOC Operations and Customer Service are in the process of reviewing the Transition Plan.	Ensures a smooth transition for customers and AOC staff.

Approved JIS Projects Summary

ITG #121 Superior Court Data Exchange

Activities	Impact/Value
✓ The QA team continued testing SCDX Increment 1 web services.	Confirms whether this software meets the AOC requirements.
✓ The AOC has completed the review of the SCDX Technical Design document.	Defines the detailed web service design.
✓ Sierra Systems is in the final stages of completing verification testing of SCDX Increment 2.	Mitigates potential problems with the software.
✓ The AOC completed the review of the process model to on board a court to the SCDX.	A well defined on boarding process will provide the necessary information for planning and implementing a court's SCDX interface development effort.
✓ SCDX Increment 3 Technical Design documents are being developed by Sierra Systems.	These documents are required by AOC developers to maintain SCDX Increment 3 web services post-project.

ITG #002 Superior Court Case Management RFP

Activities	Impact/Value
✓ RFP 2.0 edits completed as targeted and released RFP version 2.1 as scheduled for AOC Project Sponsor.	Documents required system functionality.
✓ Clerks' Demonstration Scripts were drafted.	Demonstration Scripts will be the template used for the Administrators and Judges' scripts and will also help finalize the final Demonstration agenda.
✓ Acquisition Plan was approved by the RFP Steering Committee on Tuesday, May 1, 2012.	Defines the detail description of the RFP process.
✓ Organizational Change Management team formed.	Begins the organizational change management process for the project.
✓ Finalized agenda for JISC RFP briefings.	Present RFP information efficiently and effectively.
✓ Project Staffing Plan approved for Phase 1.	Secures staffing for the project.
✓ Continue to review and address interdependent project concerns with the project managers of the INH and COTS-P projects.	Provides quick identification of project issues or risks that could impact the interdependent projects.

ITG #045 Appellate Electronic Document Management System (EDMS)

Activities	Impact/Value
✓ Continuing to document requirements for the Appellate Court EDMS.	These requirements are needed for the Appellate Court EDMS RFP.
✓ Completed review of the project's Parking Lot items. Open items are in the process of JSD review; recommendations on these items will be developed and forwarded to the Appellate Court for review.	The Parking Lot list defines questions or requirement issues that have been raised by the project team which need to be addressed.

ITG #009 Accounting in the Data Warehouse

Activities	Impact/Value
✓ Completed modifications, table designs, and reviews for multiple reports.	Provides data for requested reports and validates that customer requirements have been met.

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 through May 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:

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

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

JISC Approved Budget	Allocated		Actual	
	$ 40,000		$	

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

Status Notes:

Progress	May - 5%

May - 5% ▮▮ ———————————————— 100%

Phase	☐ Initiate	☒ Planning	☒ Execute	☐ Close

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

Activities Completed	Impact/Value
✓ The project schedule was developed and is scheduled for review by the Transformation Core Team on 5/30/2012.	The schedule creates the foundation from which to track staff time and progress.
✓ Decision Process Framework (DPF) introduction meeting scheduled with the Infrastructure Team in early June; this will be the final DPF introduction meeting and constitutes the end of the initiative.	Establishes a consistent decision process.
✓ Work continues on the installation of Rational Requirements Composer (RRC).	RRC is the tool that ISD will use to manage enterprise project requirements.
Activities Planned	Impact/Value
° Transformation Core Team review of the project schedule.	A project schedule published into Clarity provides something against which to track progress and staff time.

° Conduct introductory Decision Process Framework presentation to Infrastructure section.	Helps establish a more informed process transition.
° Continue work on the Vendor Management Initiative schedule.	A project schedule published into Clarity provides something against which to track progress and staff time.
° Continue to work on the installation of RRC.	RRC is the tool that ISD will use to manage enterprise project requirements.

COTS Preparation Program Track

Executive Sponsor(s)	IT Project Manager:
Vonnie Diseth, CIO/ISD Director	Ron Kappes

Business Area Manager(s):	Consultant/Contracting Firm:
Dennis Longnecker, Infrastructure Manager William Cogswell, Data & Development Manager (Interim) Michael Keeling, Operations Manager William Cogswell, Associate ISD Director Dirk Marler, JSD Director	N/A

Description:

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

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

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

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

Business Benefit:

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

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

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

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

JISC Approved Budget	Allocated	Actual
	$ TBD	$

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

Status Notes:

1. **COTS-P Infrastructure Program**
   - **P1 – Network Capacity & Performance Analysis Sub-project**
     Project is 55% complete and on schedule (execution phase: 7/17/12).

   - **P2 – Compute/Storage SW Licensing Sub-project**
     Due to the SC-CMS "Turn-Key" requirement, it was determined this project is no longer required and will be closed, pending review of the SC-CMS RFP compute/storage requirements.

   - **P3 – SC-CMS Service Level Agreement Analysis (SLA) Sub-project**
     Project is 58% complete and on schedule (execution phase: 7/27/12).

   - **P4 – SC CMS Disaster Recovery Analysis Sub-project**

Project is 10% complete and on schedule (execution phase start: 6/7/12).

- **P5 – Network Future State Sub-project**
  Project is 10% complete (initiation phase) with the execution phase to start 8/1/12 and complete by 7/2/13.

- **P6 – Compute/Storage Future State Sub-project**
  Project is 10% complete (initiation phase) with the execution phase to start 12/3/12 and complete by 11/1/13. Project is also under evaluation per P2 ".

2. **COTS-P Application Program**
   Current sub-project challenges is the clarification of project inter-dependencies between SC-CMS, INH and COTS-P App. Meetings have been held to gain a better understanding, with the most recent meeting on 4/24/12. The SC-CMS, INH and COTS-P PMs are developing a document to address the associated risks and issues. The 1st draft distribution review of the Application Program Charter is 05/16/2102.

   - **P1 – JIS Link Analysis Sub-project**
     A draft Project Scope Statement (PSS) document was provided to MSD (Lynne/Renee) on May 2, 2012 for their review and input. The input review meeting with MSD is scheduled for 5/30/12. Minimum changes are expected and the chartering work for the first draft is expected to also be completed by 06/01/12.

   - **P2 – Data Warehouse Impacts Sub-project**
     Project requirements are under evaluation and will be incorporated into the "Application Program Charter".

   - **P3 – Existing Systems Impacts Sub-project**
     Project requirements are under evaluation and will be incorporated into the "Application Program Charter".

   - **P4 – Existing External Data Exchange Impacts Sub-project**
     Project requirements are under evaluation and will be incorporated into the "Application Program Charter".

   - **P5 – Statewide Report Impacts Sub-project**
     Project requirements are under evaluation and will be incorporated into the "Application Program Charter".

   - **P6 – SC CMS/INH Database Linkage**
     Project requirements are under evaluation and will be incorporated into the "Application Program Charter".

   - **P7 – INH/JIS Database Linkage**
     Project requirements are under evaluation and will be incorporated into the "Application Program Charter".

COTS-P Intrastructure Program Progress:	May - 57% 100%

Phase	☐ Initiate	☐ Planning	X Execute	☐ Close

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

Activities Completed	Impact/Value
✓ Evaluated all "mini-charters" and initial draft of the COTS Prep Charter.	Required to determine objective and deliverable gaps and to clearly define each project.

Activities Planned	Impact/Value
° JIS Link Analysis – Project Scope Statement.	Negotiate and level set the expectations for scope (in/out), objectives, deliverable and roles/responsibilities. This data will be used to frame the sub-project in the Application Program Charter. Only COTS-P sub-project requiring external ISD stakeholder participation.
° Application Program Charter – (15%) development and approval of program charter supporting six sub-projects.	Defines all project objectives, deliverables, completion metrics and budget/schedule estimates required to complete the "Initiation Phase" and to start 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 – Business Program Charter Approval	02/15/12	02/29/12	Charter no longer required
Initiation Phase – JIS Link Analysis Project Scope Statement Approval	5/30/12		
Initiation Phase – Application Program Charter Approval	3/15/12	5/30/12	

Information Networking Hub (INH) Program Track

Reporting Period through May 31, 2012

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

Description:

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

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

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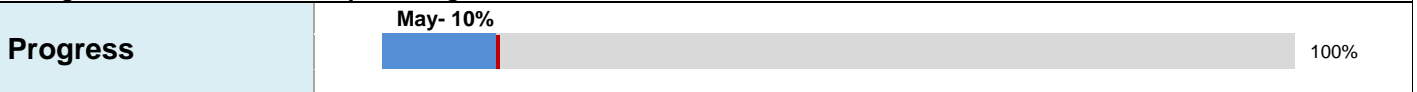
Business Benefit:

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

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

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

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

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

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

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

JISC Approved Budget	Allocated	Actual
	$	$

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

Status Notes: The completed progress was adjusted following a rebaseline of the project schedule; rebaselining also brought the schedule and scope into "green" status.

Progress	May- 10% ▰▰▱▱▱▱▱▱▱▱ 100%

Phase	X	Initiate	X	Planning	☐	Execute	☐	Close

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

Activities Completed	Impact/Value
✓ Started development on Pilot Services (Get Person and Get Abstract of Drivers Records (ADR).	Provides design templates and factory model framework for the initial two Pilot services being put into production.

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✓	Completed the INH Implementation Strategy and presented to Executive Sponsors for approval.	Provides detailed technical guidance on development and implementation strategy for INH foundation components and data exchange services based on real world experience and practices.
✓	Updated baseline project schedules for middleware services, EDR and Data Quality/Governance.	Provides baseline schedule showing preliminary tasks, durations, resources and timeline for planning and refinement.
✓	Began analysis of INH services required for SC-CMS support base.	Provides detailed list of INH services to build that will support the SC CMS and allows for efficient development of services.
✓	Began analysis of INH services required for SC-CMS support base.	Provides detailed list of INH services to build that will support the SC CMS and allows for efficient development of services.
Activities Planned		**Impact/Value**
°	Present INH Implementation Strategy to SC CMS, COTS Prep, and INH teams and Functional Managers.	Provides detailed technical guidance on development and implementation strategy for INH foundation components and data exchange services to all interdependent project teams.
°	Continue development work on the two INH Pilot Services design and development.	Provides service design templates, factory model (repeatable processes) and pilot services.
°	Continue work on Enterprise Data Repository business data model design.	Provides INH foundation components to support Pilot Services and future data exchange development in subsequent phases of INH.
°	Update preliminary project schedules for Middleware Services and EDR sub projects to reflect current implementation strategy.	Provides detailed list of tasks, durations, completion dates for managing schedule for both INH sub projects.
°	Continue work on EDR data governance and data quality.	Provides for data governance and data quality standards and cleansing mechanisms for EDR.

Court Business Office (CBO)

Reporting Period through May 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	☐

JISC Approved Budget	Allocated		Actual	
	$		$	

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

Dexter Mejia is now the CBO Manager. The team is working towards preparing the Court User Work Group formulation for presentation at the 6/22 JISC meeting.

Now that the CBO is in place and headed by the CBO Manager, the deliverables created during the project will be turned over as artifacts for CBO Operations to maintain.

Progress	**May - 90%** 100%

Phase	☐ Initiate	☐ Planning	☐ Execute	X Close

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

Activities Completed	**Impact/Value**
✓ CBO Charter approved and signed-off.	Describes the purpose, organizational chart, responsibilities, and activities of the Court Business Office.
✓ CBO Manager appointed.	Dexter Mejia has been appointed to the lead the Court Business Organization.
✓ CBO staff positions have been identified and job announcements are ready for posting.	Supports the work of the CBO.

Activities Planned	**Impact/Value**
° Continue execution and monitoring the project.	This defines the activities and events needed to create the new AOC organization.
° Finalize Job Descriptions.	Get the CBO job announcements ready for HR posting.
° Complete the Operating Level Agreement.	The document describes how CBO will support of areas of the Courts such as the SC-CMS project.
° Define the Court User Work Group roles and responsibilities.	The definition of the court user work group is essential in carrying out the CBO's operational expectations.

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DB2 Upgrade

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

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

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

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

JISC Approved Budget	**Allocated**	**Actual**
	$	$

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

Status Notes: New features of DB2v10 are being tested in the Test region

Progress	May - 98% ▓▓▓▓▓▓▓▓▓▓▓ 100%

Phase	☐ Initiate	☐ Planning	X Execute	☐ Close

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

Activities Completed	**Impact/Value**
✓ The upgrade has been installed in the Production environment.	The upgrade is available for all users.

Activities Planned	**Impact/Value**
° Verify that the weekly archival and monthly interest jobs run correctly, and monitor online activities and performance.	Ensures that the upgrade is running smoothly with no data integrity issues.

Vehicle Related Violations (VRV) Operational Readiness

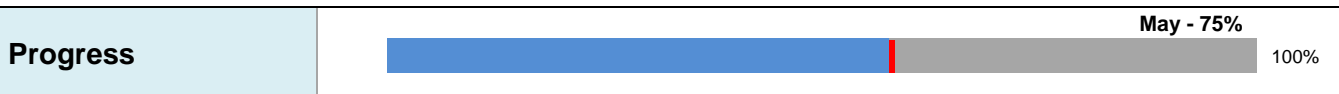| **Executive Sponsor** Data Management Steering Committee *Rich Johnson, Chair of Committee*	**IT Project Manager:** Michael Walsh
Business Area Manager William Cogswell, Data & Development Manager (Interim)	**Consultant/Contracting Firm:** N/A

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

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

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

JISC Approved Budget	**Allocated**	**Actual**
	$	$

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

Progress	**May - 75%**
	[████████████████▏░░░░░░░░░] 100%

Project Phase	☐ Initiate	☐ Planning	X Execute	☐ Close

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

Activities Completed	**Impact/Value**
✓ Operations and Customer Service are reviewing the Transition Plan.	Ensures a smooth transition for customers and AOC staff.

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

Project Status Reports

ITG #121 Superior Court Data Exchange

	Reporting Period Through April 30, 2012

Executive Sponsor(s)	**IT Project Manager:**
Data Management Steering Committee *Rich Johnson, Chair of Committee*	Bill Burke

Business Manager:	**Consultant/Contracting Firm:**
William Cogswell, Data & Development Manager (Interim)	N/A

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

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

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

JISC Approved Budget	**Allocated through April 30, 2012**	**Actual through April 30, 2012**
	$	$

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

Status Notes*:* SCDX Production Increment 1 is eight weeks behind schedule. Development, testing and AOC validation took longer than planned due to resource challenges. Insufficient testing resources are being mitigated by pursuing possible contracted resource as well as automation of testing.

Progress	SCDX Increment 1 May - 95%
	████████████████████████ 100%

Phase	☐ Initiate	☐ Planning	X Execute	☐ Close

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

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

Activities Completed	**Impact/Value**
✓ The QA team continued testing SCDX Increment 1 web services.	Confirms whether this software meets the AOC requirements.
✓ The AOC has completed the review of the SCDX Technical Design document.	Defines the detailed web service design.
✓ Sierra Systems is in the final stages of completing verification testing of SCDX Increment 2.	Mitigates potential problems with the software.
✓ The AOC completed the review of the process model to on board a court to the SCDX.	A well defined on boarding process will provide the necessary information for planning and implementing a court's SCDX interface development effort.
✓ SCDX Increment 3 Technical Design documents are being developed by Sierra Systems.	These documents are required by AOC developers to maintain SCDX Increment 3 web services post-project.

Activities Planned	**Impact/Value**
° The AOC QA team will continue testing of SCDX	Confirms that SCDX Increment 1 meets the AOC documented

Increment 1 web services.	requirements.
° Re-run the SCDX performance tests in the AOC QA environment.	Provide an estimate of the SCDX performance that can be expected in production.
° Conduct SCDX Increment 4 planning.	Determine the scope of AOC and Sierra Systems development roles and responsibilities; needed to determine Sierra Systems fee for Increment 4 development.

Milestones Planned

Milestone – Increments 1 and 2	Original Date	Revised Date	Actual Date
SCDX Production Increment 1 Complete	1/31/2012	6/29/2012	
Complete SCDX Increment 2 Development	5/1/2012	6/11/2012	
Complete SCDX Increment 2	6/20/2012	8/30/2012	

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

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

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

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

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

JISC Approved Budget	**Allocated**	**Actual**
	$	$

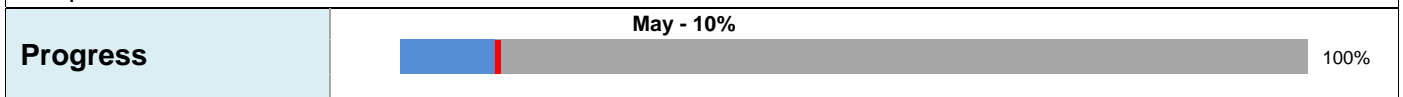| **Current Status**	**Scope**	🟢	**Schedule**	🟡	**Budget**	🟢

Status Notes:

- RFP 2.1 is currently under review by Jeff Hall, Vonnie Diseth, and Dirk Marler before passing the RFP to the RFP Steering Committee on Tuesday, May 29, 2012.

- Appointments for full time project staff have been determined for the Technical Lead, Project Scheduler, Organizational Change Management Lead, Integrator (Business Analyst), and Project Assistant.

- The Clerks' DRAFT Demonstration Scripts have been vetted by the Clerks of the RFP Steering Committee and waiting for Judge Dalton's input. The edits will be compiled and used for documentation for the face to face meeting with the Clerks scheduled for Thursday, June 7.

- Judge Dalton approved the Project Charter, Phase I and is now pending the new SCJA President's signature.

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).
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Progress	**May - 10%**	
	[bar: blue ~10% then gray]	100%

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

Schedule	**Planned Start Date:** September 2011	**Planned Completion Date:** July 2018
	Actual Start Date: September 2011	**Actual Completion Date:** TBD

Activities Completed	Impact/Value
✓ RFP 2.0 edits completed as targeted and released RFP version 2.1 as scheduled for AOC Project Sponsor.	Documents required system functionality.
✓ Clerks' Demonstration Scripts were drafted.	Demonstration Scripts will be the template used for the Administrators and Judges' scripts and will also help finalize the final Demonstration agenda.
✓ Acquisition Plan was approved by the RFP Steering Committee on Tuesday, May 1, 2012.	Defines the detail description of the RFP process.
✓ Organizational Change Management team formed.	Begins the organizational change management process for the project.
✓ Finalized agenda for JISC RFP briefings.	Present RFP information efficiently and effectively.
✓ Project Staffing Plan approved for Phase 1.	Secures staffing for the project.
✓ Continue to review and address interdependent project concerns with the project managers of the INH and COTS-P projects.	Provides quick identification of project issues or risks that could impact the interdependent projects.
Activities Planned	**Impact/Value**
° Continue to track and update project schedule as required.	Keep project schedule current and dates relevant.
° Prepare Sole Source Justification for MTG's retainer after the publication of the RFP scheduled for June 25, 2012.	As recommended by the independent QAPs, retaining MTG past the RFP publication will help answer background related questions to the RFP and the Feasibility Study as required.
° Follow up with RFP Steering Committee and those who signatures are required for the Phase 1 Project Charter.	Approval and acceptance of charter.
° Fill project staff positions.	Ensures that the appropriate skill sets and resources are available to work on the project.
° Continue regular meetings with INH and COTS-P project managers.	Ensures interdependent project coordination and mitigates risk.
° Facilitate weekly Steering Committee Meetings, Project Team meetings, Sponsor meetings, and Technical Team meetings and any ad-hoc project related meetings as necessary.	Keeps project team, sponsors, and stakeholders informed and updated of project activities and helps addresses and project related issues/concerns.
° Continue to participate in the weekly CBO meetings.	Ensures CBO's objectives are aligned with the project.

Milestones Planned and Accomplished			
Milestone	Original Date	Revised Date	Actual Date or Status
Acquisition Plan Finalized	3/16/2012	4/30/2012	Completed
Initial Draft of RFP Finalized	3/22/2012	5/25/2012	Completed
RFP Steering Committee Approves RFP Final Draft	4/8/2012	5/29/2012	Completed
JISC Begin Review of RFP	4/19/2012	6/6/2012	Review process dates are 6/6/2012 – 6/22/2012
JISC RFP Go/No Go Decision	3/2/2012	6/22/2012	
RFP Published	4/19/2012	6/25/2012	
Response Evaluations Completed	9/14/2012		
Vendor Demos Completed	10/19/2012		
Onsite Visits Completed	12/10/2012		
Notify ASV and Non-Awarded Vendors	1/22/2013		
Vendor Selection Begins	4/15/2013		
Phase 1 Complete	4/15/2013		

ITG #045 Appellate Courts Electronic Document System (EDMS)

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:
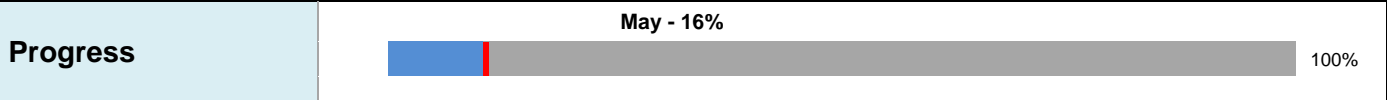- Reduce the need and cost of converting paper documents to electronic documents
- Reduce the cost of storing hard copy official court documents
- Reduce the time of receiving documents through mail or personal delivery
- Reduce the misfiling of documents
- Eliminate staff time for duplicate data entry
- 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	X	Improve Information Access	X	Improve Service or efficiency	X	Manage Risks	☐
	Maintain the business	☐	Manage the costs	X	Increase organizational capability	X	Regulatory compliance or mandate	☐

JISC Approved Budget	Allocated	Actual
	$	$

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

Status Notes: Insufficient business analyst and solution architect support have been noted for this project; AOC has recently assigned a dedicated solution architect and is pursuing a vendor resource as a solution. Also, requirements elicitation and documentation are taking longer than expected.

Progress	May - 16% 100%

Project Phase	☐ Initiate	X Planning	☐ Execute	☐ Close

Schedule	**Planned Start Date:** Aug 2011	**Planned Completion Date:** March 2013
	Actual Start Date: Aug 2011	**Actual Completion Date:** TBD

Activities Completed	**Impact/Value**

✓ Continuing to document requirements for the Appellate Court EDMS.	These requirements are needed for the Appellate Court EDMS RFP.
✓ Completed review of the project's Parking Lot items. Open items are in the process of JSD review; recommendations on these items will be developed and forwarded to the Appellate Court for review.	The Parking Lot list defines questions or requirement issues that have been raised by the project team which need to be addressed.

Activities Planned	**Impact/Value**
° Complete a Change Request documenting the changes in the project schedule.	Maintain project change control.
° Continue 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 Court EDMS and the ACORDS system.
° 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	TBD	
JISC Approval of Appellate Courts EDMS Vendor price	11/25/2012	TBD	
Appellate Courts EDMS Vendor Contract Award	11/25/2012	TBD	

ITG #009 Accounting in the Data Warehouse

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

Description: This project is a result of the approval and prioritization of IT Governance request 009 (ITG 09). This request identified eleven reports that are either unworkable in the mainframe format or are new reports to be created.
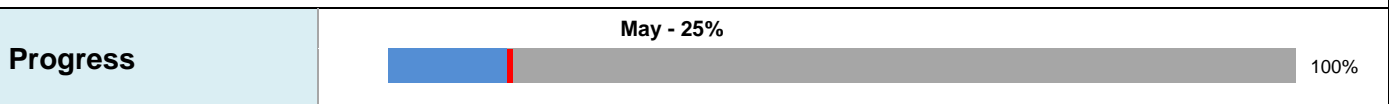
Business Benefits: These reports will give the courts better tracking of accounting information, better budget and revenue forecasting, new or improved audit and operational reports, and the ability to answer accounting inquiries from other agencies.

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

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

JISC Approved Budget	Allocated	Actual
	$	$

Current Status	Scope	🟢	Schedule	🟢	Budget	🟢

Progress	May - 25% ... 100%

Project Phase	☐ Initiate	☐ Planning	X Execute	☐ Close

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

Activities Completed	Impact/Value
✓ Completed modifications to tables to support report 3 and 4.	Provides data for requested reports.
✓ Completed and received approval of report 4 "Summary of A/R type codes entered, paid, outstanding".	Validated that user requirements have been met.
✓ Completed design of tables for reports 5 based on additional business requirements.	Provides data for requested reports.
✓ Completed modifications to obligation history and obligation summary tables to support report 3 and 4.	Provides data for requested reports.
✓ Began design of new tables to support reports 6, "Remittance Summary by BARS codes".	Provides data for requested reports.
✓ Began first review of report 6, "Remittance Summary by BARS codes".	Ensures that customer requirements have been met.
✓ Began design of new tables to support report 7, "Cases with A/Rs Paid-in-Full – INCLUDING TRUST".	Provides data for requested reports.
✓ Began first review of report 7, "Cases with A/Rs Paid-in-Full – INCLUDING TRUST".	Ensures that customer requirements have been met.
✓ Completed design of interest, trust, and revenue table	Provides data for requested reports.

	and obtain design committee approval; began loading data to development environment; needed for report 5 and 6.	
	Activities Planned	**Impact/Value**
°	Complete report 5, "Monthly interest accruals associated with A/R type codes". Scheduled for release June 19	Provides data for requested reports.
°	Customer review report 7, "Cases with A/Rs Paid-in-Full – INCLUDING TRUST".	Obtain user approval
°	Begin analysis for report 8, "A/R balance by type, A/R and payment aging" and reports 9-10, collection reporting.	Complete user requirements and obtain approval.
°	Customer review report 6, "Remittance Summary by BARS codes".	Obtain user approval and ensure requirements have been met.

ISD Operational Area Status Reports

ISD Operational Area Reports

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

Through May 31, 2012

Includes: Governance, IT Portfolio, Clarity support, Business Relationships, Service Delivery, Vendor Relations, 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	
✓ Documented processes in Clarity for project management.	Documented processes will help ensure timely, accurate and complete data in Clarity which will provide reliable data for decision making around resource capacity, investment scheduling, project tracking, etc.
✓ Entered the SC-CMS high-level project schedule into Clarity as the pilot approach to project tracking.	Will provide an interim means for inputting high-level project schedule data into Clarity to produce more meaningful information on project schedules, status and tracking.
✓ Participated in JISC presentation to modernize applications in the JIS portfolio.	The outcome is to develop a long range roadmap to inform investment decisions.
✓ Gather information for IT Portfolio Report.	Biennial IT Portfolio Report informs stakeholders of current and planned IT investments.
✓ Gathered application portfolio information from Supreme and Appellate Court.	Identifying portfolio items will help the discussion with the divisions of the Appellate Court in mapping out a strategy to simplify the portfolio.
Service Delivery	
✓ Facilitated authorization of 6 ITG requests, 1 by JISC, 3 by the AOC Leadership Team in the AOC ITG track, and 2 by the CIO in the ISD ITG track.	Provided six more prioritized requests available for work.
✓ Facilitated development of plans to address the continued issues related to Clarity – Microsoft Project integration.	Success will provide better management information.
✓ Completed the chartering of the BizTalk Environment Management Committee.	Provides forum to resolve issues related to management of the main BizTalk environments.
Organizational Change Management	
✓ Continued knowledge transfer of Decision Process Framework to functional managers.	Increases the likelihood that the Decision Process Framework will be utilized to document management's decisions. This leads to increased consistency in decisions and transparency of decisions to staff.
✓ Drafted and published job aids for ISD staff.	Clarifies management's expectations and provides an additional tool to which staff can refer in completing tasks not related to a project.
✓ Participated in SC-CMS Project Team meetings as OCM Team lead.	Enables ISD to utilize a structured change management process and set of tools in order to increase the likelihood of the project's success.
✓ Drafted SC-CMS Communications Plan v.1.	Ensuring that the appropriate messages are delivered to the appropriate audiences throughout the course of the SC-CMS project will help the project successfully meet its objectives.
✓ Prepared New Employee Orientation and Quarterly All-Staff presentations for staff.	Informs new employees and ISD staff about the organization, its priorities, and the status of its work.
Clarity Administrator	
✓ Continued Clarity support: • Create communications - Topics included new glossary access, report descriptions, and part-time employment procedures.	Improves data quality in Clarity.
✓ Obtain support for problems associated with the	Enables project managers to manage project schedules

Clarity/MSP integration problem • Obtained a MSP/Clarity integration patch from CA.	in MSP and import the content directly into Clarity.
✓ Created report – "ISD Monthly Project Allocations & Actuals Graph" and "ISD Weekly Project Allocations & Actuals Graph".	Improves visibility of resources requests compared to actual use. This report provides a side-by-side bar graph illustrating the number of staff reported actual hours compared to the number of staff allocated hours for the select month. The goal is to have the request hours (allocations) as close to the number of actual hours as possible.
Resource Coordinator	
✓ Compare actuals against projected allocations, work with PM and managers to level resources more accurately. Update allocations from updated project schedules. Assist staff as necessary.	Building trust and open communication with FM and PMO. Helps to ensure timely, accurate, complete and reliable data in Clarity. Better data building confidence in the tool.
✓ Work with HR to update Vacancy Report and distribute weekly.	Keeps management, HR & Comptroller apprised of vacant positions and projected hiring dates.
✓ Oversee timely submission of Clarity Timesheets. Assist staff with completing timesheets, respond to questions etc.	Timesheets are a critical component of timely, accurate and complete data in Clarity.
✓ Distribute weekly and monthly reports to management, PMO and Policy and Planning units.	Management, PMO and Policy & Planning units are kept informed of resource related information on a consistent basis.
✓ Assist documenting Clarity procedures to support resource management, project scheduling, project status reporting.	Creating repeatable processes in Clarity will streamline the effort among the various workgroups and improve data quality.
Business Liaison	
✓ Worked with SC-CMS project team, SC-CMS internal sponsor team, RFP Steering Committee and CBO Project team for the new superior court case management system.	Ensuring that the customer's concerns and ideas are included in the SC-CMS project will help to deliver a solution that meets the customers' needs.
✓ Provided updates and reports to associations on IT activities relating to superior courts and appellate courts.	Continued communications help customers to understand better the activities in ISD and for ISD to get valuable feedback to better meet the customer needs.
✓ Distributed communications on the SC-CMS project to all stakeholders.	Delivering communications and messages to the customers keeps them informed and improves credibility, transparency and trust
✓ Worked on upcoming DMSC committee and IT Governance group meetings.	Provide staffing and support for committees and groups to effectively carry out their decision processes.
✓ Worked with court customers to establish workgroups to assist with decisions on reports and legislative issues that impact the courts.	Responding to customer needs improves relations and provides customers with the thing they need to effectively do their jobs in the courts.
✓ Worked with OCM team to establish and prepare communications around organizational change management.	Delivering communications and messages to the customers keeps them informed and improves credibility, transparency and trust.
✓ Participate in JISC meeting preparation.	Provides additional insight and help with coordination of JISC meeting materials, preparation and follow up.
✓ Prepared materials, briefed JISC members, and participated in May JISC meeting. Prepared materials and began planning sessions for June JISC meeting.	Thorough preparation for JISC meetings enables AOC staff to be better prepared and address emerging issues before each meeting.
✓ 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.
✓ Continued liaison work on Vehicle-Related-Violations and other IT Governance implementation projects.	Ensures that customer needs are taken into consideration and customers are informed about the progress of projects.
✓ Staffed JISC and ISD work groups developing policy and standards for approval of local case management systems.	Having consistent policies and standards 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.
✓ Reported status of AOC activities and progress on projects to associations, boards, and commissions.	Communicating status of AOC activities and gathering feedback from the court community provides an opportunity for increased communication and understanding with our customers.
✓ Coordinated activities and communication with JSD staff for court community meetings.	Good cross-division communication and coordination ensures consistent customer communication and better responsiveness to our customers.

✓ Communicated ITG and other projects' status and addressed stakeholder concerns at association meetings.	Direct communication and interaction with broader customer groups increases their understanding of ISD services and activities, and builds trust in AOC.
✓ Worked with Judicial Services Division staff, courts, and Department of Licensing staff on numerous issues related to drivers' records.	Working with the courts and agencies involved to ensure that violations are accurately reflected on drivers' records.
✓ Transitioned monthly AOC Activity Reports and JISC Report from Organizational Change Manager.	Documents and communicates ISD monthly activities.
✓ Transitioned policy work from Organizational Change Manager.	Manage policy work in an organized fashion to move forward with the development, review, approval and implementation of ISD policies.
✓ Continue working on ISD external communication policy, standard and style guide; completed draft of ISD External Communication Procedure.	Creates consistent approach to ISD external communication and consistently formatted messages to our customers.
✓ Attended the AOC Orientation.	Gained additional knowledge about the agency, the courts, and the processes.
✓ Finalized two ISD Policies (10.11 – Policy Definition and Guidelines and 10.23 – ISD Architecture Review) and one ISD Standard – 10.11.s1 (Requirements for ISD Policies, Standards, Guidelines, and Procedures).	Policies, standards, and procedures create consistent ISD approach to managing ISD's business.
✓ Drafted an ISD external communication process flow diagram.	Provides ISD staff with a visual guide for the external communication process.
✓ Updated the ISD Communication Cover Sheet with slight modifications.	Ensures that authors follow defined review and approval steps for external communications and that AOC staff are informed of the communication in advance of delivery.
✓ Drafted ISD external communication style guide for emails and ListServ content.	Presents ISD to external recipients as a unified organization by delivering communications in a consistent manner and style.
Vendor Relations	
✓ Provided contract guidance and payment resolution regarding availability of AOC QA resources for Acceptance of Vendor deliverables.	Mitigated project risk through Vendor communications; Managed Vendor relationships and performance for ISD.
✓ Created Release Notice of Intent to publish regarding SC-CMS RFP.	Established communication with Vendor community regarding pre-publication event and pending publication of AOC IT procurement.
✓ Held Pre-Release RFP Vendor Conference for SC-CMS.	Established communications with Vendor community to identify potential contract and/or procurement issues related to SC-CMS RFP.
✓ Worked with PM on the development of the RFP for the Appellate Court Enterprise Content Management solution.	Established and implemented ISD acquisition standards; Mitigated project risk through Vendor communications.
✓ Provided PM assistance on Phase I project schedule for SC-CMS to bring in compliance with acquisition process and plan	Mitigated project risk through PMO communications.
✓ Worked with SC-CMS project team on reviewing, assessing and editing RFP documents for incorporation into Final Draft RFP.	Mitigated project risk through Project team communications; created well written RFP documents to establish Vendor opportunities to develop high quality proposals.
✓ Assisted AOC executives and management in SC-CMS procurement strategy planning.	Established and implemented ISD acquisition and contract standards.
✓ Administered documentation and information provided in RFP Document site for SC-CMS RFP review.	Established and implemented ISD acquisition and contract standards; create transparency of acquisition process for both internal and external stakeholders.
✓ Utilized agency Subject Matter Experts (SMEs) to vet specific concerns/issues for SC-CMS RFP.	Streamlined internal review process for RFP to help expedite resolution and support/maintain the SC-CMS Project Schedule.
✓ Leveraged administrative staff resources for logistics of SC-CMS RFP evaluation activities.	Leveraged existing administrative resources allowing VRC and PM to focus on internal RFP review and resolution process.
✓ Assisted in the resolution for CA Clarity issues with interface to Microsoft Project.	Supported ISD in the resolution of product applications with high criticality to AOC.
✓ Recruited non-perm assistant for VRC.	Provided direct support to VRC: aid in establishing Vendor Relations framework within ISD, assisted in development and delivery of program training to ISD.
✓ Began development work on evaluator scripts in a	Establishes procurement value for strong stakeholder

collaborative manner with SC-CSM stakeholders.	buy-in of SC-CMS evaluation process.

Activities Planned	Impact/Value
Portfolio Coordinator	
° Continue 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.
° Enter Appellate Court application portfolio into Clarity PPM.	Better understanding and visibility of applications that are maintained in the portfolio for investment decision making.
° Continue drafting biennial IT Portfolio Report	Biennial IT Portfolio Report informs stakeholders of current and planned IT investments.
Service Delivery	
° Work with managers, portfolio, and resources to schedule additional ITG requests.	Deliver requested enhancement to customers.
Organizational Change Management	
° The position is currently vacant and the duties have been distributed between the Resource Coordinator and a Business Liaison.	N/A
Clarity Administrator	
° Provide Clarity Support. • Continue documenting custom reports.	Provide PMs and FMs with additional tools for assessing project and application progress.
° Integrate Clarity and Microsoft Project.	Continue testing of the CA integration patch. Review/Create documentation supporting PM process surrounding PM involvement and scheduling around Clarity.
° Obtain Clarity training.	Provide knowledgeable Clarity support to ISD staff.
Business Liaison	
° Continue work on DMSC role in new internal governance structure.	Ensuring that we have the appropriate customer involvement and oversight on projects and programs helps to deliver solutions that meet the needs of the customers.
° Participate in developing data governance structure.	Providing a holistic view point into the data governance model has a broad impact across internal operations and external customer stakeholders.
° Assist the JISC with the review process for the SC-CMS RFP release.	Provide additional insight and help with coordination of JISC meeting materials, preparation and follow up related to the RFP decision in June.
° Staff DMSC and IT Governance Groups.	Provide staffing and support for committees and groups to effectively carry out their decision processes.
° Distribute communications on the SC-CMS project to all stakeholders.	Delivering communications and messages to the customers keeps them informed and improves credibility, transparency and trust
° Provide updates and reports to associations on IT activities relating to superior courts and appellate courts.	Continued communications help customers to understand better the activities in ISD and for ISD to get valuable feedback to better meet the customer needs.
° Participate in projects and programs as a customer liaison, providing a customer perspective.	Ensuring that the customer perspective is considered and heard on customer impacting projects is essential to delivering a solution that meets the needs of our customers.
° Meet with Operations and Architecture staff to help define roles and responsibilities related to release notes.	Defines who is responsible for what related to business release notes.
° Begin creating presentation to ISD Leadership team regarding proposed JIS and ISD policy changes.	Educate ISD Leadership Team on reasons for proposed policy restructuring; gain AOC approval first before proposing changes to the JISC.
° Meet with DOL staff to understand and document paper ticket process.	Document the process to better understand where the problems are located.
° Draft ISD Communications related to newly approved policies and standard.	Inform staff of new policies and standard, where they can get additional information if needed, and expectations about their adherence to the newly approved ISD governance.
° Begin work on automating ISD External Communication Process.	Reduces time gathering reviews and approval of ISD external communication.

° Update policy tracking sheet.	Manage progress of ISD policy work.
° Work with ISD staff to transition the database design document into a policy and standard.	Documents the scope and process of the database design review team in a formal structure.
° Split out draft policy 10.44 policy into two policies (Using Quality Assurance for Compliance to IT Project Standards and Quality Assurance Testing).	Clarifies the draft policy as two separate topics, which are addressed individually.
° Staff JISC and ISD work groups developing policy and standards for approval of local case management systems.	Having consistent policies and standards 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.
° Continue to draft and publish job aids for ISD staff.	Continue to draft and publish job aids for ISD staff.
° Continued coordination of the review and approval process for ISD policies and standards.	Continued coordination of the review and approval process for ISD policies and standards.
° Staff IT Governance group meetings and provide 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.
° Report status of AOC activities and progress on projects to associations, boards, and commissions.	Communicating status of AOC activities and gathering feedback from the court community provides an opportunity for increased communication and understanding with our customers.
° Coordinate activities and communication with JSD staff for court community meetings.	Good cross-division communication and coordination ensures consistent customer communication and better responsiveness to our customers.
° Communicate ITG and other projects' status and address stakeholder concerns at association meetings.	Direct communication and interaction with broader customer groups increases their understanding of ISD services and activities, and builds trust in AOC.
° Work with Judicial Services Division staff, courts, and Department of Licensing staff on numerous issues related to drivers' records.	Working with the courts and agencies involved to ensure that violations are accurately reflected on drivers' records.
Vendor Relations	
° Identify specific scoring formulas with MTG for procurement evaluation.	Mitigate project risk through thorough vetting of evaluation scoring methodology.
° Develop acquisition evaluation materials and training for SCCMS RFP.	Establish and implement ISD acquisition standards.
° Provide contract guidance and complete resolution for performance issues with Vendor related to Superior Court Data Exchange project.	Mitigate project risk through Vendor communications; Manage Vendor relationships and performance for ISD.
° Continue to work on the development of evaluator scripts in a collaborative manner with SC-CSM stakeholders.	Establish procurement value for strong stakeholder buy-in of SC-CMS evaluation process.
° Continue to work on the development of the draft Contracts Management 101 training course.	Establish fundamental knowledge in ISD for applying due diligence to these obligations.
° Continue to work with SC-CMS project team on reviewing, assessing and editing RFP documents for incorporation into Final Draft RFP.	Mitigate project risk through Project team communications; create well written RFP documents to establish Vendor opportunities to develop high quality proposals.
° Attend debrief meetings with JISC regarding RFP review as prep for Go/No Go publication decision	Mitigate acquisition and project risk through communications with IT governing body.
° Following JISC scope change approval, develop Appellate Court ECM RFP.	Establish and implement ISD acquisition standards; Mitigate project risk through Vendor communications.
° Continue to leverage administrative staff resources for logistics of SCCMS RFP evaluation activities.	Leverage existing administrative resources allowing VRC and PM to focus on internal RFP review and resolution process.
° Finalize recruitment and then training of non-perm assistant for VRC.	Provide direct support to VRC: aid in establishing Vendor Relations framework within ISD, assist in development and delivery of program training to ISD.
° Resolve CA Clarity issues with interface to Microsoft Project.	Support ISD in the resolution of product applications with high criticality to AOC.
° Continue to collaborate with PMO scheduler for scheduling of all ISD projects.	Establish and implement ISD acquisition and contract standards; Mitigate project risk through PMO communications.
° Publish SC-CMS RFP (following JISC June 22 approval).	Establish thorough communications with Vendor community through the use of multiple advertisement resources.

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

Through May 31, 2012

Includes: Enterprise Architecture, Solutions Management and Business Analysis

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	Impact/Value
✓ Coordinated solution review for IT Governance Requests, recommending an in-depth analysis.	IT Governance Requests are reviewed by A&S in coordination with Solution Architects and other IT experts to arrive at recommendations for deliberation by the OCB and decision/prioritization by the JISC.
✓ Continued providing oversight and planning information to support INH project activities.	Project team productivity will be enhanced by translating INH high level strategy to detailed objectives.
✓ Finalized the SC-CMS RFP Technical Requirements.	Well-defined technical requirements will assist in selecting the most qualified SC-CMS vendor.
Activities Planned	**Business Value**
° Plan activities needed to complete the JIS Baseline Services.	The JIS Baseline Services model will provide an objective method for analyzing if a business service should be supported centrally. It will be used to evaluate the services currently provided and as a tool for evaluating new services proposed thru the ITG process.
° Develop standards to accompany the draft JISC Policy for Approval of Local Automated Court Record Systems.	The standards are referenced by JISC policy, providing guidance and conditions to support an individual court's efforts to implement a local automated system, while ensuring the integrity of data and information upon which all courts depend.

Operational Area: Infrastructure
Dennis Longnecker, Infrastructure Manager

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

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

Activities Completed	Impact/Value
✓ The next Disaster Recovery test is scheduled for September 21-22, 2012. We set our objectives and expectations for the next test. Staff continues to keep documentation/procedures current.	Disaster Recovery is a JIS activity which ensures the JIS systems would be available in the event of a disaster (either localized or large).
✓ Completed the following software/hardware updates: • Upgraded Online Error Codes and Manuals for system products to current versions. • Juniper Wireless System upgraded to current microcode. • Z/OS backup software upgraded to current version. • Completed preventive maintenance on both the Leibert and APC UPS systems.	Maintaining current and supported software levels ensures users are able to continue to work.
✓ Completed Projector installations in AOC Buildings 1 & 2.	Makes meeting arrangements easier as all the AOC meeting rooms have a computer, projector, wireless keyboard and mouse, and speaker.
✓ Completed 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 1, COA 2, COA 3 and TOJ completed.	Replace aged (5 year old) equipment with new hardware and operating systems.
Activities Planned	**Impact/Value**
° Continue Work on Disaster Recovery Planning.	Disaster Recovery is a JIS activity which ensures the JIS systems would be available in the event of a disaster (either localized or large).
° Continue hardware/software/firmware upgrades on system components.	Maintaining current and supported software levels ensures users are able to continue to work.
° Start work on FY13 equipment replacement.	Replace aged (5 year old) equipment with new hardware and operating systems.
° Start installing Natural 8.2.2.	Current Version of Natural is unsupported by the vendor.
° Continue work on MS Exchange upgrade planning.	Maintaining current and supported software levels ensures users are able to continue to work.

Operational Area: Data & Development
William Cogswell, Data & Development Manager (Interim)

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	Impact/Value
Development Unit	
✓ Completed performance test of the SCDX infrastructure and we services in DEV environment.	Test results give us a baseline of the SCDX application's performance in a Virtual environment and provide possible scenarios to use for the performance test in a real server like QA.
✓ Completed a health check of the production BizTalk server with the help of a Microsoft BizTalk expert.	Received suggestions on areas for improvement and for monitoring.
✓ Completed the tasks for re-pointing VRV application in DEV server to test CICS and test databases instead of DVOL. Tested the changes and validated the corresponding BOXI reports.	VRV application in DEV server no longer populates the DVOL database (used by the QA Testers) with test data. Keeps DEV region out of QA's area.
✓	
Data Warehouse Unit	
✓ Completed design and development of tables for "Monthly Interest Report" and completed first review of report with user group.	Provides new accounting reports, or improves existing reporting capabilities.
✓ Started requirements gathering for collections reports and started the design of tables to support the reports.	Provides new accounting reports, or improves existing reporting capabilities.
✓ Continued development of Trust Summary tables.	Provides new accounting reports, or improves existing reporting capabilities.
✓ Implemented legislative database and coding changes.	Aligns data warehouse with statute changes.
✓ Updated caseload mappings to include new guilty codes for DUI with youth in vehicle.	Ensures courts have correct counts.
✓ Received final approval of AR Summary Report (i.e., "Summary of A/R type codes entered, paid, outstanding"). • Released AR Detail Report. • Began ARs with Trust Detail analysis.	Provides new accounting reports, or improves existing reporting capabilities.
✓ Completed Operating Level Agreement (OLA) for AOC Research and AOC Data Management Teams.	This agreement allows the projects to be performed for the courts based on a set of agreed upon conditions so it can be determined when the ITG process should be entered.
✓ Performed caseload rerun.	Ensures courts have correct counts.
✓ Performed legislative analysis.	Aligns data warehouse with statute changes.
Database Unit	

✓ INH Project – Worked on the development of the Conceptual Data Model.	Supports foundation design work for the design of INH based data repositories.
✓ Reviewed 4 sets of database designs related to change requests for various projects.	ITG09 project - Supports expanded reporting of Accounting data from the data warehouse. ASRA project - Supports making available actual count of occurrences for each question in an individual assessment. CAPS project – Stored procedure performance enhancements.
✓ Worked on drafting Data Governance roles and decision-making processes.	By creating a more efficient data governance structure, decision processes can also be enhanced, and issues more readily addressed.
✓ Participated in defining data standards, data models, and crafting a data quality plan/data governance plan for INH.	By creating a more efficient data governance structure, decision processes can also be enhanced, and issues more readily addressed.
✓ Reviewed and provided feedback for the following INH documents: Security Requirements, Service Requirements, and EDR Requirements.	Participation in the INH project provides familiarity with the data and an opportunity to absorb information that is helpful in determining the future Data Quality direction of AOC.
✓ Hosted product demos from Informatica and SAP as potential solutions for INH and/or the Data Quality Program as a whole.	Learn about technology tools that not only enhance current processes between groups and data quality, but also communication and streamlining of activities.
✓ Organized initial meeting related to ClearQuest/RightNow issues.	Opportunity to transform AOC decision-making processes surrounding the reporting of technological issues and bugs, while providing the means to create performance measures with clean data relating to analytical, operational, and portfolio (strategic) issues. Opportunity also to align with ITIL for some decision-making processes.

Activities Planned	Impact/Value
Development Unit	
° Deploy SCDX Increment 1 (10 exchanges) defect fixes into Dev and then to QA.	Provides a stable and proven SCDX infrastructure when deployed in Production, which can go live immediately.
° Deploy SCDX Increment 1 Production.	The total of 10 web service exchanges when deployed in production will cause a sizable reduction in the amount of time spent by Pierce County for double data entry.
° Work on the NIEM IEPDs for INH pilot services, DOL ADR and Person Get.	Helps to validate the Proof of Concept for the INH design architecture.
° Work on configuring BizTalk INH application to consume INH pilot services, DOL ADR and Person Get.	Helps to validate the Proof of Concept for the INH design architecture.
Data Warehouse Unit	
° Release "Summary of A/R type codes entered, paid, outstanding".	Provides new accounting reports, or improves existing reporting capabilities.
° Perform second review of "Monthly Interest Report".	Provides new accounting reports, or improves existing reporting capabilities.
° Begin design of RDS for "Remittance Summary Report".	Provides new accounting reports, or improves existing reporting capabilities.
° Release New Deferred Disposition Report.	Provides new accounting reports, or improves existing reporting capabilities.
° Continue ARs with Trust Detail analysis.	Provides new accounting reports, or improves existing reporting capabilities.
° Begin collection reports analysis.	Provides new accounting reports, or improves existing reporting capabilities.
Database Unit	
° Attend the Data Governance and Information Quality Conference in June.	Gain valuable training in talking with experts and obtain useful tools in these trainings for use at AOC.
° Begin preliminary profiling and analysis of JIS Data.	Become more familiar with the data; issues may be identified for correction in either source systems, business processes or INH.
° Continue work on Data Quality Concept Paper for AOC.	The DMSC has requested higher level concept documentation regarding Data Quality and Data

	Governance. This will help the agency to take next steps both at a high-level and within specific IT projects and processes.
° Compile a database of proposed variables for INH EDR, and identify potential standards.	Become more familiar with the data and data structure.
° Continue to develop a potential project plan for ClearQuest/RightNow and schedule meetings as appropriate.	Opportunity to transform AOC decision-making processes surrounding the reporting of technological issues and bugs, while providing the means to create performance measures with clean data relating to analytical, operational, and portfolio (strategic) issues. Opportunity also to align with ITIL for some decision-making processes.
° INH Project - Develop standards and processes related to Business Data Model development.	Supports foundation design work for the design of INH based Data Repositories.
° Support database design review requests.	Ensures that database design changes follow established change management processes.

Operational Area: Operations
Mike Keeling, Operations Manager

Includes: All application units; Web team, Java team, Legacy team, uniPaaS team, Data Exchange team and SharePoint

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
✓ ITG Request 126 – update SharePoint to v.2010 – was approved. Team drafted governance plan and project charter. Project team is being formed.	Improved document management and collaboration throughout the agency.
✓ Delivered second SharePoint Brown Bag session.	Provided needed training and exposure to SharePoint as part of the SharePoint 2010 update.
✓ ASRA – Implemented a batch assessment process for research/analysis purposes to allow the system to create assessments for a specific case in JIS.	Over the next two months, this process will generate some 3 million assessments. This will be used by research to validate the recidivism predictive value of the STRONG II assessment tool.
✓ ASRA – implemented usability, security, and stability enhancements identified during the initial production roll-out.	Ensures that the ASRA application will continue to operate as efficiently as designed with the increased utilization expected as new courts adopt the system.
✓ JCS – Completed development of a Defendant Case History report, slated for roll-out in June.	Enhances the value of JCS for juvenile probation staff, eliminating the need to access JIS for a complete status of juvenile offenders.
✓ Guardian Grievance Form: • Created an online form that can be used by the public to file complaints against guardians. Additionally, provided the CPGB with the ability to view uploaded data and to create a spreadsheet of needed information.	General Rule 23 authorizes the Administrative Office of the Courts (AOC) and the Certified Professional Guardian Board (Board) to regulate court-appointed guardians. Regulation includes receiving, electronically storing, and processing complaints. This request assists AOC staff in meeting the requirements of GR 23.
✓ Dashboard for JIS Ed Evaluations • Created a Yearly Summary Dashboard for JIS Education. The dashboard should provide information about clients who evaluated JIS Courses attended throughout the year.	An Evaluation Dashboard will allow JIS Education staff to obtain a quick summary of classes offered and general information about the students that attended. This information will help with future planning.
✓ ITG 149 Maintenance Offshoot • Sort Supreme Court and Court of Appeals court briefs in descending case number order and link to the court briefs from all Supreme and Court of Appeals docket pages.	Improves public access to Supreme Court and Court of Appeals court briefs, and to Court of Appeals dockets. By providing the public with better access, the courts will receive fewer calls from clients needing to retrieve the information.
✓ Chronological SRA • Added new 2011 and 2012 versions to the Chronological Sentencing Reform Act (SRA). The latest versions of the SRA have been provided by Commissioner Schmidt of Division II.	The Sentencing Reform Act (SRA) has applied to crimes committed since July 1, 1984. The Legislature amends the SRA frequently, and often uses emergency clauses to make amendments effective on different dates. These changes make it difficult to determine the version of the SRA in effect on any given date. Continued updates to the Chronological SRA make determination of the correct law easier to find.
✓ Gender and Justice Commission Site Redesign • Redesigned the section of the public site devoted to the Gender and Justice Commission.	Improves usability.
✓ Legacy – Installed accounting codes to support the following legislation: • 6608 • 1983	Supports court accounting.

• 6387 • 5502 (2011)	
✓ Legacy – Supported import of accounting data into the data warehouse.	Allows courts to run ad hoc queries against accounting information.
✓ Legacy - Provided a monthly log to Spokane District Court to support their use of a local automated system.	Allows the court to track the system's activities to ensure that it adheres to proper security.
✓ Java – Worked on new releases of JABS, ETP, ACORDS; WSP Dispositions and CAPS planned for June.	Responds to evolving business needs, enhances user experience and improves performance for six different applications.

Activities Planned	Business Value
° VRV – Fix a defect that prevents it from accepting a 2nd line of mailing address (depends upon a mainframe bug fix task).	Enables LEAs to report more accurate mailing address info for a parking defendant.
° SCDX – Develop two Java web services in increment 4.	Improves data sharing among courts.
° INH – Develop stored procedure for GetPerson service.	Improves data sharing among courts.
° JCS – Develop accounting display screens for juvenile offenders, similar to JIS.	Allows juvenile court staff to assess juvenile diversion and restitution status within the JCS system, eliminating the need to log onto JIS for accounting data.
° JCS /ASRA – Begin migrating these applications to AOC's new server standards.	Improves supportability and performance of these applications.
° JCS – Implement new Disposition and Condition code changes required by ITG 147.	Keeps JCS in sync with SCOMIS changes that support Findings and Orders on Post-18 Extended Foster Care.
° ASRA – Implement usability and supportability enhancements identified during the first full month of production.	Improves user acceptance and enhancement stability.
° Guardian Portal • Midway through the design process; next steps include business stakeholder review to inform and validate the design direction.	Provides organization and clarity to the various Guardian programs available on WA Courts.
° DX.COURTS.WA.GOV • Revision of this site to accommodate on boarding Superior Court Data Exchanges.	Improves usability.
° Enterprise Metadata • Define initial problem statement and business case for solution of enterprise metadata. • ITG request submitted and reviewed. Waiting on status.	Lack of metadata within documents housed by AOC is problematic and has 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 organization's overall ability to catalog, index and search for information.
° Install and configure source control for the web environments.	This allows AOC to have versions of our code for the purposes of historical preservation, roll-backs, code comparisons, and publishing.
° Legacy - Implement 4 SCOMIS docket codes to comply with legislation and respond to user request.	Allows more accurate tracking of case activities and documents.
° Legacy - Implement new result code in SCOMIS and new resolution code in JIS to accommodate new legislation.	Guarantees that information regarding the type of DUI offense is available to prosecutors through the DCH/ICH screen.
° JABS – Release version 5.2 to fix a bug important to Seattle Municipal Court and to improve overall response times for all courts.	Improves ease of access to critical data and enhances user experience.
° ETP – Release version 3.4 to accommodate two new unanticipated types of data values on electronic tickets that had been holding up processing of tickets.	Continues to evolve application for increased reliability as business needs change.
° ACORDS – Release version 73.0 to include performance enhancements as well as some bug fixes that were released earlier and then rolled back due to performance problems.	ACORDS usage has skyrocketed in the last few months due to paying users' automated data transfer processes. This release contains performance enhancements to help the system accommodate the increased load.
° WSP Dispositions – new release to accommodate new case disposition types 'GV' and 'GR' created by legislative action.	Continues to evolve the application as business needs change.
° CAPS – new release to improve maintainability of application	Positions application to rapidly respond to future business needs.

June 2012 ISD Monthly Report to the JISC

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

Includes: Project Management Office, Software Quality Assurance

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

Project Management Office: The PMO provides oversight on 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
Project Work without Monthly Project Reports	
✓ The PMO Process Project has completed a Scope Statement and is in the process of obtaining signatures.	This project will streamline processes and focus on institutionalizing processes with staff. Although there has been significant Transformation work accomplished, the PMO must now turn its attention to process clarification, changing behaviors and conforming to processes.
Quality Control	
✓ Completed testing for ATH modifications in Legacy applications.	Ensures a successful upgrade of the Legacy application for code changes.
✓ Completed testing for JABS Build 4.10.	Ensures a successful upgrade of the JABS application for fix CQS.
✓ Completed testing for ASRA CQ fixes.	Ensures successful upgrade of ASRA application.
✓ Ended Natural to Cobol Conversion testing.	Allows testers to be reassigned to other high priority work.
✓ Continued SCDX project testing.	Ensures all affected applications are tested prior to release.
✓ Completed testing for Sector Build v1.9.9.3.	Ensures a successful upgrade of the SECTOR application for code changes.
✓ Began testing of ITG 125 and legislation projects.	Ensures all affected applications are tested prior to release.

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