Judicial Information System Committee (JISC)

Friday, June 22, 2012 (9:00 a.m. – 3:00 p.m.)
CALL IN NUMBER: 800-591-2259 PC: 288483
SeaTac Facility: *18000 INTERNATIONAL BLVD, SUITE 1106, SEATAC, WA 98188*

AGENDA

1.	**Call to Order** **Introductions** **Approval of Minutes** **Acknowledgement of Last JISC Meeting for Two Members:** • Mr. Jeff Hall, State Court Administrator • Mr. Marc Lampson, WSBA Representative	Justice Mary Fairhurst	9:00 - 9:15	Tab 1
2.	**Proposed JIS Decision Packages:** **Decision Point:** • 2013-2015 Decision Package Approval	Ms. Vonnie Diseth, ISD Director	9:15 - 10:00	Tab 2
3.	**JIS Priority Project Status Report:** **#2 Superior Court Case Management Update** a. Project Update b. Independent QA Report **Decision Point:** • RFP Release	Ms. Vonnie Diseth, ISD Director Mr. Allen Mills, Bluecrane Inc.	10:00 - 11:00	Tab 3
4.	**JIS Priority Project Status Report:** **#3 Appellate Court EDMS (ITG #45)** **Decision Point**: • Change in Project Scope	Mr. Bill Burke, PMP	11:00 - 11:20	Tab 4
5.	**Court Business Office (CBO)** **Decision Point:** (Court User Workgroup) • CUWG Concept Approval • CUWG Draft Charter/Principles	Mr. Dirk Marler, JSD Director	11:20 - 12:20	Tab 5
	Lunch – Working		12:20 - 12:40	
6.	**JIS Priority Project Status Report:** **#1 - Superior Court Data Exchange (ITG #121)** **Decision Point:** • Allocate funding for Increment 4	Mr. Bill Burke, PMP	12:40 - 1:00	Tab 6
7.	**JIS Policy on Local Automated Court Record Systems** – Draft Policy Discussion	Judge Steve Rosen	1:00 – 2:00	Tab 7
8.	**Natural to COBOL Project Update**	Ms. Vonnie Diseth, ISD Director	2:00 – 2:15	
9.	**Information Networking Hub (INH) Project Status Update**	Mr. Dan Belles, PMP	2:15 - 2:30	Tab 8
10.	**Committee Reports** a. Data Dissemination Committee b. Data Management Steering Committee • JIS Priority #4 (ITG 9) – Add Accounting Data to the Data Warehouse	Judge Thomas Wynne Mr. Rich Johnson	2:30 - 2:40 2:40 - 2:50	
11.	**Meeting Wrap-Up**	Justice Mary Fairhurst	2:50 - 3:00	

12.	**Information Materials** a. JIS Budget Project Update b. ISD Monthly Report c. IT Governance Status Report			Tab 9
Persons with a disability, who require accommodation, should notify Pam Payne at 360-705-5277 Pam.Payne@courts.wa.gov to request or discuss accommodations. While notice 5 days prior to the event is preferred, every effort will be made to provide accommodations, when requested.				

Future Meetings:

September 7, 2012

9:00 a.m. – 3:00 p.m. AOC SeaTac Facility

- Budget Status Report
- Decision Point: JIS Policy on Local Automated Court Systems
- Presentation: ISD Standard on Local Automated Court Systems
- JIS Priority Project Reports
- IT Governance Requests

October 26, 2012

9:00 a.m. – 3:00 p.m. AOC SeaTac Facility

- Budget Status Report
- JIS Priority Project Reports

December 7, 2012

9:00 a.m. – 3:00 p.m. AOC SeaTac Facility

JUDICIAL INFORMATION SYSTEM COMMITTEE

May 4, 2012
9:00 a.m. to 3:00 p.m.
AOC Office, SeaTac, WA

DRAFT - Minutes

Members Present:
Mr. Larry Barker
Chief Robert Berg
Judge Jeanette Dalton (phone)
Justice Mary Fairhurst, Chair
Mr. William Holmes
Mr. Rich Johnson
Mr. Marc Lampson
Ms. Barb Miner
Judge Steven Rosen
Ms. Yolande Williams
Ms. Aimee Vance
Judge Thomas J. Wynne

Members Absent:
Mr. Jeff Hall
Judge James Heller
Judge J. Robert Leach
Ms. Marti Maxwell
Mr. Steward Menefee

Guests Present:
Mr. Shayne Boyd
Mr. Gary Egner
Ms. Lea Ennis
Ms. Betty Gould

AOC/Temple Staff Present:
Mr. Kevin Ammons
Mr. Dan Belles
Ms. Kathy Bradley
Mr. Bill Burke
Mr. Bill Cogswell
Mr. Mike Davis
Ms. Vonnie Diseth
Mr. Martin Kravik
Ms. Vicky Marin
Ms. Heather Morford
Ms. Pam Payne
Mr. Ramsey Radwan
Ms. Maribeth Sapinoso
Mr. Mike Walsh
Mr. Craig Wilson
Mr. Kumar Yajamanam

Mr. Doug Klunder
Mr. Allen Mills
Mr. Eric Olson
Mr. Kyle Snowden
Mr. Joe Wheeler

Call to Order

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

March 2, 2012 Meeting Minutes

Justice Fairhurst asked if there were any changes to the March 2 meeting minutes. Hearing no changes, Justice Fairhurst deemed them approved.

JIS Budget Update

Mr. Ramsey Radwan presented the committee with the JIS budget report (green sheet). This report shows the current JIS allocations, expenditures and variations.

Mr. Radwan presented the blue sheet which shows the allocation and expenditure by phase and fiscal year for the SC-CMS project. This is a projection of how funds will be expended. We will adjust this upon completion of the staffing plan and when more detail is available.

13-15 Biennium Budget Process

Mr. Ramsey Radwan presented the committee with a schedule for the 13-15 Budget Development and Submittal Process. We are on track for meeting these dates. The JIS decision packages will

go to the Supreme Court for approval as submitted by Justice Fairhurst, Mr. Radwan, and Mr. Hall.

Mr. Radwan also pointed out potential funding concerns that he intends to frame all funding requests around. Mr. Radwan stated we as the judicial branch start out with a $20 million dollar issue. The JSTA account is due to sunset at the end of the biennium. If that sunset is not extended or made permanent we need to be backfill in general fund.

Based on current information, the state may be facing a $1.5 billion state general fund deficit in the 13-15 biennium. If the state judicial branch were to take its share of the deficit, we would be faced with an additional $10.6 million shortfall.

IT Governance Requests – Approval and Prioritization

Mr. Kevin Ammons presented IT Governance Request #062 – Automate Court's County Department Cross Reference Table (DCXT) Entries. Mr. Ammons explained that this request would automate most portions of the effort at each court to update Budgeting, Accounting, and Reporting System (BARS) codes after most legislative sessions. After discussion regarding the request, a motion to authorize and prioritize the request was made.

Motion: Yolande Williams: I move this request be approved by the JISC.
Second: Judge Wynne
Voting in Favor: All present (Judge Dalton, phone)
Opposed: None
Absent: Mr. Jeff Hall, Judge James Heller, Judge J. Robert Leach, Ms. Marti Maxwell, Mr. Steward Menefee

Mr. Ammons then facilitated the prioritization of the request into the existing JISC ITG priorities.

Motion: Chief Berg: I move to prioritize this request between priority 9 and 10 (after JRS replacement)
Second: Mr. William Holmes
Voting in Favor: All present (Judge Dalton, phone)
Opposed: None
Absent: Mr. Jeff Hall, Judge James Heller, Judge J. Robert Leach, Ms. Marti Maxwell, Mr. Steward Menefee

The JISC prioritized IT Governance Request 062 as the #10 priority. The JISC's adopted priority list is:

Priority	ITG #	Request Name	Status	JISC Importance
1	121	Superior Court Data Exchange	In Progress	High
2	002	Superior Court Case Management System	In Progress	High
3	045	Appellate Courts EDMS	In Progress	High
4	009	Add Accounting Data to the Data Warehouse	In Progress	High
5	041	Remove CLJ Archiving and Purge Certain Records	In Progress	High
6	081	Implement Static Risk Tool, STRONG 2	In Progress	High
7	027	Expanded Seattle Municipal Court Case Data	Authorized	High

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		Transfer		
8	102	New Case Management System to Replace JIS (DISCIS)	Authorized	High
9	85	JRS Replacement	Authorized	High
10	062	Automate Court's DCXT Table Entries	Authorized	Medium
11	007	SCOMIS Field for CPG	Authorized	Medium
12	026 & 031	Prioritize Restitution Recipients and Combine True Name and Aliases for Time Pay	Authorized	Medium

ITG #2 - SC-CMS Update

Ms. Maribeth Sapinoso, project manager, provided an update of the SC-CMS project beginning with the completion of the Technical Requirements and the Request for Proposal (RFP) Draft Contract. Both documents are included in the RFP as Exhibits. Also completed was the SC-CMS project presentation at the Washington State Association of County Clerks (WSACC) Spring Conference in March 2012 and at the Superior Court Judicial Association (SCJA) and the Association of Washington Superior Court Administrators (AWSCA) Spring Conference in April 2012. The highlights of the presentation were the guest speakers (a County Clerk, Administrator, and Judge) from Hamilton County, Indiana. The Independent Quality Assurance Professionals (QAPs) were mentioned as presenters after this presentation to go over the details of their initial quality assurance assessment report.

The RFP status was reported in its third iteration of review by the RFP Steering Committee, AOC Internal Sponsors, Project Team, Special Assistant Attorney General (SAAG), QAPs, Attorney General's Office, and Judge Marcine Anderson. This review process is a two week review rather than the originally slated two day review due to the feedback received from most reviewers, including the SAAG and the QAPs, that the schedule in place was too aggressive, thus impacting the quality review of the RFP. As a result, the schedule was revisited and changed to address the concerns received and to ensure that this RFP process is done right the first time. The revised schedule now allows adequate review of the RFP and allows adequate delivery of tasks throughout the entire schedule for Phase I.

Ms. Sapinoso also reviewed the calendar of the RFP review process focusing on the areas where the JISC members' time would be requested to review the RFP (from June 6 – June 15) including the JISC RFP briefings scheduled for June 13 and 14. There will be two sessions per day from 9:00am – 12:00pm and 1:00pm – 4:00pm to walk through the RFP and address any questions or concerns in regards to the RFP. June 22 is the next JISC meeting and the committee will be asked to approve release of the RFP. Last, Ms. Sapinoso emphasized that the entire project schedule represented in the phased timeline of the presentation is subject to change pending the Apparent Successful Vendor and the results of contract negotiations.

Court Business Office (CBO)

Mr. Dirk Marler presented an overview of the Court Business Office. The SC-CMS Feasibility Study described a number of critical tasks for configuration and implementation the new case management system that will be facilitated by the CBO.

The CBO has been created to serve the courts of the State of Washington in the implementation and deployment of the court Case Management Systems. The CBO helps transform and improve court business automation and processes through expert requirements refinement, process

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management, and collaboration with the court community and within AOC. The CBO will rely on a Court User Work Group (CUWG) to help identify opportunities for optimizing and standardizing business processes and to assist in communication with stakeholders. The CUWG will need an appropriate level of decision-making authority to make timely decisions on the statewide configurations and business process standards for statewide implementation. The governing bodies will assign members to represent them on the CUWG. Members of the CUWG should have a state wide and system wide view of court operations, and shall pursue the best interests of the court system at large.

The CBO will facilitate decisions that need to be made at the local level. The local court, no matter how small will be in a leadership and decision making position in planning for local implementation. The solution provider, in partnership with AOC and local courts, will configure and customize the application to support Washington superior court rules and procedures and will work with judicial officers, administrators, clerks, and staff to configure, train, and integrate new processes into their operation.

A follow up presentation along with a draft charter will be given at the June 22 JISC meeting.

JIS Modernization Roadmap (Portfolio Refresh)

Mr. Kumar Yajamanam along with Mr. Craig Wilson presented the JIS Portfolio Modernization roadmap. Mr. Yajamanam started by stating that there was an aging JIS portfolio of primary applications, modernization of which is a complex effort. Mr. Yajamanam presented the background information that the question on the existence of a modernization roadmap was asked in December 2011 JISC meeting. This presentation was an attempt to answer the question with a modernization strategy and not to provide a specific roadmap. The modernization strategy & approach was in alignment with the IT Governance processes as well as with Ernst & Young Strategic Plan and AOC Enterprise Architecture future state roadmap. The objectives of the presentation were to provide an insight into the current state of JIS portfolio and to provide an approach that would help guide IT investments and future planning at statewide and local levels.

Mr. Craig Wilson then presented an overview of the current state of the JIS Application Portfolio. There are more than 30 computer applications that support the business activity of the courts. A current sustainability risk assessment was presented for the 10 primary JIS applications. The assessment indicates that several applications will be difficult or challenging to sustain at current levels without negative impact to users.

Mr. Yajamanam then stated that the modernization plan should focus on enabling a mix of COTS-based and custom developed applications. He emphasized alignment with JIS Baseline services. In addition, he stated that the order of preference for modernization options was to 1) reuse,2) re-factor, 3) buy and 4) build. He then presented replacement, enhancement, new and retirement candidate applications and the court-level portfolio modernization transition and target states. He highlighted the support issues for a portfolio in transition state to maintain legislative updates, enhancements, break-fixes and integration needs, emphasizing that the greater the portfolio size in transition state, greater are the risks and support costs.

Some key observations included that the portfolio will become complex to very complex before becoming simple and that the longer we need to maintain dual applications, the more difficult it would be to manage change. Key recommendations included driving standardization for business processes and minimization on the variations in configurations, choosing modernization scope

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based on holistic view of court level portfolio to minimize disruptions to courts and reducing the technology platforms required to support application.

Mr. Yajamanam then presented a 2-2-2 Modernization strategy where he recommended modernizing an application and rolling it out to all the courts that use that function in under two (2) biennium(s). During that period, he recommended focusing on two additional application modernization preparations that could be executed in the next two biennium(s).

The presentation concluded with a recommendation that while technology modernization was complex, services for agile on-boarding of courts to new applications needed vast improvements and that robust services for on-boarding Courts to applications was the most critical factor for succeeding in JIS portfolio modernization.

JIS Priority Project Status Reports

ITG #121 - Superior Court Data Exchange (SCDX)

Mr. Bill Burke, project manager, stated that testing of SCDX Increment 1 is continuing to slip due to insufficient QA Test team resources. The QA team has been engaged in testing the software deliverables from the Natural to Cobol (N2C) and Adult Risk Assessment (ARA) projects. This has significantly impacted the QA team availability to complete SCDX Increment 1 testing. Testing of SCDX Increment 1 is currently expected to be completed by the end of May. SCDX Increment 2 development is on-schedule. Sierra Systems has completed the final set of Technical Design Documents for SCDX web services and these documents are currently being reviewed by the AOC. In addition, Sierra Systems has completed and delivered to the AOC over half of the SCDX Increment 2 web services. The Pierce County LINX team has assigned (2) developers to begin planning the development work for building the interface between the LINX System and the SCDX. This development planning is currently in-work and a project completion date for this effort has not yet been identified.

Question: I thought that the Pierce County LINX team had identified 1st Quarter of 2012 for starting the development for this interface?

Answer: Yes, we have been meeting with the Pierce County LINX team monthly since July 2011 and the estimated start for the development was always defined as 1st Quarter 2012.

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

Mr. Bill Burke stated that ten (10) EDMS vendors responded to the project Request for Information (RFI) and of those vendors, seven (7) provided EDMS product demonstrations. From the vendor responses and product demonstrations, it appears that this is mature product market and many vendor products have a robust set of standard features. The number of vendors responding to the RFI would indicate a fair amount of interest by vendors in providing an EDMS solution to the AOC. The project is currently engaged in evaluating EDMS systems design options. One of the EDMS design options being evaluated would provide the Appellate Courts with all the required ACORDS functionality from the EDMS workflows, so that a custom interface between the EDMS and ACORDS would not be needed.

Question: Has the Appellate Courts EDMS project exceeded the JISC authorized project scope? This project was suppose to deploy an EDMS not replace ACORDS.

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Answer: The JISC authorized the project to deploy an Appellate Courts EDMS. When the project team began evaluating system design options, it became apparent that interfacing to the existing ACORDS system has substantial risk and significant cost associated with the development of a custom interface between the EDMS and ACORDS. ACORDS is an undocumented system and the AOC has repeatedly had problems implementing any ACORDS changes. By interfacing the new EDMS to ACORDS will constrain EDMS functionality and require the Appellate Court users to use both an EDMS and ACORDS concurrently, adding additional complexity to the Appellate Court operations. While this evaluation is still in-work, the results will be reviewed with the Appellate Court Clerks on May 8 and the project Executive Steering Committee on June 5. If the Executive Steering Committee decides to recommend that the EDMS provide all required ACORDS functionality, then this recommendation will be presented to JISC on June 22 for approval.

Question: Will the new EDMS store only documents?

Answer: No, the new EDMS will have the capability to store all electronic media which includes documents, transcripts, pictures and audio files.

ITG 81 Static Adult Risk Assessment (ARA) Project

Mr. Martin Kravik presented the final JISC report on the Adult Static Risk Assessment project. Mr. Kravik reported that all project objectives have been met. In the current period, quality assurance testing was completed, defects were corrected, and the user manual was completed.

The system was placed into a production pilot on April 20th making the system available for use to the implementation courts (Clark, Cowlitz, Kittitas, Spokane, and Thurston). As of May 4th, 187 assessments had been created by Spokane and Thurston counties.
A notification was sent out on May 4th to all trial courts announcing the broad availability of the static risk assessment system.

Remaining project deliverables include full transition to ongoing program support and closing out the project. An effort has begun to form a permanent oversight committee. Both Superior and Courts of Limited Jurisdictions will be represented.

Vehicle Related Violations (VRV) Project

Mr. Mike Walsh, project manager, reported all three Tier 1 pilot courts, Lakewood, Issaquah, and Kirkland are using the VRV web services. The number of monthly VRV records processed so far are meeting the projections made nearly two years ago (Kirkland 570, Issaquah 475, Lakewood 1170). The VRV Tier 2 pilot courts Fife, Tacoma, and Lynnwood, are working with their web services providers and are primed to start the process of connecting to JINDEX and testing the end to end transaction processing. The web services providers, CodeSmart and ATS, are the same companies that built the connections for the Tier 1 courts.

There is currently a 10 week delay in initiating the Tier 2 connectivity with the Department of Enterprise Services' (DES), JINDEX message routing component. The delay is created by a change in the completion date of a project DES resources are currently working on.

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The AOC Operations team is in place and is ramping up to support the VRV on boarding process at the conclusion of the Pilot Tier 2 implementation. Although the Committee had requested the names for the next group of VRV courts none have been identified so far. Mr. Rich Johnson replied to the Committee that the decision is tasked to the Data Management Steering Committee.

Information Networking Hub (INH) Program Overview and Status

Mr. Dan Belles, project manager provided an update on the Information Networking Hub (INH) Project. Mr. Belles gave an overview of the current program scope, activities, schedule and next steps in the project. Mr. Belles also shared an overview of the INH project scope to include the Pilot services and Foundation components. Next he gave a brief update on current project activities including planning and design of the Pilot services and Foundation components.

Mr. Belles included an overview of the current INH schedule, explaining the project's progress within the timeline starting in 2012 and continuing through the first half of 2015. Mr. Belles also stated that the project's first deliverable would be the two Pilot services, expected to be completed by the end of June 2012. The Foundation is expected to be completed later this year with the SC-CMS ready solution was targeted for completion in early 2014. The focus is for INH to be SC-CMS ready but the designs and templates could be used for any court system that wanted to connect, provided they were ready. Mr. Belles concluded his presentation by covering the next steps in the project which would focus on continuing the work on the analysis and design of the foundation components and development of the Pilot services.

Judge Thomas Wynn asked if INH was something new that AOC was creating or had it been done before. Mr. Belles responded that the INH concept was not new and that several implementations have been done in the private and public sectors. Mr. Belles also shared the State of Colorado is implementing an INH like solution and that we plan to contact them for information.

Ms. Yolanda Williams asked if the INH ADR web service was previously requested by the JISC. Vonnie Diseth, ISD CIO, responded that this was something AOC had been working on with the Department of Licensing for some time and that it would save them money by allowing them to shut down some COBOL programs that only AOC is still using. Ms. Williams then asked about implementation of the Seattle Muni data exchange and if and when that was going to be done during the INH and SC-CMS schedule.

Ms. Barb Miner asked about the INH timeline and when data exchanges might be available to non-SC-CMS systems. Mr. Belles responded that when INH was ready for SC-CMS we could take a look at the services and possibly make them available to other systems depending on the court's requirements and their ability to do the work on their side.

Committee Reports

Data Dissemination Committee:
No Report

Data Management Steering Committee:

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Mr. Kevin Ammons reported on behalf of Mr. Rich Johnson. The Accounting Data in the Data Warehouse project has released the third increment. The fourth increment is expected to be released in June.

The project schedule will be reevaluated by the project workgroup in August as the project reaches the half-way point. The project schedule may be able to be accelerated for the last half of the project.

Next Meeting

The next meeting will be June 22, 2012, at AOC SeaTac Facility; from 9:00 a.m. to 3:00 p.m.

Action Items:

	Action Items – From March 4th 2011 Meeting	Owner	Status
1	At the end of the legislative session, ask the Supreme Court Rules Committee if it wants the Data Dissemination Committee to revisit GR15 in light of *Ishikawa* and *Bone-Club*.	Vicky Marin, Justice Fairhurst	*Postponed*
	Action Items – From October 7th 2011 Meeting		
3	Confer with the BJA on JISC bylaw amendment regarding JISC communication with the legislature.	Justice Fairhurst	
	Action Items – From December 2nd 2011Meeting		
5	Present JIS application portfolio plan to the JISC.	Vonnie Diseth	Completed – 05/04/12
6	Present to the JISC a schedule for work on ITG projects prioritized by the JISC on December 2nd.	Vonnie Diseth	Postponed
7	Discuss with Pierce County reduction of payment for double-data entry following completion of SCDX Increment 1.	Jeff Hall	Done/In progress
	Action Items – From March 2nd 2012 Meeting		
8	Send Appellate Court Electronic Document Management System use case notes to Larry Barker.	Bill Burke	Completed
9	Check on whether it is possible to reload archived CLJ cases into active tables without making them available to web search on the public website.	Dan Belles	
	Action Items – From May 4th 2012 Meeting		
10	Create a document showing the difference between the costs associated with COTS-Prep versus INH.	Mike Davis	

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

Superior Court Case Management System	**FTE 22.0**	**JIS Account**	**$11,298,000**
Funding is requested for staff and resources to continue the implementation of the superior court case management system, including the COTS Preparation track. Funds will be used to complete Phase 2 (Statewide Configuration and Validation), begin Phase 3 (Local Implementation Preparation), begin Phase 4 (Pilot Implementation) and begin Phase 5 (Statewide Rollout).			
JIS Multi-Project Funding	**FTE 0.0**	**JIS Account**	**$2,000,000**
Funding is requested to develop and implement small to medium information technology projects approved by the JISC during in 2013-2015 biennium. During each fiscal period a number of critical small and medium information technology projects are reviewed, prioritized and approved by the JISC. Funds will be used to complete and implement the most critical information technology projects.			
Information Networking Hub (INH)	**FTE 0.0**	**JIS Account**	**$1,500,000**
Funding is requested to continue the development and implementation of the information networking hub. Completion of the INH will provide a comprehensive set of bi-directional real time data exchanges. The INH will unify the current data architecture allowing for the exchange of data across disparate court information systems and will provide a single central data repository for storing statewide shared justice data.			
Internal and External Equipment Replacement	**FTE 0.0**	**JIS Account**	**$3,336,000**
Funding is requested to replace aged computer equipment housed at AOC and to continue the 5 year court equipment replacement cycle. Internal Equipment: $2,138,000 is requested to replace and consolidate servers; upgrade data storage systems; update our Office software suite; replace aged HVAC system used for climate control in the computer room; replace VPN routers. External Equipment: $1,198,000 is requested to replace computers and printers for the appellate and trial courts.			
EDMS Ongoing Support	**FTE 1.0**	**JIS Account**	**$400,000**
Funding is requested to provide ongoing support of the appellate electronic document management system (EDMS). The selected COTS EDMS represents new technology as well as an additional system that will be added to the AOC information technology portfolio. As such, an additional staff position will be required to provide ongoing system training, system administration and maintenance and perform system support. It is further assumed that there will be ongoing licensing and software maintenance costs.			

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

Feasibility Study-Limited Jurisdiction CMS	**FTE 0.0**	**JIS Account**	**$200,000**
Funding is request to conduct a formal feasibility study for the acquisition of a case management system for the courts of limited jurisdiction. The feasibility study would determine if one or more vendors would be capable of providing a case management system that could meet the needs of courts of limited jurisdiction.			
Total IT Preliminary Budget Requests	**FTE 23.0**		**$18,734,000**

2013-2015 Budget
Development, Review and Submittal Schedule

MONTH	TASK	DUE DATE
March	AOC send out Instruction	March 19, 2012
April	Preliminary budget requests that impact AOC are due Preliminary budget requests that do not impact AOC are due • Brief description of request • Brief description of benefit/improvements to be gained by request • Dollar amount and est. staffing **BJA review and comment of preliminary requests that impact the AOC budget**	March 30, 2012 April 20, 2012 **April 20, 2012**
May	**BJA** Revised decision packages that impact AOC are due **Supreme Court Budget Committee** **COA Executive Committee**	**May 18, 2012** May 25, 2012 **May 30, 2012** **May 30, 2012**
June	Revised preliminary budget requests that do not impact AOC are due **BJA Prioritize AOC Requests (General Fund only)** **JISC**	June 15, 2012 **June 15, 2012** **June 22, 2012**
July	All final detailed decision packages due to AOC **Supreme Court Budget Committee** **BJA**	July 6, 2012 **July 16 and 18, 2012** **July 20, 2012**
August	**Supreme Court Budget Committee** **BJA**	**August 13 2012** **August 17, 2012**
September	**Supreme Court Budget Committee** **JISC** **BJA**	**Sept. 10 & 24 2012** **September 7, 2012** **Sept 21, 2012**
October	**Supreme Court En Banc Final Approval & submission to Legislature** **BJA** **JISC**	**October 2012** **October 19, 2012** **October 26, 2012**

WASHINGTON STATE JUDICIAL BRANCH
2013-2015 BIENNIAL BUDGET REQUEST
Preliminary Decision Package

Agency **Administrative Office of the Courts**
(Please choose one judicial branch agency from the dropdown list.)

Decision Package Title: **Superior Court Case Management System (SC-CMS)**

Budget Period: **2013-2015 Biennial Budget Request**

Budget Level **Policy Level**
(Please choose policy or maintenance level from the dropdown list.)

Agency Recommendation Summary Text
(100 words or less)
This is a request for funds to continue with the implementation of the new Commercial Off The Shelf (COTS) Case Management system for the superior courts. Funding is needed to complete Phase 2 (Statewide Configuration and Validation), start Phase 3 (Local Implementation Preparation), start Phase 4 (Pilot Implementation) and start Phase 5 (Statewide Rollout) of the project.

Fiscal Detail

Operating Expenditures		**FY 2014**		**FY 2015**		**Total**
Estimated sum of all costs		**$ 4,794,824**		**$ 6,503,654**		**$ 11,298,478**
Staffing		**FY 2014**		**FY 2015**		**Total**
FTEs (estimated number of staff requested)		22.0		22.0		22.0

*** Dollar amounts should not be entered in the row titled "FTEs." Please enter only the percentage of staff time being requested. 1.0 is one full time staff person, 0.5 is one half-time staff person, etc.**

Package Description

Organizations supporting this request
Judicial Information System Committee (JISC), Superior Court Judges Association (SCJA), Association of Washington Superior Court Administrators (AWSCA), Washington State Association of County Clerks (WSACC), and Administrative Office of the Courts

Background
(This is a continuation fo the existing decision package from Phase 1.)
Under the direction of the JISC, the Superior Court Case Management System (SC-CMS) project is to procure and implement a software application that will support the business functions of state superior courts and county clerks by acquiring and deploying a SC-CMS 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 decisionmaking, scheduling, and case management.

Current situation
Project has been underway since July 2011. Changes in project schedules for the RFP have resulted in some small differences for the next biennium relative to the original feasibility study prepared by MTG Consultants.

Proposed solution
Purchase of a Commercial Off the Shelf (COTS) solution for courts case management. Configure the solution to support standardized courts processes.

Narrative Justification and Impact Statement

Reason for change
The current Superior Court Management Information System (SCOMIS) was implemented in 1977 and is 35 years old. While it does what it was designed to do and considered state of the art technology at the time, court business and technology needs have evolved. The vision of the SC-CMS provides a number of desired functions that are intended to address the needs of the courts for business improvement. Improved and expanded capabilities will help the courts meet their business needs by providing improved capabilities involving data management, access, and distribution; more robust calendar management and statistical reporting capabilities; enhanced business process automation and management; and improved service to partners and the public. Funding also is included to cover preparation work to infrastructure and applications in anticipation of installing a COTS system.

Impact on clients and services?
In addition to serving as the statewide court case management system, the existing Judicial Information System (JIS) provides essential information to several state agencies, local law enforcement agencies, prosecutors, criminal justice partners, and the public. The JIS is also responsible for accurately tracking, recording and distributing over $240 million per year in state and local revenues (excluding restitution and other "trust" monies).

Implementation of a new Superior Court calendaring and case management system will provide:

•Enhanced data sharing capabilities.
•Cost avoidance through the elimination of redundant data entry.
•Error reduction through training, standardization of business practices, and value-limited data entry fields.
•Flexibility to meet new and emerging business needs.
•Improved tracking and analysis capabilities..

Impact on other state programs?
Other state programs will benefit indirectly through AOC's enhanced efficiency and effectiveness. These impacts are intangible.

What alternatives were explored and why was this alternative chosen?
A formal feasibility study led to a recommendation for a commerically available centrally hosted off the shelf system. The JISC chose this recommendation because it compared favorably to other alternatives in terms of risk, rate of return, technical alignment, functional alignment and no custom application development is required. Other major alternatives considered included: use and expansion of the Pierce County CMS application known as "LINX"; Court Management applications without court records; Commercial CMS, locally hosted.

What are the consequences of not funding this package?
• Delay or elimination in productivity gains made by replacing legacy software.
•Additional functionality, such as new or modified case types, would not be incorporated into the legacy system.
•Sentence and disposition information would remain at the case level.
•Human resource scheduling would remain a manual effort.
•Maintenance costs will continue to increase.
•Individual courts will pursue stand-alone systems, thereby further fragmenting the system and increasing costs statewide..

What is the relationship, if any, to the state's capital budget?
None

Expenditure Calculations and Assumptions
(Rationale for costs shown)

Object Detail	FY2014	FY2015	Total
Staff Costs	$2,262,139	$2,227,398	$4,489,537
Non-Staff Costs	$2,532,685	$4,276,156	$6,808,941
Total Objects	**$4,794,824**	**$6,503,654**	**$11,298,478**

WASHINGTON STATE JUDICIAL BRANCH
2013-2015 BIENNIAL BUDGET REQUEST
Preliminary Decision Package

Agency **Administrative Office of the Courts**
(Please choose one judicial branch agency from the dropdown list.)

Decision Package Title: **JIS Multi-Project Funding**

Budget Period: **2013-2015 Biennial Budget Request**

Budget Level **Policy Level**
(Please choose policy or maintenance level from the dropdown list.)

Agency Recommendation Summary Text
(100 words or less)
This is a request for funds to continue to provide the Judicial Information Systems Committee (JISC) with flexibility to allocate funding to small projects as authorized and prioritized by the JISC through the IT Governance process. This will allow JISC to respond quickly to small and medium requests to provide new or enhanced functionality to the Washington Courts.

Fiscal Detail

Operating Expenditures		**FY 2014**		**FY 2015**		**Total**
Estimated sum of all costs		**$ 820,000**		**$ 1,180,000**		**$ 2,000,000**
Staffing		**FY 2014**		**FY 2015**		**Total**
FTEs (estimated number of staff requested)		0.0		0.0		0.0

*** Dollar amounts should not be entered in the row titled "FTEs." Please enter only the percentage of staff time being requested. 1.0 is one full time staff person, 0.5 is one half-time staff person, etc.**

Package Description

Organizations supporting this request
JISC, all levels of Washington Courts, Customer User Groups and Associations, Administrative Office of the Courts.

Background
The JISC needs to have some funds available to enable them to be responsive to the IT needs of the courts. This money would allow them to allocate funding to

small or medium size IT efforts based on the IT Governance process that prioritizes the IT needs of the Washington Courts.

Current situation
The JIS Multi-Projects Fund was used during the 2011-2013 biennium to develop the Electronic Document Management System (EDMS) for the Appellate Courts, and the Adult Static Risk Assessment (ASRA) for the trial courts, as well as other small to medium sized IT projects.

Proposed solution
Funding the JIS projects fund for the 2013-2015 Biennium will provide stability for JISC to continue to authorize short term governance requests for system upgrades and changes. The JISC will prioritize IT Governance requests and allocate funding based on priorities established within the IT Governance process. This funding will be used for small to medium, short duration projects that can be completed in one year or less or to begin the first stages of major approved project efforts. This funding could be used for projects such as a feasibility study to replace the Judicial Receipting System, integration between the current Judicial Information Systems and a juvenile risk assessment tool, and providing the ability for courts to view documents from all other state courts. These funds could also be used to cover any cost overruns from projects such as the Electronic Document Management System for the appellate courts.

Costs for project management oversight from the ISD Project Management Office (PMO) will be absorbed at current ISD staffing levels. Existing FTEs will be directed as necessary to provide resources associated with management of this funding source.

Narrative Justification and Impact Statement

Reason for change
Specific projects will be requested by the Washington court community and selected by JISC under the IT Governance process.

Impact on clients and services?
Allows for expedient funding cycle and ability to start projects quickly. This provides the flexibility to address the business needs of the Washington Courts with small projects to rapidly deliver improvements to the systems used by court staff.

Impact on other state programs?
None

What alternatives were explored and why was this alternative chosen?

What are the consequences of not funding this package?

Overall project delivery delay will occur without the availability of this source funds to be allocated by the JISC. Having this available has allowed us to begin the preliminary work required with some complex projects.

What is the relationship, if any, to the state's capital budget?

Expenditure Calculations and Assumptions

(Rationale for costs shown)

Object Detail	FY2014	FY2015	Total
Staff Costs	$ 0	$ 0	$ 0
Non-Staff Costs	$820,000	$1,180,000	$2,000.000
Total Objects	**$820,000**	**$1,180,000**	**$2,000,000**

WASHINGTON STATE JUDICIAL BRANCH
2013-2015 BIENNIAL BUDGET REQUEST
Preliminary Decision Package

Agency **Administrative Office of the Courts**
(Please choose one judicial branch agency from the dropdown list.)

Decision Package Title: **Information Networking Hub (INH)**

Budget Period: **2013-2015 Biennial Budget Request**

Budget Level **Policy Level**
(Please choose policy or maintenance level from the dropdown list.)

Agency Recommendation Summary Text
(100 words or less)
This is a request for funds to continue with the development and implementation of the Information Networking Hub (INH) that will provide 1) a comprehensive set of bi-directional, real time data exchanges to meet the data exchange needs of the courts, and 2) a central data repository of court data. These data exchanges will improve standardization of court business and technology processes and data quality through the use of the National Information Exchange Model (NIEM) standards. By providing access to real time justice information across the state from a central repository, judicial information will be improved.

Fiscal Detail

Operating Expenditures		**FY 2014**		**FY 2015**		**Total**
Estimated sum of all costs		**$ 850,000**		**$ 650,000**		**$ 1,500,000**
Staffing		**FY 2014**		**FY 2015**		**Total**
FTEs (estimated number of staff requested)		0		0		0

*** Dollar amounts should not be entered in the row titled "FTEs." Please enter only the percentage of staff time being requested. 1.0 is one full time staff person, 0.5 is one half-time staff person, etc.**

Package Description

Organizations supporting this request
This request is supported by the Judicial Information Systems Committee (JISC), all levels of Washington Courts, and the Administrative Office of the Courts (AOC).

Background

Data exchanges supporting court business processes can best be accomodated through the development of a secure, centralized messaging hub and shared data repository accessible to courts across the state.

Current situation
There is no existing unified architecture to exchange messages and share data between disparate court information systems across the state. There is no single statewide data repository for sharing judicial information.

Proposed solution
The INH will develop and implement an enterprise data exchange solution that will use modern technologies to support a comprehensive set of data exchanges and provide a single central data repository for storing statewide shared justice data among multiple court systems and other judicial partners.

Narrative Justification and Impact Statement

Reason for change
The INH data exchange capability was requested by the Washington court community. Other court system modernization efforts are dependent on the availability of the INH platform to support data exchanges and establish the capability to share data across all courts and judicial partners. It will create the technical infrastructure to provide optimal data exchange development, deployment and operations. It will ensure the security of information and data quality provided in near real time.

Impact on clients and services?
The INH will provide a data exchange capability that can respond to court customer needs for increased data sharing of justice information in a more secure, responsive and effective manner.

Impact on other state programs?
The INH will ensure the AOC's ability to sustain current service levels to provide data exchanges to external justice organizations, including:
Department of Licensing (DOL) - To provide case updates to driver records
Department of Corrections (DOC) - To provide case disposition information
Washington State Patrol (WSP) - To provide case disposition information
Office of the Secretary of State (OSOS) - To provide case history information

What alternatives were explored and why was this alternative chosen?
Direct point-to-point data exchanges were explored and determined to be costly to build and difficult to maintain for a large number of data exchanges eminating from multiple system interfaces across the state. By developing a central data exchange hub and data repository, court systems can be connected with far fewer integration points, thereby increasing the capacity, reliability and performance of the data exchanges.

What are the consequences of not funding this package?
Delay or elimination of the INH will eliminate the productivity gains, improved data access and quality to be derived by implementing a capability to provide common data exchanges and a central statewide data repository requested by the court community and judicial partners.

What is the relationship, if any, to the state's capital budget?
None

Expenditure Calculations and Assumptions

(Rationale for costs shown)

Object Detail	FY2014	FY2015	Total
Staff Costs	$ 0	$ 0	$ 0
Non-Staff Costs	$850,000	$650,000	$1,500,000
Total Objects	**$850,000**	**$650,000**	**$1,500,000**

WASHINGTON STATE JUDICIAL BRANCH
2013-2015 BIENNIAL BUDGET REQUEST
Preliminary Decision Package

Agency: **Administrative Office of the Courts**

Decision Package Title: **Internal Equipment Replacement**

Budget Period: **2013-2015 Biennium**

Recommendation Summary Text

Funding is requested to replace aged computer equipment and to improve performance of heavily used JIS services.

Fiscal Detail

Operating Expenditures		**FY 2014**		**FY 2015**		**Total**
Total Cost		**$ 2,138,000**		**$ 0**		**$ 2,138,000**
Staffing		**FY 2012**		**FY 2013**		**Total**
FTEs		0		0		0

Package Description:

Funding is requested to replace aged computer equipment and to improve performance of heavily used JIS services.

Narrative Justification and Impact Statement:

Use of the Judicial Information System (JIS) by all court levels, their judges, and other criminal justice agencies continues to increase. During the past eighteen (18) years, the JIS has grown from 2,500 users to over 16,000 users (an increase of over 540%) and the volume of data stored in the JIS databases has increased 7% per year, and more recently 15% per year (with the eTticketing data). These increases in both user and data volumes not only require that current software and hardware be expanded but it also necessitates the need to employ newer, more technologically advanced, hardware and software.

Server Consolidation and Virtualization: Consolidating the servers will allow us to reduce the physical number of servers we maintain, requiring less cooling, power, and space. With virtualized servers, standard servers could be built and easily duplicated which will speed up server deployment. Virtualization improves the Disaster Recovery process as the hardware dependencies of the servers are eliminated. By taking

advantage of server virtualization, we will be able to improve the efficiency of our data center. Cost of this equipment and software licenses is $220,000.

Storage System Upgrade: The current storage system is turning 7 years old and is well beyond its technological prime. The amount of data on the JIS systems and local area networks is continuing to grow at a rate of 7% per year and court-user's demands for speedier access continues. The newer technologies will allow us to meet these requirements. Cost of this equipment is $920,000.

Word Processing Updates: Our current versions of Office software does not allow us to leverage the new collaboration tools being offered. Additionally our current version falls out of mainstream support this year, and by 2013 we will be two versions behind. Upgrading to current software versions will allow us to take advantage of the new features and tools allowing us to achieve greater efficiencies. Cost of this upgrade is $340,000.

Cooling System Replacement: The last remaining 30 year old cooling system in the data center has reached end of life and needs to be replaced. We will replace and install a 20 ton cooling system. The indoor portion of the replacement system is upsized to meet energy code requirements and includes the following options: seismic frame, economizer, centrifugal blower with variable frequency drive, infrared humidifier, three stage stainless steel re-heat, two variable capacity digital scroll compressors, stainless steel drain pan, iCOM control with large display, disconnect, smoke detector, condensate pump and leak sensors. Cost of this equipment $186,000.

VPN Router Replacement: The routers servicing the various JIS courts not connected to county networks need to be replaced as they are five years old, and have reached end of life based on the life span recommended by the vendor. We were able to recoup $400,000 annual savings when we migrated these circuits from DIS to private VPN's, and now it is our responsibility to upgrade these devices. Cost of this equipment is $472,000.

Cost Summary

Item	Cost
Server Consolidation and Virtualization	$220,000
Storage System Upgrade	$920,000
Word Processing Updates	$340,000
Cooling System Upgrade	$186,000
VPN Router Replacement	$472,000
Total	$2,138,000

WASHINGTON STATE JUDICIAL BRANCH
2013-2015 BIENNIAL BUDGET REQUEST
Preliminary Decision Package

Agency: **Administrative Office of the Courts**

Decision Package Title: **External Equipment Replacement & Expansion**

Budget Period: **2013-2015 Biennium**

Recommendation Summary Text

Funds are sought to replace aged computer equipment at the courts and bring the supply level to 75% of the information technology hardware need.

Fiscal Detail

Operating Expenditures		**FY 2014**		**FY 2015**		**Total**
Total Cost		**$663,150**		**$534,950**		**$1,198,100**
Staffing		**FY 2014**		**FY 2015**		**Total**
FTEs		**0**		**0**		**0**

Package Description:

Funds are sought to replace aged computer equipment at the JIS courts and bring the supply level to 75% of the information technology hardware need.

Narrative Justification and Impact Statement:

Use of the Judicial Information System (JIS) by all court levels, their judges, and other criminal justice agencies continues to increase. During the past eighteen (18) years, the JIS has grown from 2,500 users to over 16,000 users, or 540%, and the volume of data stored in the JIS databases has also increased by 7% per year.

The AOC is responsible for providing computer equipment to the state (Supreme Court and Court of Appeals), county (superior and district) and city (municipal) courts. Judicial Information System Policy 1.2.1 calls for a 5-year replacement cycle for computers and other information technology equipment supplied by the AOC.

Because AOC replaces computer equipment on a cyclical basis, funding needs are periodic and short-term in nature. Accordingly, replacement monies are not part of our carry-forward or maintenance budget levels, and funding must be requested for each cycle. The AOC collaborates with the courts to share responsibility for providing equipment based on an equitable ratio approved by the JISC that reflects the percent of

time personal computers are used for JIS versus local applications, such as document management systems and office programs.

Expenditure Calculations and Assumptions

Pricing per unit is as follows. Pricing includes shipping, sales tax, and 3 years of vendor warranty.

FY14	#	Price	Total FY14
Computers	456	1025	$467,400
Laptops	176	1100	$193,600
Impact Printers	0	2500	$0
Laser Printers	5	250	$1,250
Receipt Printers	2	450	$900
Slip Printers	0	950	$0
Total			**$663,150**

FY15	#	Price	Total FY15
Computers	500	1025	$512,500
Laptops	0	1100	$0
Impact Printers	0	2500	$0
Laser Printers	88	250	$22,000
Receipt Printers	1	450	$450
Slip Printers	0	950	$0
Total			**$534,950**

WASHINGTON STATE JUDICIAL BRANCH
2013-2015 BIENNIAL BUDGET REQUEST
Preliminary Decision Package

Agency **Administrative Office of the Courts**
(Please choose one judicial branch agency from the dropdown list.)

Decision Package Title: **On-going System Support for the new Appellate Courts Electronic Document Management System (EDMS)**

Budget Period: **2013-2015 Biennial Budget Request**

Budget Level **Maintenance Level**
(Please choose policy or maintenance level from the dropdown list.)

Agency Recommendation Summary Text
(100 words or less)
This is a request for funds to obtain the necessary FTE(s) to provide on-going system support for the new Commercial Off The Shelf (COTS) Electronic Document Management System (EDMS) that will be purchased and implemented in the current 11-13 biennium for the Appellate Courts. This new system introduces a new technology into ISD that we currently do not have the knowledge, expertise, or staff availability to support. Where AOC has previously been required to provide very little support to the Appellate Courts; this new statewide system will require a much higher level of training and support from both the Judicial Services Division (JSD) as well as the Information Services Division (ISD).

Fiscal Detail

Operating Expenditures		**FY 2014**		**FY 2015**		**Total**
Estimated sum of all costs		**$ 195,593**		**$ 191,093**		**$ 386,686**
Staffing		**FY 2014**		**FY 2015**		**Total**
FTEs (estimated number of staff requested)		1.0		1.0		1.0

*** Dollar amounts should not be entered in the row titled "FTEs." Please enter only the percentage of staff time being requested. 1.0 is one full time staff person, 0.5 is one half-time staff person, etc.**

Package Description

Organizations supporting this request
The Washington State Supreme Court, the three Courts of Appeal divisions (Seattle, Tacoma, and Spokane), the Judicial Information Systems Committee

(JISC), and the Administrative Office of the Courts (AOC). AOC is the IT support organization for the Appellate Courts in Washington state.

Background
This is a request for funds to provide ongoing support for a new application developed as a result of the IT Governance process. The new application, Electronic Document Management System (EDMS) for the Appellate Courts, will require additional maintenance, licensing, and operational support expenses. The support will ensure that the software is kept up to date, document workflows are modified as needed, and support personnel are in place to keep the system running and interfaced as needed with existing Appellate Court system (ACORDS).

Current situation
EDMS for Appellate Courts was approved by the IT Governance process through the JISC and is being developed during the 2011-2013 biennium.

Proposed solution
Provide incremental ISD staff support to perform system administration, workflow development and configuration, coordinate system updates, and system support management for the new EDMS system. Based on the requirements for the Appellate Courts, it is estimated that one (1) full time equivalent will be sufficient to handle the workload.

Narrative Justification and Impact Statement

Reason for change
New Commercial Off the Shelf (COTS) software and hardware is being installed for the Appellate Courts (Courts of Appeal and the Supreme Court of Washington) for the electronic storage of Court Case documents. Centralized system support will be required to maintain this new application and to provide Court level support for developing reports and EDMS automated workflows.

Impact on clients and services?
This is a new COTS application and will need a level of support from ISD in terms of maintenance and operations. There may be a very small impact to AOC JSD Customer Service desk incidents. There are only four (4) Appellate Courts and there is already a certain level of staff in place to support their IT needs.

Impact on other state programs?
None.

What alternatives were explored and why was this alternative chosen?
There were no other alternatives considered. AOC ISD typically provides in-house staff support for supported applications and systems.

What are the consequences of not funding this package?

The investment made in the EDMS system will not be efficiently leveraged to capture the gains from the new system.

What is the relationship, if any, to the state's capital budget?

Expenditure Calculations and Assumptions

(Rationale for costs shown)

Object Detail	FY2014	FY2015	Total
Staff Costs	$127,093	$127,093	$254,186
Non-Staff Costs	$68,500	$64,000	$132,000
Total Objects	**$195,593**	**$191,093**	**$386,686**

WASHINGTON STATE JUDICIAL BRANCH
2013-2015 BIENNIAL BUDGET REQUEST
Preliminary Decision Package

Agency **Administrative Office of the Courts**
(Please choose one judicial branch agency from the dropdown list.)

Decision Package Title: **Feasibility Study for Case Management System (CMS) for the Courts of Limited Jurisdiction (CLJ)**

Budget Period: **2013-2015 Biennial Budget Request**

Budget Level **Policy Level**
(Please choose policy or maintenance level from the dropdown list.)

Agency Recommendation Summary Text
(100 words or less)
This is a request for funds to conduct a formal Feasibility Study on the needs and business requirements for purchasing a new Case Management System for the Courts of Limited Jurisdiction to replace their current District Court Information System (DISCIS) that was developed in 1990.

Fiscal Detail

Operating Expenditures		**FY 2014**		**FY 2015**		**Total**
Estimated sum of all costs		**$**		**$ 200,000**		**$ 200,000**
Staffing		**FY 2014**		**FY 2015**		**Total**
FTEs (estimated number of staff requested)						

*** Dollar amounts should not be entered in the row titled "FTEs." Please enter only the percentage of staff time being requested. 1.0 is one full time staff person, 0.5 is one half-time staff person, etc.**

Package Description

Organizations supporting this request
The Courts of Limited Jurisdiction Court Level User Group (CLG CLUG) submitted the request for a new case management system to replace JIS (ITG #102). The request was initiated in July 2011. In that same month it was endorsed in the IT Governance process by the District and Municipal Court Management Association.

Because of the size and complexity of the request, AOC is recommending that a feasibility study be conducted. It was estimated that the feasibility study would

engage an outside consulting firm to conduct the study. This mirrors the approach used in the Superior Court Case Management System.
The JISC authorized the request at their December 2, 2011 meeting and prioritized along with the other authorized projects.

Background
Similar to the Superior Courts, the Courts of Limited Jurisdiction are requesting a modern and reliable case management system.

A new system needs to be provided with the functionality to support the Courts of Limited Jurisdiction (CLJ). The majority of district and municipal courts in the state do not have the ability to purchase their own case management systems and need a common system that can be used by all of the courts. The new case management system would be beneficial to all courts.

Current situation
CLJs are using a system that is over 20 years old. It is difficult to maintain and update, and lacks the flexibility of modern architecture.

Proposed solution
AOC would conduct a feasibility study to determine if one or more of the existing vendors in this market space is mature enough and can meet the business needs of the CLJ courts. This study would be based on the same model used for ITG 002 – Superior Court Case Management System Feasibility Study. High level requirements will be gathered to provide vendors information on the CLJ business needs. The high level requirements will also be used to establish scope for an implementation project. Work that has been done in previous case management system efforts, including the current Superior Court Case Management System effort, will be leveraged in support of this feasibility study. The information obtained during this feasibility study could then be used to support procurement of a system, if the JISC decides to proceed with a system replacement. AOC ISD will utilize existing staff levels to complete this phase of the project (feasibility study).

Narrative Justification and Impact Statement

Reason for change
This change is being requested by the Washington CLJ court community and is supported by the JISC.

Impact on clients and services?
Service improvements for courts and Washington state citizens.

Impact on other state programs?
Some state programs may need to modify their data exchange services to meet the needs of our new system (e.g., DOL, DSHS).

What alternatives were explored and why was this alternative chosen?
This is a request for a large scale feasibility study to explore the alternatives available to replace the current system.

What are the consequences of not funding this package?
Delay or elimination in productivity gains made by implementing customer business change requests in software.

What is the relationship, if any, to the state's capital budget?

Expenditure Calculations and Assumptions

(Rationale for costs shown)

Object Detail	FY2014	FY2015	Total
Staff Costs	$	$	$
Non-Staff Costs	$	$200,000	$200,000
Total Objects	**$**	**$200,000**	**$200,000**

Judicial Information System Committee Meeting June 22, 2012

DECISION POINT – 2013-2015 Decision Packages

MOTION:

- I move that the JISC approve the 2013-2015 Decision Packages for the Superior Court Case Management System, JIS Multi-Project Funding, the Information Networking Hub, External & Internal Equipment Replacement, EDMS Ongoing Support, and a Limited Jurisdiction CMS Feasibility Study.

I. BACKGROUND

RCW 2.68.010 provides that the JISC "shall determine all matters pertaining to the delivery of services available from the judicial information system." RCW 2.68.020 provides that the Administrative Office of the Courts (AOC) shall maintain and administer the Judicial Information System (JIS) account. JISC Rule 1 requires the Administrator for the Courts to operate the JIS, under the direction of the JISC and with the approval of the Supreme Court. JISC Rule 4 requires the Administrator for the Courts to prepare funding requests, under the direction of the JISC and with the approval of the Supreme Court.

II. DISCUSSION

For the 2013-2015 biennium, AOC plans to propose decision packages to the Supreme Court and the Legislature to fund the following projects: the Superior Court Case Management System, JIS Multi-Project Funding, the Information Networking Hub, External & Internal Equipment Replacements, EDMS Ongoing Support, and a Limited Jurisdiction CMS Feasibility Study. Pursuant to statute and court rule, AOC is requesting the approval of the JISC to move forward with these decision packages.

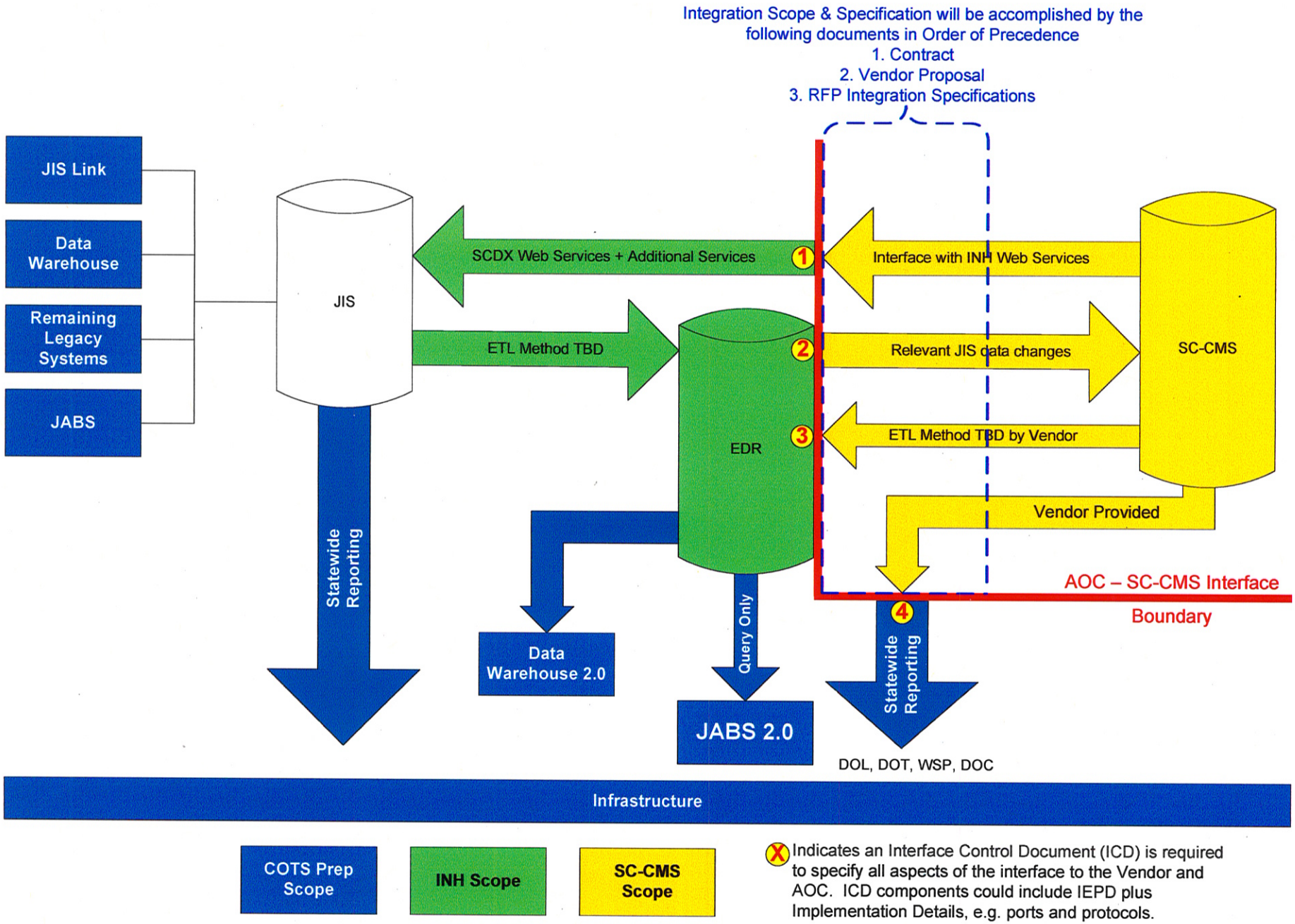
III. PROPOSAL

AOC recommends that the JISC approve the above-named projects for the 2013-2015 biennium.

OUTCOME IF NOT PASSED –

If not passed, two of the highest priority projects of the JISC (Superior Court Case Management System and the Information Networking Hub) that are currently in process; would have to stop. In addition, the courts and AOC would not receive their needed equipment replacements, and there would be additional delay in being able to conduct a Feasibility Study for the Court of Limited Jurisdiction to eventually provide them with a new Case Management System and retire DISCIS.

Scope Boundaries for SC-CMS, INH and COTS Prep



2012-06-04 Scope Boundaries for SC-CMS, INH and COTS Prep.vsd

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

Maribeth Sapinoso, Project Manager

June 22, 2012

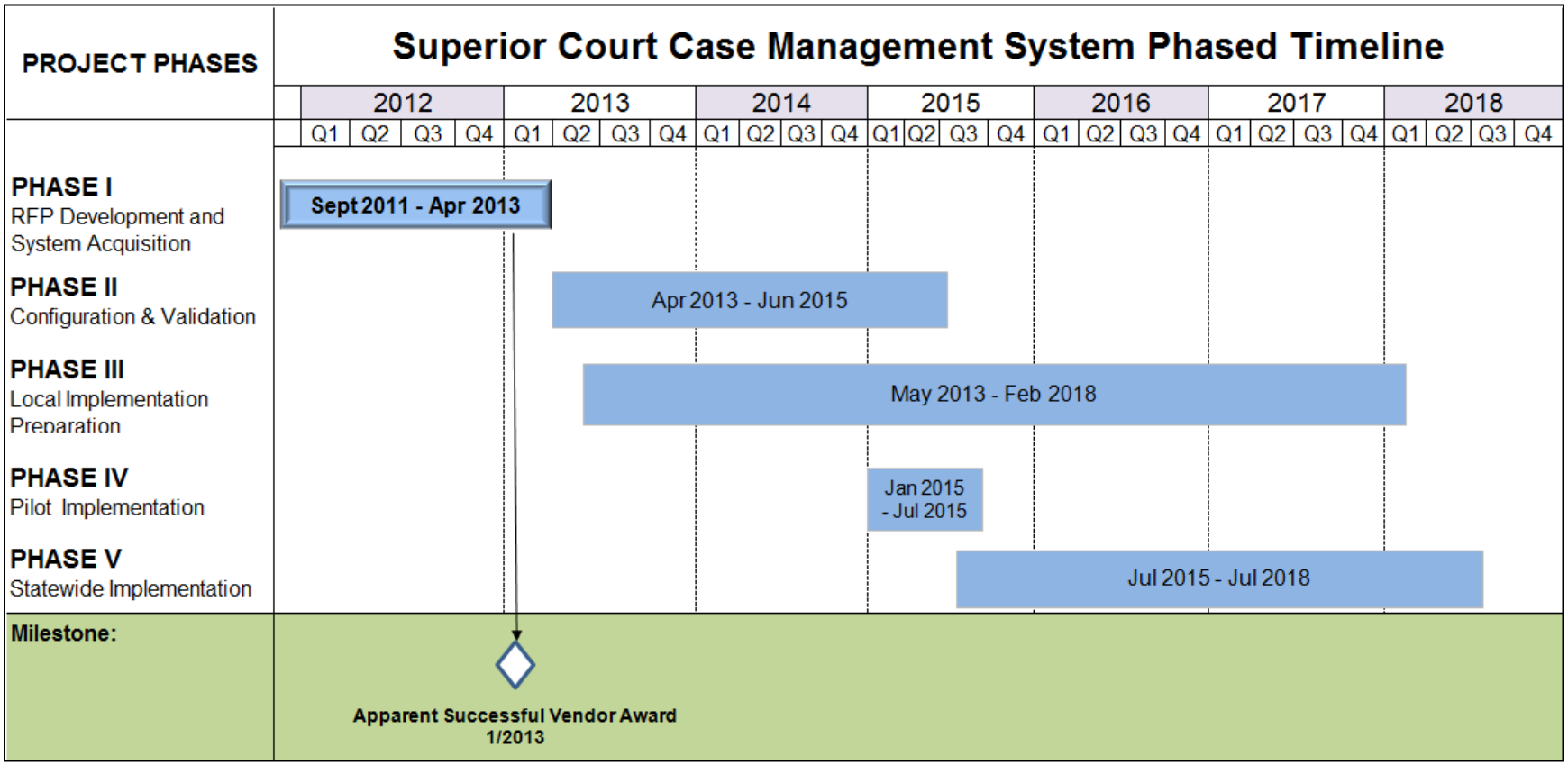
SC-CMS Project Status

- ✓ Independent Quality Assurance Risk Assessment of Jeff Hall's Departure
- ✓ Acquisition Plan Approved by RFP Steering Committee
- ✓ MTG Retainer Established for Duration of Phase I
- ✓ SC-CMS, INH, and COTS-P Weekly Collaboration

SC-CMS Project Status

- Demonstration Scripts
  - ✓County Clerks (Finalized)
  - – Judges (Underway)
  - – Court Administrators (Underway)
- ✓ RFP Pre-Release Conference
- RFP Ready for Release (Decision Point)

SC-CMS Project High Level Schedule



Phase 1 Next Steps

MILESTONE	DATE
JISC Approval to Release RFP	June 22, 2012
Publish RFP	June 22, 2012
Vendor Proposals Due	August 2012
Evaluate & Score Written Responses	September 2012
Complete Vendor Demos	October 2012
Complete Onsite Visits	December 2012
Steering Committee Makes Recommendations to JISC	1st 2013 JISC Meeting
Notify Apparent Successful Vendor	TBD/ After 1st 2013 JISC Mtg
Complete Contract Negotiations	April 2013
Phase I Complete	April 2013

MANAGEMENT CONSULTING

FOR

STATE AND LOCAL GOVERNMENTS

QUALITY ASSURANCE (QA)

PROJECT OVERSIGHT

INDEPENDENT VERIFICATION AND VALIDATION (IV&V)

PROJECT MANAGEMENT

RISK REDUCTION

TECHNOLOGY ALIGNMENT

Quality Assurance Assessment

for the

State of Washington

Administrative Office of the Courts (AOC)

SC-CMS Project

May 31, 2012

Prepared by

Bluecrane, Inc.

bluecrane ®

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Part 1: Summary of May 2012 Report

This report provides the May 2012 quality assurance (QA) assessment by Bluecrane, Inc. ("*bluecrane*") for the State of Washington Administrative Office of the Courts (AOC) Superior Court – Case Management System (SC-CMS) Project.

During May, the project continued to focus on the preparation of the RFP as the main priority for resources currently available to the project. With RFP release planned for late June, the focus was entirely appropriate.

During the course of the month, *bluecrane* provided support to the project in three key areas:

- Our consultants actively participated in reviewing the RFP documents, along with the project team members, sponsors, and RFP Steering Committee. We provided a substantial number of comments through the formal comment process. We also provided input and recommendations in numerous meetings that focused on various aspects of the RFP.

- At the request of the RFP Steering Committee, we developed an ad hoc risk assessment on the imminent departure of AOC Administrator Jeff Hall. Our assessment is incorporated here as an attachment to this report.

- On May 29, we provide Sponsor Training for the SC-CMS Co-Executive Sponsors, the Co-Sponsors, and the Project Manager. The training covered three broad topics, namely:

    - The context of project sponsorship;

    - The roles and responsibilities of project sponsorship; and

    - An overview of project management principles and approaches.

With project resources fully engaged in finalizing the RFP for release and the busy schedule of non-typical activities in May, we are not adding to the list of risks for the project at this juncture. With the current (appropriate) pre-occupation with the RFP, any new non-RFP related risks have the added risk of getting "lost in the noise." We will resume the identification and assessment of new risks with the June month-end report.

In the meantime, we are pleased to report that AOC has made significant progress in addressing the most urgent risks that were identified and outstanding at the end of April. The table that begins on page 3 summarizes our May 31 QA assessment.

As always, we recognize that simultaneously addressing all risk areas identified at any given time is a daunting task – and not advisable. Therefore, we prioritize risk items in our monthly reports as:

1. Very Urgent Consideration
2. Urgent Consideration
3. Serious Consideration

Given the current phase of the SC-CMS Project, these priorities translate to:

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

Urgency/ Priority	Category	Track	Area of Assessment	Risk/Concern	Initial Assessed Status (April 10)	April 30 Assessed Status	May 31 Assessed Status
Very Urgent	Management	Schedule	Request for Proposal (RFP) Review	Inadequate Time Allotted in Schedule	**Risk**	**Risk Being Addressed**	**Risk Being Addressed**
	People	Resources	Procurement	Acquisition Vendor Expertise Likely to Be Needed After Issuance of RFP	**Risk**	**Risk Being Addressed**	**Risk Closed**
Urgent	Management	RFP Development	Evaluation Criteria	Non-Scored References May Create Vulnerability to Vendor Protests	**Risk**	**Risk Being Addressed**	**Risk Closed**
	Management	Project Management	Procurement Management	Multiple Managers Responsible for Procurement Activities	**Risk**	**Risk Being Addressed**	**Risk Being Addressed**
	Management	Project Management	Project Manager Responsibilities	PM Overburdened with Administrative Tasks	**Risk**	**Risk Being Addressed**	**Risk Closed**

Urgency/ Priority	Category	Track	Area of Assessment	Risk/Concern	Initial Assessed Status (April 10)	April 30 Assessed Status	May 31 Assessed Status
Serious	Management	Project Structure	Positioning of SC-CMS Project Manager Role in AOC	SC-CMS Project Manager Role Too Deeply "Buried" in the AOC Organization and Not Broad Enough to Encompass Business Stakeholders	**Risk**	**Risk Being Addressed**	**Risk Closed**
	Management	Project Management	Project Management Plans	Majority of Project Management Plans Not Developed and Published	**Risk**	**Risk**	**Risk**
	Management	Project Management	Project Management Processes	Project Processes Not Being Fully Utilized by the Project	**Risk**	**Risk**	**Risk**
	Management	Project Management	System Development Lifecycle (SDLC) Plans	No SDLC Plans Have Been Published	**Risk**	**Risk**	**Risk**
	Management	Project Management	System Development Lifecycle (SDLC) Management Processes	SDLC Processes Appropriate for Current Phase of Project Not Being Fully Utilized	**Risk**	**Risk**	**Risk**

Urgency/ Priority	Category	Track	Area of Assessment	Risk/Concern	Initial Assessed Status (April 10)	April 30 Assessed Status	May 31 Assessed Status
	Application	Interfaces	Dependencies Related to Information Networking Hub (INH) and Commercial-Off-the-Shelf Preparation (COTS Prep) Projects	Need to Address Risks that These Projects May Not be Completed in the Timeframe Required for Implementing SC-CMS	**Risk**	**Risk**	**Risk**

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

Very Urgent Considerations – Potential Impacts to the RFP Release

- **RFP Review** (Management Category, Schedule Track)
    - **Summary:** In our initial assessment of April 10, we noted that the time allotted for RFP Steering Committee and AOC internal stakeholders to make comments and have them incorporated into the RFP document was very aggressive. There were risks to the quality of the RFP document and of undesirable consequences in subsequent phases of the project.

      During May 2012 the SC-CMS project successfully tracked to the schedule that was revised at the end of April 2012. The revised schedule provides more realistic timeframes for sequential reviews by key participants and stakeholders. Although the new schedule is somewhat aggressive, we believe with continued vigilance by the SC-CMS project manager and AOC management, the new schedule is achievable.
    - **Assessed Status:** Risk Being Addressed

      The revised schedule has reduced the risks to the quality of the RFP document and of undesirable consequences in subsequent phases of the project.
    - **Recommendation:** Continue to monitor progress against the revised schedule. Address any missed deadlines (MTG or AOC-internal) immediately.
- **Procurement** (People Category, Resources Track)
    - **Summary:** In our initial assessment of April 10, we noted that the Acquisition Vendor will likely be the best resource for answering many of the questions or problems that will inevitably arise during the remainder of the procurement. We also noted that needs may arise to develop addendums to the RFP and that questions may be raised concerning the content of the RFP during evaluation.

      In May 2012, the Acquisition Vendor contract with MTG was extended through the end of the procurement phase.
    - **Assessed Status:** **Risk Closed**
    - **Recommendation:** No further action required.

Urgent Considerations – Potential Impacts to the Procurement

- **Evaluation Criteria** (Management Category, RFP Development Track)
    - **Summary:** In our initial assessment of April 10, we noted that the subjectivity of the non-scored, qualitative vendor reference evaluations might create an unacceptable level of vulnerability to protests from non-Apparently Successful Vendors (non-ASVs). Such protests have been known to "tie-up" procurements for many months.

      In April 2012, AOC completely revised the SC-CMS procurement evaluation scoring criteria to include scored references as part of a multi-tiered evaluation process. The RFP Steering Committee adopted the scoring model in May 2012. Because of successful mitigation, this observation has been closed.
    - **Assessed Status:** **Risk Closed**
    - **Recommendations:** No further action required.
- **Procurement Management** (Management Category, Project Management Track)
    - **Summary:** In our initial assessment of April 10, we noted that there were multiple managers responsible for procurement activities. At that time, both the Vendor Relations Coordinator and the Project Manager were responsible for procurement activities.

      As part of the re-positioning of the Project Manger role and broadening of Project Manager responsibilities, the Project Manager has shifted responsibility for the procurement to the Vendor Relations Coordinator and Acquisition Vendor as resources to the project. This has freed the Project Manager to begin to coordinate other project activities including project planning and vendor readiness. As an example, during May 2012, the Project Manager worked with the organizational change management (OCM) coordinator to conduct a kick-off meeting for OCM activities including the development of the project Communications Plan.
    - **Assessed Status:** Risk Being Addressed

      When the Project Manager takes on project work in one area of the project, this can result in a lack of focus in other areas of the project. When roles and responsibilities are not well-defined or there is overlap in responsibilities, there can be miscommunication, multiple people working separately on the same task, or tasks that are not performed because each person thought the other person was responsible for the task.

- **Recommendation:** The Project Manager and AOC management should continue to ensure that these roles remain separate.

- **Project Manager Responsibilities** (Management Category, Project Management Track)

  - **Summary:** In our initial assessment of April 10, we noted that the Project Manager was performing project tasks including maintaining the project schedule, writing project plans, preparing agendas, taking minutes, and scheduling meetings. As we stated at the time, the Project Manager should manage the project and ensure that tasks are being completed according to plan, schedule, and budget but should not perform project tasks.

    During May 2012, the Project Manager continued to delegate to other project team members various sets of project activities including procurement tasks, meeting administration, project scheduling, and organizational change management. The Project Manager is continuing to add resources to the project, and it is anticipated that over the next several months, additional project work will be transferred from the Project Manager to the project team.

  - **Assessed Status:** **Risk Closed**

    When the Project Manager takes on project work in one area of the project, this can result in a lack of focus in other areas of the project.

  - **Recommendations:** This risk has been closed. However, this is an area that should continue to be monitored as the PM-related workload changes during the various phases of SC-CMS. It is incumbent on the Project Manager to raise issues and concerns with project sponsors if resources become constrained as project complexity increases.

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

- **Positioning of Project Manager Role in AOC** (Management Category, Project Structure Track)

  - **Summary:** In our initial assessment of April 10, we noted that the SC-CMS Project Manager role was too deeply "buried" in the AOC organization and was not broad enough to encompass business stakeholders. The Project Manager role did not have sufficient authority over the areas in the organization that will participate in the implementation of SC-CMS including procurement, business process improvement, infrastructure readiness, and software development. The

significance and complexity of the SC-CMS project requires a strong leader with experience in leading projects of similar size and complexity.

In April 2012, AOC re-positioned the SC-CMS Project Manager role to report directly to co-sponsors (the Information Services Division [ISD] Director and Judicial Services Division [JSD] Director) and indirectly to the executive sponsors (AOC Administrator and Judicial Information Systems Committee [JISC] Chairperson). While the SC-CMS Project is at its very core a largely IT effort, AOC has re-positioned the project as an "AOC transformational project" that will have far-reaching impacts for almost all aspects of the organization's business. Because of successful mitigation, this observation has been closed.

- **Assessed Status:** **Risk Closed**

  The Project Manager role did not have sufficient authority over the areas in the organization that will participate in the implementation of SC-CMS including procurement, business process improvement, infrastructure readiness, and software development. The significance and complexity of the SC-CMS project requires a strong leader with experience in leading projects of similar size and complexity.

- **Recommendations:** The immediate need to re-position the Project Manager role within AOC has been addressed. The risk has been closed.

- **Project Management Plans** (Management Category, Project Management Track)

  - **Summary:** Although some project management plans have been developed or are under development, the majority of project management plans have not been developed or published. The following project management plans have been established:
    - Project Charter
    - Acquisition Plan

    In May, the project continued to focus on the preparation of the RFP as the main priority for current resources available to the project. There was continued work on the Staffing Plan and a draft Communication Plan was developed and sent out for review.

  - **Assessed Status:** Risk

    Project management plans identify the methods with which the project will be managed. The project management plans provide guidance to the project team on how to conduct project activities.

The process of developing project management plans tends to foment agreement on how the project will be managed, which project activities will be performed and how those activities will be performed. The absence of project management plans (and the process of developing them) creates a risk that project management processes will be performed inconsistently or not at all.

- **Recommendation:** Publish a set of project management plans preferably by modifying a standard set of plans provided by the AOC Project Management Office (PMO). The following additional project management plans should be published:
  - Master Project Management Plan
  - Schedule Management Plan
  - Governance Management Plan
  - Risk Management Plan
  - Issue Management Plan
  - Change Management Plan
  - Cost Management Plan

- **Project Management Processes** (Management Category, Project Management Track)

  - **Summary:** Although some project management processes are being used (including periodic project meetings, project schedule updates, and risk identification), project processes are not being fully utilized by the project. When industry best practices are ***adapted to the specific context of SC-CMS***, they become practical tools and offer pragmatic approaches to reducing risk.

    The project continues to focus on the preparation of the RFP as the main priority for current resources available to the project. A scheduling resource has been assigned to the project and has assumed responsibility for maintaining the project schedule. However, primary project processes such as risk, issue, communication and change management are not being formally managed.

  - **Assessed Status:** Risk

    Utilization of project management processes reduces the risk of project delays, budget overruns, miscommunication, and lack of stakeholder support.

  - **Recommendation:** In conjunction with development and publication of project management plans, increase utilization of project management processes.

- **System Development Lifecycle (SDLC) Plans** (Management Category, Project Management Track)

- **Summary:** Although many of the SDLC plans will be provided by the SC-CMS primary vendor, some SDLC plans should be published prior to the vendor coming on-board. Currently, no SDLC plans for the project have been published. SDLC plans identify the methods with which the system will be implemented. The SDLC plans provide guidance to the project team on how to conduct implementation activities.

  The project continues to focus on the preparation of the RFP as the main priority for current resources available to the project. A resource has been assigned to coordinate organizational change management (OCM) activities for the project. An OCM kickoff meeting was conducted in May 2012. The OCM coordinator is developing the Communications Plan. However, primary SDLC plans such as a Systems Architecture Plan and a Requirements Management Plan have yet to be developed and utilized.

- **Assessed Status:** Risk

  Without a documented set of SDLC plans, SDLC processes may be performed inconsistently or not at all. In more practical terms, agreement is lacking on how the implementation will be managed, which implementation activities will be performed, and how those activities will be performed – and this increases risks for the project.

- **Recommendation:** Publish SDLC plans appropriate for each phase of the project, preferably by modifying a standard set of plans provided by the AOC PMO. As an example, the Organizational Change Management Plan should be developed and implemented in this phase of the project. (Additional suggestions are provided in our detailed QA Dashboard in Part 3 of this report.)

- **System Development Lifecycle (SDLC) Management Processes** (Management Category, Project Management Track)

  - **Summary:** SDLC processes appropriate for this phase of the project are not being fully utilized by the project.

  - **Assessed Status:** Risk

    Utilization of SDLC processes reduces the risk of the implemented system not meeting business needs.

  - **Recommendation:** In conjunction with development and publication of SDLC plans, increase utilization of SDLC processes in order to reduce the risk of the implemented system not meeting business needs.

- **Dependencies Related to Information Networking Hub (INH) and Commercial-Off-the-Shelf Preparation (COTS Prep)** (Application Category, Interfaces Track)

  - **Summary:** In our initial assessment of April 10, we noted that because of the uncertainty in estimating the work required to complete the Information Networking Hub (INH) and Commercial-Off-the-Shelf Preparation (COTS Prep) projects, there is risk that these projects may not be completed in the timeframe required for implementing the SC-CMS project.

    A detailed schedule for the INH project is under development. This risk will be re-assessed when the schedule is published.

  - **Assessed Status:** Risk

    Without a "workaround", the SC-CMS implementation will be delayed if the INH and COTS Prep projects are not completed on time.

  - **Recommendation:** Detailed project schedules for both the INH and COTS Prep projects should be developed, maintained, and tracked. Major milestone dependencies should be linked to the SC-CMS project schedule. A contingency plan has been identified that will be implemented if the INH project is not available when SC-CMS is implemented. A similar contingency plan should be developed for the COTS Prep project which may require assigning priorities for re-scoping or de-scoping the project, should such actions become necessary.

Part 2: Review of *bluecrane* Approach

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

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

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

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

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

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

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

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

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

Part 3: Full Report from *bluecrane* Dashboard

bluecrane Quality Assurance Dashboard for the Washington AOC SC-CMS Project	
Category Summary	
Category	**Highest Level of Assessed Risk**
Management	**Risk**
People	**No Identified Risk**
Application	**Risk**
Data	Not assessed to-date
Infrastructure Technology	Not assessed to-date

Category: MANAGEMENT						
Ref. No.	**Management Track**	**Area of Assessment**	**Assessed Status**	**Observation**	**Risks/Potential Impacts**	**Recommendations**
M0001	**Schedule**	RFP Review	Risk Being Addressed	**Status Update – 5/12** During May 2012 the SC-CMS project successfully tracked to the schedule that was revised at the end of April 2012. The revised schedule provides more realistic timeframes for sequential reviews by key participants and stakeholders. Although the new schedule is somewhat aggressive, we believe with continued vigilance by the SC-CMS project manager and AOC management, the new schedule is achievable. **Initial Assessment – 4/12** In our initial assessment of April 10, we noted that the time allotted for RFP Steering Committee and AOC internal stakeholders to make comments and have them incorporated into the RFP document was very aggressive.	The revised schedule has reduced the risks to the quality of the RFP document and of undesirable consequences in subsequent phases of the project.	Continue to monitor progress against the revised schedule. Address any missed deadlines (MTG or AOC-internal) immediately.

Category: MANAGEMENT						
Ref. No.	**Management Track**	**Area of Assessment**	**Assessed Status**	**Observation**	**Risks/Potential Impacts**	**Recommendations**
M0002	**Project Structure**	Positioning of PM Role in AOC	Risk Closed	**Status Update – 5/12** In April 2012, AOC re-positioned the SC-CMS Project Manager role to report directly to co-sponsors (the Information Services Division [ISD] Director and Judicial Services Division [JSD] Director) and indirectly to the executive sponsors (AOC Administrator and Judicial Information Systems Committee [JISC] Chairperson). While the SC-CMS Project is at its very core a largely IT effort, AOC has re-positioned the project as an "AOC transformational project" that will have far-reaching impacts for almost all aspects of the organization's business. Because of successful mitigation, this observation has been closed. **Initial Assessment – 4/12** In our initial assessment of April 10, we noted that the SC-CMS Project Manager role was too deeply "buried" in the AOC organization and was not broad enough to encompass business stakeholders.	The Project Manager role did not have sufficient authority over the areas in the organization that will participate in the implementation of SC-CMS including procurement, business process improvement, infrastructure readiness, and software development. The significance and complexity of the SC-CMS project requires a strong leader with experience in leading projects of similar size and complexity.	The immediate need to re-position the Project Manager role within AOC has been successfully mitigated. This risk has been closed.

Category: MANAGEMENT

Ref. No.	Management Track	Area of Assessment	Assessed Status	Observation	Risks/Potential Impacts	Recommendations
M0003	**RFP Development**	Evaluation Criteria	Risk Closed	**Status Update – 5/12** In April 2012, AOC completely revised the SC-CMS procurement evaluation scoring criteria to include scored references as part of a multi-tiered evaluation process. The RFP Steering Committee adopted the scoring model in May 2012. Because of successful mitigation, this observation has been closed. **Initial Assessment – 4/12** In our initial assessment of April 10, we noted that the subjectivity of the non-scored, qualitative vendor reference evaluations might create an unacceptable level of vulnerability to protests from non-Apparently Successful Vendors (non-ASVs).	Protests have been known to "tie-up" procurements for many months.	The immediate need to revise the scoring criteria has been successfully mitigated. This risk has been closed.

Category: MANAGEMENT

Ref. No.	Management Track	Area of Assessment	Assessed Status	Observation	Risks/Potential Impacts	Recommendations
M0004	**Project Management**	Project Management Plans	Risk	**Status Update – 5/12** The project continues to focus on the preparation of the RFP as the main priority for current resources available to the project. There was continued work on the Staffing Plan and a draft Communication Plan was developed and sent out for review. **Initial Assessment – 4/12** Although some project management plans have been developed or are under development, the majority of project management plans have not been developed or published. The following project management plans have been established: • Project Charter • Acquisition Plan	Project management plans identify the methods with which the project will be managed. The project management plans provide guidance to the project team on how to conduct project activities. The process of developing project management plans tends to foment agreement on how the project will be managed, which project activities will be performed and how those activities will be performed. The absence of project management plans (and the process of developing them) creates a risk that project management processes will be performed inconsistently or not at all.	Publish a set of project management plans preferably by modifying a standard set of plans provided by the AOC PMO. The following additional project management plans should be published: • Master Project Management Plan • Schedule Management Plan • Governance Management Plan • Risk Management Plan • Issue Management Plan • Change Management Plan • Cost Management Plan

Category: MANAGEMENT

Ref. No.	Management Track	Area of Assessment	Assessed Status	Observation	Risks/Potential Impacts	Recommendations
M0005	**Project Management**	Project Management Processes	Risk	**Status Update – 5/12** The project continues to focus on the preparation of the RFP as the main priority for current resources available to the project. A scheduling resource has been assigned to the project and has assumed responsibility for maintaining the project schedule. However, primary project processes such as risk, issue, communication and change management are not being formally managed. **Initial Assessment – 4/12** Although some project processes are being used including periodic project meetings, project schedule updates, and risk identification, project processes are not being fully utilized by the project. When industry best practices are adapted to ***the specific context of SC-CMS***, they become practical tools and offer pragmatic approaches to reducing risk.	Utilization of project management processes reduces the risk of project delays, budget overruns, miscommunication, and lack of stakeholder support.	In conjunction with development and publication of project management plans, increase utilization of project management processes.

Category: MANAGEMENT

Ref. No.	Management Track	Area of Assessment	Assessed Status	Observation	Risks/Potential Impacts	Recommendations
M0006	**Project Management**	System Development Lifecycle (SDLC) Plans	Risk	**Status Update – 5/12** The project continues to focus on the preparation of the RFP as the main priority for current resources available to the project. A resource has been assigned to coordinate organizational change management (OCM) activities for the project. An OCM kickoff meeting was conducted in May 2012. The OCM coordinator is developing the Communications Plan. However, primary SDLC plans such as a Systems Architecture Plan and a Requirements Management Plan have yet to be developed and utilized. **Initial Assessment – 4/12** Although many of the SDLC plans will be provided by the SC-CMS vendor, some SDLC plans should be published prior to the vendor coming on-board. Currently, no SDLC plans for the project have been published. SCLC plans identify the methods with which the system will be implemented. SDLC plans provide guidance to the project team on how to conduct implementation activities.	Without a documented set of SDLC plans, SDLC processes may be performed inconsistently or not at all. In more practical terms, agreement is lacking on how the implementation will be managed, which implementation activities will be performed, and how those activities will be performed – and this increases risks for the project.	Publish SDLC plans appropriate for each phase of the project, preferably by modifying a standard set of plans provided by the AOC PMO. The following SDLC plans should be published for the current phase of the project: • System Architecture Plan • Requirements Management Plan • Organizational Change Management Plan Additional plans will be published for later phases of the project, including: • Training Plan • Testing Plan • Conversion Plan • Deployment Plan • Maintenance Plan

Category: MANAGEMENT

Ref. No.	Management Track	Area of Assessment	Assessed Status	Observation	Risks/Potential Impacts	Recommendations
M0007	**Project Management**	System Development Lifecycle (SDLC) Management Processes	Risk	**Status Update – 5/12** The project continues to focus on the preparation of the RFP as the main priority for current resources available to the project. A resource has been assigned to coordinate organizational change management (OCM) activities for the project. An OCM kickoff meeting was conducted in May 2012. The OCM coordinator is developing the Communications Plan. However, primary SDLC plans such as a Systems Architecture Plan and a Requirements Management Plan have yet to be developed and utilized. **Initial Assessment – 4/12** SDLC processes appropriate for this phase of the project are not being fully utilized by the project.	Utilization of SDLC processes reduces the risk of the implemented system not meeting business needs.	In conjunction with development and publication of SDLC plans, increase utilization of SDLC processes in order to reduce the risk of the implemented system not meeting business needs.

Category: MANAGEMENT						
Ref. No.	**Management Track**	**Area of Assessment**	**Assessed Status**	**Observation**	**Risks/Potential Impacts**	**Recommendations**
M0008	**Project Management**	Procurement Management	Risk Being Addressed	**Status Update – 5/12** As part of the re-positioning of the Project Manger role and broadening of Project Manager responsibilities, the Project Manager has shifted responsibility for the procurement to the Vendor Relations Coordinator and Acquisition Vendor as resources to the project. This has freed the Project Manager to begin to coordinate other project activities including project planning and vendor readiness. As an example, during May 2012, the Project Manager worked with the organizational change management (OCM) coordinator to conduct a kick-off meeting for OCM activities including the development of the project Communications Plan. **Initial Assessment – 4/12** In our initial assessment of April 10, we noted that there were multiple managers responsible for procurement activities. At that time, both the Vendor Relations Coordinator and the Project Manager were responsible for procurement activities.	When the Project Manager takes on project work in one area of the project, this can result in a lack of focus in other areas of the project. When roles and responsibilities are not well-defined or there is overlap in responsibilities, there can be miscommunication, multiple people working separately on the same task, or tasks that are not performed because each person thought the other person was responsible for the task.	The Project Manager and AOC management should continue to ensure that these roles remain separate.

Category: MANAGEMENT						
Ref. No.	**Management Track**	**Area of Assessment**	**Assessed Status**	**Observation**	**Risks/Potential Impacts**	**Recommendations**
M0009	**Project Management**	Project Manager Responsibilities	Risk Closed	**Status Update – 5/12** During May 2012, the Project Manager continued to delegate to other project team members various sets of project activities including procurement tasks, meeting administration, project scheduling, and organizational change management. The Project Manager is continuing to add resources to the project, and it is anticipated that over the next several months, additional project work will be transferred from the Project Manager to the project team. **Initial Assessment – 4/12** In our initial assessment of April 10, we noted that the Project Manager was performing project tasks including maintaining the project schedule, writing project plans, preparing agendas, taking minutes, and scheduling meetings. As we stated at the time, the Project Manager should manage the project and ensure that tasks are being completed according to plan, schedule, and budget but should not perform project tasks.	When the Project Manager takes on project work in one area of the project, this can result in a lack of focus in other areas of the project.	This risk has been closed. However, this is an area that should continue to be monitored as the PM-related workload changes during the various phases of SC-CMS. It is incumbent on the Project Manager to raise issues and concerns with project sponsors if resources become constrained as project complexity increases.

Category: MANAGEMENT						
Ref. No.	**Management Track**	**Area of Assessment**	**Assessed Status**	**Observation**	**Risks/Potential Impacts**	**Recommendations**
M0010	**Project Management**	Project Charter	No Identified Risk	Project Charter is in place.		
M0011	**Project Management**	Project Scope and Objectives	Not Yet Assessed	Further analysis needed as we move past the current urgency related to the RFP release.		Need to determine if the project's scope, objectives, and deliverables are clearly defined, supported by management and stakeholders, and routinely revisited for continuing validity and achievability.
M0012	**Project Structure**	Business Organization's Structure	Not Yet Assessed	Further analysis required to determine if the business organization is structured to be effective, given the project's needs.		Need to review the new Court Business Office (CBO) organization.

Category: MANAGEMENT						
Ref. No.	**Management Track**	**Area of Assessment**	**Assessed Status**	**Observation**	**Risks/Potential Impacts**	**Recommendations**
M0013	**Stakeholder Management**	Active Engagement	Not Yet Assessed	Further analysis is required to determine if executive sponsors, key executives, and other stakeholders are adequately engaged in the project.		
M0014	**Stakeholder Management**	Two-Way Communication	Not Yet Assessed	Further analysis is required to determine if routine and effective two-way communication is occurring with executive sponsors, key executives, and other stakeholders.		At a minimum, ensure that appropriate project meetings are taking place and that reporting has been established.
M0015	**Stakeholder Management**	Project Steering Committee	No Identified Risk	Project Steering Committee has been established and is active in overseeing the project.		

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

Category: PEOPLE						
Ref. No.	**People Track**	**Area of Assessment**	**Assessed Status**	**Observation**	**Risks/Potential Impacts**	**Recommendations**
P0001	**Resources**	Procurement	Risk Closed	**Status Update – 5/12** In May 2012, the Acquisition Vendor contract with MTG was extended through the end of the procurement phase. This risk has been closed. **Initial Assessment – 4/12** In our initial assessment of April 10, we noted that the Acquisition Vendor will likely be the best resource for answering many of the questions or problems that will inevitably arise during the remainder of the procurement. We also noted that needs may arise to develop addendums to the RFP and that questions may be raised concerning the content of the RFP during evaluation.	If the acquisition vendor contract was not extended, there may be delays in the project due resulting from additional work to resolve issues and develop addendums.	No further action required.

Category: APPLICATION						
Ref. No.	**Application Track**	**Area of Assessment**	**Assessed Status**	**Observation**	**Risks/Potential Impacts**	**Recommendations**
A0001	**Interfaces**	Dependencies Related to Information Networking Hub (INH) and Commercial-Off-the-Shelf Preparation (COTS Prep) Projects	Risk	**Status Update – 5/12** A detailed schedule for the INH project is under development. This risk will be re-assessed at that time. **Initial Assessment – 4/12** Because of the uncertainty in estimating the work required to complete the INH and COTS Prep projects, there is risk that these projects may not be completed in the timeframe required for implementing the SC-CMS project.	Without a "workaround", the SC-CMS implementation will be delayed if the INH and COTS Prep projects are not completed on time.	Detailed project schedules for both the INH and COTS Prep projects should be developed, maintained, and tracked. Major milestone dependencies should be linked to the SC-CMS project schedule. A contingency plan has been identified that will be implemented if the INH project is not available when SC-CMS is implemented. A similar contingency plan should be developed for the COTS Prep project which may require assigning priorities for re-scoping or de-scoping the project, should such actions become necessary.

Category: DATA						
Ref. No.	**Data Track**	**Area of Assessment**	**Assessed Status**	**Observation**	**Risks/Potential Impacts**	**Recommendations**
	No Assessments in this Category to-Date		Not Yet Assessed			

Category: INFRASTRUCTURE TECHNOLOGY						
Ref. No.	**Application Track**	**Area of Assessment**	**Assessed Status**	**Observation**	**Risks/Potential Impacts**	**Recommendations**
	No Assessments in this Category to-Date		Not Yet Assessed			

Attachment: Risk Analysis Item from RFP Steering Committee Meeting of May 15, 2012

Risk Analysis Item from RFP Steering Committee Meeting of May 15, 2012

Response to Barb Miner's Request that *bluecrane* Provide its Assessment of the Risk to SC-CMS of Jeff Hall's Departure

First, there have been some questions raised about whether Jeff's departure should be analyzed as an "issue" (something that has occurred and needs to be addressed) rather than as a "risk" (an uncertain future event that, if it occurs, may impact the project). Without becoming too pedantic, we've interpreted the situation as follows:

- Jeff's departure creates an issue that AOC must address by recruiting and hiring a new Administrator.
- Barb's question goes to whether or not Jeff's departure creates new risks to SC-CMS (previously unforeseen potential future events) or increases the likelihood of occurrence for risks that have already been identified.

While Jeff's departure from AOC will be a true loss, the project will be well-served by the commitment of the remaining Project Sponsors, Vonnie Diseth and Dirk Marler, and the remaining Executive Sponsor, the Honorable Justice Mary Fairhurst. The three remaining members of the "sponsorship team" are already providing strong leadership and direction for the SC-CMS Project.

Given the timing of Jeff's departure, it is somewhat ironic that *bluecrane* is going to be providing "Sponsor Training" for Executive Sponsors and Project Sponsors at AOC on Tuesday, May 29. Of the 150 PowerPoint slides we've prepared for the training, one lists the fundamental roles and responsibilities of Executive Sponsors/Project Sponsors as:

- Provides and approves resources (budget, time, staff, materials), consistent with the authority approved by the Governance/JISC process;
- Ensures multi-divisional (or multi-agency) participation on the project where appropriate;
- Acts as an advocate for the project, the project leader, and project team – *throughout the life of the project;* builds a coalition of support with senior leaders and managers;

- Oversees and communicates project progress at major milestones – to stakeholders, and to AOC Governance/JISC in its project health oversight role;
- Communicates key messages to the organization to demonstrate their commitment to the change that will result from the project and to build awareness of the need for change;
- Monitors project progress, intervenes as needed, makes decisions, and resolves escalated issues;
- Oversees project budget, schedule, and scope, and presents significant changes to the AOC Governance/JISC process for review and approval;
- Asks probing questions of the project manager and team;
- Approves movement of the project from one phase to the next; and
- Accepts the final work product.

There is little doubt that the three remaining members of the sponsorship team can provide the tangible, practical responsibilities of sponsorship and should be able to incorporate Jeff's replacement into the sponsorship team when that transition is complete.

The more engaging question to us at this time is how essential Jeff's personal involvement is (was) to the existence of compelling reasons for AOC's pursuit of SC-CMS. Answering that question goes beyond any analytical models we use for risk assessment (and there are many!) and, given our newness to the project, is probably best addressed by the remaining three members of the sponsorship team, the RFP Steering Committee, and other key stakeholders.

Viewed from another perspective, the questions we're asking you as key stakeholders are:

- Do the compelling reasons for undertaking SC-CMS survive Jeff's departure?
- Will the remaining stakeholders/sponsors be able to "champion the cause" and keep making forward progress while a new AOC Administrator is recruited and hired?

If the answer to the first question is "no," then the risk level is "off the charts" and SC-CMS is in big trouble. If the answer to the first question is "yes," but the answer to the second question is "no," then SC-CMS is at high risk.

Fortunately, we believe the answer to each of these questions is "yes." With respect to the first question, the SC-CMS Feasibility Study Report provides many compelling reasons ("burning platforms"[1]) for the need to pursue the project that go beyond the sponsorship of a single individual Administrator. The Feasibility Study Report rejects any notion of "muddling along" with current disparate systems as an acceptable vision of the future for Washington courts. The continued participation of the members of the RFP Steering Committee is testimony to that fact.

As noted, we think the answer to the second question regarding "championing the cause" is positive as well. But, this is crucial: no project the size of SC-CMS is successful without someone or a group of individuals "driving" the project to success. More often than not, a successful project has been driven to succeed by a sponsor and a project manager each of whom operates in a "heads down, take no prisoners" mode with a passion for completing the project.

Thus, we return to the question of whether that level of passion and commitment exists "outside of Jeff." We've already noted that the ***commitment*** appears to exist, and we are hopeful that the ***driving passion*** exists as well – or will be "re-fueled" by a combination of the existing sponsorship/steering committee/management team members and the new Administrator. So, the next question is: What can AOC do to minimize any increased risk caused by Jeff's departure? Here, we believe that the following are essential:

[1] "Burning platform" is a metaphor used frequently in strategic planning and organizational change management to refer to a looming crisis (or a substantial opportunity) that requires a significant change in organizational thinking and behavior. The metaphor begins with a group of people standing on a platform surrounded by water. Their knowledge of what lies beneath the surface of the water is vague or non-existent. The fundamental idea is that if the platform that the people are standing on is burning, they are motivated to jump into the water (even without perfect knowledge of how that decision will work out in the future). If the platform is not on fire, then there's little motivation to take a leap into the unknown. By analogy, continue to "muddle through," "don't fix it if it ain't broke," etc.

Risk Analysis Item from RFP Steering Committee Meeting of May 15, 2012

1. **Communicate, communicate, communicate!**
    - Create a Communications Plan (or component of the project's Communications Plan) specific to dealing with various stakeholder audiences and providing a clear, consistent message that SC-CMS is moving forward and that the remaining project sponsors and stakeholders are solidly behind the project and its continuance.
        - Create an "elevator speech" vision for SC-CMS.
        - Include the imperative for change (the burning platform) in the overall vision.
        - Coach key managers on the messages.
    - Remember that the project team is not the least of all interested stakeholders! Include them in communications. They are likely to be somewhat demoralized, if not cynical – especially those that were around for the previous attempt at SC-CMS.
    - Communicate frequently and openly about:
        - Progress on the project;
        - On-going stakeholder support for the project; and
        - Progress on finding Jeff's replacement.
    - Manage expectations regarding:
        - SC-CMS progress, and
        - Progress on hiring Jeff's replacement.
    - Keep external stakeholders informed and involved; pre-empt the "rumor mill."
    - Once Jeff's replacement is on-board, communicate immediately about his/her enthusiasm for and support of SC-CMS.

Risk Analysis Item from RFP Steering Committee Meeting of May 15, 2012

2. **Make recommendations to the hiring process to include SC-CMS specific qualifications.**
    - For example, if there is a recruiting effort for external candidates, then perhaps an addition to the "normal" AOC Administrator qualifications is: "Prior experience overseeing the implementation of a court system, preferably a commercial-off-the-shelf (COTs) system."
    - For internal candidates, perhaps there is some requirement, albeit subjective, to enthusiastically embrace the need for change and evidence a willingness to champion the project.

3. **Do all that is possible to move the hiring process along as quickly as is practicable.** While we are not suggesting a hasty process, we are noting that if the replacement process drags on for too long, the continuing vacancy is likely to create additional risks to SC-CMS.

Judicial Information System Committee Meeting June 22, 2012

DECISION POINT – Superior Court Case Management System – RFP Release

MOTION:

- I move that the JISC authorize release of the Superior Court Case Management System Request for Proposal as recommended by the SC-CMS RFP Steering Committee.

I. BACKGROUND

The Superior Court Case Management System (SC-CMS) Project is intended to provide the superior courts and county clerks with a software application that would meet the business needs of all 39 counties in the state for calendaring and case-flow 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.

In a motion approved on September 9, 2011, the Judicial Information System Committee (JISC) directed the Administrative Office of the Courts (AOC) to develop a Request for Proposal (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…" The motion further provided that the JISC would make a subsequent decision, once the RFP was developed, whether or not to proceed with the project and release the RFP.

The JISC also established the SC-CMS RFP Steering Committee to provide oversight of the development of the Superior Court Case Management System RFP. The SC-CMS RFP Steering Committee therefore is charged with determining that the RFP is complete and ready for release.

II. DISCUSSION

The SC-CMS RFP Steering Committee has reviewed and recommends the SC-CMS RFP for release.

III. PROPOSAL

The SC-CMS RFP Steering Committee recommends that the JISC approve the continuation of the SC-CMS project to the next phase and authorize release of the SC-CMS Request for Proposal as authorized by the steering committee.

OUTCOME IF NOT PASSED –

If the decision to proceed with the project and release the RFP is delayed, it will result in delay of the SC-CMS project.

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

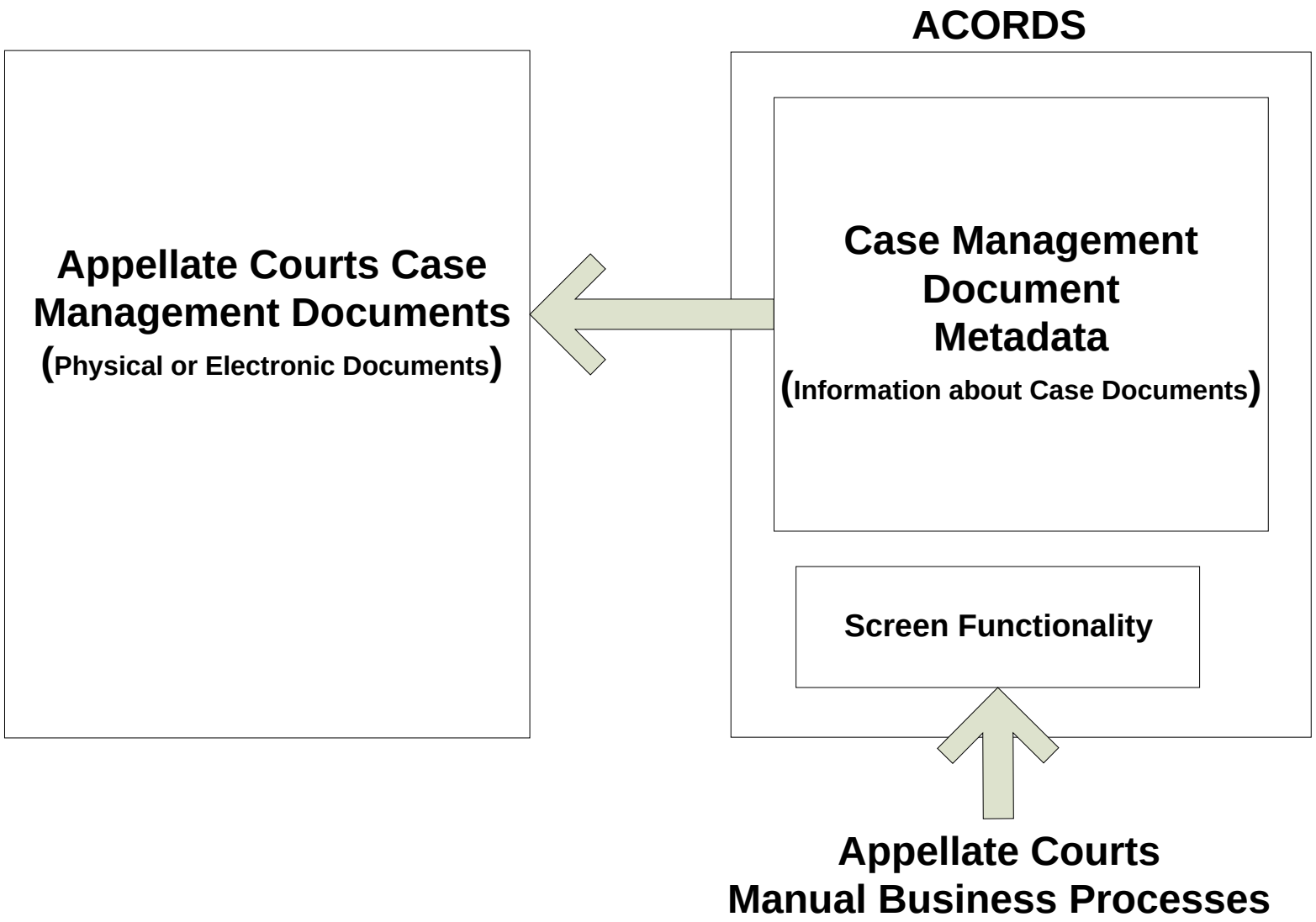
Bill Burke, Project Manager
June 22, 2012

ITG Request #45 – Appellate Courts EDMS

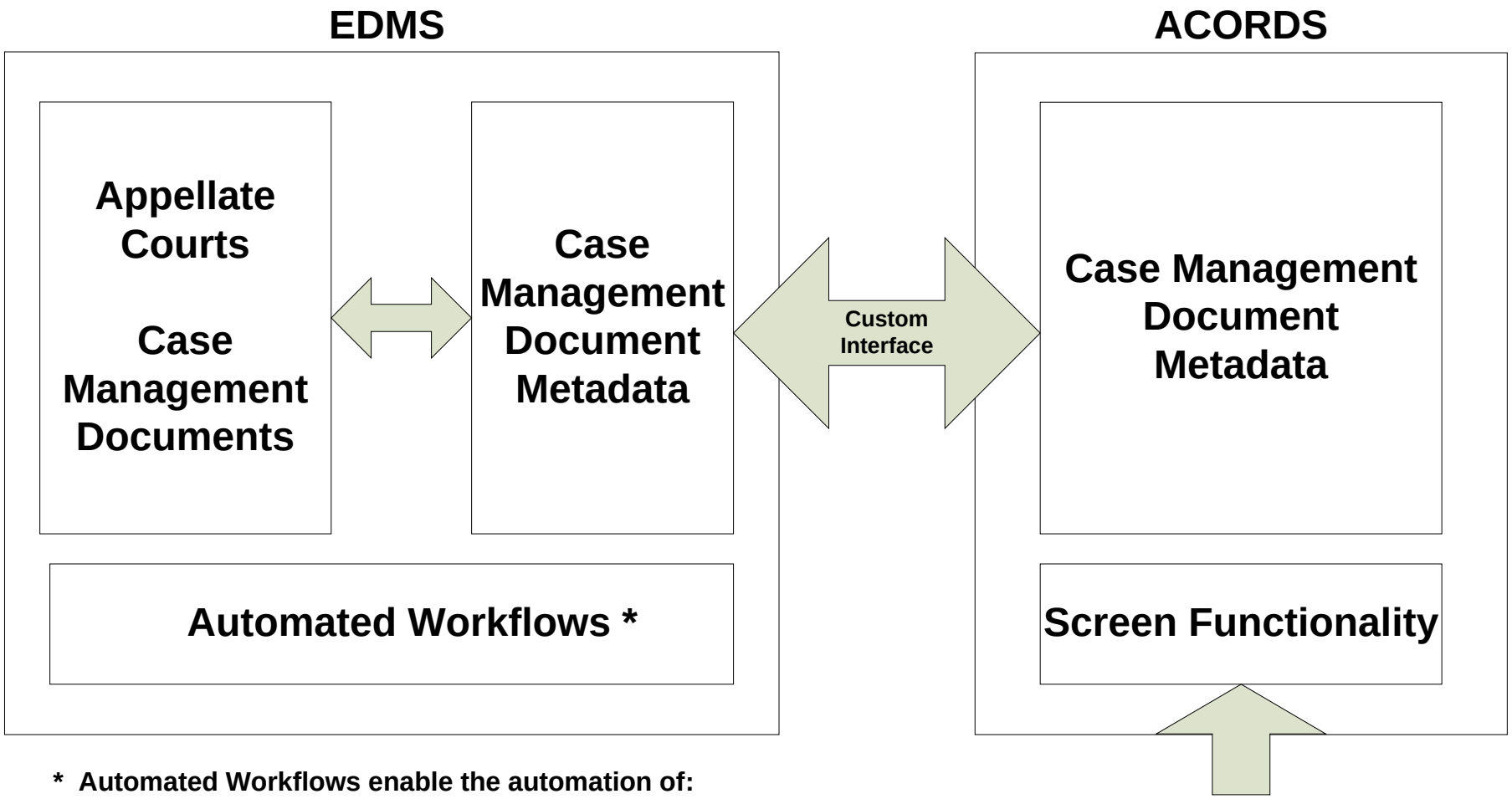
Status:

- ✓ Appellate Courts EDMS project working group formed in mid-January and documented the Appellate Courts EDMS high-level requirements:
  - Appellate Courts Case Management document processing.
  - Case Management Court Calendaring.
  - Appellate Courts reports.
- ✓ Appellate Courts EDMS project Working Group evaluated system designs for implementing an Appellate Courts EDMS:
  - **ACORDS – EDMS:** An EDMS that would interface to ACORDS. (JISC Approved Scope)
  - **EDMS Only:** An EDMS that would include all required ACORDS functionality. (Alternative)

Current ACORDS System



ACORDS - EDMS (JISC Approved Scope)



* Automated Workflows enable the automation of:
- o Manual Business Processes
- o ACORDS Screen Functionality

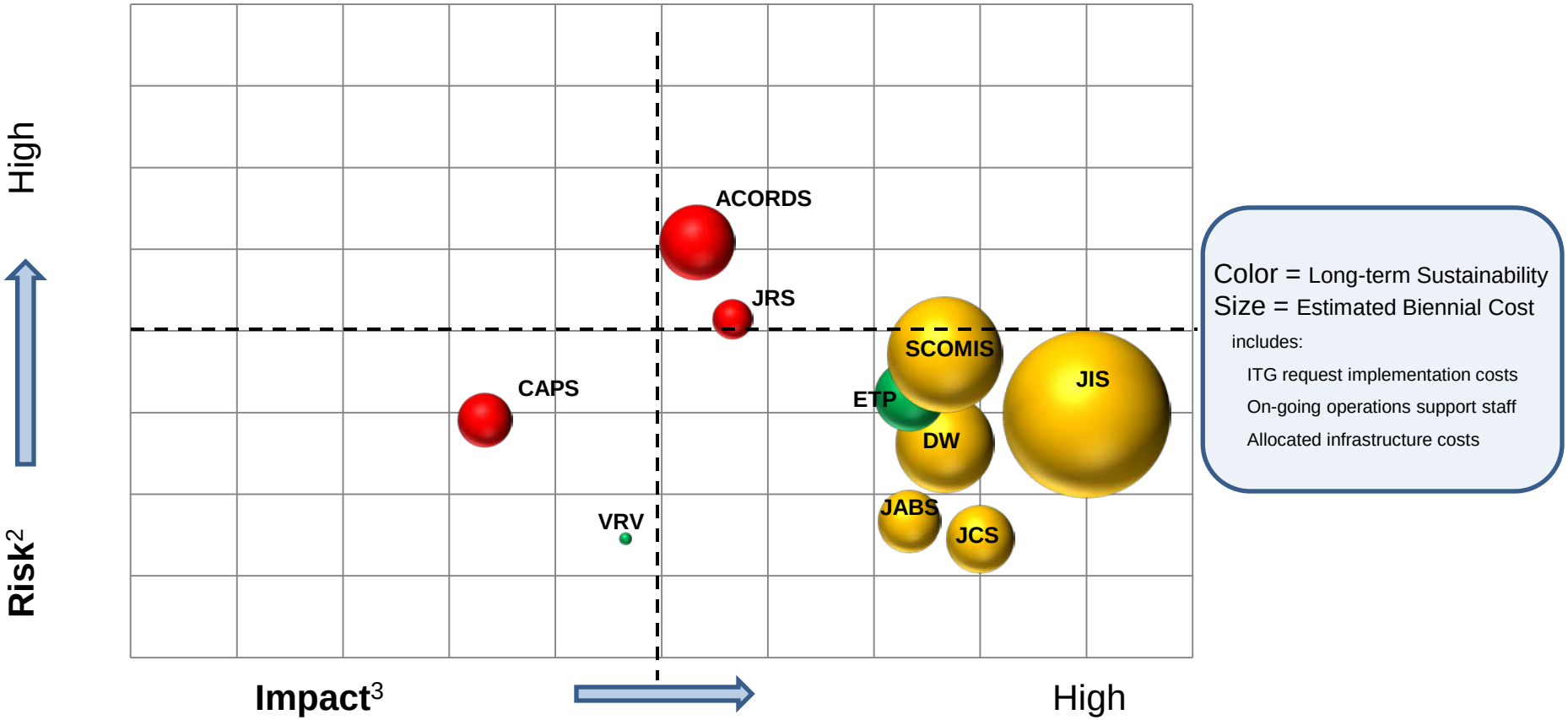
Alternative Solution - EDMS Only

Working Group Findings:

- **Lower project risk:** Significantly simpler Appellate Court EDMS / Case Management system architecture will reduce project risk.
- **No costs to develop custom interfaces:** Eliminating the interface between EDMS and ACORDS eliminates the costs for custom interface development.
- **EDMS can support all existing functionality of ACORDS.** A review of all ACORDS functionality confirmed that all existing functionality can be performed in the EDMS using automated workflow processes:
  - Will require the creation of additional workflows in EDMS.
  - Based upon current available information, these additional workflows are not expected to exceed current JISC project budget authorization.
- **Simplifies portfolio:** Eliminating maintenance and support of ACORDS, reduces the complexity and number of applications AOC supports.

JIS Application Portfolio

Long-term Sustainability Risk[1]



[1]Long-term sustainability refers to the ability of applications to provide current service levels over the next 5 years.
[2]Risk score is based on technical risk assessment by AOC Senior Enterprise Architecture staff, March 2012
[3] Impact score is based on number of users impacted and mission-critical nature of the application

JIS Portfolio Current State Assessment

Able to avoid negative impact on application and users

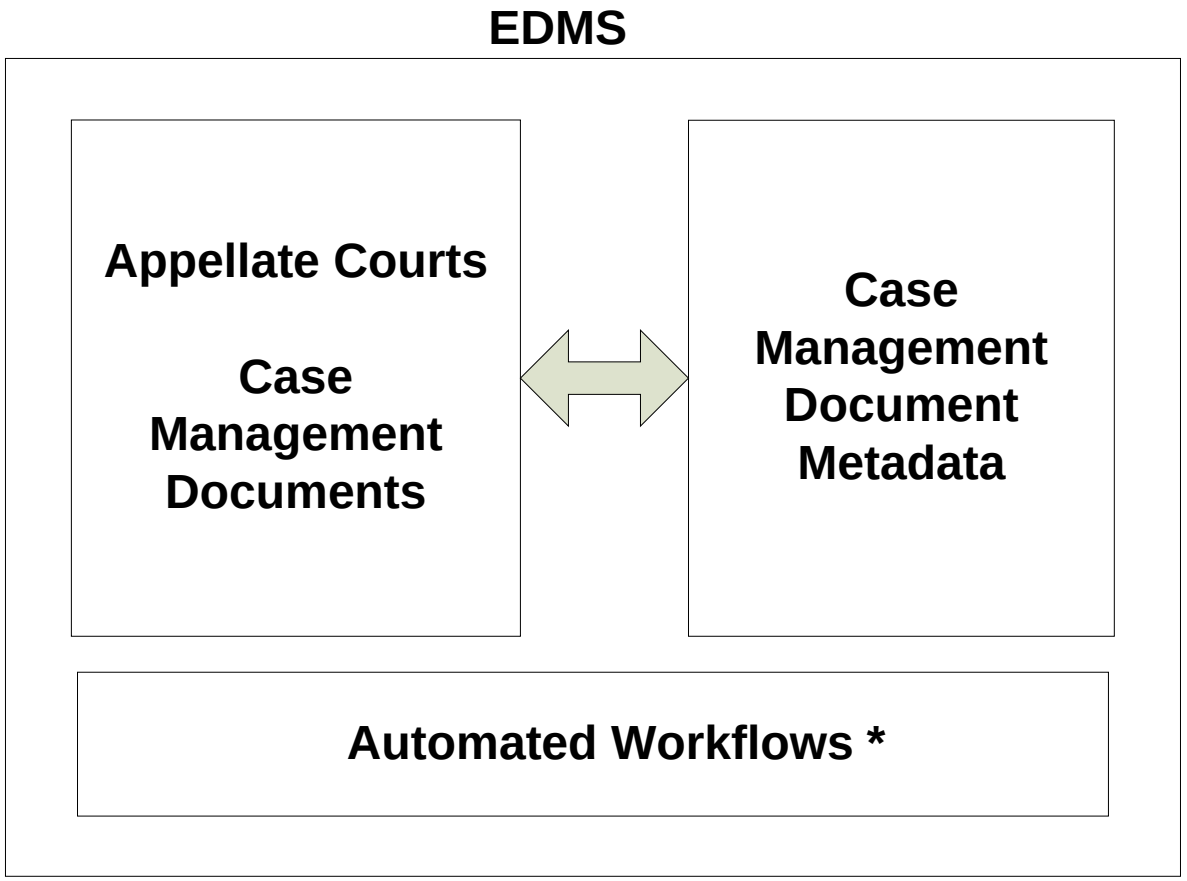
Challenging to sustain at current levels

Difficult to sustain at current levels without negative impact

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

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

EDMS Only (Alternative)



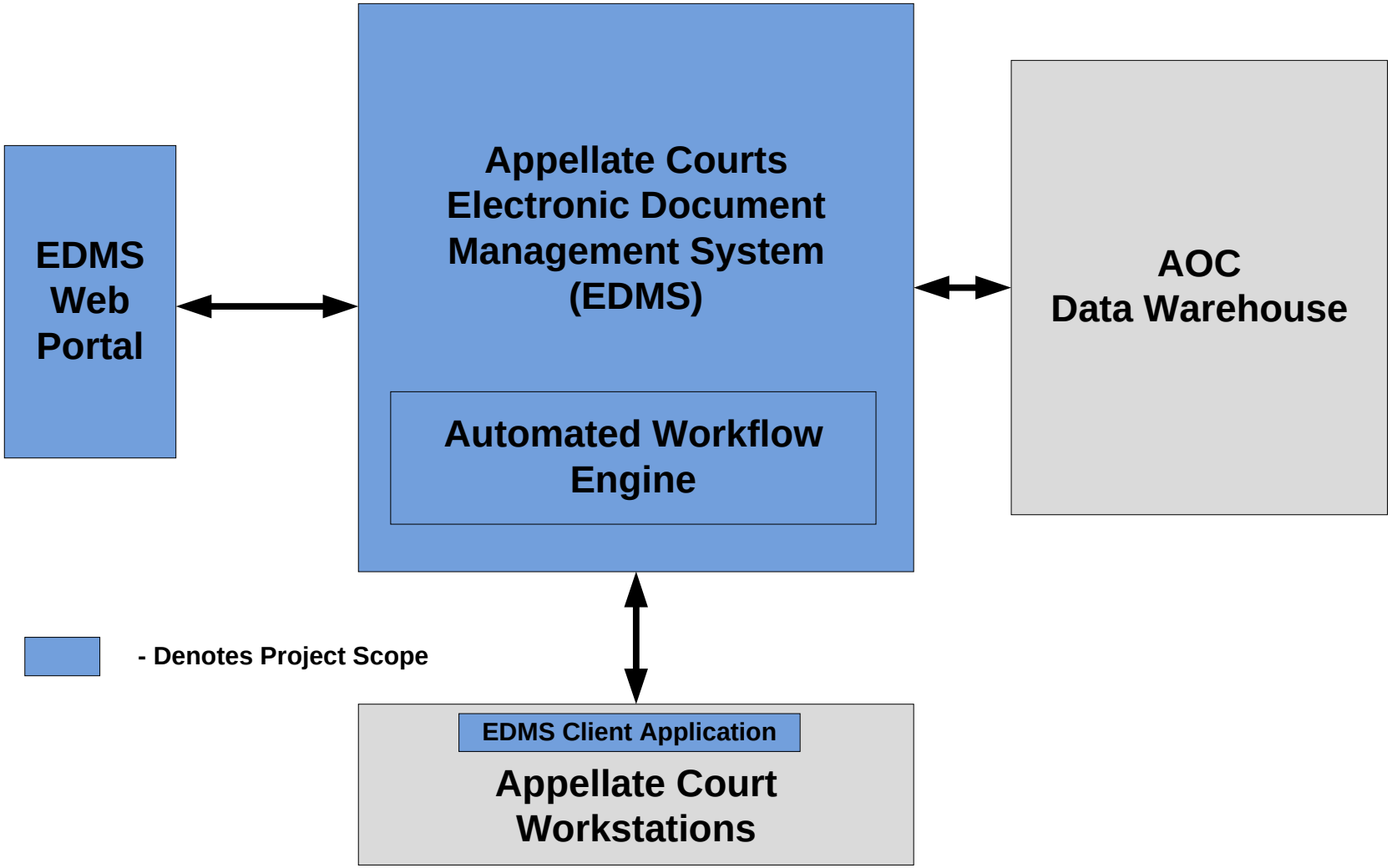
* Automated Workflows enable the automation of:
- Manual Business Processes
- ACORDS Screen Functionality

ITG Request #45 – Appellate Courts EDMS

Working Group Findings: EDMS Only (Alternative)

- Significantly simpler Appellate Court EDMS / Case Management system architecture will reduce project risk and eliminate the costs for developing a custom interface to ACORDS.
- A review of all ACORDS functionality confirmed that all existing ACORDS functions can be performed using automated workflow processes:
  - Will require the creation of additional workflows.
  - Based upon current available information, these additional workflows are not expected to exceed current JISC project budget authorization.

Appellate Courts EDMS System Design – EDMS Only (Alternative)



ITG Request #45 – Appellate Courts EDMS

Recommendation:

- Appellate Courts Clerks and AOC EDMS Project team unanimously recommend an EDMS Only system design.
- The Appellate Courts EDMS Project Executive Steering Committee unanimously endorsed the recommendation of the Appellate Court Clerks.
- Decision Point: Request JISC approval of the EDMS Only system designed recommended by the Appellate Courts EDMS Project Executive Steering Committee.

ITG Request #45 – Appellate Courts EDMS

Next Steps:

- JISC approval of Appellate Courts EDMS Project Executive Steering Committee recommendation on the proposed EDMS system design.
- Document Appellate Courts EDMS Request For Proposal (RFP) requirements:
  - Core EDMS
  - EDMS Portal
  - EDMS Workflow
  - EDMS Vendor Demonstration
- Develop Appellate Courts EDMS RFP Acquisition Plan.
- Develop Appellate Courts EDMS RFP.

Judicial Information System Committee Meeting June 22, 2012

DECISION POINT – Appellate Electronic Document Management System – Change of Project Scope

MOTION:

- I move to adopt the Appellate Court EDMS Project Executive Steering Committee recommendation to proceed with the recommended system design of a standalone electronic document management system that contains all the required business functionality of ACORDS.

I. FACTS

The appellate courts require a statewide enterprise document management system that interfaces with an appellate case management system to provide an integrated solution to support their business needs.

January 21, 2011 - The JISC approved ITG #45 Appellate Electronic Filing feasibility study.

February 18, 2011 - The JISC gave ITG #45 Appellate Electronic Filing feasibility study the highest priority, placing it first on the list above all other ITG requests.

August 5, 2011 - The feasibility study results were presented to the JISC. At that meeting, the JISC approved the purchase of an Electronic Document Management System for the Court of Appeals and the Supreme Court, with an estimated cost of $980,000.

January, 2012 - An EDMS project work group was formed to document the high-level requirements for the system and evaluate design options for implementation.

II. DISCUSSION

The feasibility study for ITG #45 determined that it was feasible to interface an Electronic Document Management System (EDMS) with ACORDS so that EDMS documents could be retrieved from ACORDS and the case management data could be entered into either ACORDS or the EDMS which could be transferred to the other system.

The Appellate Courts EDMS Work Group evaluated two design options for implementing the EDMS:

1. ACORDS EDMS: An EDMS that interfaces with ACORDS.
2. EDMS Only: An EDMS that includes all required ACORDS functionality.

The work group's findings were:

- The ACORDS – EDMS option will require a significantly larger interface with ACORDS than originally anticipated, which would impact both cost and schedule.

- ACORDS is a fragile system, making changes to it for the interface with the EDMS would present a significant project risk.
- Case management data would have to be stored in both EDMS and ACORDS, which makes it more difficult to ensure that the two databases are synchronized.
- ACORDS would not be able to utilize the EDMS automated workflow processing.

The group found that the EDMS Only option would allow for the creation of automated workflows, which would improve the way that appellate court work is managed. This option can be implemented within the already authorized amount of the project. No additional funding is anticipated.

The Appellate Electronic Filing Executive Steering Committee voted to support the recommendation of the Appellate EDMS Work Group to the JISC for approval.

PROPOSAL

The Appellate Court EDMS Project Executive Steering Committee recommends that the project proceed with a system design where the electronic document management system contains all the required functionality of ACORDS, which eliminates the need for the project to implement a custom interface between the EDMS and ACORDS.

OUTCOME IF NOT PASSED –

If the JISC does not authorize proceeding with a standalone EDMS with ACORDS functionality, the project faces considerable risk and possible cost overruns and delays.

WASHINGTON COURTS

Court User Work Group

June 22, 2012

Dirk Marler
Judicial Services Division Director

6. Court User Work Group

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

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

WASHINGTON COURTS

Recap: Critical Tasks

- Work with solution provider to configure and customize based on WA rules and procedures
- Identify opportunities to change or standardize
- Support local courts in determining how the application can best work for them

WASHINGTON COURTS

Court User Work Group (CUWG)

- **How do we identify and resolve issues?**
  - Case numbering scheme?
  - Case types?
  - Baseline configurations for courts of similar size and complexity?
- **How do we identify and address opportunities to change?**

WASHINGTON COURTS

Court User Work Group (CUWG)

- Representative
- Balanced
- Knowledgeable
- Nimble
- Escalation path

WASHINGTON COURTS

CUWG Guiding Principles

- Members will have a statewide and system-wide view of court operations, and shall pursue the best interests of the court system at large while honoring local decision making authority and local practice.

- Timely decisions need to be made to successfully implement a statewide solution.

- Members will be open to changing practices where it makes sense.

WASHINGTON COURTS

CUWG Guiding Principles

- Members recognize that there will be conflicting processes, requirements and stakeholder views, and they will not be ignored or avoided and will be proactively discussed to address and resolve everyone's concern.

- All participants will strive to build a healthy and collaborative partnership among the court stakeholders, the AOC, and vendor representatives that are focused on providing a successful outcome.

WASHINGTON COURTS

CUWG Guiding Principles

- Complete, document and validate the court functions and processes to arrive at a complete understanding of the current and desired future state of court business process.

- Members will work to understand the features and capabilities of the new case management system.

- Members have important roles as information providers and will take leadership in communicating with their peers about issues and decisions.

WASHINGTON COURTS

CUWG Membership

- **12 voting members.**
  - Five representatives from the SCJA, WAJCA and AWSCA (at least one of whom must be from WAJCA),
  - Five representatives from WSACC
  - Two representatives from AOC
- **Two alternates will be identified for each of the associations.**

WASHINGTON COURTS

CUWG Decision-Making

The CUWG should work towards unanimity.

However, if after two meetings an issue remains unresolved and the issue adversely affects budget, scope, and schedule, the issue will be presented to the JISC for a decision.

WASHINGTON COURTS

CUWG Decision-Making

- **AOC will help with communication:**
  - Agendas
  - Decisions
    - Pending
    - Made
- **Length of time for vetting will vary based on nature of issue.**

WASHINGTON COURTS

Key responsibilities

- Identify common court business processes that could be packaged and configured as a model and used for deployments to courts with similar characteristics.
- Identify opportunities for refining court business processes through review, analysis and continuous process improvement.

WASHINGTON COURTS

Key responsibilities

- Ensure that court business processes and requirements are complete, accurate and documented.

- Provide insight on potential impacts, opportunities, and constraints associated with transforming court business processes and transitioning to new systems.

WASHINGTON COURTS

Key responsibilities

- Advocate for the agreed upon process change, innovation, and standardization.
- Advocate and communicate decisions and changes to their staff, colleagues, associations, and coworkers.

Dirk A. Marler, Director
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Court User Work Group (CUWG) Charter

Last Revised: June 5, 2012

Summary:

Purpose:	The Court User Work Group (CWUG) provides essential subject matter expertise to enable the successful deployment of the Superior Court Case Management System (SC-CMS). The CUWG, the AOC Court Business Office (CBO), and the AOC SC-CMS project team will identify where there may be opportunities to standardize court business processes to assist in the deployment of the new the SC-CMS across the State.
Date Created:	June 22, 2012
Duration:	Through the completion of the SC-CMS implementation.
Controlling Authority:	Judicial Information Systems Committee (JISC) is the sponsor for the formation of the CUWG. Members for the CUWG will be appointed and provided by SCJA, AWSCA, WAJCA, WSACC, and AOC.
Decision Making Process:	The CUWG should work towards unanimity. However, if after two meetings an issue remains unresolved and the issue adversely affects budget, scope, and schedule, the issue will be presented to the JISC for a decision.
Composition:	Members should include representatives from, SCJA, AWSCA, WSACC, and WAJCA. Membership should include a cross section from different geographic locations and court characteristics. In the SC-CMS Feasibility Study Report, the courts were classified into two groups; small and large courts based on operational volume, number of personnel, complexity and access to IT resources. The CUWG will be comprised of twelve voting members: • Five representatives from the SCJA, WAJCA and AWSCA (at least one of whom must be from WAJCA), • Five representatives from the WSACC, • Two representatives from AOC • Two alternates will be identified for each of the associations. Liaisons from the Courts of Limited Jurisdiction and Appellate Courts are encouraged to participate.

DRAFT

Member term length:	Staggered terms of two and three years to ensure continuity through the SC-CMS project. There is no term limit.
Members appointed by:	Members will be appointed by SCJA, AWSCA, WSACC, WAJCA, and AOC.
Meeting Frequency:	Meetings will be scheduled according to the needs of the project.
Budget:	The CUWG is funded through the SC-CMS project budget.
Facilitated by:	AOC CBO staff
Related Links:	Superior Court Case Management System (SC CMS) Project

Members

Position	Member	Alternate(s)	Term Began	Term Ends
Superior Court Judges Association member				
Association of Washington State Court Administrators member				
Washington State Association of County Clerks members				
Washington Association of Juvenile Court Administrators member				
Administrative Office of the				

DRAFT

Courts				

I. Introduction

To successfully implement a new superior court case management system, input and guidance from the court community is a critical component. As such, a court user work group (CUWG) will need to be created. The CUWG will serve as subject matter experts on court business processes, court operations, and the use of the Superior Court Management Information System (SCOMIS).

II. Purpose

The CUWG will assist the Court Business Office (CBO) and the SC-CMS Project Team in establishing common court business processes that could be packaged and configured as a model for deploying a new case management system across the state.

The CUWG will provide subject matter expertise and decision making on court business processes, ensuring that processes and requirements are complete and accurate. Furthermore, the CUWG will provide insight on potential impacts, opportunities, and constraints associated with the transition to the new system.

III. Roles and Responsibilities

JISC – The JISC shall authorize the creation of the CUWG and are the final authority when issues are escalated and affect scope, budget and schedule.

Associations – The various associations will select members to represent them on the CUWG. Liaisons from the Courts of Limited Jurisdiction and Appellate Courts are encouraged to participate.

Court User Work Group (CUWG) Members – The CUWG members will actively participate in court business process discussions, make timely decisions, and complete assignments as needed to accomplish business process initiatives, improvements, and standardization.

- Identifying common court business processes that could be packaged and configured as a model and used for deployments to courts with similar characteristics.
- Identifying opportunities for refining court business processes through review, analysis and continuous process improvement.
- Ensuring that court business processes and requirements are complete, accurate and documented.
- Providing insight on potential impacts, opportunities, and constraints associated with transforming court business processes and transitioning to new systems.
- Advocate for the agreed upon process change, innovation, and standardization.
- Advocating and communicating decisions and changes to their staff, colleagues, associations, and coworkers.

DRAFT

Court Business Office – The CBO staff will facilitate the CUWG meetings and work collaboratively with the CUWG, vendor representatives, and others in AOC in identifying common court business processes that could be packaged and configured as a model for deploying a new case management system across the state.

SC-CMS Project – The project team is responsible for providing a project plan

AOC –

CMS Vendor -

IV. Guiding Principles

The CUWG will be guided by the following principles:

- Members will have a statewide and system-wide view of court operations, and shall pursue the best interests of the court system at large while honoring local decision making authority and local practice.
- Timely decisions need to be made to successfully implement a statewide solution.
- Members will be open to changing practices where it makes sense.
- Members recognize that there will be conflicting processes, requirements and stakeholder views, and they will not be ignored or avoided and will be proactively discussed to address and resolve everyone's concern.
- All participants will strive to build a healthy and collaborative partnership among the court stakeholders, the AOC, and vendor representatives that are focused on providing a successful outcome.
- Complete, document and validate the court functions and processes in order to arrive at a complete understanding of the current and desired future state of court business process.
- Members will work to understand the features and capabilities of the new case management system.
- Members have important roles as information providers and will take leadership in communicating with their peers about issues and decisions.

DRAFT

V. Decision Making and Escalation Process

The CUWG should work towards unanimity. However, if after two meetings an issue remains unresolved and the issue adversely affects budget, scope, and schedule, the issue will be presented to the JISC for a decision.

VI. Membership

The CUWG shall be comprised of 12 voting members.

- Five representatives from the SCJA, WAJCA and AWSCA (at least one of whom must be from WAJCA),
- Five representatives from the WSACC,
- Two representatives from AOC
- Two alternates will be identified for each of the associations.

The CUWG members should have deep knowledge of court functions, business processes, and business rules in the following areas:

- Manage Case
    - Initiate case, case participant management, adjudication/disposition, search case, compliance deadline management, reports, case flow lifecycle
- Calendar/Scheduling
    - Schedule, administrative capabilities, calendar, case event management, hearing outcomes, notifications, reports & searches
- Entity Management
    - Party relationships, search party, party management, reports & searches, administer professional services
- Manage Case Records
    - Docketing/case notes, court proceeding record management, exhibit management, reports & searches
- Pre-/Post Disposition Services
    - Compliance, access to risk assessment tools, reports & searches
- Administration
    - Security, law data management

VII. Miscellaneous

- The CUWG shall hold meetings as necessary by the project schedule and associated deliverables.
- Travel expenses shall be covered under the project budget.

DRAFT

Judicial Information System Committee Meeting June 22, 2012

DECISION POINT – Court User Work Group (CUWG)

MOTIONS:

- I move that the JISC approve the creation of a court user work group (CUWG), with representatives from county clerks, superior court judges and administrators, and AOC to make configuration decisions for the new Superior Court Case Management System (SC-CMS).
- I move that issues that cannot be resolved by the CUWG and have a direct effect on SC-CMS scope, schedule, or budget be escalated for resolution to the JISC.

I. BACKGROUND

In 2010, the JISC authorized the Superior Court Case Management Feasibility Study to evaluate an automated system for superior courts to support case management, calendaring, and judicial decision-making. In describing the detailed project work plan, the feasibility study noted that the solution provider would configure the application in partnership with AOC and local courts.

The study identified the need for a court user work group to consider operational policy issues that arise during the configuration and implementation of the system in local courts that need to be resolved by the court community. The study recommends that the group include judicial officers, court administrators, and county clerks representing various court districts in Washington. The group will influence how the SC-CMS application is configured, and how business operations will integrate with the new SC-CMS application.

II. DISCUSSION

The Court User Work Group (CUWG) would work with AOC and the SC-CMS solution provider to consider policy issues regarding configuration of the application, identifying common court processes that can be packaged and configured as a model and used for deployment to courts with similar characteristics, and identify opportunities to refine court business processes. The group should include clerks, judges, administrators, and AOC staff and should have balanced representation of court size and geography.

For the CUWG to achieve timely decision-making, some governance decisions need to be made prior to formation of the group. These decisions include whether CUWG recommendations will be made based on unanimity or majority, and what the escalation path will be for decisions.

III. PROPOSAL

JISC approval for the creation of the court user work group (CUWG) for the SC-CMS project to assist in the configuration for statewide deployment. The work group will have representatives from county clerks, superior court judges, court administrators, and AOC and will represent diversity in geography and court size.

The JISC should determine what the escalation process will be for issues that cannot be resolved by the CUWG.

OUTCOME IF NOT PASSED –

Significant increased risk to the project success. It will be very difficult for AOC and the SC-CMS vendor to make essential decisions about how the new SC-CMS will be configured at the statewide level to meet the needs of Washington Courts. Decisions may not be timely or correct. User acceptance of the configured system could be problematic as well. This creates significant risk to project success.

Superior Court Data Exchange Project Status

June 22, 2012

Superior Court Data Exchange Project

Increment 1 Status:

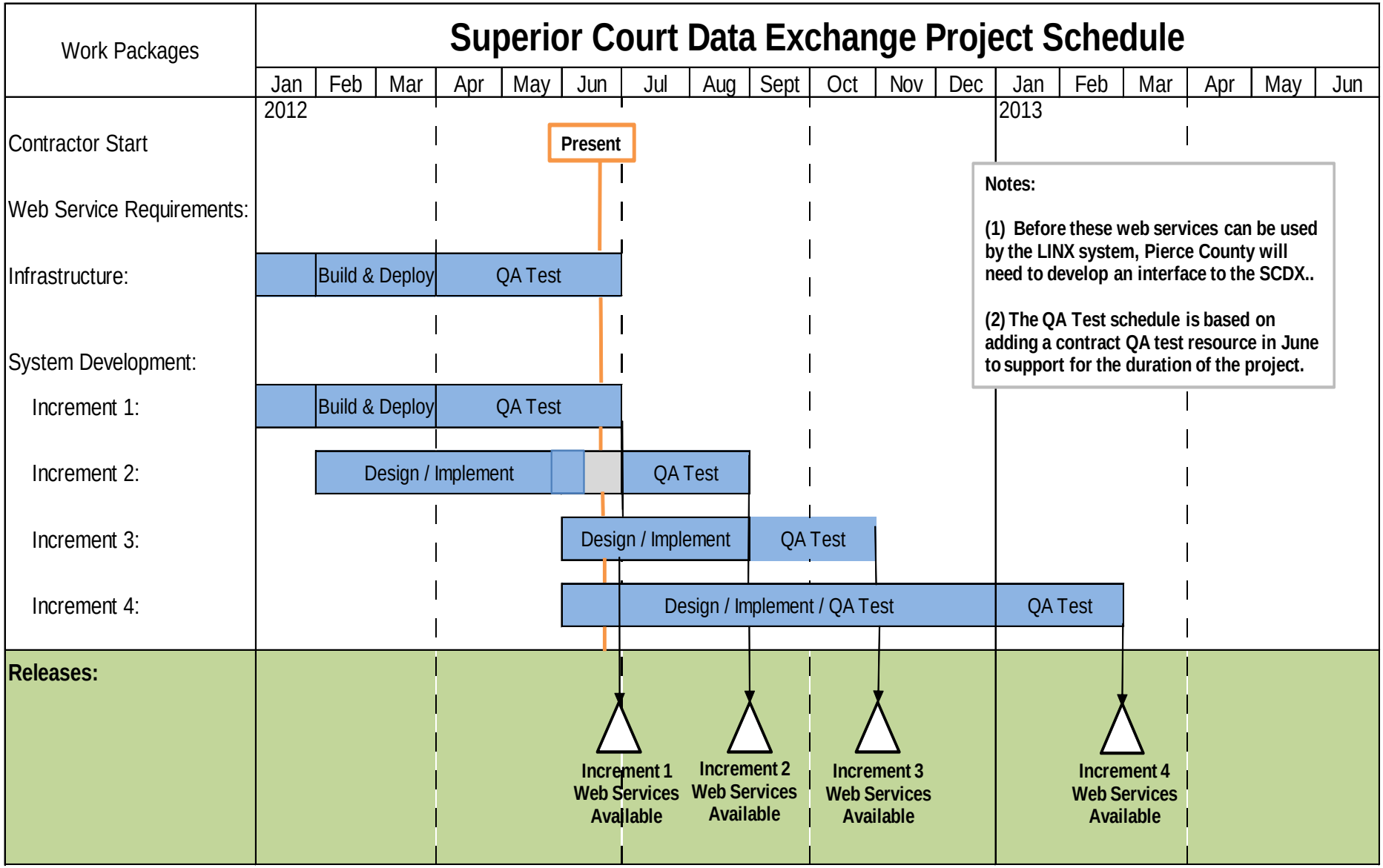
- ✓ Development completed.
- QA Team continuing to test SCDX Increment 1:
  - 70% of testing has been completed.
  - Identified (12) non-critical defects.
- Testing is taking significantly longer than expected due to availability of QA resources and more time required to perform these tests:
  - Additional Testers will be added to the effort.
  - AOC QA Test Manager expects to complete testing of Increment 1 by June 29.

Superior Court Data Exchange Project

Increments 2 & 3 Status:

- ✓ Increment 2 development completed June 11.
- Increment 2 QA testing scheduled to begin in July.
- Increment 3 development in-work and scheduled to be completed in August.

Superior Court Data Exchange Project Schedule

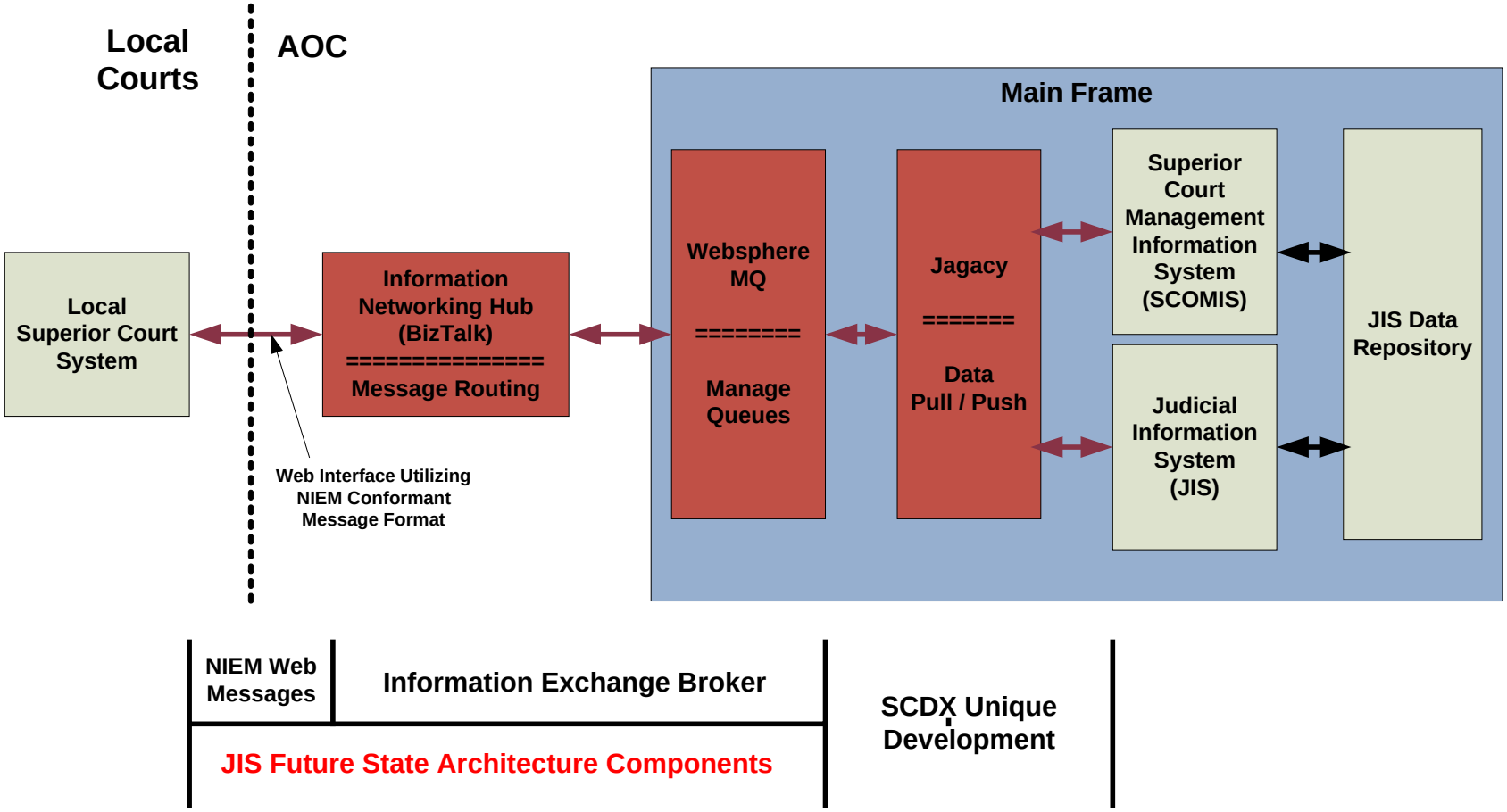


Superior Court Data Exchange Project

Increment 4 Planning:

- AOC will develop (13) SCDX web services:
  - Training opportunity for AOC Developers.
  - Reduces the cost for SCDX Increment 4.
  - Will complete this development by December.
- Sierra Systems has submitted a proposal for developing the remaining (12) SCDX Increment 4 web services:
  - Firm Fixed Price – TBD, awaiting vendor response
- JISC is requested to approve SCDX Increment 4 funding allocation required for Sierra Systems development.

Superior Court Data Exchange Project
High-Level Architecture



Judicial Information System Committee Meeting June 22, 2011

DECISION POINT – Superior Court Data Exchange: Allocate Increment 4 Funding

MOTIONS:

- I move to approve allocation of ($ amount will be forthcoming), from the JIS Multi-Project Fund to fund the development of 12 web services by Sierra Systems in Increment 4 of the Superior Court Data Exchange Project.

I. BACKGROUND

In 2008, the JISC identified the Superior Court Data Exchange (SCDX) as a priority project. The Superior Court Data Exchange project will develop data exchanges so local court case management systems can transfer case and participant data into SCOMIS and JIS. The project also creates the required infrastructure needed by the INH project.

In August 2011, the estimated cost for completing the SCDX project was revised. At that time, there was sufficient funding to complete Increment 1, but additional funding was needed to implement Increments 2, 3 and 4. In December, 2011, the JISC approved allocating $533,400 from the JIS Multi-Project Fund to fund Increments 2 and 3 of the project. The JISC also approved funding for Increment 4 of the project, but did not specifically allocate the funding at that time.

II. DISCUSSION

Funding for Increment 4 is necessary to complete the project. The project team is currently working on Increments 2 and 3. There are a total of 25 web services in Increment 4. Of the total, 13 services will be developed by internal AOC staff; 12 of the services will be developed by Sierra Systems. Increment 4 is expected to start in August and be completed by March of 2013. If funding is received, the project can continue in August without delay.

III. PROPOSAL

Allocate ($ amount will be forthcoming) from the JIS Multi-Project Fund for the completion of Increment 4 of the Superior Court Data Exchange Project.

OUTCOME IF NOT PASSED –

If funding for Increment 4 is not allocated now, the Superior Court Data Exchange Project will be delayed. The current project resources/development team would be disbanded, and the project could not move forward in the near future.

JIS Policy for Approval of Local Automated Court Record Systems

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

Effective Date:
Revision Date: Definitions (add hyperlink)

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Definitions 2
Scope 2
Policy 2
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Purpose

The Judicial Information System Committee (JISC) supports the policy that the applications within the JIS portfolio are the default statewide applications for Washington courts, however, the JISC recognizes that individual courts may have specific needs or business reasons that lead the court to using local automated systems and the JISC is committed to supporting those courts. This policy is intended to provide the guidance and conditions that 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.

Authority

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

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

Definitions

"Automated court record system" is any local automated system that is the source of statewide data.

"Statewide data" is defined as the data elements contained in the ISD Standard for Approval of Local Automated Systems 10.46.s1 (to be completed). The table of data elements will be reviewed and approved by court stakeholders, as represented by the Data Management Steering Committee, before final inclusion in the ISD Standard.

Scope

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

DRAFT

Policy

a) It is the policy of the Judicial Information System Committee that any court wishing to establish their own automated court record system assumes the following responsibilities.

   1) Any cost required for the state to remove the court from the JIS shall be borne by the county or city implementing a local system.
   2) Any local costs to connect a court to a data exchange with the JIS shall be borne by the county or city implementing a local system.
   3) Any local jurisdiction wishing to move off of the JIS must make a request through the IT Governance process established by the JISC.
   4) Based on the IT Governance process, the local court must continue to enter statewide data into the JIS until such time that AOC has available resources to remove the court from JIS and implement an automated data exchange. AOC resource availability is based on the priorities established by the JISC and the skill set required to do the work.
   5) The court must maintain a local law table consistent with the JIS statewide law table.
   6) The court must monitor and timely implement legislative mandates or rule changes.
   7) The local court must maintain revenue collection, distribution, and reporting equivalent to the JIS functions and are subject to state audit.
   8) The court is responsible for its own back-up and disaster recovery plan.

9) The local automated court record system must meet the criteria outlined in the ISD Standard for Approval of Local Automated Systems 10.46.s1 (to be completed), including data sharing, data reporting, data security standards, person ID and person business rules, and enterprise architecture technical requirements. Any changes to local automated systems necessary to maintain consistency with JIS system changes will be at the expense of the local court.

10) Help Desk assistance, staff training, and other services related to the local court automated records system are the responsibility of the local court.

b) The following conditions apply to the provision of services by AOC.

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

2) If there is a difference of opinion between the local court and AOC regarding the distribution of funds, changes to the law table, or the application of data quality rules adopted by the JISC, AOC's position will prevail, subject to review by the JISC upon request by the presiding judge of the local court or the county clerk.

DRAFT

Maintenance

The JISC will review this policy on a regular basis and may amend it at any time.

JIS Policy for Approval of Local Automated Court Record Systems

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

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Revision Date: Definitions (add hyperlink)

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Scope

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

DRAFT

Policy

a) It is the policy of the Judicial Information System Committee that any court wishing to establish their own automated court record system assumes the following responsibilities.

   1) ~~Any cost required for the state to remove the court from the JIS shall be borne by the county or city implementing a local system~~. JIS is responsible for the development, implementation and costs of a statewide data exchange platform.
   2) Any local costs to connect a court to a data exchange with the JIS shall be borne by the county or city implementing a local system.
   3) Any local jurisdiction wishing to move off of the JIS must make a request through the IT Governance process established by the JISC.
   4) Based on the IT Governance process, the local court must continue to enter statewide data into the JIS until such time that AOC has available resources to remove the court from JIS and implement an automated data exchange. AOC resource availability is based on the priorities established by the JISC and the skill set required to do the work. The local court is responsible for a maximum of two years of the duplicate data entry described above. If duplicate data entry is required for more than two years, the JIS will reimburse the local court for the duplicate data entry.
   5) The court must maintain a local law table consistent with the JIS statewide law table.
   6) The court must monitor and timely implement legislative mandates or rule changes.

7) The local court must maintain revenue collection, distribution, and reporting equivalent to the JIS functions and are subject to state audit.
8) The court is responsible for its own back-up and disaster recovery plan.
9) The local automated court record system must meet the criteria outlined in the ISD Standard for Approval of Local Automated Systems 10.46.s1 (to be completed), including data sharing, data reporting, data security standards, person ID and person business rules, and enterprise architecture technical requirements. Any changes to local automated systems necessary to maintain consistency with JIS system changes will be at the expense of the local court.
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DRAFT

Maintenance

The JISC will review this policy on a regular basis and may amend it at any time.

Information Networking Hub (INH)

Project Status Update

JISC Committee Meeting
June 22, 2012

Project Activities

Requirements Development

- Business Services
- Enterprise Data Repository

Solution Design

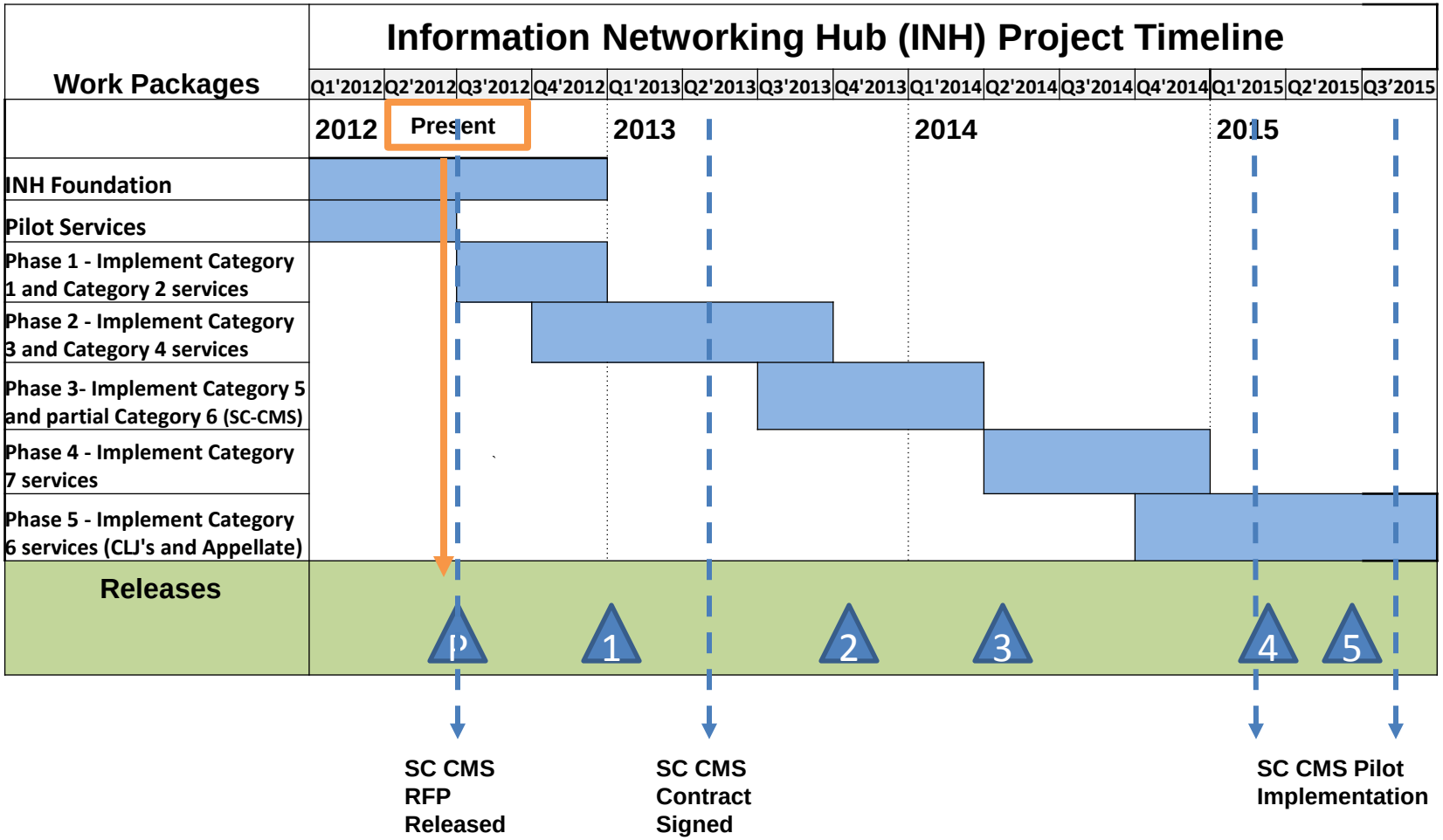
Enterprise Data Repository

- ✓ Conceptual Model (High Level view of primary data elements)
- Business Data Model (Detailed picture of data attributes)
- Data Tool Research

Service Development

- Pilot Services

Schedule


Information Networking Hub (INH) Project Timeline
Work Packages
Q1'2012 Q2'2012 Q3'2012 Q4'2012 Q1'2013 Q2'2013 Q3'2013 Q4'2013 Q1'2014 Q2'2014 Q3'2014 Q4'2014 Q1'2015 Q2'2015 Q3'2015
2012
Present
2013
2014
2015
INH Foundation
Pilot Services
Phase 1 - Implement Category 1 and Category 2 services
Phase 2 - Implement Category 3 and Category 4 services
Phase 3- Implement Category 5 and partial Category 6 (SC-CMS)
Phase 4 - Implement Category 7 services
Phase 5 - Implement Category 6 services (CLJ's and Appellate)
Releases
P
1
2
3
4
5
SC CMS RFP Released
SC CMS Contract Signed
SC CMS Pilot Implementation

Next Steps

- **Pilot Services**
  - Complete Development and Unit Tests
  - QA Test Plan and Test Scripts
  - Deploy Pilot Services to Test Environment
  - Test Pilot Services and Resolve Defects
- **Enterprise Data Repository - Business Data Model Design**
- **Infrastructure and Security Design**
- **Business Services**
  - Continue requirements development

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

	Initiatives--JIS Transition	ALLOTTED	EXPENDED	VARIANCE
2.	**Capability Improvement Phase I**			
2.4	Implement IT Portfolio Management (ITPM)	$239,400	$235,896	$3,504
	Capability Improvement Phase I-Subtotal	**$239,400**	**$235,896**	**$3,504**
3.	**Capability Improvement Phase II**			
3.4	Implement IT Service Management	$115,000	$53,529	$61,471
	Capability Improvement Phase II-Subtotal	**$115,000**	**$53,529**	**$61,471**
4.	**Capability Improvement Phase III**			
4.2	Mature Application Development Capability	$115,000	$0	$115,000
	Capability Improvement Phase III-Subtotal	**$115,000**	**$0**	**$115,000**
7.	**Information Networking Hub (INH)**			
7.6	Information Networking Hub (INH)	$2,582,325	$377,732	$2,204,593
	Information Networking Hub (INH) - Subtotal	**$2,582,325**	**$377,732**	**$2,204,593**
	Ongoing Activities			
12.1	Natural To COBOL Conversion	$653,000	$645,506	$7,494
12.2	SCOMIS DX	$1,338,000	$1,190,000	$148,000
	Ongoing Activities-Subtotal	**$1,991,000**	**$1,835,506**	**$155,494**
	JIS Transition Subtotal	**$5,042,725**	**$2,502,663**	**$2,540,062**
	Superior Court CMS			
	Initial Allocation	$4,973,000	$605,451	$4,367,549
	COTS	$0	$0	$0
	Superior Court CMS Subtotal	**$4,973,000**	**$605,451**	**$4,367,549**
	ITG Projects			
	ITG #045 - Appellate Court E-Filing Electronic Document Management System (EDMS)	$980,000	$9,457	$970,543
	To be Allocated	$470,600	$0	$470,600
	ITG Projects Subtotal	**$1,450,600**	**$9,457**	**$1,441,143**
	Equipment Replacement			
	Equipment Replacement - External	$628,000	$416,530	$211,470
	Equipment Replacement - Internal	$550,000	$77,501	$472,499
	Equipment Replacement Subtotal	**$1,178,000**	**$494,031**	**$683,969**
	TOTAL 2011-2013	**$12,644,325**	**$3,611,602**	**$9,032,723**

	Additional Funding Requirements			
7.6	Information Networking Hub (INH)	$881,000	N/A	N/A
	COTS Preparation Track	$242,000	N/A	N/A
	Unfunded Costs	**$1,123,000**	**N/A**	**N/A**

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 April 30, 2012)

WASHINGTON COURTS
ADMINISTRATIVE OFFICE OF THE COURTS

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Background & Overview

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
May 2012

Original Roadmap per IT Strategy June 19 - 2009

Actual

Revised or Planned

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

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

Summary of Activities

Major Changes Since Last Report

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

Initiatives & Major Projects Underway

- Superior Court Case Management System RFP (SC-CMS) (ITG #002)
- Superior Court Data Exchange (SCDX) (ITG #121)
- Adult Risk Assessment Implement Strong 2 Tool (ITG #081)
- Appellate Courts Electronic Document Management System (ITG #045)
- Add Accounting Data to the Data Warehouse (ITG #009)
- Comments Line on Bench Warrants (ITG #037)*
- Enhance JIS to allow bench warrants to print on plain paper (ITG #058)*
- Remove CLJ Archiving and Purge Certain Records (ITG #041)
- ISD Transformation Track
- Natural to Cobol Conversion
- 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

CA Clarity Implementation
ITG 096 – Allow JABS to Display Plea and Sentencing Data
ITG 028 – CLJ Parking Module Modernization

Initiative or Project Status Changes

There were no status changes reported during April, 2012.

Staffing Changes in ISD

During the reporting period of April 1 – 30, 2012:

ISD welcomed the following new staff:

1. Kathy Bradley – Business Liaison (4/01/12)
2. Michael Gilbreath – COBOL Programmer (4/16/12)

ISD Staff Recognitions

Team Recognitions

- May 3, 2012 - Congratulations to our **Web Team,** including **Brian Stoll, Ferd Ang, Beth McGrath, Barry Zickuhr and Virginia Neal**! This team received national recognition from The Consortium for Language Access in the Courts when they awarded the Washington AOC *a Technology Award* for its development of the Interpreter Profile System (IPS). The IPS is a web-based tool that enables credentialed interpreters to manage their personal information published on an online directory for the courts, as well as electronically report their progress in fulfilling biannual compliance requirements such as mandatory continuing education credits. The IPS tool will permit AOC Court Interpreter Program staff to go "paperless" in many of its functions, automate processes that are currently difficult to track, and provide more accurate information on interpreters to the courts.

- April 11, 2012 – The **Adult Risk Assessment (ARA) Project Team** received a formal letter of congratulations from Spokane County Superior Court Judge Kathleen O'Connor for their efforts in making the ARA project a reality. The project team includes **PM Martin Kravik, Beth McGrath, Mark Oldenburg, Ray Yost, Scotty Jackson, Regina McDougall, and Dexter Mejia, Glen Baugh, John Crutcher, Customer Service, Peter Ellis, Carol Fuchser-Burns, Ileen Gerstenberger, Rebecca Grauman, Lynn Johnson, Nagajyothi Robba, Robin Spisak, Wei Wang, Angie Autry, Elia Zeller, Lynn Johnson, Ted Bailey, Heather Williams, Pam Payne, and Kathie Smalley.**

  > *"…I want to thank you, ISD Staff and the AOC Staff who worked on this project. I particularly want to acknowledge the work of our Project Manager, Martin Kravik, who kept us advised about its progress every step of the way and managed a reasonable timeline for its completion…I know there were many others who helped along the way; our thanks to them as well."*

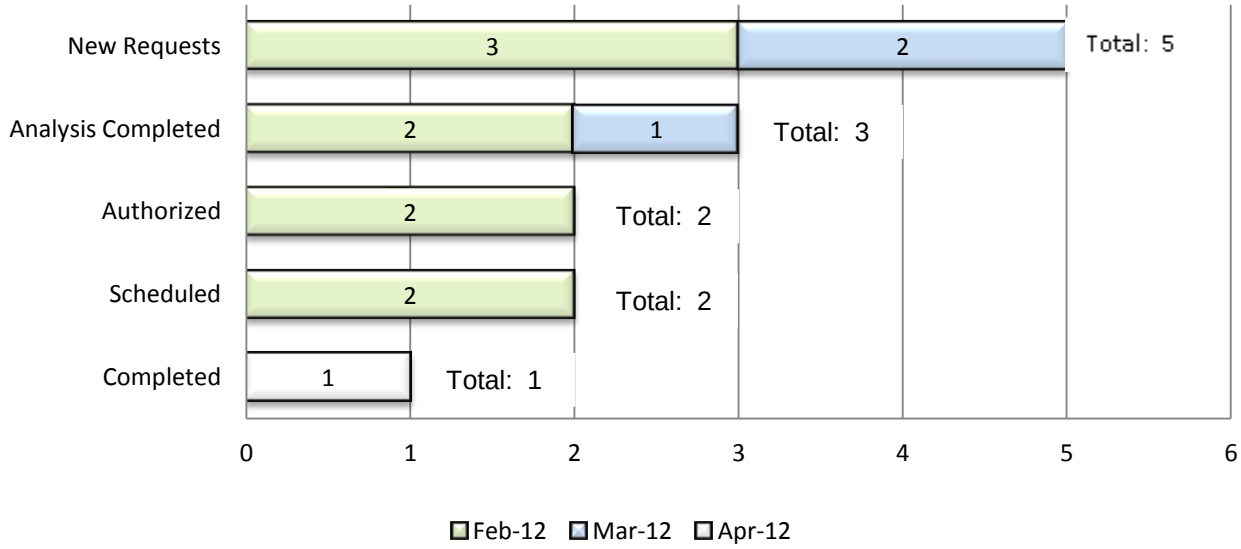
- March 22, 2012 – ISD Project Manager Sree Sundaram congratulated the **DB2 and ISD Mainframe Support staff,** including **manager Dennis Longnecker, John O'Conner, Wayne Campbell, Norm Hjelm, Kevin Neubert, Pam Stephens, and Robin Trail,** for their support in resolving issues on the Natural to COBOL project.

  > *"I want to place on record the excellent support being provided by your team throughout the N2C project. In particular, there were several issues in the past few days. All of them were resolved on time to the satisfaction of everyone involved. I know that your folks have put in a lot of hours on Disaster Recovery last week and also that your team is short-handed. However, your team is still able to meet all our demands in support of the N2C project. You have got a great team, Dennis."*

Completed JIS IT Requests in April 2012
ITG 096 – Allow JABS to Display Plea and Sentencing Data
ITG 028 – CLJ Parking Module Modernization

Status Charts

Requests Completing Key Milestones

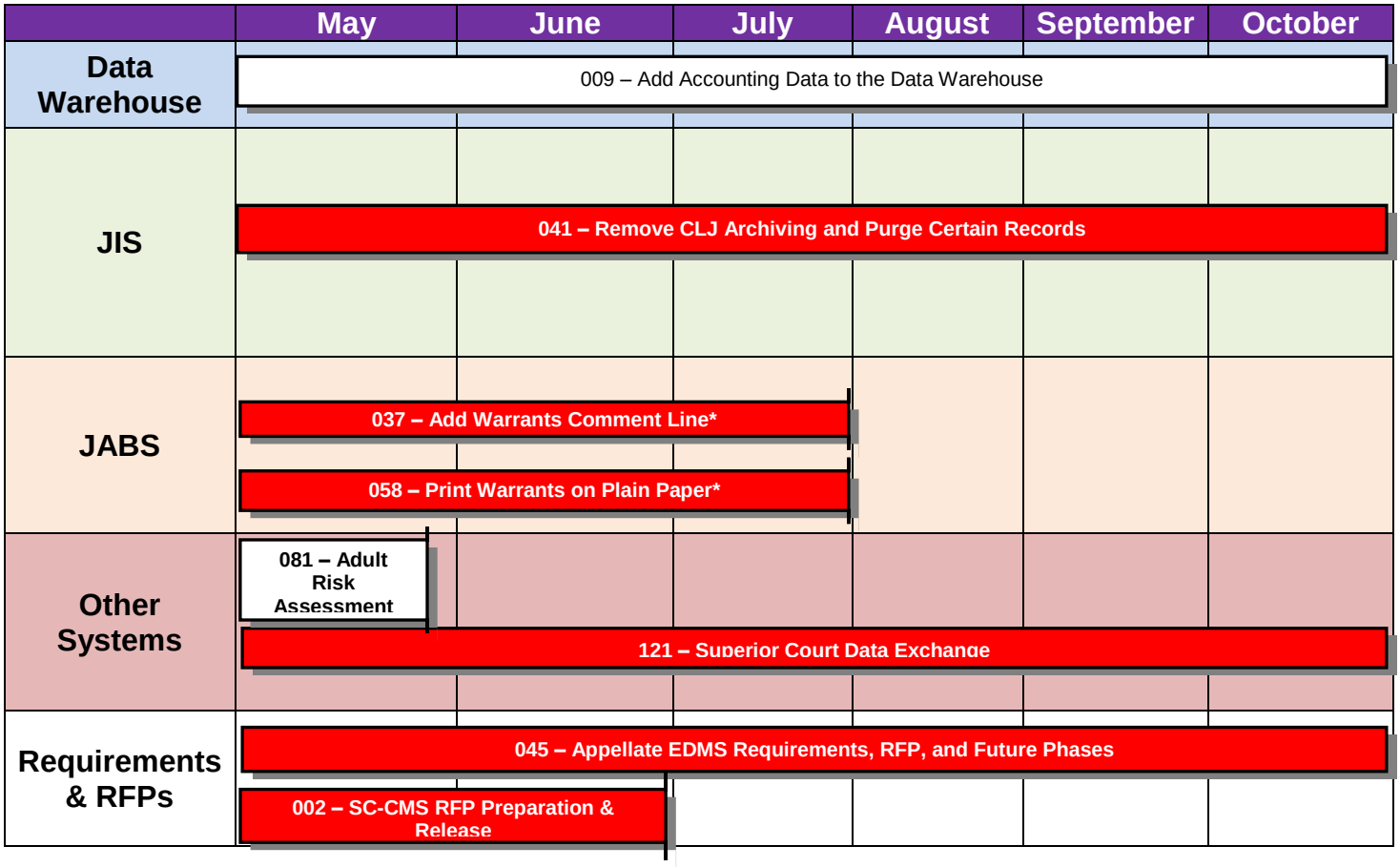


Current Active Requests by:

Endorsing Group			
Supreme Court	0	**Data Management Steering Committee**	1
Court of Appeals Executive Committee	1	**Data Dissemination Committee**	0
Superior Court Judges Association	4	**Codes Committee**	0
Washington State Association of County Clerks	6	**Administrative Office of the Courts**	4
District and Municipal Court Judges Association	3	**Washington State Association of Juvenile Court Administrators**	1
District and Municipal Court Management Association	30		

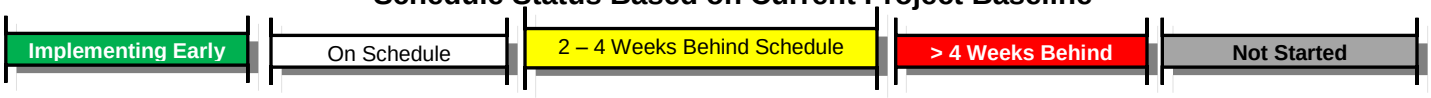
Court Level User Group	
Appellate Court	1
Superior Court	8
Courts of Limited Jurisdiction	20
Multi Court Level	7

Scheduled ITG Request Overview



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

Schedule Status Based on Current Project Baseline



Transformation Initiative Summary

Transformation Program	
Activities	***Impact/Value***
✓ The Release/Change team reviewed the use cases in five separate sessions throughout the reporting period. Schedule planning has begun.	The requirements will provide detail in terms of roles and responsibilities, workflow through the various processes, approval gates, and triggers for subsequent events.
✓ Decision Process Framework introduction meetings occurred with the Architecture & Strategy, Policy & Planning, PMO/QA, and Operations teams.	Helps establish a more informed process transition.
COTS Preparation Program	
Activities	***Impact/Value***
✓ Completed the Infrastructure Program Charter – a 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."
Information Networking Hub Program (INH)	
Activities	***Impact/Value***
✓ Updated the INH Technical Lead Plan	Provides detailed technical guidance on development and implementation strategy for INH foundation components and data exchange services based on real world experience and practices
✓ Began analysis of INH services required to build for SC-CMS support based on their requirements.	Provides detailed list of INH services to build that will support the SC CMS and allows for efficient development of services
✓ Started INH Data Quality and Data Governance requirements analysis.	Provides data quality framework required for INH services to ensure data captured by EDR is cleansed and managed to a standard format
Natural to Cobol Conversion	
Activities	***Impact/Value***
✓ Sample testing is completed. 21 defects were found – 13 of them critical. As a result, the revised Go Live date is 01/12/13.	Revises the implementation plan.
Court Business Office (CBO)	
Activities	***Impact/Value***
✓ Completed the Court Business Office project organization charter.	Describes the purpose, organizational chart, responsibilities, and activities of the Court Business Office.
DB2 Upgrade	
Activities	***Impact/Value***
✓ Infrastructure team (DBA) is opened up in Test LPAR.	Identifies and rectifies any problems.
BizTalk Upgrade	
Activities	***Impact/Value***
✓ Project completed – closed on 3/21/12.	
Vehicle Related Violations (VRV)	
Activities	***Impact/Value***
✓ No activities completed during this reporting period.	
CA Clarity Implementation	
Activities	***Impact/Value***

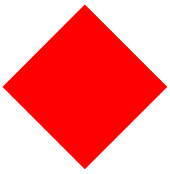
✓ Project completed – closed on 4/30/12.	

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.
✓ Sierra Systems has completed the remaining Technical Design Documents for SCDX Increment 2 web services.	Defines the detailed web service design.
✓ Continued to develop a court on-boarding model and process, similar to that used for the Vehicle Related Violation (VRV) project.	Provides remote Courts with the necessary information for planning and implementing their SCDX Interface development effort. Gives the AOC its resource estimate of support required for this effort.
ITG #002 Superior Court Case Management RFP	
Activities	***Impact/Value***
✓ Updated and revised Phase 1 Project Schedule.	Provides a more realistic view of the time necessary for personnel to review the RFP.
✓ Submitted RFP version 1.1 review of comments and edits to MTG for their final acceptance.	Prepares the next version of the RFP for final review.
✓ Completed a final review of RFP Steering Committee edits to the Acquisition Plan.	Defines the RFP scope and objectives.
ITG #028 CLJ Parking Module Modernization	
Activities	***Impact/Value***
✓ Routed the project closure report for signature and acknowledgement that the project has been closed.	This step is required to close out the project.
ITG #045 Appellate Electronic Document Management System (EDMS)	
Activities	***Impact/Value***
✓ Completed EDMS Vendor demonstrations.	These demonstrations enable the AOC and Appellate Court stakeholders to review the EDMS Vendor products. The information collected during these demonstrations aid the AOC in drafting the Appellate Courts EDMS Request For Proposal (RFP).
ITG #081 Adult Risk Assessment Implement STRONG 2 Tool	
Activities	***Impact/Value***
✓ Completed ASRA system development.	Creates the assessment application that will be used by local jurisdictions.
✓ Regina McDougall, Heather Williams, and Martin Kravik met to discuss messaging. A "go live" announcement will be sent out on May 4th.	Announces the availability of the system and provides a procedure for local jurisdictions to implement.
ITG #009 Accounting in the Data Warehouse	
Activities	***Impact/Value***
✓ Released "Detail of A/R Type Codes Entered, Paid, Outstanding"	Provide new accounting reports or improve existing reporting capabilities.
✓ Released Obligor and Obligation detail reports containing additional person information.	Provide new accounting reports or improve existing reporting capabilities.

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 Program Track

Reporting Period thru April 30, 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.

.

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

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

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

Status Notes:

Progress

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 Release/Change team reviewed the use cases in five separate sessions throughout the reporting period. Schedule planning has begun.	The requirements will provide detail in terms of roles and responsibilities, workflow through the various processes, approval gates, and triggers for subsequent events.
✓ Decision Process Framework introduction meetings occurred with the Architecture & Strategy, Policy & Planning, PMO/QA, and Operations teams.	Helps establish a more informed process transition.
Activities Planned	**Impact/Value**
° The Release/Change team will continue to review the use cases.	The requirements will provide detail in terms of roles and responsibilities, workflow through the various processes, approval gates, and triggers subsequent events.
° Continue Release/Change project schedule development.	A project schedule published into Clarity provides something against which to track progress and staff time.

° Schedule and 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 the Enterprise Security Management scoping meetings.	Provides the context within which to define the initiative.

COTS Preparation Program Track

Reporting Period thru April 30, 2012

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	X	Improve Service or efficiency	☐	Manage Risks	X
	Maintain the business	☐	Manage the costs	☐	Increase organizational capability	X	Regulatory compliance or mandate	☐

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

Current Status	**Scope**	●	**Schedule**	▲	**Budget**	◆

Status Notes:

1. **COTS-P Infrastructure Program**
   - **P1 – Network Capacity & Performance Analysis Sub-project**
     Project is 42% 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 50% 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: 6/1/12).

- **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. Once we have mutual agreement on the PSS document, the data will be incorporated into the "Application Program Charter". Due to MSD's stakeholder participation, this sub-project may need its own project charter.
- **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".

Progress	April - 15%	100%

Phase	☐ Initiate	X Planning	☐ Execute	☐ Close
Schedule	**Planned Start Date:** 12/19/11		**Planned Completion Date:** 11/30/13	
	Actual Start Date: 12/19/11		**Actual Completion:** TBD	

Activities Completed	**Impact/Value**
✓ Completed the Infrastructure Program Charter – a 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."
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 April 30, 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	X	Improve Information Access	X	Improve Service or efficiency	X	Manage Risks	X
	Maintain the business	X	Manage the costs	X	Increase organizational capability	X	Regulatory compliance or mandate	X

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

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

Status Notes:

Progress

Phase	X Initiate	X Planning	☐ Execute	☐ Close
Schedule	**Planned Start Date:** July 2011		**Planned Completion Date:** June 2012	
	Actual Start Date: July 2011		**Actual Completion:** TBD	

Activities Completed	**Impact/Value**
✓ Continued INH Enterprise Data Repository (EDR) team meetings to continue work on Conceptual and	Provides a central INH database to store statewide shared data in a standard format that will be made accessible to

	Business Data models	courts through data exchanges
✓	Continued INH Middleware design work 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
✓	Updated the INH Technical Lead Plan	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 to built for SC CMS support base on their requirements	Provides detailed list of INH services to build that will support the SC CMS and allows for efficient development of services
✓	Started analysis of Data Quality and Data Governance requirements for INH	Provides data quality framework required for INH services to ensure data captured by EDR is cleansed and managed to a standard format
✓	Started drafting Infrastructure and Security Design document	Provides infrastructure and security design for INH solution to provide data in a secure and near real time.
Activities Planned		**Impact/Value**
°	Continue to implement INH Technical Lead Plan	Provides detailed technical guidance on development and implementation strategy for INH foundation components and data exchange services based on real world experience and practices
°	Continue 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
°	Updated baseline project schedules for Middleware Services and EDR sub projects	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

Natural to COBOL Conversion

Reporting Period through April 30, 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:** Most Technologies

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

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

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

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

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

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

Progress

Phase	☐ Initiate	☐ Planning	X Execute	☐ Close

Schedule		
	Planned Start Date: April 2011	**Planned Completion Date:** January 29, 2013
	Actual Start Date: April 2011	**Actual Completion**

Activities Completed	**Impact/Value**
✓ Smoke test in J2 region is continuing – 351 defects were created – 263 defects were closed – 45 fixes are being validated – there are 43 unresolved defects as of 04/30/12 4:40 PM.	Facilitates validation of the acceptance criteria for second payment of Code Drop #1
✓ Test team and maintenance team are testing the converted code in S2.	Validate and ensure quality of conversion
✓ Sample testing is completed. It resulted in 21 defects – 13 of them were critical. Based on the number of defects of sample test and number of test scenarios to test, it would take 7 months complete function, technical and performance testing. Draft plan with a new Go Live date is 01/12/12.	Revised implementation plan

Activities Planned	**Impact/Value**
° Screen Scraping is not working in certain scenarios. Working with the vendor for resolution.	Screen scraping is a critical function for customers
° Resolution for VRV conceptual design was provided to the vendor for their validation. Vendor now says that AOC has to make changes to make VRV work with converted code. Vendor still reviews the design proposed by AOC.	Converted code should work with all the interfacing application. This is a requirement in RFP.
° Vendor will continue work on defect fixing and AOC continue to test	Acceptance of Code Drop #1

° A meeting is scheduled to take place on 05/09 with vendor with the upper management on the status of project	To discuss the revised schedule, issues and resolution.

Court Business Office (CBO)

Reporting Period thru April 30, 2012

Executive Sponsor(s)	**IT Project Manager:**
Jeff Hall, State Court Administrator Vonnie Diseth, CIO / ISD Director Dirk Marler, JSD Director	Michael Walsh
Business Area Manager:	**Consultant/Contracting Firm:**
N/A	N/A

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

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

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

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

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

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

Progress

Phase	☐ Initiate	☐ Planning	X Execute	☐ 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**
✓ Completed the CBO Project Charter.	Describes the purpose, organizational chart, responsibilities, and activities of the Court Business Office.
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.
° Hire CBO Manager.	Completes the deliverables of the CBO project.
° Sign off CBO Charter.	This is the AOC endorsement to proceed with establishing the new operational unit with JSD.
° Complete the Operating Level Agreement.	The document describes how CBO will support of areas of the Courts such as the SC-CMS project.
° Complete the Court User Work Group.	The definition of the court using work group is essential in carrying out the CBO's operational expectations.

DB2 Upgrade

Reporting Period thru April 30, 2012

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

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

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

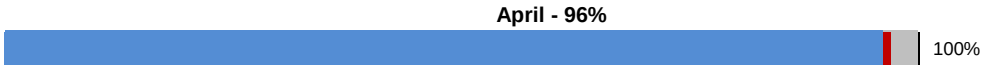
Business Drivers								
	Improve Decision Making	X	Improve Information Access	X	Improve Service or efficiency	X	Manage Risks	X
	Maintain the business	☐	Manage the costs	☐	Increase organizational capability	X	Regulatory compliance or mandate	☐

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

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

Status Notes:

Progress



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**
✓ Infrastructure team (DBA) is opened up in Test LPAR.	Identifies and rectifies any problems.
Activities Planned	**Impact/Value**
○ New features will be installed in Production on May 12th.	New features will be available to all users.

Vehicle Related Violations (VRV) Operational Readiness

Reporting Period Through April 30, 2012

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 through April 30, 2012**	**Actual through April 30, 2012**
	$	$

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

Status Notes: DES is reporting a 45 day delay in their current release group. This has pushed the start of of the Tier 2 group out to June 1st.

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

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

No new status to report for period ending 4/30/2012.

Progress

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**
✓ No activities completed during this reporting period.	
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.

CA Clarity Implementation

Reporting Period Through April 30, 2012

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

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

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

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

JISC Approved Budget	**Allocated through April 30, 2012**	**Actual through April 30, 2012**
	(staffed internally)	(staffed internally)

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

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

Progress

Phase	☐ Initiate	☐ Planning	X Execute	X Close
Schedule	**Planned Start Date:** March 2011		**Planned Completion Date:** November 2011	
	Actual Start Date: May 2011		**Actual Completion** March 2012	

Activities Completed	**Impact/Value**
✓ Project completed – closed out on 4/30/12.	The WinMill contract is complete and all deliverables have been fulfilled.

Project Status Reports

Approved Project Status Reports

ITG #121 Superior Court Data Exchange

Reporting Period Through April 30, 2012

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

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

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

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

JISC Approved Budget	**Allocated through 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.

Progress

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
✓ Sierra Systems has completed the remaining Technical Design Documents for SCDX Increment 2 web services. The AOC is currently in the process of reviewing these documents.	These documents define the detailed web service design and need to be approved by the AOC.
✓ Sierra Systems and the AOC Data Exchange team have been working together to finalize the procedures for conducting SCDX performance tests in the AOC Development and QA environments. Initial performance tests have been completed in the Development environment and more thorough performance tests will be performed in the QA environment.	These procedures are necessary for conducting SCDX performance tests.
✓ The AOC continues to develop a Court on-boarding model/process. The process will include the following components:	Provides remote Courts with the necessary information for planning and implementing their SCDX Interface development effort. Gives the AOC its resource estimate of support

○ A web portal containing documentation and standards required by a remote Court to interface to the SCDX. ○ SCDX Interface implementation template/steps required for interfacing to the SCDX. ○ An estimate of the AOC time required to support a remote Court in its development of an interface to the SCDX. ○ AOC Service Level Agreement that defines the AOC level of production support for the SCDX.	required for this effort.
✓ A project Change Request has been approved to add (4) additional web services to SCDX Increment 2 and remove (4) web services from SCDX Increment 3. This change was required to fully implement the Case Participant web services in Increment 2 that had corresponding Judgment web services. This change does increase the scope and cost for Increment 2 but reduces the scope and cost for Increment 3. The overall net change in scope and cost balances and is within the JISC funding authorization of the SCDX project for Increments 2 & 3.	This Change Request was required to fully implement SCDX Case Participant web services scheduled for Increment 2.
✓ The QA team is continuing to test SCDX Increment 1 web services. These tests are significantly behind schedule due to the QA team workload. The QA team is also engaged in testing for the Natural to COBOL and Adult Risk Assessment projects.	AOC testing of SCDX Increment 1 confirms whether this software meets the AOC requirements.
Activities Planned	**Impact/Value**
○ The AOC QA team will continue testing of SCDX Increment 1 web services.	Confirms that SCDX Increment 1 meets the AOC documented requirements.
○ Complete the AOC review of the remaining Technical Design Documents for SCDX Increment 2.	Verify that the documentation has sufficient information for the AOC to maintain this software following the completion of the project.
○ The AOC Java team is continuing to work on developing an SCDX web service. This effort has been delayed as a result of the Java team engagement in resolving ACORDS production problems.	Provide an opportunity for AOC Java team to develop an SCDX web service prior to having to assume maintenance responsibilities for all of the SCDX post-project.
○ Re-run the SCDX performance tests in the AOC QA environment.	Provide an estimate of the SCDX performance that can be expected in production.

Milestones Planned

Milestone – Increments 1 and 2	Original Date	Revised Date	Actual Date
SCDX Production Increment 1 Complete	1/31/2012	5/25/2012	
Complete SCDX Increment 2 Development	5/1/2012	5/1/2012	
Complete SCDX Increment 2	6/20/2012	6/20/2012	

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

Reporting Period Through April 30, 2012

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

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

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

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

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

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

Status Notes:

- RFP 1.1 edits were submitted to MTG as scheduled and is targeting May 1 for the RFP Steering Committee, AOC Internal Sponsors, Project Team, SAAG, and QAP to review version 2.0.
- The Project Schedule has been "re-baselined" for Phase 1 due to the impacts of the RFP review dates beings readjusted for more realistic timeframes. This schedule is currently being communicated and shared with AOC staff and the RFP Steering Committee. It is the schedule that will also be presented to the JISC May 4 meeting.
- Project Staffing Plan is underway and in the process of being vetted and reviewed by AOC Internal Sponsors and those on the signature block for this plan.
- Scoring/ Evaluation Method for the process of scoring and selecting an Apparent Successful Vendor has been approved by the RFP Steering Committee.
- Planning with INH and COTS-P project managers to align project schedule, deliverables, and tasks by having weekly project team meetings with each project's technical leads.
- Members of the Project Team are currently being interviewed by the PM to identify currently roles and responsibilities and value added to the project.
- Weekly One-on-One meetings with Vonnie and Dirk and PM have been set effective immediately and will take over the Project Oversight and Coordination team meetings.

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	April - 10% 100%

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

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

Activities Completed	Impact/Value
✓ Phase 1 Project Schedule has been revised and updated.	Provides a more realistic view of the time necessary for personnel to review the RFP. The updated Phase 1 completion date is April 15, 2013.
✓ Submitted RFP version 1.1 review of comments and edits to MTG for their final acceptance.	Prepares the next version of the RFP for final review.
✓ Completed the final review of the RFP Steering Committee's edits to the Acquisition Plan.	Defines the RFP scope and objectives.
✓ A subgroup of the RFP Steering Committee tested the scoring model created to select an Apparent Successful Vendor (ASV). Several scenarios were played out and as a result, this subgroup's recommended model was approved by the RFP Steering Committee.	Increases confidence that the scoring/evaluation model will help select a quality ASV.
✓ Discussed pending RFP version 1.1 comments and issues with the Project Team, focusing on Technical and Business Requirements.	Answered pending questions but also called out areas of the RFP that still require follow-up or updates.
✓ Delivered SC-CMS Project overview and status presentation to JSD Court Education Services staff.	Promotes communication to AOC internal staff, particularly to those that will be impacted by the SC-CMS implementation.

Activities Planned	Impact/Value
○ Continue to track and update project schedule as required.	Keep project schedule current and dates relevant.
○ Plan for the development of the Demonstration Scripts with the RFP Steering Committee and recommendations of who will be creating the scripts.	Plans and prepares for the Demonstration Agenda for potential Apparent Successful Vendor.

○ Follow up with RFP Steering Committee and those who signatures are required for the Phase 1 Project Charter.	Approval and acceptance of charter.
○ Meet with HR and executive team to help finalize the project's staffing plan.	Defines resources required for Phase 1.
○ Attend the SCJA Conference for Sunday, April 29, 2012.	Meet major stakeholders to the project and promote project benefits and status.
○ Facilitate weekly Steering Committee Meetings, Project Team meetings, and Technical Team meetings and any ad-hoc project related meetings as necessary.	Keeps project team 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
Independent QA Begins	3/1/2012	3/12/2012	3/21/2012
Acquisition Plan Finalized	3/16/2012	4/30/2012	In Progress
Initial Draft of RFP Finalized	3/22/2012	5/25/2012	3/27/2012
RFP Steering Committee Approves RFP Final Draft	4/8/2012	5/29/2012	TBD
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	

ITG #028 CLJ Parking Module Modernization

Reporting Period Through April 30, 2012

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

Description: AOC will undergo the investigation of a number of issues raised by the DMCMA concerning the inability of the JIS parking module in monitoring parking vehicle related violations, receivables and interfaces. The parking module was developed prior to the advent of red-light and photo-speed camera violations (also known as VRV). A feasibility study will be conducted to determine if indeed a better solution is required and to suggest a recommended solution.

Business Benefits: Updating the existing parking data module will include minimizing clerical resources devoted to data entry and increase the accuracy and completeness of case filing. Increased revenue with more proficient monitoring and use of time payments and collection resources will also occur.

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

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

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

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

Progress

Project Phase	☐ Initiate	☐ Planning	☐ Execute	☒ Close

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

Activities Completed	**Impact/Value**
✓ Final review of Feasibility Document with internal team, leadership team	Provide costing information for alternative solutions to allow customers to make an educated decision on whether or not to proceed with upgrade
✓ Present findings to Customers	Go/No Go Decision to continue CLJ-PMM as a project
✓ Lesson learned conducted and recorded. Project Closure Report completed.	This step is required to close out the project.

Milestones Planned

Milestone	Original Date	Revised Date	Actual Date
○ Present findings	Oct 2011	~~Feb. 2012~~ April 2012	
○ Close project	June 2012	April 2012	

ITG #045 Appellate Courts Electronic Document System (EDMS)

Reporting Period Through April 30, 2012

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

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

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

The project will be completed in the following Phases:

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

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

Business Benefits: The project will implement an Appellate Courts EDMS that will improve the efficiency of document management for the courts. To achieve this objective, all Appellate Courts need to use the same EDM application(s). Some of the benefits that will be gained are:

- Reduce the need and cost of converting paper documents to electronic documents
- Reduce the cost of storing hard copy official court documents
- Reduce the time of receiving documents through mail or personal delivery
- Reduce the misfiling of documents
- Eliminate staff time for duplicate data entry
- Reduce document distribution costs (mail, UPS, FedEx)
- Ability for cross court sharing/viewing of documents
- Reduce the time/cost of compiling documents since they will be digitally stored and will be searchable.

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

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

Current Status	**Scope**	▲	**Schedule**	◆	**Budget**	●

Status Notes:

Progress

April - 16%

Project Phase	☐ Initiate	☐ Planning	X Execute	☐ Close

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

Activities Completed	**Impact/Value**
✓ The project team is evaluating EDMS system design alternatives and developing a presentation to the Appellate Court stakeholders. This	This evaluation is necessary to provide the Appellate Court stakeholders with the necessary information to be able to decide which option to recommend to the project's Executive Steering

evaluation will assess the development impacts, operational impacts and risks associated with these options.	Committee for implementation.
✓ Concluded EDMS Vendor demonstrations.	These demonstrations enable the AOC and Appellate Court stakeholders to review the EDMS Vendor products. The information collected during these demonstrations aid the AOC in drafting the Appellate Courts EDMS Request For Proposal (RFP).
Activities Planned	**Impact/Value**
○ Complete a Change Request documenting the changes in the project schedule.	Maintain project change control.
○ Continue working on defining the Appellate Courts EDMS Automated Workflow (AWF) requirements.	Defining this process will help the project team determine the extent of the interface between the Appellate Courts EDMS and the ACORDS system.
○ 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	July 2012	
JISC Approval of Appellate Courts EDMS Vendor price	11/25/2012	Sept 2012	
Appellate Courts EDMS Vendor Contract Award	11/25/2012	October 2012	

ITG #081 Adult Risk Assessment STRONG 2 Implementation

Reporting Period Through April 30, 2012

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

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

Business Benefit

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

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

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

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

Status Notes: Still working on process to communicate the vision and scope of the project.
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Progress

Project Phase	☐ Initiate	☐ Planning	**X** Execute	☐ Close
Schedule	**Planned Start Date:** July 2011		**Planned Completion Date:** March 2012	
	Actual Start Date: July 2011		**Actual Completion Date:** TBD	

Activities Completed	Impact/Value
✓ ASRA system development is complete.	Creates the assessment application that will be used by local jurisdictions.
✓ Training document development continues.	The training artifacts are important to the court on boarding process in the future.
✓ Quality control testing started. Defects are being corrected as they come up.	Quality control testing validates the system is working per requirements and as designed.

✓ Regina McDougall, Heather Williams, and Martin Kravik met to discuss messaging. A “go live” announcement will be sent out on May 4th.	Announces the availability of the system and provides a procedure for local jurisdictions to implement.
Activities Planned	**Impact/Value**
○ Finish quality control testing and correct defects.	Finalizes system development.
○ Finalize development of training deliverables.	The training artifacts are important to the court on boarding process in the future.
○ Move system into production environment.	

Milestones Planned

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

ITG #009 Accounting in the Data Warehouse

Reporting Period Through April 30, 2012

Executive Sponsor(s)	**IT Project Manager:**
Data Management Steering Committee, Chair Rich Johnson 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 through April 30, 2012**	**Actual through April 30, 2012**
	$	$

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

Status Notes:

Progress

April - 15%

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 RDS and prototypes for "Detail of A/R type codes entered, paid, outstanding" schedule for release in April 17.	In process of obtaining user final approval of report
✓ Completed requirements for first review for "Summary of A/R type codes entered, paid, outstanding" for review by the work group at their March 20 meeting.	Obtain complete user requirements
✓ Began design of tables for reports 5 based on additional business requirements	Obtain complete user requirements
✓ Finalized modifications to obligation history and obligation summary tables to support report 3 and 4 .	Provide data for requested reports
✓ Continued design of new trust table to support" Cases with A/Rs Paid-in-Full – INCLUDING TRUST".	Provide data for requested reports
✓ Began design work on tables to support reports 6 and 14	Provide data for requested reports
✓ Completed requested changes for obligor and obligation detail reports to add additional person information. Scheduled for April 17th release.	Provide additional information for reports

✓ Completed requested changes for Cases with ARs Paid-in-Full to optionally exclude disposed cases from the report. Scheduled for April 17th release.	Enable users to process smaller reports
Activities Planned	**Impact/Value**
° Release "Summary of A/R type codes entered, paid, outstanding". Scheduled for June release	Obtain user approval
° Begin RDS for	Provide new accounting reports, or improve existing reporting capabilities
° Begin design of RDS for "Monthly interest accruals associated with A/R type codes"	User 1st review of requirements and prototype
° Complete design of interest, trust, and revenue table and obtain design committee approval; begin loading data to development environment. Need for report 5 and 6	Provide data for requested reports

ISD Operational Area Status Reports

ISD Operational Area Reports

Operational Area: IT Policy and Planning

William Cogswell, ISD Associate Director

Through April 30, 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	
✓ Completed 5 procedure documents for addressing data quality issues in Clarity	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.
✓ Prepared presentation slides for portfolio modernization presentation to JISC	Metrics will be used as input to develop roadmap to modernize JIS application portfolio.
✓ 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.
✓ Began working with Resource Coordinator on ISD employee skills inventory	Visibility of IT resource skill sets to inform ISD management and enable better project scheduling.
✓ Participated in discussions to modernize JIS application portfolio	The outcome is to develop a long range roadmap to inform investment decisions.
✓ Updated AOC application portfolio	Better understanding and visibility of applications that are maintained in the portfolio for investment decision making.
✓ 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	
✓ Taught three ITIL Overview classes for 25 newer ISD employees	Provided ITIL-related orientation showing how AOC performs some ITIL processes
✓ Completed the use case review for configuring ClearQuest to serve as out Release and Change Management tool	Provides Nandita the needed input to continue with the configuration
✓ Participated in the SharePoint working group	Helping prepare AOCs SharePoint strategy related to the likely project to implement 2010
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.
✓ Obtained Organizational Change Management certification	Enables ISD to utilize a structured change management process and set of tools in order to increase the likelihood of a project's success.
✓ Continued coordination of the review and approval process for ISD policies and standards.	Provides a set of structured policies and standards on which to base ISD services and deliverables, which contributes to the organization's increased maturity.
Clarity Administrator	
✓ Created communications for time reporters	

✓ Developed method for users to view previously submitted timesheets	
✓ Created "Project assignments for Planned Leave" report.	
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.
✓ Maintain and distribute Vacancy Report.	Keep 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.
✓ Completed Limited English Proficiency (LEP) assignment.	The Court Interpreter Program Coordinator is currently conducting an agency wide assessment to write the AOC Language Access Plan and determine how to improve access to the LEP community.
✓ Began working with Portfolio Coordinator, Clarity Administrator and PMO on developing an ISD employee skills inventory in Clarity.	Visibility of IT resource skill sets to inform ISD management and enable better project scheduling.
✓ Assist documenting Clarity procedures to support resource management, project scheduling, project status reporting.	Repeatable processes in Clarity will streamline the effort among the various workgroups and improve data quality.
Business Liaison	
✓ Coordinated session to bring guest judge and administrator from Indiana to Superior Court Judges Conference	Provided first-hand experience to our customers from colleagues who had implemented a case management system in their own state.
✓ 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
✓ Staffed DSMC meetings and IT Governance group meetings	Provide staffing and support for committees and groups to effectively carry out their decision processes.
✓ Participated in resolving issues with court customers around caseload reports and other activities	Responding to customer needs improves relations and provides customers with the thing they need to effectively do their jobs in the courts.
✓ Provided feedback and insight from customers to SC-CMS project	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.
✓ Participate in JISC meeting preparation	Provide additional insight and help with coordination of JISC meeting materials, preparation and follow up.
✓ Reviewed AOC web sites, policies, and procedures	Gained knowledge about the agency and processes.
✓ Read 09-11 JIS Strategy book	Gained knowledge about the activities and strategy of the agency.
✓ Drafted ISD external communication policy; reviewed corresponding standard and began drafting the corresponding procedure.	Ensures that AOC managers and staff review external communications prior to delivery and that external recipients receive high quality communications from ISD.
✓ Drafted an ISD external communication process flow diagram.	Provides ISD staff with a visual guide for the external communication process.
✓ Drafted an ISD Communication Cover Sheet.	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 consistent communication content.
✓ Attended various project meetings and JISC prep meetings.	Provides background information for future interaction with the projects and staff.
✓ Prepared materials, participated in preparation sessions, and briefed JISC members for March 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 the Parking Module Feasibility Study, Vehicle-Related-Violations, Adult Risk Assessment, and other IT Governance implementation projects.	Ensuring 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.
✓ Staffed IT Governance group meetings and provided assistance with IT Governance requests	Good internal communication and cooperation on IT governance requests ensures a smooth IT governance experience for customers and gives them the decision-making tools they need.
✓ 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.
Vendor Relations	
✓ Report Q1 savings from ISD contracts resulting from contract negotiations and audits	Identify budget saving opportunities and obligations for ISD; Implement fiduciary responsible methods to avoid undue costs
✓ Provide contract guidance and payment resolution regarding availability of AOC QA resources for Acceptance of Vendor deliverables	Mitigate project risk through Vendor communications; Manage Vendor relationships and performance for ISD.
✓ Hold Vendor Demonstrations following the response due date for the EDMS (ECM) RFI (ITG45)	Establish and implement ISD acquisition standards; Mitigate project risk through Vendor communications; Manage Vendor relationships and performance for ISD.
✓ Work with PM on the development of the RFP for the Appellate Court Enterprise Content Management solution	Establish and implement ISD acquisition standards; Mitigate project risk through Vendor communications.
✓ Provide PM assistance on Phase I project schedule for SC-CMS to bring in compliance with acquisition process and plan	Mitigate project risk through PMO communications.
✓ 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
✓ Assisted AOC executives and management in SC-CMS procurement strategy planning	Establish and implement ISD acquisition and contract standards.
✓ Administer documentation and information provided in RFP Document site for SCCMS RFP review	Establish and implement ISD acquisition and contract standards; create transparency of acquisition process for both internal and external stakeholders.
✓ Utilize agency Subject Matter Experts (SMEs) to vet specific concerns/issues for SCCMS RFP	Streamline internal review process for RFP to help expedite resolution and support/maintain the SCCMS Project Schedule.
✓ 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.
✓ Assist in the resolution for CA Clarity issues with interface to Microsoft Project	Support ISD in the resolution of product applications with high criticality to AOC.
Activities Planned	**Impact/Value**
Portfolio Coordinator	
° Continue documenting Clarity procedures to support	Repeatable processes in Clarity will streamline the effort among the various workgroups and improve data

resource management, project scheduling, project status reporting, etc.	quality.
° Catalog Courts of Appeal application portfolio	Better understanding and visibility of applications that are maintained in the portfolio for investment decision making.
° Begin drafting biennial IT Portfolio Report	Biennial IT Portfolio Report informs stakeholders of current and planned IT investments.
° Participate in JIS application portfolio modernization effort	The outcome is to develop a long range roadmap to inform investment decisions.
Service Delivery	
° Present one ITG request to the JISC and five ITGS requests to AOC/ISD for authorization.	Makes more ITG requests available for future work.
Organizational Change Management	
° Complete the knowledge transfer of the Decision Process Framework to the 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.
° Draft and publish 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.
° Continued coordination of the review and approval process for ISD policies and standards.	Provides a set of structured policies and standards on which to base ISD services and deliverables, which contributes to the organization's increased maturity.
Clarity Administrator	
° Obtain support for problems associated with the Clarity/MSP integration problem	Enable project managers to manage project schedules in MSP and import the content directly into Clarity.
° Continue examination of Clarity V13 Release	Support for version 12 of Clarity ends at the end of 2012. This will continue our support for the product.
° Report – Resource Allocation (Fixed Period)	Requested by portfolio manager - includes resource availability, allocations for a fixed period (typically 6 month) for selected projects (e.g., top 20 rated projects)
° Report – ISD Program Summary	Requested by PMO Scheduler - creates a rollup summary of programs and their subprojects. Includes indicators on risk, status, start & finish dates, current actual and baseline hours, and percents expended and complete.
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.
° Prepare for JISC meeting in June	Provide additional insight and help with coordination of JISC meeting materials, preparation and follow up.
° 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.
° Complete the draft ISD External Communication Policy.	Ensures that AOC managers and staff review external communications prior to delivery and that external recipients receive high quality communications from ISD.
° Complete the draft ISD External Communication Standard and Procedure.	Ensures that AOC managers and staff review external communications prior to delivery and that external recipients receive high quality communications from

	ISD.
° Complete the communication style guide; incorporate ListServ formatting into style guide.	Presents ISD to external recipients as a unified organization by delivering consistent communication content.
° Complete the ISD External Communication Cover Sheet.	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.
° Work on development of comprehensive JIS policies and standards, as well as coordination with ISD policies.	Having consistent and integrated JIS and ISD policies will guide ISD staff and court stakeholders in the IT governance process and ISD operations.
° Continue liaison work on the Parking Module Feasibility Study, Vehicle-Related-Violations, Adult Risk Assessment, and other IT Governance implementation projects.	Ensuring that customer needs are taken into consideration and customers are informed about the progress of projects.
° 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.
° 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.
<u>Vendor Relations</u>	
° 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 the draft Contracts Management 101 training course	Establish fundamental knowledge in ISD for applying due diligence to these obligations
° Compile and analyze monthly savings from ISD contracts resulting from contract negotiations and audits and incorporate into the Q2 ISD Savings Report	Identify budget saving opportunities and obligations for ISD; Implement fiduciary responsible methods to avoid undue costs
° Continue to provide contract support regarding performance issues on Natural-to-COBOL project with MOST	Mitigate project risk through Vendor communications; Manage Vendor relationships and performance for ISD.
° 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.
° Develop Appellate Court ECM RFP.	Establish and implement ISD acquisition standards; Mitigate project risk through Vendor communications
° Continue to utilize agency Subject Matter Experts (SMEs) to vet specific concerns/issues for SCCMS RFP	Streamline internal review process for RFP to help expedite resolution and support/maintain the SCCMS Project Schedule
° 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

° Recruit 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.

Operational Area: Architecture & Strategy

Kumar Yajamanam, Architecture & Strategy Manager

Through April 30, 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 this Reporting Period	Impact/Value
✓ Completed development of portfolio and modernization issues for delivery to the JISC at their May 4th meeting.	The modernization strategy will provide a comprehensive view of the JIS portfolio (considering the total costs of ownership, strengths/weakness/opportunities/threats, and maintenance/replacement/retirement plans for each of the applications). The strategy will culminate in a recommended JIS roadmap.
✓ Continued providing oversight and planning information to support INH project activities.	Translates INH high-level strategy into detailed objectives.
✓ Participated in SC-CMS RFP v1.0 review.	Guides selection of a CMS solution that is aligned with the AOC architecture and strategy.
Planned Activities	**Business Value**
○ Enhance the draft JIS Application Modernization Strategy Roadmap report based on feedback from the May 4th JIS presentation.	The JIS Application Strategy and Roadmap report will provide guidance for long term planning. This document provides an overview of the current JIS applications, an assessment of changes that are needed for each (as evidenced by existing projects, ITG requests, problem reports, and known issues), and proposed initiatives to better align the applications with the desired future state architecture. The recommendations provide a basis for development of a comprehensive vision for maintaining and improving current applications which are sustainable, replacing those which are not, and retiring those which now (or soon will) no longer provide cost-effective business value to the court community.
○ 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
○ Finalize the SC-CMS RFP Technical Requirements.	Well defined Technical Requirements will assist in selecting the most qualified SC-CMS vendor.
○ Participate on review of Use cases related to the implementation of a new lifecycle requirements management process utilizing ClearQuest.	The new requirements management / change request life-cycle will produce a better structure for implementing software release in a controlled manner that will improve quality and customer satisfaction.

Operational Area: Infrastructure

Dennis Longnecker, Infrastructure Manager

Through April 30, 2012

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

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

Activities Completed	Impact/Value
✓ The next Disaster Recovery test is scheduled for September 21-22, 2012. We have begun the preparation meetings of determining what our testing objectives will be.	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 Listserv software to V16.0.2011a • Microcode Upgraded in RamSAN 500 Solid Disk Array. • z/OS Backup software upgraded to current version. • Upgraded Secure Meeting to newest version which fixed a problem scheduling online meetings in Outlook. • Rebuilt the VM (Virtual Server) on newer/fast hardware. Improves access time for those applications running in the Virtual Environment.	Maintaining current and supported software levels ensures users are able to continue to work.
✓ Completed review with Microsoft on our current Microsoft Exchange environment and review plans to migrate to current Microsoft Exchange version.	Maintaining current and supported software levels ensures users are able to continue to work.
✓ Migrated AOC, TOJ, and COA workstations to the replacement centralized Fax System (Biscom). The old system (RightFax) would no longer run on new windows hardware and software technologies.	Maintaining current and supported software levels ensures users are able to continue to work.
✓ Continue the Work for FY12 Equipment Replacement. Includes COA 1, COA 2, COA 3 and TOJ PC's. Courts of Limited Jurisdiction Computers and Laptops. Seattle Municipal. Contracts issued to Seattle Muni. COA 2, COA 3 and TOJ Completed. Waiting on COA 1 to determine their equipment requirements. Waiting on Seattle Muni's reimbursement paperwork.	Replace aged (5 year old) equipment with new hardware and operating systems.

Activities Planned	Impact/Value
° Start work on FY13 Equipment Replacement.	Replace aged (5 year old) equipment with new hardware and operating systems.
° Continue work for FY12 Equipment Replacement. Includes COA 1, COA 2, COA 3 and TOJ PC's. Courts of Limited Jurisdiction Computers and Laptops. Seattle Municipal.	Replace aged (5 year old) equipment with new hardware and operating systems.
° Continue work on MS Exchange Upgrade Planning.	

Operational Area: Data & Development

William Cogswell, Data & Development Manager (Interim)

Through April 30, 2012

Includes: Database Unit, Development Unit, Data Warehouse Unit

Description: *The Data Management Section is comprised of three separate units:*
Data Warehouse Unit: The enterprise data warehouse is a repository of historical information that allows courts to query data for managerial and historical reporting. Case and person data is consolidated from SCOMIS, JIS, ACORDS, and JCS for reporting across all court levels. Court specific data marts provide users the ability to query information by specific court level. The information in the warehouse is accessed using a query tool called Business Objects XI (AKA BOXI). The ability to run queries and reports on historical information on court data provides business intelligence and insight into patterns, trends, issues and gaps in that data that can be used for research analysis, improvement of business functions, risk assessment and other business needs. Reports from the enterprise data warehouse can be run on demand or scheduled on a preset basis and the output can be sent to the desktop, or sent to an email address or a file folder making the information easy to share and obtain.
Development Unit: The development team is tasked with staffing active projects. They complete requirements analysis, coding, unit testing, and implementation to production of new applications. Work performed by the Development Unit is reported separately under the project(s) to which the staff is currently assigned.
Database Unit: The database unit provides a support role to the data warehouse team, the development team, and the operations section (legacy maintenance). They are responsible for reviewing and approving the design of underlying table structures, creating indices to improve performance, maintaining data dictionaries, providing review of proposed changes and additions to the database tables, and creating standards for the creation and maintenance of the databases.

Activities Completed this Reporting Period	Impact/Value
Data and Development Unit	
✓ Completed the deployment of SCDX Increment 1 into QA successfully. The first 10 web service data exchanges are being tested by the QA team.	Successfully moves the current iteration of the SCDX project toward deployment.
✓ Cleaned up and standardized the NIEM IEPD mappings for all 63 SCDX data exchange web services to follow industry norms and standards.	Positions our agency to be on par with the rest of the industry. This will have tremendous value for the INH project as well as all other DX projects performed in AOC in the future.
Data Warehouse Unit	
✓ Released AR Detail Report.	Provides new accounting reports or improves existing reporting capabilities.
✓ Updated PACT reports to enable automatic scheduling.	Enables reports to be available to courts using the BOXI scheduling feature.
✓ Released Program Roster report.	Assists courts in determining whether their funding is properly allocated for Programs offered in their county.
✓ Performed a Caseload rerun.	Ensures courts have correct counts.
Database Unit	
✓ Hired a Data Quality Coordinator.	Improves the accuracy of overall data quality associated with the AOC/Washington Courts.
✓ Reviewed two sets of data designs related to the ITG009 project.	Supports expanded reporting of Accounting data from the data warehouse.
✓ Provided support to the Information Networking Hub project.	

Activities Planned for Next Reporting Period	Impact/Value
Data and Development Unit	
° Deploy SCDX Increment 2 (19 exchanges as well as fixes for defects and outstanding issues from Increment 1) into DEV and then to QA.	Provides a stable and proven SCDX infrastructure for production use.
° Conduct a Performance Test of the SCDX infrastructure and web services in QA environment.	Determines how well the SCDX application and its infrastructure pieces work in a production server environment. This will give us an opportunity to streamline the code base before implementing the application in Production.

° Deploy SCDX Increment 1 and 2 to Production.	The total of 29 web service exchanges, when deployed in production, will enable a sizable reduction in the amount of time spent by Pierce County on double data entry.
° Work on the INH design.	
° Perform changes to the VRV application relating to the Natural to CoBOL conversion.	
Data Warehouse Unit	
° Release “Summary of A/R Type Codes Entered, Paid, Outstanding” – scheduled for June release.	Provide new accounting reports or improve existing reporting capabilities.
° Begin design of RDS for “Monthly Interest Accruals Associated with A/R Type Codes.”	Provide new accounting reports or improve existing reporting capabilities.
° Begin “ARs with Trust Detail”.	Provide new accounting reports or improve existing reporting capabilities.
Database Unit	
° Provide support to the INH project.	
° Support database design review requests.	

Operational Area: Operations

Mike Keeling, Operations Manager

Through April 30, 2012

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

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

Activities Completed	Impact/Value
✓ Completed successful production roll-out of Adult Static Risk Assessment for the initial implementation courts.	Provides judicial staff with vital recidivism risk levels to aid in making bail and sentencing decisions.
✓ Released JABS version 5.1 with ASRA tab, Plea & Sentencing tab, and performance improvements.	Improves ease of access to critical data and enhances the user's experience.
✓ Implemented JCS version 2.35 in the production environment.	Enables courts to more easily schedule workload for juveniles with extended conditions.
✓ Released ACORDS version 72.9.	Corrects minor problems in order to improve the user's experience.
✓ Corrected a technical error on the JIS CAR screen.	Enables court users to avoid making manual data fixes.
✓ Completed testing 384 scenarios to support the Natural to CoBOL conversion.	Ensures proper CoBOL code functionality.
✓ Recompiled more than 200 JIS programs to support the Natural to CoBOL conversion.	Allows the contractor to provide fixes and AOC to test those fixes to ensure the code is working properly.
✓ Assisted Division 2 with security updates on the coa2web.courts.wa.gov site (hosted on our web server).	Enables Division 2 staff to move seamlessly from the coa2 web site to Inside Courts.
✓ The web team provided testing support for changes to the ListServs.	A mail server at a law office was hacked and the hackers sent email to many of our large listservs. ListServ settings needed to be changed to prevent these incidents from happening in the future.
✓ Built a page for the SC-CMS team to manage and share documents as well as post comments about the documentation to a log.	Enhances communication and collaboration among SC-CMS project team members and increases work efficiencies.
Planned Activities	**Business Value**
o JCS – Implement a Defendant Case History (DCH) report, patterned after the one developed for ASRA.	Will provide additional utility within JCS for juvenile probation staff
o JCS – Develop accounting display screens for juvenile offenders, similar to JIS.	Will allow juvenile court staff to assess juvenile diversion and restitution status within the JCS system, eliminating the need to log onto JIS for accounting data.
o ASRA – implement usability, security, and stability enhancements identified during the initial production roll-out.	Will insure that the ASRA application will continue to operate as efficiently as designed with the increased utilization expected as new courts adopt the system.
o Plain paper warrant project – assist with requirements gathering and technical decision-	Cost savings to be realized when plain paper warrants are

making.	completed.
○ JABS – further performance improvements	Improve ease of access to critical data and enhance user experience.
○ Superior Court Data Exchange – development of additional web services	Improve data sharing between courts.
○ ACORDS – a new release with performance improvements is planned.	Improve reliability of application.
○ DX – Troubleshoot suspended VRV orchestrations in BizTalk production environment.	Improve reliability of BizTalk production environment.
○ DX – Fix a defect that prevents VRV from accepting the 2nd line of mailing address.	Enable LEAs to report more accurate mailing address info for a parking defendant.
○ eTicketing – Complete on-boarding of 14 new Law enforcement agency RMS systems to the eTrip application.	Provides additional incentive for these agencies to file tickets electronically rather than by paper.
○ Determine and report on the existence, accessibility and value of Sentencing & Judgment data across state organizations. Continuing effort.	
○ Usability survey on site prepared. ○ Design to access survey in progress. ○ Review needed with site business owner.	Define plan and strategy for redesign of WA Courts web site, to improve the site's overall usability, making it more effective and efficient for end users.
○ Completed compilation of Card Sorting results, summary of results. ○ Design of "launch page" in lieu of larger "redesign" effort in progress. ○ User review of design completed. ○ Build out of pages begun.	Provide greater organization and a unifying design for the three Guardian sites currently on WA courts: (1) Certified Professional Guardian Program, (2) Office of Public Guardianship; and (3) Lay Guardian Training.
○ Mental Health Commitments are now being successfully sent to DOL via their new Computer to Computer (C2C) web service. ○ Convictions are expected to be made available to DOL in May, followed by an extract for Juvenile information.	In order to comply with RCW 9.41.047 the AOC is currently providing commitment information to DOL in PDF format and courts are individually sending DOL paper copies of conviction information based on information obtained from Inside Courts. This project will eliminate the need for the courts to send paper copies.
○ Define initial problem statement and business case for solution of enterprise metadata. Work with other team members to flesh out summary and submit an internal ITG request.	Lack of metadata within documents housed by AOC is problematic and is negatively impacting 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.
○ Complete the population of the redesigned website for the Gender and Justice Commission. ○ Final stage, preparing to present to commission on May 11.	The redesigned Gender and Justice site has provided the Commission with a much more robust site, in terms of content, allowing them as a group the opportunity to define and consider the type of information they can promote and share within the legal community.
○ Install and configure source control for the web environments.	This will allow us to have versions of our code for the purposes of historical preservation, roll-backs, code comparisons, and publishing.
○ Participating in a team planning the SharePoint	This will allow the organization and partners/constituents a

2010 upgrade and revising the governance plan for the agency.	better collaboration platform with more organized use and function.
○ Participate in the effort to build a web based form that allows the judge or administrator to submit an announcement of emergency closure. Submission of this form creates an email message to designated AOC staff, a RightNow ticket to Customer Services, and posts a news announcement on the public website.	This effort allows courts an immediate method to communicate emergency closure information.
○ The COA3 needs a portal that will allow them to easily provide large documents to attorneys, prosecutors, etc. This portal will be modeled after the one created for COA2.	The Party Portal will make it easier for the Court to provide large documents to case participants.
○ Create an online form that can be used by the public to file complaints against guardians. Additionally, provide 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.

Operational Area: Project Management Office & Quality Assurance

Mike Davis, (PMO/ QA Manager)

Through April 30, 2012

Includes: Project Management Office, Software Quality Assurance

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

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

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

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

Activities Completed	Impact/Value
Project Work without Monthly Project Reports	
✓ The PMO Process Project has completed a survey of PM's to identify areas of needed improvement. Analysis of results and prioritization of focus has been completed. Vonnie has asked for a list of the specific deliverables prior to approving the ITG Request for the project; the team is responding to this.	This project will streamline processes and focus on institutionalizing process with staff. Although there has been significant Transformation work accomplished, the PMO must now turn its attention to process clarification, changing behaviors and conforming to processes.
Quality Control	
° Completed testing for ACORDS Build 72.9.	Ensure a successful upgrade of the ACORDS application for fix CQS.
° Completed testing for JCS Build 131.	Ensure a successful upgrade of the JCS application for fix CQS.
° Completed Procedural Fairness Assessment Utility Testing on web.	Ensure successful completion of new web assessment.
° Completed testing for ASRA project.	Ensure successful completion of new ASRA application.
° Continued Natural to Cobol Conversion testing.	Ensure all affected applications are tested prior to release.
° Continued SCDX project testing.	Ensure all affected applications are tested prior to release.
° Began testing for Sector Build v1.9.9.3.	Ensure all affected applications are tested prior to release.

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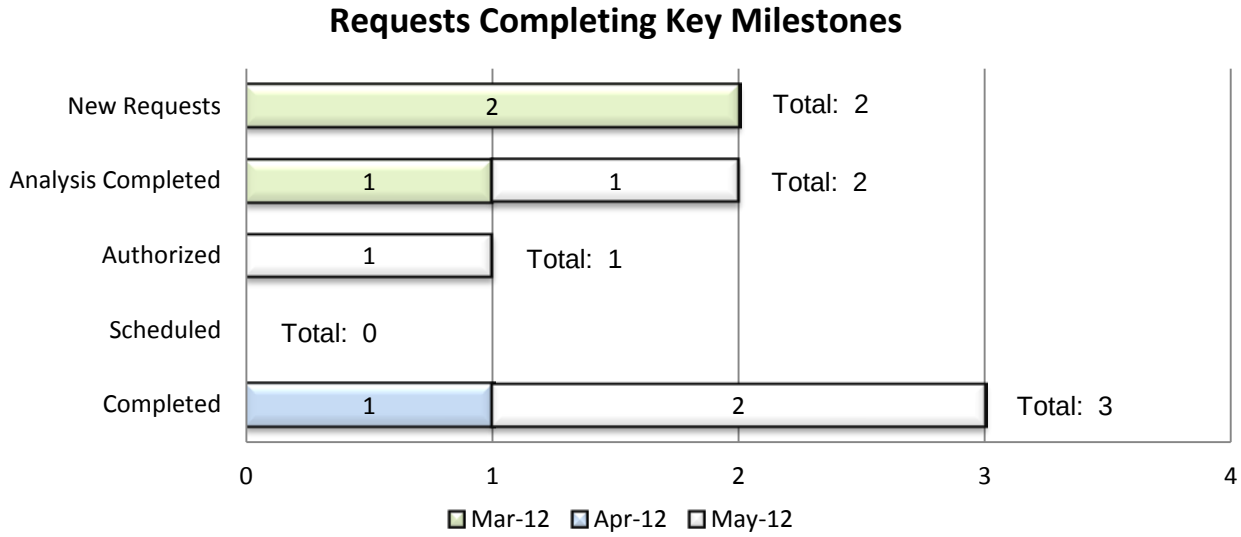
Completed JIS IT Governance Requests

Request ID: 028 – CLJ Parking Module Modernization
Description: AOC delivered a feasibility study to stakeholders at the CLJs detailing options and recommendations to address weaknesses in the current JIS parking module.
CLUG: Courts of Limited Jurisdiction **| Authorized By:** CIO
Original Schedule: April 1 – October 1, 2011 **| *Final Delivery Date:* May 15, 2012**

Request ID: 081 – Adult Static Risk Assessment
Description: AOC has built and implemented an Adult Static Risk Assessment application based on the STRONG 2 tool.
CLUG: Multi Court Level **| Authorized By:** JISC
Original Schedule: July 1, 2011 – March 31, 2012 **| *Final Delivery Date:* May 16, 2012**

Status Charts



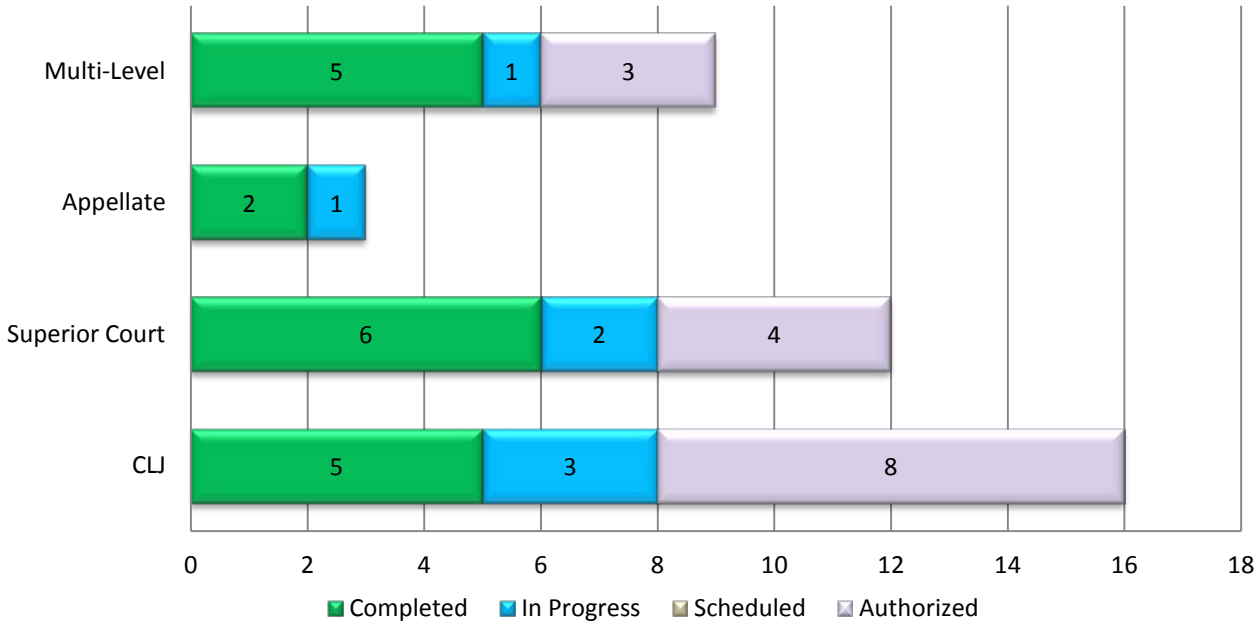
Current Active Requests by:

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

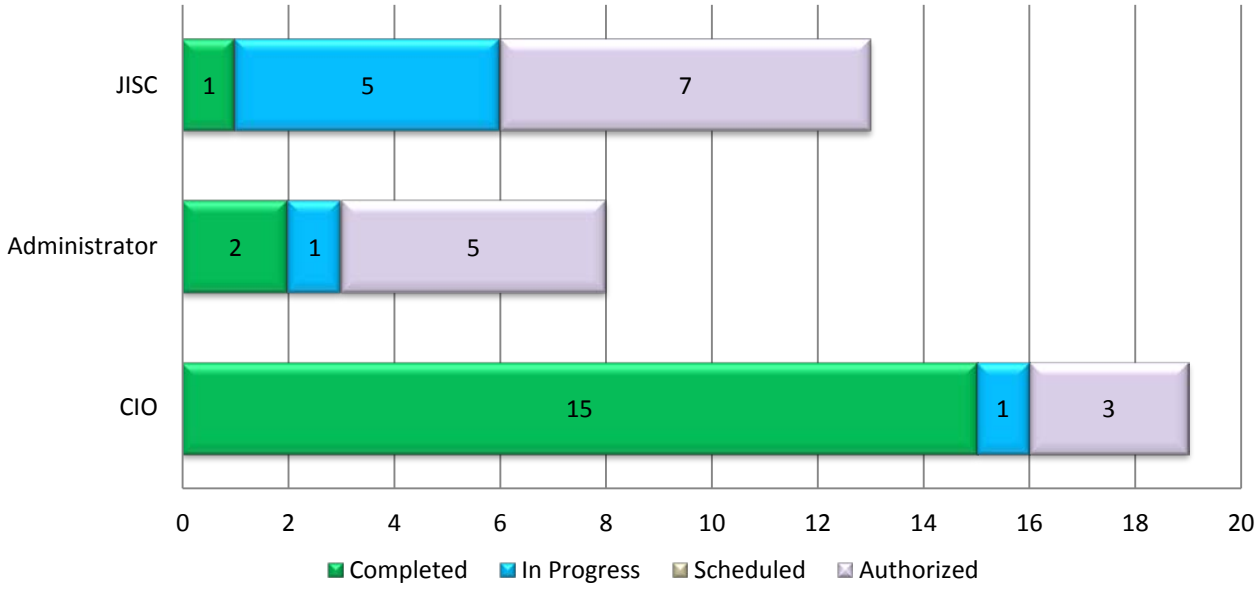
Status of Requests by CLUG

Since ITG Inception



Status of Requests by Authorizing Authority

Since ITG Inception



Priority	ITG #	Request Name	Status	Approving Authority	JISC Importance
1	121	Superior Court Data Exchange	In Progress	JISC	High
2	002	Superior Court Case Management System	In Progress	JISC	High
3	045	Appellate Courts EDMS	In Progress	JISC	High
4	009	Add Accounting Data to the Data Warehouse	In Progress	JISC	High
5	041	Remove CLJ Archiving and Purge Certain Records	In Progress	JISC	High
6	027	Expanded Seattle Municipal Court Case Data Transfer	Authorized	JISC	High
7	102	New Case Management System to Replace JIS (DISCIS)	Authorized	JISC	High
8	85	JRS Replacement	Authorized	JISC	High
9	62	Automate Courts DCXT Table Entries	Authorized	JISC	Medium
10	007	SCOMIS Field for CPG	Authorized	JISC	Medium
11	026 & 031	Prioritize Restitution Recipients and Combine True Name and Aliases for Time Pay	Authorized	JISC	Medium

Current as of June 1, 2012

Appellate CLUG Priorities

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

Superior CLUG Priorities

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

Current as of June 1, 2012

Courts of Limited Jurisdiction CLUG Priorities

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

Current as of June 1, 2012

Multi Court Level CLUG Priorities					
Priority	**ITG #**	**Request Name**	**Status**	**Approving Authority**	**CLUG Importance**
1	009	Add Accounting Data to the Data Warehouse	In Progress	JISC	High
2	087	Allow JIS Password to be Changed in JABS	Authorized	CIO	Medium
3	116	Display of Charge Title Without Modifier of Attempt	Awaiting Authorization	Administrator	Medium
4	62	Automate Courts DCXT Table Entries	Authorized	JISC	Medium
Non-Prioritized Requests					
N/A	003	Imaging and Viewing of Court Documents	Authorized	Administrator	Not Specified