



Washington State Administrative Office of the Courts

ISD Transformation

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

August 2012

(Report Period Ending August 31, 2012)



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Background

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

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

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

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

JIS Transformation & Project Plan Overview

September 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	CY11	CY11	CY11	CY11	CY12	CY12	CY12	CY12
			Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
3.4 Implement IT Service Management – change, configure, release	▲	Planned									
		Actual									
4.2 Mature Application Development Capability	⊖	Planned									
		Actual								⊖	
7.6 Information Networking Hub (INH)	▲	Planned									
		Actual									
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									✓
SC-CMS RFP	▲	Planned									
		Actual									
COTS Preparation	●	Planned									
		Actual									
Court Business Office	✓	Planned									
		Actual								✓	
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									
ITG #041 Revised CLJ Computer Records Retention and Destruction Report	▲	Planned									
		Actual									

Major Changes Since Last Report

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

Initiatives & Major Projects Underway

- Superior Court Case Management System RFP (SC-CMS) (ITG #002)
- Superior Court Data Exchange (SCDX) (ITG #121)
- Add Accounting Data to the Data Warehouse (ITG #009)
- Remove CLJ Archiving and Purge Certain Records (ITG #041)
- COTS Preparation Track
- Information Networking Hub (INH)Track
- Appellate Courts Electronic Document Management System (ITG #045)

Initiatives or Projects Completed

- Reverse/Transfer Recouped Costs to Jurisdiction (ITG #049) completed August 20, 2012.
- Vehicle Related Violations (VRV) Operational Readiness Project was completed August 16, 2012.

Initiative or Project Status Changes

- ISD Transformation Track – on-hold due to Project Manager assignment to Appellate Courts Electronic Document Management System (AC-EDMS) Project.

Staffing Changes in ISD

During the reporting period of August 1 - 31, 2012:

ISD welcomed the following new staff:

Phil Zitzelman, Administrative Secretary (Temp), (8/20/2012)

The following employees left ISD:

Mike Davis, PMO Manager (8/27/2012)

Bill Burke, Project Manager (8/31/2012)

Ray Jacoby, ISD – Infrastructure, (8/31/2012)

Employees transferring to the SC-CMS Project:

No employees transferred to SC-CMS during the month of August

ISD Staff Recognitions

Team Recognitions

August 29, 2012 - **Mike Walsh** – Mike is recognized by Craig Wilson for help in getting the SCDX project information in Clarity. Mike is also recognized for helpful follow-up with his team regarding proper timesheet reporting.

“I really appreciate what you’ve done with the SCDX project schedule and the help you’ve provided in getting the project information in Clarity updated. You are the first one to have a current, approved schedule baseline, budget baseline and tracking of contract expenditures. You have a level of detail in your schedule that has been helpful to staff and will help you manage to the schedule.”

August 27, 2012 - **Charlene Allen** and the ITG #009 Technical Team including **Tracy Wheeler, Jon Bell, Yun Bauer, AJ Yates, Cherree Dosser, Janice Winn, Rhonda Rankin, Tom Schuettke, Heidi Chu, Tariq Rathore, Meghanna Chatti, and Rebecca Grauman** – Charlene and the Technical Team were recognized by Aimee Vance, Court Administrator for Kirkland Municipal Court, for their efficient work with the Add Accounting Data to the Data Warehouse Project (ITG #009).

“This has been a great workgroup to be a part of. I think your process has been very efficient and made good use of meeting time. The documents that have been distributed have been very informational and in a format that is easy to follow along. So much has been accomplished in the past year and it has had a great impact on courts of CLJ for the better!”

IT Governance Request Status

Completed JIS IT Requests in August 2012

Request ID: 049 – Reversing/Transferring Recouped Costs to Jurisdiction

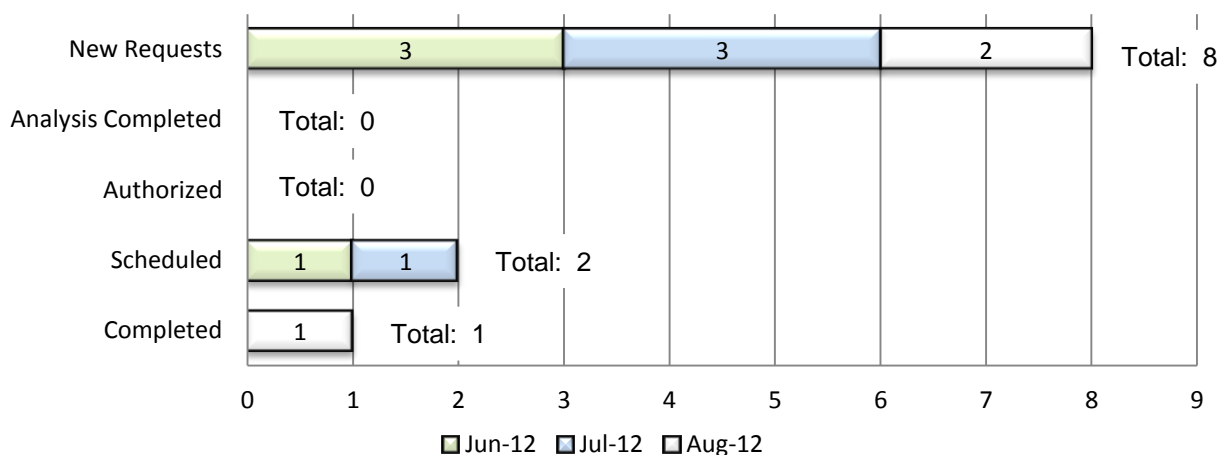
Description: AOC modified the behavior of 11 Cost Fee Codes in JIS

CLUG: CLJ | **Authorized By:** CIO

Original Schedule: Jul 2 – Sep 14, 2012 | **Final Delivery Date:** Aug 20, 2012

Status Charts

Requests Completing Key Milestones



Current Active Requests by:

Endorsing Group			
Court of Appeals Executive Committee	1	District & Municipal Court Management Association	28
Superior Court Judges Association	3	Data Management Steering Committee	1
Washington State Association of County Clerks	6	Data Dissemination Committee	1
Washington State Association of Juvenile Court Administrators	2	Codes Committee	1
District & Municipal Court Judges Association	4	Administrative Office of the Courts	4

Court Level User Group	
Appellate Court	1
Superior Court	8
Courts of Limited Jurisdiction	18
Multi Court Level	7

Summary of Activities August 2012

Transformation Initiative Summary

Transformation Program	
<i>Activities</i>	<i>Impact/Value</i>
✓ Release, Change, and Configuration Management – The planned pilot for Release Management is on-hold until the new Release Manager is on-staff on September 17, 2012.	Release Management implementation activities are on-hold.
✓ The Project Manager for the Transformation Program has been assigned to the Appellate Court Electronic Document Management System project. The Release, Change, and Configuration Management activities of the Transformation Program are on-hold.	Release Management implementation activities are on-hold.
✓ Applications Development Management – The Project Manager for this effort has been assigned to the Appellate Court Electronic Document Management System project (a higher priority project). The Applications Development Management activities of the Transformation Program are on-hold.	Application Development Management activities are on-hold.
✓ Enterprise Requirements Management - The Project Manager for this effort has been assigned to the Appellate Court Electronic Document Management System project (a higher priority project). The Enterprise Requirements Management activities of the Transformation Program are on-hold.	Enterprise Requirements Management activities are on-hold.
COTS Preparation Program	
<i>Activities</i>	<i>Impact/Value</i>
✓ Application - The draft Application Program Charter, which supports five subprojects, has been sent out for final review and approval.	The Charter defines the project objectives, deliverables, completion metrics, and schedule and budget estimates required to complete the Initiation Phase and start the Planning Phase.
✓ Application – Met with JCS and SCOMIS subject matter experts to begin documenting the interaction between JCS, SCOMIS, and JIS.	Provides documentation of the interaction between JSC, SCOMIS, and JIS.
✓ Infrastructure - Multiple report deliverables are in their second round of reviews.	Provides an assessment of ISD Service Level Agreement (SLA) current state and a recommendation to resolve any deficiencies. Provides a gap assessment of the SC-CMS project SLA requirements compared to the existing the ISD SLA baseline. Also provides an assessment of the ISD Network Infrastructure's capacity, performance and support current state. Provides a recommendation of network work required to resolve and current state service and support deficiencies.
Information Networking Hub Program (INH)	
<i>Activities</i>	<i>Impact/Value</i>
✓ Completed design and functional specifications for the DOL Person Search Pilot Service.	Provides technical design specifications and framework for the initial Pilot services.
✓ Continued development of the DOL Person Search Pilot Service.	Provides pilot service prototype, design templates, and improvements to factory model repeatable processes.
✓ Continued data requirements analysis and business modeling work for the Enterprise Data Repository (EDR). Moved EDR to a separate INH subproject that will be completed after the Middleware subproject is done.	Provides a central database to store shared data that can be made accessible to court systems through data exchanges with data management and data quality tools. Moving the EDR subproject off the critical path for supporting the SC-CMS reduces project risks significantly.
✓ Completed business analysis for INH data exchange services for protection orders, warrants, and case proceedings.	Provides detailed technical requirements needed to develop INH services and that will support the SC CMS integration.

Vehicle Related Violations (VRV)

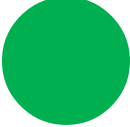

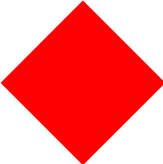
<i>Activities</i>	<i>Impact/Value</i>
✓ Project was completed on August 16, 2012.	Vehicle Related Violations (VRV) automated the submittal of parking violations received by local courts through local enforcement agencies (LEAs). The focus of this project was to enable VRV Operational Readiness including performance tuning, infrastructure setup, and transition to ISD Operations for ongoing support and maintenance.

Approved JIS Projects Summary

ITG #121 Superior Court Data Exchange	
<i>Activities</i>	<i>Impact/Value</i>
✓ Revised project schedule.	Updated project schedule for measuring project progress.
✓ Added additional testing resources.	Test team fully staffed. Contract staff used to augment testing team and mitigate test schedule risks.
✓ Increment 4, two of six deliverables received.	Project plan and one web service family (2 data exchanges).
ITG #002 Superior Court - Case Management System RFP	
<i>Activities</i>	<i>Impact/Value</i>
✓ Inter-dependency milestone schedule for SC-CMS, INH, SCDX and COTS-P has been drafted.	Provides accurate and up to date progress or project activities and tasks.
✓ Organizational Change Management Plan was approved by the Project Sponsor.	Assess organizational risks around the SC-CMS effort, identify workforce and organizational impacts, develop clear and timely communications to project stakeholders, and determine the change readiness of the workplace and workforce.
✓ OCM lead is drafting, reviewing, and updating multiple SC-CMS project documents.	Provides a consistent management framework to identify and consult with stakeholders with current and proposed project activities.
✓ Completed project governance plan and received plan approval from the Project Steering Committee.	Defines how the project is executed, monitored and controlled.
✓ Completed and reviewed the first draft of demonstration scripts with the Judicial Official team and Court Administrator team. Completed the first update to these lists of demonstration scripts.	Demonstration scripts developed for vendor execution to verify that proposed solutions will meet the court customer needs and help determine the most effective solution for the court community.
ITG #045 Appellate Electronic Document Management System (EDMS)	
<i>Activities</i>	<i>Impact/Value</i>
✓ The AC-EDMS Acquisition Plan was released for AOC and Appellate Court stakeholder review.	The AC-EDMS Acquisition Plan defines the acquisition process and plan for procuring the EDMS.
✓ The AC-EDMS project team completed the initial review of the ACORDS report requirements with the Appellate Court stakeholders. The project team will be updating these requirements based upon this review and add the data elements that are required to generate each of these reports. A final review of these requirements with the Appellate Court stakeholders is scheduled for September 6. Following this final review, these report requirements will be incorporated into the AC-EDMS business functional requirements document.	These ACORDS report requirements will be included in the AC-EDMS RFP released to vendors.
✓ The AOC Architectural Review Team (ART) started their review of the AC-EDMS requirements on August 22. While this effort was originally scheduled to be completed by August 29, it was extended. This review is scheduled to be completed by September 14.	The ART performs an architectural review of the AC-EDMS requirements to ensure infrastructure compatibility.
ITG #009 Accounting in the Data Warehouse	
<i>Activities</i>	<i>Impact/Value</i>
✓ Continuing analysis, modifications, table designs, and reviews for multiple reports.	Provides data for requested reports and validates that customer requirements have been met.
ITG #041 Revised CLJ Computer Records Retention and Destruction Report	
<i>Activities</i>	<i>Impact/Value</i>
✓ Assigned Business Analyst to update and review requirements with Steering Committee input.	Requirements gathering.
✓ Conducted Steering Committee Functional Requirements review - Meet with AOC DDC, DMCJA and DMCMA members of the Steering Committee.	Requirements review.
✓ The Steering Committee's feedback is being incorporated into the requirements.	Ensures that project leadership direction and vision is incorporated into the requirements.

Detailed Status Reports

Status Update Key

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

Transformation Initiative Status Reports

Transformation Initiative Reports

Transformation Program Track								
Reporting Period through August 31, 2012								
Executive Sponsor(s) Vonnie Diseth, CIO/ISD Director			IT Project Manager: Martin Kravik					
Business Area Manager: William Cogswell, ISD Associate Director			Consultant/Contracting Firm: N/A					
Description: The ISD Transformation Program places the remaining Transformation Initiatives under a single umbrella. The goals of this approach are to expedite the completion of the Initiatives by reducing redundant administrative overhead, ensure better cohesiveness between Initiatives, and provide a more rational and consistent implementation of the Initiatives.								
Business Benefit:								
<ul style="list-style-type: none"> Prepare ISD processes to support the implementation of Superior Court Case Management System and other COTS Ensure use of consistent and integrated processes across ISD functional areas to enable the efficient delivery of services. Implement a governance organization and decision making processes to maximize investments and utilization of resources. 								
Business Drivers	Improve Decision Making	X	Improve Information Access	<input type="checkbox"/>	Improve Service or efficiency	X	Manage Risks	X
	Maintain the business	X	Manage the costs	X	Increase organizational capability	X	Regulatory compliance or mandate	<input type="checkbox"/>
Current Status	Scope	●	Schedule	◆	Budget	●		
Status Notes: <i>The projects are temporarily on-hold due to the re-assignment of the project manager.</i>								
Progress	<div style="text-align: center;">August - 25%</div>							100%
Phase	<input type="checkbox"/> Initiate	<input checked="" type="checkbox"/> Planning	<input checked="" type="checkbox"/> Execute	<input type="checkbox"/> Close				
Schedule	Planned Start Date: July 2011			Planned Completion Date: Jan 2013				
	Actual Start Date: July 2011			Actual Completion: TBD				
Activities Completed				Impact/Value				
✓ Release, Change, and Configuration Management – The project schedule will be revised to reflect that current processes are sufficient for controlling changes to the production environment.				Specific, measurable, repeatable processes are established in ISD to improve our capability to deliver and manage quality services, leading to the consistent fulfillment of customer expectations.				
✓ Applications Development Management – No Progress.				Specific, measurable, repeatable processes are established in ISD to improve our capability to deliver and manage quality services, leading to the consistent fulfillment of customer expectations.				
✓ Enterprise Requirements Management – Requirements analysis for the project continued. Additional meetings were held to develop common terminology and definitions related to the business analysis processes.				A vetted and approved requirements document will ensure there is common understanding and agreement on the definitions of requirements management artifacts and processes.				
Activities Planned				Impact/Value				
° Projects are on hold due to reassignment of project manager.				Project schedule delayed.				

COTS Preparation Program Track

Reporting Period through August 31, 2012

Executive Sponsor(s) Vonnie Diseth, CIO/ISD Director	IT Project Manager: Ron Kappes – Infrastructure Program 360.704.4069 ron.kappes@courts.wa.gov Sree Sundaram – Application Program 360.704.5521 Sree.sundaram@courts.wa.gov
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Business Area Manager(s): Dennis Longnecker, Infrastructure Manager Tamra Anderson, Data & Development Manager Michael Keeling, Operations Manager Kumar Yajamanam, Architecture and Strategy Manager William Cogswell, Associate ISD Director Dirk Marler, JSD Director	Consultant/Contracting Firm: N/A
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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

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

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

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

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

Current Status	Scope	●	Schedule	●	Budget	●
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Status Notes:

- 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**
This sub-project is in the initiation phase and is on schedule.
 - **P2 – Data Warehouse Impacts Sub-project**
This sub-project is in the initiation phase and is on schedule.
 - **P3 – Existing Systems Impacts Sub-project**

This sub-project is in the initiation phase and is on schedule.

- **P4 – Existing External Data Exchange Impacts Sub-project**

This sub-project is in the initiation phase and is on schedule.

- **P5 – Statewide Report Impacts Sub-project**

This sub-project is in the initiation phase and is on schedule

2. . COTS-P Infrastructure Program

- **P1 – Network Capacity & Performance Analysis Sub-project**

Project is 90% complete. Report deliverables are in final review in preparation for project sponsor review. Reports include: Network Capacity & Performance Report, Network Support Process Analysis Report, and Network Upgrade Requirements Report. Execution phase target completion date is 9/6/12.

- **P2 – Compute/Storage SW Licensing Sub-project (Sub-Project Closed)**

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 88% complete. Report deliverables are in final review in preparation for project sponsor review. Reports include: Current AOC SLA Analysis & Recommendation Report, and CMS SLA Analysis & Recommendation Report. Execution phase target completion date has been extended to 9/11/12.

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



Project is 10% complete. Planning phase is on schedule. Project schedule is under development. Execution phase target start date is 9/1/2012 with a target completion date of 1/31/13.

- **P5 – Network Future State Sub-project**

Project is 10% complete. Planning phase is on schedule. Project schedule is under development. Execution phase target start date has been extended to 10/1/2012 with a target completion date of 7/2/2013.

- **P6 – Compute/Storage Future State Sub-project**

Project is 10% complete. Planning phase is on schedule. Project schedule is under development. Execution phase target start date has been extended to 12/3/2012 with a target completion date of 11/30/2013.

COTS-P Infrastructure Program Progress:		August - 60%	100%
COTS-P Application Program Progress:		August - 2%	100%

Phase	<input type="checkbox"/> Initiate	<input type="checkbox"/> Planning	<input checked="" type="checkbox"/> Execute	<input type="checkbox"/> Close
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Schedule	Planned Start Date: 12/19/11	Planned Completion Date: 11/30/13
	Actual Start Date: 12/19/11	Actual Completion: TBD

Activities Completed	Impact/Value
✓ Application – Application Program Charter is out for final review and approval.	Defines all project objectives, deliverables, completion metrics and budget/schedule estimates required to complete the “Initiation Phase” and to start the “Planning Phase”.
✓ Application - -met with JCS and SCOMIS subject matter experts to begin documenting the interaction between JCS, SCOMIS, and JIS.	Provides documentation of the interaction between JSC, SCOMIS, and JIS.
✓ Infrastructure - P1 - Second draft review of the three (3) report deliverables.	Provides as assessment of the ISD Network Infrastructure’s capacity, performance and support current state. Provides a recommendation of network work required to resolve and current state service and support deficiencies.
✓ Infrastructure - P3 - Second draft review of the two (2) report deliverables.	Provides an assessment of ISD SLA current state and a recommendation to resolve any deficiencies. Provides a gap assessment of the SC-CMS project SLA requirements compared to the existing ISD SLA baseline.
Activities Planned	Impact/Value
° Application - Obtain approvals of the Application	Defines all project objectives, deliverables, completion metrics

Program Charter from the sponsors and senior management.	and budget/schedule estimates required to complete the "Initiation Phase" and to start the "Planning Phase".
◦ Application – Continue documenting the interaction between JCS, SCOMIS, and JIS.	Provides documentation of the interaction between JSC, SCOMIS, and JIS.
◦ Application - Continue to collect information on the statewide reports, the data elements used and the source of data elements.	Provides a baseline reference material for comparison if and when Statewide Reports data source change due to SC-CMS an INH design decisions/implementation.
◦ Infrastructure - P1 – Completion of the three (3) report deliverables.	Provides as assessment of the ISD Network Infrastructure's capacity, performance and support current state. Provides a recommendation of network work required to resolve and current state service and support deficiencies.
◦ Infrastructure - P3 – Completion of the two (2) report deliverables.	Provides an assessment of ISD SLA current state and a recommendation to resolve any deficiencies. Provides a gap assessment of the SC-CMS project SLA requirements compared to the existing ISD SLA baseline.
◦ Infrastructure - P4 – Execution Phase launch.	Provides an assessment of ISD current Disaster Recovery (DR) state and a recommendation to resolve any deficiencies. Provides a gap assessment of the SC-CMS project (DR) requirements as compared to existing the ISD DR baseline.

Information Networking Hub (INH) Program Track

Reporting Period through August 31, 2012

Executive Sponsor(s) Vonnie Diseth, CIO/ISD Director	IT Project Manager: Dan Belles
Business Area Manager: Tamra Anderson, Data and Development Manager	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.

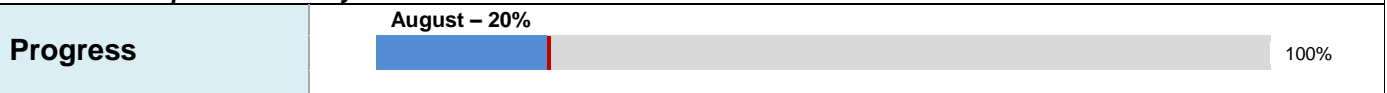
The first phases of the INH project begin with the development of the Foundation components and Pilot Deployment of two services. Initially, the components of the INH will be developed in a sequencing priority based on the needs of the SC-CMS integration, but will continue to build on meeting the needs 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 <input type="checkbox"/>	Improve Information Access <input checked="" type="checkbox"/>	Improve Service or efficiency <input checked="" type="checkbox"/>	Manage Risks <input type="checkbox"/>
	Maintain the business <input checked="" type="checkbox"/>	Manage the costs <input type="checkbox"/>	Increase organizational capability <input type="checkbox"/>	Regulatory compliance or mandate <input type="checkbox"/>

Current Status	Scope	<input checked="" type="checkbox"/>	Schedule	<input checked="" type="checkbox"/>	Budget	<input checked="" type="checkbox"/>
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- *Following a re-baselining of the project schedule, the planned completion date has changed from December 2012 to June 2014.*
- *The opportunity exists for schedule and staffing conflicts between the INH, SCDX, SC-CMS, and COTS-Prep projects. The project managers of these projects continue to monitor project dependencies and to work with ISD Leadership to resolve any conflicts.*



Phase	<input checked="" type="checkbox"/> Initiate	<input checked="" type="checkbox"/> Planning	<input type="checkbox"/> Execute	<input type="checkbox"/> Close
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Schedule	Planned Start Date: July 2011	Planned Completion Date: June 2014
	Actual Start Date: July 2011	Actual Completion: TBD

Activities Completed	Impact/Value
✓ Completed design and functional specifications (IEPD) for the DOL Person Search Pilot Service.	Provides technical design specifications and transformation framework for the initial Pilot services.
✓ Continued development of the DOL Person Search Pilot Service.	Provides pilot service prototype, design templates, and improvements to factory model repeatable processes.
✓ Continued data requirements analysis and business modeling work for the Enterprise Data Repository	Provides a central database to store shared data that can be made accessible to court systems through data exchanges with

(EDR). Moved EDR to a separate INH subproject that will be completed after the Middleware subproject is done.	data management and data quality tools. Moving the EDR subproject off the critical path for supporting the SC CMS reduces project risks significantly.		
✓ Completed business analysis for INH data exchange services for protection orders, warrants, and case proceedings.	Provides detailed technical requirements needed to develop INH services and that will support the SC-CMS integration.		
✓ Continued analysis of Data Quality automation requirements for the EDR subproject – INH Release 2.	Provides data quality capability required to ensure statewide data captured by EDR is cleansed and managed using a standard format with automated data quality tools.		
Activities Planned			
✓ Complete requirements documentation for INH services and EDR.	Provides business requirements to support data exchanges developed for SC CMS and data elements captured in the EDR.		
✓ Continue business analysis of INH services for GET services.	Provides business requirements documentation that is the foundation for technical design documents and supports development of the INH production services that support SC-CMS.		
✓ Complete development and unit testing of DOL Person Search Pilot Service.	Provides pilot service prototype, design templates, and factory model repeatable processes.		
✓ Complete QA testing of the DOL Person Search.	Prepares tested pilot service prototype for production deployment.		
✓ Complete work on business data model and start work on logical data model design for the EDR.	Provides central storage for statewide shared data that can be shared with SC CMS and other court systems.		
✓ Continue work on EDR data quality automation subproject for INH release 2.	Provides requirements for data quality and cleansing mechanisms for use with the EDR in INH Release 2.		
Milestones Planned and Accomplished			
Milestone	Original Date	Revised Date	Actual Date
Complete Project Initiation	July 2011	Dec 2011	Feb 2012
Complete Project Charter	July 2011	Jan 2012	Mar 2012
Develop Baseline Project Schedules	Feb 2012	April 2012	April 2012
Complete Resource plan	Aug 2011	Feb 2012	Dec 2011
Validate INH Technology Infrastructure	Oct 2011	Dec 2011	Dec 2011
Contract with Data Exchange Consultant	Jan 2012	Feb 2012	Feb 2012
Develop INH Data Integration Strategy	March 2012	April 2012	June 2012
Complete Pilot Services	June 2012	July 2012	July 2012
Deploy INH Inbound Services – Release 1	April 2013	August 2013	
Deploy INH Outbound Services – Release 1	June 2014		
Develop EDR Database - Release 2	Nov 2012	Dec 2012	
Deploy EDR Data Quality Solution – Release 2	TDB		

Vehicle Related Violations (VRV) Operational Readiness

Reporting Period through August 31, 2012

Executive Sponsor Data Management Steering Committee Rich Johnson, Chair of Committee	IT Project Manager: Michael Walsh Michael.walsh@courts.wa.gov 360-705-5245
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Business Area Manager Tamra Anderson, Data & Development Manager	Consultant/Contracting Firm: N/A
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Description: Vehicle Related Violations (VRV) was designed to automate the input and submittal of parking violations as received by local courts through local enforcement agencies (LEAs). The VRV website provides a service for jurisdictions to get access to the technical information and data needed for them to setup and build data exchanges for use on the jurisdictions side. The AOC has successfully implemented VRV DX solution with Everett Municipal Court and is now preparing to execute the final two planning steps required before making VRV broadly available statewide. The focus of this engagement between CodeSmart Inc. and AOC is to enable VRV Operational Readiness inclusive of performance tuning, infrastructure setup, and transition to ISD Operations for ongoing support and maintenance.

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

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

Current Status	Scope	<input checked="" type="checkbox"/>	Schedule	<input checked="" type="checkbox"/>	Budget	<input checked="" type="checkbox"/>
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Status Note: All implementation tasks have been completed for the Tier 2 courts of the VRV On-Boarding project. The next steps are for the VRV Operations to support Fife, Tacoma, and Lynnwood in their LEA to Courts user-acceptance and pre-production data validation.



Project Phase	<input type="checkbox"/> Initiate	<input type="checkbox"/> Planning	<input checked="" type="checkbox"/> Execute	<input type="checkbox"/> Close
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Schedule	Planned Start Date: March 2010	Planned Completion Date: August 2012
	Actual Start Date: March 2010	Actual Completion Date: August 16, 2012

Activities Completed	Impact/Value
✓ JINDEX QA testing and production state readiness assessment completed.	Once completed Tier 2 partners have the green light to complete VRV functional end to end testing and user acceptance.
Activities Planned	Impact/Value
° Individual court user acceptance testing.	VRV functional end to end testing and user acceptance.

Approved Project Status Reports

ITG #121 Superior Court Data Exchange						Reporting Period Through August 31, 2012		
Executive Sponsor(s) Data Management Steering Committee <i>Rich Johnson, Chair of Committee</i>			IT Project Manager: Michael Walsh (360) 705-5245 Michael.walsh@courts.wa.gov					
Business Manager: Tamra Anderson, Data and Development Manager			Consultant/Contracting Firm: Sierra/Codesmart					
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	<input type="checkbox"/>
	Maintain the business	<input type="checkbox"/>	Manage the costs	X	Increase organizational capability	X	Regulatory compliance or mandate	<input type="checkbox"/>
Current Status	Scope	<input checked="" type="checkbox"/>	Schedule	<input checked="" type="checkbox"/>	Budget	<input checked="" type="checkbox"/>		
Status Notes:								
<ul style="list-style-type: none"> Increment 1 (14 web services) – Production implementation completed August 29, 2012. Increment 2 (19 web services) - QA testing team fully staffed and engaged in testing activities. Increment 2 QA Testing on schedule per revised schedule. QA testing is scheduled to finish Oct. 5, 2012. Increment 3 (12 web services) - All increment 3 web services delivered by vendor and checked by AOC. Test harness expected by 8/31/2012. Increment 4 (25 web services) - 12 web services by Sierra & 13 web services by AOC. Sierra increment 4 phase plan delivered. First web services family (2 data exchanges) delivered. Contractor delivery is on schedule. AOC Staff web service delivery is on schedule. 								
Progress	<p style="text-align: center;">August – 70%</p> <div style="text-align: right;">100%</div>							
Phase	<input type="checkbox"/> Initiate	<input type="checkbox"/> Planning	<input checked="" type="checkbox"/> Execute	<input type="checkbox"/> Close				
Schedule SCDX	Original Start Date: 1/2/2011			Original Completion Date: 7/1/2012				
	Planned Start Date: 1/2/2011			Planned Completion Date: 2/28/2013				
	Actual Start Date: 1/2/2011			Actual Completion Date:				
Schedule Increment 1	Original Start Date: 8/29/2011			Original Completion Date: 1/31/2012				
	Planned Start Date: 8/29/2011			Planned Completion Date: 8/29/2012				
	Actual Start Date: 8/29/2011			Actual Completion Date: 8/29/2012				
Schedule Increment 2	Original Start Date: 1/2/2012			Original Completion Date: 3/30/2012				
	Planned Start Date: 2/1/2012			Planned Completion Date: 10/15/2012				
	Actual Start Date: 2/1/2012			Actual Completion Date:				
Schedule Increment 3	Original Start Date: 6/12/2012			Original Completion Date: 11/2/2012				
	Planned Start Date: 6/12/2012			Planned Completion Date: 12/21/2012				
	Actual Start Date: 6/12/2012			Actual Completion Date:				

Schedule Increment 4	Original Start Date: 6/12/2012	Original Completion Date: 2/8/2013	
	Planned Start Date: 8/1/2012	Planned Completion Date: 4/22/2013	
	Actual Start Date: 8/1/2012	Actual Completion Date:	
Activities Completed		Impact/Value	
✓ Revised project schedule.		Impact to schedule of adding Increment 4 (12 web services to be developed by Sierra/CodeSmart) and Increment 5 (13 web services to be completed by AOC staff).	
✓ Add additional testing resources.		Test team fully staffed. Contract staff used to augment testing team and mitigate test schedule risks.	
✓ Two of six deliverables received in Increment 4.		Web service delivery is on schedule.	
Activities Planned		Impact/Value	
° Re-run the SCDX performance tests in the AOC QA environment.		Provide an estimate of the SCDX performance that can be expected in production.	
° Start QA testing web services delivered as part of increment 2.		These are formal tests by the AOC to confirm that SCDX Increment 2 meets the AOC documented requirements.	
° Implement testing utilities.		Improve testing process efficiencies and mitigate test schedule risks.	
Milestones Planned and Accomplished			
Milestone	Original Date	Revised Date	Actual Date
Complete SCDX Increment 2 Development	5/1/2012	6/8/2012	6/8/2012
SCDX Production Increment 1 Complete	1/31/2012	8/15/2012	8/13/2012
Complete SCDX Increment 2	6/20/2012	10/15/2012*	
Start SCDX Increment 3	6/12/12		6/12/12
Complete SCDX Increment 3	8/24/2012	12/21/2012*	
Start SCDX Increment 4	8/1/2012		8/1/2012
Complete SCDX Increment 4	4/22/2013*		

*New or modified date

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

Reporting Period through August 31, 2012

Executive Sponsor(s) <i>Judge Laura Inveen, President</i> Superior Court Judges Association (SCJA) <i>Betty Gould, President</i> Washington State Association of County Clerks (WSACC) <i>Jeff Amram, President</i> Association of Washington Superior Court Administrators (AWSCA)	IT Project Manager: Maribeth Sapinosa, PMP IT Deputy Project Manager: Keith Curry Consultant/Contracting Firm: MTG (Management Technology Group) Bluecrane, Inc. Rich Wyde, Special Assistant Attorney General Business Manager Vonnie Diseth, AOC- CIO/ISD Director Dirk Marler, AOC-JSD Director
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Description: The Superior Court Case Management System (SC-CMS) Project is intended to procure and implement a software application that will enable the AOC to support the business functions of state superior courts and county clerks by acquiring and deploying a Superior Court Case Management System to all 39 Superior Courts in the state. The SC-CMS will specifically support calendaring and 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.

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

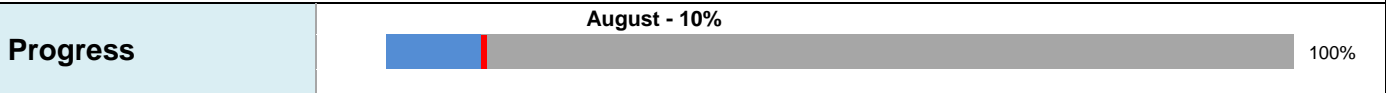
Business Drivers	Improve Decision Making <input type="checkbox"/>	Improve Information Access <input type="checkbox"/>	Improve Service or efficiency <input checked="" type="checkbox"/>	Manage Risks <input type="checkbox"/>
	Maintain the business <input type="checkbox"/>	Manage the costs <input type="checkbox"/>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

Current Status	Scope	●	Schedule	▲	Budget	●
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Status Notes:

This project is currently in Phase I, RFP Development and System Acquisition. The planned and completed activities listed in this report are intended to support the following deliverables to support this phase or to support upcoming phases for this project:

- Plan and implement the procurement of a contractor to develop the Request for Proposal (RFP with an accompanying evaluation process and evaluation criteria for a new case management system.
- Complete processes and agreements required with the Attorney General's Office (AGO) to obtain the services of a Special Assistant Attorney General with expertise in negotiating contracts for the acquisition of complex information technology systems.
- Plan, implement and procure a contract for an independent and external Quality Assurance Professional.
- Develop the necessary business and technical requirements to be included in the RFP.
- Collaborate with the SC-CMS Project RFP Steering Committee to oversee the RFP development, acquisition process, review the past work performance of Vendors via on-site visits and contract finalization.



Project Phase	<input type="checkbox"/> Initiate	<input checked="" type="checkbox"/> Planning	<input type="checkbox"/> Execute	<input type="checkbox"/> Close
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Schedule	Planned Start Date: September 2011	Planned Completion Date: July 2018
	Actual Start Date: September 2011	Actual Completion Date: TBD

Activities Completed	Impact/Value
✓ Inter-dependency milestone schedule for SC-CMS, INH, and COTS-P was drafted. Schedule now includes SCDX.	Monitors and tracks impacts and risks to deliverables/milestones between the three project's interdependencies.
✓ Obtained Project Sponsor approval of the	Assess organizational risks around the SC-CMS effort, identify

Organizational Change Management Plan.	workforce and organizational impacts, develop clear and timely communications to project stakeholders, and determine the change readiness of the workplace and workforce.
✓ FAQ document was reviewed with Project Sponsors.	Communicates project status and updates to internal and external stakeholders.
✓ Communications Plan was revised to include additional stakeholders as recommended by the State Court Administrator/Executive Sponsor.	Provides consistent project messaging to internal and external stakeholders.
✓ The SC-CMS Readiness Assessment Plan Deliverable Expectation Document (DED) and the SC-CMS Project brochure were developed.	Provides a consistent management framework to identify and consult with stakeholders with current and proposed project activities. SC-CMS Brochure provides consistent project messaging to internal and external stakeholders.
✓ Court User Workgroup Charter re-drafted for Project Steering Committee's review.	Recommended by JISC that the Project Steering Committee review the CUWG charter in detail.
✓ Completed project governance plan and received approval from the Project Steering Committee.	Defines how the project is executed, monitored and controlled.
✓ Drafts of the following Project Management Plans were distributed for review: <ul style="list-style-type: none"> • Project Staff Management Plan, • Project Quality Management Plan. 	Defines how the project is executed, monitored and controlled.
✓ Completed and reviewed first draft of demonstration scripts with the Judicial Official team and Court Administrator team. Have completed first update to these lists of demonstration scripts.	Demonstration scripts developed for vendor execution to verify that proposed solutions will meet the court customer needs and help determine the most effective solution for the court community.
✓ Kicked off the Issue/Risk Management processes.	Execution of these project management plans ensures risks and issues are monitored, mitigated or resolved.
✓ Prepared the draft deliverable expectation document for the Cost Management Plan.	Defines how the project is executed, monitored and controlled.
✓ Completed dry run of demonstration scripts with King County.	The dry run allowed us to better organize the test scripts, eliminate duplicates, enhance some to demonstrate more specific functionality, and obtain a basic time reference for how long the demonstration will run.
✓ Two of three Business Process Engineers (BPEs) positions were filled and the two positions began their day of employment with AOC.	These positions will serve the Court Business Office (CBO) vision of facilitating business process changes with the court community and court user workgroups with the to-be acquired CMS.
✓ Met with Infrastructure Manager to confirm that the 30 laptops for Vendor Demonstrations in October would be set up and ready to go by Sunday, October 7.	Prepares for Vendor Demonstrations the week of October 7.
✓ Evaluator Training was successfully conducted with the Tier I and Tier II evaluation teams.	Communicates and prepares evaluators for scoring written proposals including vendor demonstrations and on-site visits.
✓ Successfully hired a Superior Court Subject Matter Expert (SME) to support the project and the CBO team.	Narrows the knowledge gap for Superior Court business processes within AOC as the SC-CMS requirements are vetted and fine tuned by the BAs and the CBO.
Activities Planned	Impact/Value
◦ Development of the Inter Project Dependency (SC-CMS, INH, and COTS-P) schedule and ongoing support of the SCDS schedule continues.	Monitors and tracks impacts and risks to deliverables/milestones between the three project's interdependencies.
◦ Schedule Management Plan is being developed.	Determines the criteria for developing and maintaining the actual project schedule, and represents a subsidiary of the project management as a whole.
◦ Continue to document the data necessary to run the demonstration script scenarios and identify sources for data, e.g., court cases.	Historical tracking and traceability of requirements.
◦ Working on mapping demonstration scripts to requirements to ensure all critical requirements are demonstrated by vendors.	Validate that the vendors' proposed solution will actual function to meet the court needs.
◦ Review Extranet (court-facing) web site content with the OCM Team.	Provides consistent messaging for the project to internal and external stakeholders.
◦ Publish FAQ document on internal SharePoint site.	Communicates project status and updates to internal and external stakeholders.
◦ Review Stakeholder Engagement Plan DED and Readiness Assessment Plan DED with OCM Team.	Provides a consistent management framework to identify and consult with stakeholders with current and proposed project activities.

<ul style="list-style-type: none"> ◦ Prepare for when new quality assurance/tester begins employment with AOC. 	Prepares for validating requirements with the new CMS.
<ul style="list-style-type: none"> ◦ Review independent quality assurance assessment report for the month of August. 	Communicates project risks and where project risks are mitigated.
<ul style="list-style-type: none"> ◦ Collect scores from written proposals from Tier I evaluators. 	Completes the first stages of selecting an apparent successful vendor.
<ul style="list-style-type: none"> ◦ Present final CUWG Charter to the JISC. 	Communicates the voting and non-voting CUWG membership, escalation process, and make-up of the work group. This charter has been reviewed and approved as the recommended final charter for the CUWG.
<ul style="list-style-type: none"> ◦ The draft deliverable expectation documents will be prepared for the Schedule Management Plan. 	Defines how the project is executed, monitored and controlled We are creating a new strategy for this plan that has delayed the deliverable expectation document by a few days so the DED will be completed in the first week of the next reporting period.
<ul style="list-style-type: none"> ◦ Demonstration Script development tasks being worked on: <ul style="list-style-type: none"> • Creation of final draft of combined (Judicial official, clerk, administrator, and AOC) and distributed for review, • Review of final draft by customer team, • Completion of dry run of demonstration scripts, • Final approval of demonstration scripts by customer team, • Gather needed data and documents to publish to selected vendors who will execute the demonstration scripts. 	Demonstration scripts developed for vendor execution to verify that proposed solutions will meet the court customer needs and help determine the most effective solution for the court community.

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	5/15/2012
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	6/5/2012
JISC Begin Review of RFP	4/19/2012	6/6/2012	JISC RFP Briefings: Jun 13 or Jun 14 9-12pm or 1-4pm
JISC RFP Go/No Go Decision	3/2/2012	6/22/2012	GO 6/22/2012
RFP Published	4/19/2012	6/22/2012	6/22/2012
Response Evaluations Completed	9/14/2012	9/14/2012	
Vendor Demos Completed	10/19/2012	10/19/2012	
Onsite Visits Completed	12/7/2012	12/7/2012	
Notify ASV & Non-Awarded Vendors	2/22/2013	2/22/2013	
Selected Vendor Begins	5/17/2013	5/17/2013	
PHASE 1 COMPLETE	5/17/2013	5/17/2013	

ITG #045 Appellate Courts Electronic Document System (EDMS)

Reporting Period through August 31, 2012

Executive Sponsor(s) Appellate Courts Executive Steering Committee Justice Debra Stephens, Committee Chair Vonnie Diseth, CIO/ISD Director	IT Project Manager: Martin Kravik (360) 704-4148 Martin.Kravik@courts.wa.gov
	Consultant/Contracting Firm: N/A
	Business Area Manager Vonnie Diseth, AOC- CIO/ISD Director

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

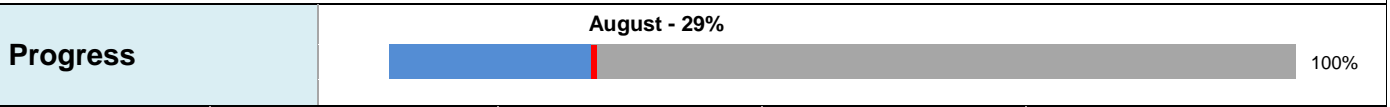
Business Benefits: The project will implement an Appellate Courts EDMS that will improve the efficiency of document management for the courts. To achieve this objective, all Appellate Courts need to use the same EDM application(s). Some of the benefits that will be gained are:

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

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

Current Status	Scope	<input checked="" type="checkbox"/>	Schedule	<input checked="" type="checkbox"/>	Budget	<input checked="" type="checkbox"/>
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Status Notes:
Requirements elicitation and documentation took longer than expected. Also, the scope of the project changed with the JISC approval for this system to replace the current ACORDS system; those additional business and technical requirements had to be incorporated.



Project Phase	<input type="checkbox"/> Initiate	<input checked="" type="checkbox"/> Planning	<input type="checkbox"/> Execute	<input type="checkbox"/> Close
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Schedule	Planned Start Date: Aug 2011	Planned Completion Date: December 30, 2013
	Actual Start Date: Aug 2011	Actual Completion Date: TBD

Activities Completed	Impact/Value
✓ The draft AC-EDMS Acquisition Plan was released for AOC and Appellate Court stakeholder review.	The draft AC-EDMS Acquisition Plan defines the acquisition process and plan for procuring the EDMS.
✓ The AC-EDMS Project Stakeholder team completed the final review of the Automated Workflow and core EDMS business requirements. The project team will incorporate the changes requested and will submit these requirements for Executive Steering Committee approval in September.	These requirements define the AC-EDMS functional requirements and will be included in the AC-EDMS RFP released to vendors.

<ul style="list-style-type: none"> ✓ The AC-EDMS project team completed the initial review of the ACORDS report requirements with the Appellate Court stakeholders. The project team will be updating these requirements based upon this review and add the data elements that are required to generate each of these reports. A final review of these requirements with the Appellate Court stakeholders is scheduled for September. Following this final review, these report requirements will be incorporated into the AC-EDMS business functional requirements document that will be released for stakeholder signature approval in September. 	<p>These ACORDS report requirements will be included in the AC-EDMS RFP released to vendors.</p>
<ul style="list-style-type: none"> ✓ The AOC Architectural Review Team (ART) started their review of the AC-EDMS requirements on August 22. While this effort was originally scheduled to be completed by August 29, this effort had to be extended due to lack of resource availability. Currently, this review is scheduled to be completed by September 14. 	<p>The ART will perform a quality review of the AC-EDMS requirements and needs to be completed prior to submitting the AC-EDMS Technical requirements for AOC signature approval.</p>
<ul style="list-style-type: none"> ✓ The effort to complete the AC-EDMS Web Portal requirements has been placed on-hold so that the project team could focus their effort exclusively on completing the project requirements for the AC-EDMS RFP. This effort will be re-scheduled following the release of the RFP. 	<p>Focus the project team efforts on completing the AC-EDMS requirements necessary for the RFP.</p> <p>The AC-EDMS Web Portal requirements define the project requirements for e-Filing and the pay model for public access to Appellate Court case documents.</p>

Activities Planned	Impact/Value
<ul style="list-style-type: none"> ◦ Complete the final review of the ACORDS report requirements, scheduled for September 6. 	<p>The AC-EDMS Acquisition Plan defines the acquisition process and plan for procuring the EDMS.</p>
<ul style="list-style-type: none"> ◦ Complete the AC-EDMS business requirements document for Executive Steering Committee approval in September. 	<p>The AC-EDMS business requirements need to be formally approved before these requirements are included in the AC-EDMS RFP.</p>
<ul style="list-style-type: none"> ◦ Complete the AOC ART review of the AC-EDMS requirements by September 14. 	<p>The AOC ART team needs to complete their architecture and infrastructure review of the AC-EDMS requirements.</p>

Milestones Planned and Accomplished			
Milestone	Original Date	Revised Date	Actual Date
Release Draft AC-EDMS Acquisition Plan for Review	7/27/2012	8/22/2012	8/29/2012
Finalize AC-EDMS Business & Technical Requirements	8/3/2012	9/18/2012*	
Release Draft AC-EDMS Web Portal Requirements for Review	7/27/2012	10/1/2012	
Release Draft AC-EDMS RFP for Review	8/17/2012	TBD	
Appellate Courts EDMS RFP Release	9/28/2012	TBD	

ITG #009 Accounting in the Data Warehouse

Reporting Period through August 31, 2012

Executive Sponsor(s)
 Rich Johnson, Chair, Data Management Steering Committee
 Vonnie Diseth, CIO/ISD Director

IT Project Manager:
 Business Manager is providing backup

Consultant/Contracting Firm:
 N/A

Business Manager
 Tamra Anderson, Data and Development Manager

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

Business Benefits: These reports will give the courts better tracking of accounting information, better budget and revenue forecasting, new or improved audit and operational reports, and the ability to answer accounting inquiries from other agencies.

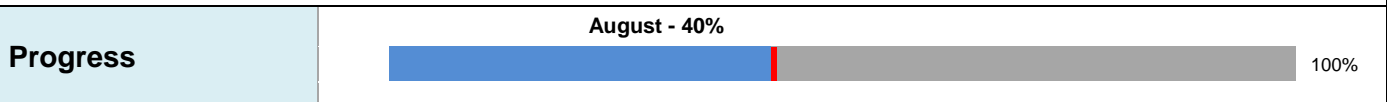
This is a multi-court level request, bringing value to both the Superior Courts and to the Courts of Limited Jurisdiction.

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

Current Status	Scope	●	Schedule	●	Budget	●
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Status Note:

The Planned Completion Date of this project was updated from January 2013 to January 2014 to accurately reflect the date noted in the project Charter.



Project Phase	<input type="checkbox"/> Initiate	<input type="checkbox"/> Planning	<input checked="" type="checkbox"/> Execute	<input type="checkbox"/> Close
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Schedule	Planned Start Date: August 2011	Planned Completion Date: January 2014
	Actual Start Date: August 2011	Actual Completion Date: TBD

Activities Completed	Impact/Value
✓ Continue business analysis for report 8-10, "A/R balance by type, A/R and payment aging" and collection reporting."	Provide requirements.
✓ Regression testing of new BOXI Universe.	Provide data for requested reports.
✓ Release new BOXI Universe.	Provide data for requested reports.
✓ 2nd Review of Report 6, "Remittance Summary by BARS codes".	Provided requirements.
✓ Continue table design for reports 6, "Remittance Summary by BARS codes". (ETL).	Provide data for requested reports.
✓ 2nd review of Report 7, "Cases with A/Rs Paid-in-Full – INCLUDING TRUS" without bond.	Customer approval.
✓ Continue table design for reports 7, ""Cases with A/Rs Paid-in-Full – INCLUDING TRUST" (ETL).	Provide data for requested reports.
✓ Began analysis of trust information with bond data (ETL).	Provide data for requested reports.
✓ Began design of universe folder structure for persons, organizations, and officials.	Will provide customers the ability to write their own queries.
✓ Began AR Summary and Detail enhancement to include Jurisdiction.	Customer enhancement request.

✓	Began analysis of revenue and disbursements data for Report 14, "Case Financial History" (ETL).	Provide data for requested reports.
✓	Began requirements document for RDS7 - Parking Collections Report – Report 10.	Provide requirements.
Activities Planned		Impact/Value
°	Remittance Summary Report.	Obtain user approval.
°	Release "Cases with A/Rs Paid-in-Full – INCLUDING TRUST" without bond.	Provide requested report from deliverables list.
°	Continue research and design of tables for Report 8-10 (ETL).	Provide data for requested reports.
°	Complete AR Summary and Detail enhancement to include Jurisdiction	Customer enhancement request
°	Complete analysis of trust information with bond data (ETL).	Provide data for requested reports.
°	Continue analysis of revenue and disbursements data for Report 14, "Case Financial History" (ETL).	Provide data for requested reports.
°	Continue design of universe folder structure for obligation.	Will provide customers the ability to write their own queries.
°	Customer 1st review for RDS7 - Parking Collections Report – Report 10.	Provide requirements.

ITG #041 Revised CLJ Computer Records Retention and Destruction Project

Reporting Period through August 31, 2012

Executive Sponsor(s) <i>Judge Wynne, Chair</i> JISC Data Dissemination Committee (DDC) <i>Judge Tripp, President</i> District and Municipal Court Judges Association (DCMJA) <i>LaTrisha Kinlow, President</i> District and Municipal Court Management Association (DMCMA)	IT Project Manager: Kate Kruller, MBA, PMP IT Project Manager 360 704 5503 (o) 360 956 5700 (f) Kate.Kruller@courts.wa.gov
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Business Area Manager: Mike Keeling, Operations Manager	Consultant/Contracting Firm: N/A
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Description: At the direction of the Judicial Information Services Committee (JISC), the Administrative Office of the Courts (AOC) is to remove the archiving requirement for certain courts of limited jurisdiction Records and, by extension, remove archiving of these records from the JIS applications. This request would see the records in the JIS applications "destroyed" at the same time the records are listed for destruction by the courts. This ITG request is a consolidation of requests 14, 15, 16, and 17. The requests were consolidated based upon analysis by AOC Information Services Division (ISD) technical experts.

Business Benefit: Purging these records would remove their visibility from the public website. Removal of the archiving requirement will eliminate the option for court staff to restore archive records. This request was generated based on the JISC adopting the recommendations of the JISC Public Case Search Workgroup on August 18th, 2010. The work detailed in this request will fulfill Recommendation #3 from the report.

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

Current Status	Scope	●	Schedule	▲	Budget	●
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Status Note:

Part 1 will enhance the destruction of records process according to the business need specified by the JISC via Data Dissemination Committee (DDC), with process approval from the District and Municipal Court Judges' Association (DCMJA) and the District and Municipal Court Management Association (DMCMA). The Stakeholder Community wants to establish a sound record destruction process for the appropriate records (which includes wiping out visibility of a record on the public website that should not continue to be visible).

Part 2 will remove archive process for those same-type records that should be destroyed outright and never archived. That aspect of the issue, while a desired outcome, is a long-lead item involving un-archiving previously archived records (although it may not to cover as many records as originally called out in the request, because they were never archived).

The planned approach is to re-organize the project, get charter approval and run the requirements documents through the Steering Committee (made up of representatives from the JISC's Data Dissemination Committee [DDC], the District and Municipal Court Judges' Association [DMCMA] and the District and Municipal Court Management Association [DMCMA]). When the Steering Committee approves, then approval of the committee and association memberships will be sought, respectively, via their leadership (Chair or President).



Project Phase	X Initiate	<input type="checkbox"/> Planning	<input type="checkbox"/> Execute	<input type="checkbox"/> Close
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Schedule	Planned Start Date: (Previous efforts: Circa 2006; August 2010) Current effort: April 23, 2012	Planned Completion Date:
	Actual Start Date: April 23, 2012	Actual Completion Date: TBD

Activities Completed	Impact/Value
✓ Assigned Business Analyst to update and review requirements with steering committee input.	Project Management Institute Initiation Process – Requirements Gathering.

✓ Scheduled Project Steering Committee and Business Analyst for first Functional Requirements review (online session).	Project Management Institute Execution Process – Requirements Gathering.
✓ Established DDC/DMCJA/DMCMA process for evaluating Functional Requirements Document (FRD).	Synchronize efforts within professional organization to assemble a representative steering committee for project oversight. Work with key stakeholder group to determine project deliverables, review and approval cycles.
✓ Conducted Steering Committee Functional Requirements review - Meet with AOC DDC, DMCJA and DMCMA members of the Steering Committee.	Project Management Institute Initiation Process – Stakeholder Identification.
Activities Planned	Impact/Value
◦ Schedule Project Steering Committee and Business Analyst for second Functional Requirements review (online session).	Project Management Institute Execution Process – Requirements Gathering.
◦ Review Functional Requirements with Steering Committee.	Project Management Institute Initiation Process – Stakeholder Identification.
◦ Build Charter – Project Schedule (dependent on Stakeholder Identification deliverable).	Project Management Institute Initiation Process – authorize project manager to work project initiation documentation.
◦ Send Functional Requirements to DDC, DMCJA and DMCMA Organization/Associations membership for finalization and approval.	Project Management Institute Execution Process – Requirements Gathering.
◦ Conduct Non- Functional Requirements Document (NFRD) Review and Update.	Project Management Institute Execution Process – Requirements Management.
◦ Draft the following documents for the Project Management Plan: <ul style="list-style-type: none"> • Project Risk Management Plan, • Project Issue Management Plan, • Project Change Management Plan. 	Defines how the project is executed, monitored and controlled.

Milestones Planned and Accomplished

Milestone	Original Date	Revised Date	Actual Date
Part 1 - Enhance Destruction of Records Process			
Stakeholder Identification	5/23/2012	6/1/2012	
DDC, DMCJA and DMCMA Organization/Associations leadership agreement on approach	5/25/2012	6/8/2012	
Project Steering Committee formed	6/8/2012	6/8/2012	
Proposed Draft of Functional Requirements	6/1/2012	6/8/2012	
Functional Requirements Review - John Bell	6/8/2012	6/8/2012	
Functional Requirements Review - Steering Committee	6/15/2012	7/10/2012	
Functional Requirements Review DDC, DMCJA and DMCMA Organization/Associations Review	6/22/2012	7/10/2012	
Proposed Non-Functional Requirements	8/10/2012	10/12/2012	
JISC Update	9/7/2012	9/7/2012	
Project Charter	9/14/2012	10/12/2012	
Developer changes to JIS	TBD		
QA Test update JIS process	TBD		
Steering Committee recommendation to DDC, DMCJA and DMCMA Organization/Associations	TBD		
DDC, DMCJA and DMCMA Organization/Associations approval via Leadership confirmation	TBD		
JISC Update	TBD		

ISD Operational Area Status Reports

Operational Area: IT Policy and Planning

William Cogswell, ISD Associate Director

Through August 31, 2012

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

Description: The IT Policy and Planning group is responsible for providing strategic level functions within ISD. AOC ISD Policy and Planning teams support ISD wide transition activities furthering the capabilities and maturities of the entire organization.

Activities Completed this Reporting Period	Impact/Value
<u>Portfolio Coordinator</u>	
<ul style="list-style-type: none"> ✓ Participated with team to document processes in Clarity for project management. 	<p>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.</p>
<ul style="list-style-type: none"> ✓ Participated with team to test process integration among PM, ITPM, ITG and resource management processes. 	<p>Process integration will improve the quality and consistency of information that is provided to PMs, Functional Managers and ISD Leadership.</p>
<ul style="list-style-type: none"> ✓ Participated with team to enter high-level project schedules into Clarity for INH, COTS, EDMS, SC-CMS and SCDX approach to project tracking. Met with PMs to discuss approach. 	<p>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.</p>
<ul style="list-style-type: none"> ✓ Completed 2 reviews of the biennial IT Portfolio Report – Policy & Planning and ISD Management. 	<p>Biennial IT Portfolio Report informs stakeholders of current and planned IT investments.</p>
<u>Service Delivery</u>	
<ul style="list-style-type: none"> ✓ Achieved rapid approval of ITG 079 – WRO Screen Change Under Bail Options. 	<p>Enabled this effort to be included with two ITG requests that are being restarted.</p>
<ul style="list-style-type: none"> ✓ Took over as interim Project Management Office/Quality Assurance (PMO/QA) Manager after the departure of previous PMO/QA manager.. 	<p>Providing continuity of effort and ensuring a smooth transition.</p>
<ul style="list-style-type: none"> ✓ Reviewed status of AC-EDMS project and assigned a new Project Manager after the resignation of the previous Project Manager. 	<p>Mapping out the best way to proceed on this high visibility project.</p>
<u>Organizational Change Management</u>	
<ul style="list-style-type: none"> ○ Backfilled the vacant Organization Change Coordinator position. 	<p>This position is responsible for creating and implementing strategies to manage the “people side” of change within ISD.</p>
<u>Clarity Administrator</u>	
<ul style="list-style-type: none"> ○ Documented the Bi-Weekly Status Report (BWSR) generation process and developed training materials. 	<p>This is the first step in moving the Project Management Office to use of the BWSR as the standard reporting option for reporting project status.</p>
<ul style="list-style-type: none"> ○ Began BWSR Implementation – completed a trial BWSR reporting cycle in production for period ending 8/31/2012. Beginning 9/1/2012, Clarity will be the sole source for project status reports. 	<p>Improved project status reporting using data pulled from Clarity.</p>
<u>Resource Coordinator</u>	
<ul style="list-style-type: none"> ○ Participated with team to continue documenting processes in Clarity (ongoing). 	<p>Documented processes will help ensure timely, accurate and complete data in Clarity resulting in reliable data for decision making around resource capacity, investment scheduling, project tracking.</p>
<ul style="list-style-type: none"> ○ Participated with team to enter high-level project schedules into Clarity for INH, COTS, EDMS, SC-CMS and SCDX. The Clarity team updates status weekly based on most current project schedule. 	<p>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.</p>
<ul style="list-style-type: none"> ○ Participated in meetings with PMO Manage and Clarity team to document and review the BWSR process. 	<p>Process improvement for the PMO to begin using the Bi-Weekly Status Report option in Clarity.</p>
<ul style="list-style-type: none"> ○ Performed Clarity process and MSP integration testing and 	<p>Documents the process and expectations for using the</p>

validation with Clarity Team and PM.	migration feature between MSP and Clarity.
o Participated on interview panel for temporary Admin Support and Release Coordinator; assisted hiring manager with reference checks for Release Coordinator.	Hire the best candidate to temporarily backfill the vacant admin support and new Release Coordinator position.
o Continued to obtain work schedule/shift information from managers and HR and entered into the Clarity Calendar.	Allows managers, PM and Resource Coordinator to more accurately predict resource availability during core business hours.
o Prepared a draft PowerPoint and agenda for the next All Staff meeting in September.	Assisting with Organization Change Coordinator duties until position is filled.
o Coordinated Staff Services appreciation event.	Promote a sense of team and improve morale by recognizing and celebrating the extra effort put forth by the Staff Services Team during a recent reorganization.
<u>Business Liaison</u>	
o Visited courts of limited jurisdiction in Eastern Washington.	Visiting courts in person provides the direct connection with our customers who we do not reach through association meetings and other contacts.
o 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.
o Continued liaison work on Vehicle-Related-Violations and other IT Governance implementation projects.	Ensuring that customer needs are taken into consideration and customers are informed about the progress of projects.
o Staffed JISC and ISD work groups developing a policy and standard 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.
o 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.
o 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.
o 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.
o 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.
o Began draft of the database design ISD policy and standard.	Documents the scope and process of the database design review team in a formal structure.
o Split draft policy 10.44 policy into two policies (Using Quality Assurance for Compliance to IT Project Standards and Quality Assurance Testing). Handed work over to QA to complete.	Clarifies the draft policy as two separate topics, which are addressed individually.
o Finalized DOL paper ticket flow documentation. Participated in meeting with DOL to discuss and resolve paper ticketing process problem.	Provides AOC with DOL process information for a better understanding of the issues related to the process.
o Continued participation in EDMS project meetings; reviewed EDMS project documents and provided feedback.	Help deliver a product that will meet the Court of Appeal's business needs.
o Provided ISD update to AOC Court Education Services.	Creates communication bridge between ISD and CES; coordination between the Sections should streamline processes (such as the ISD External Communication process).
o Drafted and published ISD Communicates announcing new ISD policies.	Creates awareness of new policies, where they are located, who should use them, and when they should be used.
o Updated policy tracking sheet.	Manage progress of ISD policy work.
o Worked with SC-CMS project team, SC-CMS internal sponsor team, RFP Steering Committee and CBO Project team for the new superior court case management system.	Ensuring that the customer's concerns and ideas are included in the SC-CMS project will help to deliver a solution that meets the customers' needs.
o 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.
o 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.
o Worked on presentation for upcoming DMSC committee.	Provide staffing and support for committees and groups to effectively carry out their decision processes..
o Worked with AOC staff to develop internal process for managing feedback and engagement with court community groups.	Responding to customer needs improves relations and provides customers with the thing they need to effectively do their jobs in the courts.
o Worked with OCM team to establish and prepare communications around organizational change management.	Delivering communications and messages to the customers keeps them informed and improves credibility, transparency and trust.
Vendor Relations	
o Continued developing specific scoring formulas for procurement evaluation for SC-CMS RFP.	Mitigate project risk through thorough vetting of evaluation scoring methodology.
o Provided guidance to Project Manager on the development of the preliminary draft acquisition documents for the Appellate Court Enterprise Content Management (AC-ECM) solution.	Establish and implement ISD acquisition standards; Mitigate project risk through Vendor communications.
o Coordinated development, design and management of FTP site for SC-CMS Vendor Proposals for offsite access by evaluators.	Establish and implement ISD acquisition and contract standards; Create ease in access of proposals for offsite evaluators.
o Designed, created and delivered evaluation training for SC-CMS RFP.	Establish and implement ISD acquisition and contract standards; Create ease in access of RFP training materials.
o Developed and distributed evaluation materials for SC-CMS RFP.	Establish and implement ISD acquisition standards; Maintain open communications with evaluators; Establish standards for acquisition training in ISD.
o Provided contract guidance and complete resolution for contract compliance with Vendor related to Superior Court Data Exchange (SCDX) project.	Mitigate project risk through Vendor communications; Manage Vendor relationships and performance for ISD.
o Leveraged administrative staff resources for logistics of SC-CMS RFP evaluation activities.	Leverage existing administrative resources allowing VRC and PM to focus on internal RFP review and resolution process.
o Continued recruitment process for 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.
o Continued development work on evaluator scripts in a collaborative manner with SC-CMS stakeholders.	Establish procurement value for strong stakeholder buy-in of SC-CMS evaluation process.
o Completed negotiations with Clarity vendor (Computer Associates) for cost savings for new Clarity license purchase and software maintenance renewal.	Support ISD in the resolution of product applications with high criticality to AOC; Leverage state buying power; establish budget allocations for future years using cost saving methods during negotiations with Vendor.
o Published amendments for SC-CMS RFP per published schedule.	Establish thorough communications with Vendor community through the use of multiple advertisement resources; Leverage multiple advertisement methods to encourage strong competition for AOC procurements.
o Worked in cooperation with external QA Consulting firm (Bluecrane) for SC-CMS RFP	Establish timely communications in response to inquiries regarding procurement process; Work collaboratively with other ISD staff to provide correct information.
o Drafted Work Request DES 13-18/AOC 12-02 urgent need for INH Application Developer(s).	Leverage state procurement resources for expedited fulfillment of temporary staffing needs; Managed onsite candidate interviews; Provided communication updates with Vendors who submitted responses.
o Maintained open communications with RFP Steering Committee regarding procurement activities and events for SC-CMS RFP.	Maintain open communications with RFP stakeholders.
o Debriefed RFP Internal Sponsor Committee regarding procurement activities and events for SC-CMS.	Maintain open communications with internal sponsors and other AOC interested parties.
o Managed contract compliance (i.e., background check, insurance certificate, etc.) with WR awarded Vendors.	Establish strong relationship with new Vendors following contract award(s); Establish role and responsibilities of ISD Contract Administrator with newly awarded Vendors.
o Maintained secure access to Vendor Proposals related to SC-CMS RFP.	Establish security protocol for receipt and retention of Vendor proposals by ISD; work in coordination with MSD to establish intake policy and receipt standards.
Activities Planned	
Impact/Value	
Portfolio Coordinator	
o Finalize and publish the IT Portfolio Report. This may extend out for several months based on results of the report reviews.	Biennial IT Portfolio Report informs stakeholders of current and planned IT investments.

◦ Continue documenting Clarity procedures to support resource management, project scheduling, project status reporting, etc.	Repeatable processes in Clarity will streamline the effort among the various workgroups and improve data quality.
◦ Enter Courts of Appeal application portfolio into Clarity Project and Portfolio Management (PPM).	Better understanding and visibility of applications that are maintained in the portfolio for investment decision making.
◦ Update web application portfolio in Clarity Project and Portfolio Management.	Better understanding and visibility of applications that are maintained in the portfolio for investment decision making.
◦ Update data exchange portfolio in Clarity Project and Portfolio Management.	Better understanding and visibility of data exchanges that are maintained in the portfolio for investment decision making.
◦ Begin drafting IT Portfolio Management policies and procedures.	Controls around the ITPM process will ensure consistency and quality of information.
<u>Service Delivery</u>	
◦ Continue to look closely at process and procedures in PMO, especially related to high profile projects.	Provide more timely and accurate information on key efforts and projects.
◦ Complete first round of Bi-Weekly Status Reports in Clarity.	Moving one of our key processes into Clarity.
<u>Organizational Change Management</u>	
◦ This person begins work on September 4, 2012.	This position is responsible for creating and implementing strategies to manage the “people side” of change within ISD.
<u>Clarity Administrator</u>	
◦ Finalize and publish the IT Portfolio Report. This may extend out for several months based on results of the report reviews.	Biennial IT Portfolio Report informs stakeholders of current and planned IT investments.
◦ Continue documenting Clarity procedures to support resource management, project scheduling, project status reporting, etc.	Repeatable processes in Clarity will streamline the effort among the various workgroups and improve data quality.
◦ Enter Courts of Appeal application portfolio into Clarity PPM.	Better understanding and visibility of applications that are maintained in the portfolio for investment decision making.
◦ Update web application portfolio in Clarity PPM.	Better understanding and visibility of applications that are maintained in the portfolio for investment decision making.
◦ Update data exchange portfolio in Clarity PPM.	Better understanding and visibility of data exchanges that are maintained in the portfolio for investment decision making.
◦ Begin drafting IT Portfolio Management policies and procedures.	Controls around the ITPM process will ensure consistency and quality of information.
<u>Resource Coordinator</u>	
◦ Obtain and enter work schedule information in Clarity calendar.	Allow managers, PM and Resource Coordinator to more accurately predict resource availability, particularly during core business hours.
◦ Provide support to Clarity team by updating Clarity with project status reports.	Providing support to PMO and Clarity reflects more accurate data.
◦ Continue to document Clarity procedures to support resource management, project scheduling, and project status reporting.	Repeatable processes in Clarity will streamline the effort among the various workgroups and improve data quality.
<u>Business Liaison</u>	
◦ Participate in project document reviews and meetings as a customer liaison.	Brings awareness of customer perspective to AOC activities; helps ensure that customer business needs are addressed.
◦ Work on EDMS project management plans.	Project management plans clarify project processes for managing things like issues, risks, changes, communication, etc.
◦ Work on EDMS RFP.	The RFP defines the system requirements; this documentation is necessary for vendors to understand the type and scope of work being requested.
◦ Train new Organizational Change Coordinator on the monthly report process and other ISD processes.	The ISD monthly reports are included in the JISC book.
◦ Meet with Vendor Relations Coordinator to begin drafting the ISD Vendor Management policy and supporting standards.	Clarifies ISD Management’s expectations regarding vendor management to ISD staff.
◦ Provide ISD update to AOC Court Education Services.	Creates communication bridge between ISD and CES; coordination between the sections should streamline processes (such as the ISD External Communication process).

<ul style="list-style-type: none"> ◦ Staff JISC and ISD work groups developing a policy and standard 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.
<ul style="list-style-type: none"> ◦ 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.
<ul style="list-style-type: none"> ◦ Continue liaison work on Vehicle-Related-Violations and other IT Governance implementation projects. 	Ensuring that customer needs are taken into consideration and customers are informed about the progress of projects.
Vendor Relations	
<ul style="list-style-type: none"> ◦ Identify specific scoring formulas for procurement evaluation in coordination with MTG. 	Mitigate project risk through thorough vetting of evaluation scoring methodology.
<ul style="list-style-type: none"> ◦ Finish procurement process associated with Work Request including debriefings. 	Maintain procurement integrity through proper execution of all procurement phases.
<ul style="list-style-type: none"> ◦ Develop and deliver acquisition evaluation materials and training for SCCMS RFP. 	Establish and implement ISD acquisition standards; Maintain open communications with evaluators; Establish standards for acquisition training in ISD.
<ul style="list-style-type: none"> ◦ Continue drafting desk reference, work flows, etc. as related to Vendor Relations. 	Establish standard practices and processes related to ISD Vendor Relations Management; Define expectations for use by PMO related to Vendor Relations roles and responsibilities.
<ul style="list-style-type: none"> ◦ Continue recruitment of non-perm assistant for VRC (open until filled). 	Provide direct support to VRC: aid in establishing Vendor Relations framework within ISD, assist in development and delivery of program training to ISD.
<ul style="list-style-type: none"> ◦ 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.
<ul style="list-style-type: none"> ◦ Continue to work on the development of evaluator scripts in a collaborative manner with SC-CMS stakeholders. 	Establish procurement value for strong stakeholder buy-in of SC-CMS evaluation process.
<ul style="list-style-type: none"> ◦ 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.
<ul style="list-style-type: none"> ◦ Communicate RFP issues/concerns with SC-CMS Steering Committee regarding RFP decision points. Assisted in the Appellate Court EDMS RFP. 	Mitigate project risk through Project team and Vendor communications; Create well written RFP documents to establish Vendor opportunities to develop high quality proposals.
<ul style="list-style-type: none"> ◦ Finalize recruitment and then trained 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.
<ul style="list-style-type: none"> ◦ Develop SC-CMS RFP Amendments in coordination with project managers and AOC Sponsors. 	Ensuring compliance to state procurement rules and policies; Ensure RFP modifications retain compliance to original project intent and scope.
<ul style="list-style-type: none"> ◦ Develop SC-CMS RFP documents following published procurement schedule. 	Effective communications with Vendor community establishing integrity of AOC procurement process.

Operational Area: Architecture & Strategy

Kumar Yajamanam, Architecture & Strategy Manager

Through August 31, 2012

Includes: Enterprise Architecture, Solutions Management and Business Analysis

Description: Architecture & Strategy is a group within ISD that is responsible for providing strategic technology guidance in support of all services provided by ISD. The functions provided by the group include enterprise architecture, solution management, service catalog development, vendor management, enterprise security and business continuity planning.

Activities Completed	Impact/Value
<ul style="list-style-type: none"> ✓ Educated the Business Process Engineers (Court Business Office) on purpose, use, and details of the JIS Baseline Services. 	<p>The JIS Baseline Services model provides an objective method for analyzing if a business service should be supported centrally. It is used to evaluate the services currently provided, and is a tool for evaluating new services proposed thru the ITG process.</p>
<ul style="list-style-type: none"> ✓ Completed draft standards to accompany the draft JISC Policy for Approval of Local Automated Court Record Systems. The draft standards address business process, data elements, data reporting, data security, technical requirements, integration requirements, and operational standards. The draft standards will be reviewed by appropriate JIS committee(s). 	<p>The standards are referenced by the JISC policy, providing guidance support for an individual court's efforts to implement a local automated system, while ensuring the integrity of data and information upon which all courts depend.</p>
<ul style="list-style-type: none"> ✓ Provided EA perspective to the JIS Codes Committee in preparation for, and during, their monthly meeting. 	<p>The JIS Codes Committee reviews code requests against established guidelines. It prioritizes implementation of those which are approved.</p>
<ul style="list-style-type: none"> ✓ INH Middleware and Services: Continued progress on additional services in Person, Case, and Order areas (business capabilities and specifications, IEPDs). Determining performance characteristics to identify areas of focus for middleware improvement starting in August. 	<p>Performance information will determine where middleware improvements must be made for INH to be successful. Additional service work (business capabilities) is driving a better understanding of the use cases and needs for INH services by consumers (including SC-CMS).</p>
<ul style="list-style-type: none"> ✓ Provided requirements for the following: <ul style="list-style-type: none"> • PCN Arrest Date Incorrect (RN 110921-000025) Implemented 8/20, • WSP Disposition Sender (RN 120621-000034) To be Implemented 9/4, Cashier report displays incorrect court (RN 091223-000032), • Edit for LGA Cost Fee Code (RN 120430-000052), • ITG 49 – Reversing/Transferring recouped costs to jurisdiction – Implemented on 8/20, • ITG 138 – Transparent Audit Trail on CKR for Jurisdiction Transfers, • Sending multiple FTA charges to DOL (RN 120522-000012), • INH Service for Case Warrant Update. 	<p>Requirements ensure that system fixes (reported and tracked through RightNow Incidents) and ITG requests are understood and analyzed in respect to actual business needs.</p>
<ul style="list-style-type: none"> ✓ Provided release notes JIS – 8/6 & 8/20, ETP – 8/20, ASRA – 8/20 	<p>Release notes provide important documentation and notification regarding changes to any of the applications.</p>
<ul style="list-style-type: none"> ✓ Further define the business requirements for ITG41 – Computer Records Retention and Destruction Process. As part of the requirements gathering process the following work was started: <ul style="list-style-type: none"> • All possible combinations of case/cause/judgment codes in JIS have been documented, • Research was conducted on the various statewide and local laws in order to start defining what is a DUI law for purposes of record retention, • Generated a list of questions for our steering committee to answer before requirements can be completed in detail. 	<p>IT Governance Requests are reviewed by A&S in coordination with Solution Architects and other IT experts to arrive at recommendations for deliberation by the OCB and decision/prioritization by the JISC.</p>
<ul style="list-style-type: none"> ✓ ITG 45 - AC EDMS: Reviewed and updated core business and workflow requirements with stakeholder group. 	<p>The reviews are done as part of the process of finalizing requirements that will be included in the RFP.</p>

Activities Planned	Business Value
<ul style="list-style-type: none"> ◦ The INH EDR Database will provide a data repository of information that needs to be shared between courts. The database design activities include the development of a Business Object Model, Logical Data Model and a Physical Data Model. The physical data model will be used to implement the database. 	<p>The INH EDR Database Design is a critical component in the integration of the existing JIS with the new SC-CMS.</p>
<ul style="list-style-type: none"> ◦ As foundation for implementation of RRC (Rational Requirements Composer) software, requirements are being gathered to ensure structuring of RRC for best support of AOC's SDLC process. Implementation needs for Enterprise Requirements are being assessed and submitted, with input from EA's, SA's, and BA's. 	<p>Enterprise Requirements Management provides the capability to re-use requirements and to improve standardization between projects. The resulting capability will expedite system development and reduce time to market for project delivery.</p>
<ul style="list-style-type: none"> ◦ ART Review of the AC-EDMS (Appellate Courts' Electronic Data Management System) requirements will be completed in September. 	<p>Architectural reviews are conducted for all technical work efforts with potential impact on the enterprise systems. These reviews ensure compliance with standards and alignment with the Future State Architecture.</p>
<ul style="list-style-type: none"> ◦ Will participate in evaluation of vender responses to the SC-CMS RFP in September. 	<p>Vendors will be evaluated on the basis of written responses, product demonstrations, and site visits to vendor installations in other states.</p>
<ul style="list-style-type: none"> ◦ Plan for documenting the approach, assumptions, and issues on each sub-Project of COTS-Prep Application Program: <ol style="list-style-type: none"> 1. JIS Link, 2. JIS Applications, 3. Data Exchanges, 4. Data Warehouse, 5. Statewide Reporting. 	<p>Identify the dependencies and changes to existing systems and applications which are absolutely essential to support implementation of SC-CMS and INH release 1 projects Design and Implement the changes to existing systems and applications to align with the implementation milestones of SC-CMS and INH release1.</p>
<ul style="list-style-type: none"> ◦ ITG 45 AC EDMS: Review and update report requirements with stakeholder group. 	<p>The reviews are done as part of the process of finalizing requirements that will be included in the RFP.</p>
<ul style="list-style-type: none"> ◦ ITG 45 - AC EDMS: <ul style="list-style-type: none"> • Prepare a finalized requirements document to be submitted for review and signature to the Executive Steering Committee. 	<p>Acceptance of requirements by the Executive Steering Committee is needed for preparing the RFP.</p>

Operational Area: Infrastructure

Dennis Longnecker, Infrastructure Manager

Through August 31, 2012

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

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

Activities Completed	Impact/Value
✓ The next Disaster Recovery test is scheduled for September 21-22, 2012. We set our objectives and expectations for the next test. Staff continues to keep documentation/procedures current.	Disaster Recovery is a JIS activity which ensures the JIS systems would be available in the event of a disaster (either localized or large).
✓ Replaced the batteries at the Enterprise UPS at the Supreme Court as the UPS was failing.	Maintaining current and supported software levels ensures users are able to continue to work.
✓ SPAM Filtering continuing to work well. During July we received approximately 1.4 Million emails. Of that 1.3 Million were SPAM e-mails (only 116,500 emails were valid).	The California legislature found that spam cost United States organizations alone more than \$13 billion in 2007, including lost productivity and the additional equipment, software, and manpower needed to combat the problem. SPAM's direct effects include the consumption of computer and network resources and the cost in human time and attention of dismissing unwanted messages.
✓ Installed Natural 8.2.2 and get ready for Maintenance/Operations testing.	Current Version of Natural is unsupported by the vendor.
✓ Installed new z/OS operating system and getting ready for Maintenance/Operations Testing.	Maintaining current and supported software levels ensures users are able to continue to work.
✓ Increased capacity of server racks to handle anticipated servers required for SC-CMS.	Maintaining current and supported software levels ensures users are able to continue to work.
✓ Drafted the estimated FY13 Equipment Replacement plan. Need to finalize it.	Replace aged (5 year old) equipment with new hardware and operating systems.
Activities Planned	Impact/Value
◦ Continue Work on Disaster Recovery Planning.	Disaster Recovery is a JIS activity which ensures the JIS systems would be available in the event of a disaster (either localized or large).
◦ Continue Hardware/Software/Firmware Upgrades on system components.	Maintaining current and supported software levels ensures users are able to continue to work.
◦ Start work on FY13 Equipment Replacement.	Replace aged (5 year old) equipment with new hardware and operating systems.
◦ Waiting for testing of Natural 8.2.2 to begin migration to production.	Current Version of Natural is unsupported by the vendor.
◦ Waiting for testing of z/OS 1.13 Upgrade to begin migration to production.	Maintaining current and supported software levels ensures users are able to continue to work.
◦ Upgrade the Supreme Court File Server.	Replace aged (5 year old) equipment with new hardware and operating systems.
◦ Upgrade Video Conferencing Hardware to supported platform.	Replace aged (5 year old) equipment with new hardware and operating systems.
◦ Continue work on MS Exchange Upgrade Planning.	Maintaining current and supported software levels ensures users are able to continue to work.

Operational Area: Data & Development

Tamra Anderson, Data & Development Manager

Through August 31, 2012

Includes: Database Unit, Development Unit, Data Warehouse Unit

Description: The Data Management Section is comprised of three separate units:

Data Warehouse Unit: The enterprise data warehouse is a repository of historical information that allows courts to query data for managerial and historical reporting. Case and person data is consolidated from SCOMIS, JIS, ACORDS, and JCS for reporting across all court levels. Court specific data marts provide users the ability to query information by specific court level. The information in the warehouse is accessed using a query tool called Business Objects XI (AKA BOXI). The ability to run queries and reports on historical information on court data provides business intelligence and insight into patterns, trends, issues and gaps in that data that can be used for research analysis, improvement of business functions, risk assessment and other business needs. Reports from the enterprise data warehouse can be run on demand or scheduled on a preset basis and the output can be sent to the desktop, or sent to an email address or a file folder making the information easy to share and obtain.

Development Unit: The development team is tasked with staffing active projects. They complete requirements analysis, coding, unit testing, and implementation to production of new applications. Work performed by the Development Unit is reported separately under the project(s) to which the staff is currently assigned.

Database Unit: The database unit provides a support role to the data warehouse team, the development team, and the operations section (legacy maintenance). They are responsible for reviewing and approving the design of underlying table structures, creating indices to improve performance, maintaining data dictionaries, providing review of proposed changes and additions to the database tables, and creating standards for the creation and maintenance of the databases.

Activities Completed	Impact/Value
Data Exchange Unit	
✓ Deployed SCDX Increment 1 services to Production.	Provides data exchanges for court partners to send data to AOC without having to do double data entry into SCOMIS. Helps in removing Increment 1 from QA server to get ready for deploying Increment 2 into QA.
✓ Deployed the SCDX Increment 1 (second round) defect fixes into QA.	QA testers could perform their QC for the SCDX application's data exchanges.
✓ Completed the Production Roll Out plan for SCDX Increment 1.	Helps identify all the players involved in deploying the SCDX application in Production. Helps in planning communication for the production roll-out as well as identifying the various tasks involved in deploying the SCDX application.
✓ Completed the NIEM IEPD development for the second INH Pilot web service (DOL ADR).	Helps in validating the INH Proof of Concept.
✓ Completed the design, development, and unit testing of the BizTalk application for the second INH Pilot services (DOL ADR driver record information search).	Validates the Proof of Concept for the INH project.
✓ Deployed the second INH Pilot services (DOL ADR) into QA.	QA tester could perform QC for the data exchange to validate and approve the POC for the INH project.
✓ Completed the clean-up and standardization tasks for the NIEM IEPD mappings for the remaining SCDX data exchange web services.	This will have a tremendous value for INH project as well as all other future DX projects performed in AOC.
✓ Worked with Pierce County IT group to clarify and troubleshoot test Certificate issues.	Helped Pierce County to get their side set-up correctly to connect with AOC.
✓ Worked with Pierce County Superior Court IT group to get them connected to AOC's DEV server.	Establishes a connectivity link between Pierce County and AOC to prepare for their Integrated functional testing.
✓ Deployed SCDX Increment 2 BizTalk application into DEV server.	Helps DEV be set-up and ready for deploying SCDX Increment 2 services into QA, when QA becomes available. Smoke test the BizTalk infrastructure changes for SCDX application in DEV before deploying in QA.
Data Warehouse Unit	
✓ Continued business analysis for report 8-10, "A/R balance by type, A/R and payment aging" and collection reporting."	Provide requirements.
✓ Continued Regression testing of new BOXI Universe.	Provide data for requested reports.
✓ Released new BOXI Universe.	Provide data for requested reports.
✓ Completed 2 nd Review of Report 6, "Remittance Summary by BARS codes".	Provided requirements.

✓ Continued table design for reports 6, "Remittance Summary by BARS codes". (ETL).	Provide data for requested reports.
✓ Completed 2 nd review of Report 7, "Cases with A/Rs Paid-in-Full – INCLUDING TRUST" <i>without bond</i> .	Customer approval.
✓ Continued table design for reports 7, "Cases with A/Rs Paid-in-Full – INCLUDING TRUST". (ETL).	Provide data for requested reports.
✓ Began analysis of trust information with bond data (ETL).	Provide data for requested reports.
✓ Began design of universe folder structure for persons, organizations, and officials.	Will provide customers the ability to write their own queries.
✓ Began AR Summary and Detail enhancement to include Jurisdiction.	Customer enhancement request.
✓ Began analysis of revenue and disbursements data for Report 14, "Case Financial History" (ETL).	Provide data for requested reports.
✓ Began requirements document for RDS7 - Parking Collections Report – Report 10.	Provide requirements.
Database Unit	
✓ Reviewed 5 sets of database designs related to change requests for various projects.	ITG09 project - Support expanded reporting of Accounting data from the data warehouse. ITG81 project – Enhancements to facilitate application specific job definitions.
✓ Reviewed past Law data requirements/designs.	Project support for INH project.
✓ Participated on the vendor solution evaluation team.	Project support for SC-CMS project.
✓ Completed EDW Data Dictionary Website Improvements.	Add data dictionary for the Court Data Mart.
✓ Presented Data Quality Vision to SC-CMS Committee, new Business Analyst and Data Quality Profiling team	Gives a common understanding of the vision to various groups within the agency.
✓ Participated in NICS Audit.	Gives a better understanding of the current JIS data and the gaps.
✓ Performed analysis of Referential Integrity in the JIS database.	Gives a better understanding of the current JIS data quality.
✓ Performed analysis of Metadata components of Data Profiling.	Gives a better understanding of the various components that need to be addressed as part of Data profiling.
Activities Planned	
Impact/Value	
Data Exchange Unit	
◦ Conduct performance test for the DOL ADR INH Web service in collaboration with QA team.	Helps identify the timing requirements for ITG request for changing the Driver's License abstract Record JIS Screen information.
◦ Complete the design and unit testing for the second part of INH POC Pilot service (DOL ADR) and deploy the same into QA – Person Search.	Helps to validate the Proof of Concept for the INH design architecture as well as completing part of the work for the ITG request 108.
◦ Work on completing the Requirements and UML diagrams for INH web services.	Helps establish the starting point for NIEM IEPD development for those web services for the INH project.
◦ Prepare Dev environment for Pierce County's functional testing with SCDX application.	Helps Pierce County in their testing of SCDX web services.
Data Warehouse Unit	
◦ Obtain user approval of Remittance Summary Report.	
◦ Release "Cases with A/Rs Paid-in-Full – INCLUDING TRUST" <i>without bond</i> .	Provide requested report from deliverables list
◦ Continue research and design of tables for Report 8-10 (ETL).	Provide data for requested reports.
◦ Complete AR Summary and Detail enhancement to include Jurisdiction	Customer enhancement request
◦ Complete analysis of trust information with bond data (ETL).	Provide data for requested reports.
◦ Continue analysis of revenue and disbursements data for Report 14, "Case Financial History" (ETL).	Provide data for requested reports.
◦ Continue design of universe folder structure for obligation	Will provide customers the ability to write their own queries.

° Customer 1st review for RDS7 - Parking Collections Report – Report 10	Provide requirements
<u>Database Unit</u>	
° Support Database Design Review requests.	Change Management of database designs.
° Support INH Project.	Participate on the Law Data design team.
° Support SC-CMS Project.	Participate on the vendor solution evaluation team.
° Plan the presentation for Data Quality and Data Governance for DMSC.	Provides an insight into the value of Data Quality and Data Governance to the Committee that deals with Data and decisions around that.
° Plan Data Profiling for SC-CMS and JIS Data.	To get a better understanding of the data quality requirements for JIS and SC-CMS data.

Operational Area: Operations

Mike Keeling, Operations Manager

Through August 31, 2012

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

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

Activities Completed	Impact/Value
✓ JCS/ASRA – Migrated two of the three production servers to AOC's new server infrastructure.	Improves availability, reliability, and maintainability of these critical systems.
✓ ASRA – Implemented ASRA v 1.01 in production. This is the first in a series of planned enhancements to the ASRA system. Features in this release are primarily designed to improve the user experience with the system.	Allows for the rapid but orderly maturation of the system, based on lessons learned and input from the initial users of the system.
✓ JCS – Completed development of accounting display screens for juvenile offenders, similar to JIS. These are currently in test for a 9/17 production release.	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.
✓ DX – Fixed a configuration setting on e-Ticketing BizTalk solution to correctly identify error conditions on Java WebSphere side.	To detect errors in e-Ticketing processing early.
✓ SharePoint - Completed initial script to install SharePoint 2010 with no database GUID names (at request of SQL Server Administrators).	SQL Server tools don't work well with the long file names, this will resolve that problem. It also documents the installation process, and makes the installation of SharePoint 2010 much easier.
✓ SharePoint – Charter drafted, being reviewed.	Project can move to the next stage.
✓ WSP Dispositions – new release to accommodate new case disposition types 'GY' and 'GZ' created by legislative action.	Continue to evolve the application as business needs change.
✓ ETP - Released version 3.4.1 with three defect fixes and one legislative mandate change.	Improve reliability and adjust to evolving requirements as business needs change.
✓ SCDX - Development of Superior Court Data Exchange web services to receive updates to JIS from court-specific applications.	Allow easier customization and implementation of alternative ways of accessing JIS data.
✓ WEB - DX.COURTS.WA.GOV. A cohesive reporting portal for our customers to use for learning and configuration information to the data exchanges and web services they require.	Automating and redesigning portal to accommodate Superior Court Data Exchange services and allow automatic publishing by members of the data exchange team.
✓ WEB - All annual State and Local Court Rule changes have been updated on the Washington Courts public website.	Provides an up-to-date source for the latest State and Local Court rule changes.
✓ Legacy - Removed two obsolete tables.	Saves programmer time when testing and researching changes.
✓ Legacy - Corrected a bug in the JIS navigation system which caused inaccurate report titles and sometimes out of balance issues.	Eliminates confusion from the inaccurate report titles and saves court and programmer time resolving out of balance issues.
✓ Legacy - Cleaned up JIS navigation code, removing checks for conditions which are no longer possible.	Saves programmer time when making legislated mandates and working on ITG requests because they do not have to decipher obsolete code.
✓ Legacy - Improved the ARC command to allow restore of Arrest Date, Text and Last Transmit date from the PCN record.	Provides more information to court customers when restoring an archived case in JIS.
✓ Legacy - Implemented case condition code ROW (Resolve Outstanding Warrants).	Fulfills a court request submitted to the Codes Committee.
✓ Legacy - Completed ITG 49, Reversing/Transferring Recouped Costs to Jurisdiction.	Fulfills a court-initiated ITG request to have additional Cost Fee Codes available on the CKR screen when transferring remittable funds from one jurisdiction to another.
✓ Legacy – Supported QA testing for HB 2302.	Meets legislative standard for tracking outcomes of DUI cases with Youth in Vehicle.

Activities Planned	Business Value
◦ JCS/ASRA – Complete migration of the production environment to AOC's new server infrastructure.	Will improve availability, reliability, and maintainability of these critical systems.
◦ JCS – Release JCS Build 133, which will include the new accounting screens as well as several of the minor enhancements.	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.
◦ ASRA – Implement ASRA version 1.02 which will include an online version of the Defendant Case History (DCH) report.	Will allow users to more easily view an individual's in-state criminal history prior to performing a risk assessment.
◦ DX – Implement more SCDX java web services.	Part of SCDX project.
◦ WEB - Washington State Aggression Replacement Training (WSART) App. Create a process that will allow the courts to enter information related to court sponsored Aggression Replacement Training.	Courts and Research will be better able to track the progress of juveniles that are required to attend training. The tool will also save the courts time as it will automatically generate rosters and keep probation counselors informed.
◦ WEB - Guardian Portal. Centralize repository for navigating various Guardian applications.	Provides a single entry point for all Guardian information, which will improve usability and ease of use.
◦ WEB - Temple of Justice Centennial website. There is a Committee chaired by Justice Wiggins to set up a website for the Temple Centennial celebrations next year. Working with Wendy Ferrell as part of the committee.	Provides a website for the Temple of Justice Centennial celebration, which highlights the building, its history and the judicial happenings within.
◦ WEB - Presiding Judges Education Committee site. Creating a site that will display on both Inside Courts and WA Courts that will support the operational and educational needs of presiding judges.	Provides a single location for resources, training, and other important information for presiding judges within WA State.
◦ WEB - Board for Court Education website. Begin building a sub-site, like the Gender and Justice site, which updates the Board for Court Education web presence.	Provide greater usability and organization for the Board for Court Education information online.
◦ WEB - Create an online form which will allow court users to register for available JIS Education classes.	Simplifies and streamlines the course registration process making it easier for courts to sign up for JIS Education classes and easier for AOC to keep track of individuals that have signed up.
◦ WEB- Guardian Application. The Certified Professional Guardian Board (Board) requires certified professional guardians to take twelve hours of continuing education credits each year to maintain certification. Guardians attend classes throughout the reporting period and at the end of the period report on the number of credits they have received. During the reporting period, AOC staff tracks guardian attendance at classes and the credits received. This information is available to guardians through the public web site using their CPG number, email, and a password.	The main reason for the Board going from an annual reporting period to a biennial reporting period was to save staff time. Making the requested changes to the CEU maintenance site will save more staff time by performing the calculations necessary to track compliance with continuing education requirements. Upgrading the site and continuing to allow guardians to view their own credits, will save staff time in terms of phone calls about credits. The other benefit is that the site will conform to the regulation. If the change is not made, staff will have to create other systems for tracking credits—systems that will not generate reports, emails, etc.
◦ Legacy - Modify code OD (Other Deferral) to allow transmission to WSP when coupled with a Plea/Response of G (Guilty).	Provides accurate and complete data to the Washington State Patrol.
◦ Legacy - Add two new guilty type finding/judgment codes for legislation (ESHB 2302). The two new codes are "GY" for "Guilty with Youth in Vehicle" and "GZ" for "Guilty with Youth in Vehicle Deferral/Deferred Prosecution Revoked."	Allows courts to accurately track DUI findings with Minor in Vehicle per legislative requirements.
◦ Legacy – Uninstall VSAM Super File	Saves maintenance hours, and eliminates duplicate data entry.
◦ Legacy – Revise policies regarding Super User requirements and responsibilities.	Sets out clear expectations for Super Users which supports the security of our applications and data.
◦ Legacy – Change Audit report for Spokane District Court so that they can pick it up via FTP.	Allows SPD to pick up the file so that they can sort and format it to search for anomalies.

Operational Area: Project Management Office & Quality Assurance

C. Kevin Ammons, Interim PMO/QA Manager

Through August 31, 2012

Includes: those items for the Project Management Office and Quality Assurance that are not already covered in other Monthly Project Status Reports.

Description: Project Management Office (PMO) and 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 Quality Control (QC) 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	
✓ None	
Quality Control	
✓ Completed testing for SCDX Increment 1.	Ensure a successful delivery of Increment one code from vendor.
✓ Completed testing for ITG #49.	Ensure a successful upgrade of the Legacy application for ITG request.
✓ Completed testing for ITG #9 reports.	Ensure successful upgrade of remaining reports for ITG #9.
✓ Completed testing ASRA Build 4.	Ensure a successful upgrade of the ASRA application for CQ fixes.
✓ Completed testing ASRA Build 5.	Ensure a successful upgrade of the ASRA application for CQ fixes.
✓ Completed testing of HB 2302.	Ensure a successful upgrade of the legacy application for code changes.
✓ Completed testing of adding OD code to legacy applications.	Ensure a successful upgrade of the legacy application for code changes.
✓ Completed testing for ETP 3.4.1.	Ensure a successful upgrade of the ETP application for code changes.
✓ Completed testing of adding FRD code to legacy applications.	Ensure a successful upgrade of the legacy application for code changes.
✓ Completed testing of ETX table changes to legacy applications.	Ensure a successful upgrade of the legacy application for code changes.
✓ Completed testing JCS Build 133.	Ensure a successful upgrade of the JCS application for CQ fixes.



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