



## Judicial Information System Committee (JISC)

Friday, September 7, 2012 (9:00 a.m. – 3:00 p.m.)

CALL IN NUMBER: 360-704-4103

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

### AGENDA

1.	<b>Call to Order</b> <b>Introduction of Interim State Court Administrator</b> <b>Introductions</b> <b>Approval of Minutes</b>	Justice Mary Fairhurst	9:00 – 9:05	Tab 1
2.	<b>JIS Budget Update (11-13 Biennium)</b>	Mr. Ramsey Radwan, MSD Director	9:05 – 9:15	Tab 2
3.	<b>13-15 Biennium Budget Update</b>	Mr. Ramsey Radwan, MSD Director	9:15 – 9:30	Tab 3
4.	<b>ISD Staffing Update</b>	Ms. Vonnie Diseth, ISD Director	9:30 – 9:45	Tab 4
5.	<b>JIS Priority Project #2 (ITG 2): Superior Court Case Management Update</b> a. Project Update b. Project Governance <ul style="list-style-type: none"> <li><b>Decision Point:</b> Approve Governance Plan</li> </ul> c. Independent QA Report d. Court Business Office Update <ul style="list-style-type: none"> <li>Court User Work Group Charter Update</li> </ul>	Ms. Maribeth Sapinoso, PMP  Mr. Allen Mills, Bluecrane Inc. Mr. Eric Olson, Bluecrane Inc. Dexter Mejia, CBO Manager	9:45 – 11:45	Tab 5
6.	<b>Lunch – Working</b>		11:45 – 12:15	
7.	<b>JIS Priority Project Status Reports</b> a. #1 (ITG 121) - Superior Court Data Exchange (SCDX) <ul style="list-style-type: none"> <li>Pierce County Status Report</li> </ul> b. #3 (ITG 45) - Appellate Court EDMS c. #5 (ITG 41) – Remove CLJ Archiving and Purge Certain Records	Mr. Kevin Ammons, Interim PMO Manager Mr. Kevin Stock, Pierce County Clerk Ms. Vonnie Diseth, ISD Director Ms. Kate Kruller, PMP	12:15 – 1:15	Tab 6
8.	<b>Information Networking Hub (INH) Project Status Update</b>	Mr. Dan Belles, PMP	1:15 – 1:45	Tab 7
9.	<b>Committee Reports</b> a. Data Dissemination Committee b. Data Management Steering Committee <ul style="list-style-type: none"> <li>JIS Priority #4 (ITG 9) – Add Accounting Data to the Data Warehouse</li> </ul>	Judge Thomas Wynne Mr. Rich Johnson	1:45 – 2:00 2:00 – 2:15	
10.	<b>Meeting Wrap-Up</b>	Justice Mary Fairhurst	2:15 – 2:30	
11.	<b>Information Materials</b> a. ISD Monthly Report b. IT Governance Status Report			Tab 8

Persons with a disability, who require accommodation, should notify Pam Payne at 360-705-5277

[Pam.Payne@courts.wa.gov](mailto:Pam.Payne@courts.wa.gov) to request or discuss accommodations. While notice 5 days prior to the event is preferred, every effort will be made to provide accommodations, when requested.

### **Future Meetings:**

#### **October 26, 2012**

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

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

#### **December 7, 2012**

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

- Budget Status Report
- JIS Priority Project Reports

# JUDICIAL INFORMATION SYSTEM COMMITTEE

June 22, 2012  
9:00 a.m. to 3:00 p.m.  
AOC Office, SeaTac, WA

## DRAFT - Minutes

### Members Present:

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

### AOC Staff Present:

Ms. Tammy Anderson  
Mr. Dan Belles  
Mr. Bill Burke  
Mr. Bill Cogswell  
Mr. Keith Curry  
Mr. Mike Davis  
Ms. Vonnie Diseth  
Ms. Vicky Marin  
Mr. Dirk Marler  
Mr. Dexter Mejia  
Ms. Heather Williams  
Ms. Pam Payne

### Members Absent:

Mr. Steward Menefee (by phone from 10-11 for vote)

### Guests Present:

Mr. Ken Arnold  
Mr. Shayne Boyd  
Mr. Gary Egner  
Ms. Lea Ennis  
Mr. Don Horowitz  
Mr. Doug Klunder

Mr. Allen Mills  
Mr. Bona Nasution  
Mr. Brian Rowe  
Mr. Kyle Snowden  
Mr. Joe Wheeler  
Mr. Mike Zanon

## Call to Order

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

## May 4, 2012 Meeting Minutes

Justice Fairhurst asked if there were any changes to the May 4th meeting minutes. With one noted correction, (Aimee Vance was changed to absent) Justice Fairhurst deemed them approved.

## Proposed JIS Decision Packages

Ms. Vonnie Diseth presented to the committee the proposed decision packages for the 13-15 biennium. Decision Packages will be presented to the Supreme Court Budget Committee on July 18th. A complete development, review and submittal schedule is included in the meeting material.

### **Motion:** Judge Thomas Wynne

I move that the JISC approve the 2013-2015 Decision Packages for the Superior Court Case Management System, JIS Multi-Project Funding, the Information Networking Hub, External

and Internal Equipment Replacement, EDMS Ongoing Support, and that funding for a Limited Jurisdiction CMS Feasibility Study be included in the Multi-Project Fund.

**Second: Marti Maxwell**

*Amendment: Judge Rosen*

Move to table approval of the Superior Court Case Management System decision package until after the discussion and vote on the release of the Superior Court Case Management System Request for Proposal.

**Voting in Favor:** All members present

**Opposed:** None

**Absent: Stew Menefee**

## ITG #2 - SC-CMS Update

Ms. Maribeth Sapinoso, the SC-CMS Project Manager, is on vacation in Hawaii. Therefore, Ms. Vonnie Diseth, ISD Director, will provide the project update. Ms. Vonnie Diseth began by introducing Keith Curry as the Deputy Project Manager on the project. He will be working hand in hand with Maribeth. Keith comes to AOC with excellent skills and experience with level 3 projects as an IT Project Manager.

Ms. Diseth provided an update on the SC-CMS project. Some of the completed activities include the acquisition plan, establishment of internal collaboration meetings with the project teams for SC-CMS, INH and COTS-Prep. Demonstration Scripts for the clerks, judges and court administrators are being worked on. The demonstration scripts will detail what the business processes are; this will allow the vendors to demonstrate specific functions. RFP Pre-Release Conference was held – approximately 30 different vendors participated. We are ready for release of the RFP.

**Motion: Judge Jeanette Dalton**

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

**Second: Jeff Hall**

**Voting in Favor:** All Members

**Opposed:** None

**Absent:** None

**Motion: Judge Thomas Wynne**

I move to submit the SC-CMS decision package in the budget process.

**Second: William Holmes**

**Voting in Favor:** All Members (Stew Menefee by phone)

**Opposed:** None

**Absent:** None

## Court Business Office (CBO)

Mr. Dirk Marler presented a follow-up presentation on the Court User Work Group (CUWG) concept needed for the SC-CMS project. The CUWG will work directly with the Court Business Office (CBO) on validating business processes, identifying opportunities for standardization,

analyzing impacts of process change, and defining the configuration specifications for the new case management software.

Mr. Marler described the draft of the guiding principles for the CUWG. The guiding principles included pursuing the best interests of the court system at large while honoring local decision making authority and local practice, making timely decisions, being open to changing practices when it makes sense, recognizing that there will be conflicting processes, stakeholder views and that they will not be ignored and will be discussed to address and resolve everyone's concern.

Mr. Marler also highlighted some of the CUWG's key responsibilities to include identifying common court business processes that could be packaged for configuration, identifying opportunities for refining court business processes, ensuring that court business processes and requirements are complete, and providing insight on potential impacts, opportunities and constraints associated with transforming court business processes and transitioning to new systems.

The discussion then moved into the CUWG's proposed membership and decision-making process. JISC members and guests provided suggestions on the membership to include diversity (both geographic and court size), representatives from the Access To Justice (ATJ) community, representatives from the courts of limited jurisdiction (the DMCMA), representatives from the appellate court, and representatives from the WSBA. There was discussion of whether those should be voting or consulting members.

A suggestion was made for the membership to be structured in a way that the detailed discussions can be participated in by appointed line-staff or subject matter experts (who may not be comfortable making policy level decisions), but the decision making is made by executive level members.

JISC members made a number of suggestions regarding the decision-making process and review of CUWG decisions. The JISC discussed that the goal of the CUWG should be decision making with the goal of unanimity and consensus, but using the standard of consent and majority vote as a backup.

Regarding review of CUWG decisions, some members suggested that CUWG disputes be resolved by the Project Steering Committee, rather than the JISC. Another suggestion was to have the CUWG be the final arbiter of decisions. Other members suggested that there should not be an appellate review of CUWG decisions, but that the group should report their decisions to the JISC.

The presentation concluded with a motion to approve the formation of the Court User Work Group (CUWG), with representatives from county clerks, superior court judges and administrators, AOC, the District and Municipal Court Management Association (DMCMA), the Access to Justice Board (ATJ), and the Washington State Bar Association (WSBA), to make configuration decisions for the new Superior Court Case Management System (SC-CMS). The motion passed unanimously, of those members present.

**Motion:** Judge Leach  
**Second:** Judge Heller  
**Voting in Favor:** All Present  
**Opposed:** None

**Absent: Stew Menefee**

A second motion was made to have the SC-CMS Steering Committee develop the charter for the CUWG, including the determination of which members will have voting rights, what the appeal process would be, and any other conditions, and bring that charter for approval by the JISC at the next meeting.

**Motion:** Judge Leach

**Second:** Barb Miner

**Voting in Favor:** All Present

**Opposed:** None

**Absent:** Stew Menefee

The request was made that the superior court associations approve the CUWG charter before it is brought back to the JISC.

A request was also made to include in the CUWG charter that the group will report to the JISC.

### **ITG #45 – Appellate Court EDMS Update**

Mr. Burke presented the current status of the Appellate Courts EDMS project and proposed an alternative EDMS system design. The proposed system design would incorporate the required ACORDS functionality into the EDMS, eliminating the need to develop a custom interface to ACORDS. This approach has less risk and provides a more stable solution than linking the EDMS to the ACORDS system. ACORDS is currently the most fragile system in the AOC portfolio and there is no design documentation for this system. The original proposed system design of interfacing the EDMS to ACORDS would have constrained the EDMS to work within the ACORDS business processes and resulted in maintaining Case Document metadata on both ACORDS and the new EDMS system. Mr. Burke stated that while there is some uncertainty about the cost for the new EDMS system but based upon current available information we believe that this system can be completed within the current budget authorization.

**Question:** What happens to the legacy data currently in ACORDS?

**Answer:** All the current Case Document data in ACORDS is also stored in the AOC Data Warehouse. Once the EDMS is operational, this ACORDS data in the Data Warehouse will be accessible from within the EDMS application. In addition, the associated Case Document data for all new Case Documents that are entered into the EDMS will also be stored in the Data Warehouse. The AOC Data Warehouse is intended to be the repository for all Appellate Court Case Document data, regardless whether the Case Document data was stored in ACORDS or the new EDMS.

**Question:** What does the AOC funding request for the Appellate Courts EDMS system in the 2013-2015 biennium include?

**Answer:** The \$400K request includes the annual EDMS software licensing costs and the cost for operational support for this system following the completion of the development project. This additional support is required for administrative support for this new EDMS system and to provide Appellate Court support for modifying their automated workflows. Current AOC staff does not have the necessary skills required for this new position.

**Motion: Judge Rosen**

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

**Second: Judge Leach**

**Voting in Favor:** All Present

**Opposed:** None

**Absent: Judge Dalton, Stew Menefee**

### ITG #121 Superior Court Data Exchange Update

Mr. Bill Burke presented the current status for the Superior Court Data Exchange (SCDX) project. Project QA testing of SCDX Increment 1 is approximately 80% complete but Increment 1 QA testing will not be completed until late July. The lead SCDX QA Tester recently left the agency and this will delay the completion of testing. The QA team is in the process of adding (2) contractors to perform SCDX QA testing through the end of 2012. These contract Testers are not expected to be available to start project testing until late July. The SCDX project will require additional JISC funding authorization for these contract Testers.

The SCDX project team has identified some enhancements to the QA test tools being used by QA team on the SCDX project. These test tool enhancements are expected to significantly reduce the amount of time required to test each SCDX web service. Currently, testing of each SCDX web services takes approximately 40 hours to complete. These enhancements are expected to reduce this time by about 30%. There are still (56) SCDX web services that will need to be tested after Increment 1 and that these tool enhancements can also be used for testing INH web services. The AOC has received a fixed price proposal of \$22K to implement these enhancements. The development necessary to enhance these QA tools is not in the SCDX budget and requires JISC funding authorization.

The SCDX project has completed Increment 4 planning. The AOC will develop (13) web services and Sierra Systems will develop (12) web services. Sierra Systems has submitted a fixed price proposal of \$236K to complete their web services. While the JISC provided funding authorization for SCDX Increment 4 at the December 2011 JISC, the project is requesting JISC funding allocation.

Justice Fairhurst asked Ms. Vonnie Diseth to contact Mr. Kevin Stock and ask that the Pierce County technical team to come to the September 7 meeting and provide the committee with an informational update on the project from their side. She then asked Mr. Bill Burke and the project team to work with the Pierce County team to do a joint presentation of how the two sides are coming together and any potential concerns.

The JISC approved funding for the following for the SCDX project: a) (2) contract Testers through the end of 2011, b) \$22K for QA test tool enhancements, c) \$236K for Sierra Systems Increment 4 development.

**Motion: Barb Miner**



I move to approve allocation of \$236,000 from the JIS Multi-Project Fund to fund the development of 12 web services by Sierra Systems in Increment 4 of the Superior Court Data Exchange Project.

**Second:** unknown – not repeated

**Voting in Favor:** All Present

**Opposed:** None

**Absent:** Stew Menefee, Judge Dalton, Yolande Williams

### **JIS Policy on Local Automated Court Record**

Judge Rosen, Chair of the policy workgroup, presented the draft policy to the committee for review. He presented a primary and an alternate draft, and explained that the differences were in paragraphs one and four, centering around the issue of whether AOC or the local court will pay for double-data entry until AOC has the resources available to remove the court from JIS and implement a data exchange. Judge Rosen said that the workgroup had reached an impasse, and was looking to get guidance from the JISC. The committee discussed the issue of paying for double-data entry before or after the Information Networking Hub (INH) is in place. The committee directed the workgroup to revise the policy to include what will be required before the INH is built, then consider options for revising the policy after the INH is in place. The committee also gave the following specific feedback: All references in the policy should be to “local court,” the maintenance section should say the JISC will review the policy at least annually, and paragraph nine should say that the local system must “comply with all ISD standards, including, but not limited to...”

### **Natural to COBOL Project Update**

Ms. Vonnie Diseth provided an update to the committee on the decision to cease continued work on the project. It was explained that the contractor was not able to produce converted code that could be tested to ISD’s satisfaction and that the internal efforts required for testing and quality checking the converted code was exceeding the acceptable limits expected in the business case financial analysis. Meetings with the vendor to attempt to resolve the issues were ongoing for several months. The problems were delaying other work for which ISD had made commitments. As a result, the determination was made that ISD was not going to achieve the stated goals or return on investment for the project and decided to end the contract.

CLJ courts are the principle users of the Natural programming. They have asked for a CLJ case management system like SC-CMS. Therefore, the window of opportunity to eliminate Natural, switch to COBOL is no longer viable, as the ITG process to move CLJ to a new case management system is now underway. Eventually, the Natural programs will be replaced with CLJ Commercial Off-the-Shelf (COTS) systems.

### **Information Networking Hub (INH) Program Overview and Status**

Mr. Dan Belles, Project Manager, provided an update on the Information Networking Hub (INH) Project. Mr. Belles gave an update on current project activities including the Pilot Services, SC-CMS business services and the central database. Mr. Belles also reviewed the INH project schedule and major milestones. He stated that the first deliverable would be the two Pilot services, Get ADR and Get Person. He shared they were on track to be completed by the end of June. Mr. Belles informed the committee the primary focus of INH over the next twelve months will be to complete the documentation and services needed for the SC-CMS vendor and have them ready when they came on board in April 2013. Mr. Belles concluded his presentation by covering



the next steps in the project, which would focus on continuing requirements development and design of the Electronic Data Repository (EDR) and completion of the Pilot services.

Judge Thomas Wynne asked what the backup plan for INH is in case it is not ready for the SC CMS. Mr. Mike Davis, PMO Manager responded a point-to-point connection would be the final backup solution for INH.

Justice Mary Fairhurst asked for a clarification of what was meant with the term “requirements” as used by the INH. Mr. Belles responded that requirements were the technical and business requirements needed to build the services and EDR. Justice Fairhurst asked who would be providing that information. Mr. Belles responded that they would be seeking input from business stakeholders, like the Data Management Steering Committee.

Rich Johnson, asked if the data exchange services being built are specific to the superior courts or are they INH services that can be used by other courts as well? Mr. Belles stated ‘no’, the INH services being built are intended to work for systems at all court levels and were not specific to just Superior Courts.

## **Committee Reports**

### ***Data Dissemination Committee:***

Judge Thomas Wynne reported a meeting was held on May 30th. The committee approved the following requests: from Special Commitment Center, DSHS at McNeil Island for fee waived JIS link access and from Snohomish County Office of Public Defense for access to JABS for the purpose of doing the Risk Assessments. These are level 22 access. Judge Wynne shared that he has used the Risk Assessment tool and it works great.

The committee is working on a policy for Adult Static Risk Assessment (ASRA) and JABS access.

The committee also adopted a recommendation that a court be able to print out a “view” of the DCH (defendant case history) screen for the defendant or the defendant’s designee that does not include information about the existence of sealed juvenile cases. This would satisfy the provision in RCW 13.50.050 (14) that states that an agency may not give out information about the existence or nonexistence of a sealed juvenile case. The committee will be submitting an ITG request to implement this recommendation.

### ***Data Management Steering Committee:***

Mr. Rich Johnson reported that Accounting Data in the Data Warehouse Reports are on schedule and good progress is being made.

## **Next Meeting**

The next meeting will be September 7, 2012, at AOC SeaTac Facility; from 9:00 a.m. to 3:00 p.m.

**Action Items**

	<b>Action Items – From March 4<sup>th</sup> 2011 Meeting</b>	<b>Owner</b>	<b>Status</b>
1	At the end of the legislative session, ask the Supreme Court Rules Committee if it wants the Data Dissemination Committee to revisit GR15 in light of <i>Ishikawa</i> and <i>Bone-Club</i> .	Vicky Marin, Justice Fairhurst	<u>Postponed</u>
	<b>Action Items – From October 7<sup>th</sup> 2011 Meeting</b>		
3	Confer with the BJA on JISC bylaw amendment regarding JISC communication with the legislature.	Justice Fairhurst	
	<b>Action Items – From December 2<sup>nd</sup> 2011 Meeting</b>		
4	Present to the JISC a schedule for work on ITG projects prioritized by the JISC on December 2 <sup>nd</sup> .	Vonnie Diseth	Postponed
	<b>Action Items – From March 2<sup>nd</sup> 2012 Meeting</b>		
9	Check on whether it is possible to reload archived CLJ cases into active tables without making them available to web search on the public website.	Kate Kruller	
	<b>Action Items – From May 4<sup>th</sup> 2012 Meeting</b>		
10	Create a document showing the difference between the costs associated with COTS-Prep versus INH.	Mike Davis	Completed 6/22/12
	<b>Action Items – From June 22<sup>nd</sup> 2012 Meeting</b>		
11	Document the overall governance structure for the SC-CMS project.	Maribeth Sapinoso/ Keith Curry	
12	Clarify the amount expended on the Natural-to-COBOL project.	Vonnie Diseth/ Ramsey Radwan	
13	CUWG Charter approved by Associations before it is brought back to the JISC	Heather Williams	

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

	Initiatives--JIS Transition	ALLOTTED	EXPENDED	VARIANCE
2.	<b>Capability Improvement Phase I</b>			
2.4	Implement IT Portfolio Management (ITPM)	\$239,400	\$235,896	\$3,504
	<b>Capability Improvement Phase I-Subtotal</b>	<b>\$239,400</b>	<b>\$235,896</b>	<b>\$3,504</b>
3.	<b>Capability Improvement Phase II</b>			
3.4	Implement IT Service Management	\$115,000	\$69,866	\$45,134
	<b>Capability Improvement Phase II-Subtotal</b>	<b>\$115,000</b>	<b>\$69,866</b>	<b>\$45,134</b>
4.	<b>Capability Improvement Phase III</b>			
4.2	Mature Application Development Capability	\$115,000	\$0	\$115,000
	<b>Capability Improvement Phase III-Subtotal</b>	<b>\$115,000</b>	<b>\$0</b>	<b>\$115,000</b>
7.	<b>Information Networking Hub (INH)</b>			
7.6	Information Networking Hub (INH)	\$2,582,325	\$377,732	\$2,204,593
	<b>Information Networking Hub (INH) - Subtotal</b>	<b>\$2,582,325</b>	<b>\$377,732</b>	<b>\$2,204,593</b>
	<b>Ongoing Activities</b>			
12.1	Natural To COBOL Conversion	\$653,000	\$515,668	\$137,332
12.2	SCOMIS DX	\$1,338,000	\$1,272,815	\$65,185
	<b>Ongoing Activities-Subtotal</b>	<b>\$1,991,000</b>	<b>\$1,788,483</b>	<b>\$202,517</b>
	<b>JIS Transition Subtotal</b>	<b>\$5,042,725</b>	<b>\$2,471,977</b>	<b>\$2,570,748</b>
	<b>Superior Court CMS</b>			
	Initial Allocation	\$4,973,000	\$637,164	\$4,335,836
	COTS	\$0	\$0	\$0
	<b>Superior Court CMS Subtotal</b>	<b>\$4,973,000</b>	<b>\$637,164</b>	<b>\$4,335,836</b>
	<b>ITG Projects</b>			
	ITG #045 - Appellate Court E-Filing Electronic Document Management System (EDMS)	\$980,000	\$9,793	\$970,207
	To be Allocated	\$470,600	\$0	\$470,600
	<b>ITG Projects Subtotal</b>	<b>\$1,450,600</b>	<b>\$9,793</b>	<b>\$1,440,807</b>
	<b>Equipment Replacement</b>			
	Equipment Replacement - External	\$628,000	\$456,704	\$171,296
	Equipment Replacement - Internal	\$550,000	\$82,931	\$467,069
	<b>Equipment Replacement Subtotal</b>	<b>\$1,178,000</b>	<b>\$539,635</b>	<b>\$638,365</b>
	<b>TOTAL 2011-2013</b>	<b>\$12,644,325</b>	<b>\$3,658,569</b>	<b>\$8,985,756</b>
	<b>Additional Funding Requirements</b>			
7.6	Information Networking Hub (INH)	\$881,000	N/A	N/A
	COTS Preparation Track	\$242,000	N/A	N/A
	<b>Unfunded Costs</b>	<b>\$1,123,000</b>	<b>N/A</b>	<b>N/A</b>

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

Expenditures and Obligations July 31, 2012

<b>SC-CMS Implementation</b>	<b>ALLOTTED</b>	<b>EXPENDED</b>	<b>VARIANCE</b>
<b>Fiscal Year 2012</b>			
Feasibility Study	\$291,750	\$110,199	\$181,551
Phase 1 - Acquisition/RFP Development	\$674,189	\$526,965	\$147,224
Phase 2 - Statewide Configuration and Validation	\$0	\$0	\$0
Phase 3 - Local Implementation Preparation	\$0	\$0	\$0
Phase 4 - Pilot Implementation	\$0	\$0	\$0
Phase 5 - Statewide Rollout	\$0	\$0	\$0
<b>TOTAL FY12</b>	<b>\$965,939</b>	<b>\$637,164</b>	<b>\$328,775</b>
<b>Fiscal Year 2013</b>			
Feasibility Study	\$0	\$0	\$0
Phase 1 - Acquisition/RFP Development	\$3,029,508	\$0	\$3,029,508
Phase 2 - Statewide Configuration and Validation	\$674,352	\$0	\$674,352
Phase 3 - Local Implementation Preparation	\$303,201	\$0	\$303,201
Phase 4 - Pilot Implementation	\$0	\$0	\$0
Phase 5 - Statewide Rollout	\$0	\$0	\$0
<b>TOTAL FY13</b>	<b>\$4,007,061</b>	<b>\$0</b>	<b>\$4,007,061</b>
<b>Fiscal Year 2014</b>			
Feasibility Study	\$0	\$0	\$0
Phase 1 - Acquisition/RFP Development	\$0	\$0	\$0
Phase 2 - Statewide Configuration and Validation	\$2,942,453	\$0	\$2,942,453
Phase 3 - Local Implementation Preparation	\$60,278	\$0	\$60,278
Phase 4 - Pilot Implementation	\$766,426	\$0	\$766,426
Phase 5 - Statewide Rollout	\$0	\$0	\$0
<b>TOTAL FY14</b>	<b>\$3,769,157</b>	<b>\$0</b>	<b>\$3,769,157</b>
<b>Fiscal Year 2015</b>			
Feasibility Study	\$0	\$0	\$0
Phase 1 - Acquisition/RFP Development	\$0	\$0	\$0
Phase 2 - Statewide Configuration and Validation	\$0	\$0	\$0
Phase 3 - Local Implementation Preparation	\$323,093	\$0	\$323,093
Phase 4 - Pilot Implementation	\$0	\$0	\$0
Phase 5 - Statewide Rollout	\$4,208,666	\$0	\$4,208,666
<b>TOTAL FY15</b>	<b>\$4,531,759</b>	<b>\$0</b>	<b>\$4,531,759</b>

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

Expenditures and Obligations July 31, 2012

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

<b>TOTAL SC-CMS ESTIMATED COSTS</b>			
Feasibility Study	\$291,750	\$110,199	\$181,551
Phase 1 - Acquisition/RFP Development	\$3,703,697	\$526,965	\$3,176,732
Phase 2 - Statewide Configuration and Validation	\$3,616,805	\$0	\$3,616,805
Phase 3 - Local Implementation Preparation	\$1,265,446	\$0	\$1,265,446
Phase 4 - Pilot Implementation	\$766,426	\$0	\$766,426
Phase 5 - Statewide Rollout	\$13,358,180	\$0	\$13,358,180
<b>TOTAL</b>	<b>\$23,002,304</b>	<b>\$637,164</b>	<b>\$22,365,140</b>

# SC-CMS Steering Committee Project Report

Expenditure Report for July 31, 2012

<b>SC-CMS Feasibility Study</b>					
	<b>FTEs</b>	<b>Biennial Allotments</b>	<b>BTD Expenditures</b>	<b>BTD Encumbrances</b>	<b>Total BTD Expenditures</b>
Salaries and Benefits	0.0	\$0	\$0	\$0	\$0
Other		\$291,750	\$110,199	\$0	\$110,199
<b>Total</b>	<b>0.0</b>	<b>\$291,750</b>	<b>\$110,199</b>	<b>\$0</b>	<b>\$110,199</b>

<b>SC-CMS Phase 1 - Acquisition and Request For Proposal Development</b>					
	<b>FTEs</b>	<b>Biennial Allotments</b>	<b>BTD Expenditures</b>	<b>BTD Encumbrances</b>	<b>Total BTD Expenditures</b>
Salaries and Benefits	23.5	\$1,949,508	\$124,302	\$0	\$124,302
Other		\$1,754,189	\$402,663	\$0	\$402,663
<b>Total</b>	<b>23.5</b>	<b>\$3,703,697</b>	<b>\$526,965</b>	<b>\$0</b>	<b>\$526,965</b>

<b>SC-CMS Phase 2 - Statewide Configuration and Validation</b>					
	<b>FTEs</b>	<b>Biennial Allotments</b>	<b>BTD Expenditures</b>	<b>BTD Encumbrances</b>	<b>Total BTD Expenditures</b>
Salaries and Benefits	0.0	\$0	\$0	\$0	\$0
Other		\$674,352	\$0	\$0	\$0
<b>Total</b>	<b>0.0</b>	<b>\$674,352</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>

<b>SC-CMS Phase 3 - Local Implementation</b>					
	<b>FTEs</b>	<b>Biennial Allotments</b>	<b>BTD Expenditures</b>	<b>BTD Encumbrances</b>	<b>Total BTD Expenditures</b>
Salaries and Benefits	0.0	\$0	\$0	\$0	\$0
Other		\$303,201	\$0	\$0	\$0
<b>Total</b>	<b>0.0</b>	<b>\$303,201</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>

<b>SC-CMS Phase 4 - Pilot Implementation</b>					
	<b>FTEs</b>	<b>Biennial Allotments</b>	<b>BTD Expenditures</b>	<b>BTD Encumbrances</b>	<b>Total BTD Expenditures</b>
Salaries and Benefits	0.0	\$0	\$0	\$0	\$0
Other		\$0	\$0	\$0	\$0
<b>Total</b>	<b>0.0</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>

<b>SC-CMS Phase 5 - Statewide Rollout</b>					
	<b>FTEs</b>	<b>Biennial Allotments</b>	<b>BTD Expenditures</b>	<b>BTD Encumbrances</b>	<b>Total BTD Expenditures</b>
Salaries and Benefits	0.0	\$0	\$0	\$0	\$0
Other		\$0	\$0	\$0	\$0
<b>Total</b>	<b>0.0</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>

<b>SC-CMS Total</b>					
	<b>FTEs</b>	<b>Biennial Allotments</b>	<b>BTD Expenditures</b>	<b>BTD Encumbrances</b>	<b>Total BTD Expenditures</b>
Salaries and Benefits	23.5	\$1,949,508	\$124,302	\$0	\$124,302
Other		\$3,023,492	\$512,862	\$0	\$512,862
<b>Total</b>	<b>23.5</b>	<b>\$4,973,000</b>	<b>\$637,164</b>	<b>\$0</b>	<b>\$637,164</b>



# ISD Staffing Update

Vonnie Diseth, ISD Director

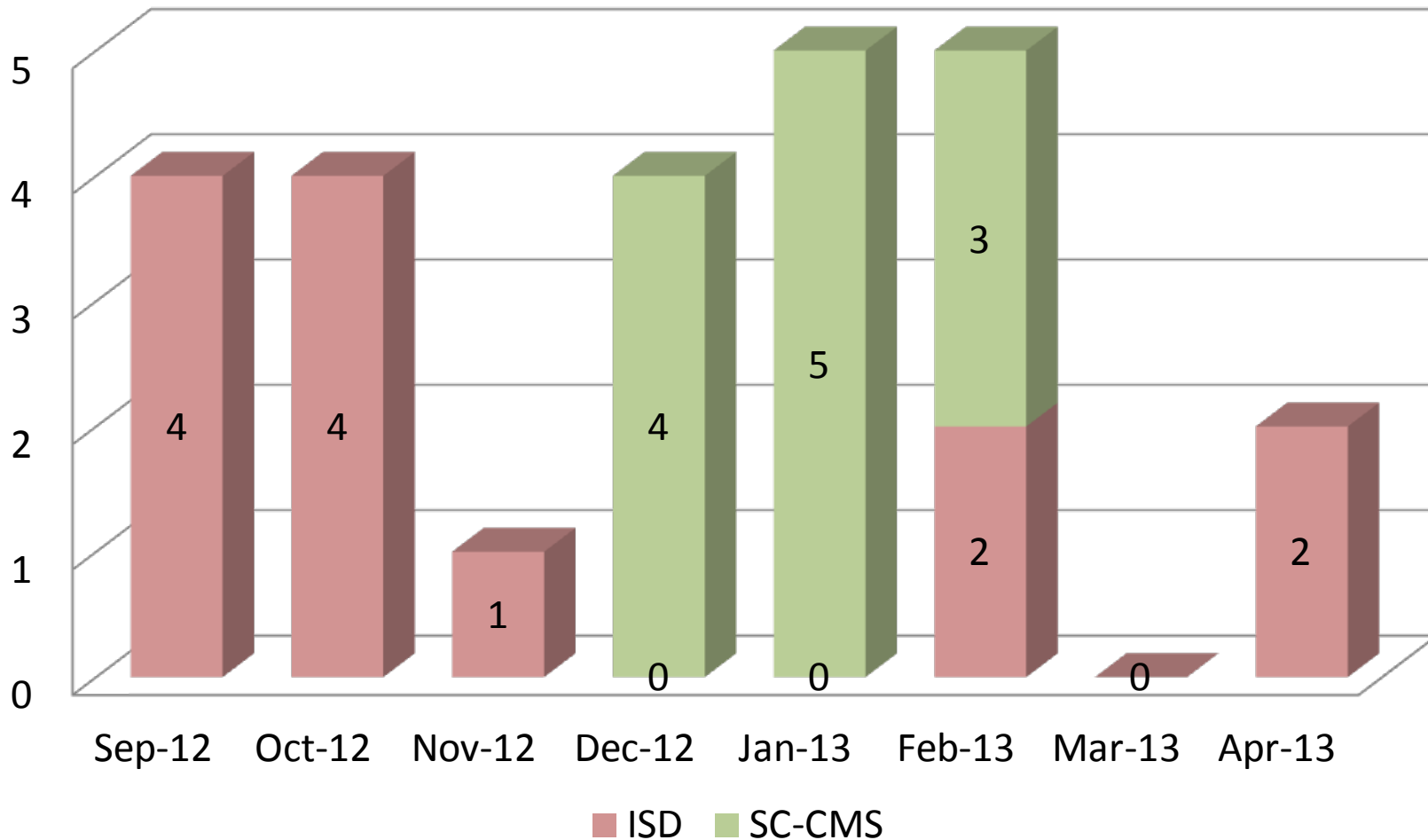
September 7, 2012

# Staffing Levels (As of Sept 2012)

FTE Count	ISD	SC-CMS & CBO	Total
11-13 Authorized	117	21	138
Currently Filled	104	9	113
Vacancies	13	12	25



# Hiring Plan/Forecast by Month



# Staffing Changes Since July 1, 2012

## New employees - ISD

- ***Barbara Nesbitt***, Senior System Support Analyst in Operations on July 16 – temporary appointment.
- ***Keri Sullivan***, Business Analyst in Architecture & Strategy on August 16 – temporary backfill for CMS.
- ***Marsha Bayness***, Organizational Change Coordinator, in Policy & Planning on September 1 – temporary backfill for CMS.
- ***Stephanie Griffiths***, Business Analyst in Architecture & Strategy on September 5.
- ***Ian Roberts***, Release Coordinator in Policy & Planning on September 5.

## New Employees – CBO

- ***Marcea Basham*** on August 16.
- ***Mary Beth Brown*** on August 22.

# Staffing Changes Since July 1, 2012 (Continued)

## Transferring to SC-CMS Project

- **Lori Murphy**, Business Analyst, on July 1.

## Exiting Employees - ISD

- **Bill Brush**, Enterprise Security Architect on July 31.
- **Mike Davis**, PMO & QA Unit Manager on August 31.
- **Bill Burke**, Project Manager on August 31.
  - Mike Walsh – SCDX Replacement Project Manager (Transition began in June)
  - Martin Kravik – AC-EDMS Replacement Project Manager (Transitioning in Aug)

## New Contracted QA Testers

- **Gordon Gilbert** on July 25.
- **Bill Slorah** on August 27.



# Staffing Changes Since July 1, 2012 (Continued)

## In Memory

- ***Kirby Wayne Tingle***, Network Services Managers, passed away unexpectedly on August 16<sup>th</sup>. Kirby was a long time employee of AOC. He was a well-liked, respected and will be missed by all his friends and colleagues.



# Current Status

- All Ernst & Young/Sierra recommended positions have been filled as planned.
- Experiencing resource constraints in Testing (QA), Business Analyst and some Architect roles impacting project timelines.
- Experiencing some staff turnover and difficulty finding qualified candidates.
- Hiring process takes approximately two months (minimum) from the time a vacancy gets posted to fill a position.

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

Maribeth Sapinoso, Project Manager

September 7, 2012

# SC-CMS Project Status

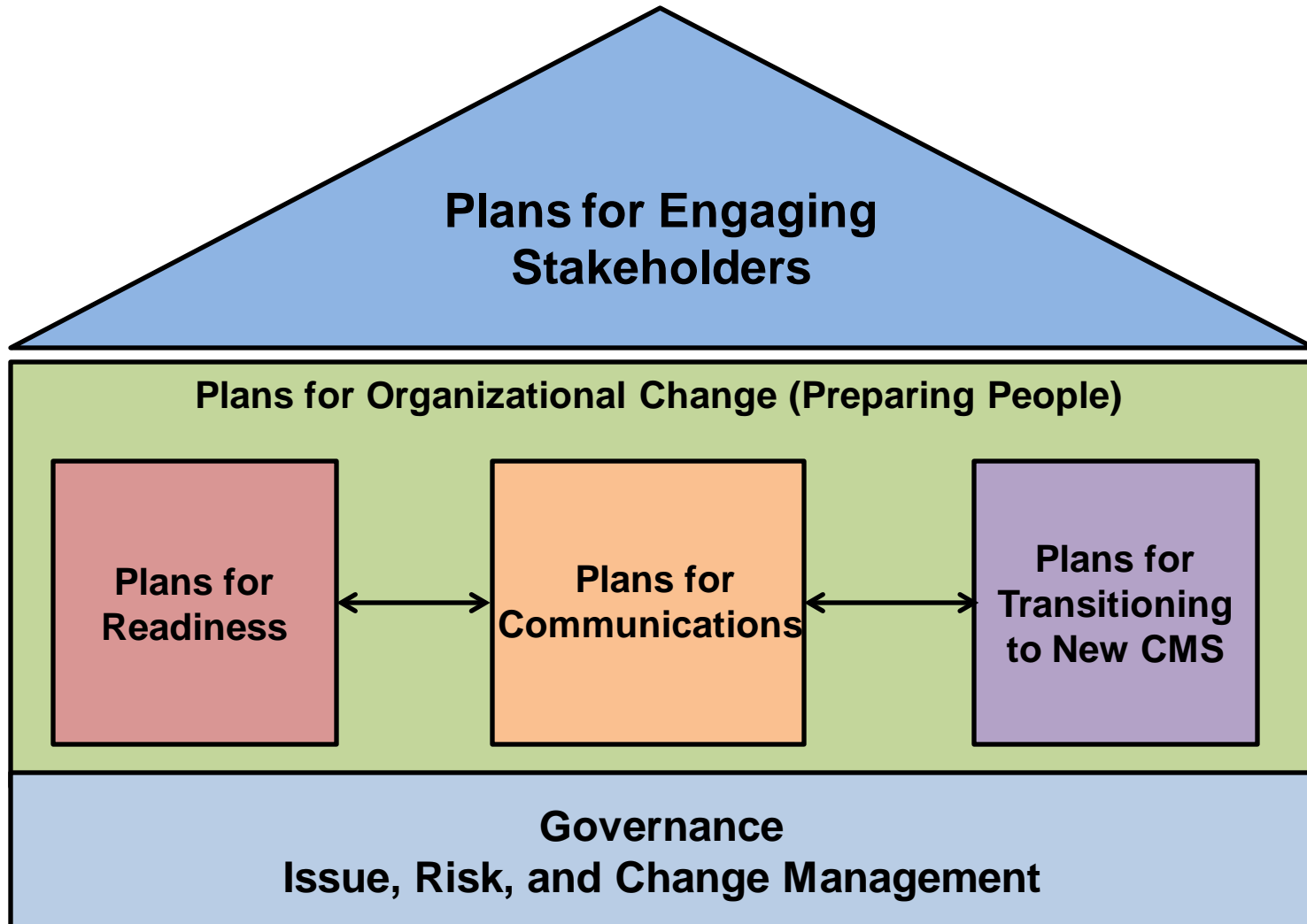
- **Vendor Procurement**

- ✓ RFP Published - June 22, 2012
- ✓ Two RFP Amendments Published
- ✓ Evaluation Guidelines Completed
- ✓ Demonstration Scripts Finalized
- ✓ Vendor Proposals Received – August 28, 2012
- ✓ Administrative Review of Proposals Completed
- ✓ Evaluation Training Completed
- Evaluation of Written Proposals – In Progress

# SC-CMS Project Status

- **Project Management Plans Drafted**
  - Governance Plan
    - ✓ Reviewed by Project Steering Committee
    - ✓ Defines Project Governance Model and Decision Making Process
  - Communications Management Plan
    - ✓ Approved by Project Sponsors
    - ✓ Identifies Project Stakeholder Groups

# Why Project Plans?



# SC-CMS Schedule Update

## ■ What

- Update Project Steering Committee's Recommendation to Award Apparent Successful Vendor from January 18, 2013 to February 22, 2013

## ■ Why

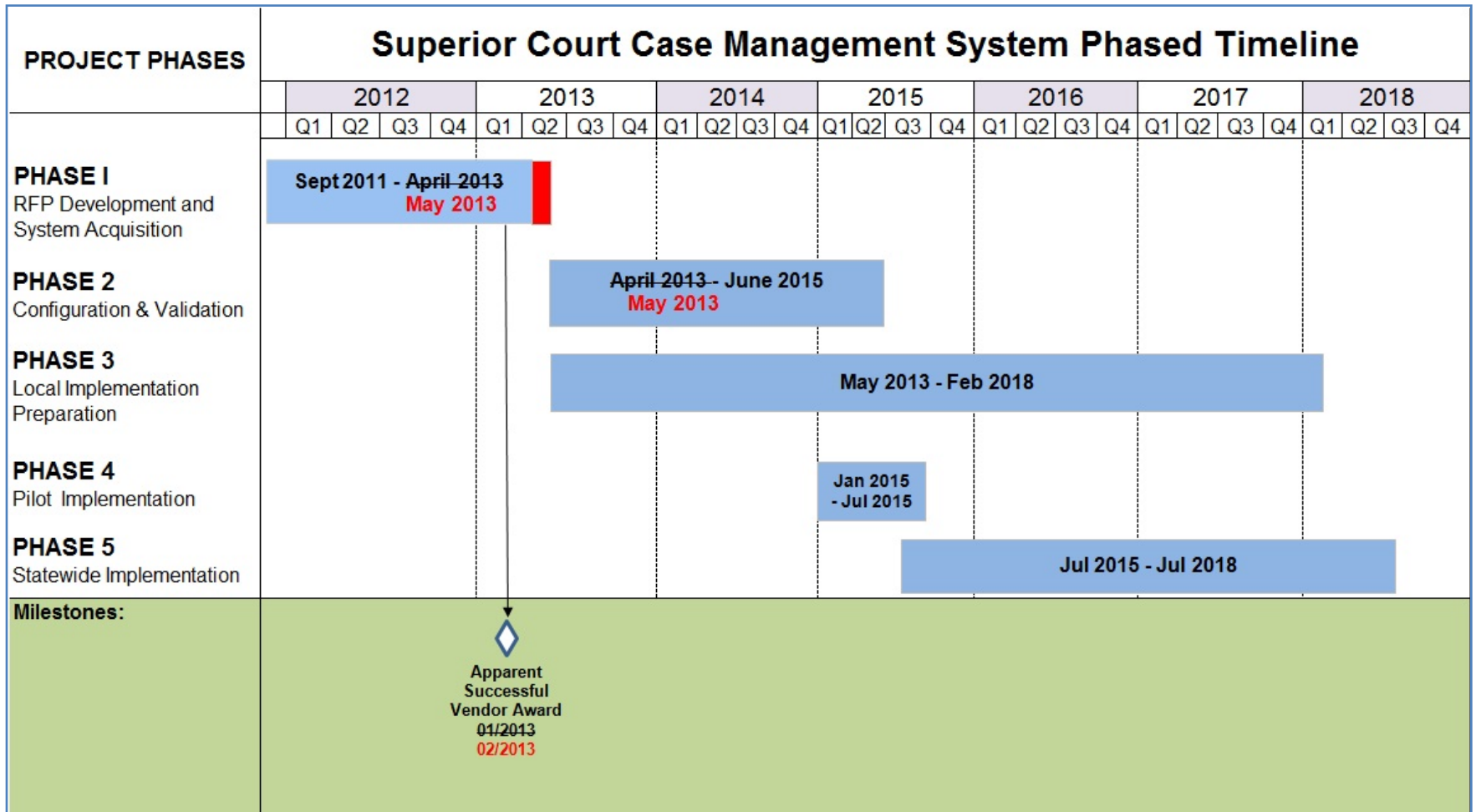
- Accommodate Proposed 2013 JISC Meeting Schedule

## ■ Impact

- Four weeks – Vendor begins on May 15, 2013



# SC-CMS Project High Level Schedule



## Active Project Risks

Total Project Risks		
Low Exposure	Medium Exposure	High Exposure
3	7	0

## Significant Risks Status

Risk	Severity/Impact	Mitigation
None at this time		

## Active Project Issues

Total Project Issues			
Active	Monitor	Deferred	Closed
1	0	0	1

## Significant Issues Status

Issue	Category	Action
None at this time		

# Phase 1 Next Steps

MILESTONE	DATE
✓ JISC Approval to Release RFP	June 2012
✓ Publish RFP	June 2012
✓ Vendor Proposals Due	August 2012
Evaluate & Score Written Responses	September 2012
Steering Committee Confirms Top Ranked Vendors for Demos	September 2012
Complete Vendor Demos	October 2012
Steering Committee Confirms Top Ranked Vendors for Onsite Visits	October 2012
Complete Onsite Visits	December 2012
Steering Committee Makes Recommendations to JISC	February JISC Meeting
Notify Apparent Successful Vendor	February 2013
Complete Contract Negotiations	May 2013
Phase I Complete	May 2013



Washington State Administrative Office of the Courts  
Superior Court Case Management System (SC-CMS)

## **SC-CMS Project Governance Plan V1.8**

**August 18, 2012**

Authored By: Keith Curry  
By: 360-705-5256  
Phone: Keith.curry@courts.wa.gov  
Email: PO Box 41170  
Address: Olympia, WA 98504-1170  
Date: 08/18/2012

## Document History

Author	Version	Date	Comments
Keith Curry	1	7/3/2012	
Keith Curry	1.1	7/9/2012	Incorporated comments from Maribeth
Keith Curry	1.2	7/12/2012	To Vonnie and Dirk for review
Keith Curry	1.3	7/19/2012	Incorporated comments from Vonnie
Keith Curry	1.4	7/31/2012	Incorporated new committee names
Keith Curry	1.5	8/8/2012	Incorporated CUWG escalation triggers
Keith Curry	1.6	8/14/2012	Incorporate Steering Committee feedback
Keith Curry	1.7	8/17/2012	Incorporated comments from Dirk Marler
Keith Curry	1.8	8/18/2012	Incorporated final edits from steering committee

## Contents

<b>Document History .....</b>	<b>2</b>
<b>1. Introduction.....</b>	<b>4</b>
1.1 Project Background.....	4
1.2 Overview .....	4
<b>2. Scope.....</b>	<b>5</b>
<b>3. Assumptions and Constraints.....</b>	<b>5</b>
<b>4. Project Management Model.....</b>	<b>6</b>
<b>5. Project Governance Model.....</b>	<b>7</b>
<b>6. Project Organization Chart.....</b>	<b>10</b>
<b>7. Roles and Responsibilities .....</b>	<b>11</b>
<b>8. Decision Log.....</b>	<b>12</b>

## 1. Introduction

The project governance is comprised of the management model, decision making process, and organization put into place to govern interaction between the project and the various stakeholders that are ultimately affected by the project'. Governance is the act of affecting through policy the strategy and direction of an organization or project. In general, governance comprises the traditions, institutions, and processes that determine how authority is exercised, how stakeholders are given a voice, and how decisions are made on issues of concern to the project.

### 1.1 Project Background

In September 2010, The Superior Court Judges' Association (SJCA), Washington State Association of County Clerks (WSACC), and the Association of Washington Superior Court Administrators (AWSCA) jointly requested that the Judicial Information System Committee (JISC) provide a modern case management system that enhances their ability to:

- Efficiently direct and monitor court case progress.
- Schedule case events.
- Enforce court business rules.
- View case plans/schedules, status, progress, and case party information.
- Communicate court schedules and orders.
- Maintain the existing functionality for county clerks while leveraging new technology to offer efficiencies not available in a 34-year-old case management system.

In November 2010, AOC contracted with MTG Management Consultants, LLC (MTG) to conduct a feasibility study with guidance from an Executive Sponsor Committee consisting of superior court judges, county clerks, and court administrators. After reviewing four alternatives, the Executive Sponsor Committee supported MTG's recommendation to acquire a centrally hosted, commercial off-the-shelf (COTS) case management system for superior courts.

In September 2011, the JISC accepted the recommendation from the Feasibility Study and authorized the development of a Request for Proposal (RFP) to obtain a new superior court case management system COTS solution on the condition that it meet the business requirements of superior courts in all 39 Washington counties. In December 2011, after multiple on-site court visits by AOC and six full-day sessions with stakeholders, the JISC received a signed letter from each of the association presidents affirming that the documented business requirements met the needs of all the superior courts in Washington State. The RFP to acquire a new COTS case management system for the superior courts was developed in 2012.

On June 22, 2012, the JISC decided to release the RFP to the vendor community.

### 1.2 Overview

The remainder of this section describes and defines the project governance model, decision making process, and corresponding roles and responsibilities established for the project. It additionally provides an organization chart that helps to communicate how stakeholder groups, such as the JISC, Project Steering Committee, Project Sponsors and Project Team are integrated into the overall project organization and the way in which communication between these stakeholder groups and the project is handled.

Several elements of project management drive the overall project governance model and decision making process. These elements are captured and defined in the Project Management Plans that are developed during the initial phase of the project. Specific information as it relates to the project governance and the roles and responsibilities associated with the deliverables management, issue



management, risks management, and change control management process are documented as shown in Exhibit 1-1 below.

Exhibit 1-1: Related Documentation

Deliverable
SC-CMS Deliverables Management Plan
SC-CMS Risk Management Plan
SC-CMS Issue Management Plan
SC-CMS Change Management Plan

Each of these components of the Project Management Plan represents a process that interacts with project governance. For example, a change in scope that is in the change control process would require a decision at the appropriate governance level. Likewise if there is an issue around resources, the SC-CMS project team would attempt to resolve the issue through the AOC project sponsor path. If a decision could not be made at that level it would escalate to the project steering committee.

## 2. Scope

The scope of this document is to establish a process for the timely making of decisions that impact the project. The following items are within the scope of this document:

- Define the decision making groups.
- The tolerance level that each decision making group will be allowed to make decisions.
- The way decisions are escalated from one decision making group to the next level decision making group.
- How decisions are documented and communicated.

The following items are not within the scope of this document:

- The people that are included in each decision making group.
- The method of decision making within each decision making group (unanimity, consensus, appeal, etc).

## 3. Assumptions and Constraints

This document is based on a list of assumptions and constraints as follows:

- Decisions will be made in a timely manner at the lowest level possible.
- Executive Sponsors and/or Project Sponsors will facilitate timely decision making at the Steering Committee and the JISC level.
- The Court User Work Group will be empowered with the authority to make decisions that impact business processes within the courts at the level identified in Exhibit 5-2: Escalation Tolerances.

## 4. Project Management Model

Exhibit 4-1 depicts the high-level project management model upon which the project governance documented in this section is founded. This model drives the governance framework within which the project management processes are conducted.

Exhibit 4-1: Project Management Model



The governance dimension is often among the key determinants of a project's success or failure. Project governance is most effective when stakeholders are clearly identified, communication processes are consistent, transparent, and well documented, and decision processes have clear and well-accepted owners who are well informed and empowered to make timely decisions. Such an effective governance structure makes it possible for project management to focus on delivery. In contrast, deficiencies in the governance structure can impede or undermine even the best project management processes, by delaying critical decisions, precipitating frequent or drastic changes in direction, and diverting excessive project management attention from internal processes and deliverables (“managing down”) to external reporting and communications (“managing up”).

## 5. Project Governance Model

The project governance model is designed to make decisions at the lowest level possible for the decision being made. For instance many decisions that do not materially impact scope, schedule, budget or business processes will be made at the project level. These decisions would not change the overall timeframe of the project or significant project milestones.

Decisions that are made at the next level would be those with greater impact. For example a decision that would not materially affect scope, schedule or budget but would have an impact on the business process flow in the courts would be made by the Court User Work Group (CUWG). The CUWG would need to make decisions in this area that are within the tolerances identified in Exhibit 5-2: Escalation Tolerances.

Likewise, the AOC Project Sponsors are empowered to make decisions that have an impact on scope, schedule and budget. Project sponsors will be empowered to make decisions that fall within the tolerances identified in Exhibit 5-2: Escalation Tolerances. The project sponsors are also empowered to make decisions on expanding scope. For example, if there is an item that is currently in scope and an item that is wanted that is not in scope that falls within the scope tolerances identified in Exhibit 5-2: Escalation Tolerances, the decision should be made at the project sponsor level. Executive Sponsors play the valuable role in the governance model. The role is one of providing support to the steering committee and the project sponsors in the decision making process.

Items that are outside the tolerances established in Exhibit 5-2: Escalation Tolerances will escalate to the project steering committee. These are generally decisions that significantly alter the scope, schedule, budget or business process. In addition to these types of decisions, the steering committee will be notified in the event a decision needs to be made that has reached a decision due date but no decision has yet been made. The steering committee is empowered to make every decision without any further escalation with the exception of the currently established go/no go decisions that will be made by the JISC. Decisions will be documented and reported to JISC. The Steering Committee, the AOC Project Sponsors and the Executive Sponsors at their own discretion may choose to escalate a decision to the JISC. In any case where a decision is escalated to the JISC it will be communicated to the steering committee in advance. No other entity in the decision process has this authority.

Exhibit 5-1: Project Governance Model

### SC-CMS Project Governance Decision Path

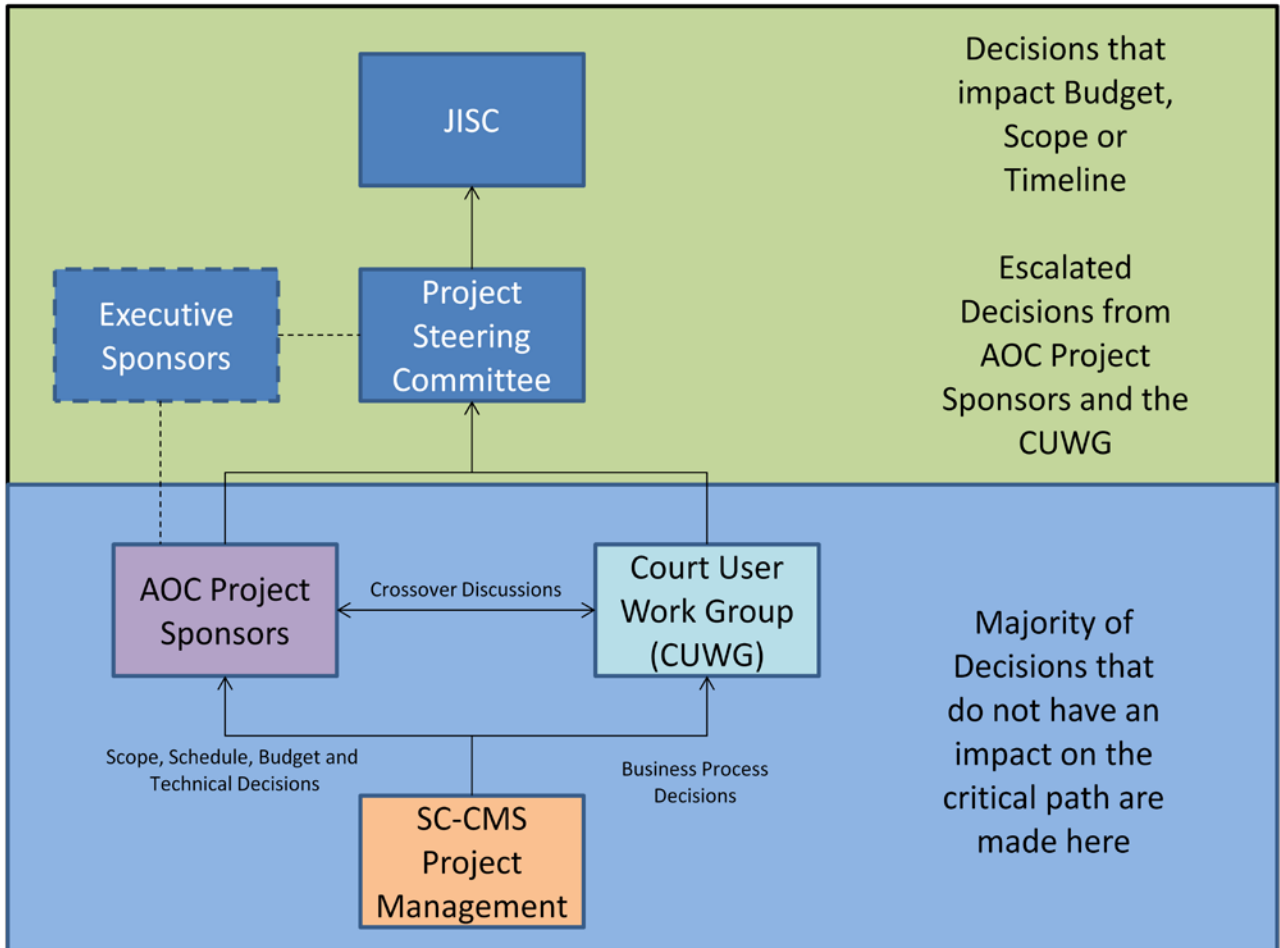


Exhibit 5-2: Escalation Tolerances

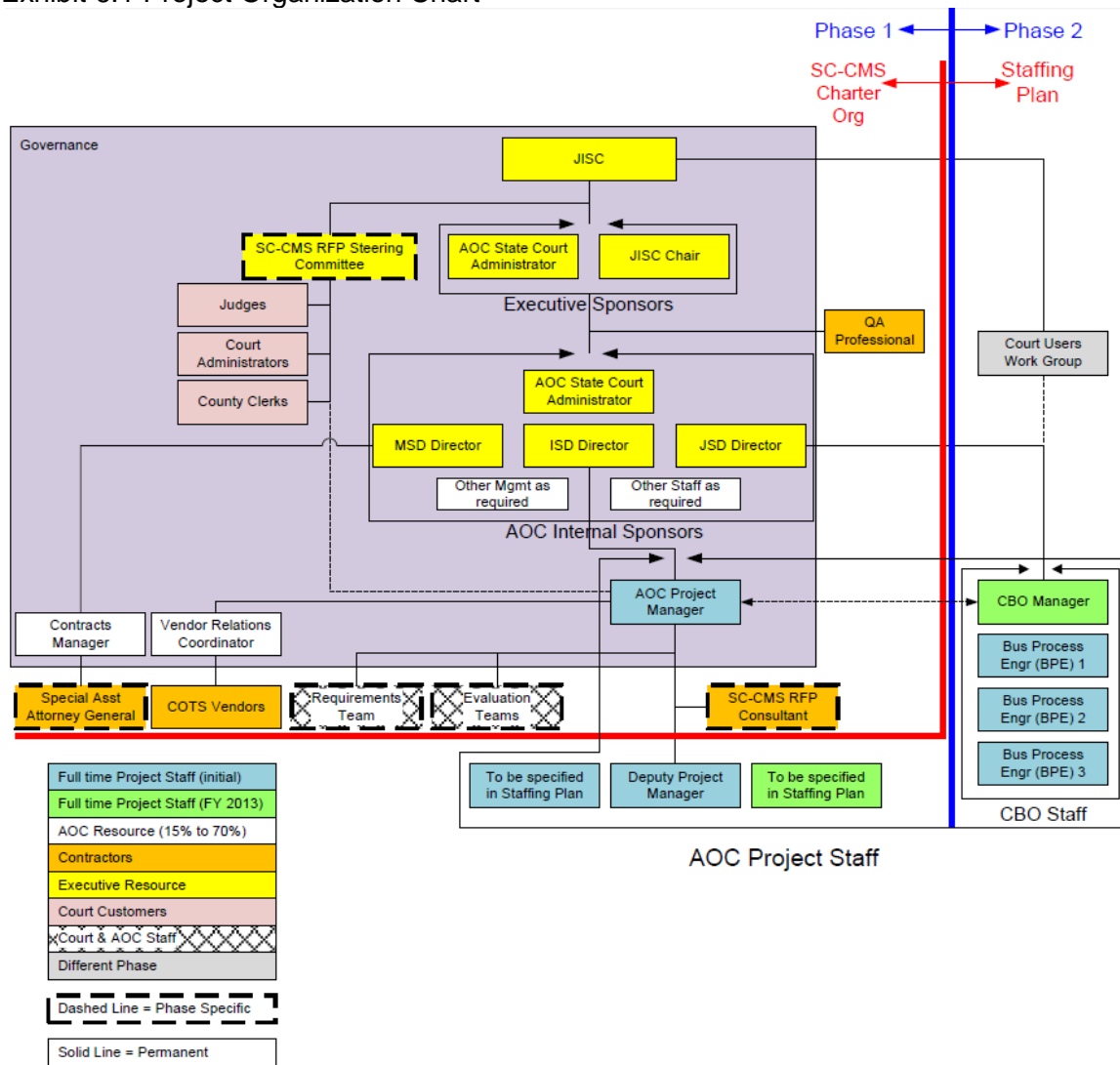
<b>SC-CMS Project Team</b>	<b>Tolerance Before Escalation to AOC Project Sponsors or CUWG</b>
<b>Scope, Schedule and/or Budget Decisions</b>	The SC-CMS project management team has the authority to make changes in scope, schedule and/or budget that do not have an impact on the critical path and/or resource availability.
<b>Business Process Decisions</b>	The SC-CMS project management team will defer all decisions around business process to the Court User Work Group (CUWG).
<b>Court User Work Group (CUWG)</b>	<b>Tolerance Before Escalation to Project Steering Committee</b>
<b>Scope, Schedule and/or Budget Decisions</b>	The CUWG will defer all decisions that impact scope, schedule and/or budget to the SC-CMS Project Team.
<b>Business Process Decisions</b>	<p>The CUWG will make decisions on court business processes that impact each of the represented organizations (SCJA, AWSCA, WSACC, AOC). For example, if there is a decision to be made that only impacts the County Clerks, the CUWG will have the authority to make that decision. However, before that decision is made it is expected that the County Clerk representatives on the CUWG will have a process to communicate, examine the issue, and get the buy-in or approval from the County Clerks Association. The same process is expected from the judges, and the court administrators.</p> <p>If a decision needs to be made that impacts more than one of the represented organizations and unanimity and/or consent cannot be reached at the CUWG, the decision will be escalated to the SC-CMS Project Steering Committee. It is anticipated that the decisions that fall into the escalated category may have an impact on policy.</p>
<b>AOC Project Sponsors</b>	<b>Tolerance Before Escalation to Project Steering Committee</b>
<b>Scope, Schedule and/or Budget Decisions</b>	<p>Decisions that impact the budget by over \$50,000.00 in a given quarter will be escalated to the Project Steering Committee.</p> <p>Decisions that impact the completion of a major milestone or milestones by more than three weeks in a given quarter will be escalated to the Project Steering Committee.</p> <p>Increases and/or tradeoffs in scope that do not have an impact on schedule or budget will be made at the project sponsor level or below and will not be escalated to the project steering committee.</p>
<b>Business Process Decisions</b>	The Project Sponsors will defer all business process decisions to the CUWG unless the decision has a material impact on scope, schedule or budget. If a decision made by the CUWG has an impact in one of these areas the decision will be escalated to the Project Steering Committee.

## 6. Project Organization Chart

This organization chart shows the various project stakeholder organizations and what the relationships are to the project. It is important to note that the Project Team includes the Court Business Office (CBO). This will ensure that the CBO is included in decisions that are made at the project level. Having the CBO within the project scope ensures business decisions that affect the court are routed to the CUWG for decision making. Likewise, the project team communication path to the AOC Project Sponsors will ensure that decisions around scope, schedule, budget and internal AOC enterprise decisions are communicated through the AOC Project Sponsors.

It is also important to note that all decisions will be taken to the Steering Committee by the project manager prior to being raised to the level of the JISC.

Exhibit 6.1 Project Organization Chart



## 7. Roles and Responsibilities

This section lays out the roles and responsibilities of the various project stakeholder groups that are involved in the decision making process. Included in this list are groups that are decision makers and groups that support decisions.

Each of these areas are identified in the Project Organization Chart in Exhibit 6.1 Project Organization Chart. Those roles that are decision makers are also shown in Exhibit 5.1 Project Governance Decision Path.

Exhibit 7.1 Roles and Responsibilities

Role	Responsibilities
JISC	<ul style="list-style-type: none"> <li>▪ Provide input into the decision making process.</li> <li>▪ Make decisions around the go/no-go decision points built into the project phases.</li> <li>▪ Resolves issues that have been brought to them by the steering committee, the executive sponsors or the project sponsors.</li> </ul>
Project Steering Committee	<ul style="list-style-type: none"> <li>▪ Provide input into the decision making process where appropriate.</li> <li>▪ Make decisions that significantly impact scope, schedule, budget or business process.</li> <li>▪ Make timely decisions on the decision points that are escalated due to the lack of decision or the inability to make a decision at a lower level where the lack of decision making will impact scope, schedule, budget or business process.</li> </ul>
Executive Sponsors	<ul style="list-style-type: none"> <li>▪ Facilitate the decision making process.</li> <li>▪ Provide input into the decision making process.</li> </ul>
Project Sponsors	<ul style="list-style-type: none"> <li>▪ Make the majority of decisions that have an impact on the scope, schedule or budget for the SC-CMS project.</li> <li>▪ Provide analysis to the AOC and CUWG to enable them in decision making.</li> </ul>
AOC SC-CMS Management Advisory Team	<ul style="list-style-type: none"> <li>▪ Facilitate the decision making process.</li> <li>▪ Provide input into the decision making process.</li> </ul>
Project Management Office	<ul style="list-style-type: none"> <li>▪ Facilitate the decision making process.</li> <li>▪ Provide input into the decision making process.</li> </ul>
Court User Work Group	<ul style="list-style-type: none"> <li>▪ Make the majority of decisions that have an impact on the court business processes.</li> <li>▪ Provide analysis and documentation to the steering committee for business decision processing when the decision is deemed to be significant enough for escalation.</li> <li>▪ Provide analysis and documentation to the steering committee for business decision processing when the decision cannot be reached at the CUWG level.</li> </ul>
Quality Assurance	<ul style="list-style-type: none"> <li>▪ Facilitate the decision making process.</li> <li>▪ Provide input into the decision making process.</li> </ul>
SC-CMS Project Management Team	<ul style="list-style-type: none"> <li>▪ Makes decisions at the project level that do not have a material impact on the scope, schedule or budget.</li> <li>▪ Manages the decision making process to facilitate timely decision making.</li> <li>▪ Documents and maintains a decision log to track what and when decisions were made.</li> </ul>

SC-CMS Project Team	<ul style="list-style-type: none"> <li>▪ Make decisions at the project level that do not have a significant impact on the overall schedule or impact the completion date of significant project milestones.</li> <li>▪ Provide analysis and documentation to the project sponsors and/or steering committee for business decision processing when the decision cannot be reached at the project level.</li> </ul>
---------------------	-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

## 8. Decision Log

The SC-CMS Decision Log is a SharePoint custom list that is designed to capture the information around the decisions that are in the process of being made and those that have been made. This log will provide a view of where a decision is in the resolution process, when it will escalate and ultimately what decision was made, who made it and the decision effective date. This tool will provide the ability to report on issues that are nearing the decision deadline to ensure decisions are made in a timely manner. Exhibit 8-1: SC-CMS Decision Log shows the tool where decisions will be documented.

Once enough information has been collected to determine who owns the decision, the decision owner will be entered into the log. The act of entering the owner into the log will launch a SharePoint workflow that notifies the owner or owner group of the need to make a decision.

Reports will be generated on a weekly basis and discussed with the SC-CMS Project Steering Committee to address any decisions that are needed that are near or past the date needed. Reports can be generated on an ad-hoc basis if required by an individual or organization within the area of project governance.

Exhibit 8-2: SC-CMS Decision Log Attributes describes each of the attributes in the tool.





## Exhibit 8-2: SC-CMS Decision Log Attributes

Attribute	Definition
Title	This is a required attribute that is a high level title associated with the decision to be made.
Project Area	This is a required attribute containing a selection list that categorizes the decision as one of Scope, Schedule, Budget or Business Process.
Status of Decision	This is a required multi-select attribute that shows what level the decision is at in the process. The multi-select allows management to know what level the decision started at and its current level within the governance escalation process.
Decision required	This is a required attribute stating what decision needs to be made.
Decision resolution	This is a non-required attribute that describes the decision that was made.
Decision owner	This is a required attribute that identifies who is responsible for this decision. This person or organization is not necessarily the person responsible for making the decision.
Date entered	This is a defaulted attribute that identifies the date the decision log entry was made.
Date required	This is a non-required attribute that identifies the date by which the decision needs to be made.
Effective date	This a non-required attribute that represents the date that the decision made goes into effect.
Escalate to Steering Committee Date	This is a non-required attribute that represents the date that the decision will escalate to the steering committee if the decision has not been made.
Decision made by	This is a non-required attribute representing the person or organization that made the decision.
Related change control document	This is a non-required attribute that links one or more change control log entries to the decision if a change control log entries exists for the decision.

Judicial Information System Committee Meeting      September 7, 2012

**DECISION POINT – Superior Court Case Management System – Governance Plan**

**MOTION:**

- I move that the JISC approve the Governance Plan for the Superior Court Case Management System Project as recommended by the SC-CMS RFP Steering Committee.

**I. BACKGROUND**

The Superior Court Case Management System (SC-CMS) Project is intended to provide the superior courts and county clerks with a software application that would meet the business needs of all 39 counties in the state for calendaring and case-flow management functions, along with participant/party information tracking, case records and relevant disposition services functions, in support of judicial decision making, scheduling and case management.

Bluecrane, Inc., the Independent Quality Assurance (QA) Professionals hired for the project, prepared an initial assessment in April, 2012, which identified the lack of project management plans as a risk. One of the recommended plans is a Governance Management Plan. The project team developed a Governance Management Plan that was reviewed by Bluecrane in July 2012. The SC-CMS RFP Steering Committee has reviewed and recommends the SC-CMS Governance Management Plan.

**II. DISCUSSION**

The Governance Management Plan establishes a process for the timely making of decisions that impact the project. It defines the decision-making groups, the tolerance level for decision making, the escalation to next level decision-making groups, and the documentation and communication of decisions. It is designed to make decisions in a timely matter at the lowest level possible.

**III. PROPOSAL**

The SC-CMS RFP Steering Committee recommends that the JISC approve the SC-CMS Governance Plan.

**OUTCOME IF NOT PASSED –**

Lack of an effective governance process may hamper the project's ability to make timely decisions and may cause decisions to be revisited if appropriate stakeholders are not involved.



*MANAGEMENT CONSULTING*  
*FOR*  
*STATE AND LOCAL*  
*GOVERNMENTS*

*QUALITY ASSURANCE (QA)*

*PROJECT OVERSIGHT*

*INDEPENDENT VERIFICATION  
AND VALIDATION (IV&V)*

*PROJECT MANAGEMENT*

*RISK REDUCTION*

*TECHNOLOGY ALIGNMENT*

**Quality  
Assurance  
Assessment**

for the  
**State of  
Washington**

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

**SC-CMS  
Project**

**July 31, 2012**

Prepared by  
**Bluecrane, Inc.**



bluecrane ®



## **Table of Contents**

Part 1: Overview of July 2012 <i>bluecrane</i> QA Assessment .....	1
Executive Summary .....	1
Project Management and Sponsorship.....	1
People.....	3
Application .....	3
Data .....	3
Infrastructure.....	3
<i>bluecrane</i> QA Dashboard “Snapshot” .....	4
Part 2: Review of <i>bluecrane</i> Approach .....	9
Part 3: <i>bluecrane</i> Detailed Assessment Report for July 2012 .....	13



## Part 1: Overview of July 2012 *bluecrane* QA Assessment

### *Executive Summary*

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

Our report is organized by assessments in the project areas of:

- Project Management and Sponsorship
- People
- Application
- Data
- Infrastructure

### **Project Management and Sponsorship**

Since publishing our first QA assessment in April of this year, we have raised concerns about the lack of plans documenting approaches that the SC-CMS Project team will utilize. From the beginning, we've stated our belief that the development of such plans has tangible benefits for the execution of the project and the delivery of expected benefits. First, the process of developing an approach (e.g., for SC-CMS project governance) and articulating the specifics of the approach in a plan leads the team to grapple with and resolve critical issues, and bring clarity to vital areas of project management. Without such plans, many areas of project management remain vague, imprecisely defined, and not very well-understood.

The new format for our QA reports (see Part 3 of this report) provides assessment results for each area assessed in the three aspects of planning, execution, and delivery of expected results. In performing our assessments, we first look to see if the project is doing an acceptable level of planning. Assuming adequate planning has been done, then the next question is whether or not the project is performing ("executing") tasks in alignment with the plans the project has established. (Without adequate planning, there's no way to measure such alignment.) The third aspect, delivery of expected results, is the objective of all of the planning and execution. A project with excellent planning and solid execution that does not deliver the expected results is not a successful project at all.

Given that effective planning is the right starting point and that SC-CMS is still in its early phases of activity, we have focused on planning. We are pleased to report that as of the end of July, the project team had made significant progress in a number of plans, including:



- **Communications Management Plan** – The project team developed and published a Communications Management Plan.
- **Draft Governance Management Plan** – QA reviewed the draft and provided comments. No serious deficiencies were identified.
- **Change Management Plan (including Scope Management)** – The team plans to document the process for managing scope in the Change Management Plan. The Change Management Plan is under development. QA reviewed a draft of the Plan in July and provided comments. No serious deficiencies were identified.
- **Schedule Management Plan** – The Schedule Management Plan is under development, and QA will review and comment when a draft is ready for our review.
- **Staffing Management Plan** – The Staffing Management Plan has been published, but it contains information that would be more easily managed in separate documents. Revisions to the Staffing Management Plan are currently underway. QA reviewed the Deliverable Expectation Document (DED) for the Plan and provided no comments. No serious deficiencies were identified.
- **Draft Risk Management Plan** – QA reviewed the draft and provided comments. No serious deficiencies were identified.
- **Draft Issue Management Plan** – QA reviewed the draft and provided comments. No serious deficiencies were identified.
- **Quality Management Plan** – The Quality Management Plan is under development, and QA will review and comment when a draft is ready for our review.

At the end of July, we identified continuing risks with:

- **Schedule Risks** – Although the schedule encompasses a majority of the project work, some activities are not identified in the schedule, some activities have zero (“0”) duration and some activities have long durations (greater than 100 days in some cases). These activities should be defined in greater detail.
- **Cost Management Plan** – Development of the Cost Management Plan is planned to begin in August.



## **People**

At the end of July, there were two outstanding risks related to the vendor procurement.

First, a risk was identified by the project team that the evaluators may have insufficient training if the Evaluation Guidelines document is not completed and approved in the necessary timeframe. The project team is addressing the completion of the Evaluation Guidelines document with the procurement assistance vendor.

Second, there is a risk due to the fact that alternates for the proposal evaluators have not been identified for the job functions identified as Tier 1 judges, court administrators, and local technical staff. The project has elected to accept this risk.

## **Application**

Risks identified in prior reports associated with system architecture planning and the INH project have been retired and the rationale for each change is documented in the detailed report in Part 3.

There is a risk, albeit one that is being addressed, with the Requirements Management Plan. QA reviewed the draft Plan in July and provided comments. Several deficiencies were identified including lack of consistency in describing the requirements management process, lack of integration with the Change Management Plan, and lack of integration with the Governance Management Plan. The Requirements Management Plan remains under development.

## **Data**

QA assessments in this area have not begun yet.

## **Infrastructure**

QA assessments in this area have not begun yet.





**bluecrane QA Dashboard “Snapshot”**

Project Area	Summary <i>bluecrane</i> QA Assessment				
	Urgency	May 2012	June 2012	July 2012	Observations/Risks
<b>Project Management and Sponsorship</b>					
Governance	Serious Consideration	Risk	Risk	Risk Being Addressed	<b>Observation/Risk:</b> The project's governance structure and approach lack clarity and specificity.
Scope	Serious Consideration	Risk	Risk	Risk Being Addressed	<b>Observation/Risk:</b> The project's scope management approach and processes lack clarity and specificity.
Schedule	Serious Consideration	Risk	Risk	Risk	<b>Observation/Risk 1:</b> The project's approach to schedule management has not been developed or published.  <b>Observation/Risk 2:</b> The SC-CMS project schedule has been developed and is being maintained. Although the schedule encompasses a majority of the project work, some activities are not identified in the schedule, some activities have zero ("0") duration and some activities have long durations - greater than 100 days in some cases.
Budget	Serious Consideration	Risk	Risk	Risk	<b>Observation/Risk:</b> The project's approach to managing budget and cost has not been developed or published.
Communication	N/A	Risk	Risk	No Risk Identified	<b>Observation:</b> The project has developed and published a Communications Management Plan.
Staffing and Project Facilities	Serious Consideration	Risk	Risk	Risk Being Addressed	<b>Observation/Risk:</b> Although the Staffing Management Plan has been published, it contains information that would be more easily managed in separate documents.



Project Area	Summary <i>bluecrane</i> QA Assessment				
	Urgency	May 2012	June 2012	July 2012	Observations/Risks
		<b>Project Management and Sponsorship</b>			
Change Management	Serious Consideration	Risk	Risk	Risk Being Addressed	<b>Observation/Risk:</b> The project's approach to change management has not been developed or published. (Note: this item refers to management of changes to the project, not organizational change management. Project changes may include modifications to scope, schedule, budget, requirements, resources, and other items.)
Risk Management	Serious Consideration	Risk	Risk	Risk Being Addressed	<b>Observation/Risk 1:</b> The project's approach to risk management has not been developed or published. <b>Observation/Risk 2:</b> Risks are not being adequately identified and tracked by the project.
Issue Management	Serious Consideration	Risk	Risk	Risk Being Addressed	<b>Observation/Risk 1:</b> The project's approach to issue management has not been developed or published. <b>Observation/Risk 2:</b> Issues are not being adequately identified and tracked by the project.
Quality Management	Serious Consideration	Risk	Risk	Risk Being Addressed	<b>Observation/Risk:</b> The project's approach to managing deliverable quality has not been developed or published.
		<b>People</b>			
Stakeholder Engagement	N/A	Risk	Risk Being Addressed	No Risk Identified	
Business Processes / System Functionality	N/A	Not Assessed	Not Assessed	Not Assessed	



Project Area	Summary <i>bluecrane</i> QA Assessment				
	Urgency	May 2012	June 2012	July 2012	Observations/Risks
		<b>People</b>			
Vendor Procurement	Serious Consideration	Risk Being Addressed	Risk Being Addressed	Risk	<p><b>Observation/Risk 1:</b> A risk has been identified by the project team that the evaluators may have insufficient training if the Evaluation Guidelines document is not completed and approved in the necessary timeframe.</p> <p><b>Observation/Risk 2:</b> Alternates for the proposal evaluators have not been identified for the job functions identified as Tier 1 Judges, Court Administrators, and Local Technical Staff. Currently there are two evaluators assigned to each of these three job functions. If one of the two evaluators for a job function drops from the evaluation due to illness, injury, or other personal reasons, all of their previous scoring will not be considered in the evaluation.</p>
Contract Management / Deliverables Management	Serious Consideration	Risk	Risk	Risk Being Addressed	<p><b>Observation/Risk:</b> The project's approach to contract management has not been developed or published.</p>
Training and Training Facilities	N/A	Not Started	Not Started	Not Started	
Local Court Preparation	N/A	Not Started	Not Started	Not Started	
User Support	N/A	Not Started	Not Started	Not Started	



Project Area	Summary <i>bluecrane</i> QA Assessment				
	Urgency	May 2012	June 2012	July 2012	Observations/Risks
<b>Application</b>					
Application Architecture	N/A	Risk	Risk	No Risk Identified	
Requirements Management	Serious Consideration	Risk	Risk	Risk Being Addressed	<b>Observation/Risk:</b> The Requirements Management Plan under development lacks consistency, and lacks integration with the Change and Governance Management Plans.
Application Interfaces	N/A	Risk	Risk Being Addressed	No Risk Identified	
Application Infrastructure	N/A	Not Started	Not Started	Not Started	
Implementation	N/A	Not Started	Not Started	Not Started	
Reporting	N/A	Not Started	Not Started	Not Started	
Testing	N/A	Not Started	Not Started	Not Started	
Tools	N/A	Not Started	Not Started	Not Started	



Project Area	Summary <i>bluecrane</i> QA Assessment				
	Urgency	May 2012	June 2012	July 2012	Observations/Risks
		<b>Data</b>			
Data Preparation	N/A	Not Started	Not Started	Not Started	
Data Conversion	N/A	Not Started	Not Started	Not Started	
Data Security	N/A	Not Started	Not Started	Not Started	
		<b>Infrastructure</b>			
Headquarters Infrastructure	N/A	Not Started	Not Started	Not Started	
Regional Infrastructure	N/A	Not Started	Not Started	Not Started	
Partner Infrastructure	N/A	Not Started	Not Started	Not Started	
Technical Help Desk	N/A	Not Started	Not Started	Not Started	



## Part 2: Review of *bluecrane* Approach

We began our Quality Assurance engagement for the AOC SC-CMS Project by developing an understanding of the project at a macro level. We started by analyzing the following five “Project Areas”:

- ***Project Management and Sponsorship***
- ***People***
- ***Application***
- ***Data***
- ***Infrastructure***

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

We de-compose the five Project Areas listed above into the next lower level of our assessment taxonomy. We refer to this next lower level as the “area of assessment” level. The list of areas of assessment grows over the life of the project. The following list is provided as an example of typical areas of assessment:

- ***Project Management and Sponsorship***
  - Governance
  - Scope
  - Schedule
  - Budget
  - Communication
  - Staffing and Project Facilities
  - Change Management
  - Risk Management
  - Issue Management
  - Quality Management
- ***People***
  - Stakeholder Engagement



- Business Processes/System Functionality
- Vendor Procurement
- Contract Management/Deliverables Management
- Training and Training Facilities
- Local Court Preparation
- User Support
- **Application**
  - Application Architecture
  - Requirements Management
  - Implementation
  - Application Interfaces
  - Application Infrastructure
  - Reporting
  - Testing
  - Tools
- **Data**
  - Data Preparation
  - Data Conversion
  - Data Security
- **Infrastructure**
  - Headquarters Infrastructure
  - Regional Infrastructure
  - Partner Infrastructure
  - Technical Help Desk

For each area of assessment within a Project Area, we document in our QA Dashboard our observations, any issues and/or risks that we have assessed, and our recommendations. For each area of assessment, we classify our observations, identified risks, and identified issues into one of the following five groups:

- **Planning** – is the project doing an acceptable level of planning?
- **Executing** – assuming adequate planning has been done, is the project performing tasks in alignment with the plans the project has established?
- **Results** – are the expected results being realized? (A project that does a good job of planning and executing those plans, but does not realize the results expected by stakeholders, is a less than successful project. Ultimately, *results are what the project is all about!*)



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

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

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

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

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

1. Very Urgent Consideration – Potential Impact to the SC-CMS Vendor Procurement
2. Urgent Consideration – Potential Impact to Project’s Readiness for Implementation
3. Serious Consideration – Potential Impact to the Successful Management of the Project





Rating risks at the macro-level using the assessed status and urgency scales described above provides a method for creating a snapshot that project personnel and executive management can review quickly, getting an immediate sense of project risks. The macro-level ratings are further refined by describing in detail what the risk/issue is and what remedial actions are being taken/should be taken to address the risk/issue. The result is a framework for AOC SC-CMS management to evaluate project risks – in terms of business objectives and traditional project management tasks.

We summarize the *bluecrane* QA Dashboard in Part 1 of our monthly report for review with client executives and project management. Part 3 of our monthly report provides the detailed QA Dashboard with all of the elements described above.



### Part 3: *bluecrane* Detailed Assessment Report for July 2012

<b><i>bluecrane</i> Quality Assurance Dashboard for the Washington AOC SC-CMS Project</b>	
<b>Project Area Summary</b>	
<b>Project Area</b>	<b>Highest Level of Assessed Risk</b>
<b>Project Management and Sponsorship</b>	<b>Risk</b>
<b>People</b>	<b>Risk</b>
<b>Application</b>	<b>Risk Being Addressed</b>
<b>Data</b>	<b>Not Assessed</b>
<b>Infrastructure</b>	<b>Not Assessed</b>



Project Management and Sponsorship	Governance	Serious Consideration
------------------------------------	------------	-----------------------

Summary <i>bluecrane</i> QA Assessment			
May 2012	June 2012	July 2012	Observations/Risks ----- Assessment/Recommendation(s)/Status
Risk	Risk	Risk Being Addressed	<p><b>Observation/Risk:</b> The project's governance structure and approach lack clarity and specificity.</p> <p><b>Impact:</b> Lack of an effective governance process may hamper the project's ability to make timely decisions and may cause decisions to be revisited if appropriate stakeholders are not involved.</p> <p><b>Recommendation:</b> The project team should develop and execute a Governance Management Plan. The objective here is to develop an effective governance process, not to create a "shelfware" document. However, the process of developing the approach for project governance and articulating the specifics of the approach in a plan will lead the team to grapple with and resolve critical issues, and bring clarity to a vital area that is currently imprecisely defined and understood.</p> <p><b>Status:</b> The project team began developing a Governance Management Plan in July 2012. QA reviewed the draft Governance Management Plan in July 2012 and provided comments. No serious deficiencies were identified. The plan should be completed and the processes documented in the plan should begin to be executed.</p>

Detailed <i>bluecrane</i> QA Assessment												
Project Planning				Project Execution				Achievement of Expected Results				
May 2012	June 2012	July 2012	Assessment	May 2012	June 2012	July 2012	Assessment	May 2012	June 2012	July 2012	Assessment	
Risk	Risk	Risk Being Addressed	<p><b>Observation/Risk:</b> The project's governance structure and approach lack clarity and specificity.</p> <p><b>Impact:</b> Lack of an effective governance process may hamper the project's ability to make timely decisions and may cause decisions to be revisited if appropriate stakeholders are not involved.</p> <p><b>Recommendation:</b> The project team should develop and execute a Governance Management Plan.</p> <p><b>Status:</b> The project team began developing the Governance Management Plan in July 2012. QA reviewed the draft Governance Management Plan in July 2012 and provided comments. No serious deficiencies were identified. The plan should be completed and the processes documented in the plan should begin to be executed.</p>	Not Assessed	Not Assessed	Not Assessed	QA will perform an assessment of the execution of the Governance Management plan after it has been put into execution.	Not Assessed	Not Assessed	No Risk Identified	The SC-CMS RFP Steering Committee has provided the project team with guidance during the COTS vendor procurement phase of the project.	



Project Management and Sponsorship	Scope	Serious Consideration
------------------------------------	-------	-----------------------

Summary <i>bluecrane</i> QA Assessment			
May 2012	June 2012	July 2012	Observations/Risks ----- Assessment/Recommendation(s)/Status
Risk	Risk	Risk Being Addressed	<p><b>Observation/Risk:</b> The project's scope management approach and processes lack clarity and specificity.</p> <p><b>Impact:</b> Lack of a scope management process may allow the scope of the project to increase beyond the capacity of the project to deliver anticipated results in the required timeframe and may lead to exceeding the project's budget.</p> <p><b>Recommendation:</b> Develop and execute a Scope Management Process. Document the process.</p> <p><b>Status:</b> The team plans to document the process for managing scope in the Change Management Plan. The Change Management Plan is under development.</p>

Detailed <i>bluecrane</i> QA Assessment											
Project Planning				Project Execution				Achievement of Expected Results			
May 2012	June 2012	July 2012	Assessment	May 2012	June 2012	July 2012	Assessment	May 2012	June 2012	July 2012	Assessment
Risk	Risk	Risk Being Addressed	<p><b>Observation/Risk:</b> The project's scope management approach and processes lack clarity and specificity.</p> <p><b>Impact:</b> Lack of a scope management process may allow the scope of the project to increase beyond the capacity of the project to deliver anticipated results in the required timeframe and may lead to exceeding the project's budget.</p> <p><b>Recommendation:</b> Develop and execute a Scope Management Process. Document the process.</p>	Not Assessed	Not Assessed	Not Assessed	QA will perform an assessment of the execution of the Change Management plan after it has been put into execution.	Not Assessed	Not Assessed	No Risk Identified	The project scope is currently defined by the business and technical requirements identified in the RFP. The system requirements and the associated scope will be further refined by the SC-CMS COTS vendor when they validate the RFP requirements.



Project Management and Sponsorship	Schedule	Serious Consideration
------------------------------------	----------	-----------------------

Summary <i>bluecrane</i> QA Assessment			
May 2012	June 2012	July 2012	Observations/Risks ----- Assessment/Recommendation(s)/Status
Risk	Risk	Risk	<p><b>Observation/Risk 1:</b> The project's approach to schedule management has not been developed or published.</p> <p><b>Observation/Risk 2:</b> The SC-CMS project schedule has been developed and is being maintained. Although the schedule encompasses a majority of the project work, some activities are not identified in the schedule, some activities have zero ("0") duration and some activities have long durations - greater than 100 days in some cases.</p>
			<p><b>Impact of Observation/Risk 1:</b> Lack of an effective schedule management process may lead to delays caused by ineffective dependency control, missed work, or overallocated resources. Schedule management can provide visibility of impacts to the schedule based on various scenarios.</p> <p><b>Recommendation for Observation/Risk 1:</b> Develop an approach to schedule management and document the approach in a Schedule Management Plan. Begin to execute the Plan.</p> <p><b>Status of Activities Related to Observation/Risk 1:</b> The Schedule Management Plan is under development.</p> <p><b>Recommendation for Observation/Risk 2:</b> These activities should be defined in greater detail.</p>

Detailed <i>bluecrane</i> QA Assessment												
Project Planning				Project Execution				Achievement of Expected Results				
May 2012	June 2012	July 2012		May 2012	June 2012	July 2012	Assessment	May 2012	June 2012	July 2012	Assessment	
Risk	Risk	Risk Being Addressed	<p><b>Observation/Risk:</b> The project's approach to schedule management has not been developed or published.</p>	Not Assessed	Not Assessed	Risk	<p><b>Observation/Risk:</b> Although the schedule encompasses a majority of the project work, some activities are not identified in the schedule, some activities have zero ("0") duration and some activities have long durations - greater than 100 days in some cases.</p>	Not Assessed	Not Assessed	No Risk Identified	<p>The project is utilizing a schedule to organize, assign, and track project work. Although the project schedule does not encompass all of the project work in sufficient detail, it appears that project activities are on track.</p>	
			<p><b>Impact:</b> Lack of an effective schedule management process may lead to delays caused by ineffective dependency control, missed work, or overallocated resources. Schedule management can provide visibility of impacts to the schedule based on various scenarios.</p> <p><b>Recommendation:</b> Develop an approach to schedule management and document the approach in a Schedule Management Plan. Begin to execute the Plan.</p> <p><b>Status:</b> The Schedule Management Plan is under development.</p>				<p><b>Recommendation:</b> These activities should be defined in greater detail. (This is an example of on-going refinement of planning during execution.)</p> <p><b>Note:</b> QA will perform an assessment of the execution of the Schedule Management Plan after it has been approved and published.</p>					



Project Management and Sponsorship	Budget	Serious Consideration
------------------------------------	--------	-----------------------

Summary <i>bluecrane</i> QA Assessment			
May 2012	June 2012	July 2012	Observations/Risks ----- Assessment/Recommendation(s)/Status
Risk	Risk	Risk	<p><b>Observation/Risk:</b> The project's approach to managing budget and cost has not been developed or published.</p> <p><b>Impact:</b> Lack of an effective budgeting and cost management processes may hamper the project's ability to track, report, and control costs.</p> <p><b>Recommendation:</b> Develop and execute a Cost Management Plan. The objective here is to develop effective budgeting and cost management processes, not to create a "shelfware" document. However, the process of developing the needed approaches and articulating the specifics of the approaches in a plan will lead the team to grapple with and resolve critical issues, and bring clarity to a vital area that is currently imprecisely defined and understood.</p> <p><b>Status:</b> Development of the Cost Management Plan will begin in August 2012.</p>

Detailed <i>bluecrane</i> QA Assessment												
Project Planning				Project Execution				Achievement of Expected Results				
May 2012	June 2012	July 2012	Assessment	May 2012	June 2012	July 2012	Assessment	May 2012	June 2012	July 2012	Assessment	
Risk	Risk	Risk	<p><b>Observation/Risk:</b> The project's approach to managing budget and cost has not been developed or published.</p> <p><b>Impact:</b> Lack of an effective budgeting and cost management processes may hamper the project's ability to track, report, and control costs.</p> <p><b>Recommendation:</b> Develop and execute a Cost Management Plan. The objective here is to develop effective budgeting and cost management processes, not to create a "shelfware" document. However, the process of developing the needed approaches and articulating the specifics of the approaches in a plan will lead the team to grapple with and resolve critical issues, and bring clarity to a vital area that is currently imprecisely defined and understood.</p> <p><b>Status:</b> Development of the Cost Management Plan will begin in August 2012.</p>	Not Assessed	Not Assessed	Not Assessed	<p>QA will perform an assessment of the execution of the Cost Management plan after it has been put into execution.</p>	Not Assessed	Not Assessed	No Risk Identified	<p>The SC-CMS project budget has been developed and is being maintained.</p>	



Project Management and Sponsorship	Communication	Urgency - Not Applicable
------------------------------------	---------------	--------------------------

Summary <i>bluecrane</i> QA Assessment			
May 2012	June 2012	July 2012	Observations/Risks ----- Assessment/Recommendation(s)/Status
Risk	Risk	No Risk Identified	<p><b>Observation:</b> The project has developed and published a Communications Management Plan.</p> <p><b>Status:</b> The Communications Management Plan contains an approach for both internal and external communications activities. Internal communication activities include project status reports, performance reports, and project team meetings. External communications are used to inform stakeholders and end-users in particular, of project activities that will affect them.</p> <p>Project status is communicated primarily orally in various project meetings. A project status report is developed bi-weekly but published only to the project library.</p>

Detailed <i>bluecrane</i> QA Assessment											
Project Planning				Project Execution				Achievement of Expected Results			
May 2012	June 2012	July 2012	Assessment	May 2012	June 2012	July 2012	Assessment	May 2012	June 2012	July 2012	Assessment
Risk	Risk	No Risk Identified		Not Assessed	Not Assessed	Not Assessed		Not Assessed	Not Assessed	Not Assessed	
			The project has developed and published a Communications Management Plan. The Communications Management Plan contains an approach for both internal and external communications activities. Internal communication activities include project status reports, performance reports, and project team meetings. External communications are used to inform stakeholders and end-users in particular, of project activities that will affect them.				Project status is communicated primarily orally in various project meetings. A project status report is developed bi-weekly but published only to the project library.  QA will perform an assessment of the execution of the Communication Plan in August 2012.				QA will perform an assessment of the results of project communication activities in August 2012.



Project Management and Sponsorship

Staffing and Project Facilities

Serious Consideration

Summary *bluecrane* QA Assessment

May 2012	June 2012	July 2012	Observations/Risks ----- Assessment/Recommendation(s)/Status
<b>Project Management and Sponsorship</b>			
Risk	Risk	Risk Being Addressed	<p><b>Observation/Risk:</b> The project's governance structure and approach lack clarity and specificity.</p> <p><b>Impact:</b> Lack of an effective governance process may hamper the project's ability to make timely decisions and may cause decisions to be revisited if appropriate stakeholders are not involved.</p> <p><b>Recommendation:</b> The project team should develop and execute a Governance Management Plan. The objective here is to develop an effective governance process, not to create a "shelfware" document. However, the process of developing the approach for project governance and articulating the specifics of the approach in a plan will lead the team to grapple with and resolve critical issues, and bring clarity to a vital area that is currently imprecisely defined and understood.</p> <p><b>Status:</b> The project team began developing a Governance Management Plan in July 2012. QA reviewed the draft Governance Management Plan in July 2012 and provided comments. No serious deficiencies were identified. The plan should be completed and the processes documented in the plan should begin to be executed.</p>

Detailed *bluecrane* QA Assessment

Project Planning				Project Execution				Achievement of Expected Results			
May 2012	June 2012	July 2012		May 2012	June 2012	July 2012	Assessment	May 2012	June 2012	July 2012	Assessment
Risk	Risk	Risk Being Addressed	<p><b>Observation/Risk:</b> The project's governance structure and approach lack clarity and specificity.</p> <p><b>Impact:</b> Lack of an effective governance process may hamper the project's ability to make timely decisions and may cause decisions to be revisited if appropriate stakeholders are not involved.</p> <p><b>Recommendation:</b> The project team should develop and execute a Governance Management Plan.</p> <p><b>Status:</b> The project team began developing the Governance Management Plan in July 2012. QA reviewed the draft Governance Management Plan in July 2012 and provided comments. No serious deficiencies were identified. The plan should be completed and the processes documented in the plan should begin to be executed.</p>	Not Assessed	Not Assessed	Not Assessed	QA will perform an assessment of the execution of the Governance Management plan after it has been put into execution.	Not Assessed	Not Assessed	No Risk Identified	The SC-CMS RFP Steering Committee has provided the project team with guidance during the COTS vendor procurement phase of the project.





Project Management and Sponsorship

Change Management

Serious Consideration

Summary *bluecrane* QA Assessment

May 2012	June 2012	July 2012	Observations/Risks ----- Assessment/Recommendation(s)/Status
Risk	Risk	Risk Being Addressed	<p><b>Observation/Risk:</b> The project's approach to change management has not been developed or published. (Note: this item refers to management of changes to the project, not organizational change management. Project changes may include modifications to scope, schedule, budget, requirements, resources, and other items.)</p> <p><b>Impact:</b> Lack of an effective change management process may lead to schedule delays, cost overruns, and mismatched expectations.</p> <p><b>Recommendation:</b> Develop an effective approach to project change management and articulate the management processes in a Change Management Plan. Begin to execute the Plan.</p> <p><b>Status:</b> The Change Management Plan is under development.</p> <p>QA reviewed the draft Change Management Plan in July 2012 and provided comments. No serious deficiencies were identified.</p>

Detailed *bluecrane* QA Assessment

Project Planning				Project Execution				Achievement of Expected Results			
May 2012	June 2012	July 2012	Assessment	May 2012	June 2012	July 2012	Assessment	May 2012	June 2012	July 2012	Assessment
Risk	Risk	Risk Being Addressed	<p><b>Observation/Risk:</b> The project's approach to change management has not been developed or published.</p> <p><b>Impact:</b> Lack of an effective change management process may lead to schedule delays, cost overruns, and mismatched expectations.</p> <p><b>Recommendation:</b> Develop an effective approach to project change management and articulate the management processes in a Change Management Plan. Begin to execute the Plan.</p> <p><b>Status:</b> The Change Management Plan is under development.</p>	Not Assessed	Not Assessed	Not Assessed	QA will perform an assessment of the execution of the Change Management Plan after it has been put into execution.	Not Assessed	Not Assessed	No Risk Identified	There have been few changes to scope and schedule thus far in the project. Thus, lack of a change management process has not had a detrimental effect on project progress to-date. However, it is anticipated that more frequent changes to scope, schedule, budget, requirements, resources, and other aspects of the project will occur as the project progresses.



Project Management and Sponsorship	Risk Management	Serious Consideration
------------------------------------	-----------------	-----------------------

Summary <i>bluecrane</i> QA Assessment			
May 2012	June 2012	July 2012	Observations/Risks ----- Assessment/Recommendation(s)/Status
Risk	Risk	Risk Being Addressed	<p><b>Observation/Risk 1:</b> The project's approach to risk management has not been developed or published.</p> <p><b>Observation/Risk 2:</b> Risks are not being adequately identified and tracked by the project.</p>
			<p><b>Impact of Observation/Risk 1:</b> Lack of an effective risk management process may lead to schedule delays, cost overruns, and mismatched expectations.</p> <p><b>Recommendation for Observation/Risk 1:</b> Develop an approach to risk management and document the approach in a Risk Management Plan. Begin to execute the Plan.</p> <p><b>Status of Activities Related to Observation/Risk 1:</b> The Risk Management Plan is under development. QA reviewed the draft Risk Management Plan in July 2012 and provided comments. No serious deficiencies were identified.</p> <p><b>Recommendation for Observation/Risk 2:</b> The project team should begin continuous risk identification and response activities immediately. Approval of the Risk Management Plan that is currently in draft form should facilitate immediate execution of risk management processes.</p>

Detailed <i>bluecrane</i> QA Assessment											
Project Planning				Project Execution				Achievement of Expected Results			
May 2012	June 2012	July 2012		May 2012	June 2012	July 2012	Assessment	May 2012	June 2012	July 2012	Assessment
Risk	Risk	Risk Being Addressed	<p><b>Observation/Risk:</b> The project's approach to risk management has not been developed or published.</p>	Not Assessed	Not Assessed	Not Assessed	<p><b>Observation/Risk:</b> Risks are not being adequately identified and tracked by the project.</p>	Not Assessed	Not Assessed	No Risk Identified	
			<p><b>Impact:</b> Lack of an effective risk management process may lead to schedule delays, cost overruns, and mismatched expectations.</p> <p><b>Recommendation:</b> Develop an approach to risk management and document the approach in a Risk Management Plan. Begin to execute the Plan.</p> <p><b>Status:</b> The Risk Management Plan is under development. QA reviewed the draft Risk Management Plan in July 2012 and provided comments. No serious deficiencies were identified.</p>				<p>QA will perform an assessment of the execution of the Risk Management Plan after it has been put into execution. The expectation is that the project team will begin regular, on-going risk identification and response activities.</p>				<p>Several risks are currently being tracked but expectations for risk outcomes have not been set with stakeholders.</p>



Project Management and Sponsorship

Issue Management

Serious Consideration

Summary *bluecrane* QA Assessment

May 2012	June 2012	July 2012	Observations/Risks ----- Assessment/Recommendation(s)/Status
Risk	Risk	Risk Being Addressed	<p><b>Observation/Risk 1:</b> The project's approach to issue management has not been developed or published.</p> <p><b>Observation/Risk 2:</b> Issues are not being adequately identified and tracked by the project.</p>
			<p><b>Impact of Observation/Risk 1:</b> Lack of an effective issue management process may lead to schedule delays, due to lack of decision-making or rework due to ineffective decision-making.</p> <p><b>Recommendation for Observation/Risk 1:</b> Develop an approach to issue management and document the approach in a Issue Management Plan. Begin to execute the Plan.</p> <p><b>Status of Activities Related to Observation/Risk 1:</b> The Issue Management Plan is under development. QA reviewed the draft Issue Management Plan in July 2012 and provided comments. No serious deficiencies were identified.</p> <p><b>Recommendation for Observation/Risk 2:</b> The project team should begin to identify and track issues consistent with the Issue Management Plan as soon as the Plan is approved.</p>

Detailed *bluecrane* QA Assessment

Project Planning				Project Execution				Achievement of Expected Results			
May 2012	June 2012	July 2012	Assessment	May 2012	June 2012	July 2012	Assessment	May 2012	June 2012	July 2012	Assessment
Risk	Risk	Risk Being Addressed	<p><b>Observation:</b> The project's approach to issue management has not been developed or published.</p> <p><b>Impact:</b> Lack of an effective issue management process may lead to schedule delays, due to lack of decision-making or rework due to ineffective decision-making.</p> <p><b>Recommendation:</b> Develop an approach to issue management and document the approach in a Issue Management Plan. Begin to execute the Plan.</p> <p><b>Status:</b> The Issue Management Plan is under development. QA reviewed the draft Issue Management Plan in July 2012 and provided comments. No serious deficiencies were identified.</p>	Not Assessed	Not Assessed	Not Assessed	<p><b>Observation:</b> Issues are not being adequately identified and tracked by the project.</p> <p>QA will perform an assessment of the execution of the Issue Management plan after it has been put into execution.</p> <p>It is clear at this juncture that issues are not being identified and tracked in an effective, systematic, and documented approach. However, the project team is addressing issues as they arise, at least in an ad hoc fashion, and continuing to make progress. Subsequent to the approval of the draft Issue Management Plan, we anticipate an effective implementation and execution of the issue management processes.</p>	Not Assessed	Not Assessed	Not Assessed	<p>Several issues have recently been identified by the project. There is insufficient information due to the newness of the issues to determine if the issues are being effectively managed.</p>



Project Management and Sponsorship

Quality Management

Serious Consideration

Summary *bluecrane* QA Assessment

May 2012	June 2012	July 2012	Observations/Risks ----- Assessment/Recommendation(s)/Status
Risk	Risk	Risk Being Addressed	<p><b>Observation/Risk:</b> The project's approach to managing deliverable quality has not been developed or published.</p> <p><b>Impact:</b> Lack of an effective quality management process may result in unacceptable deliverables or deliverables that do not meet expectations.</p> <p><b>Recommendation:</b> Develop an approach to quality management for project deliverables. Document the approach in a Quality Management Plan and begin to execute the Plan.</p> <p><b>Status:</b> The Quality Management Plan is under development.</p>

Detailed *bluecrane* QA Assessment

Project Planning				Project Execution				Achievement of Expected Results			
May 2012	June 2012	July 2012	Assessment	May 2012	June 2012	July 2012	Assessment	May 2012	June 2012	July 2012	Assessment
Risk	Risk	Risk Being Addressed	<p><b>Observation/Risk:</b> The project's approach to managing deliverable quality has not been developed or published.</p> <p><b>Impact:</b> Lack of an effective quality management process may result in unacceptable deliverables or deliverables that do not meet expectations.</p> <p><b>Recommendation:</b> Develop an approach to quality management for project deliverables. Document the approach in a Quality Management Plan and begin to execute the Plan.</p> <p><b>Status:</b> The Quality Management Plan is under development.</p>	Not Assessed	Not Assessed	Not Assessed	QA will perform an assessment of the execution of the Quality Management Plan after execution of the Plan begins.	Not Assessed	Not Assessed	Not Assessed	Quality metrics are not being tracked by the project at this time. Therefore, there is insufficient information to perform an assessment of project quality.



People	Stakeholder Engagement	Urgency - Not Applicable
--------	------------------------	--------------------------

Summary <i>bluecrane</i> QA Assessment			
May 2012	June 2012	July 2012	Observations/Risks ----- Assessment/Recommendation(s)/Status
Risk	Risk Being Addressed	No Risk Identified	
			<p><b>Status:</b> Stakeholder engagement activities are underway including development of a Stakeholder Engagement Plan, internal newsletter, talking points, and PowerPoint presentations for AOC executives.</p> <p>Based on direction from the co-Project Sponsors, the Organization Change Management (OCM) Plan will be revised to include additional description of detailed OCM activities.</p>

Detailed <i>bluecrane</i> QA Assessment											
Project Planning				Project Execution				Achievement of Expected Results			
May 2012	June 2012	July 2012		May 2012	June 2012	July 2012	Assessment	May 2012	June 2012	July 2012	Assessment
Risk	Risk Being Addressed	No Risk Identified		Risk	Risk Being Addressed	No Risk Identified					
			Based on direction from the co-Project Sponsors, the Organization Change Management (OCM) Plan will be revised to include additional description of detailed OCM activities.				Stakeholder engagement activities are underway including development of a Stakeholder Engagement Plan, internal newsletter, talking points, and PowerPoint presentations for AOC executives.				The project has been engaging stakeholders through the RFP Steering Committee and information exchanges at meetings of the Clerks, Judges, and Administrators Associations.



People	Business Processes / System Functionality	Urgency - Not Applicable
--------	-------------------------------------------	--------------------------

Summary <i>bluecrane</i> QA Assessment			
May 2012	June 2012	July 2012	Observations/Risks ----- Assessment/Recommendation(s)/Status
Not Assessed	Not Assessed	Not Assessed	
			<p><b>Status:</b> The Court Business Office (CBO) is planning to perform analysis and validation of the business processes. The business processes will be presented to the Court User Work Group (CUWG) for approval in parallel with the analysis and validation activities. This work is planned to begin at the end of August 2012 and is planned to be completed in January 2013.</p> <p>QA will conduct an assessment of the planning for vendor readiness during August 2012.</p>

Detailed <i>bluecrane</i> QA Assessment											
Project Planning				Project Execution				Achievement of Expected Results			
May 2012	June 2012	July 2012	Assessment	May 2012	June 2012	July 2012	Assessment	May 2012	June 2012	July 2012	Assessment
Not Assessed	Not Assessed	Not Assessed		Not Assessed	Not Assessed	Not Assessed		Not Assessed	Not Assessed	Not Assessed	
			The CBO is planning to perform analysis and validation of the business processes. The business processes will be presented to the Court User Work Group for approval in parallel with the analysis and validation activities. This work is planned to begin at the end of August 2012 and is planned to be completed in January 2013.				There has been insufficient activity to assess progress with respect to the execution of business process and system functionality activities.				There has been insufficient activity to assess progress with respect to the execution of business process and system functionality activities.



People

Vendor Procurement

Serious Consideration

Summary *bluecrane* QA Assessment

May 2012	June 2012	July 2012	Observations/Risks ----- Assessment/Recommendation(s)/Status
Risk Being Addressed	Risk Being Addressed	Risk	<p><b>Observation/Risk 1:</b> A risk has been identified by the project team that the evaluators may have insufficient training if the Evaluation Guidelines document is not completed and approved in the necessary timeframe.</p> <p><b>Observation/Risk 2:</b> Alternates for the proposal evaluators have not been identified for the job functions identified as Tier 1 Judges, Court Administrators, and Local Technical Staff. Currently there are two evaluators assigned to each of these three job functions. If one of the two evaluators for a job function drops from the evaluation due to illness, injury, or other personal reasons, all of their previous scoring will not be considered in the evaluation.</p>
			<p><b>Status of Observation/Risk 1:</b> The project team is addressing the completion of the Evaluation Guidelines document with the procurement assistance vendor.</p> <p><b>Impact of Observation/Risk 2:</b> The project has a concern that if only one evaluator performs the scoring for the job function, then there will be a lack of balance in the scoring of the vendor proposals which may result in selection of a system that does not meet the needs of some of the courts or may result in lack of buy-in by some courts. In the unlikely event that two of the evaluators in a job function become unavailable, at least one new evaluator would be identified and the scoring of proposals would have to be restarted from the beginning for that job function.</p> <p><b>Recommendation for Observation/Risk 2:</b> QA recognizes the impact to courts of providing evaluators, SMEs, testers, and other participants throughout the SC-CMS project. However, the participation of the courts in the vendor selection process and the subsequent implementation of the system is imperative to the successful implementation of the system. This risk should be communicated to the judge and court administrator organizations to set expectations in the event that only one evaluator is able to perform the evaluation. Additionally, a contingency plan should be developed for the situation in which one or both evaluators are not able to complete the evaluation.</p> <p><b>Status of Observation/Risk 2:</b> <i>The project has accepted this risk.</i></p>



People	Vendor Procurement (continued)	Serious Consideration
--------	-----------------------------------	-----------------------

**Detailed *bluecrane* QA Assessment**

Project Planning				Project Execution				Achievement of Expected Results			
May 2012	June 2012	July 2012	Assessment	May 2012	June 2012	July 2012	Assessment	May 2012	June 2012	July 2012	Assessment
No Risk Identified	No Risk Identified	Risk	<b>Observation/Risk:</b> A risk has been identified by the project team that the evaluators may have insufficient training if the Evaluation Guidelines document is not completed and approved in the necessary timeframe.	Risk Being Addressed	Risk Being Addressed	Risk	<b>Observation/Risk:</b> Alternates for the proposal evaluators have not been identified for the job functions identified as Tier 1 Judges, Court Administrators, and Local Technical Staff. Currently there are two evaluators assigned to each of these three job functions. If one of the two evaluators for a job function drops from the evaluation due to illness, injury, or other personal reasons, all of their previous scoring will not be considered in the evaluation.	Not Assessed	Not Assessed	No Risk Identified	
			The procurement activities have been planned and documented in the Acquisition Plan. The Acquisition Plan was published in June 2012.				<b>Impact:</b> The project has a concern that if only one evaluator performs the scoring for the job function, then there will be a lack of balance in the scoring of the vendor proposals which may result in selection of a system that does not meet the needs of some of the courts or may result in lack of buy-in by some courts. In the unlikely event that two of the evaluators in a job function become unavailable, at least one new evaluator would be identified and the scoring of proposals would have to be restarted from the beginning for that job function.  <b>Recommendation:</b> QA recognizes the impact to courts of providing evaluators, SMEs, testers, and other participants throughout the SC-CMS project. However, the participation of the courts in the vendor selection process and the subsequent implementation of the system is imperative to the successful implementation of the system. This risk should be communicated to the judge and court administrator organizations to set expectations in the event that only one evaluator is able to perform the evaluation. Additionally, a contingency plan should be developed for the situation in which one or both evaluators are not able to complete the evaluation.				The procurement process has resulted in the development and release of the SC-CMS RFP. Proposals are due from the bidders in August 2012.





People

Contract Management /  
Deliverables Management

Serious Consideration

Summary *bluecrane* QA Assessment

May 2012	June 2012	July 2012	Observations/Risks ----- Assessment/Recommendation(s)/Status
Risk	Risk	Risk Being Addressed	<p><b>Observation/Risk:</b> The project's approach to contract management has not been developed or published.</p> <p><b>Impact:</b> Lack of an effective contract management process may lead to vendor deliverables that have not been sufficiently reviewed that may result in accepting low quality deliverables or deliverables with missing or incorrect content.</p> <p><b>Recommendation:</b> Develop and execute an approach to contract management and document the approach in a Contract Management Plan. Begin execution of the Plan.</p> <p><b>Status:</b> The Deliverables Management Plan is under development.</p>

Detailed *bluecrane* QA Assessment

Project Planning				Project Execution				Achievement of Expected Results			
May 2012	June 2012	July 2012	Assessment	May 2012	June 2012	July 2012	Assessment	May 2012	June 2012	July 2012	Assessment
Risk	Risk	Risk Being Addressed	<p><b>Observation/Risk:</b> The project's approach to contract management has not been developed or published.</p> <p><b>Impact:</b> Lack of an effective contract management process may lead to vendor deliverables that have not been sufficiently reviewed that may result in accepting low quality deliverables or deliverables with missing or incorrect content.</p> <p><b>Recommendation:</b> Develop and execute an approach to contract management and document the approach in a Contract Management Plan. Begin execution of the Plan.</p> <p><b>Status:</b> The Deliverables Management Plan is under development.</p>	Not Assessed	Not Assessed	Not Assessed		Not Assessed	Not Assessed	Not Assessed	



People	Various	Urgency - Not Applicable
--------	---------	--------------------------

Project Area	Summary <i>bluecrane</i> QA Assessment			
	May 2012	June 2012	July 2012	Observations/Risks ----- Assessment/Recommendation(s)/Status
Training and Training Facilities	Not Started	Not Started	Not Started	
Local Court Preparation	Not Started	Not Started	Not Started	
User Support	Not Started	Not Started	Not Started	



Application	Application Architecture	Urgency - Not Applicable
-------------	--------------------------	--------------------------

Summary <i>bluecrane</i> QA Assessment				
Urgency	May 2012	June 2012	July 2012	Observations/Risks ----- Assessment/Recommendation(s)/Status
N/A	Risk	Risk	No Risk Identified	
				<p><b>Status:</b> QA had previously identified a risk due to the lack of a System Architecture Plan. In July 2012, the project decided to postpone development of the Architecture Plan until the apparently successful vendor has been announced because much of the content of the architecture plan is dependent on the architecture of the COTS system selected.</p> <p>QA concurs with this approach and will review the System Architecture Plan when it has been developed following award of the SC-CMS vendor contract.</p>

Detailed <i>bluecrane</i> QA Assessment											
Project Planning				Project Execution				Achievement of Expected Results			
May 2012	June 2012	July 2012	Assessment	May 2012	June 2012	July 2012	Assessment	May 2012	June 2012	July 2012	Assessment
Risk	Risk	No Risk Identified		Not Started	Not Started	Not Started		No Risk Identified	No Risk Identified	No Risk Identified	
			<p><b>Status:</b> QA had previously identified a risk due to the lack of a System Architecture Plan. In July 2012, the project decided to postpone development of the Architecture Plan until the apparently successful vendor has been announced because much of the content of the architecture plan is dependent on the architecture of the COTS system selected.</p> <p>QA concurs with this approach and will review the System Architecture Plan when it has been developed following award of the SC-CMS vendor contract.</p>				Technical requirements have been developed and are specified in the COTS vendor RFP.				Technical requirements have been developed and are specified in the COTS vendor RFP.



Application

Requirements Management

Serious Consideration

### Summary *bluecrane* QA Assessment

May 2012	June 2012	July 2012	Observations/Risks ----- Assessment/Recommendation(s)/Status
Risk	Risk	Risk Being Addressed	<p><b>Observation/Risk:</b> The Requirements Management Plan under development lacks consistency, and lacks integration with the Change and Governance Management Plans.</p> <p><b>Impact:</b> Lack of an effective requirements management process may lead to missing or incorrect functionality in the delivered system due to missing or unclear requirements. There is also a risk of schedule delay if the requirements are not at the appropriate level at each stage in the system implementation.</p> <p><b>Recommendation:</b> Develop and execute an effective, internally-consistent approach to requirements management. Document the approach in the Requirements Management Plan</p> <p><b>Status:</b> The Requirements Management Plan is under development.</p> <p>QA reviewed the draft Requirements Management Plan in July 2012 and provided comments. Several deficiencies were identified including lack of consistency in describing the requirements management process, lack of integration with the Change Management Plan, and lack of integration with the Governance Management Plan.</p>



Application	Requirements Management (continued)	Serious Consideration
-------------	----------------------------------------	-----------------------

Detailed *bluecrane* QA Assessment

Project Planning				Project Execution				Achievement of Expected Results			
May 2012	June 2012	July 2012	Assessment	May 2012	June 2012	July 2012	Assessment	May 2012	June 2012	July 2012	Assessment
Risk	Risk	Risk Being Addressed	<p><b>Observation/Risk:</b> The Requirements Management Plan under development lacks consistency, and lacks integration with the Change and Governance Management Plans.</p>	Not Started	Not Started	Not Started		No Risk Identified	No Risk Identified	No Risk Identified	
			<p><b>Impact:</b> Lack of an effective requirements management process may lead to missing or incorrect functionality in the delivered system due to missing or unclear requirements. There is also a risk of schedule delay if the requirements are not at the appropriate level at each stage in the system implementation.</p> <p><b>Recommendation:</b> Develop and execute an effective, internally-consistent approach to requirements management. Document the approach in the Requirements Management Plan</p> <p><b>Status:</b> The Requirements Management Plan is under development.</p> <p>QA reviewed the draft Requirements Management Plan in July 2012 and provided comments. Several deficiencies were identified including lack of consistency in describing the requirements management process, lack of integration with the Change Management Plan, and lack of integration with the Governance Management Plan.</p>				Business requirements have been developed and are specified in the COTS vendor RFP.				Business requirements have been developed and are specified in the COTS vendor RFP.



Application	Application Interfaces	Urgency - Not Applicable
-------------	------------------------	--------------------------

Summary <i>bluecrane</i> QA Assessment			
May 2012	June 2012	July 2012	Observations/Risks ----- Assessment/Recommendation(s)/Status
Risk	Risk Being Addressed	No Risk Identified	
			<p><b>Status:</b> A change in approach to the implementation of the Information Networking Hub (INH) has mitigated the risk that required components of the system would not be sufficiently implemented when needed by the SC-CMS Project. Modules being developed to provide an interface between the legacy superior court application, SCOMS, and the Pierce County court application, LINX, will be used as the interface between INH and SCOMS. Most of these modules have already been developed and tested. A small number of modules remain under development.</p> <p>QA will continue to assess the progress of the INH application and the likelihood of the application to be implemented in the necessary timeframe to support the SC-CMS project.</p>

Detailed <i>bluecrane</i> QA Assessment											
Project Planning				Project Execution				Achievement of Expected Results			
May 2012	June 2012	July 2012		May 2012	June 2012	July 2012	Assessment	May 2012	June 2012	July 2012	Assessment
Risk	Risk Being Addressed	No Risk Identified		Not Started	Not Started	Not Started		Not Started	Not Started	No Risk Identified	
			<p><b>Status:</b> A change in approach to the implementation of the Information Networking Hub (INH) has mitigated the risk that required components of the system would not be sufficiently implemented when needed by the SC-CMS Project. Modules being developed to provide an interface between the legacy superior court application, SCOMS, and the Pierce County court application, LINX, will be used as the interface between INH and SCOMS. Most of these modules have already been developed and tested. A small number of modules remain under development.</p> <p>QA will continue to assess the progress of the INH application and the likelihood of the application to be implemented in the necessary timeframe to support the SC-CMS project.</p>				The plan for INH was modified and is currently being executed.				Progress is continuing on the development of the Superior Court Data Exchange (SCDX) and INH modules that will provide the interface between SC-CMS and the other AOC systems.



Application	Various	Urgency - Not Applicable
-------------	---------	--------------------------

Project Area	Summary <i>bluecrane</i> QA Assessment			
	May 2012	June 2012	July 2012	Observations/Risks ----- Assessment/Recommendation(s)/Status
Application Infrastructure	Not Started	Not Started	Not Started	
				The project has identified a risk that the court infrastructure may not be sufficient for the SC-CMS implementation. QA will conduct an assessment of the planning for vendor readiness during August 2012.
Implementation	Not Started	Not Started	Not Started	
Reporting	Not Started	Not Started	Not Started	
Testing	Not Started	Not Started	Not Started	
Tools	Not Started	Not Started	Not Started	



Data	Various	Urgency - Not Applicable
------	---------	--------------------------

Project Area	Summary <i>bluecrane</i> QA Assessment			
	May 2012	June 2012	July 2012	Observations/Risks ----- Assessment/Recommendation(s)/Status
Data Preparation	Not Started	Not Started	Not Started	
				The project has identified a risk that the court data preparation may not be sufficient for the SC-CMS implementation. QA will conduct an assessment of the planning for vendor readiness during August 2012.
Data Conversion	Not Started	Not Started	Not Started	
Data Security	Not Started	Not Started	Not Started	





Infrastructure	Various	Urgency - Not Applicable
----------------	---------	--------------------------

Project Area	Summary <i>bluecrane</i> QA Assessment			
	May 2012	June 2012	July 2012	Observations/Risks ----- Assessment/Recommendation(s)/Status
Headquarters Infrastructure	Not Started	Not Started	Not Started	
Regional Infrastructure	Not Started	Not Started	Not Started	
Partner Infrastructure	Not Started	Not Started	Not Started	
Technical Help Desk	Not Started	Not Started	Not Started	

# Court Business Office

Dexter Mejia, CBO Manager

September 7, 2012

# Court Business Office (CBO) Update

- Staffing: 2 Business Process Engineers hired and recruiting for 1 more.
- SC-CMS Requirements Management Plan completed.
- Requirements preparation in progress.
- Preparation for the CUWG work sessions (starting in November) underway.

# Court User Work Group (CUWG) Update

- Outcome from the last JISC meeting.
- Draft Charter is complete.
  - One remaining issue to be resolved.
- Next steps: Obtain signatures and recruit/appoint members.



WASHINGTON  
COURTS

# **Superior Court Case Management System Court User Work Group (CUWG) Charter**

Last Revised: August 21, 2012

## Contents

1	Introduction .....	3
2	Purpose .....	3
3	Roles and Responsibilities .....	3
4	Guiding Principles .....	4
5	Sponsor .....	5
6	Decision Making and Escalation Process .....	5
7	Membership .....	5
8	Membership Terms .....	7
9	Meetings .....	8
10	Budget .....	8
11	Related Links .....	9
12	Signatures .....	9

## 1 Introduction

Input and guidance from the court community is a critical component to successfully implement a new superior court case management system. As such, on June 22, 2012, the Judicial Information System Committee (JISC) authorized the formation of a Court User Work Group (CUWG). The CUWG will serve as subject matter experts on court business processes, court operations, and the use of the Superior Court Management Information System (SCOMIS). The CUWG will exist throughout the duration of the SC-CMS project.

## 2 Purpose

The Court User Work Group (CUWG) provides essential subject matter expertise to enable the successful deployment of the Superior Court Case Management System (SC-CMS). The Court User Work Group (CUWG) will assist the Court Business Office (CBO) and the SC-CMS Project Team in establishing common court business processes that could be packaged and configured as a model for deploying a new case management system across the state.

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

The CUWG, the AOC Court Business Office (CBO), and the AOC SC-CMS Project Team will identify where there may be opportunities to standardize court business processes to assist in the deployment of the new SC-CMS across the state.

## 3 Roles and Responsibilities

**JISC** – The JISC shall authorize the creation of the CUWG and is the final authority only when issues are escalated by the SC-CMS Project Steering Committee that affect scope, budget and/or schedule.

**SC-CMS Project Steering Committee** – The project steering committee will establish the CUWG charter and provide overall guidance and decision making authority on issues that are not resolvable at the CUWG level.

**Associations** – The various associations will select members to represent them on the CUWG.

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

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

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

**SC-CMS Project Team** – The project team is responsible for providing the project plan, executing the project activities, and making decisions at the project level that do not have a significant impact on the overall schedule, scope, and budget. Additionally, the project team will provide analysis and documentation to support the CUWG, the project steering committee and/or sponsors for business decision processing when the decision cannot or should not be made at the project level.

**AOC SC-CMS Project Sponsors** (Information Services Division Director and Judicial Services Division Director) – The project sponsors make non-policy decisions that have an impact on the scope, schedule or budget for the SC-CMS project and provides analysis to the AOC and the CUWG to support the decision making process when escalated to the SC-CMS Project Steering Committee.

## 4 Guiding Principles

The CUWG will be guided by the following principles:

- Members will have a statewide and system-wide view of court operations, and shall pursue the best interests of the court system at large while honoring local decision making authority and local practice.
- Members will make timely decisions as needed to successfully implement a statewide solution.
- Members will be open to changing practices where it makes sense.



- Members will not avoid or ignore conflicting processes, requirements, and stakeholder views, and will proactively discuss and resolve issues.
- Members will strive to build a healthy and collaborative partnership among the court stakeholders, the AOC, and vendor representatives that is focused on providing a successful outcome.
- Members will ensure the SC-CMS Project Team complete and document validated court functions and processes to arrive at a complete understanding of the current and desired future state of court business processes.
- Members will work to understand the features and capabilities of the new case management system.
- Members will fulfill a leadership role in communicating with their peers about issues and decisions.
- Members will be guided by the [Access to Justice Technology Principles](#).

## 5 Sponsor

The Judicial Information System Committee (JISC) is the sponsor for the formation of the CUWG.

## 6 Decision Making and Escalation Process

The CUWG should work towards unanimity, but make decisions based on consent (non-objection) of the members. Decisions made by the CUWG are binding. Issues that are not able to be resolved by the CUWG will be referred to the SC-CMS Project Steering Committee for resolution. Any issue that cannot be resolved by the SC-CMS Project Steering Committee and will materially affect the project's scope, schedule or budget, will be referred to the Judicial Information System Committee (JISC) for a final decision.

## 7 Membership

The CUWG will include representatives from the SCJA, AWSCA, WSACC, WAJCA, DMCMA, AOC, WSBA, and ATJ. Membership should include a cross section from different geographic locations and court characteristics. In the SC-CMS Feasibility Study Report, the courts were classified into two groups; small and large courts based on operational volume, number of personnel, complexity and access to IT resources.

The CUWG will be comprised of 10 voting members. Voting members will be appointed by the following associations and organizations:

- 4 members from the Superior Court Judges' Association (SCJA) and the Association for Washington Superior Court Administrators (AWSCA).

- At least 1 of the members must be from the SCJA.
- Consideration should be given to appointing at least 1 member with experience on family and juvenile matters.
- 4 members from the Washington State Association of County Clerks (WSACC).
- 2 members from the Administrative Office of the Courts (AOC).

The CUWG will also be comprised of 4 non-voting members, appointed and provided by each of the following associations and organizations:

- 1 representative from Washington Association of Juvenile Court Administrators (WAJCA).
- 1 representative from District and Municipal Court Management Association (DMCMA).
- 1 representative from Washington State Bar Association (WSBA).
- 1 representative from the Access to Justice Board (ATJ).

Non-voting members are encouraged to provide subject matter expertise and input into the decision making process. Other subject matter experts may be invited to provide additional detailed information to support and inform the decision making.

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

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

## 8 Membership Terms

CUWG members must be consistent to maintain continuity and minimize risk. Members are expected to attend all meetings for the duration of the SC-CMS project. If a member is not able to attend a meeting, the member must delegate an alternate or proxy from their association in advance and notify the AOC CBO.

Organization	Member(s)	Alternate(s)
Superior Court Judges' Association		
Association for Washington Superior Court Administrators		
Washington State Association of County Clerks		
Washington Association of Juvenile Court Administrators		
District and Municipal Court Management Association		
Washington State Bar Association		
Access to Justice		
Administrative Office of the Courts		

## 9 Meetings

- The CUWG shall hold meetings as necessary by the project schedule and associated deliverables.
- Travel expenses shall be covered under the project budget.
- There must be a quorum of 7 voting members present to hold a vote; 3 from the SCJA and AWSCA, 3 from the WSACC, and 1 from the AOC.
- If a voting member is not available, proxy voting is allowed.

### Meeting Frequency:

- Meetings will be scheduled on a monthly basis (second Wednesday of the month).
- The meeting will be held in-person at AOC's SeaTac facility.
- Meeting will begin promptly at 9 a.m.
- It is expected that each meeting will last up to 6 hours.
- Voting members will be mandatory attendees on meeting schedule notices and every effort will be made to avoid scheduling conflicts.
- Subject matter experts brought to the meeting by the members – to provide expert information on a specific topic – will be identified in advance to ensure that they are included on the agenda and receive meeting materials.
- AOC's CBO will facilitate the meetings and will be responsible for providing the members pertinent meeting information and artifacts at least 3 days before the scheduled meeting.

### Decisions:

- Using a consent model, members will generally agree to a proposed course of action commonly characterized by comfort with the general direction though not necessarily with all the specific details.
- Voting members who disagree or have concerns with a decision must articulate the reasons for the conflict and concern. The concerns will be documented by the CBO and the work group will strive to answer and address the conflict until all members are comfortable with the direction to move forward.
- If all options have been exhausted by the group and a clear impasse exists, the issue will be directed to the SC-CMS Project Steering Committee for direction and decision.
- Decisions must be made in a timely manner to ensure the successful progression of the project activities dependent on the completeness and accuracy of the business processes and requirements.
- All decisions that materially impact scope, schedule or budget of the project will be automatically escalated to the SC-CMS Project Management to follow the established governance process.

## 10 Budget

The CUWG is funded through the SC-CMS project budget.

## 11 Related Links

[Superior Court Case Management System \(SC CMS\) Project](#)

## 12 Signatures

Title	Name	Signature	Date
Superior Court Judges' Association, President			
Association for Washington Superior Court Administrators, President			
Washington State Association of County Clerks, President			
Washington Association of Juvenile Court Administrators, President			
Administrative Office of the Courts			

# Superior Court Data Exchange Project Status

Mike Walsh, Project Manager

September 7, 2012

# Superior Court Data Exchange Project

As of July 1, 2012 Mike Walsh has taken over project management responsibilities for the SCDX project.

## Increment 1 Status:

- ✓ QA Testing Completed.
  - All 10 web services were successfully tested.
  - Low defect rate with no significant changes.
  - Web Services will be available in Production by Aug. 29, 2012.

# Superior Court Data Exchange Project

## Increment 2 Status :

- ✓ All nineteen web services were delivered by June 11, 2012.
- ✓ Increment 2 QA testing preparation started July 23, 2012.
- ✓ One additional tester was added July 30, 2012.
- Second tester starts Aug. 27, 2012.
- Test tool delivery, which is expected to reduce test effort and duration, is scheduled for Aug. 24, 2012.
- QA Testing is planned to finish Oct. 19, 2012.



# Superior Court Data Exchange Project

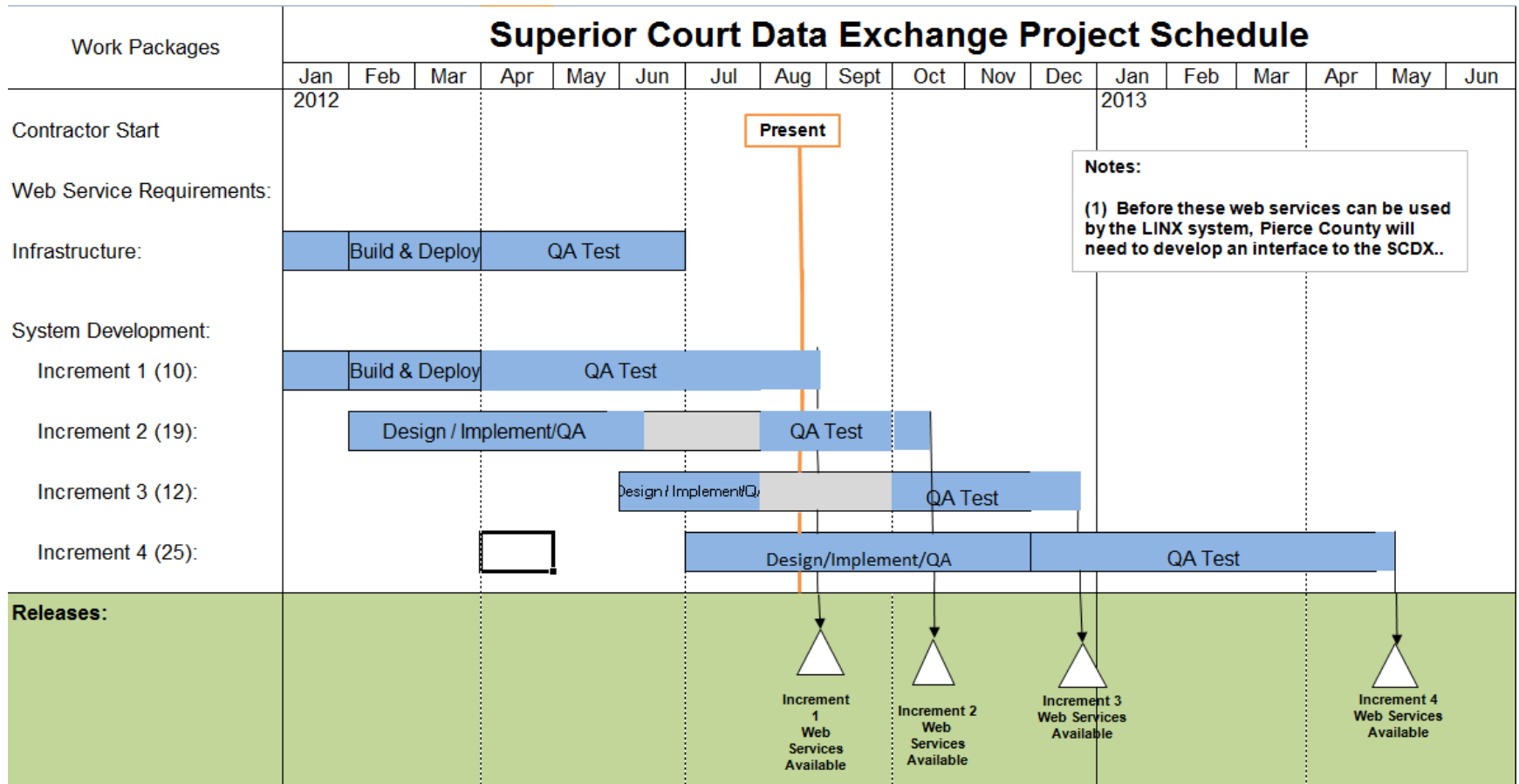
## Increment 3 Status:

- ✓ All twelve web services were delivered by Aug. 3, 2012.
- ❑ QA Testing is scheduled to start Oct. 9, 2012.
- ❑ QA Testing is scheduled to finish Dec. 21, 2012.

# Superior Court Data Exchange Project

## Increment 4:

- Twenty five web services scheduled to be delivered by Nov. 30, 2012.
  - Twelve web services in contract with Sierra.
    - ✓ Work started on Aug. 1, 2012.
  - Thirteen web services assigned to AOC Staff.
    - ✓ Two web services have been developed.
    - ✓ Work started on July 1, 2012.
    - ✓ Two web services have been developed.
- Sierra delivery scheduled to complete Oct. 31, 2012.
- AOC Development scheduled to complete Nov. 30 2012.
- QA Testing scheduled to start Dec.24 2012.
- QA Testing scheduled to finish May 6, 2013.

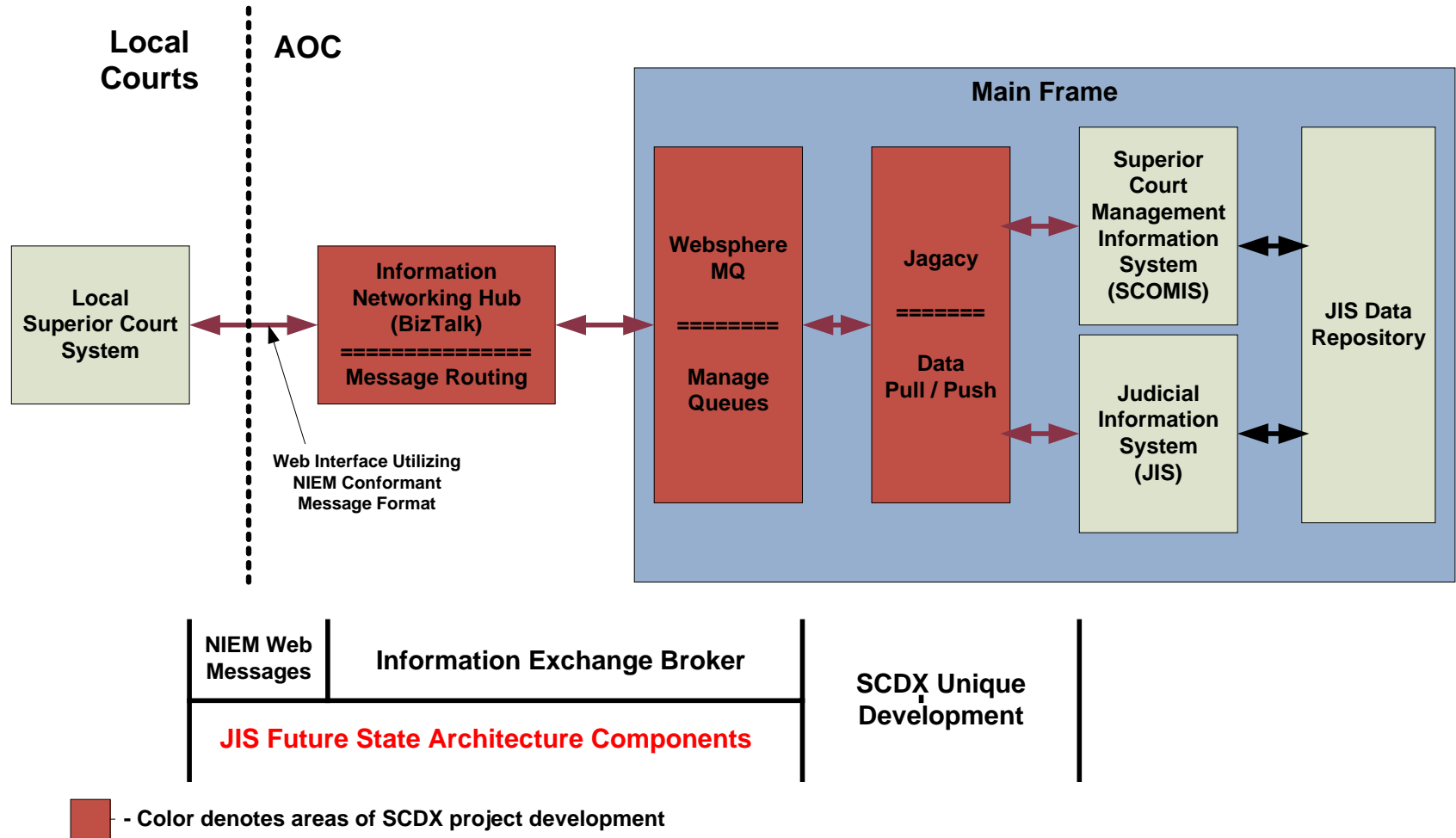




# Superior Court Data Exchange Active Project Issues

Issue	Category	Action
Test turn around impacting schedule	High/High	<ul style="list-style-type: none"><li>• Added two testers</li><li>• Acquired test tool from Sierra Systems</li><li>• Revised testing methods</li><li>• Grouped test assignments</li><li>• Improved test planning</li><li>• Reviewing test coverage options</li></ul>

# Superior Court Data Exchange Project High-Level Architecture



# **Pierce County Superior Court Data Exchange Project Update**

Kevin Stock, Pierce County Clerk

September 7, 2012

# LINX DX Implementation

- ✓ Certificate for our Test environment has been created and installed.
  - Pierce County will need to purchase separate certificates for the QA and Production environments
- ✓ A sample message has been successfully sent between the Pierce County and AOC servers
- ❑ Development of the LINX Case Docket exchange interfaces is in progress
- ❑ Testing of the Case Docket exchanges is scheduled to begin the week of September 4th
  - rollout to production to occur on September 28th
- ❑ Development of the LINX Civil Case (non JIS initiated cases) exchange interfaces is scheduled to occur during the week of September 4<sup>th</sup>

# LINX DX Implementation cont'd

- ❑ Testing of the Civil Case (non JIS initiated cases) exchanges to begin the week of September 24th with a
  - Rollout to production to occur on October 12th
- ❑ Development of the LINX exchange interfaces for the remainder of AOC increments should follow about a month after each of the AOC increments is rolled out into production
- ❑ Testing of the Civil Case (non JIS initiated cases) exchanges to begin the week of September 24th with a rollout to production to occur on October 12th
- ❑ Development of the LINX exchange interfaces for the remainder of AOC increments should follow about a month after each of the AOC increments is rolled out into production.



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

Vonnie Diseth, ISD Director

September 7, 2012

# ITG Request #45 – Appellate Courts EDMS

## Status:

- ✓ Current Project Manager has resigned from the AOC, impacting the project schedule:
  - AOC has identified a PM replacement -- Martin Kravik
  - Schedule impact is being assessed.
- ✓ AC-EDMS project requirements were completed and reviewed by the AOC Architecture Review Team (ART).
- ✓ AC-EDMS Acquisition Plan completed.
- ✓ The AC-EDMS is being re-evaluated to determine appropriate level of Quality Assurance Review.

# ITG Request #45 – Appellate Courts EDMS

## History:

The requirements baseline has changed several times since the AC-EDMS Feasibility Study:

- The Feasibility Study identified requirements that defined an EDMS loosely coupled with ACORDS with approximately 6 to 8 measurements passed between these (2) systems.
- While working to finalize EDMS requirements, additional requirements were identified that required an EDMS tightly coupled with ACORDS, where most ACORDS functionality could also be performed on the EDMS with approximately 50 measurements passed bi-directionally between these (2) systems.
- Due to the complexity of the custom interface between the EDMS and ACORDS, the project team evaluated a third approach that required eliminating the interface to ACORDS and having all required ACORDS functionality on the EDMS. The JISC approved this approach June 22.



# ITG Request #45 – Appellate Courts EDMS Active Project Issues

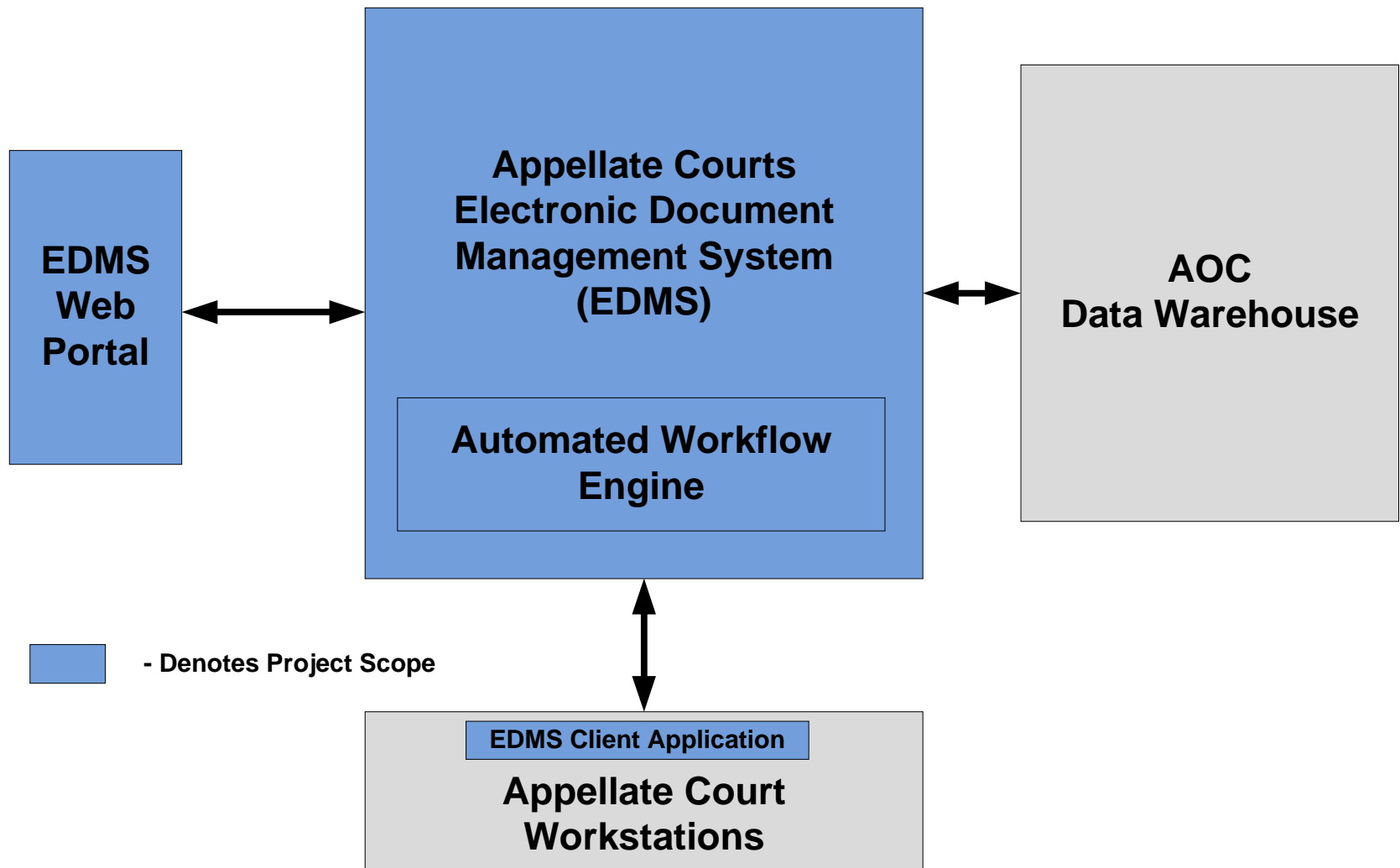
Issue	Category	Action
Stakeholders upset with the length of time the project is taking.	High	<ul style="list-style-type: none"><li>• Focus on improving communications with stakeholders to keep them better informed of project status and schedule.</li><li>• Schedule regular recurring meetings with the project Executive Steering Committee.</li></ul>
Transition to a new Project Manager	High	<ul style="list-style-type: none"><li>• Current PM resignation letter received Aug 13.</li><li>• Assigned new PM on Aug 15.</li><li>• Re-evaluating appropriate level of QA review.</li><li>• Working to define an RFP release schedule.</li></ul>

# ITG Request #45 – Appellate Courts EDMS

## Next Steps:

- Continue transition and ramp-up of newly assigned AC-EDMS Project Manager.
- Continue work on documentation required for AC-EDMS Request For Proposal (RFP).
- Re-evaluate the level of quality assurance review required.
- Define AC-EDMS RFP release schedule.
- Focus on improving communications with stakeholders to keep them better informed on project status and schedule.
- Schedule regular recurring meetings with the project Executive Steering Committee.

# Appellate Courts EDMS System Design



# ITG 41 Project Update

Kate Kruller, Project Manager

September 7, 2012

# ITG 41 Project Name

## **Originally:**

Remove CLJ Archiving  
and Purge Certain Records

## **Now:**

CLJ Revised Computer Records  
Retention and Destruction Process



# ITG 41 Project Background

- Project initiated in August 2011
- The project encountered significant resource constraints due to higher priority projects, extended staff absences, and other reasons
- New Project Manager assigned in June
- Project is developing a charter and a detailed project plan

# ITG 41 Project High Level Plan

- ✓ May - Formed Steering Committee
- ✓ June - Initial Functional Requirements Review
- ✓ July – Review outcomes:
  - Workarounds and complex business processes need more detailed requirements gathering
  - Two-month extension on the schedule

# ITG 41 Project Steering Committee

- Judge James Heller – Pierce County District
- Judge Steven Rosen – Seattle Municipal
- Judge Glenn Phillips – Kent Municipal
- Aimee Vance – Kirkland Municipal
- Lynne Campeau – Issaquah Municipal
- Cathy Pashon – Sumner Municipal

# ITG 41 Project

## Nothing to Report

### Active Project Risks

Total Project Risks		
Low Exposure	Medium Exposure	High Exposure

### Significant Risks Status

Risk	Severity/Impact	Mitigation

# ITG 41 Project

## Nothing to Report

### Active Project Issues

Total Project Issues			
Active	Monitor	Deferred	Closed

### Significant Issues Status

Issue	Category	Action

# ITG 41 Project

## Active Project Issues

**Nothing to Report**

Issue	Category	Action

# Next Steps

- August/September – Develop Project Charter to establish agreement on how to proceed
- September – Steering Committee Charter Review
- October – Steering Committee Project Charter approval and Detailed Functional Requirements Review

# **Information Networking Hub (INH)**

## **Project Status Update**

Dan Belles, Project Manager  
September 7, 2012



# INH Project – Recent Activities

## Pilot Services

- ✓ Person GET (Information on a Person)
- ✓ DOLADR GET (Abstract of Driver Record)
- DOLADR Person Search (Provides a list of ADR's)

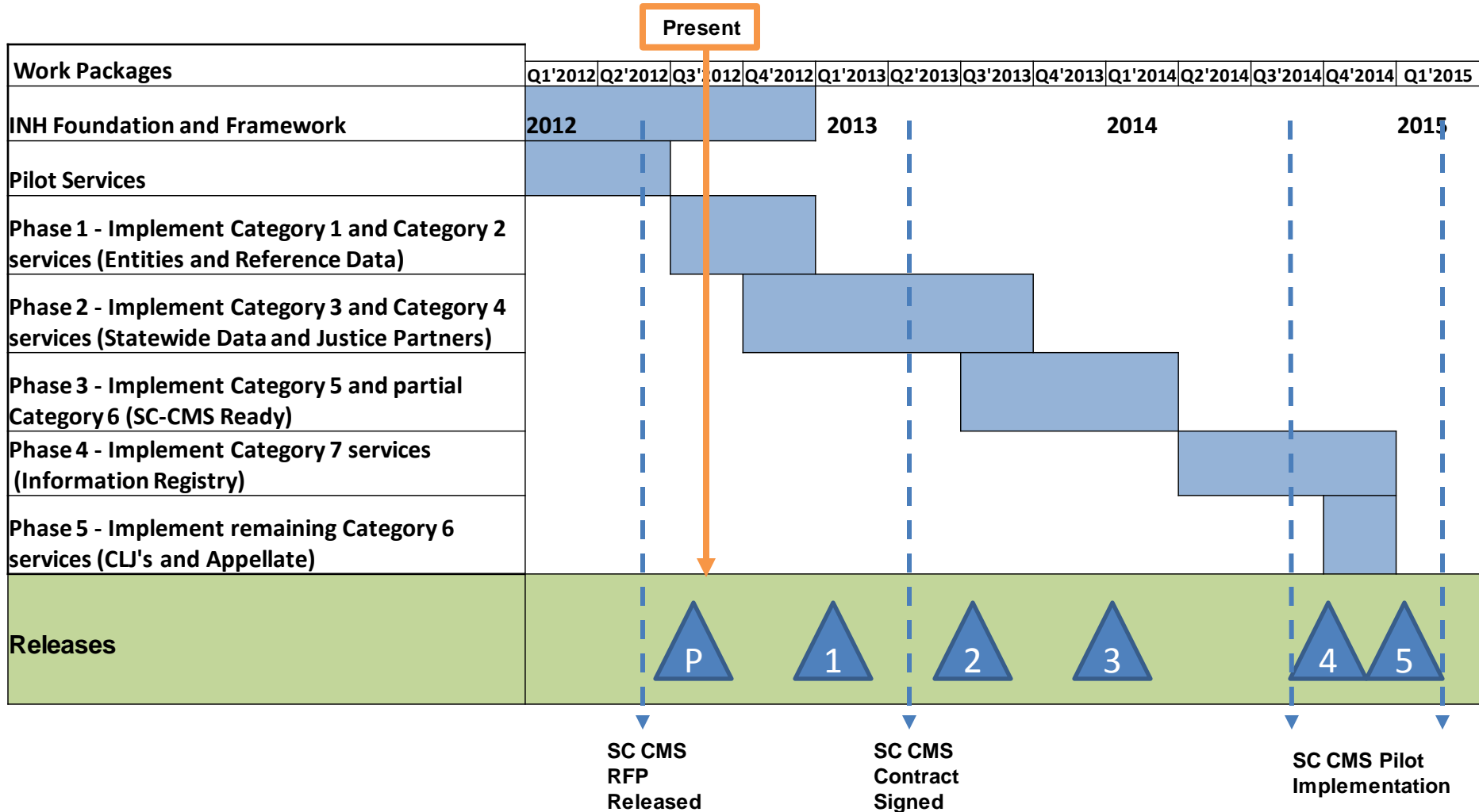
## INH Data Exchanges

- Business analysis to develop data exchange requirements
- Confirm SC CMS data exchange requirements
- Develop technical specifications

## Enterprise Data Repository (EDR)

- ✓ Review existing system outputs for data requirements
- Develop Business Data Model
- Develop Data Quality/Data Management Requirements

# INH Project Timeline





# Active Project Risks

Total Project Risks		
Low Exposure	Medium Exposure	High Exposure
3	3	2

# Significant Risks Status

Risk	Severity/Impact	Mitigation
Project Resource Availability (Internal)	High/High	<ul style="list-style-type: none"> <li>•Develop Resource Management Plan</li> <li>•Acquire external contractor resources</li> <li>•Maintain project prioritization</li> </ul>
Critical Projects Inter-dependencies	High/High	<ul style="list-style-type: none"> <li>•Form Inter-dependent Project Coordination Team</li> <li>•Develop Critical Path Timeline and Dependency Matrix</li> </ul>

# INH Project - Next Steps

## **Pilot Services**

- Complete DOL ADR Person Search – Develop and Test

## **INH Data Exchanges**

- Continue business analysis and requirements verification
- Analyze Biz Talk platform for improvements
- Continue to develop technical specifications
- Develop INH data exchanges

## **Enterprise Data Repository (EDR)**

- Complete Business Data Model
- Develop Logical Data Model – Begin Physical Database Design
- Continue to research Data Quality/Data Management requirements

# INH Project - Next Steps (Cont'd)

## **Presentations to DMSC and JISC**

- Overview of data projects and programs and how they inter-relate
  - Data Exchanges
  - Master Data Management
  - Data Governance Model
  - Data Quality



# Washington State Administrative Office of the Courts

ISD Transformation

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

July 2012

(Report Period Ending July 30, 2012)



## Table of Contents

<b>Background &amp; Overview</b> .....	2
Background .....	3
JIS Transformation & Project Plan Overview.....	4
<b>Summary of Activities</b> .....	5
Major Changes Since Last Report.....	6
ISD Staff Recognitions .....	7
IT Governance Request Status .....	7
Summary of Activities July 2012.....	8
Transformation Initiative Summary.....	8
Detailed Status Reports.....	9
<b>Detailed Status Reports</b> .....	10
Transformation Initiative Status Reports .....	12
Transformation Program Track .....	13
COTS Preparation Program Track.....	15
Information Networking Hub (INH) Program Track .....	18
Vehicle Related Violations (VRV) Operational Readiness .....	20
Project Status Reports .....	20
ITG #121 Superior Court Data Exchange .....	21
ITG #002 Superior Court Case Management System (SC-CMS) RFP .....	23
ITG #045 Appellate Courts Electronic Document System (EDMS).....	26
ITG #009 Accounting in the Data Warehouse.....	28
ISD Operational Area Status Reports.....	33
Operational Area: IT Policy and Planning .....	34
Operational Area: Architecture & Strategy .....	40
Operational Area: Infrastructure.....	42
Operational Area: Data & Development.....	43
Operational Area: Operations .....	45
Operational Area: Project Management Office & Quality Assurance .....	48

## 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

## August 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 Q2	CY10 Q3	CY10 Q4	CY11 Q1	CY11 Q2	CY11 Q3	CY11 Q4	CY12 Q1	CY12 Q2	CY12 Q3
<b>3.0 Capability Improvement – Phase II</b>												
3.4 Implement IT Service Management – change, configure, release	▲	Planned										
		Actual										
<b>4.0 Capability Improvement – Phase III</b>												
4.2 Mature Application Development Capability	●	Planned										
		Actual										
<b>7.0 Information Networking Hub (INH)</b>												
7.6 Information Networking Hub (INH)	●	Planned										
		Actual										
<b>Ongoing Activities</b>												
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										
<b>Superior Court CMS (SC-CMS)</b>												
SC-CMS RFP	▲	Planned										
		Actual										
COTS Preparation	●	Planned										
		Actual										
Court Business Office	✓	Planned										
		Actual										
<b>ITG Projects</b>												
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										

# Summary of Activities

## Major Changes Since Last Report

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

### Initiatives & Major Projects Underway

- Superior Court Case Management System RFP (SC-CMS) (ITG #002)
- Superior Court Data Exchange (SCDX) (ITG #121)
- Add Accounting Data to the Data Warehouse (ITG #009)
- Comments Line on Bench Warrants (ITG #037)\*
- Enhance JIS to allow bench warrants to print on plain paper (ITG #058)\*
- Remove CLJ Archiving and Purge Certain Records (ITG #041)
- ISD Transformation Track
- COTS Preparation Track
- Information Networking Hub Track
- Appellate Courts Electronic Document Management System (ITG #045)

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

### Initiatives or Projects Completed

- No JIS IT Governance requests were completed during this month.

### Initiative or Project Status Changes

- None

### Staffing Changes in ISD

During the reporting period of June 1 - 30, 2012:

#### **ISD welcomed the following new staff:**

Barbara A Nesbitt, Senior System Support Analyst (7/16/2012)

#### **The following employee left ISD:**

No employees left ISD during the month of July

#### **Employees transferring to the SC-CMS Project:**

Lori Murphy – Business Analyst/Integrator (7/1/2012)

## ISD Staff Recognitions

### Team Recognitions

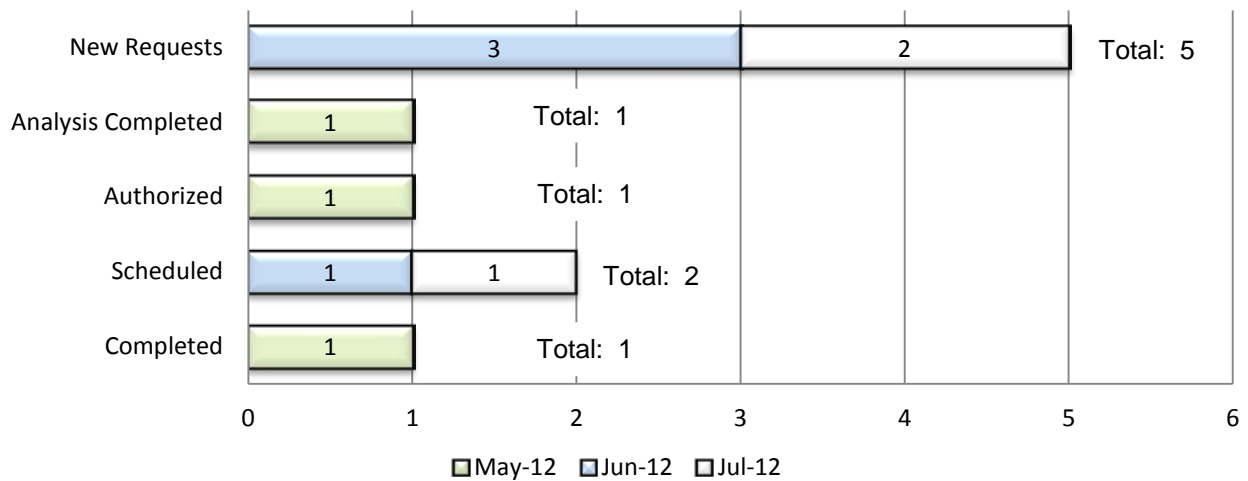
## IT Governance Request Status

### Completed JIS IT Requests in July 2012

No JIS IT Governance requests were completed during this month.

### Status Charts

**Requests Completing Key Milestones**



### Current Active Requests by:

Endorsing Group			
Court of Appeals Executive Committee	1	District & Municipal Court Management Association	29
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	1	Codes Committee	1
District & Municipal Court Judges Association	3	Administrative Office of the Courts	5

Court Level User Group	
Appellate Court	1
Superior Court	8
Courts of Limited Jurisdiction	19
Multi Court Level	7

## Summary of Activities July 2012

### Transformation Initiative Summary

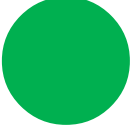

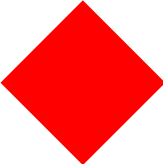
<b>Transformation Program</b>	
<i>Activities</i>	<i>Impact/Value</i>
✓ Release, Change, and Configuration Management – The project schedule will be revised to reflect that current processes are sufficient for controlling changes to the production environment.	The schedule creates the foundation from which to track staff time and progress.
✓ Applications Development Management – The project manager met with the extended group of ISD staff to develop the scope, goals, objectives, and approach for the Application Development Process initiative.	Establishes a consistent project framework and common understanding of the desired project outcome.
✓ Enterprise Requirements Management – An analysis and evaluation was conducted on the feature updates to Requirements Composer. The project team will move ahead with the upgrade pending no issues.	RRC is the tool that ISD will use to manage enterprise project requirements.
<b>COTS Preparation Program</b>	
<i>Activities</i>	<i>Impact/Value</i>
✓ Application - The draft Application Program Charter, which supports five subprojects, was developed and sent out for review and comment.	The Charter defines the project objectives, deliverables, completion metrics, and schedule and budget estimates required to complete the Initiation Phase.
✓ Application - Information was collected on JABS, such as the screens, data elements, and the source of the data elements, as well as information on statewide reports.	Provides a baseline reference material for comparison if and when JABS application data sources change due to SC-CMS an INH design decisions/implementation.
✓ Infrastructure - Multiple report deliverables reviewed.	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 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.
<b>Information Networking Hub Program (INH)</b>	
<i>Activities</i>	<i>Impact/Value</i>
✓ Testing has been completed on the Get Person Pilot Service.	Provides pilot service prototype, design templates, and factory model repeatable processes.
✓ Design and functional specifications have been identified and development has begun on the DOL Person Search Pilot Service.	Provides design templates and factory model framework for the initial two Pilot services being put into production.
✓ The Enterprise Data Repository (EDR) work has been moved to a separate sub-project that will be completed after the Middleware sub-project has been completed.	Provides a central database to store shared data that will be made accessible to the courts through data exchanges.
✓ Analysis continues for the new exchange services required to support the SC-CMS, as well as on the Data Quality automation requirements.	Provides data quality framework required for INH services to ensure data captured by EDR is cleansed and managed to a standard format using automated tools.
<b>Vehicle Related Violations (VRV)</b>	
<i>Activities</i>	<i>Impact/Value</i>
✓ JINDEX QA testing and production state readiness assessment was completed.	Once completed Tier 2 partners have the green light to complete VRV functional end to end testing and user acceptance.

## Approved JIS Projects Summary

<b>ITG #121 Superior Court Data Exchange</b>	
<i>Activities</i>	<i>Impact/Value</i>
✓ One additional contract tester has been hired.	Accelerate the QA testing activities which are creating schedule problems.
<b>ITG #002 Superior Court Case Management RFP</b>	
<i>Activities</i>	<i>Impact/Value</i>
✓ A project brand was approved and published.	Provides a known and consistent recognition of project documents, communication, information through image and identity.
✓ The following project documents have been completed or drafted: An inter-dependency milestone schedule for SC-CMS, INH, COTS-P and SCDS; A Deliverable Expectation Document for the Schedule Management Plan; Communication Plan; Organizational Change Management Plan; various communication documents such as talking points, internal newsletter and FAQs; Project Governance Plan; Court User Workgroup Charter.	These documents lay the framework for project interaction and clearly define project expectations, tasks, and timeframes.
✓ An amendment to the RFP reflecting the changes in the acquisition schedule and the Pre-Proposal Conference were filed.	Communicates changes to the RFP to the vendor community for up to date/current information.
✓ The Pre-Proposal Conference was completed on July 11.	Opportunity for all prospective Vendors to request clarification or additional information necessary to assess the project and prepare a proposal.
✓ Vendor questions have been submitted and reviewed by the RFP Coordinator.	Analyzes opportunities for amendments and clarification to the RFP.
<b>ITG #045 Appellate Electronic Document Management System (EDMS)</b>	
<i>Activities</i>	<i>Impact/Value</i>
✓ Completed the draft AC-EDMS technical requirements and released them for Appellate Court stakeholder review on July 12. A formal review of the AC-EDMS technical requirements was held with the Appellate Court stakeholders on July 17. The AOC project team is revising the AC-EDMS technical requirements based upon the review.	These technical requirements are needed for the Appellate Courts EDMS RFP.
✓ Completed the AC-EDMS business requirements and released them for Appellate Court stakeholder review on July 20. A formal review meeting is scheduled for July 26 with the Appellate Court stakeholders to review these requirements.	These business requirements are needed for the Appellate Courts EDMS RFP.
✓ The AC-EDMS project schedule was rebaselined based upon the current project plans. The milestone dates in this status report reflect the updated project schedule.	Provide a new detailed plan of activities for RFP release.
<b>ITG #009 Accounting in the Data Warehouse</b>	
<i>Activities</i>	<i>Impact/Value</i>
✓ Completed modifications, table designs, and reviews for multiple reports.	Provides data for requested reports and validates that customer requirements have been met.
<b>ITG #041 Revised CLJ Computer Records Retention and Destruction Report</b>	
<i>Activities</i>	<i>Impact/Value</i>
✓ The project schedule will be extended to allow for the necessary documentation of more detailed requirements.	The schedule indicates the amount of work effort required to complete project tasks and provides a baseline for tracking progress.
✓ A project Charter is in the process of being drafted.	The Charter defines the project objectives, deliverables, and completion metrics.
✓ 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									
<b>Reporting Period through July 31, 2012</b>									
<b>Executive Sponsor(s)</b> Vonnie Diseth, CIO/ISD Director			<b>IT Project Manager:</b> Martin Kravik						
<b>Business Area Manager:</b> William Cogswell, ISD Associate Director			<b>Consultant/Contracting Firm:</b> N/A						
<b>Description:</b>  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.									
<b>Business Benefit:</b>  <ul style="list-style-type: none"> <li>Prepare ISD processes to support the implementation of Superior Court Case Management System and other COTS</li> <li>Ensure use of consistent and integrated processes across ISD functional areas to enable the efficient delivery of services.</li> <li>Implement a governance organization and decision making processes to maximize investments and utilization of resources.</li> </ul>									
<b>Business Drivers</b>	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"/>	
<b>Current Status</b>	<b>Scope</b>	<input checked="" type="checkbox"/>	<b>Schedule</b>	<input checked="" type="checkbox"/>	<b>Budget</b>	<input checked="" type="checkbox"/>			
<b>Status Notes:</b>  <i>The Release Pilot portion of this project will be postponed until the Release Coordinator is on board (expected to be in September 2012).</i>									
<b>Progress</b>	<div style="display: flex; align-items: center;"> <div style="width: 25%; height: 15px; background-color: blue; margin-right: 5px;"></div> <div style="width: 75%; height: 15px; background-color: #ccc; border: 1px solid #ccc; position: relative;"> <span style="position: absolute; right: 0; top: 0;">100%</span> </div> </div> <p style="text-align: center; margin-top: 5px;">June - 25%</p>								
<b>Phase</b>	<input type="checkbox"/> Initiate	<input checked="" type="checkbox"/> Planning	<input checked="" type="checkbox"/> Execute	<input type="checkbox"/> Close					
<b>Schedule</b>	<b>Planned Start Date:</b> July 2011			<b>Planned Completion Date:</b> Sept 2012					
	<b>Actual Start Date:</b> July 2011			<b>Actual Completion:</b> TBD					
<b>Activities Completed</b>				<b>Impact/Value</b>					
✓ 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.				The schedule creates the foundation from which to track staff time and progress.					
✓ Applications Development Management – The project manager met with the extended group of ISD staff to develop the scope, goals, objectives, and approach for the Application Development Process initiative.				Establishes a consistent project framework and common understanding of the desired project outcome.					
✓ Enterprise Requirements Management – An analysis and evaluation was conducted on the feature updates to Requirements Composer. The project team will move ahead with the upgrade pending no issues.				RRC is the tool that ISD will use to manage enterprise project requirements.					
✓ Submitted a Change Request to modify the scope of the project.				Reduces the amount of time required for the project; the topics noted in the Change Request are scheduled to be addressed through ISD policies and standards (e.g., organizational change					

	management, change and configuration management, vendor management, enterprise security management and software quality assurance).
<b>Activities Planned</b>	<b>Impact/Value</b>
<ul style="list-style-type: none"> <li>° Address the request for more information related to the recently submitted Change Request; obtain a decision on the Change Request.</li> </ul>	Reduces the scope of the project; some of the topic areas that were originally within the scope of this project are being addressed by other methods within ISD, such as through Policies and Standards.
<ul style="list-style-type: none"> <li>° Applications Development Management – Form a project team and begin developing a work breakdown structure.</li> </ul>	This is the activity necessary for building a project schedule.

# COTS Preparation Program Track

Reporting Period through July 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](mailto:ron.kappes@courts.wa.gov)  
  
 Sree Sundaram – Application Program  
 360.704.5521  
[Sree.sundaram@courts.wa.gov](mailto:Sree.sundaram@courts.wa.gov)

**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

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

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

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

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

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

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

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

<b>Business Drivers</b>	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"/>

<b>Current Status</b>	<b>Scope</b>	<input checked="" type="checkbox"/>	<b>Schedule</b>	<input checked="" type="checkbox"/>	<b>Budget</b>	<input checked="" type="checkbox"/>
-----------------------	--------------	-------------------------------------	-----------------	-------------------------------------	---------------	-------------------------------------

Status Notes:

- COTS-P Infrastructure Program**
  - **P1 – Network Capacity & Performance Analysis Sub-project**  
 Project is 70% complete. Due to staff availability the execution phase completion date will be extended from 7/17/2012 to 7/30/2012.
  - **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

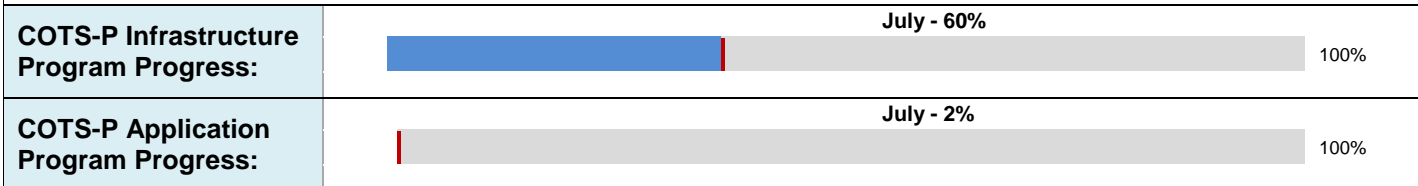
closed, pending review of the SC-CMS RFP compute/storage requirements.

- **P3 – SC-CMS Service Level Agreement Analysis (SLA) Sub-project**  
Project is 80% complete. Due to staff availability the execution phase completion date will be extended from 7/27/2012 to 7/30/2012.
- **P4 – SC CMS Disaster Recovery Analysis Sub-project**  
Project is 15% complete. Execution phase start target date has been extended from 6/7/2012 to 8/1/2012.
- **P5 – Network Future State Sub-project**  
Project is 10% complete (initiation phase) with the execution phase to start 8/1/12 and complete by 7/2/13.
- **P6 – Compute/Storage Future State Sub-project**  
Project is 10% complete and now in the Planning Phase of the project, with the execution phase to start 12/3/12 and complete by 11/1/13.

**2. COTS-P Application Program**

Current sub-project challenges is the clarification of project inter-dependencies between SC-CMS, INH and COTS-P App. Meetings have been held to gain a better understanding, with the most recent meeting on 4/24/12. The SC-CMS, INH and COTS-P PMs are developing a document to address the associated risks and issues. The 1<sup>st</sup> 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.



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

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

<b>Activities Completed</b>	<b>Impact/Value</b>
✓ Application – Drafted Application Program Charter – Draft of program charter supporting five sub-projects was developed and sent out for review.	Defines all project objectives, deliverables, completion metrics and budget/schedule estimates required to complete the “Initiation Phase” and to start the “Planning Phase”.
✓ Application - Collected information on the working of JABS, the screens, data elements, source of data elements and documented.	Provides a baseline reference material for comparison if and when JABS application data sources change due to SC-CMS an INH design decisions/implementation.
✓ Application - Collected 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 - 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 the ISD SLA baseline.
<b>Activities Planned</b>	<b>Impact/Value</b>
◦ Application - Draft Application Program Charter - Incorporate review comments, and obtain approvals from the sponsors and senior management.	Defines all project objectives, deliverables, completion metrics and budget/schedule estimates required to complete the "Initiation Phase" and to start the "Planning Phase".
◦ Application - Continued to collect information on the working of JABS, the screens, data elements, the source of data elements	Provides a baseline reference material for comparison if and when JABS application data sources change due to SC-CMS an INH design decisions/implementation.
◦ Application - Continued 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.
◦ Application - Get access to JIS Links similar to LexusNexus vendor for subject matter experts, solution architect to identify the mainframe screens, data elements.	Provides data for analysis and redesign.
◦ 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 July 31, 2012

**Executive Sponsor(s)**  
Vonnie Diseth, CIO/ISD Director

**IT Project Manager:**  
Dan Belles

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

**Consultant/Contracting Firm:**  
N/A

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

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

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

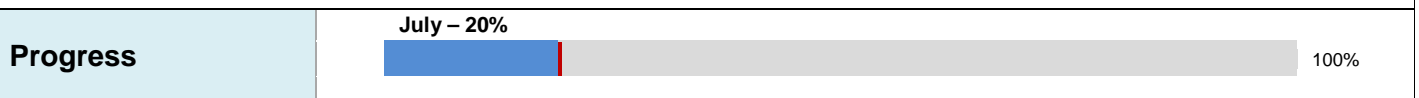
**Business Benefit:**

- Seamless integration of current and future as well as centralized and local applications that provides better customer experience
- Near real-time information exchanges through "publish-subscribe" mechanisms that facilitates the sharing of data and dramatically reduces duplicate data entry
- Modern architecture that aligns with latest technology trends to provide flexibility and the ability to deliver new customer requests in a timely manner
- A centrally managed data repository governed by data standards and quality
- A centralized security framework that can meet the needs for ensuring data is secure
- Enhanced customer interfaces to improve productivity, advance decision-making capabilities and aid in access to justice

<b>Business Drivers</b>	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"/>

<b>Current Status</b>	<b>Scope</b>	<input checked="" type="checkbox"/>	<b>Schedule</b>	<input checked="" type="checkbox"/>	<b>Budget</b>	<input checked="" type="checkbox"/>
-----------------------	--------------	-------------------------------------	-----------------	-------------------------------------	---------------	-------------------------------------

*Following a rebaselining of the project schedule, the planned completion date has changed from December 2012 to June 2014.*



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

<b>Schedule</b>	<b>Planned Start Date:</b> July 2011	<b>Planned Completion Date:</b> June 2014
	<b>Actual Start Date:</b> July 2011	<b>Actual Completion:</b> TBD

Activities Completed	Impact/Value
✓ Completed design and functional specifications for Pilot Services - Get Person.	Provides design templates and factory model framework for the initial two Pilot services being put into production.
✓ Completed testing of the Get ADR and development of	Provides pilot service prototype, design templates, and factory

the Get Person Pilot services.	model repeatable processes.
✓ Continued business data requirements development and modeling work for the Enterprise Data Repository.	Provides a central database to store shared data that will be made accessible to the courts through data exchanges.
✓ Continued business analysis for data exchange services requirements to support the SC CMS rollout.	Provides detailed technical requirements needed to develop INH services and that will support the SC CMS integration.
✓ Completed INH Technical Data Exchange Strategy Document.	Provides tactical plan for implementing INH.
✓ Continued analysis of Data Quality automation requirements for INH.	Provides data quality framework required for INH services to ensure data captured by EDR is cleansed and managed to a standard format using automated tools.
✓ Updated baseline project schedules for middleware services and EDR to reflect current implementation strategy.	Provides baseline schedules showing preliminary tasks, durations, resources and timeline for planning and control.
✓ Held Inter-dependent project (SCDX, INH, SC CMS and COT Prep) coordination meetings.	Provides coordination among inter dependent projects where PMs can share risks, issues and dependent milestones to ensure all projects are working in sync.
<b>Activities Planned</b>	<b>Impact/Value</b>
◦ Prepare INH presentation for DMSC meeting	Provides update on INH to external stakeholders on project activities, schedule, future steps, risks and issues. Provides clarification on how INH is inter-related to SC CMS, COTS Prep and SC DX projects.
◦ Complete QA testing of the Get Person Pilot service	Provides pilot service prototype, design templates, and factory model repeatable processes.
◦ Continue work on business requirements and data model design for the EDR	Provides central storage for statewide shared data that can be shared with SC CMS and other court systems.
◦ Update project schedules for Middleware Services and EDR sub projects	Provides detailed list of tasks, durations, completion dates for managing schedule for both INH sub projects.
◦ Continue work on EDR data quality automation requirements for INH release 2	Provides requirements for data quality and cleansing mechanisms for use with the EDR in INH Release 2.
◦ Continue Inter-dependent project (SCDX, INH, SC CMS and COT Prep) coordination meetings	Provides coordination among inter dependent projects where PMs can share risks, issues and dependent milestones to ensure all projects are working in sync.



## Vehicle Related Violations (VRV) Operational Readiness

Reporting Period through July 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

**Business Area Manager**  
Tamra Anderson, Data & Development Manager

**Consultant/Contracting Firm:**  
N/A

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

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

<b>Business Drivers</b>	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"/>

<b>Current Status</b>	<b>Scope</b>	<input checked="" type="checkbox"/>	<b>Schedule</b>	<input checked="" type="checkbox"/>	<b>Budget</b>	<input checked="" type="checkbox"/>
-----------------------	--------------	-------------------------------------	-----------------	-------------------------------------	---------------	-------------------------------------

**Status Note:** The Department of Enterprise Services conducted a JINDEX kick-off meeting on June 20<sup>th</sup> for the Tier 2 group. A tentative schedule was distributed and the on-boarding partners are engaged in working to meet the schedule. JINDEX on-boarding testing is scheduled for July 16, followed by the production readiness approval on July 18.



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

<b>Schedule</b>	<b>Planned Start Date:</b> March 2010	<b>Planned Completion Date:</b> August 2012
	<b>Actual Start Date:</b> March 2010	<b>Actual Completion Date:</b> TBD

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.
° Start processing VRVs for Tacoma, Fife, and Lynnwood.	This would complete the on boarding activities for Tier 2 and project activities for the VRV project.

## Approved Project Status Reports

ITG #121 Superior Court Data Exchange						
Reporting Period Through July 31, 2012						
<b>Executive Sponsor(s)</b> Data Management Steering Committee <i>Rich Johnson, Chair of Committee</i>			<b>IT Project Manager:</b> Michael Walsh (360) 705-5245 Michael.walsh@courts.wa.gov			
<b>Business Manager:</b> Tamra Anderson, Data and Development Manager			<b>Consultant/Contracting Firm:</b> Sierra/Codesmart			
<b>Description:</b> 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.						
<b>Business Benefit:</b> 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.						
<b>Business Drivers</b>	Improve Decision Making	<input checked="" type="checkbox"/>	Improve Information Access	<input checked="" type="checkbox"/>	Improve Service or efficiency	<input checked="" type="checkbox"/>
	Maintain the business	<input type="checkbox"/>	Manage the costs	<input checked="" type="checkbox"/>	Increase organizational capability	<input checked="" type="checkbox"/>
					Manage Risks	<input type="checkbox"/>
					Regulatory compliance or mandate	<input type="checkbox"/>
<b>Current Status</b>	<b>Scope</b>	<input checked="" type="checkbox"/>	<b>Schedule</b>	<input checked="" type="checkbox"/>	<b>Budget</b>	<input checked="" type="checkbox"/>
<b>Status Notes:</b>						
<ul style="list-style-type: none"> <li><b>Increment 1</b> - SCDX Production Increment QA regression 1 testing in complete. Defect correction in progress.</li> <li><b>Increment 2</b> - SCDX web service delivery on schedule; 19/19 Web Services delivered. QA testing behind schedule. Adding testing resources and efficiency utilities to mitigate risk.</li> <li><b>Increment 3</b> - SCDX web services delivery on schedule; 9/12 web services delivered. QA testing scheduled to start 7/18.</li> <li><b>Increment 4</b> - Contract amendment in progress. First 2 of 13 web services are expected by Aug 1.</li> </ul>						
<b>Progress</b>	<div style="text-align: center;">July – 65%</div>					100%
<b>Phase</b>	<input type="checkbox"/> Initiate	<input type="checkbox"/> Planning	<input checked="" type="checkbox"/> Execute	<input type="checkbox"/> Close		
<b>Schedule SCDX</b>	<b>Original Start Date:</b> 1/2/2011		<b>Original Completion Date:</b> 7/1/2012			
	<b>Planned Start Date:</b> 1/2/2011		<b>Planned Completion Date:</b> 2/28/2013			
	<b>Actual Start Date:</b> 1/2/2011		<b>Actual Completion Date:</b>			
<b>Schedule Increment 1</b>	<b>Original Start Date:</b> 8/29/2011		<b>Original Completion Date:</b> 1/31/2012			
	<b>Planned Start Date:</b> 8/29/2011		<b>Planned Completion Date:</b> 7/31/2012			
	<b>Actual Start Date:</b> 8/29/2011		<b>Actual Completion Date:</b>			
<b>Schedule Increment 2</b>	<b>Original Start Date:</b> 1/2/2012		<b>Original Completion Date:</b> 3/30/2012			
	<b>Planned Start Date:</b> 2/1/2012		<b>Planned Completion Date:</b> 6/20/2012			
	<b>Actual Start Date:</b> 2/1/2012		<b>Actual Completion Date:</b>			
<b>Schedule Increment 3</b>	<b>Original Start Date:</b> 6/12/2012		<b>Original Completion Date:</b> 11/2/2012			
	<b>Planned Start Date:</b> 6/12/2012		<b>Planned Completion Date:</b> 11/2/2012			
	<b>Actual Start Date:</b> 6/12/2012		<b>Actual Completion Date:</b>			

Activities Completed	Impact/Value
✓ One additional contract tester has been hired.	Accelerate the QA testing activities which are creating schedule problems.
Activities Planned	Impact/Value
◦ The AOC QA team will continue testing SCDX Increment 1 web services.	These are formal tests by the AOC to confirm that SCDX Increment 1 meets the AOC documented requirements.
◦ Re-run the SCDX performance tests in the AOC QA environment.	Provide an estimate of the SCDX performance that can be expected in production.
◦ Deliver the remaining web services for Increment 3.	Commitment by the contract with Sierra Systems
◦ Begin QA testing web services delivered as part of increment 2.	These are formal tests by the AOC to confirm that SCDX Increment 1 meets the AOC documented requirements.
◦ Implement testing utilities.	Improved testing process efficiencies and mitigate test schedule risks.
◦ Add additional testing resources.	Contract staff to augment testing team 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*	
Complete SCDX Increment 2	6/20/2012	9/30/2012	
Start SCDX Increment 3	6/12/12		6/12/12
Complete SCDX Increment 3	8/24/2012	11/2/2012*	
Start SCDX Increment 4	8/1/2012		
Complete SCDX Increment 4	12/12/2012		

\*New or modified date

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

Reporting Period through July 31, 2012

<b>Executive Sponsor(s)</b> <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)	<b>IT Project Manager:</b> Maribeth Sapinoso, PMP  <b>IT Deputy Project Manager:</b> Keith Curry  <b>Consultant/Contracting Firm:</b> MTG (Management Technology Group) Bluecrane, Inc. Rich Wyde, Special Assistant Attorney General  <b>Business Manager</b> Vonnie Diseth, AOC- CIO/ISD Director Dirk Marler, AOC-JSD Director
----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

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

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

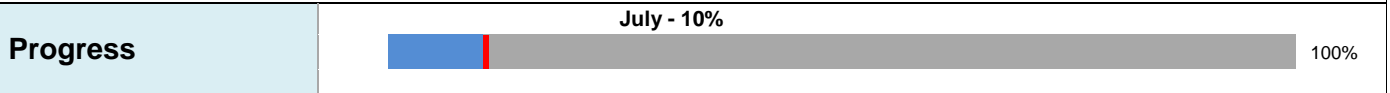
<b>Business Drivers</b>	Improve Decision Making <input type="checkbox"/>	Improve Information Access <input type="checkbox"/>	Improve Service or efficiency <input checked="" type="checkbox"/>	Manage Risks <input type="checkbox"/>
	Maintain the business <input type="checkbox"/>	Manage the costs <input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

<b>Current Status</b>	<b>Scope</b>	●	<b>Schedule</b>	●	<b>Budget</b>	●
-----------------------	--------------	---	-----------------	---	---------------	---

**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.



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

<b>Schedule</b>	<b>Planned Start Date:</b> September 2011	<b>Planned Completion Date:</b> July 2018
	<b>Actual Start Date:</b> September 2011	<b>Actual Completion Date:</b> TBD

Activities Completed	Impact/Value
✓ A project brand was approved and published.	Provides a known and consistent recognition of project documents, communication, information through image and identity.

✓ The following project documents have been completed or drafted: An inter-dependency milestone schedule for SC-CMS, INH, COTS-P and SCDS; A Deliverable Expectation Document for the Schedule Management Plan; Communication Plan; Organizational Change Management Plan; various communication documents such as talking points, internal newsletter and FAQs; Project Governance Plan; Court User Workgroup Charter.	These documents lay the framework for project interaction and clearly define project expectations, tasks, and timeframes.
✓ An amendment to the RFP reflecting the changes in the acquisition schedule and the Pre-Proposal Conference were filed.	Communicates changes to the RFP to the vendor community for up to date/current information.
✓ The Pre-Proposal Conference was completed on July 11.	Opportunity for all prospective Vendors to request clarification or additional information necessary to assess the project and prepare a proposal.
✓ Vendor questions have been submitted and reviewed by the RFP Coordinator.	Analyzes opportunities for amendments and clarification to the RFP.
<b>Activities Planned</b>	<b>Impact/Value</b>
◦ Project Scheduler continues to track and update project schedule as required, includes incorporating CBO effort, expanding BA/Requirements work, Technical Lead, Data Quality Coordinator, Court Education Services to discuss milestones, deliverables, resource needs and integration points for the project schedule.	Keep project schedule current, activities, and dates relevant.
◦ Project Scheduler will finalize the Inter Project Dependency (SC-CMS, INH, COTS-P) schedule and report I preparation for August meeting with ISD staff.	Monitors and tracks impacts and risks to deliverables/milestones between the three project's interdependencies.
◦ Project Scheduler is targeting initial draft of the Schedule Management Plan by 7/30/2012.	Determines the criteria for developing and maintaining the actual project schedule, and represents a subsidiary of the project management as a whole.
◦ Continue to support of SCDX schedule, including attending weekly meeting with PM and Vendor.	Monitors and tracks impacts and risks to deliverables/milestones for the project's inter-dependencies.
◦ Deputy PM will continue to finalize the draft documentation of the overall governance structure for review by the RFP Steering Committee.	Satisfies the request and action item from the June 22 JISC meeting.
◦ The Technical Lead continues to draft the technical script scenarios for the Tier I and Tier II AOC and local court technical staff and JSD evaluation teams for review in August.	Prepares vendor for addressing the technical concerns and questions at the vendor demonstration.
◦ Business Analysts will forward Clerks' demonstration script scenarios to Court Administrators and Superior Court Judges.	Prepares for Vendor Demonstration and Agenda.
◦ Business Analysts continues to document the data necessary to run the scenarios and identify sources for data, e.g., court cases.	Provides historical tracking and traceability of requirements.
◦ OCM Team will complete the review of the Organizational Change Management (OCM) Plan.	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.
◦ Obtain sponsor approval on Talking Points, Internal Newsletter, and FAQ document were reviewed by OCM and Project Team members.	Provides consistent messaging for the project to internal and external stakeholders.
◦ Publish internal newsletter and FAQ document.	Communicates project status and updates to internal and external stakeholders.
◦ Begin Stakeholder Engagement Plan which includes Court Readiness Assessment.	Provides a consistent management framework to identify and consult with stakeholders with current and proposed project activities.
◦ Launch updated SC-CMS Sharepoint (internal-facing) and Extranet (court-facing) web sites.	Streamlines communication more efficiently.
◦ Deputy PM will draft the following documents for the Project Management Plan: <ul style="list-style-type: none"> <li>◦ Project Risk Management Plan</li> <li>◦ Project Issue Management Plan</li> <li>◦ Project Change Management Plan</li> </ul>	Defines how the project is executed, monitored and controlled.

◦ CUWG Charter will be reviewed and vetted by the RFP Steering Committee.	Per JISC request that the CUWG charter be vetted before seeking required agreements and approvals.
◦ Finalize the distribution of the NCIC forms for the Tier I and Tier II evaluators.	Required Non-Conflict of Interest/Confidentiality form for reviewing Vendors' RFP proposals.
◦ RFP Coordinator will finalize evaluation guidelines with MTG.	Prepares for Evaluator training in scoring Written Proposals, Vendor Demonstrations, and Client On-Site Visits.
◦ OCM lead will draft and the external Project newsletter for OCM team to review.	Communicates project status and activities and promotes court community engagement.
◦ Send meeting invite to block out Tier I and Tier II calendars for when their time is required for the RFP evaluations.	Confirms commitment of Evaluators for the scoring of the Proposals, Vendor Demonstrations and/or Client On-Site Visits.
◦ PM continues to facilitate weekly Steering Committee Meetings, Project Team meetings, and Technical Team meetings and any ad-hoc project related meetings as necessary.	Keeps project team and stakeholders informed and updated of project activities and helps addresses and project related issues/concerns.
◦ PM, Deputy PM, and OCM lead continue to participate in the weekly CBO meetings.	Ensures CBO's objectives are aligned with the project.
◦ PM and Deputy PM continue to meet weekly with the INH PM, COTS-P PM and SCDX PM to discuss inter-dependency milestones and risks for all four projects.	Monitors and tracks impacts and risks to deliverables/milestones between the four project's interdependencies.
◦ PM continues to meet weekly (2:1) with Project Sponsors: Vonnie and Dirk .	Update progress and concerns with project sponsor.
◦ PM continues to meet 1:1 with CBO Manager.	Ensure both PM and CBO Manager are in sync with deliverables and goals of the project and opportunity to address and discuss project concerns, risks, and issues between the project and the CBO.
◦ PM continues to meet 1:1 with core team and Court Education Services Manager.	Discuss progress and concerns with team and stakeholders.

#### **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	1/22/2013	1/22/2013	
Selected Vendor Begins	4/15/2013	4/15/2013	
PHASE 1 COMPLETE	4/15/2013	4/15/2013	

# ITG #045 Appellate Courts Electronic Document System (EDMS)

Reporting Period through July 31, 2012

<b>Executive Sponsor(s)</b> Appellate Courts Steering Committee Justice Debra Stevens, Committee Chair Vonnie Diseth, CIO/ISD Director	<b>IT Project Manager:</b> Bill Burke (360) 704-4024 bill.burke@courts.wa.gov
	<b>Consultant/Contracting Firm:</b> N/A
	<b>Business Area Manager</b> Tamra Anderson, Data and Development Manager

**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:

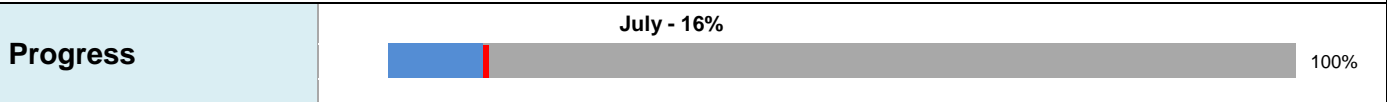
- Reduce the need and cost of converting paper documents to electronic documents
- Reduce the cost of storing hard copy official court documents
- Reduce the time of receiving documents through mail or personal delivery
- Reduce the misfiling of documents
- Eliminate staff time for duplicate data entry
- 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.

<b>Business Drivers</b>	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"/>

<b>Current Status</b>	<b>Scope</b>	<input checked="" type="checkbox"/>	<b>Schedule</b>	<input checked="" type="checkbox"/>	<b>Budget</b>	<input checked="" type="checkbox"/>
-----------------------	--------------	-------------------------------------	-----------------	-------------------------------------	---------------	-------------------------------------

**Status Notes:**  
*Requirements elicitation and documentation are taking 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 are being incorporated.*

*Scope has been placed back in green status following last month's JISC approval on the proposed project scope change.*



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

<b>Schedule</b>	<b>Planned Start Date:</b> Aug 2011	<b>Planned Completion Date:</b> March 2013
	<b>Actual Start Date:</b> Aug 2011	<b>Actual Completion Date:</b> TBD

Activities Completed	Impact/Value
✓ Completed the draft AC-EDMS technical requirements and released them for Appellate Court stakeholder review on July 12. A formal review of the AC-EDMS technical requirements was held with the Appellate Court stakeholders on July 17. The AOC project team	These technical requirements are needed for the Appellate Courts EDMS RFP.



is revising the AC-EDMS technical requirements based upon the review.			
✓ Completed the AC-EDMS business requirements and released them for Appellate Court stakeholder review on July 20. A formal review meeting is scheduled for July 26 with the Appellate Court stakeholders to review these requirements.	These business requirements are needed for the Appellate Courts EDMS RFP.		
<b>Activities Planned</b>	<b>Impact/Value</b>		
◦ Revise the AC-EDMS technical requirements based upon the review meeting and release the revised AC-EDMS technical requirements.	These requirements are needed for the Appellate Courts EDMS RFP.		
◦ Conduct a formal review of the AC-EDMS business requirements on July 26.	These requirements are needed for the Appellate Courts EDMS RFP.		
◦ Continue work on developing the Appellate Courts EDMS Acquisition Plan.	This plan provides the details for the Appellate Courts EDMS acquisition.		
◦ Begin work on developing the AC-EDMS RFP.	Required to select an EDMS system and AC-EDMS implementation vendor.		
<b>Milestones Planned</b>			
<b>Milestone</b>	<b>Original Date</b>	<b>Revised Date</b>	<b>Actual Date</b>
Release Draft AC-EDMS Acquisition Plan for Review	7/27/2012	TBD	
Finalize AC-EDMS Business & Technical Requirements	8/3/2012	TBD	
Appellate Courts EDMS RFP Release	10/14/2011	TBD	
JISC Approval of Appellate Courts EDMS Vendor price	11/25/2012	TBD	
Appellate Courts EDMS Vendor Contract Award	11/25/2012	TBD	



# ITG #009 Accounting in the Data Warehouse

Reporting Period through July 31, 2012

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

**IT Project Manager:**  
 Business Area 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.

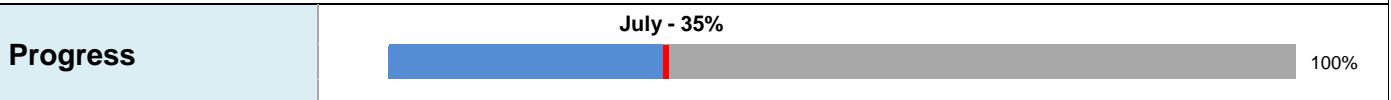
This is a multi-court level request, bringing value to both the Superior Courts and to the Courts of Limited Jurisdiction.

<b>Business Drivers</b>	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"/>

<b>Current Status</b>	<b>Scope</b>	●	<b>Schedule</b>	●	<b>Budget</b>	●
-----------------------	--------------	---	-----------------	---	---------------	---

**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.*



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

<b>Schedule</b>	<b>Planned Start Date:</b> August 2011	<b>Planned Completion Date:</b> January 2014
	<b>Actual Start Date:</b> August 2011	<b>Actual Completion Date:</b> TBD

Activities Completed	Impact/Value
✓ Released Report 5, "Monthly interest accruals associated with A/R type codes".	Provided new functionality for reporting.
✓ 2 <sup>nd</sup> review of Report 7, "Cases with A/Rs Paid-in-Full – INCLUDING TRUST".	Customer approval.
✓ Began first review of Report 6, "Remittance Summary by BARS codes"	Initial customer review
✓ Continue research and design of tables for Report 8-10 (ETL).	Provided data for requested reports.
✓ Re-designed of BOXI Universe to include new business requirements	Provided data for requested reports.
✓ Continue business analysis for Report 8 "A/R balance by type, A/R and payment aging" and Reports 9-10, collection reporting	Completed user requirements and approval.
✓ Reprioritized priority report and completed Project Schedule for accounting	Provided planning for customer's scheduling.
Activities Planned	Impact/Value
° 2nd Review of Report 6, "Remittance Summary by BARS codes".	Obtain user approval.

° Continue business analysis for report 8-10, "A/R balance by type, A/R and payment aging" and reports 9-10, collection reporting.	Complete user requirements and approval.
° Release new BOXI Universe.	Provide data for requested reports.
° Continue table design for reports 8-10 (ETL).	Provide data for requested reports.

# ITG #041 Revised CLJ Computer Records Retention and Destruction Project

Reporting Period through July 31, 2012

<p><b>Executive Sponsor(s)</b>  <i>Judge Wynne, Chair</i>                  JISC Data Dissemination Committee (DDC)</p> <p><i>Judge Tripp, President</i>                  District and Municipal Court Judges Association (DCMJA)</p> <p><i>LaTrisha Kinlow, President</i>                  District and Municipal Court Management Association (DMCMA)</p>	<p><b>IT Project Manager:</b>                  Kate Kruller, MBA, PMP                  IT Project Manager                  360 704 5503 (o)                  360 956 5700 (f)                  Kate.Kruller@courts.wa.gov</p>
<p><b>Business Area Manager:</b>                  Mike Keeling, Operations Manager</p>	<p><b>Consultant/Contracting Firm: N/A</b></p>

**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.

<b>Business Drivers</b>	Improve Decision Making <input type="checkbox"/>	Improve Information Access <input type="checkbox"/>	Improve Service or efficiency <input type="checkbox"/>	Manage Risks <b>x</b>
	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"/>

<b>Current Status</b>	<b>Scope</b>	●	<b>Schedule</b>	●	<b>Budget</b>	●
-----------------------	--------------	---	-----------------	---	---------------	---

**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 move 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).

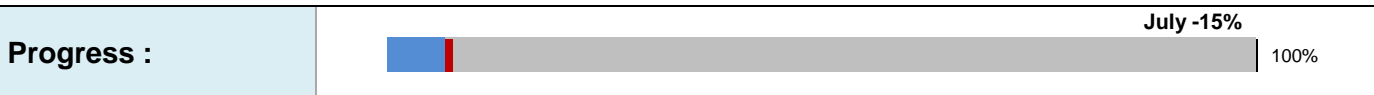
High-Level Activity Summary:

- June 28 and June 29 - Project Manager scheduled and conducted two (2) ITG 41 Project Steering Committee meeting opportunities to review the Functional Requirements.
- July 12 - During the course of investigating and confirming previously established requirements, Project Team discovered information is at too high a level. More time and research is required by Business Analysts. A new project schedule estimate is underway.
- July 19 - Business Analyst will provide project with additional requirements gathering process details and schedule. Project may need to utilize the next incoming BA new hire with extensive court experience.
- July 19 - Also, Court-experienced Business Analyst has rotated off the project to join SC-CMS. Project now lacks a court-experienced BA to provide quality assurance to the more detailed requirements gathering process.
- July 20 – Project Manager reported project risk:
  - 1. Functional Requirements Reviewed. Project requirements gathered indicate original Phase 1 and Phase II work is not organized logically to the work that needs to be performed. Detailed case examples show exceptions to guidelines approved. Translates to much greater business analysis work and developer work

that originally estimated. Those disciplines requesting a different logical re-organization (i.e. project roadmap) to project work.

- Charter underway to form agreements between AOC and Steering Committee in this regard
- July 20 – Project Manager reported new two-fold project risk:
  - 1. Additional Requirements Gathering time is needed
  - 2. Proper transition to substituted Business Analyst - plus potentially a need for additional support from a court-experienced BA. Risk Impact is on Resource Demand and Schedule.
- Aug 8 – Project Team meeting to address project approach and schedule update.
- Aug 9 – Project Manager updates schedule and produces MS Project version of schedule for Clarity team.
- Sep 7 – Project Team reviews first draft of Project Charter.
- Aug 10 – Business Analyst process steps and matching schedule dates to stabilize requirements gathering needs for project.
- Aug 10 – Project Manager schedules next Steering Committee meeting.
- Sep 14 – Project Manager communicates to Steering Committee regarding (1) new project approach/re-organization in planning stages; (2) schedule update underway; and (3) need for more business analysis to obtain additional requirements detail.

Target 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 Digital 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	<input checked="" type="checkbox"/> Initiate	<input type="checkbox"/> Planning	<input type="checkbox"/> Execute	<input type="checkbox"/> Close
---------------	----------------------------------------------	-----------------------------------	----------------------------------	--------------------------------

<b>Schedule</b>	<b>Planned Start Date:</b> (Previous efforts: Circa 2006; August 2010) Current effort: April 23, 2012	<b>Planned Completion Date:</b>
	<b>Actual Start Date:</b> April 23, 2012	

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
✓ Business Analyst assigned to update and review requirements with steering committee input.	Project Management Institute Initiation Process – Requirements Gathering
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
○ Steering Committee Functional Requirements review. Meet with AOC DDC, DMCJA and DMCMA members of the 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
○ Schedule Project Steering Committee and Business Analyst for second Functional Requirements review (online session), if necessary.	Project Management Institute Execution Process – Requirements Gathering

◦ Schedule Functional Requirements Review DDC, DMCJA and DMCMA Organization/Associations membership for review via association leaders.	Project Management Institute Execution Process – Requirements Gathering
◦ Publish Functional Requirements to DDC, DMCJA and DMCMA Organization/Associations membership for finalization via association leaders.	Project Management Institute Execution Process – Requirements Gathering
◦ DDC, DMCJA and DMCMA association leaders confirm Functional Requirements approved.	Project Management Institute Execution Process – Requirements Gathering
◦ Conduct Non- Functional Requirements Document (NFRD) Review and Update.	Project Management methodology documentation to establish expectations in the area of Project Initiation.
◦ Update SharePoint Site w/ any new or updated project document.	Streamlines project communication.
◦ Project Manager will draft the following documents for the Project Management Plan: <ul style="list-style-type: none"> <li>◦ Project Risk Management Plan</li> <li>◦ Project Issue Management Plan</li> <li>◦ Project Change Management Plan</li> </ul>	Defines how the project is executed, monitored and controlled.
◦ Project Manager continues to facilitate Steering Committee Meetings, Project Team meetings, and Technical Team meetings and any ad-hoc project related meetings as necessary.	Keeps project team and stakeholders informed and updated of project activities and helps addresses and project related issues/concerns.
◦ Project Manager continues to meet with Project Sponsors Mike Keeling and Project Team.	Update progress and concerns with project sponsor.

### Milestones Planned

Milestone	Original Date	Revised Date	Actual Date
<b><i>Part 1 - Enhance Destruction of Records Process</i></b>			
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	TBD		
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 July 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
<b><u>Portfolio Coordinator</u></b>	
<ul style="list-style-type: none"> <li>✓ Participated with team to document processes in Clarity for project management.</li> </ul>	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.
<ul style="list-style-type: none"> <li>✓ 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</li> </ul>	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.
<ul style="list-style-type: none"> <li>✓ Completed 2 reviews of the biennial IT Portfolio Report – Policy &amp; Planning and ISD Management</li> </ul>	Biennial IT Portfolio Report informs stakeholders of current and planned IT investments.
<b><u>Service Delivery</u></b>	
<ul style="list-style-type: none"> <li>✓ Nothing significant to report due to vacation for half of the month.</li> </ul>	N/A
<b><u>Organizational Change Management</u></b>	
<ul style="list-style-type: none"> <li>✓ The duties of this position have been temporarily assigned to two staff until a replacement is found for this position (scheduled for September 1, 2012)</li> </ul>	This position is responsible for creating and implementing strategies to manage the “people side” of change within ISD.
<b><u>Clarity Administrator</u></b>	
<ul style="list-style-type: none"> <li>✓ Continued Clarity support.</li> </ul>	Improves data quality in Clarity.
<b><u>Resource Coordinator</u></b>	
<ul style="list-style-type: none"> <li>✓ Participated with team to continue document processes in Clarity</li> <li>✓ (ongoing)</li> </ul>	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.
<ul style="list-style-type: none"> <li>✓ 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.</li> </ul>	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.
<ul style="list-style-type: none"> <li>✓ Obtained and distribute training materials, set up video conferencing for the three day BA Business Rules training and conduct a follow up survey.</li> </ul>	Cost effective and efficient method to deliver state of the art techniques presented by well qualified experts.
<ul style="list-style-type: none"> <li>✓ Coordinated Staff Services appreciation event.</li> </ul>	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.
<ul style="list-style-type: none"> <li>✓ Assisted with screening applications, developing questions, participating on interview panel and reviewing personnel file for the Administrative Secretary.</li> </ul>	Hire the best candidate to backfill the temporary Administrative Secretary position.
<ul style="list-style-type: none"> <li>✓ Participated on Interview panel for the Organizational Change Coordinator.</li> </ul>	Hire the best candidate to temporarily backfill the vacant Organization Change Coordinator.
<ul style="list-style-type: none"> <li>✓ Started process to obtain work schedule/shift information from managers and HR and enter into the Clarity Calendar.</li> </ul>	Allow managers, PM and Resource Coordinator to more accurately predict resource availability during core business hours.
<b><u>Business Liaison</u></b>	
<ul style="list-style-type: none"> <li>✓ Visited courts of limited jurisdiction in Eastern Washington.</li> </ul>	Visiting courts in person provides the direct connection with our customers who we do not reach through association meetings and other contacts.
<ul style="list-style-type: none"> <li>✓ Worked on development of comprehensive JIS policies and</li> </ul>	Having consistent and integrated JIS and ISD policies

standards, as well as coordination with ISD policies.	will guide ISD staff and court stakeholders in the IT governance process and ISD operations.
✓ Continued liaison work on Vehicle-Related-Violations and other IT Governance implementation projects.	Ensuring that customer needs are taken into consideration and customers are informed about the progress of projects.
✓ 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.
✓ Reported status of AOC activities and progress on projects to associations, boards, and commissions.	Communicating status of AOC activities and gathering feedback from the court community provides an opportunity for increased communication and understanding with our customers.
✓ Coordinated activities and communication with JSD staff for court community meetings.	Good cross-division communication and coordination ensures consistent customer communication and better responsiveness to our customers.
✓ Communicated ITG and other projects' status and addressed stakeholder concerns at association meetings.	Direct communication and interaction with broader customer groups increases their understanding of ISD services and activities, and builds trust in AOC.
✓ Worked with Judicial Services Division staff, courts, and Department of Licensing staff on numerous issues related to drivers' records.	Working with the courts and agencies involved to ensure that violations are accurately reflected on drivers' records.
✓ 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.
✓ 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.
✓ 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.
✓ 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.
✓ 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).
✓ 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.
✓ Updated policy tracking sheet.	Manage progress of ISD policy work.
✓ Worked with SC-CMS project team, SC-CMS internal sponsor team, RFP Steering Committee and CBO Project team for the new superior court case management system.	Ensuring that the customer's concerns and ideas are included in the SC-CMS project will help to deliver a solution that meets the customers' needs.
✓ Provided updates and reports to associations on IT activities relating to superior courts and appellate courts.	Continued communications help customers to understand better the activities in ISD and for ISD to get valuable feedback to better meet the customer needs.
✓ Distributed communications on the SC-CMS project to all stakeholders.	Delivering communications and messages to the customers keeps them informed and improves credibility, transparency and trust.
✓ Worked on presentation for upcoming DMSC committee.	Provide staffing and support for committees and groups to effectively carry out their decision processes..
✓ 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.
✓ 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.
<b><u>Vendor Relations</u></b>	
✓ Continued developing specific scoring formulas for procurement evaluation for SC-CMS RFP.	Mitigate project risk through thorough vetting of evaluation scoring methodology.
✓ Worked with PM on the development of the preliminary draft acquisition documents for the Appellate Court Enterprise Content Management (EDMS) solution; also provided guidance on the same.	Establish and implement ISD acquisition standards; Mitigate project risk through Vendor communications.



✓ Administered documentation and information provided in RFP Document site for SCCMS RFP review.	Establish and implement ISD acquisition and contract standards; Create transparency of acquisition process for both internal and external stakeholders.
✓ Coordinated development, design and management of FTP site for SC-CMS Vendor Proposals for offsite access to evaluators.	Establish and implement ISD acquisition and contract standards; Create ease in access of proposals for offsite evaluators.
✓ Designed and began draft evaluation training for SC-CMS RFP.	Establish and implement ISD acquisition and contract standards; Create ease in access of RFP training materials.
✓ Provided 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.
✓ Leveraged administrative staff resources for logistics of SCCMS RFP evaluation activities.	Leverage existing administrative resources allowing VRC and PM to focus on internal RFP review and resolution process.
✓ Began 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.
✓ 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.
✓ Negotiated with Vendor (CA) for cost savings for new Clarity license purchase and software maintenance.	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.
✓ Published amendments and Question & Answer Document 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.
✓ 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.
✓ Managed Work Request DES 12-146/AOC 12-01 urgent need for three (3) Quality Assurance Testers.	Leverage state procurement resources for expedited fulfillment of temporary staffing needs; Managed onsite candidate interviews; Provided communication updates with Vendors who submitted responses.
✓ Completed Sole Source justification for new On-Call contract with MTG Management Consultants.	Retain Subject Matter expertise regarding AOC IT projects, while ensuring compliance to state procurement rules and policies.
✓ Held Pre-Proposal RFP Vendor Conference for SC-CMS.	Establish communications with Vendor community to identify potential contract and/or procurement issues related to SC-CMS RFP.
✓ Debriefed RFP Steering Committee on Pre-Proposal Vendor Conference for SC-CMS.	Maintain open communications with RFP stakeholders.
✓ Debriefed RFP Internal Sponsor Committee on Pre-Proposal Vendor Conference for SC-CMS.	Maintain open communications with internal sponsors and other AOC interested parties.
✓ Processed two Change Requests and three amendments for contracted SCDX project.	Maintain Vendor confidence in agency capabilities in meeting pre-determined deadlines.
✓ 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.
<b>Activities Planned</b>	
<b>Impact/Value</b>	
<b><u>Portfolio Coordinator</u></b>	
◦ Complete 2 more reviews of the IT Portfolio Report and publish by 8/31.	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.

<ul style="list-style-type: none"> <li>◦ Update data exchange portfolio in Clarity PPM.</li> </ul>	Better understanding and visibility of data exchanges that are maintained in the portfolio for investment decision making.
<ul style="list-style-type: none"> <li>◦ Begin drafting IT Portfolio Management policies and procedures.</li> </ul>	Controls around the ITPM process will ensure consistency and quality of information.
<b><u>Service Delivery</u></b>	
<ul style="list-style-type: none"> <li>◦ Work toward rapid approval of ITG 079 – WRO Screen Change Under Bail Options.</li> </ul>	Enable this effort to be included with two ITG requests that are being restarted.
<b><u>Organizational Change Management</u></b>	
<ul style="list-style-type: none"> <li>◦ The position is currently vacant and the duties have been distributed between the Resource Coordinator and a Business Liaison.</li> </ul>	N/A
<b><u>Clarity Administrator</u></b>	
<ul style="list-style-type: none"> <li>◦ Clarity Process and MSP Integration Validation <ul style="list-style-type: none"> <li>◦ Document the project management process &amp; Clarity input points.</li> <li>◦ Test and document MSP integration with Clarity following the application of 12.1.1.5 and 12.1.1.6 patches.</li> </ul> </li> </ul>	<p>Defines process for PMs and defines expectations for input into Clarity.</p> <p>Defines/Documents the behavior of schedules shared between Microsoft Project and Clarity.</p>
<ul style="list-style-type: none"> <li>◦ Provide continued Clarity Support.</li> <li>◦ Continue documenting custom reports.</li> </ul>	Provides PMs and FMs with additional tools for assessing project and application progress.
<ul style="list-style-type: none"> <li>◦ Clarity / MSP integration</li> </ul>	<p>Continue testing of the CA integration patch.</p> <p>Review/Create documentation supporting PM process surrounding PM involvement and scheduling around Clarity.</p>
<ul style="list-style-type: none"> <li>◦ Document the Bi-Weekly Status Report generation process and develop training materials.</li> </ul>	This is the first step in moving the PMO to use of the BWSR as the standard reporting option for reporting project status.
<ul style="list-style-type: none"> <li>◦ Clarity Training.</li> </ul>	Work with CA to obtaining Clarity/MSP training.
<b><u>Resource Coordinator</u></b>	
<ul style="list-style-type: none"> <li>◦ Obtain and enter work schedule information in Clarity calendar.</li> </ul>	Allow managers, PM and Resource Coordinator to more accurately predict resource availability, particularly during core business hours.
<ul style="list-style-type: none"> <li>◦ Status projects and update Clarity weekly.</li> </ul>	Providing support to PMO and Clarity reflects more accurate data.
<ul style="list-style-type: none"> <li>◦ Continue to document Clarity procedures to support resource management, project scheduling, project status reporting, etc.</li> </ul>	Repeatable processes in Clarity will streamline the effort among the various workgroups and improve data quality.
<b><u>Business Liaison</u></b>	
<ul style="list-style-type: none"> <li>◦ Work on development of comprehensive JIS policies and standards, as well as coordination with ISD policies.</li> </ul>	Having consistent and integrated JIS and ISD policies will guide ISD staff and court stakeholders in the IT governance process and ISD operations.
<ul style="list-style-type: none"> <li>◦ Continued liaison work on Vehicle-Related-Violations and other IT Governance implementation projects.</li> </ul>	Ensuring that customer needs are taken into consideration and customers are informed about the progress of projects.
<ul style="list-style-type: none"> <li>◦ Staff JISC and ISD work groups developing a policy and standard for approval of local case management systems.</li> </ul>	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"> <li>◦ Report status of AOC activities and progress on projects to associations, boards, and commissions.</li> </ul>	Communicating status of AOC activities and gathering feedback from the court community provides an opportunity for increased communication and understanding with our customers.
<ul style="list-style-type: none"> <li>◦ Coordinate activities and communication with JSD staff for court community meetings.</li> </ul>	Good cross-division communication and coordination ensures consistent customer communication and better responsiveness to our customers.
<ul style="list-style-type: none"> <li>◦ Communicate ITG and other projects' status and addressed stakeholder concerns at association meetings.</li> </ul>	Direct communication and interaction with broader customer groups increases their understanding of ISD services and activities, and builds trust in AOC.
<ul style="list-style-type: none"> <li>◦ Work with Judicial Services Division staff, courts, and Department of Licensing staff on numerous issues related to drivers' records.</li> </ul>	Working with the courts and agencies involved to ensure that violations are accurately reflected on drivers' records.

◦ Coordinate preparations for the September JISC meeting.	Ensures timely and consistent delivery of meeting materials.
◦ Complete work on the database design policy and standard.	Documents the scope and process of the database design review team in a formal structure.
◦ Work with QA to complete draft policy.	Creates a policy and standard for testing and quality assurance; documents ISD management's expectations regarding QA and testing.
◦ Work on creating presentation to ISD Leadership team regarding proposed JIS and ISD policy changes.	Educate ISD Leadership Team on reasons for proposed policy restructuring; gain AOC approval first before proposing changes to the JISC.
◦ Begin work on automating ISD External Communication Process.	Reduces time gathering reviews and approval of ISD external communication.
◦ Secure introduction to key stakeholders on the Gender and Justice Commission.	Will begin providing ISD Business Liaison support to the Gender and Justice Commission.
◦ 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.
◦ Continue work on presentation for DMSC.	Ensuring that we have the appropriate customer involvement and oversight on projects and programs helps to deliver solutions that meet the needs of the customers.
◦ Participate in developing data governance structure.	Providing a holistic view point into the data governance model has a broad impact across internal operations and external customer stakeholders.
◦ Assist with vetting the Demo Scripts for the SC-CMS project with the superior court judges.	Provide additional insight and help with coordination of materials, preparation and follow up related to the demo scripts for the judges.
◦ Staff DMSC and IT Governance Groups.	Provide staffing and support for committees and groups to effectively carry out their decision processes..
◦ 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
◦ 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.
◦ Participate in projects and programs as a customer liaison, providing a customer perspective.	Ensuring that the customer perspective is considered and heard on customer impacting projects is essential to delivering a solution that meets the needs of our customers.
<b><u>Vendor Relations</u></b>	
◦ Identify specific scoring formulas for procurement evaluation in coordination with MTG.	Mitigate project risk through thorough vetting of evaluation scoring methodology.
◦ Finish procurement process associated with Work Request including debriefings.	Maintain procurement integrity through proper execution of all procurement phases.
◦ 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.
◦ 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.
◦ Continue recruit 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.
◦ Provide contract guidance and complete resolution for performance issues with Vendor related to Superior Court Data Exchange project.	Mitigate project risk through Vendor communications; Manage Vendor relationships and performance for ISD.
◦ Continue to work on the development of evaluator scripts in a collaborative manner with SC-CMS stakeholders.	Establish procurement value for strong stakeholder buy-in of SC-CMS evaluation process.
◦ Continue to work on the development of the draft Contracts Management 101 training course.	Establish fundamental knowledge in ISD for applying due diligence to these obligations.
◦ Communicate RFP issues/concerns with SC-CMS Steering Committee regarding RFP decision points.	Mitigate project risk through Project team communications; Create well written RFP documents to establish Vendor opportunities to develop high quality proposals.

◦ Assist in the Appellate Court EDMS RFP.	Establish and implement ISD acquisition standards; Mitigate project risk through Vendor communications.
◦ Continue to leverage 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.
◦ Finalize recruitment and then train 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.
◦ Continue to collaborate with PMO scheduler for scheduling of all ISD projects.	Establish and implement ISD acquisition and contract standards; Mitigate project risk through PMO communications.
◦ 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.
◦ 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 July 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
✓ The ART policy was adopted in July.	Policies communicate management's expectations and provide a framework for ISD activities.
✓ Provided EA perspective to the JIS Codes Committee in preparation for, and during, their monthly meeting.	The JIS Codes Committee reviews code requests against established guidelines. It prioritizes implementation of those which are approved.
✓ Finished technical requirements and provided inputs to RFP, in preparation for its release.	The EDMS will provide an Electronic Document Management System for the appellate courts.
✓ Solution Options, Recommendation, and Analysis for AOC leave system. Reviewed and Completed	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.
✓ Scheduled review of the AC-EDMS requirements.	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.
Activities Planned	Business Value
◦ Review of the AC-EDMS (Appellate Courts' Electronic Data Management System) requirements are scheduled to occur in August.	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.
◦ Plan activities needed to complete the JIS Baseline Services. Working with Information Network Hub (INH) technical lead to rationalize services against the Baseline.	The JIS Baseline Services model will provide an objective method for analyzing if a business service should be supported centrally. It will be used to evaluate the services currently provided and as a tool for evaluating new services proposed thru the ITG process.
◦ In July and August, standards to accompany the draft JISC Policy for Approval of Local Automated Court Record Systems are being developed. 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).	The standards are referenced by the JISC policy, providing guidance and conditions to support an individual court's efforts to implement a local automated system, while ensuring the integrity of data and information upon which all courts depend.
◦ 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 an Physical Data Model. The physical data model will be used to implement the database.	The INH EDR Database Design is a critical component in the integration of the existing JIS with the new SC-CMS.
◦ Implementation of RRC (Rational Requirements Composer) software has begun. Requirements-gathering is under way during July and August to ensure structuring of RRC for best support of AOC's SDLC process. Implementation needs for Enterprise Requirements are being assessed and submitted.	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.
◦ Participate in the review and finalization of technical scripts for the on-site demonstration portion of the vendor evaluations.	Up to 4 vendors who reply to the RFP will be evaluated in product demonstrations to occur at the AOC and in site visits to vendor installations in other states.

<ul style="list-style-type: none"> <li>◦ To evaluate and determine the impact of SC-CMS and INH projects on the AOC JIS applications and services, identify the dependencies and changes required.</li> </ul>	<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"> <li>◦ Doing technical evaluations on an ITG request for printing warrants.</li> </ul>	<p>IT Governance is the framework by which IT investment decisions are made, communicated and overseen.</p>

## Operational Area: Infrastructure

Dennis Longnecker, Infrastructure Manager

Through July 31, 2012

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

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

Activities Completed	Impact/Value
<ul style="list-style-type: none"> <li>✓ The next Disaster Recovery test is scheduled for September 21-22, 2012. We set our objectives and expectations for the next test. Staff continue to keep documentation/procedures current.</li> </ul>	Disaster Recovery is a JIS activity which ensures the JIS systems would be available in the event of a disaster (either localized or large).
<ul style="list-style-type: none"> <li>✓ Completed the following Software/Hardware updates:                             <ul style="list-style-type: none"> <li>• Replaced Batteries at the Enterprise UPS at the Supreme Court as the UPS was failing.</li> </ul> </li> </ul>	Maintaining current and supported software levels ensures users are able to continue to work.
<ul style="list-style-type: none"> <li>✓ 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).</li> </ul>	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.
<ul style="list-style-type: none"> <li>✓ Installed Natural 8.2.2 and get ready for Maintenance/Operations testing.</li> </ul>	Current Version of Natural is unsupported by the vendor.
<ul style="list-style-type: none"> <li>✓ Installed new z/OS operating system and getting ready for Maintenance/Operations Testing</li> </ul>	Maintaining current and supported software levels ensures users are able to continue to work.
Activities Planned	Impact/Value
<ul style="list-style-type: none"> <li>◦ Continue Work on Disaster Recovery Planning.</li> </ul>	Disaster Recovery is a JIS activity which ensures the JIS systems would be available in the event of a disaster (either localized or large).
<ul style="list-style-type: none"> <li>◦ Continue Hardware/Software/Firmware Upgrades on system components.</li> </ul>	Maintaining current and supported software levels ensures users are able to continue to work.
<ul style="list-style-type: none"> <li>◦ Start work on FY13 Equipment Replacement.</li> </ul>	Replace aged (5 year old) equipment with new hardware and operating systems.
<ul style="list-style-type: none"> <li>◦ Continue working on Natural 8.2.2.</li> </ul>	Current Version of Natural is unsupported by the vendor.
<ul style="list-style-type: none"> <li>◦ Continue working on the z/OS 1.13 Upgrade.</li> </ul>	Maintaining current and supported software levels ensures users are able to continue to work.
<ul style="list-style-type: none"> <li>◦ Upgrade the Supreme Court File Server.</li> </ul>	Replace aged (5 year old) equipment with new hardware and operating systems.
<ul style="list-style-type: none"> <li>◦ Upgrade Video Conferencing Hardware to supported platform.</li> </ul>	Replace aged (5 year old) equipment with new hardware and operating systems.
<ul style="list-style-type: none"> <li>◦ Continue work on MS Exchange Upgrade Planning.</li> </ul>	Maintaining current and supported software levels ensures users are able to continue to work.

## Operational Area: Data & Development

Tamra Anderson, Data & Development Manager

Through July 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
<u>Data Exchange Unit</u>	
✓ Completed Smoke test for SCDX Production Increment 1 services (second round) defect fixes from vendor.	Test results give us a baseline of the SCDX application's performance of defect fixes when deployed to QA servers.
✓ 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 in identifying all the players involved in deploying the SCDX application in Production. Helps in communication plan 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.
<u>Data Warehouse Unit</u>	
✓ Released Report 5, "Monthly interest accruals associated with A/R type codes".	Provide new functionality for reporting.
✓ 2nd review of Report 7, "Cases with A/Rs Paid-in-Full – INCLUDING TRUST".	Customer approval.
✓ Began first review of Report 6, "Remittance Summary by BARS codes".	Initial customer review.



✓ Continue research and design of tables for Report 8-10 (ETL).	Provide data for requested reports.
✓ Re--designed of BOXI Universe to include new business requirements.	Provide data for requested reports.
✓ Continue business analysis for Report 8 "A/R balance by type, A/R and payment aging" and Reports 9-10, collection reporting.	Complete user requirements and approval.
✓ Reprioritized priority report and completed Project Schedule for accounting.	Provide planning for customer's scheduling.
<u>Database Unit</u>	
✓ Review 9 sets of database designs related to change requests for various projects	ITG09 project - Support expanded reporting of Accounting data from the data warehouse.  ASRA project - Superior Court Law table enhancement to manage Felony Class.  INH Project – Stored procedure to return Person information
<b>Activities Planned</b>	
<b>Impact/Value</b>	
<u>Data Exchange Unit</u>	
◦ Deploy SCDX Increment 1 (10 exchanges) to Production (Tentative date is August 29, 2012).	Provides proven SCDX infrastructure in Production that can go live immediately. Helps in removing Increment 1 fro QA server to get ready for deploying Increment 2 into QA
◦ Prepare SCDX Increment 2 for QA deployment.	Helps the project get further in their QA testing of more SCDX web services.
◦ 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.
<u>Data Warehouse Unit</u>	
◦ 2nd Review of Report 6, "Remittance Summary by BARS codes".	Obtain user approval.
◦ Continue business analysis for report 8-10, "A/R balance by type, A/R and payment aging" and reports 9-10, collection reporting.	Complete user requirements and approval.
◦ Release new BOXI Universe.	Provide data for requested reports.
◦ Continue table design for reports 8-10 (ETL).	Provide data for requested reports.
<u>Database Unit</u>	
◦ Support Database Design Review requests.	Change Management of database designs.
◦ INH Project support.	Participate on the Law Data design team.

## Operational Area: Operations

Mike Keeling, Operations Manager

Through July 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
✓ SharePoint 2010 Charter drafted and is being reviewed.	Ongoing project to improve document management and collaboration throughout agency.
✓ SharePoint 2010 development environment established.	Part of ongoing project referenced above
✓ Legacy - Completed Coding for HB 2302 and transferred to QA.	Meets legislative standard for tracking outcomes of DUI cases with Youth in Vehicle.
✓ Legacy – Completed Audit report for Spokane District Court to review and monitor activity of their local system.	Allows SPD to use a locally developed system to make docket entries freeing staff time.
✓ Legacy – Updated RCP screen to comply with changes to Criminal Rule of Limited Jurisdiction 3.2.	Supports accurate accounting when using transaction type BF.
✓ Legacy – End-dated the Finding Judgment code BF.	Supports changes to Criminal rule of Limited Jurisdiction 3.2
✓ Legacy – Modified Criminal Traffic laws to have the appropriate suggested bail amount.	Supports changes to Criminal rule of Limited Jurisdiction 3.2
✓ Legacy – Implemented cod NDA: Neg Dr2nd-VulnUserVct Alt Sent.	Allows tracking of compliance of a person who has the alternative sentence imposed.
✓ DX – Developed CaseSeal and CaseConsolidate java web services for SCDX increment 4.	Part of the SCDX project.
✓ JCS/ASRA – Migrated the test and training environments to AOC's new server infrastructure.	Will improve availability and performance of the training and test environments, and lay the groundwork for migrating the production system.
✓ ASRA – Completed the creation of the historical risk assessment database, representing more than 2.8 million individual assessments.	Will allow Research to validate the recidivism predictive value of the STRONG II assessment tool.
✓ JCS – Implemented a Defendant Case History report in production.	Eliminates the need for juvenile court users to access more than one system for managing their case load.
✓ WSP Dispositions – new release to accommodate new case disposition types 'GV' and 'GR' created by legislative action	Continue to evolve the application as business needs change.
✓ CAPS – new release to improve maintainability of application	Position application to rapidly respond to future business needs.
✓ WEB - Elementary, Middle, and High School lesson plans have been rewritten and recategorized and all need to be replaced on the Washington Courts website. There are 50 lesson plans being made available to the schools.	Lesson plans are provided, via the Judges in the Classroom program, to Elementary, Middle, and High Schools. The lesson plans, and the Judges in Classroom program, provide an increased understanding of the role of the justice system in our society, a foundation for improving civic skills, an ability to work within the legal system to settle grievances, and an understanding of the basis for rules.
✓ WEB -The COA3 needs a portal that will allow them to easily provide large documents to attorneys, prosecutors, etc. This portal will be modeled after the one created for COA2.	The Party Portal will make it easier for the Court to provide large documents to case participants.
✓ WEB - Juvenile Firearms Extract for DOL. Members of	In order to comply with RCW 9.41.047, the courts need to

the Washington State Association of County Clerks (WSACC) have asked that qualifying juvenile offender cases be included in the nightly extracts that report data to DOL-Firearms. Cases that qualify would be derived from the SCOMIS docket code NTIPF (Notice of Ineligibility to Possess Firearm).	notify DOL-Firearms when a Notice of Ineligibility to Possess Firearm has been recorded for a juvenile offender. Members of the Washington State Association of County Clerks (WSACC) have asked that this process be automated now that DOL is able to receive the data via their web service. Automating the process will save the courts time and make it easier for DOL to quickly load the information on their system.
✓ WEB - Emergency Court Closure. After the major storm resulting in many court closures a couple of weeks ago, Customer Services brainstormed some of the "Court Closure Notification" issues and came up with a potential improvement we'd like to pursue. It involves building and implementing a new web form for courts to fill out and automatically create and submit an eService Center Incident, much like the current "Manage JIS User ID" webform.	Saves time and improves communication for emergency court closures.
✓ WEB - Div 1 Upload. Build an upload utility for the Court of Appeals - Div 1. The utility will provide the court with a way to upload large files that need to be distributed to other courts, attorneys, prosecutors, etc.	Currently the court has to create discs containing large files and mail those discs to case participants. The upload utility will save the court time and money since they will no longer need to create discs or pay postage. They will also be able to get the documents to case participants in a timelier manner.
Activities Planned	Business Value
◦ Legacy – Support QA testing for HB 2302.	Meets legislative standard for tracking outcomes of DUI cases with Youth in Vehicle.
◦ Legacy – Uninstall VSAM Super File.	Saves maintenance hours, and eliminates duplicate data entry.
◦ Legacy – Resolved cross-court IOH problem.	Remedies the cause of out of balance issues which take many maintenance hours to correct. Also corrects the title of the reports.
◦ 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.
◦ Legacy – Implement case condition code ROW: Resolve Outstanding Warrants.	Fulfills codes committee request.
◦ DX – Fix a configuration setting on eTicketing BizTalk solution to correctly identify error conditions on Java Websphere side.	To detect errors in eTicketing processing early
◦ JCS/ASRA – Migrate production environment to AOC's new server infrastructure.	Will improve availability, reliability, and maintainability of these critical systems.
◦ JCS – Implement accounting display screens for juvenile offenders, similar to JIS.	Will allow juvenile court staff to assess juvenile diversion and restitution status within the JCS system, eliminating the need to log onto JIS for accounting data.
◦ ASRA – Implement 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.
◦ ETP - Release version 3.4.1 with two defect fixes and one legislative mandate change, due to be released in August	Improve reliability and adjust to evolving requirements as business needs change.
◦ 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.
◦ 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 - Washington State Aggression Replacement Training (WSART) App. Create a process that will allow the courts to enter information related to court	Courts and Research will be better able to track the progress of juveniles that are required to attend training. The

sponsored Aggression Replacement Training.	tool will also save the courts time as it will automatically generate rosters and keep probation counselors informed.
◦ WEB - Guardian Portal. Centralized repository for navigating various Guardian applications.	Provides a single entry point for all Guardian information, which will improve usability and ease of use.
◦ 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 - 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 subsite, 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.

## Operational Area: Project Management Office & Quality Assurance

Mike Davis, (PMO/ QA Manager)

Through July 31, 2012

*Includes: Project Management Office, Software Quality Assurance*

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

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

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

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

Activities Completed	Impact/Value
<b><u>Project Work without Monthly Project Reports</u></b>	
✓ The PMO Process Project has completed a Scope Statement and is in the process of obtaining signatures.	This project will streamline processes and focus on institutionalizing processes with staff. Although there has been significant Transformation work accomplished, the PMO must now turn its attention to process clarification, changing behaviors and conforming to processes.
<b><u>Quality Control</u></b>	
✓ Completed testing for ETP production fix CQ 18624.	Ensure a successful upgrade of the ETP application for code changes.
✓ Began 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 Accounting reports for current phase of ITG #9.
✓ Continued SCDX project testing.	Ensure all affected applications are tested prior to release.
✓ Completed testing for JABS 5.2.	Ensure a successful upgrade of the JABS application for code changes.
✓ Completed testing for Legacy production fix RN 050726-000023.	Ensure a successful upgrade of the legacy application for code changes.
✓ Began testing for firewall security service.	Ensure a successful upgrade to firewall filters.
✓ Rational Requirements Composer upgrade.	Successful install and upgrade of RRC to Production server.



1206 QUINCE STREET SE  
P.O. BOX 41170  
OLYMPIA, WA 98504-1170

## Contact Information

Vonnie Diseth, Information Services Division (ISD) Director  
Administrative Office of the Courts (AOC)  
PO Box 41170  
Olympia, WA 98504-1170  
(360) 705-5236  
[vonnie.diseth@courts.wa.gov](mailto:vonnie.diseth@courts.wa.gov)

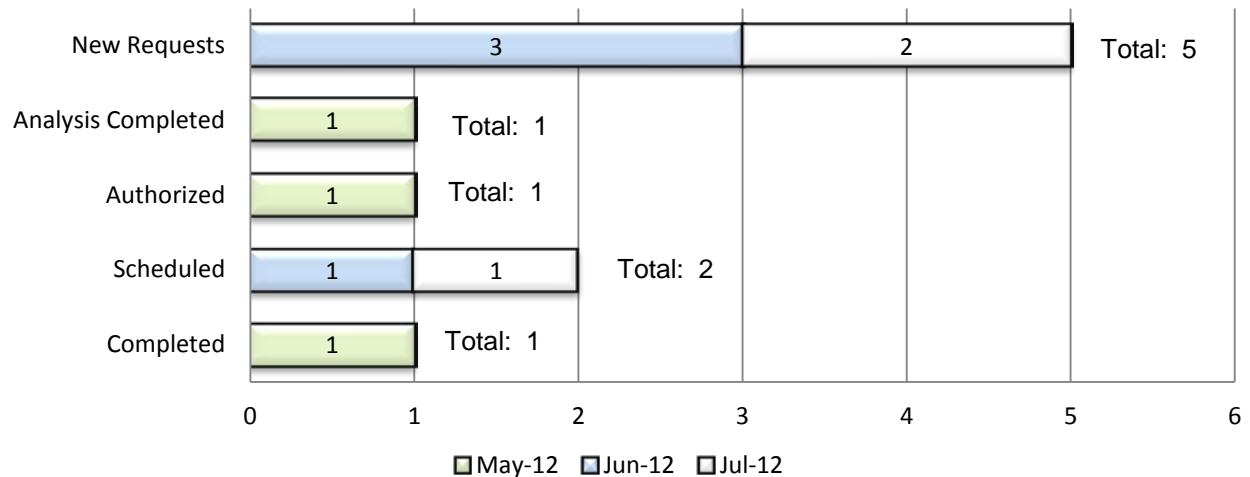
William Cogswell, ISD Associate Director  
Administrative Office of the Courts  
PO Box 41170  
Olympia, WA 98504-1170  
(360) 704-4066  
[bill.cogswell@courts.wa.gov](mailto:bill.cogswell@courts.wa.gov)

### Completed JIS IT Governance Requests

No JIS IT Governance requests were completed during this month.

### Status Charts

#### Requests Completing Key Milestones



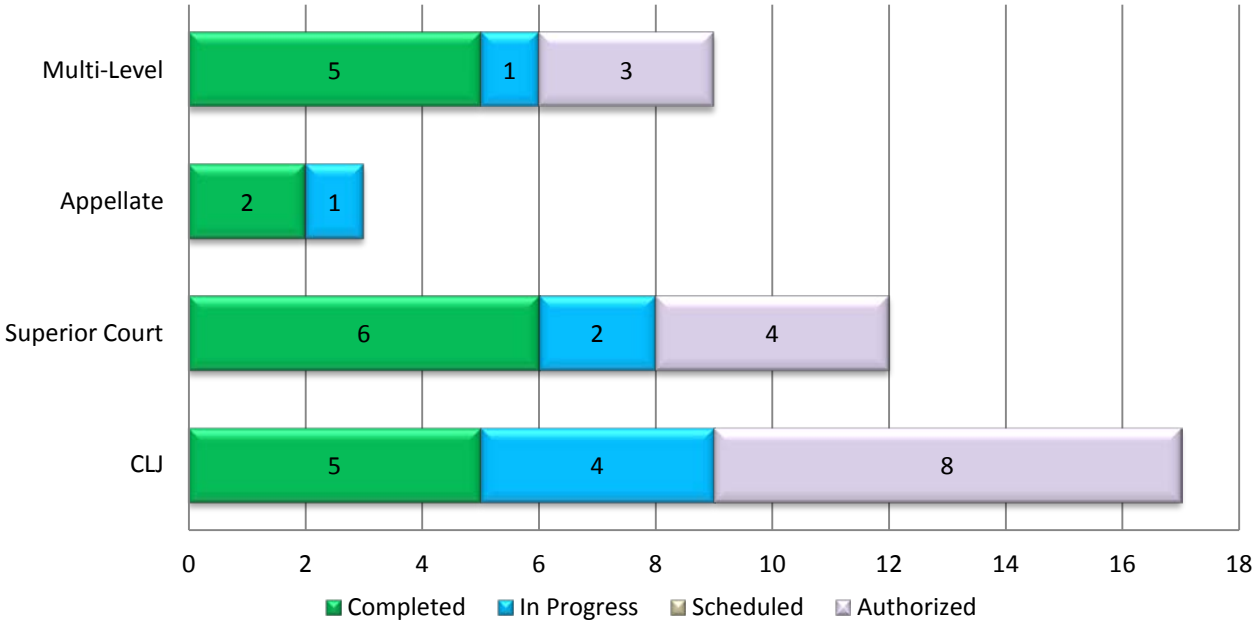
### Current Active Requests by:

Endorsing Group			
Court of Appeals Executive Committee	1	District & Municipal Court Management Association	29
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	1	Codes Committee	1
District & Municipal Court Judges Association	3	Administrative Office of the Courts	5

Court Level User Group	
Appellate Court	1
Superior Court	8
Courts of Limited Jurisdiction	19
Multi Court Level	7

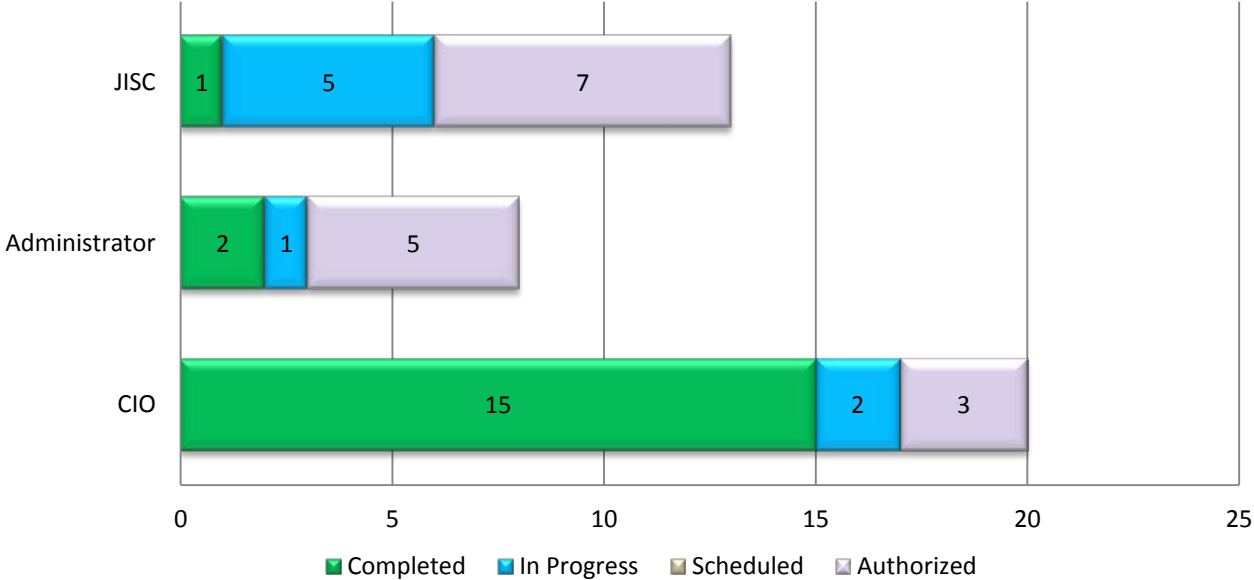
### Status of Requests by CLUG

Since ITG Inception



### Status of Requests by Authorizing Authority

Since ITG Inception





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

### Appellate CLUG Priorities

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

### Superior CLUG Priorities

Priority	ITG #	Request Name	Status	Approving Authority	CLUG Importance
1	107	PACT Domain 1 Integration	Authorized	Administrator	High
2	070	Access Data from the JIS Payment Monitoring Report	Authorized	Administrator	High
3	085	JRS Replacement	Authorized	JISC	High
4	007	SCOMIS Field for CPG Number	Authorized	JISC	High

### Non-Prioritized Requests

N/A	002	Superior Court Case Management System	In Progress	JISC	High
-----	-----	---------------------------------------	-------------	------	------

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

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