Washington State Administrative Office of the Courts

ISD Transformation

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

September 2012
(Report Period Ending September 30, 2012)

WASHINGTON
COURTS
ADMINISTRATIVE OFFICE OF THE COURTS

Table of Contents

Background

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

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

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

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

JIS Transformation & Project Plan Overview
September 2012

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

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

JIS Transformation Initiatives	Status		CY10 Q4	CY11 Q1	CY11 Q2	CY11 Q3	CY11 Q4	CY12 Q1	CY12 Q2	CY12 Q3	CY12 Q4
3.4 Implement IT Service Management – change, configure, release	▲	Planned					magenta	magenta	magenta	magenta	magenta
		Actual					green	green	green	green	green
4.2 Mature Application Development Capability	⊖	Planned							magenta	magenta	
		Actual							green	green ⊖	
7.6 Information Networking Hub (INH)	▲	Planned				magenta	magenta	magenta	magenta	magenta	magenta
		Actual				green	green	green	green	green	green
12.2 Natural to COBOL Conversion	⊖	Planned		blue	blue	blue	blue				
		Actual		green	green	green	green	green	green ⊖		
12.3 Superior Court Data Exchange	●	Planned		blue	blue	blue	blue	blue	blue	blue	blue
		Actual		green	green	green	green	green	green	green	green
BizTalk Upgrade	✔	Planned	magenta	magenta	magenta	magenta	magenta				
		Actual	green	green	green	green	green ✔				
DB2 Upgrade	✔	Planned		blue	blue	blue	blue				
		Actual		green	green	green	green	green	green ✔		
Vehicle Related Violations (VRV)	✔	Planned	blue	blue	blue	blue	blue	blue	blue	blue	
		Actual	green	green	green	green	green	green	green	green ✔	
SC-CMS RFP	▲	Planned					blue	blue	blue	blue	blue
		Actual					green	green	green	green	green
COTS Preparation	●	Planned					blue	blue	blue		
		Actual					green	green	green	green	green
Court Business Office	✔	Planned					magenta	magenta	magenta		
		Actual					green	green	green ✔		
ITG #045 Appellate Court Electronic Document Management System (EDMS)	◆	Planned					blue	blue	blue	blue	blue
		Actual					green	green	green	green	green
ITG #028 CLJ Parking Module Modernization	✔	Planned			blue	blue	blue				
		Actual					green	green	green ✔		
ITG #081 Adult Risk Assessment STRONG 2 Implementation (ARA)	✔	Planned					blue	blue	blue		
		Actual					green	green	green ✔		
ITG #009 Add Accounting Data to the Data Warehouse	●	Planned				magenta	magenta	magenta	magenta	magenta	magenta
		Actual				green	green	green	green	green	green
ITG #041 Revised CLJ Computer Records Retention and Destruction Project	▲	Planned							blue	blue	blue
		Actual							green	green	green

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)
- Revised CLJ Computer Records Retention and Destruction Project (ITG #041)
- Appellate Courts Electronic Document Management System (ITG #045)
- COTS Preparation Track
- Information Networking Hub (INH)Track

Initiatives or Projects Completed

- None

Initiative or Project Status Changes

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

Staffing Changes in ISD

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

ISD welcomed the following new staff:
- Marsha W. Bayness, Organization Change Coordinator (temporary) in Policy & Planning, (9/1/2012)
- Sakura Thompson, Tester/System Support Analyst in PMO & QA, (9/4/2012)
- Tami R. Whitney, QA Tester in SC-CMS, (9/4/2012)
- Cindy S. Gonia, Business Analyst (temporary) in Architecture & Strategy, (9/4/2012)
- Ian Roberts, Release Coordinator in Policy & Planning, (9/17/2012)
- Janet S. Wolff, ISD Vendor Relations Coordinator (temporary) in Policy & Planning, (9/24/2012)

The following employees left ISD:

Allison Brazil, Business Analyst (9/14/12)

Employees transferring to the SC-CMS Project:

No employees transferred to SC-CMS during the month of September.
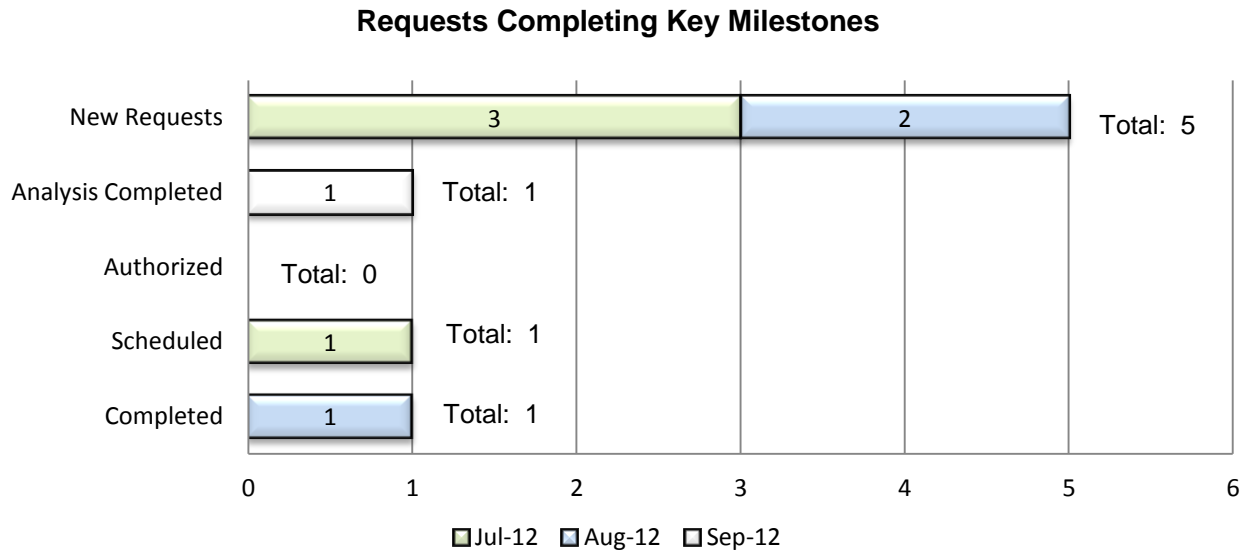
ISD Staff Recognitions

Team Recognitions
None for this report period.

IT Governance Request Status

Completed JIS IT Requests in September 2012
No requests were completed during the month of September.

Status Charts

Requests Completing Key Milestones

Milestone	Jul-12	Aug-12	Sep-12	Total
New Requests	3	2		Total: 5
Analysis Completed			1	Total: 1
Authorized				Total: 0
Scheduled	1			Total: 1
Completed		1		Total: 1

■ Jul-12 ■ Aug-12 ■ Sep-12

Current Active Requests by:

Endorsing Group			
Court of Appeals Executive Committee	1	District & Municipal Court Management Association	23
Superior Court Judges Association	3	Data Management Steering Committee	1
Washington State Association of County Clerks	6	Data Dissemination Committee	1
Washington State Association of Juvenile Court Administrators	2	Codes Committee	1
District & Municipal Court Judges Association	4	Administrative Office of the Courts	4

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

Transformation Initiative Summary

Transformation Program	
Activities	***Impact/Value***
✓ Projects are on hold due to reassignment of project manager.	Release Management implementation activities are on-hold. Application Development Management activities are on-hold. Enterprise Requirements Management activities are on-hold.

COTS Preparation Program	
Activities	***Impact/Value***
✓ Application – Application Program Charter approved and signed by the JSD Director. Application Program Charter has been posted to the project SharePoint site.	Defines all project objectives, deliverables, completion metrics and budget/schedule estimates required to complete the "Initiation Phase" and to start the "Planning Phase".
✓ Application – P4 – Began work to document the SCOMIS data exchanges with external entities (Washington State Patrol, Department of Licensing, and Department of Corrections).	Provides documentation of the current SCOMIS data exchanges.
✓ Infrastructure – P1 – Initial review of the Network Capacity & Performance Report and the Network Support Process Analysis Report.	Provides an evaluation of AOC network capacity and performance to support the future system.
✓ Infrastructure – P3 – Initial review of the Current AOC Service Level Agreement Analysis & Recommendation Report and the CMS Service Level Agreement Analysis & Recommendation Report. Next step is final review for Project Sponsor approval.	Provides an assessment of ISD SLA current state and a recommendation to resolve any deficiencies.

Information Networking Hub Program (INH)	
Activities	***Impact/Value***
✓ Completed Enterprise Data Repository (EDR) technical requirements documents.	Provides Enterprise Data Repository technical requirements to be provided to vendors when needed.
✓ Completed building the logical data model of the Enterprise Data Repository database and began ISD internal reviews.	Provides a logical model of the Enterprise Data Repository database so that a physical data model can be built in accordance with AOC agency standards.
✓ Amended Work Request for Java Jagacy developer to expand the pool of candidates.	Provides Java Jagacy developer to assist with development of screen scraping component of the INH inbound services.

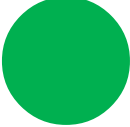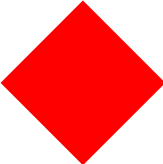# Approved JIS Projects Summary

ITG #121 Superior Court Data Exchange

Activities	Impact/Value
✓ A testing tool, referred to as the testing harness, was developed by Sierra to automate parts of the testing process. This tool was implemented to improve the testing process.	Improve testing process efficiencies and mitigate test schedule risks.
✓ Vendor has delivered 11 of 12 web services for increment 4. Delivery is 3 weeks ahead of schedule.	Vendor's web service delivery is ahead of schedule.
✓ Java team continues to work on the development of the remaining web services for increment 4. Delivery is on schedule.	Web service delivery is on schedule.

ITG #002 Superior Court - Case Management System RFP

Activities	Impact/Value
✓ Maintained the inter-dependency milestone schedule for SC-CMS, INH, and COTS-P, and SCDX.	Monitor and track impacts and risks to deliverables/milestones between the four project's interdependencies.
✓ Continued work with Court Business Office to identify schedule and resource challenges.	Monitor and track impacts and risks to deliverables/milestones between the major project's interdependencies.
✓ Completed timeline discussion that includes the work the CBO, BAs, and the CUWG will need to complete in order to arrive towards the configuration specifications.	Provides a basis for scheduling resources and tasks.
✓ Obtained approval signatures of the SC-CMS Requirements Management Plan.	Provides definition of the process and tools for managing SC-CMS requirements.
✓ Many project team members visited courts in various locations.	Provides new project staff further context and knowledge of the Washington state courts.
✓ Published the SC-CMS Project brochure and Frequently Asked Questions document.	Provides consistent messaging for the project to internal and external stakeholders.
✓ Completed Vendor Demonstration Scripts.	Prepares for Vendor Demonstrations the week of October 8.
✓ Completed the draft documents for the following project management plans: • Cost Management Plan, • Schedule Management Plan.	Provides definition of the process and tools for managing project costs and schedule.

ITG #045 Appellate Electronic Document Management System (EDMS)

Activities	Impact/Value
✓ The Executive Steering Committee approved their Charter.	Clarifies expectations, roles, membership, and responsibilities for the project's Executive Steering Committee.
✓ The Business Requirements were approved by the Executive Steering Committee.	Provides requirements.
✓ Completed the draft Acquisition Plan and review process has started.	Describes the process to be followed to acquire goods and services needed to complete the project.
✓ Completed review of the AC-EDMS technical requirements by the AOC Architecture Review Team.	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.
✓ The Project Team is reviewing the recommendations from the Architectural Review Team (ART) and preparing a response.	The ART will perform a quality review of the AC-EDMS requirements and needs to be completed prior to submitting the AC-EDMS Technical requirements for AOC signature approval.

ITG #009 Add Accounting Data to the Data Warehouse

Activities	Impact/Value
✓ Released Report 6, "Remittance Summary by BARS codes".	Provided requirements.
✓ Released AR Summary and Detail enhancement to include Jurisdiction.	Customer enhancement request.
✓ Reviewed requirements document for Collections Report – Report 11.	Provide requirements.
✓ Provided Report Design Specification (RDS) 7 - Parking Collections Report – Report 10 for Customer 1st review.	Provide requirements.
✓ Continued business analysis for report 8-10, "A/R balance by type, A/R and payment aging" and collection reporting."	Provide requirements.

✓ Continued analysis of trust information with bond data (ETL) and revenue and disbursements data for Report 14, "Case Financial History" (ETL).	Provide data for requested reports.
✓ Completed table design for reports 6, "Remittance Summary by BARS codes". (ETL).	Provide data for requested reports.

ITG #041 Revised CLJ Computer Records Retention and Destruction Report

Activities	*Impact/Value*
✓ Assigned Business Analyst to update and review requirements with Project Steering Committee input.	Requirements gathering.
✓ Conducted review with the Project Steering Committee of the Functional Requirements. Met with AOC DDC, DMCJA and DMCMA members of the Project Steering Committee.	Requirements review.
✓ The Project 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

Detailed Status Reports

Status Update Key

⬤ (green circle)	Green = Progressing as planned.
▲ (yellow triangle)	Yellow = Changes with moderate impact.
◆ (red diamond)	Red = Severe changes or significant re-work is necessary.

Transformation Initiative Status Reports

Transformation Initiative Reports

Transformation Program Track

Executive Sponsor(s) Vonnie Diseth, CIO/ISD Director	IT Project Manager: Martin Kravik
Business Area Manager: William Cogswell, ISD Associate Director	Consultant/Contracting Firm: N/A

Description:
The ISD Transformation Program places the remaining Transformation Initiatives under a single umbrella. The goals of this approach are to expedite the completion of the Initiatives by reducing redundant administrative overhead, ensure better cohesiveness between Initiatives, and provide a more rational and consistent implementation of the Initiatives.

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

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

Current Status	Scope	🟢	Schedule		🔴	Budget	🟢

Status Notes:
The projects are temporarily on-hold due to the re-assignment of the project manager.

Progress	September - 25%
	▮▮▮▮▮▮▮▯▯▯▯▯▯▯▯▯▯▯▯▯ 100%

Phase	☐ Initiate	☒ Planning	☒ Execute	☐ Close

Schedule	Planned Start Date: July 2011	Planned Completion Date: Jan 2013
	Actual Start Date: July 2011	Actual Completion: TBD

Activities Completed	Impact/Value
✓ Projects are on hold due to reassignment of project manager.	Projects are on hold due to reassignment of project manager.

Activities Planned	Impact/Value
° Projects are on hold due to reassignment of project manager.	Project schedule delayed.

COTS Preparation Program Track

Reporting Period through September 30, 2012

Executive Sponsor(s) Vonnie Diseth, CIO/ISD Director	**IT Project Manager:** Ron Kappes – Infrastructure Program 360.704.4069 ron.kappes@courts.wa.gov Sree Sundaram – Application Program 360.704.5521 Sree.sundaram@courts.wa.gov
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

Business Benefit:

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

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

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

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

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

Status Notes:

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

   - **P1 – JIS Link Analysis Sub-project**
     This sub-project is in the initiation phase and is on schedule.

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

   - **P3 – Existing Systems Impacts Sub-project**

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

- **P4 – Existing External Data Exchange Impacts Sub-project**
  This sub-project is in the initiation phase and is on schedule.

- **P5 – Statewide Report Impacts Sub-project**
  This sub-project is in the initiation phase and is on schedule

2. . **COTS-P Infrastructure Program**
   - **P1 – Network Capacity & Performance Analysis Sub-project**
     Project is 90% complete. Report deliverables are in final review in preparation for project sponsor review. Reports include: Network Capacity & Performance Report, Network Support Process Analysis Report, and Network Upgrade Requirements Report. Execution phase target completion date is 9/6/12.

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

   - **P3 – SC-CMS Service Level Agreement Analysis (SLA) Sub-project**
     Project is 88% complete. Report deliverables are in final review in preparation for project sponsor review. Reports include: Current AOC SLA Analysis & Recommendation Report, and CMS SLA Analysis & Recommendation Report. Execution phase target completion date has been extended to 9/11/12.

   - **P4 – SC CMS Disaster Recovery Analysis Sub-project**
     Project is 10% complete. Planning phase is on schedule. Project schedule is under development. Execution phase target start date is 9/1/2012 with a target completion date of 1/31/13.

   - **P5 – Network Future State Sub-project**
     Project is 10% complete. Planning phase is on schedule. Project schedule is under development. Execution phase target start date has been extended to 10/1/2012 with a target completion date of 7/2/2013.

   - **P6 – Compute/Storage Future State Sub-project**
     Project is 10% complete. Planning phase is on schedule. Project schedule is under development. Execution phase target start date has been extended to 12/3/2012 with a target completion date of 11/30/2013.

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

Phase	☐ Initiate	☐ Planning	X Execute	☐ Close

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

Activities Completed	Impact/Value
✓ Application – Application Program Charter approved and signed by the JSD Director. Application Program Charter has been posted to the project SharePoint site.	Defines all project objectives, deliverables, completion metrics and budget/schedule estimates required to complete the "Initiation Phase" and to start the "Planning Phase".
✓ Application - -work continued with JCS and SCOMIS subject matter experts to document the interaction between JCS, SCOMIS, and JIS.	Provides documentation of the interaction between JSC, SCOMIS, and JIS.
✓ Application - Introduced the project scope and objectives to the new Business Analysts.	Provides new Business Analysts with knowledge about the project.
✓ Application – P4 – Began work to document the SCOMIS data exchanges with external entities (Washington State Patrol, Department of Licensing, and Department of Corrections).	Provides documentation of the current SCOMIS data exchanges.
✓ Infrastructure – P1 – Initial review of the Network Capacity & Performance Report and the Network Support Process Analysis Report.	Provides an evaluation of AOC network capacity and performance to support the future system.

✓ Infrastructure – P3 – Initial review of the Current AOC Service Level Agreement Analysis & Recommendation Report and the CMS Service Level Agreement Analysis & Recommendation Report. Next step is final review for Project Sponsor approval.	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 – Final draft of the project schedule was completed.	Defines the activities and timeline for completion of the SC-CMS Disaster Recovery Analysis sub-project.
Activities Planned	**Impact/Value**
° Application – Begin in-depth analysis of the integration points between applications, data exchanges, data warehouse, and reporting.	Provides detailed documentation of the flow of data between applications and reports.
° Application – Continue documenting the interaction between JCS, SCOMIS, and JIS.	Provides documentation of the interaction between JSC, SCOMIS, and JIS.
° Application - Continue to collect information on the statewide reports, the data elements used and the source of data elements.	Provides a baseline reference material for comparison if and when Statewide Reports data source change due to SC-CMS an INH design decisions/implementation.
° Infrastructure - P1 – Begin final review of the Network Capacity & Performance Report and the Network Support Process Analysis Report.	Provides an evaluation of AOC network capacity and performance to support the future system.
° Infrastructure – P3 – Begin final review of the Current AOC Service Level Agreement Analysis & Recommendation Report and the CMS Service Level Agreement Analysis & Recommendation Report. Next step is final review for Project Sponsor approval.	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 – Obtain approval of the project schedule and resource assignments.	Defines the activities and timeline for completion of the SC-CMS Disaster Recovery Analysis sub-project.

Information Networking Hub (INH) Program Track

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

Description:

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

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

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

Business Benefit:

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

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

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

- *Following a re-baselining of the project schedule, the planned completion date has changed from December 2012 to June 2014.*
- *The opportunity exists for schedule and staffing conflicts between the INH, SCDX, SC-CMS, and COTS-Prep projects. The project managers of these projects continue to monitor project dependencies and to work with ISD Leadership to resolve any conflicts.*

Progress	September – 20%
	[progress bar showing ~20%] 100%

Phase	X	Initiate	X	Planning	☐	Execute	☐	Close

Schedule	**Planned Start Date:** July 2011	**Planned Completion Date:** June 2014
	Actual Start Date: July 2011	**Actual Completion:** TBD

Activities Completed	**Impact/Value**
✓ Completed Enterprise Data Repository (EDR) technical requirements documents.	Provides Enterprise Data Repository technical requirements to be provided to vendors when needed.
✓ Completed building the logical data model of the Enterprise Data Repository database and began ISD internal reviews.	Provides a logical model of the Enterprise Data Repository database so that a physical data model can be built in accordance with AOC agency standards.
✓ Amended Work Request for Java Jagacy developer to	Provides Java Jagacy developer to assist with development of

expand the pool of candidates.	screen scraping component of the INH inbound services.

Activities Planned	Impact/Value
° Complete ISD internal reviews of the Enterprise Data Repository logical data model.	Provides a logical model of the Enterprise Data Repository database so that a physical data model can be built in accordance with AOC agency standards.
° Begin work on the physical data design of the Enterprise Data Repository.	Provides the design of the Enterprise Data Repository.
° Continue research into the Data Quality/Master Data Management Solution requirements that will support the Enterprise Data Repository.	Provides pilot service prototype, design templates, and factory model repeatable processes.
° Continue business analysis of INH services for GET services.	Provides business requirements documentation that is the foundation for technical design documents and supports development of the INH production services that support SC-CMS.
° Complete QA testing of the DOL Person Search.	Prepares a tested prototype of the pilot service for deployment to production.
° Evaluate vendor proposals and conduct interviews for Java Jagacy developer work request and select the Apparent Successful Vendor.	Provides a qualified Java Jagacy developer to supplement existing AOC developer resources.
° Schedule internal AOC Java and SQL developers to start work on development.	Provides resources to develop Java Jagacy and SQL components of the INH inbound/outbound services.

Milestones Planned and Accomplished

Milestone	Original Date	Revised Date	Actual Date
Complete Project Initiation	July 2011	Dec 2011	Feb 2012
Complete Project Charter	July 2011	Jan 2012	Mar 2012
Develop Baseline Project Schedules	Feb 2012	April 2012	April 2012
Complete Resource plan	Aug 2011	Feb 2012	Dec 2011
Validate INH Technology Infrastructure	Oct 2011	Dec 2011	Dec 2011
Contract with Data Exchange Consultant	Jan 2012	Feb 2012	Feb 2012
Develop INH Data Integration Strategy	March 2012	April 2012	June 2012
Complete Pilot Services	June 2012	July 2012	July 2012
Deploy INH Inbound Services – Release 1	April 2013	August 2013	
Deploy INH Outbound Services – Release 1	June 2014		
Develop EDR Database - Release 2	Nov 2012	Dec 2012	
Deploy EDR Data Quality Solution – Release 2	TDB		

Project Status Reports

ITG #121 Superior Court Data Exchange

Reporting Period Through September 30, 2012	

Executive Sponsor(s)	**IT Project Manager:**
Data Management Steering Committee *Rich Johnson, Chair of Committee*	Michael Walsh (360) 705-5245 Michael.walsh@courts.wa.gov
Business Manager:	**Consultant/Contracting Firm:**
Tamra Anderson, Data and Development Manager	Sierra/Codesmart

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

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

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

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

Status Notes:

- **Increment 1** (14 web services) – Production implementation completed August 29, 2012.
- **Increment 2** (19 web services) - QA testing team fully staffed and engaged in testing activities. Increment 2 QA Testing on schedule per revised schedule. QA testing is scheduled to finish Oct. 29, 2012.
- **Increment 3** (12 web services) - All increment 3 web services delivered by vendor and checked by AOC. Test harness has been implemented.
- **Increment 4** (25 web services) - 12 web services by Sierra & 13 web services by AOC. Sierra increment 4 phase plan delivered. First web services family (2 data exchanges) delivered. Contractor delivery is on schedule. AOC Staff web service delivery is on schedule.

QA Testing has fallen six weeks behind schedule for increment 2 delivery. Testing effort is approximately as expected but testing durations are taking much longer than expected. Delays can be attributed to:
- Competing resource time with Increment 1 test completion,
- Promotion of increment 2 into QA,
- Time it took to ramp up and utilize the new testers effectively.
- The third tester falling behind and then leaving unexpectedly.
- Redundant testing being executed within the test service families.
- BizTalk defect has delayed the ability to execute a large portion of the increment 2 test plan.

Java team continues to work on the development of the remaining web services for increment 4. No increment 4 services were completed during the last two week period.

Progress	September – 70% 100%

Phase	☐ Initiate	☐ Planning	X Execute	☐ Close

Schedule SCDX	**Original Start Date:** 1/2/2011	**Original Completion Date:** 7/1/2012
	Planned Start Date: 1/2/2011	**Planned Completion Date:** 2/28/2013
	Actual Start Date: 1/2/2011	**Actual Completion Date:**
Schedule	**Original Start Date:** 8/29/2011	**Original Completion Date:** 1/31/2012

Increment 1	Planned Start Date: 8/29/2011	Planned Completion Date: 8/29/2012
	Actual Start Date: 8/29/2011	Actual Completion Date: 8/29/2012
Schedule Increment 2	Original Start Date: 1/2/2012	Original Completion Date: 3/30/2012
	Planned Start Date: 2/1/2012	Planned Completion Date: 10/15/2012
	Actual Start Date: 2/1/2012	Actual Completion Date:
Schedule Increment 3	Original Start Date: 6/12/2012	Original Completion Date: 11/2/2012
	Planned Start Date: 6/12/2012	Planned Completion Date: 12/21/2012
	Actual Start Date: 6/12/2012	Actual Completion Date:
Schedule Increment 4	Original Start Date: 6/12/2012	Original Completion Date: 2/8/2013
	Planned Start Date: 8/1/2012	Planned Completion Date: 4/22/2013
	Actual Start Date: 8/1/2012	Actual Completion Date:

Activities Completed	Impact/Value
✓ A testing tool, referred to as the testing harness, was developed by Sierra to automate parts of the testing process. This tool was implemented to improve the testing process.	Improve testing process efficiencies and mitigate test schedule risks.
✓ Vendor has delivered 11 of 12 web services for increment 4. Delivery is 3 weeks ahead of schedule.	Vendor's web service delivery is ahead of schedule.
✓ Java team continues to work on the development of the remaining web services for increment 4. Delivery is on schedule.	Web service delivery is on schedule.

Activities Planned	Impact/Value
° Re-run the SCDX performance tests in the AOC QA environment.	Provide an estimate of the SCDX performance that can be expected in production.
° Start QA testing web services delivered as part of increment 2.	These are formal tests by the AOC to confirm that SCDX Increment 2 meets the AOC documented requirements.
° Have some metrics for testing that I can use to manage the assignments for the remaining testers.	Improve testing process efficiencies and mitigate test schedule risks.

Milestones Planned and Accomplished

Milestone	Original Date	Revised Date	Actual Date
Complete SCDX Increment 2 Development	5/1/2012	6/8/2012	6/8/2012
SCDX Production Increment 1 Complete	1/31/2012	8/15/2012	8/13/2012
Complete SCDX Increment 2	6/20/2012	10/15/2012*	
Start SCDX Increment 3	6/12/12		6/12/12
Complete SCDX Increment 3	8/24/2012	12/21/2012*	
Start SCDX Increment 4	8/1/2012		8/1/2012
Complete SCDX Increment 4	4/22/2013*		

*New or modified date

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

Reporting Period through September 30, 2012

Executive Sponsor(s)	**IT Project Manager:**
Judge Laura Inveen, President Superior Court Judges Association (SCJA)	Maribeth Sapinoso, PMP
	IT Deputy Project Manager:
Betty Gould, President Washington State Association of County Clerks (WSACC)	Keith Curry
	Consultant/Contracting Firm:
Jeff Amram, President Association of Washington Superior Court Administrators (AWSCA)	MTG (Management Technology Group) Bluecrane, Inc. Rich Wyde, Special Assistant Attorney General
	Business Manager
	Vonnie Diseth, AOC- CIO/ISD Director Dirk Marler, AOC-JSD Director

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

Business Benefits: The Superior Court Case Management (SC-CMS) will define requirements for and procure a case management system that (1) is consistent with the business and strategic plans approved by the JISC; (2) follows the JISC guidelines and priorities for IT decision making; (3) modernizes AOC technology; (4) works within planned technology architecture; (5) supports improvements in superior court operations; and (6) provides the opportunity and incentives to retire legacy systems such as SCOMIS.
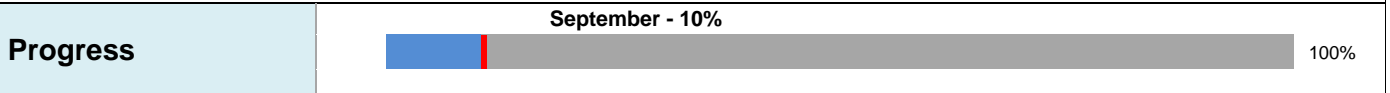
Business Drivers	Improve Decision Making	☐	Improve Information Access	☐	Improve Service or efficiency	X	Manage Risks	☐
	Maintain the business	☐	Manage the costs	☐	Increase organizational capability	☐	Regulatory compliance or mandate	☐

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

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.

Progress	September - 10% ▭ 100%

Project Phase	☐ Initiate	X Planning	☐ Execute	☐ Close

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

Activities Completed	**Impact/Value**
✓ Maintained the inter-dependency milestone schedule for SC-CMS, INH, and COTS-P, and SCDX.	Monitor and track impacts and risks to deliverables/milestones between the four project's interdependencies.
✓ Continued work with Court Business Office to identify schedule and resource challenges.	Monitor and track impacts and risks to deliverables/milestones between the major project's interdependencies.

✓ Completed timeline discussion that includes the work the CBO, BAs, and the CUWG will need to complete in order to arrive towards the configuration specifications.	Provides a basis for scheduling resources and tasks.
✓ Obtained approval signatures of the SC-CMS Requirements Management Plan.	Provides definition of the process and tools for managing SC-CMS requirements.
✓ Many project team members visited courts in various locations.	Provides new project staff further context and knowledge of the Washington state courts.
✓ Published the SC-CMS Project brochure and Frequently Asked Questions document.	Provides consistent messaging for the project to internal and external stakeholders.
✓ Completed Vendor Demonstration Scripts.	Prepares for Vendor Demonstrations the week of October 8.
✓ Completed the draft documents for the following project management plans: • Cost Management Plan, • Schedule Management Plan.	Provides definition of the process and tools for managing project costs and schedule.

Activities Planned	Impact/Value
° Continue review of the Schedule Management Plan with AOC Human Resources Manager and ISD CIO.	Determines the criteria for developing and maintaining the actual project schedule, and represents a subsidiary of the project management as a whole.
° Review the Stakeholder Engagement Plan and Readiness Assessment Plan outlines with Project Sponsors.	Provides a consistent management framework to identify and consult with stakeholders on current and proposed project activities.
° Prepare the draft deliverable expectation documents for the Schedule Management Plan.	Defines how the project is executed, monitored and controlled We are creating a new strategy for this plan that has delayed the deliverable expectation document by a few days so the DED will be completed in the first week of the next reporting period.
° Begin the initial models of the court business processes by the Court Business Office.	Documents the "as-is" business process models to establish a starting point with the Court User Work Group (CUWG) and the project team.
° Review the updates to the SC-CMS Staffing Plan with the ISD CIO and HR Manager prior to reviewing updates with AOC Leadership Team.	Address risks and issues that may have an impact on the SC-CMS project.

Milestones Planned and Accomplished

Milestone	Original Date	Revised Date	Actual Date or Status
Independent QA Begins	3/1/2012	3/12/2012	3/21/2012
Acquisition Plan Finalized	3/16/2012	4/30/2012	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	9/14/2012
Vendor Demos Completed	10/19/2012	10/19/2012	
Onsite Visits Completed	12/7/2012	12/7/2012	
Notify ASV & Non-Awarded Vendors	2/22/2013	2/22/2013	
Selected Vendor Begins	5/17/2013	5/17/2013	
PHASE 1 COMPLETE	5/17/2013	5/17/2013	

ITG #045 Appellate Courts Electronic Document System (EDMS)

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

Description: The Appellate Courts Electronic Document Management System (EDMS) project will implement a common EDMS for the Appellate Courts (Courts of Appeal and Supreme Court) that will support the following:
- Interface to ACORDS
- Provide a web interface for external Court users and public
- Support eFiling of Court documents
- Implement an automated workflow for processing Court documents.

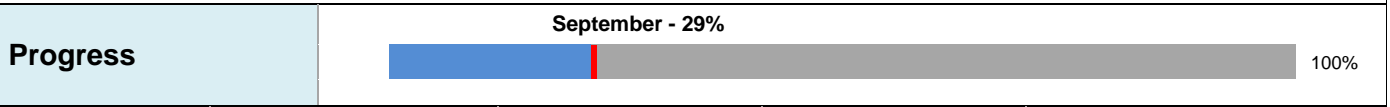The JISC has requested a review of EDMS Vendor costs prior to awarding a contract to an EDMS Vendor.

Business Benefits: The project will implement an Appellate Courts EDMS that will improve the efficiency of document management for the courts. To achieve this objective, all Appellate Courts need to use the same EDM application(s). Some of the benefits that will be gained are:
- Reduce the need and cost of converting paper documents to electronic documents
- Reduce the cost of storing hard copy official court documents
- Reduce the time of receiving documents through mail or personal delivery
- Reduce the misfiling of documents
- Eliminate staff time for duplicate data entry
- Reduce document distribution costs (mail, UPS, FedEx)
- Ability for cross court sharing/viewing of documents
- Reduce the time/cost of compiling documents since they will be digitally stored and will be searchable.

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

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

Status Notes:
Requirements elicitation and documentation took longer than expected. Also, the scope of the project changed with the JISC approval for this system to replace the current ACORDS system; those additional business and technical requirements had to be incorporated.

Progress	September - 29% [████████▌░░░░░░░░░░░░░░] 100%

Project Phase	☐ Initiate	X Planning	☐ Execute	☐ Close

Schedule	**Planned Start Date:** Aug 2011	**Planned Completion Date:** December 30, 2013
	Actual Start Date: Aug 2011	**Actual Completion Date:** TBD

Activities Completed	**Impact/Value**
✓ Completed review of the AC-EDMS requirements with the AOC Architecture Review Team.	The AOC Architecture Review Team needs to complete their architecture and infrastructure review of the AC-EDMS requirements.
✓ The Project Team is reviewing recommendations from the Architectural Review Team (ART) and preparing a response.	The ART will perform a quality review of the AC-EDMS requirements and needs to be completed prior to submitting the AC-EDMS Technical requirements for AOC signature approval.
Activities Planned	**Impact/Value**

° Continue work on the AC-EDMS Acquisition Plan and review plan with the Stakeholder Group.	The AC-EDMS Acquisition Plan defines the acquisition process and plan for procuring the EDMS.
° Obtain Stakeholder Group approval of the AC- EDMS Acquisition Plan.	The AC-EDMS Acquisition Plan defines the acquisition process and plan for procuring the EDMS.

Milestones Planned and Accomplished

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

ITG #009 Add Accounting Data to the Data Warehouse

Executive Sponsor(s)	IT Project Manager:
Rich Johnson, Chair, Data Management Steering Committee	Business Manager is providing backup
Vonnie Diseth, CIO/ISD Director	**Consultant/Contracting Firm:** N/A
	Business Manager Tamra Anderson, Data and Development Manager

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

Business Benefits: These reports will give the courts better tracking of accounting information, better budget and revenue forecasting, new or improved audit and operational reports, and the ability to answer accounting inquiries from other agencies.
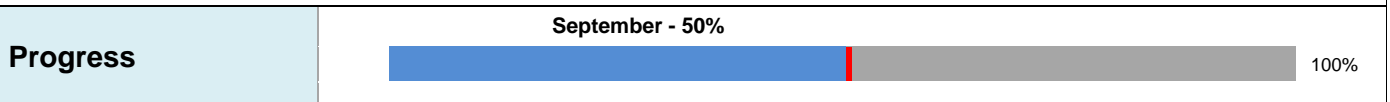
This is a multi-court level request, bringing value to both the Superior Courts and to the Courts of Limited Jurisdiction.

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

Current Status	Scope	🟢	Schedule	🟢	Budget	🟢

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.

Progress	September - 50%
	[blue bar ~50%] 100%

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

Schedule	**Planned Start Date:** August 2011	**Planned Completion Date:** January 2014
	Actual Start Date: August 2011	**Actual Completion Date:** TBD

Activities Completed	Impact/Value
✓ Continued business analysis for report 8-10, "A/R balance by type, A/R and payment aging" and collection reporting."	Provide requirements.
✓ Continued table design for reports 7, ""Cases with A/Rs Paid-in-Full – INCLUDING TRUST". (ETL).	Provide data for requested reports.
✓ Continued analysis of trust information with bond data (ETL).	Provide data for requested reports.
✓ Released Report 6, "Remittance Summary by BARS codes".	Provided requirements.
✓ Completed table design for reports 6, "Remittance Summary by BARS codes". (ETL).	Provide data for requested reports.
✓ Released to production the AR Summary and Detail enhancement to include Jurisdiction report.	Customer enhancement request.
✓ Continued analysis of revenue and disbursements data for Report 14, "Case Financial History" (ETL).	Provide data for requested reports.
✓ Reviewed requirements document for Collections Report – Report 11.	Provide requirements.

✓ Provided Report Design Specification (RDS) 7 - Parking Collections Report – Report 10 for Customer 1st review.	Provide requirements.
Activities Planned	**Impact/Value**
° Release "Cases with A/Rs Paid-in-Full – INCLUDING TRUST" *without bond*.	Provide requested report from deliverables list.
° Continue research and design of tables for Report 8-10 (ETL).	Provide data for requested reports.
° Complete analysis of trust information with bond data (ETL).	Provide data for requested reports.
° Continue analysis of revenue and disbursements data for Report 14, "Case Financial History" (ETL).	Provide data for requested reports.
° Continue design of universe folder structure for obligation.	Will provide customers the ability to write their own queries.

Additional Comments

Approved report priority list

Group A	1.	Cases with A/Rs Paid-in-Full – EXCLUDING TRUST	Released to production 12/20/2011
	2.	Cases with finding date and A/Rs in "potential" status	Released to production 2/21/2012
	3.	Detail of A/R type codes entered, paid, outstanding	Released to production 4/17/2012
	4.	Summary of A/R type codes entered, paid, outstanding	Released to production 6/17/2012
	5.	Monthly interest accruals associated with A/R type codes	Released to production 7/17/2012
Group B	6.	Remittance Summary by BARS codes	Released to production 9/18/2012
	7.	Cases with A/Rs Paid-in-Full – INCLUDING TRUST (will have additional release to include bond information)	Final Customer review 8/21/2012
Group C	8.	A/R balance by type, A/R and payment aging	
	9.	Collection case information	
Group D	10.	Collection reports for parking cases	1st customer review 10/2. Report was four to not have business value. The JIS repo meets the business need. Removed from of required reports.
Group B	11.	Legal Financial Obligation (LFO) Report	
	12.	PMR: Detail/Summary aged accounts receivables	
	13.	PMR: Detail/Summary of accounts assigned to various stages of collections	
	14.	Case Financial History Report (CFH) – received and ordered	

New Priority List

Priority		Report Name	Court Level
Current	**New**		
7	1	Cases with A/Rs Paid-in-Full - add trust to report without bond	Both
6	2	Remittance Summary	Both
14	3	Case Financial History Report – received and ordered	Both
n/a	4	*Trust Summary Report – *Disbursements and Receipts (was out of scope)*	Both
n/a	5	*Trust Summary Report – *Bail/Bond and Restitution (was out of scope)*	Both
7	6	Cases with A/Rs Paid-in-Full - add trust to report with bond	Both
~~10~~	~~Removed~~	~~Collection reports for parking cases~~	~~CLJ only~~
9	8	Collection case information	Both
8	9	A/R balance by type, A/R and payment aging (TPSE)	Both
11	10	Legal Financial Obligation (LFO) Report	SC only
12	11	PMR: Detail/Summary aged ARs	Both
13	12	PMR: Detail/Summary assigned to collections	Both

*Legend: * Requirement added during requirements gathering process*

ITG #041 Revised CLJ Computer Records Retention and Destruction Project

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

Description: At the direction of the Judicial Information Services Committee (JISC), the Administrative Office of the Courts (AOC) is to remove the archiving requirement for certain courts of limited jurisdiction Records and, by extension, remove archiving of these records from the JIS applications. This request would see the records in the JIS applications "destroyed" at the same time the records are listed for destruction by the courts. This ITG request is a consolidation of requests 14, 15, 16, and 17. The requests were consolidated based upon analysis by AOC Information Services Division (ISD) technical experts.

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

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

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

Status Note:

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

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

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

Progress :	September -15% [▇▇▎_____] 100%

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

Schedule	**Planned Start Date:** (Previous efforts: Circa 2006; August 2010) Current effort: April 23, 2012	**Planned Completion Date:**
	Actual Start Date: April 23, 2012	**Actual Completion Date:** TBD

Activities Completed	Impact/Value
✓ Assigned Business Analyst continued to review and update the requirements with steering committee input.	Project Management Institute Initiation Process – Requirements Gathering.
✓ Reviewed Project Charter with Steering Committee.	Provides definition of project scope and project management approach.
Activities Planned	**Impact/Value**
° Update Project Charter based on Steering Committee review and comments.	Provides definition of project scope and project management approach.
° Obtain Steering Committee approval of the Project Charter.	Provides definition of project scope and project management approach.

Milestones Planned and Accomplished

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

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

	Through September 30, 2012

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

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

Activities Completed this Reporting Period	Impact/Value
Portfolio Coordinator	
✓ Participated with team to document processes in Clarity for project management.	Documented processes will help ensure timely, accurate and complete data in Clarity which will provide reliable data for decision making around resource capacity, investment scheduling, project tracking, etc.
✓ Participated with team to test process integration among PM, ITPM, ITG and resource management processes.	Process integration will improve the quality and consistency of information that is provided to PMs, Functional Managers and ISD Leadership.
✓ Updated project schedules in Clarity for top priority projects.	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.
✓ Completed final draft of IT Portfolio Report	Biennial IT Portfolio Report informs stakeholders of current and planned IT investments.
Service Delivery	
✓ Continued to look closely at process and procedures in PMO, especially related to high profile projects.	Provided more timely and accurate information on key efforts and projects.
✓ Completed first and second rounds of Bi-Weekly Status Reports in Clarity.	Moved one of our key processes into Clarity.
✓ Evaluating applicants for project managers.	Will allow AOC to restart some projects that are on hold due to resource constraints.
Organizational Change Management	
✓ Transitioned the ISD Policies & Standards responsibility to the ISD Organization Change Management Coordinator.	Provides a set of structured policies and standards on which to base ISD services and deliverables, successful projects, and contributes to the organization's increased maturity.
✓ Worked with the Vendor Relations Coordinator to plan content for the first draft of the ISD Vendor Management policy (10.34).	Provides a set of structured policies and standards on which to base ISD services and deliverables, successful projects, and contributes to the organization's increased maturity.
✓ Met with the previous ISD Organization Change Management Coordinator to begin transition of the Organization Change Management Coordinator role.	Gain knowledge and information from previous ISD Organizational Change Management Coordinator which enables ISD to utilize a structured process and set of tools for managing the people side of change which increases the likelihood of successful and lasting organizational change.
✓ Attended Change Management webinars to increase knowledge of Organizational Change Management processes, tools, and techniques.	Enables ISD to utilize a structured process and set of tools for managing the people side of change which increases the likelihood of successful and lasting organizational change.
✓ Sent communications to ISD staff regarding: • Reporting holiday week time in Clarity (drafted by the Clarity Administrator) • Instructing staff to not discuss the SC-CMS RFP with others.	Clarifies and communicates management's expectations to ISD staff.
✓ Produced monthly CIO and JISC reports for August.	Documents and communicates ISD monthly activities.

✓ Attended New Employee Orientation Sept. 25 & 26.	Provides new employees with an overview of AOC organization and role in the judicial branch of Washington State government. Provides the new employee with an understanding of how their role connects to AOC customers.
✓ Began work on Stakeholder Analysis for the ISD Organizational Change Management plan and related policy.	Enables ISD to utilize a structured process and set of tools for managing the people side of change which increases the likelihood of successful organizational change.

Clarity Administrator

✓ Nothing to report for this time period.	

Resource Coordinator

✓ Participated with team to continue documenting processes in Clarity (ongoing).	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.
✓ Continue to enter and status high-level project schedules into Clarity for INH, COTS, EDMS and SCDX. The Clarity team updates status weekly based on most current project schedule.	Provide an interim means for inputting high-level project schedule data into Clarity to produce more meaningful information on project schedules, status and tracking.
✓ Ongoing resource management - continue to work with the Functional Managers and PMO to manage resources between daily operational work and projects. Run reports, add/remove resources & roles; add/remove/edit tasks; run reports and provide information as needed (ongoing).	Provides an overview of: • Resource allocation for staffing current and future projects, • Availability of skilled resources, • Avoid over/under allocation of staff.
✓ Prepared and distributed the following reports (ongoing): • Weekly Vacancy Report, • Weekly Allocations & Actuals by Investment Report, • Weekly Missing Timesheet Report, • Monthly New & Exiting ISD Employees Report, • Monthly Performance Measures, • Monthly Accomplishments Report.	Provides a regularly occurring method of providing information to management and staff.
✓ As part of the Clarity Team, assist staff with timesheet questions, training, adjustments and resolving issues (ongoing).	Clarity resource to staff.

Business Liaison

✓ Worked with SC-CMS project team, SC-CMS internal sponsor team, RFP Steering Committee and CBO Project team for the new superior court case management system.	Ensuring that the customer's concerns and ideas are included in the SC-CMS project will help to deliver a solution that meets the customers' needs.
✓ 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 SC-CMS Organization Change Management 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
✓ Attended Washington Association of Juvenile Court Administrators (WAJCA) Conference.	Continued communications and support to the associations helps to keep customers informed and provides insights into customer needs.
✓ Continued participation in AC-EDMS project meetings; reviewed AC-EDMS project documents and provided feedback.	Help deliver a product that will meet the Court of Appeal's business needs.
✓ Finalized AC-EDMS Executive Steering Committee Charter.	Clarifies expectations, roles, membership, and responsibilities for the project's Executive Steering Committee.
✓ Continued working on AC-EDMS project management plans; completed the Change Management Plan draft.	Clarifies project processes and communication methods and frequency.
✓ Continued meetings with Vendor Relations Coordinator on drafting the ISD Vendor Management policy and supporting Standards.	Clarifies ISD Management's expectations regarding vendor management to ISD staff.
✓ 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).

✓ Trained new ISD Organization Change Coordinator on the ISD monthly report process for compiling the monthly reports for the JISC book and the CIO/Court Administrator status report.	Communicates project and division activities and status.
✓ 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.

Vendor Relations

✓ Continued developing specific scoring formulas for procurement evaluation phases for SC-CMS RFP.	Mitigate project risk through vetting of evaluation scoring methodology.
✓ Continued 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.
✓ Continued work efforts for the Appellate Court EDMS RFP in collaboration with MSD Contracts, ISD PMO and stakeholders.	Provide direct support to VRC: aid in establishing Vendor Relations framework within ISD, assist in development and delivery of program training to ISD.
✓ Provided contract guidance and complete resolution for performance and/or invoice issues with Vendor for Superior Court Data Exchange project.	Mitigate project risk through Vendor communications; Manage Vendor relationships and performance for ISD.
✓ Continued to work on the development of evaluator scripts in a collaborative manner with SC-CSM stakeholders.	Establish procurement value for strong stakeholder buy-in of SC-CMS evaluation process.
✓ Continued 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.
✓ Assisted in the Appellate Court EDMS RFP.	Establish and implement ISD acquisition standards; Mitigate project risk through Vendor communications.
✓ Continued 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.
✓ Finalized recruitment and then begin training non-perm support for Vendor Management Program.	Provide direct support to VRC: aid in establishing Vendor Relations framework within ISD, assist in development and delivery of program training to ISD.
✓ Continued 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.
✓ Developed SC-CMS RFP documents following published procurement schedule.	Effective communications with Vendor community establishing integrity of AOC procurement process.
✓ Published Work Request DES 13-18/AOC 12-02 for INH Application Developer(s).	Leverage state procurement resources for expedited fulfillment of temporary staffing needs; Managed onsite candidate interviews; Provided communication updates with Vendors who submitted responses.
✓ Strategized procurement or recruitment methods for additional staffing needs for INH with PM and HR.	Leverage state procurement resources for expedited fulfillment of temporary staffing needs.
✓ Continued developing specific scoring formulas for procurement evaluation phases for SC-CMS RFP.	Mitigate project risk through thorough vetting of evaluation scoring methodology.
✓ Continued 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.
✓ Continued work efforts for the AC-EDMS RFP in collaboration with MSD Contracts, ISD PMO and stakeholders.	Provide direct support to VRC: aid in establishing Vendor Relations framework within ISD, assist in development and delivery of program training to ISD.
✓ Provided contract guidance and complete resolution for performance and/or invoice issues with Vendor for Superior Court Data Exchange project.	Mitigate project risk through Vendor communications; Manage Vendor relationships and performance for ISD.

Activities Planned	**Impact/Value**

Portfolio Coordinator

° Finalize and publish the IT Portfolio Report for JISC meeting in October.	Biennial IT Portfolio Report informs stakeholders of current and planned IT investments.
° Continue documenting Clarity procedures to support resource management, project scheduling, project status reporting, etc.	Repeatable processes in Clarity will streamline the effort among the various workgroups and improve data quality.
° Enter Courts of Appeal application portfolio into Clarity Project and Portfolio Management (PPM).	Better understanding and visibility of applications that are maintained in the portfolio for investment decision making.

° Update web application portfolio in Clarity Project and Portfolio Management.	Better understanding and visibility of applications in the portfolio for investment decision making.
° Update data exchange portfolio in Clarity Project and Portfolio Management.	Better understanding and visibility of data exchanges that are maintained in the portfolio for investment decision making.
° Begin drafting IT Portfolio Management policies and procedures.	Controls around the ITPM process will ensure consistency and quality of information.
Service Delivery	
° Hire new project manager(s).	Restore ISD Project Management Office to full staffing level.
Organizational Change Management	
° Attend Organization Change Management training.	Gain knowledge about Organizational Change Management processes, tools, and techniques. Enables ISD to utilize a structured process and set of tools for managing the people side of change which increases the likelihood of successful and lasting organizational change.
° Execute the ISD Policies and Standards development, review and approval process.	Provides a set of structured policies and standards on which to base ISD services and deliverables, successful projects, and contributes to the organization's increased maturity.
Clarity Administrator	
° Began working with Computer Associates (Clarity vendor) to obtain Clarity/MSP training.	Clarity will impact Project schedules. This class will provide knowledge to better understand what the impacts and how to work with them.
° Began efforts to implement the latest version of Clarity - Clarity Version 13.	Implementing version 13 will continue our product support.
° Continued work on validating the integration of Clarity processes and Microsoft Project.	Documents the behavior of Microsoft Project and Clarity.
° Continue testing Microsoft Project and Clarity integration.	Create documentation supporting project management processes and use of Clarity.
Resource Coordinator	
° Maintain accurate information in Clarity and deliver accurate information for management through the various reports distributed throughout the month.	Provide accurate information in Clarity and deliver accurate information for management and PMO.
° Build accurate project schedules in Clarity for ITG 041 & ITG 58/37/79 (combined).	Ensure adequate resources are available when needed, accurate tracking of completed tasks, for accurate reporting.
° Develop a "How to access reports in Clarity" document for the technical leads.	Training resource for the technical leads.
Business Liaison	
° 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.
° Top priority for the EDMS project – continue drafting content for the RFP.	The RFP defines the system requirements; this documentation is necessary for vendors to understand the type and scope of work being requested.
° Continued participation on EDMS project and in project meetings.	Continued participation on EDMS project and in project meetings.
° 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.
Vendor Relations	
° 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 to work on the development of the draft Contracts Management 101 training course.	Establish fundamental knowledge in ISD for applying due diligence to these obligations.
° Continue work on ISD Vendor Management policy and supporting Standards.	Clarifies ISD Management's expectations regarding vendor management to ISD staff.

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

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 AC-EDMS (Appellate Courts' Electronic Data Management System) requirements ART review began in September. The EDMS team is working on open items resulting from that review. ART Review of two additional EDMS milestones (full solution and solution design) await scheduling by the project team.	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.
✓ Provided enterprise architecture perspective to the JIS Codes Committee and staff 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.
✓ Participated in evaluation of vender responses to the SC-CMS RFP.	Vendors will be evaluated on the basis of written responses, product demonstrations, and site visits to vendor installations in other states.
✓ Documenting the high-level impact analysis on each sub-Project of COTS-Prep Application Program 1. JIS Link 2. JIS Applications 3. Data Exchanges 4. Data Warehouse 5. Statewide Reporting.	Identify the dependencies and possible changes to existing systems and applications which are absolutely essential to support implementation of SC-CMS and INH when SC-CMS goes live.
✓ SECTOR Court-Date Enhancements: Updated Business Requirements, assisted with testing, edited communication and eService answers for court date enhancements to SECTOR.	Allows courts to set default values for court dates in SECTOR.
✓ Business Analysts assisted with Release Notes.	Resolved Right Now eService tickets submitted by courts.
✓ ITG 58/37/79 Plain Paper Warrant, Comment Field, Bail Options: Completed functional specification for these three ITG requests.	Supports CLJ warrant processing.
✓ ITG-165 Code Requests - Juvenile Dependency Cases: Completed requirements for SCOMIS and JCS codes for tracking dismissal of dependency cases.	Provides better tracking of the reasons for dismissal of dependency cases in Superior and Juvenile Courts.
✓ ITG 45 - AC EDMS: Completed review and acceptance of business, automated workflow and reports requirements for RFP.	Provides components needed for the release of an RFP.
✓ Reviewed and modified the Policy for Local CMS Systems with the Policy Work Group.	The policy will provide guidance to the JISC for approving the usage of CMS systems other than those provided by AOC.
Activities Planned	**Business Value**
° Complete performance testing of the two pilot services in QA. Use this information to isolate INH improvements. ° Identify and document the set of INH interaction patterns.	Performance test results will drive improvement areas in the INH infrastructure or validate the current architecture can meet customer requirements. The interaction patterns will be used as a basis for all INH service development.
° Continue to refine the delivery process for INH services from Business Analysis through IEPD development through service development and delivery.	A repeatable process for service delivery through INH with a defined set of consistent deliverables.
° ITG 41: Assist w/ charter. Continue w/ analysis and creation of Functional Requirements Document.	Determine what the scope of the project is.
° ITG 153 - Transmit Additional Enhancements to WSP: Understand Business Requirement and Possible Impacts on existing processes, application, and data exchange.	This enhancement would provide more complete information to the WSP.

° ITG 165 Code Requests - Juvenile Dependency Codes: Work with JCS workgroup on code descriptions and attributes.	Work needed so that the JCS codes descriptions follow the same pattern of similar codes. This standard helps ensure similar codes are organized together. Also need to determine the attributes of the codes so that they display in, and update, JCS correctly.
° ITG 45 - AC EDMS: Continue work needed for RFP release.	Needed for RFP release.
° The Enterprise Business Architect will serve as one of two AOC representatives on the Court Users Workgroup (CUWG), which will convene in November to commence superior court business-process reviews/improvement.	The Court Users Workgroup (CUWG) serves as the governing body for Court Business Office (CBO) initiatives to optimize, standardize, and continuously improve court business process in conjunction with implementation of a new Superior Court CMS.
° ITG-158 requests that two mental-health screening tools [Massachusetts Youth Screening Instrument-2(MAYSI-2) and the Mental Health - Juvenile Detention Assessment Tool (MH-JDAT)] be developed electronically on an AOC server, together with real-time scoring, data storage, reporting, and data query. Analysis is planned for October.	Implementation of two mental-health screening tools on an AOC server (together with real-time scoring, data storage, reporting, and data query) would provide a central and secure method for juvenile courts to determine the mental-health needs of the youth they detain.

Operational Area: Infrastructure
Dennis Longnecker, Infrastructure Manager

Through September 30, 2012

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

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

Activities Completed	Impact/Value
✓ Completed the JIS Disaster Recovery test which was scheduled for September 21-22, 2012. The test identified a problem with some backup tapes not being shipped off at the correct time, which has been corrected and procedures have been implemented to prevent it from happening in the future. The next Disaster Recovery test is scheduled for March 08-09, 2013, and will consist of a combined network test with Department of Enterprise Services, so it should make for an exciting test. We set our objectives and expectations for the next test. Staff continued to keep documentation/procedures current.	Disaster Recovery is a JIS activity which ensures the JIS systems would be available in the event of a disaster (either localized or large).
✓ Completed the following Software/Hardware updates: • Upgraded to newest version of Upstream (our Windows Server Backup Software) • Upgraded to Zeke 6.0 (Job Scheduler) • Upgraded to TMON/MVS 4.4 • Upgraded to TMON/CICS 3.3 • Upgraded to TMON/DB2 5.0 • Migrated the Supreme Court to a new File Server • Migrated APPSRV2 to VMWARE • Installed new version of Discovery Attender, the product used for public disclosure requests.	Maintaining current and supported software levels ensures users are able to continue to work.
✓ Waiting for testing of Natural 8.2.2 so we can migrate to production.	Current Version of Natural is unsupported by the vendor.
✓ Assisted Blaine Municipal in their move to a new location.	
✓ Converted Research's Survey Application to utilize Encryption so the surveys would be secure.	Encryption of the survey application ensures the students data won't be ease dropped and intercepted by unauthorized people.
✓ Waiting for testing of z/OS version 1.13 operating system so we can migrate to production.	Maintaining current and supported software levels ensures users are able to continue to work.
✓ During the month of September 2013, the e-mail systems received 630,000 e-mails, of which 500,000 e-mails were 'Spam' e-mails, and not delivered; thus only 130,000 real e-mails were delivered.	Only delivering the real e-mails saves on staff time, not making them having to deal with all the unnecessary garbage in their inboxes. All saves space in the servers.
Activities Planned	**Impact/Value**
° Set objectives for the March 2013 Disaster Recovery Test.	Disaster Recovery is a JIS activity which ensures the JIS systems would be available in the event of a disaster (either localized or large).
° Continue Hardware/Software/Firmware Upgrades on system components.	Maintaining current and supported software levels ensures users are able to continue to work.
° Start work on FY13 Equipment Replacement. Complete Smoothing report.	Replace aged (5 year old) equipment with new hardware and operating systems.
° Waiting for testing of Natural 8.2.2 so we can migrate to production.	Current Version of Natural is unsupported by the vendor.
° Waiting for testing of z/OS 1.13 Upgrade so we can migrate to production.	Maintaining current and supported software levels ensures users are able to continue to work.

° Upgrade the COA 1 File Server.	Replace aged (5 year old) equipment with new hardware and operating systems.
° Upgrade the COA 2File Server.	Replace aged (5 year old) equipment with new hardware and operating systems.
° Upgrade the COA 3 File Server.	Replace aged (5 year old) equipment with new hardware and operating systems.
° Complete the Video Conferencing Hardware to supported platform.	Replace aged (5 year old) equipment with new hardware and operating systems.
° Continue work on MS Exchange Upgrade Planning.	Maintaining current and supported software levels ensures users are able to continue to work.

Operational Area: Data & Development
Tamra Anderson, Data & Development Manager

Includes: Data Warehouse Unit, Development Unit, Data Quality and Governance, & Database Unit

Description: *The Data & Development Section is comprised of four separate units:*

Data Warehouse: 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.

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

Data Quality and Governance: Data maintained by business applications is viewed as an enterprise asset. In addition to supporting business operations, data, when consolidated into a mechanism such as a data warehouse, is used to support strategic decisions and business process improvements. A Data Governance Model provides the decision-making framework to support the management of data as an enterprise asset. Combined with Data Quality, the management of data through defined governance processes, policies, and standards required throughout the data life cycle will result in increased accuracy, consistency, and confidence in the underlying enterprise data.

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

Activities Completed	Impact/Value
Data Warehouse Unit	
✓ Continue business analysis for report 8-10, "A/R balance by type, A/R and payment aging" and collection reporting.	Provide requirements.
✓ Continue table design for reports 7, ""Cases with A/Rs Paid-in-Full – INCLUDING TRUST". (ETL).	Provide data for requested reports.
✓ Continue analysis of trust information with bond data (ETL).	Provide data for requested reports.
✓ Release Report 6, "Remittance Summary by BARS codes".	Provide new functionality for reporting.
✓ Complete table design for reports 6, "Remittance Summary by BARS codes". (ETL).	Customer enhancement request.
✓ Released AR Summary and Detail enhancement to include Jurisdiction.	Provide data for requested reports.
✓ Continue analysis of revenue and disbursements data for Report 14, "Case Financial History" (ETL).	Provide data for requested reports.
✓ Review requirements document for Collections Report – Report 11.	Provide requirements.
✓ Customer 1st review for RDS7 - Parking Collections Report – Report 10.	Removed as a report requirement.
Data Exchange/Development Unit	

✓ Deployed SCDX Increment 2 services to QA.	Provides data exchanges for court partners to send data to AOC without having to do double data entry into SCOMIS. Provides the continued QA testing for more web services in the QA environment.
✓ Deployed SCDX Test Harness testing tool and trained the QA testers for using the tool.	Increases the productivity of the QA testers and expedites the testing of the SCDX services.
✓ Worked with Pierce County IT group to clarify and troubleshoot connectivity issues to QA. Helped Pierce to successfully send data through one of the Increment 1 services and was able to successfully update the JIS database in QA environment.	Helped Pierce County to get their QA environment set-up correctly to send data to AOC from their LINX application.
✓ Installed Pierce County's certificates for QA and PROD servers for SCDX application.	Prepare the QA and PROD environment to exchange data with Pierce County.
✓ Completed the design, development, and unit testing of DOL Driver License Get INH service.	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.
✓ Worked with DOL to resolve bugs in their new SearchDriverByNameDOB web service they created for us.	Helps AOC to validate the messaging service that will be used for the JIS DOL driver record abstract screen.
✓ Completed the defect fixes and unit testing of the BizTalk application for the two INH Pilot services (PersonDriverRecordGet and PersonGet.	QA tester could perform QC for the data exchange to validate and approve the services created as part of the INH project.
✓ Completed 13 INH services Functional Specs and 11 NIEM IEPDs for INH project.	Complete the work for the INH project.
✓ Continue the planning and design work for rest of the INH web services.	Complete the work for the INH project.
Data Quality and Governance	
✓ DMSC Presentation Planning (Data Governance and Data Quality).	Share information effectively and efficiently.
✓ Presented to the DMSC a plan for implementing Data Governance and Data Quality.	Share with the DMSC the roadmap for establishing the Data Governance framework and managing Data Quality.
✓ Data Profile Planning (SC-CMS and JIS data).	Begin the initial steps to assess the quality of data. This will establish a baseline of data quality for AOC.
✓ Assess SC-CMS data migration plan.	Observe existing process and determine steps needed to develop a successful data migration strategy.
Database Unit	
✓ Review 5 sets of database designs.	ITG09 project - Support expanded reporting of Accounting data from the data warehouse.
✓ SC-CMS Project Support.	Participate on the vendor solution evaluation team for evaluating written proposals.
✓ Data Standard and Procedure Development.	Review and update of data modeling standards and procedures.
Activities Planned	**Impact/Value**
Data Warehouse Unit	
° Release "Cases with A/Rs Paid-in-Full – INCLUDING TRUST" without bond.	Provide requested report from deliverables list.
° Continue research and design of tables for Report 8-10 (ETL).	Provide data for requested reports.
° Complete AR Summary and Detail enhancement to include Jurisdiction.	Customer enhancement request.
° Complete analysis of trust information with bond data (ETL).	Provide data for requested reports.
° Continue analysis of revenue and disbursements data for Report 14, "Case Financial History" (ETL).	Provide data for requested reports.
° Continue design of universe folder structure for obligation.	Will provide customers the ability to write their own queries.
Data Exchange/Development Unit	
° Support QA testing for SCDX Increment 2 (19 exchanges) services.	Help with completing the QA testing of SCDX Increment 2 services.

° Prepare for SCDX Increment1 Production deployment for Pierce County.	When Pierce County goes live in Production with SCDX Increment 1 it will cause a sizable reduction in the amount of time spent by Pierce County for double data entry.
° Deploy INH services (BizTalk portion) into QA server.	Helps to test the INH services for QA testing.
° Complete the technical design, coding and unit testing for those INH services for which the Functional Specs and IEPDs have been completed.	Helps to complete the tasks for INH project.
° Work on the Functional Specification and NIEM IEPDs for the rest of INH services.	Helps to complete the tasks for INH project.
Data Quality and Governance	
° Additional planning to improve the DMSC presentation.	Provide the appropriate information detail when presenting to the JISC.
° Begin data extraction to build tables for data profiling assessment.	Establishes baseline to begin quality assessment.
Database Unit	
° Support Database Design Review requests.	Change Management of database designs.
° Continue Data Standard and Procedure development.	Review and update of data modeling standards and procedure with team members.
° SC-CMS Project Support.	Participate on the vendor solution evaluation team.

Operational Area: Operations
Mike Keeling, Operations Manager

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

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

Activities Completed	Impact/Value
✓ JCS/ASRA – Completed migration of the production environment to AOC's new server infrastructure.	Improves availability, reliability, and maintainability of these critical systems.
✓ ASRA – Implement ASRA version 1.02, including an online version of the Defendant Case History (DCH) report, and an enhanced out-of-state charge entry process.	Allows users to more easily view an individual's in-state criminal history prior to performing a risk assessment.
✓ JCS – Released JCS Build 133, which includes new accounting screens as well as several other minor enhancements.	Allows juvenile court staff to assess juvenile diversion and restitution status within the JCS system, eliminating the need to log onto JIS for accounting data.
✓ JCS – Added a printed version of the Defendant Case History report.	Permits juvenile departments to provide juvenile case history to probation officers and other officials that do not have direct access to JCS.
✓ Legacy - Added two new guilty type finding/judgment codes for legislation (ESHB 2302). The two new codes are "GY" for "Guilty with Youth in Vehicle" and "GZ" for "Guilty with Youth in Vehicle Deferral/Deferred Prosecution Revoked."	Allows courts to accurately track DUI findings with Minor in Vehicle per legislative requirements.
✓ Legacy - Modified code OD (Other Deferral) to allow transmission to WSP when coupled with a Plea/Response of G (Guilty).	Provides accurate and complete data to the Washington State Patrol.
✓ Legacy – Changed 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.
✓ The file sharing utility accommodates the need for content owners to share files with colleagues and the customers. Users that are given the appropriate permissions can upload and manage files to a designated location to share with other users on Inside Courts or WWW. All access is controlled via permissions either with RACF ID, RACF Group, or by email per an account that we create and distribute (for non court staff).	This will empower users to better collaborate with their colleagues, constituents, and customers.
✓ Java - 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.
✓ Java – Analysis of ITG 58/37/79 (Plain Paper Warrants).	Allow courts to print warrants on plain paper instead of impact printer forms, thereby lowering cost and increasing ease-of-use.
Activities Planned	**Business Value**
° JCS – Improve the search screen validation and behavior to match the improvements implemented in the ASRA application	Takes advantage of the commonality between the JCS and ASRA infrastructures, so that improvements made in one application can be shared by both.
° JCS – Optimize the JavaScript code used for client-side validation and UI mechanization throughout the JCS application.	Will improve user screen load times and reduce errors.
° ASRA – Complete development of ASRA version 1.03 which will include several enhancements to the user interface.	Promotes adoption of the system by the courts by improving the user experience, and increasing confidence in the system's reliability.
° DX – Implement java web services for SCDX project	Allow courts with their own information system to exchange data with SCOMIS.
° DX – VRV On-boarding of Lake Forest Park	So that LFP municipal court can receive photo-enforcement tickets electronically from LEA

° Legacy – Uninstall VSAM Super File	Saves maintenance hours, and eliminates duplicate data entry.
° Legacy – Revise policies regarding Super User requirements and responsibilities.	Sets out clear expectations for Super Users which supports the security of our applications and data.
° Legacy – Implement new docket code PREVCON in JIS	Fulfills a request by the JIS Codes Committee to document when a judge orders a defendant to comply with all conditions previously ordered.
° Legacy – Modify the message accompanying Copy Case files transferred to DES for printing.	Fulfills a request from DES to have messages coincide with their current processes.
° This work will follow the PJEC site, once that sub-site is close to completion. Begin building a sub-site, like the Gender and Justice site, which updates the Board for Court Education web presence.	Provide greater usability and organization for the Board for Court Education information online.
° This work entails updating the current ASTAR site with an updated look & feel, and more advanced listing/library functionality.	The ASTAR Program stands for Advanced Science and Technology Adjudication Resources, and is a group which "shares the common goal of educating judges in science and technology issues". Considering their role and focus, having an updated sub-site to access and champion their work seems appropriate.
° Centralized repository for navigating various Guardian applications. ° Work has been limited on this site, until business team completes their tasks for site content. Need to return to tasks of completing site bookmark feature, and finding better images for the top banner. ° Majority of portal built, working on site bookmark feature, awaiting content updates from Guardian team. ° Midway through the design process; next steps include business stakeholder review to inform and validate the design direction.	Provides a single entry point for all Guardian information, which will improve usability and ease of use.
° Temple of Justice Centennial website. Building a site for the 100 year anniversary of the Temple of Justice. ° Design and structure of the site has been put in place, reviews held with the Centennial sub-committee, and larger committee - has been well received. Remaining work is mostly dealing with content provided by committee members and finalizing design details.	Provides a website for the Temple of Justice Centennial celebration, which highlights the building, it's history and the judicial happenings within.
° 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.
° Law Library Update: Sub-site with content provided by the librarians, and refine the look and feel of the site.	The Law Library site was last updated in 2004/2005 and they would like to implement some changes on their site to improve the user experience, as well as give it a more modern look and feel.
° Minority and Justice Commission Site Update: ° A website checklist and our basic process has been provided to and discussed with the Commission's Communications sub-committee, to help set expectations of roles and tasks.	This effort will update the existing Minority and Justice Commissions sub-site, providing an updated look and feel, and clearer, more concise information architecture to the Commission's site.
° Adding all web applications, their description and status to Clarity application portfolio.	The transparency of the current inventory of applications and resource consumption is a primary goal. This enables ISD to: 1) identify and eliminate partially and wholly redundant applications, 2) quantify the condition of applications in terms of stability, quality, and maintainability, 3) quantify the business value / impact of applications and the relative importance of each application to the business, 4) allocate resources according to the applications' condition and importance in the context of business priorities.
° Java - 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.
° Java – Analysis and development of ITG requests 58/37/79 (Plain Paper Warrants).	Allow courts to print warrants on plain paper instead of impact printer forms, thereby lowering cost and increasing ease-of-use.

Operational Area: Project Management Office & Quality Assurance
C. Kevin Ammons, Interim PMO/QA Manager

Through September 30, 2012

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

Description: Project Management Office (PMO) and Software Quality Assurance (SQA).
Project Management Office: The PMO provides oversight on ISD projects. Oversight includes reviewing and approving feasibility of projects, creating and maintaining project plans (schedule, issues, and risks), and managing projects from inception to implementation. Through the use of a standard project management methodology, the PMO adds critical value that improves the probability of project success. Work performed by the PMO is reported separately under the project(s) to which the staff is currently assigned.
Software Quality Assurance: SQA consists of a means of monitoring the software engineering processes and methods used to ensure quality. This encompasses the entire software development process and product integration. SQA is organized into goals, commitments, abilities, activities, measurements, and verification. The Quality Control (QC) is part of Quality Assurance and is responsible for ensuring a testing process is followed on all development efforts, including projects, defect correction, and application enhancements. All testing, test cases, and test scenarios created, test results, and defect work is documented, tracked, monitored, and prioritized. Tester involvement is critical for upholding quality control standards throughout all phases of testing.

Activities Completed	Impact/Value
Project Work without Monthly Project Reports	
✓ None	
Quality Control	
✓ Completed testing for SCDX Increment 1.	Ensure a successful delivery of Increment one code from vendor.
✓ Completed testing for ITG #49.	Ensure a successful upgrade of the Legacy application for ITG request.
✓ Completed testing for ITG #9 reports.	Ensure successful upgrade of remaining reports for ITG #9.
✓ Completed testing ASRA Build 4.	Ensure a successful upgrade of the ASRA application for CQ fixes.
✓ Completed testing ASRA Build 5.	Ensure a successful upgrade of the ASRA application for CQ fixes.
✓ Completed testing of HB 2302.	Ensure a successful upgrade of the legacy application for code changes.
✓ Completed testing of adding OD code to legacy applications.	Ensure a successful upgrade of the legacy application for code changes.
✓ Completed testing for ETP 3.4.1.	Ensure a successful upgrade of the ETP application for code changes.
✓ Completed testing of adding FRD code to legacy applications.	Ensure a successful upgrade of the legacy application for code changes.
✓ Completed testing of ETX table changes to legacy applications.	Ensure a successful upgrade of the legacy application for code changes.
✓ Completed testing JCS Build 133.	Ensure a successful upgrade of the JCS application for CQ fixes.

WASHINGTON COURTS
ADMINISTRATIVE OFFICE OF THE COURTS

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

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