Judicial Information System Committee (JISC)

Friday, October 26, 2012 (9:00 a.m. – 12:00 p.m.)
CALL IN NUMBER: ***800-591-2259 PC: 288483***
SeaTac Facility: *18000 INTERNATIONAL BLVD, SUITE 1106, SEATAC, WA 98188*

AGENDA

1.	**Call to Order** **Introductions** **Approval of Minutes**	Justice Mary Fairhurst	9:00 – 9:05	Tab 1
2.	**State Court Administrator Position Update**	Ms. Callie Dietz	9:05 – 9:10	
3.	**JIS Budget Update** • **11-13 Biennium** • **13-15 Biennium Budget Update**	Mr. Ramsey Radwan, MSD Director	9:10 – 9:30	Tab 2
4.	**JIS Priority Project #2 (ITG 2):** **Superior Court Case Management Update** a. Project Update b. Independent QA Report	Ms. Maribeth Sapinoso, PMP Mr. Allen Mills, Bluecrane Inc.	9:30 – 9:50	Tab 3
	Break		9:50 – 10:00	
5.	**IT Portfolio Report** • Initial Draft for Review & Comment	Mr. Craig Wilson	10:00 – 10:30	Tab 4
6.	**JIS Priority Project Status Reports** a. #1 (ITG 121) - Superior Court Data Exchange ▪ Pierce County Update b. #3 (ITG 45) - Appellate Court EDMS c. #5 (ITG 41) – CLJ Revised Computer Records Retention and Destruction Process d. Information Networking Hub Project Update	Mr. Mike Walsh, PMP Mr. Martin Kravik, PM Ms. Kate Kruller, PMP Mr. Dan Belles, PMP	10:30 – 11:15	Tab 5
7.	**Committee Reports** a. Data Dissemination Committee b. Data Management Steering Committee • JIS Priority #4 (ITG 9) – Add Accounting Data to the Data Warehouse	Judge Thomas Wynne Mr. Rich Johnson	11:15 – 11:25 11:25 – 11:45	
8.	**Meeting Wrap-Up**	Justice Mary Fairhurst	11:45 – 12:00	
9.	**Information Materials** a. ISD Monthly Report b. IT Governance Status Report			Tab 6

Persons with a disability, who require accommodation, should notify Pam Payne at 360-705-5277 Pam.Payne@courts.wa.gov to request or discuss accommodations. While notice 5 days prior to the event is preferred, every effort will be made to provide accommodations, when requested.

Future Meetings:

December 7, 2012

9:00 a.m. – 3:00 p.m. AOC SeaTac Facility
- Budget Status Report
- JIS Priority Project Reports
- Enterprise Information Management Data Strategy

2013 Schedule:

February 22, 2013

9:00 a.m. – 3:00 p.m. AOC SeaTac Facility
- Budget Status Report
- JIS Priority Project Reports
- Decision Point: JIS Policy on Local Automated Court Systems
- Presentation: ISD Standard on Local Automated Court Systems
- SC-CMS – ASV Award

April 26, 2013

June 28, 2013

September 6, 2013

October 25, 2013

December 6, 2013

JUDICIAL INFORMATION SYSTEM COMMITTEE

September 7, 2012
9:00 a.m. to 3:00 p.m.
AOC Office, SeaTac, WA

DRAFT Minutes

Members Present:
Mr. Larry Barker
Chief Robert Berg
Judge Jeanette Dalton (Phone)
Ms. Callie Dietz
Justice Mary Fairhurst, Chair
Judge James Heller
Mr. William Holmes
Mr. Rich Johnson
Ms. Joan Kleinberg
Judge J. Robert Leach
Ms. Marti Maxwell
Mr. Steward Menefee
Ms. Barb Miner
Judge Steven Rosen
Ms. Aimee Vance
Ms. Yolande Williams
Judge Thomas J. Wynne

Members Absent:
None

AOC Staff Present:
Mr. Kevin Ammons
Mr. Dan Belles
Ms. Kathy Bradley
Mr. Bill Cogswell
Mr. Keith Curry
Ms. Vonnie Diseth
Ms. Kate Kruller
Ms. Vicky Marin
Mr. Dirk Marler
Mr. Dexter Mejia
Mr. Ramsey Radwan
Ms. Maribeth Sapinoso
Ms. Heather Williams
Mr. Kumar Yajamanam
Ms. Pam Payne

Guests Present:
Mr. Shayne Boyd
Ms. Lea Ennis
Ms. Betty Gould
Mr. Kevin Stock

Call to Order

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

June 22, 2012 Meeting Minutes

Justice Fairhurst asked if there were any changes to the June 22nd meeting minutes. Justice Fairhurst deemed them approved.

JIS Budget Update (11-13 Biennium)

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

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

Mr. Radwan presented a new report requested by the SC-CMS Steering Committee that broke down estimated expenditures based on project phase. It is similar to the blue sheet, but with more details and one step down in the scope of expenditures.

13-15 Biennium Budget Update

Mr. Radwan pointed out potential funding concerns that he intends to frame all funding requests around. Mr. Radwan stated the judicial branch initially started the 2013-2015 budget development process with a $30 million funding issue comprised of $7.5 million in JIS fund sweeps, $12.5 million resulting from the sunset of the judicial stabilization trust account file fee surcharge and $11 million that is the estimated branch share of the statewide general fund shortfall. The JIS

fund sweep has been reversed, however the legislature could reauthorize another sweep during the 2013 legislative session. We need to focus on the current funding requests and ensure that the legislature does not continue its practice of using JIS fund balance for non-JIS activities. The current JIS fund balance estimate indicates that we will maintain a positive fund balance through the end of the 2015-2017 biennium.

Based on current information, JIS infraction revenues are down from the last fiscal year about $300,000. Revenues are still higher than they were and higher than forecast, but expenditures are also going up. The percentage of revenue consumed for ongoing costs will increase as we begin to close the project phase of the SC-CMS project and begin the ongoing maintenance phase.

ISD Staffing Update

Ms. Vonnie Diseth presented a briefing regarding the staffing levels at ISD. A total of 138 FTEs are authorized for the ISD, the SC-CMS, and the CBO. There are 25 current vacancies.

Six staff members have been hired since July. Some of these positions are a result of backfilling for people who have moved to the SC-CMS project. Also, project management positions have changed as a result of employees who have left or retired. Mr. Mike Walsh is now the project manager on the SCDX project, and Mr. Martin Kravik has become the project manager for the AC-EDMS program.

All positions that Ernst & Young and Sierra recommended have been filled. Resource constraints are occurring in the areas of testers, business analysts, and some of the architecture roles. Steps have been made to hire testers under contract. New business analysts have recently been hired. The hiring process takes about two months from posting to start date.

ITG #2 - SC-CMS Update

Ms. Maribeth Sapinoso presented the current status of the Superior Court Case Management System (SC-CMS) Project beginning with what has been completed since the JISC approval of the RFP release for publication on June 22, 2012. The RFP was successfully published and open from June 22 through August 28. During that time three amendments were filed to clarify dates, times, and definitions in the RFP. Business and technical scripts were also completed and finalized. These will help in the evaluation of Vendor demonstrations. Recognition was given to Judge Dalton, Kevin Stock, Paul Sherfey, Frank Maiocco, and Heather Williams for their leadership in coordinating the Judges, County Clerks, and Court Administrators in this effort.

Two vendor proposals were received on the scheduled deadline of August 28, 2012. Both vendors passed administrative reviews and were forwarded to the Tier I evaluation team for scoring.

Also completed was the Project Governance Plan. The JISC were asked to approve this plan. The Governance Plan defines how project decisions will be made. The Communication Plan was also completed for the project. This will define how communication is managed for the project.

The committee was informed that the date for awarding a contract to the Apparent Successful Vendor was changed to May 15, 2013 from April 15, 2013. This is order to coincide with the recently released 2013 JISC meeting schedule.

Motion: Ms. Barb Miner

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

Second: Judge Wynne
Voting in Favor: All present (Judge Dalton, phone)
Opposed: None
Absent: None

Court Business Office (CBO)

Mr. Dexter Mejia presented an update on the Court Business Office (CBO) activities and on the Court User Work Group (CUWG) charter.

Mr. Mejia shared the following CBO activities:

- The successful recruitment of two Business Process Engineers (BPE) for the CBO unit
- One additional BPE position remains to be filled.
- The SC-CMS Requirements Management Plan has been completed. The Requirements Management Plan is designed to provide the SC-CMS project team a set of standards and guidelines for working with the project's requirements. Specifically the plan describes the types of requirements to be used in the project, the types of documents to be produced, and the tools and processes for managing the requirements.
- The preparation of the requirements is in progress. The CBO is adding more detail to the requirements in preparation for the development of the baseline configuration and for the arrival of the new CMS vendor. The CBO is also preparing for the CUWG work session to be scheduled in early November.

Mr. Mejia also presented the completed final draft of the CUWG charter. Mr. Mejia briefly summarized the motion passed at the last JISC meeting for the formation of the CUWG and for the SC-CMS Project Steering Committee to develop the charter for the CUWG.

The Project Steering Committee developed the charter that included the consensus decision-making model and an escalation process. The charter also included the membership structure. Membership will be comprised of 11 designated voting members from the superior court community (Superior Court Judges' Association, Association of Washington State Court Administrators, Washington State Association of County Clerks, Washington Association of Juvenile Court Administrators, and the Administrative Office of the Courts) and 3 non-voting representatives from the District and Municipal Court Management Association, the Washington State Bar Association, and the Access to Justice Board.

Next steps include obtaining signatures from the presidents of the voting associations and organizations and to begin the appointment/selection of the CUWG members.

Members were presented a revision to pages 5 and 6 of the draft charter. This revision was to reflect the Project Steering Committee agreement that the Washington Association of Juvenile Court Administrators would have voting membership on the CUWG.

Justice Fairhurst asked if there was objection to approval of the amended draft charter. William Holmes moved to approve the CUWG charter as amended on pages 5 and 6. Larry Barker seconded the motion. The charter was approved unanimously.

Motion: Mr. William Holmes

I move that the JISC approve the CUWG charter as amended with pages 5 and 6.

Second: Mr. Larry Barker
Voting in Favor: All present (Judge Dalton, phone)
Opposed: None
Absent: None

ITG #121 Superior Court Data Exchange Update

Mr. Kevin Ammons presented the current status of the Superior Court Data Exchange (SCDX) project. He reported that as of July 1, 2012, Mr. Mike Walsh had assumed project management duties for this project. The transition had taken place before Mr. Bill Burke announced his decision to retire. Mr. Ammons reported that SCDX Increment 1 had successfully deployed to production on August 29, 2012 and these 10 services were available for consumption by courts. During testing of Increment 1, AOC discovered that the product delivered by Sierra Systems had a very low defect rate with no significant changes required.

Mr. Ammons also stated that AOC had taken several actions to speed the testing process for Increments 2, 3, and 4. Specifically, AOC has added two contract testers and also procured a test tool from Sierra. The project team will closely monitor testing of Increment 2 to quantify the improvements gained by these measures. The results will then be used to better plan testing of the remaining increments. Testing of Increment 2 is underway and scheduled to complete on October 19, 2012. Currently, testing of Increment 3 is scheduled to be finished on December 21, 2012, and Increment 4 is planned to complete testing on May 6, 2013.

ITG #45 Appellate Court EDMS Update

Ms. Vonnie Diseth presented the current status of the Appellate Court Electronic Data Management System (EDMS) project. There have been challenges on this project in the past month, with the resignation of Mr. Bill Burke. Mr. Martin Kravik was brought on as the new project manager for the AC-EDMS project. The schedule impact is being assessed. After the June JISC meeting, re-evaluation of the volume of work forecasted had an impact on when an acquisition plan and RFP would be available. There was concern from the stakeholders about this delay. A draft of the acquisition plan was completed by Mr. Burke and is currently under review. Since the acquisition plan is a fundamental building block of the RFP, resources can now be refocused to facilitate the publication of the RFP. A decision was made to not bring in an external quality assurance review on this project. Ms. Diseth also provided a short history of the project, as well as how the project has evolved with changing requirements. Work is being done to improve communications with the members of the Executive Steering Committee, and Justice Stephens has agreed and pushed for monthly steering committee meetings, as well as regular project updates from Mr. Kravik.

ITG #41 Remove CLJ Archiving and Purge Certain Records

The ITG 41 Project was initiated in August 2011 with the name "Remove CLJ Archiving and Purge Certain Records." The project encountered significant resource constraints due to higher priority projects, extended staff absences, and other reasons. When Ms. Kate Kruller was assigned as Project Manager in April, 2012, the project was renamed "CLJ Revised Computer Records Retention and Destruction Process" and the Steering Committee was selected.

Members of the ITG 41 Project Steering Committee include:

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

An initial Functional Requirements Review was conducted by the ITG 41 Project Steering Committee in June, 2012. The Project Team discovered that there were complex business processes and process workarounds in the courts that were not covered in the business rules captured. More detailed requirements gathering would be needed. A two-three month extension to the schedule was recommended for this additional business analysis and requirements documentation.

Next steps for the project include: 1) Develop Project Charter to establish agreement on how to proceed; 2) Conduct a Steering Committee Charter Review mid-September; and 3) Achieve Steering Committee Project Charter approval and provide a detailed Functional Requirements Document Review.

Information Networking Hub (INH) Program Overview and Status

Mr. Dan Belles, Project Manager provided a status update on the Information Networking Hub (INH) Project. Mr. Belles stated that overall, the INH project was making good progress and there were no major obstacles at this time. He stated that there were two subproject teams actively working, the INH middleware services and the enterprise data repository (EDR) teams. He mentioned both teams were working well together and focusing their efforts on requirements, design and documentation. He gave an update on recent project activities including the Pilot Services, INH data exchanges and the EDR central database.

Mr. Belles also reviewed the INH project timeline and the key milestones and completion dates relative to the key SC-CMS procurement milestones. He stated that the goal of INH was to ensure it had all the technical documentation and most of the services completed by the time the SC-CMS vendor was contracted to start work in May 2013. He stated that as of this time they expect to meet that deadline.

Mr. Belles then presented a summary of current project risks and their status. He stated that the two high risks concerning project resource availability and critical project interdependencies were being mitigated successfully. Mr. Belles concluded his presentation by covering the next steps in the project, which would focus on completing the Pilot Services, continuing requirements development for the INH data exchanges and completing the design of the EDR. There were no other questions raised by the committee members.

Committee Reports

Data Dissemination Committee: No Report

Data Management Steering Committee: No Report

Adjournment

The meeting was adjourned by Justice Fairhurst at approximately 1:15 p.m.

Next Meeting

The next meeting will be October 26, 2012, at AOC SeaTac Facility; from 9:00 a.m. to 3:00 p.m.

Action Items

	Action Items – From March 4th 2011 Meeting	**Owner**	**Status**
1	At the end of the legislative session, ask the Supreme Court Rules Committee if it wants the Data Dissemination Committee to revisit GR15 in light of *Ishikawa* and *Bone-Club*.	Vicky Marin, Justice Fairhurst	*Postponed*
	Action Items – From October 7th 2011 Meeting		
2	Confer with the BJA on JISC bylaw amendment regarding JISC communication with the legislature.	Justice Fairhurst	
	Action Items – From December 2nd 2011Meeting		
3	Present to the JISC a schedule for work on ITG projects prioritized by the JISC on December 2nd.	Vonnie Diseth	Completed 3/2/12
	Action Items – From March 2nd 2012 Meeting		
4	Check on whether it is possible to reload archived CLJ cases into active tables without making them available to web search on the public website.	Kate Kruller	
	Action Items – From June 22nd 2012 Meeting		
5	Document the overall governance structure for the SC-CMS project.	Maribeth Sapinoso/ Keith Curry	Completed 9/7/12
6	Clarify the amount expended on the Natural-to-COBOL project.	Vonnie Diseth/ Ramsey Radwan	Completed 9/7/12
7	CUWG Charter approved by Associations before it is brought back to the JISC.	Maribeth Sapinoso	
	Action Items – From September 7th 2012 Meeting		
8	Provide the high-level schedule for IT Governance Project #41: CLJ Revised Computer Records Retention and Destruction Process.	Vicky Marin Kate Kruller	

Administrative Office of the Courts
Information Services Division Project Allocation & Expenditure Update
Expenditures and Encumbrances September 30, 2012

	Initiatives--JIS Transition	ALLOTTED	EXPENDED	VARIANCE
2.	**Capability Improvement Phase I**			
2.4	Implement IT Portfolio Management (ITPM)	$239,400	$239,400	$0
	Capability Improvement Phase I-Subtotal	**$239,400**	**$239,400**	**$0**
3.	**Capability Improvement Phase II**			
3.4	Implement IT Service Management	$115,000	$62,119	$52,881
	Capability Improvement Phase II-Subtotal	**$115,000**	**$62,119**	**$52,881**
4.	**Capability Improvement Phase III**			
4.2	Mature Application Development Capability	$115,000	$0	$115,000
	Capability Improvement Phase III-Subtotal	**$115,000**	**$0**	**$115,000**
7.	**Information Networking Hub (INH)**			
7.6	Information Networking Hub (INH)	$2,582,325	$377,732	$2,204,593
	Information Networking Hub (INH) - Subtotal	**$2,582,325**	**$377,732**	**$2,204,593**
	Ongoing Activities			
12.1	Natural To COBOL Conversion	$515,668	$515,668	$0
12.2	SCOMIS DX	$1,475,332	$1,568,850	($93,518)
	Ongoing Activities-Subtotal	**$1,991,000**	**$2,084,518**	**($93,518)**
	JIS Transition Subtotal	**$5,042,725**	**$2,763,769**	**$2,278,956**
	Superior Court CMS			
	Initial Allocation *	$4,973,000	$902,104	$4,070,896
	COTS	$0	$0	$0
	Superior Court CMS Subtotal	**$4,973,000**	**$902,104**	**$4,070,896**
	ITG Projects			
	ITG #045 - Appellate Court E-Filing Electronic Document Management System (EDMS)	$980,000	$9,793	$970,207
	To be Allocated	$470,600	$0	$470,600
	ITG Projects Subtotal	**$1,450,600**	**$9,793**	**$1,440,807**
	Equipment Replacement			
	Equipment Replacement - External	$628,000	$546,452	$81,548
	Equipment Replacement - Internal	$550,000	$208,694	$341,306
	Equipment Replacement Subtotal	**$1,178,000**	**$755,146**	**$422,854**
	TOTAL 2011-2013	**$12,644,325**	**$4,430,812**	**$8,213,513**

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

* SC-CMS is projected to spend $1,588,152 in salaries and benefits through the remainder of the biennium.

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

Maribeth Sapinoso, Project Manager

October 26, 2012

SC-CMS Project Status

- **Vendor Procurement**

  ✓ Evaluation of Written Proposals Completed – September 14, 2012

  ✓ Executive Summary Report Completed – September 21, 2012
    - Written Evaluation Scores
    - Financial Analysis Review

  ✓ Results Reviewed by Project Steering Committee – September 25, 2012

SC-CMS Project Status
(Continued)

- **Vendor Procurement**

  ✓ Notify Vendor of Demonstrations – September 25, 2012

  - Vendor Demonstrations
    - October 9 - 11, 2012
    - October 16 - 18, 2012
  - Executive Summary Report Scheduled for October 23, 2012
  - Results Reviewed by Project Steering Committee Scheduled for October 23, 2012
  - Client On-Site Visits of Top Ranked Vendors
    - November 26 – December 7, 2012

SC-CMS Project Status
(Continued)

Court User Work Group (CUWG)

- Project Charter Signing by Associations Planned for Completion by October 22, 2012
- Voting and Non-Voting Members Appointed by Associations
- Kick Off Meeting Planned for November 7, 2012

New Team Members

✓ ***Rena Hollis*** *(Part Time),* Business Analyst, August 30

✓ ***Tami Whitney***, System Integrator/Tester, September 4

✓ ***Linda Myhre Enlow***, Business Analyst, October 15

SC-CMS Project Status
(Continued)

Project Communication

- ✓ Presentation at Association of Washington Superior Court Administrators (AWSCA) Fall Conference – October 1, 2012
- ✓ Brochure
- ✓ Project Extranet Site

  (http://inside.courts.wa.gov/SC-CMS)
  - Frequently Asked Questions (FAQs)
  - Background, Timeline, Documents
  - Evaluation Teams, Representatives on the Project

LEGEND
Western County
Eastern County
* = 4 members from the SCJA and AWSCA collectively

Your Representatives on the Superior Court Case Management System (SC-CMS) Project

	Superior Court Judges' Association (SCJA)	Washington State Association of County Clerks (WSACC)	Association of Washington Superior Court Administrators (AWSCA)	Washington Association of Juvenile Court Administrators (WAJCA)	District and Municipal Court Management Association (DMCMA)	Technical Staff Supporting the Associations and the Project	Washington State Bar Association (WSBA)	Access To Justice Board (ATJ)
JISC Representatives	Judge Jeanette Dalton, Kitsap County Judge Thomas Wynne, Snohomish County	Barbara Miner, King County	Marti Maxwell, Thurston County	William Holmes, Kittitas County	Aimee Vance, Kirkland Municipal Court			
Project Steering Committee	Judge Jeanette Dalton, Kitsap County	Barbara Miner, King County Kevin Stock, Pierce County Betty Gould, Thurston County	Frank Maiocco, Kitsap County Paul Sherfey, King County	Brooke Powell, Island County	Aimee Vance, Kirkland Municipal Court			
Request For Proposal (RFP) Evaluation Team	Judge Thomas Wynne, Snohomish County Judge Gary Bashor, Cowlitz County Judge Palmer Robinson, King County Judge Bruce Spanner, Benton/Franklin Counties	Kim Morrison, Chelan County Patty Chester, Stevens County Kathy Martin, Walla Walla County Sarina Aiello, King County Teri Nielsen, King County	Delilah George, Skagit County Nancy Jo Campbell, Clark County Jeff Amram, Clark County Ann Howard, Snohomish County Bev Morgan, Thurston County			Lea Ennis, King County Chris Shambro, Snohomish County Brian Ferris, Thurston County Mike Almvig, Skagit County		
Court User Work Group (CUWG)	1 Voting Member* _____	4 Voting Members Kim Morrison-Chelan County Patty Chester-Stevens County Kathy Martin-Walla Walla County Sarina Aiello-King County	3 Voting Members* Pat Austin-Benton/Franklin County Lea Ennis-King County Delilah George-Skagit County	1 Voting Member Carol Vance-Benton/ Franklin County	1 Non-Voting Member Lynne Campeau-King County (Issaquah)		1 Non-Voting Member _____	1 Non-Voting Member _____

Active Project Risks

Total Project Risks			
Low Exposure	Medium Exposure	High Exposure	Closed
6	3	0	4

Significant Risks Status

Risk	Probability/Impact	Mitigation
None at this time		

Active Project Issues

Total Project Issues			
Low Urgency	Medium Urgency	High Urgency	Closed
0	0	0	0

High Urgency Issues Status

Issue	Category	Action
None at this time		

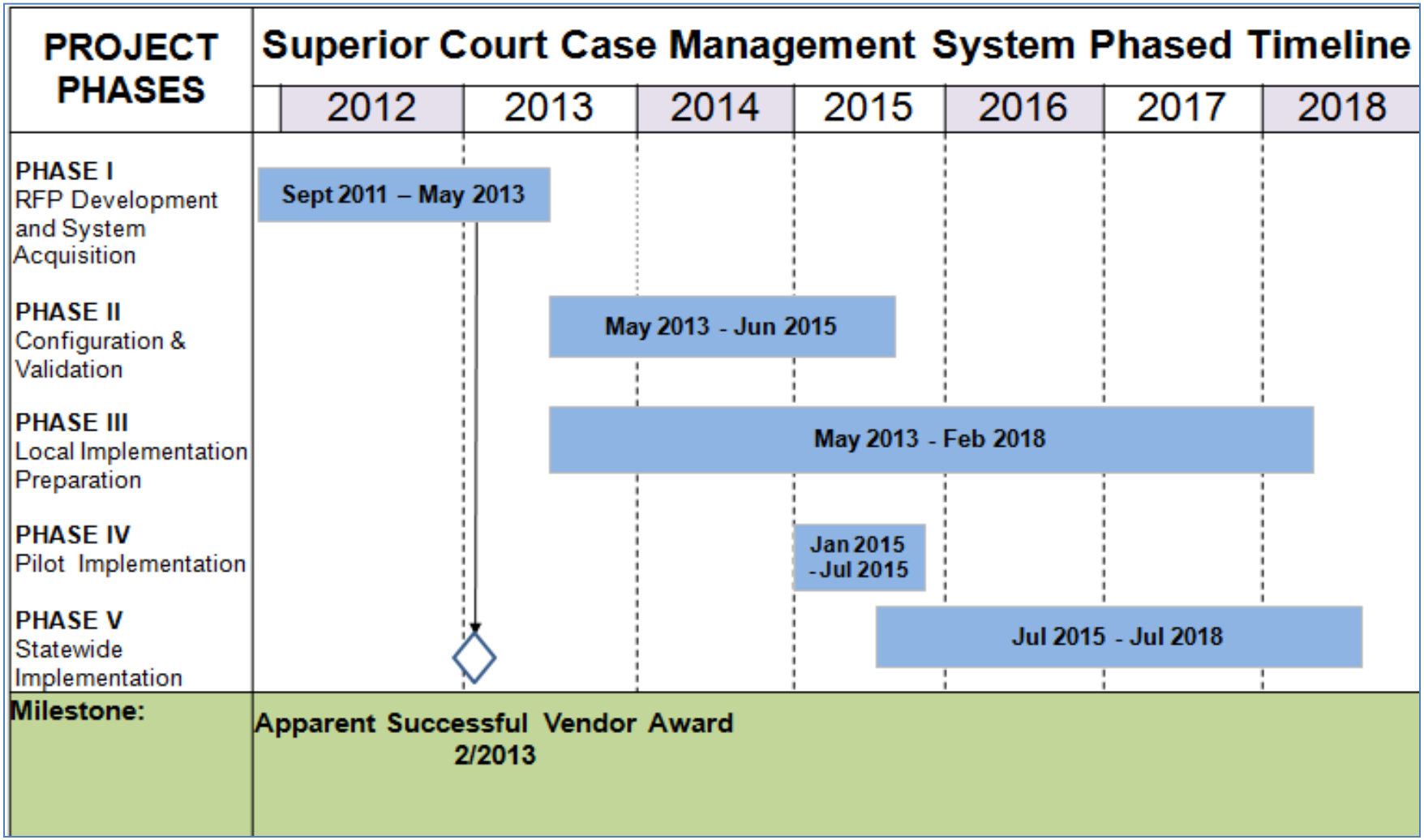
Phase 1 Next Steps

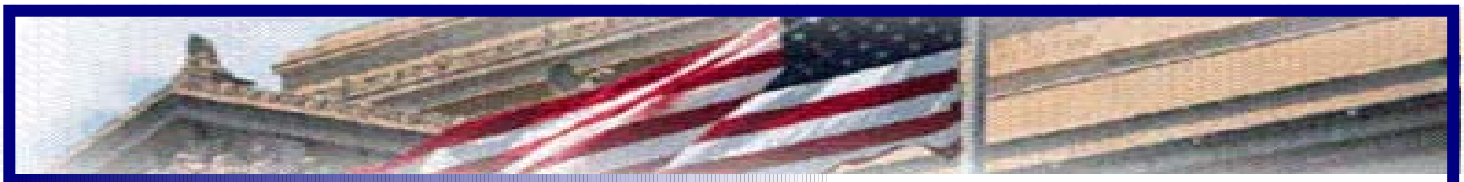
MILESTONE	DATE
✓JISC Approval to Release RFP	June 2012
✓Publish RFP	June 2012
✓Vendor Proposals Due	August 2012
✓Evaluate & Score Written Responses	September 2012
✓Steering Committee Confirms Top Ranked Vendors for Demos	September 2012
Complete Vendor Demos	October 2012
Steering Committee Confirms Top Ranked Vendors for Onsite Visits	October 2012
Complete Onsite Visits	December 2012
Steering Committee Makes Recommendations to JISC	February 2013 JISC Meeting
Notify Apparent Successful Vendor	February 2013
Complete Contract Negotiations	May 2013
Phase 1 Complete	May 2013

Phase 2 Planning - Next Steps

MILESTONES	DATE
Develop and Validate Court Business Process Models	In Progress
Prepare AOC Technical Environment	In Progress
Court User Workgroup Kick Off Meeting	November 2012
Court Readiness Assessment Plan	November 2012
Implement Court Readiness Assessment Plan	January 2013
Interface Designs Between SC-CMS and Court Applications	1st Quarter 2013
Select Pilot Court	1st Quarter 2013
Begin Phase 2	May 2013

SC-CMS Project High Level Schedule





Management Consulting

for

State and Local

Governments

Quality Assurance (QA)

Project Oversight

Independent Verification and Validation (IV&V)

Project Management

Risk Reduction

Technology Alignment

Quality Assurance Assessment

for the

State of Washington

Administrative Office of the Courts (AOC)

SC-CMS Project

September 30, 2012

Prepared by

Bluecrane, Inc.

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September 30, 2012

Honorable Mary Fairhurst, Justice
Washington Supreme Court

Ms. Callie Dietz
Acting Administrator, Administrative Office of the Courts

Dear Justice Fairhurst and Ms. Dietz:

bluecrane has completed its Quality Assurance Assessment of the SC-CMS Project for the month of September 2012.

This document is structured as follows:

1. An overview of our findings and recommendations, including:
    a. An Executive Summary narrative and a
    b. A Dashboard "Snapshot" of Observations/Risks/Issues.
2. An explanation of our approach for those readers that have not seen one of our assessments previously.
3. A detailed report of our SC-CMS assessment as of September month-end. Each assessed item in the detailed report begins with a summary table for the reader's quick reference that provides an impact statement, recommendations, and status. The summary table is followed by a more detailed assessment across project planning, project execution, and achievement of expected results.

Simultaneously with the delivery of this "regular" monthly QA assessment, we are also providing a *bluecrane* "QA Spotlight Report" that is focused on identifying and assessing SC-CMS Project activities that should be performed ***prior to arrival of the SC-CMS vendor***. A few critical items from the Spotlight report have been incorporated into this monthly report as well.

Please contact me with any questions or comments.

Sincerely,

Allen Mills

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Part 1: Overview of the September 2012 *bluecrane* QA Assessment

Executive Summary

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

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

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

Simultaneously with the delivery of this "regular" monthly QA assessment, we are also providing a *bluecrane* "QA Spotlight Report"." This Spotlight Report is the second ad-hoc report prepared by *bluecrane* for AOC and the SC-CMS Project. (The first dealt with the risks associated with the then impending departure of Jeff Hall.)

The purpose of the new QA Spotlight Report is to identify and assess SC-CMS Project activities that should be performed ***prior to arrival of the SC-CMS vendor***. Vendor preparation activities ensure that:

- Processes are in place for successful management of the vendor.
- The vendor has the information necessary to begin work on various aspects of the project.
- The project team and subject matter experts (SMEs) are prepared to participate in the vendor requirements validation and design sessions.

A few critical items from the Spotlight report have been incorporated into this monthly report as well.

Project Management and Sponsorship

Various Project Management Plans

We are pleased to report that as of the end of September, the project team had made significant progress in a number of plans, greatly reducing the concerns we raised in previous QA

assessments. Plans that have yet to be developed by the team and approved by project sponsors are only the following:

- **Schedule Management Plan** – The Schedule Management Plan is under development. QA reviewed the draft Schedule Management Plan in September and provided comments. No serious deficiencies were identified.

- **Staffing Management Plan** – Revision of the Staffing Management Plan is underway (to incorporate a more effective staffing process.QA reviewed the revised Staffing Management Plan in September and provided comments. No serious deficiencies were identified.

- **Quality Management Plan** – The Quality Management Plan is under development. QA reviewed the Quality Management Plan in September. No significant deficiencies were identified.

- **Cost Management Plan** – Development of the Cost Management Plan began in August. QA reviewed the Cost Management Plan in September. No significant deficiencies were identified.

Schedule Management

In September, the project team made additional progress in addressing the risks that we raised in our July month-end report regarding the project schedule. The project team has an assigned scheduler with the necessary skillset to create and maintain a comprehensive schedule. The current schedule includes the detail that has been provided to her. The Deputy Project Manager conducted a number of meetings to decompose additional tasks to a greater level of detail and to add a number of additional tasks to the schedule in September. The SC-CMS Project Schedule is in the process of being updated to reflect the decomposed tasks.

People

Staffing and Project Facilities

The project team has begun to address the risk raised in previous QA assessments related to the Staffing Management Plan (see item above under “Various Project Management Plans”). However, there is a concern related to the depth of court business process knowledge actively engaged in the project. While knowledgeable in some areas of court processes, the business analysts in several areas of the project, including the SC-CMS Project Team, COTS Prep-Application Team, and the CBO lack deep court business process knowledge. The lack of depth needs to be addressed (see recommendations below) in order to avoid negative impacts to quality and/or longer durations of analysis activities.

Background/impact: Business analysts are skilled at understanding, documenting, and making improvements to business processes as well as developing and documenting business requirements and ensuring that system designs meet requirements and effectively support the business. Although business analysts have good analysis skills and several have some knowledge of court business processes, the lack of deep court business process knowledge may result in requirements or design documents that do not adequately capture the needs of the business. Additionally, analysis and design activities may take longer than expected because of the need for business analysts to obtain additional information from subject matter experts.

Recommendation: The project's court business process knowledge can be increased in several ways. One method is by providing training for the business analysts and other project team members by court personnel who walk through the business processes in sessions at AOC. Another method is to assign business analysts to shadow workers at a court for several weeks to gain first-hand knowledge of the work involved. A third method is to augment the project team with court personnel on temporary assignment to function as subject matter experts. Involving business analysts with court personnel in one of these three ways has the added benefit of establishing relationships between the project team and the courts.

Vendor Procurement

The project team addressed the risk identified in previous QA assessments related to the lack of alternates for certain categories of proposal evaluators. Evaluation is underway.

Contracts Management/Deliverables Management

The project team has addressed the risk identified in previous QA assessments related to the lack of a documented approach to contract management. QA reviewed the Deliverables Management Plan in September. No significant deficiencies were identified.

Application

Requirements Management

Impact: Significant delays to project milestones may ensue if the use of the requirements management tool, Rational Requirements Composer (RRC), is delayed.

Background: (1) RRC has been selected as the tool for managing requirements, and AOC has purchased licenses for the tool. (2) There is a desire that the SC-CMS project use the AOC enterprise requirements management processes, which are not yet fully defined.

Status: Although AOC has purchased licenses for RRC, the CBO and SC-CMS project are not currently able to use the tool because the AOC requirements management processes have not been fully defined.

Recommendation: If the AOC enterprise requirements management process can be defined in a relatively short period of time (2-4 weeks), then the impact to the SC-CMS Project should be minimal. Alternatively, if it is anticipated that the enterprise requirements process will take longer to define, then the SC-CMS project should work with the AOC enterprise architects to develop a hybrid approach that leverages what is available of the enterprise approach while moving forward with RRC as a requirements management tool for SC-CMS. To the extent an evolution can be envisioned towards more fully utilizing the enterprise approach when it is available, a plan should be put in place to do so. However, developing such an evolution and plan should not be a prerequisite for SC-CMS moving forward.

Tools

Observation/Risk: Lack of a requirements management tool may delay critical path tasks which may delay the start of Phase 2.

This observation/risk is tied to the risk and circumstances described above under "Requirements Management."

Data

QA assessments in this area have not begun yet.

Infrastructure

QA assessments in this area have not begun yet.

bluecrane QA Dashboard "Snapshot"

Project Area	Summary *bluecrane* QA Assessment				
	Urgency	July 2012	August 2012	September 2012	Observations/Risks
		Project Management and Sponsorship			
Governance	N/A	Risk Being Addressed	Risk Being Addressed	No Risk Identified	**Observation:** The project team has addressed the risk raised in previous QA assessments regarding the lack of clarity and specificity in the project's governance approach.
Scope	N/A	Risk Being Addressed	Risk Being Addressed	No Risk Identified	**Observation:** The project team has addressed the risk raised in previous QA assessments regarding the project's scope management approach and processes lacking clarity and specificity.
Schedule	Serious Consideration	Risk	Risk Being Addressed	Risk Being Addressed	**Observation/Risk 1:** The project team is addressing the risks raised in previous QA assessments regarding the lack of a documented, effective schedule management approach. **Observation/Risk 2:** The project team is in the process of updating the SC-CMS project schedule to address the risk raised in previous QA assessments regarding a number of long duration tasks.
Budget	Serious Consideration	Risk	Risk Being Addressed	Risk Being Addressed	**Observation/Risk:** The project's approach to managing budget and cost has not been developed or published.
Communication	N/A	No Risk Identified	No Risk Identified	No Risk Identified	**Observation:** The project has developed and published a Communications Management Plan.
Staffing and Project Facilities	Serious Consideration	Risk Being Addressed	Risk Being Addressed	Risk	**Observation/Risk 1:** Lack of business analysts with deep court business process knowledge may impact the quality and/or duration of analysis activities. **Observation 2:** The project team has begun to address the risk raised in previous QA assessments related to the Staffing Management Plan.

Project Area	Summary *bluecrane* QA Assessment				
	Urgency	July 2012	August 2012	September 2012	Observations/Risks
		Project Management and Sponsorship			
Change Management	N/A	Risk Being Addressed	Risk Being Addressed	No Risk Identified	**Observation:** The project team addressed the risk raised in previous QA assessments regarding the need for a Change Management Plan. (Note: this item refers to management of changes to the project, not organizational change management. Project changes may include modifications to scope, schedule, budget, requirements, resources, and other items.)
Risk Management	Serious Consideration	Risk Being Addressed	Risk Being Addressed	Risk Being Addressed	**Observation 1:** The project team addressed the risk identified in previous QA assessments regarding the lack of a Risk Management Plan. **Observation/Risk 2:** The project team has begun to address the risk noted in previous QA assessments regarding risks not being adequately identified and tracked by the project.
Issue Management	Serious Consideration	Risk Being Addressed	Risk Being Addressed	Risk Being Addressed	**Observation 1:** The project team addressed the risk identified in previous QA assessments regarding the lack of an Issue Management Plan. **Observation/Risk 2:** In order to identify and track issues adequately, the project team should begin to implement the processes documented in the Issue Management Plan.
Quality Management	Serious Consideration	Risk Being Addressed	Risk Being Addressed	Risk Being Addressed	**Observation/Risk:** The project's approach to managing deliverable quality has not been developed or published.

Project Area	Summary *bluecrane* QA Assessment				
	Urgency	July 2012	August 2012	September 2012	Observations/Risks
		People			
Stakeholder Engagement	N/A	Risk Being Addressed	No Risk Identified	No Risk Identified	
Business Processes / System Functionality	N/A	Not Assessed	Not Assessed	Not Assessed	
Vendor Procurement	N/A	Risk	Risk	No Risk Identified	**Observation:** The project team addressed the risk identified in previous QA assessments related to the lack of alternates for certain categories of proposal evaluators.
Contract Management / Deliverables Management	Serious Consideration	Risk Being Addressed	Risk Being Addressed	Risk Being Addressed	**Observation/Risk:** The project team has addressed the risk identified in previous QA assessments related to the lack of a documented approach to contract management.
Training and Training Facilities	N/A	Not Started	Not Started	Not Started	
Local Court Preparation	N/A	Not Started	Not Started	Not Started	
User Support	N/A	Not Started	Not Started	Not Started	

Project Area	Summary *bluecrane* QA Assessment				
	Urgency	July 2012	August 2012	September 2012	Observations/Risks
	Application				
Application Architecture	N/A	No Risk Identified	No Risk Identified	No Risk Identified	
Requirements Management	Serious Consideration	Risk Being Addressed	Risk Being Addressed	Risk	**Observation/Risk:** Delay in the utilization of a requirements management tool may impact critical path tasks which may delay the start of Phase 2.
Application Interfaces	N/A	No Risk Identified	No Risk Identified	No Risk Identified	
Application Infrastructure	N/A	Not Started	Not Started	Not Started	
Implementation	N/A	Not Started	Not Started	Not Started	
Reporting	N/A	Not Started	Not Started	Not Started	
Testing	N/A	Not Started	Not Started	Not Started	
Tools	Serious Consideration	Not Started	Not Started	Risk	**Observation/Risk:** Delay in the utilization of a requirements management tool may impact critical path tasks which may delay the start of Phase 2.

Project Area	Summary *bluecrane* QA Assessment				
	Urgency	July 2012	August 2012	September 2012	Observations/Risks
		Data			
Data Preparation	N/A	Not Started	Not Started	Not Started	
Data Conversion	N/A	Not Started	Not Started	Not Started	
Data Security	N/A	Not Started	Not Started	Not Started	
		Infrastructure			
Headquarters Infrastructure	N/A	Not Started	Not Started	Not Started	
Regional Infrastructure	N/A	Not Started	Not Started	Not Started	
Partner Infrastructure	N/A	Not Started	Not Started	Not Started	
Technical Help Desk	N/A	Not Started	Not Started	Not Started	

Part 2: Review of *bluecrane* Approach

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

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

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

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

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

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

For each area of assessment within a Project Area, we document in our QA Dashboard our observations, any issues and/or risks that we have assessed, and our recommendations. For each area we assess activities in the following three stages of delivery:

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

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

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

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

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

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

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

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

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

Part 3: *bluecrane* Detailed Assessment Report for September 2012

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

Project Management and Sponsorship	Governance	Urgency - Not Applicable

Summary *bluecrane* QA Assessment

July 2012	August 2012	September 2012	Observations/Risks ---------- Assessment/Recommendation(s)/Status
Project Management and Sponsorship			
Risk Being Addressed	**Risk Being Addressed**	**No Risk Identified**	**Observation:** The project team has addressed the risk raised in previous QA assessments regarding the lack of clarity and specificity in the project's governance approach.
			Status: The project team developed a Governance Management Plan in July. The Governance Management Plan was reviewed by the SC-CMS Project Sponsors and was approved in August. The Court User Work Group Charter has been approved by the SC-CMS Project Sponsors as well. The Governance Management Plan and Court User Work Group Charter were presented to JISC in the September JISC meeting and both were approved.

Detailed *bluecrane* QA Assessment

Project Planning				Project Execution				Achievement of Expected Results			
July 2012	August 2012	September 2012	Assessment	July 2012	August 2012	September 2012	Assessment	July 2012	August 2012	September 2012	Assessment
Risk Being Addressed	Risk Being Addressed	No Risk Identified	**Observation:** The project team has addressed the risk raised in previous QA assessments regarding the lack of clarity and specificity in the project's governance approach.	Not Assessed	Not Assessed	Not Assessed		No Risk Identified	No Risk Identified	No Risk Identified	
			Status: The project team developed a Governance Management Plan in July. The Governance Management Plan was reviewed by the SC-CMS Project Sponsors and was approved in August. The Court User Work Group Charter has been approved by the SC-CMS Project Sponsors as well. The Governance Management Plan and Court User Work Group Charter were presented to JISC in the September JISC meeting and both were approved.				QA will perform an assessment of the execution of the Governance Management plan as it is put into execution.				The SC-CMS Project Steering Committee has provided the project team with guidance during the COTS vendor procurement phase of the project.

Project Management and Sponsorship	Scope	Urgency - Not Applicable

Summary *bluecrane* QA Assessment

July 2012	August 2012	September 2012	Observations/Risks ---------- Assessment/Recommendation(s)/Status
Project Management and Sponsorship			
Risk Being Addressed	**Risk Being Addressed**	**No Risk Identified**	**Observation:** The project team has addressed the risk raised in previous QA assessments regarding the project's scope management approach and processes lacking clarity and specificity.
			Status: The team has documented the process for managing scope in the Change Management Plan. QA reviewed the Change Management Plan in August. No significant deficiencies were identified. The Change Management Plan was approved by the Project Sponsors in September.

Detailed *bluecrane* QA Assessment

Project Planning				Project Execution				Achievement of Expected Results			
July 2012	August 2012	September 2012	Assessment	July 2012	August 2012	September 2012	Assessment	July 2012	August 2012	September 2012	Assessment
Risk Being Addressed	Risk Being Addressed	No Risk Identified	**Observation:** The project team has addressed the risk raised in previous QA assessments regarding the project's scope management approach and processes lacking clarity and specificity.	Not Assessed	Not Assessed	Not Assessed		No Risk Identified	No Risk Identified	No Risk Identified	
			Status: The team has documented the process for managing scope in the Change Management Plan. QA reviewed the Change Management Plan in August. No significant deficiencies were identified. The Change Management Plan was approved by the Project Sponsors in September.				QA will perform an assessment of the execution of the Change Management plan as it is put into execution.				The project scope is currently defined by the business and technical requirements identified in the RFP. The system requirements and the associated scope will be further refined by the SC-CMS vendor when during validation of the RFP requirements.

Project Management and Sponsorship	Schedule	Serious Consideration

Summary *bluecrane* QA Assessment

July 2012	August 2012	September 2012	Observations/Risks ---------- Assessment/Recommendation(s)/Status
Project Management and Sponsorship			
Risk	**Risk Being Addressed**	**Risk Being Addressed**	**Observation/Risk 1:** The project team is addressing the risks raised in previous QA assessments regarding the lack of a documented, effective schedule management approach. **Observation/Risk 2:** The project team is in the process of updating the SC-CMS project schedule to address the risk raised in previous QA assessments regarding a number of long duration tasks.
			Status of Activities Related to Observation/Risk 1: The Schedule Management Plan is under development. QA reviewed the draft Schedule Management Plan in September and provided comments. No serious deficiencies were identified. **Status of Activities Related to Observation/Risk 2:** The project team has an assigned scheduler with the necessary skillset to create and maintain a comprehensive schedule. The current schedule includes the detail that has been provided to her. The Deputy Project Manager conducted a number of meetings to decompose additional tasks to a greater level of detail and to add a number of additional tasks to the schedule in September. The SC-CMS Project Schedule is in the process of being updated to reflect the decomposed tasks.

Detailed *bluecrane* QA Assessment

Project Planning

July 2012	August 2012	September 2012	Assessment
Risk Being Addressed	**Risk Being Addressed**	**Risk Being Addressed**	**Observation/Risk:** The project team is addressing the risks raised in previous QA assessments regarding the lack of a documented, effective schedule management approach.
			Status of Activities Related to Observation/Risk: The Schedule Management Plan is under development. QA reviewed the draft Schedule Management Plan in September and provided comments. No serious deficiencies were identified.

Project Execution

July 2012	August 2012	September 2012	Assessment
Risk	**Risk Being Addressed**	**Risk Being Addressed**	**Observation/Risk:** The project team is in the process of updating the SC-CMS project schedule to address the risk raised in previous QA assessments regarding a number of long duration tasks.
			Status of Activities Related to Observation/Risk: The project team has an assigned scheduler with the necessary skillset to create and maintain a comprehensive schedule. The current schedule includes the detail that has been provided to her. The Deputy Project Manager conducted a number of meetings to decompose additional tasks to a greater level of detail and to add a number of additional tasks to the schedule in September. The SC-CMS Project Schedule is in the process of being updated to reflect the decomposed tasks.

Achievement of Expected Results

July 2012	August 2012	September 2012	Assessment
No Risk Identified	**No Risk Identified**	**No Risk Identified**	
			The project is utilizing a schedule to organize, assign, and track project work. Currently there are no significant tasks behind schedule.

Project Management and Sponsorship	Budget	Serious Consideration

Summary *bluecrane* QA Assessment

July 2012	August 2012	September 2012	Observations/Risks ---------- Assessment/Recommendation(s)/Status
Project Management and Sponsorship			
Risk	**Risk Being Addressed**	**Risk Being Addressed**	**Observation/Risk:** The project's approach to managing budget and cost has not been developed or published.
			Impact: Lack of an effective budgeting and cost management processes may hamper the project's ability to track, report, and control costs. **Recommendation:** Develop and execute a Cost Management Plan. The objective here is to develop effective budgeting and cost management processes, not to create a "shelfware" document. However, the process of developing the needed approaches and articulating the specifics of the approaches in a plan will lead the team to grapple with and resolve critical issues, and bring clarity to a vital area that is currently imprecisely defined and understood. **Status:** Development of the Cost Management Plan began in August. QA reviewed the Cost Management Plan in September. No significant deficiencies were identified.

Detailed *bluecrane* QA Assessment

Project Planning

July 2012	August 2012	September 2012	Assessment
Risk	**Risk Being Addressed**	**Risk Being Addressed**	**Observation/Risk:** The project's approach to managing budget and cost has not been developed or published.
			Impact: Lack of an effective budgeting and cost management processes may hamper the project's ability to track, report, and control costs. **Recommendation:** Develop and execute a Cost Management Plan. The objective here is to develop effective budgeting and cost management processes, not to create a "shelfware" document. However, the process of developing the needed approaches and articulating the specifics of the approaches in a plan will lead the team to grapple with and resolve critical issues, and bring clarity to a vital area that is currently imprecisely defined and understood. **Status:** Development of the Cost Management Plan began in August. QA reviewed the draft Schedule Management Plan in September and provided comments. No serious deficiencies were identified.

Project Execution

July 2012	August 2012	September 2012	Assessment
Not Assessed	**Not Assessed**	**Not Assessed**	
			QA will perform an assessment of the execution of the Cost Management plan after it has been put into execution.

Achievement of Expected Results

July 2012	August 2012	September 2012	Assessment
No Risk Identified	**No Risk Identified**	**No Risk Identified**	
			The SC-CMS project budget has been developed and is being maintained.

Project Management and Sponsorship	Communication	Urgency - Not Applicable

Summary *bluecrane* QA Assessment

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

Detailed *bluecrane* QA Assessment

Project Planning				Project Execution				Achievement of Expected Results			
July 2012	August 2012	September 2012	Assessment	July 2012	August 2012	September 2012	Assessment	July 2012	August 2012	September 2012	Assessment
No Risk Identified	No Risk Identified	No Risk Identified	**Observation:** The project has developed and published a Communications Management Plan.	Not Assessed	Not Assessed	No Risk Identified		Not Assessed	Not Assessed	No Risk Identified	
			Status: The project has developed and published a Communications Management Plan. The Communications Management Plan contains an approach for both internal and external communications activities. Internal communication activities include project status reports, performance reports, and project team meetings. External communications are used to inform stakeholders and end-users in particular, of project activities that will affect them. Project status is communicated primarily orally in various project meetings. A project status report is developed bi-weekly but published only to the project library.				Project status is communicated primarily orally in several project meetings including the Project Steering Committee Meeting, the AOC Management Advisory Team Meeting, and the Project Team Meeting. A project status report is developed bi-weekly but published only to the project library.				Communication between project team members, between the SC-CMS project and other areas of AOC, and between the SC-CMS project and external stakeholders provides adequate exchange of information to coordinate and compete project activities on schedule. Communication issues are typically resolved through additional ad-hoc meetings and by documenting additional information.

Project Management and Sponsorship	Staffing and Project Facilities	Serious Consideration

Summary *bluecrane* QA Assessment

July 2012	August 2012	September 2012	Observations/Risks ---------- Assessment/Recommendation(s)/Status
Risk Being Addressed	Risk Being Addressed	Risk	**Observation/Risk 1:** Lack of business analysts with deep court business process knowledge may impact the quality and/or duration of analysis activities. **Observation 2:** The project team has begun to address the risk raised in previous QA assessments related to the Staffing Management Plan.
			Impact of Observation/Risk 1: Business analysts are skilled at understanding, documenting, and making improvements to business processes as well as developing and documenting business requirements and ensuring that system designs meet requirements and effectively support the business. Although business analysts have good analysis skills, the lack of deep court business process knowledge may result in requirements or design documents that do not adequately capture the needs of the business. Additionally, analysis and design activities may take longer that expected because of the need for business analysts to obtain additional information from other resources. **Recommendation for Observation/Risk 1:** The project's court business process knowledge can be increased in several ways. One method is by providing training for the business analysts and other project team members by court personnel who walk through the business processes in sessions at AOC. Another method is to assign business analysts to shadow workers at a court for several weeks to gain first-hand knowledge of the work. A third method is to augment the project team with court personnel on temporary assignment to function as subject matter experts. Involving business analysts with court personnel in one of these three ways has the added benefit of establishing relationships between the project team and the courts. **Status of Observation 2:** Revision of the Staffing Management Plan is underway. QA reviewed the revised Staffing Management Plan in September and provided comments. No serious deficiencies were identified.

Project Management and Sponsorship

Staffing and Project Facilities (continued)

Serious Consideration

Detailed *bluecrane* QA Assessment

Project Planning

July 2012	August 2012	September 2012	Assessment
Risk Being Addressed	Risk Being Addressed	Risk Being Addressed	**Observation/Risk:** The project team has begun to address the risk raised in previous QA assessments regarding the project's Staffing Management Plan.
			Status: Revision of the Staffing Management Plan is underway. QA reviewed the revised Staffing Management Plan in September and provided comments. No serious deficiencies were identified.

Project Execution

July 2012	August 2012	September 2012	Assessment
Not Assessed	Not Assessed	Not Assessed	
			The Staffing Plan is being updated to reflect the composition of the current project resources and to plan for upcoming resource needs. A resource assignment matrix is being utilized to identify responsibilities for participation in project activities by project team members. QA will perform an assessment of current and future staff utilization after the staff planning effort has been completed.

Achievement of Expected Results

July 2012	August 2012	September 2012	Assessment
No Risk Identified	No Risk Identified	Risk	**Observation/Risk:** Lack of business analysts with deep court business process knowledge may impact the quality and/or duration of analysis activities.
			Impact: Business analysts are skilled at understanding, documenting, and making improvements to business processes as well as developing and documenting business requirements and ensuring that system designs meet requirements and effectively support the business. Although business analysts have good analysis skills, the lack of deep court business process knowledge may result in requirements or design documents that do not adequately capture the needs of the business. Additionally, analysis and design activities may take longer that expected because of the need for business analysts to obtain additional information from other resources. **Recommendation:** The project's court business process knowledge can be increased in several ways. One method is by providing training for the business analysts and other project team members by court personnel who walk through the business processes in sessions at AOC. Another method is to assign business analysts to shadow workers at a court for several weeks to gain first-hand knowledge of the work. A third method is to augment the project team with court personnel on temporary assignment to function as subject matter experts. Involving business analysts with court personnel in one of these three ways has the added benefit of establishing relationships between the project team and the courts.

Project Management and Sponsorship	Change Management	Urgency – Not Applicable

Summary *bluecrane* QA Assessment

July 2012	August 2012	September 2012	Observations/Risks --- Assessment/Recommendation(s)/Status
Project Management and Sponsorship			
Risk Being Addressed	**Risk Being Addressed**	**No Risk Identified**	**Observation:** The project team addressed the risk raised in previous QA assessments regarding the need for a Change Management Plan. (Note: this item refers to management of changes to the project, not organizational change management. Project changes may include modifications to scope, schedule, budget, requirements, resources, and other items.)

Detailed *bluecrane* QA Assessment

Project Planning				Project Execution				Achievement of Expected Results			
July 2012	August 2012	September 2012	Assessment	July 2012	August 2012	September 2012	Assessment	July 2012	August 2012	September 2012	Assessment
Risk Being Addressed	Risk Being Addressed	No Risk Identified	**Observation:** The project team addressed the risk raised in previous QA assessments regarding the need for a Change Management Plan. (Note: this item refers to management of changes to the project, not organizational change management. Project changes may include modifications to scope, schedule, budget, requirements, resources, and other items.)	Not Assessed	Not Assessed	Not Assessed		No Risk Identified	No Risk Identified	No Risk Identified	
			Status: The Change Management Plan was approved by the Project Sponsors in September.				QA will perform an assessment of the execution of the Change Management Plan as it is put into execution.				

Project Management and Sponsorship	Risk Management	Serious Consideration

Summary *bluecrane* QA Assessment

July 2012	August 2012	September 2012	Observations/Risks --- Assessment/Recommendation(s)/Status
Project Management and Sponsorship			
Risk Being Addressed	Risk Being Addressed	Risk Being Addressed	**Observation 1:** The project team addressed the risk identified in previous QA assessments regarding the lack of a Risk Management Plan. **Observation/Risk 2:** The project team has begun to address the risk noted in previous QA assessments regarding risks not being adequately identified and tracked by the project.
			Status of Activities Related to Observation/Risk 1: The Risk Management Plan was approved by the Project Sponsors in September. **Status of Activities Related to Observation/Risk 2:** The project team took initial steps towards instituting formal risk management by conducting a risk identification session in September.

Detailed *bluecrane* QA Assessment

Project Planning				Project Execution				Achievement of Expected Results			
July 2012	August 2012	September 2012	Assessment	July 2012	August 2012	September 2012	Assessment	July 2012	August 2012	September 2012	Assessment
Risk Being Addressed	Risk Being Addressed	No Risk Identified	**Observation:** The project team addressed the risk identified in previous QA assessments regarding the lack of a Risk Management Plan.	Risk Being Addressed	Risk Being Addressed	Risk Being Addressed	**Observation/Risk:** The project team has begun to address the risk noted in previous QA assessments regarding risks not being adequately identified and tracked by the project.	No Risk Identified	No Risk Identified	No Risk Identified	
			Status: The Risk Management Plan was approved by the Project Sponsors in September.				**Status:** The project team took initial steps towards instituting formal risk management by conducting a risk identification session in September.				Several risks are currently being tracked but expectations for risk outcomes have not been set with stakeholders through the regular review of risks in status update meetings and project reports.

Project Management and Sponsorship	Issue Management	Serious Consideration

Summary *bluecrane* QA Assessment

July 2012	August 2012	September 2012	Observations/Risks --- Assessment/Recommendation(s)/Status
Project Management and Sponsorship			
Risk Being Addressed	**Risk Being Addressed**	**Risk Being Addressed**	**Observation 1:** The project team addressed the risk identified in previous QA assessments regarding the lack of an Issue Management Plan. **Observation/Risk 2:** In order to identify and track issues adequately, the project team should begin to implement the processes documented in the Issue Management Plan.
			Status of Activities Related to Observation 1: The Issue Management Plan was approved by the Project Sponsors in September. **Recommendation for Observation/Risk 2:** The project team should begin to identify and track issues consistent with the Issue Management Plan now that the plan has been approved.

Detailed *bluecrane* QA Assessment

Project Planning

July 2012	August 2012	September 2012	Assessment
Risk Being Addressed	Risk Being Addressed	No Risk Identified	**Observation:** The project team addressed the risk identified in previous QA assessments regarding the lack of an Issue Management Plan.
			Status: The Issue Management Plan was approved by the Project Sponsors in September.

Project Execution

July 2012	August 2012	September 2012	Assessment
Risk Being Addressed	Risk Being Addressed	Risk Being Addressed	**Observation/Risk:** In order to identify and track issues adequately, the project team should begin to implement the processes documented in the Issue Management Plan.
			Recommendation: The project team should begin to identify and track issues consistent with the Issue Management Plan now that the plan has been approved.

Achievement of Expected Results

July 2012	August 2012	September 2012	Assessment
Not Assessed	Not Assessed	No Risk Identified	
			Although several issues have been identified in the last several months, the issues are not currently being discussed at project update meetings are not provided to stakeholders in a project status report.

Project Management and Sponsorship	Quality Management	Serious Consideration

Summary *bluecrane* QA Assessment

July 2012	August 2012	September 2012	Observations/Risks ---------- Assessment/Recommendation(s)/Status
Project Management and Sponsorship			
Risk Being Addressed	Risk Being Addressed	Risk Being Addressed	**Observation/Risk:** The project's approach to managing deliverable quality has not been developed or published.
			Impact: Lack of an effective quality management process may result in unacceptable deliverables or deliverables that do not meet expectations. **Recommendation:** Develop an approach to quality management for project deliverables. Document the approach in a Quality Management Plan and begin to execute the Plan. **Status:** The Quality Management Plan is under development. QA reviewed the Quality Management Plan in September. No significant deficiencies were identified.

Detailed *bluecrane* QA Assessment

Project Planning				Project Execution				Achievement of Expected Results			
July 2012	August 2012	September 2012	Assessment	July 2012	August 2012	September 2012	Assessment	July 2012	August 2012	September 2012	Assessment
Risk Being Addressed	Risk Being Addressed	Risk Being Addressed	**Observation/Risk:** The project's approach to managing deliverable quality has not been developed or published.	Not Assessed	Not Assessed	Not Assessed		Not Assessed	Not Assessed	Not Assessed	
			Impact: Lack of an effective quality management process may result in unacceptable deliverables or deliverables that do not meet expectations. **Recommendation:** Develop an approach to quality management for project deliverables. Document the approach in a Quality Management Plan and begin to execute the Plan. **Status:** The Quality Management Plan is under development. QA reviewed the Quality Management Plan in September. No significant deficiencies were identified.				QA will perform an assessment of the execution of the Quality Management Plan after execution of the Plan begins.				Quality metrics are not being tracked by the project at this time. Therefore, there is insufficient information to perform an assessment of project quality.

People	Stakeholder Engagement	Urgency - Not Applicable

Summary *bluecrane* QA Assessment

July 2012	August 2012	September 2012	Observations/Risks ---------- Assessment/Recommendation(s)/Status
People			
Risk Being Addressed	No Risk Identified	No Risk Identified	
			Status: Stakeholder engagement activities are underway including development of a Stakeholder Engagement Plan, internal newsletter, talking points, and PowerPoint presentations for AOC executives. QA reviewed and provided comments on the Stakeholder Engagement Plan in August QA provided the project with Organizational Change Management planning and execution documents and provided assistance in differentiating between Organizational Change Management (working with *impacted* stakeholders) and Stakeholder Relationship Management (working with *impacting* stakeholders). Based on direction from the co-Project Sponsors, the Organization Change Management (OCM) Plan will be revised to include additional description of detailed OCM activities.

Detailed *bluecrane* QA Assessment

Project Planning				Project Execution				Achievement of Expected Results			
July 2012	August 2012	September 2012	Assessment	July 2012	August 2012	September 2012	Assessment	July 2012	August 2012	September 2012	Assessment
Risk Being Addressed	No Risk Identified	No Risk Identified		Risk Being Addressed	No Risk Identified	No Risk Identified		Not Assessed	Not Assessed	Not Assessed	
			Based on direction from the co-Project Sponsors, the Organization Change Management (OCM) Plan will be revised to include additional description of detailed OCM activities.				Stakeholder engagement activities are underway including development of a Stakeholder Engagement Plan, internal newsletter, talking points, and PowerPoint presentations for AOC executives. QA reviewed and provided comments on the Stakeholder Engagement Plan in August. QA provided the project with Organizational Change Management planning and execution documents and provided assistance in differentiating between Organizational Change Management (working with *impacted* stakeholders) and Stakeholder Relationship Management (working with *impacting* stakeholders).				The project has been engaging stakeholders through the RFP Steering Committee and information exchanges at meetings of the Clerks, Judges, and Administrators Associations.

People	Business Processes / System Functionality	Urgency - Not Applicable

Summary *bluecrane* QA Assessment

July 2012	August 2012	September 2012	Observations/Risks ---------- Assessment/Recommendation(s)/Status
People			
Not Assessed	Not Assessed	Not Assessed	
			Status: The Court Business Office (CBO) is planning to perform analysis and validation of the business processes. The business processes will be presented to the Court User Work Group (CUWG) for approval in parallel with the analysis and validation activities. This work is planned to begin at the end of August and is planned to be completed in January 2013

Detailed *bluecrane* QA Assessment

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

People	Vendor Procurement	Urgency - Not Applicable

Summary *bluecrane* QA Assessment

July 2012	August 2012	September 2012	Observations/Risks --- Assessment/Recommendation(s)/Status
People			
Risk	**Risk**	**No Risk Identified**	**Observation:** The project team addressed the risk identified in previous QA assessments related to the lack of alternates for certain categories of proposal evaluators.
			Status: The project resolved this risk by adding an additional judge to the evaluation team in September.

Detailed *bluecrane* QA Assessment

Project Planning				Project Execution				Achievement of Expected Results			
July 2012	August 2012	September 2012	Assessment	July 2012	August 2012	September 2012	Assessment	July 2012	August 2012	September 2012	Assessment
Risk	Risk	No Risk Identified	**Observation:** The project team addressed the risk identified in previous QA assessments related to the lack of alternates for certain categories of proposal evaluators.	Risk	Risk	No Risk Identified	**Observation:** The project team addressed the risk identified in previous QA assessments related to the lack of alternates for certain categories of proposal evaluators. Evaluation is underway.	No Risk Identified	No Risk Identified	No Risk Identified	

People	Contract Management / Deliverables Management	Serious Consideration

Summary *bluecrane* QA Assessment

July 2012	August 2012	September 2012	Observations/Risks ---------- Assessment/Recommendation(s)/Status
People			
Risk Being Addressed	Risk Being Addressed	Risk Being Addressed	**Observation/Risk:** The project team has addressed the risk identified in previous QA assessments related to the lack of a documented approach to contract management.
			Status: QA reviewed the Deliverables Management Plan in September. No significant deficiencies were identified.

Detailed *bluecrane* QA Assessment

Project Planning				Project Execution				Achievement of Expected Results			
July 2012	August 2012	September 2012	Assessment	July 2012	August 2012	September 2012	Assessment	July 2012	August 2012	September 2012	Assessment
Risk Being Addressed	Risk Being Addressed	Risk Being Addressed	**Observation/Risk:** The project team has addressed the risk identified in previous QA assessments related to the lack of a documented approach to contract management.	Not Assessed	Not Assessed	Not Assessed		Not Assessed	Not Assessed	Not Assessed	
			Status: QA reviewed the Deliverables Management Plan in September. No significant deficiencies were identified.				QA will perform an assessment of the execution of the Deliverables Management Plan after execution of the Plan begins.				

People	Various	Urgency - Not Applicable

Project Area	Summary *bluecrane* QA Assessment			
	July 2012	August 2012	September 2012	Observations/Risks ---------- Assessment/Recommendation(s)/Status
	People			
Training and Training Facilities	Not Started	Not Started	Not Started	
Local Court Preparation	Not Started	Not Started	Not Started	
User Support	Not Started	Not Started	Not Started	

Application	Application Architecture	Urgency - Not Applicable

Summary *bluecrane* QA Assessment

July 2012	August 2012	September 2012	Observations/Risks ---------- Assessment/Recommendation(s)/Status
Application			
No Risk Identified	No Risk Identified	No Risk Identified	
			The SC-CMS Architecture Plan is being updated to identify information known at this point. The remaining areas will be updated after the vendor has begun execution of the contract.

Detailed *bluecrane* QA Assessment

Project Planning				Project Execution				Achievement of Expected Results			
July 2012	August 2012	September 2012	Assessment	July 2012	August 2012	September 2012	Assessment	July 2012	August 2012	September 2012	Assessment
No Risk Identified	No Risk Identified	No Risk Identified		Not Started	Not Started	Not Started		Not Started	Not Started	Not Started	
			The SC-CMS Architecture Plan is being updated to identify information known at this point. The remaining areas will be updated after the vendor has begun execution of the contract.				Technical requirements have been developed and are specified in the SC-CMS vendor RFP. The SC-CMS Architecture Plan is being updated to identify information known at this point. The remaining areas will be updated after the vendor has begun execution of the contract.				Technical requirements have been developed and are specified in the SC-CMS vendor RFP.

Application	Requirements Management	Serious Consideration

Summary *bluecrane* QA Assessment

July 2012	August 2012	September 2012	Observations/Risks --- Assessment/Recommendation(s)/Status
Application			
Risk Being Addressed	**Risk Being Addressed**	**Risk**	**Observation/Risk:** Delay in the utilization of a requirements management tool may impact critical path tasks which may delay the start of Phase 2.
			Impact: Significant delays to project milestones may ensue if the use of the requirements management tool, Rational Requirements Composer (RRC), is delayed. **Background:** (1) RRC has been selected as the tool for managing requirements, and AOC has purchased licenses for the tool. (2) There is a desire that the SC-CMS project use the AOC enterprise requirements management processes, which are not yet fully defined. **Status:** Although AOC has purchased licenses for RRC, the CBO and SC-CMS project are not currently able to use the tool because the AOC requirements management processes have not been fully defined. **Recommendation:** If the AOC enterprise requirements management process can be defined in a relatively short period of time (2-4 weeks), then the impact to the SC-CMS Project should be minimal. Alternatively, if it is anticipated that the enterprise requirements process will take longer to define, then the SC-CMS project should work with the AOC enterprise architects to develop a hybrid approach that leverages what is available of the enterprise approach while moving forward with RCC as a requirements management tool for SC-CMS. To the extent an evolution can be envisioned towards more fully utilizing the enterprise approach when it is available, a plan should be put in place to do so. However, developing such an evolution and plan should not be a prerequisite for SC-CMS moving forward.

Application

Requirements Management (continued)

Serious Consideration

Detailed *bluecrane* QA Assessment

Project Planning				Project Execution				Achievement of Expected Results			
July 2012	August 2012	September 2012	Assessment	July 2012	August 2012	September 2012	Assessment	July 2012	August 2012	September 2012	Assessment
Risk Being Addressed	Risk Being Addressed	Risk	**Observation/Risk:** Delay in the utilization of a requirements management tool may impact critical path tasks which may delay the start of Phase 2.	Not Started	Not Started	No Risk Identified		Not Started	Not Started	Not Started	
			Impact: Significant delays to project milestones may ensue if the use of the requirements management tool, Rational Requirements Composer (RRC), is delayed. **Recommendation:** If the enterprise requirements management process can be defined in a short timeframe (2-4 weeks) the impact to the project will be low. If is anticipated that the enterprise requirements process will require a significant effort, then the SC-CMS project should use what they can of the enterprise approach and consult with enterprise architects to establish the tool for use in the project. **Status:** Rational Requirements Composer (RRC) has been selected as the tool for managing requirements. Although AOC has purchased licenses the CBO and SC-CMS project are not currently able to use the project because the AOC requirements management processes have not been fully defined. There is a desire that the SC-CMS project use the AOC enterprise requirements management process.				Business requirements have been developed and are specified in the COTS vendor RFP. The CBO and Court User Work Group will review business requirements and business processes beginning in December.				

Application	Application Interfaces	Urgency - Not Applicable

Summary *bluecrane* QA Assessment

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

Detailed *bluecrane* QA Assessment

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

Application	Tools	Serious Consideration

Summary *bluecrane* QA Assessment			
July 2012	**August 2012**	**September 2012**	**Observations/Risks ---------- Assessment/Recommendation(s)/Status**
Application			
Not Started	**Not Started**	**Risk**	**Observation/Risk:** Delay in the utilization of a requirements management tool may impact critical path tasks which may delay the start of Phase 2.
			Impact: Significant delays to project milestones may ensue if the use of the requirements management tool, Rational Requirements Composer(RRC), is delayed. **Background:** (1) RRC has been selected as the tool for managing SC-CMS requirements. (2) There is a desire that the SC-CMS Project use the AOC enterprise requirements management processes, which have not yet been defined. **Status:** Although AOC has purchased licenses for RCC, the CBO and SC-CMS Project are not currently able to use the tool because the AOC requirements management processes have not been fully defined. **Recommendation:** If the AOC enterprise requirements management process can be defined in a short period of time (2-4 weeks), then the impact to the SC-CMS Project should be minimal. If it is anticipated that the development of AOC enterprise requirements processes will require a longer period of time, then the SC-CMS Project should consult with AOC enterprise architects to leverage what is currently available of the AOC enterprise requirements processes and begin utilizing RCC to manage SC-CMS requirements. If the SC-CMS Project and the AOC enterprise architects can envision a path for the SC-CMS Project's requirements management approach to evolve along with the AOC enterprise approaches, the a plan should be put in place to do so. However, such a plan should not be a prerequisite for the SC-CMS Project to move forward with the requirements management activities that are necessary for the project's progress.

Application	Tools (continued)	Urgency - Not Applicable

Detailed *bluecrane* QA Assessment

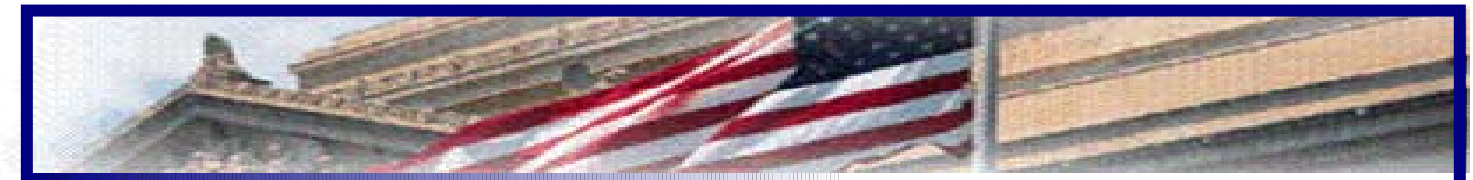
Project Planning				Project Execution				Achievement of Expected Results			
July 2012	August 2012	September 2012	Assessment	July 2012	August 2012	September 2012	Assessment	July 2012	August 2012	September 2012	Assessment
Not Started	Not Started	Risk	**Observation/Risk:** Delay in the utilization of a requirements management tool may impact critical path tasks which may delay the start of Phase 2.	Not Started	Not Started	Not Started		Not Started	Not Started	Not Started	
			Impact: Significant delays to project milestones may ensue if the use of the requirements management tool, Rational Requirements Composer (RRC), is delayed. **Background:** (1) RRC has been selected as the tool for managing SC-CMS requirements. (2) There is a desire that the SC-CMS Project use the AOC enterprise requirements management processes, which have not yet been defined. **Status:** Although AOC has purchased licenses for RCC, the CBO and SC-CMS Project are not currently able to use the tool because the AOC requirements management processes have not been fully defined. **Recommendation:** If the AOC enterprise requirements management process can be defined in a short period of time (2-4 weeks), then the impact to the SC-CMS Project should be minimal. If it is anticipated that the development of AOC enterprise requirements processes will require a longer period of time, then the SC-CMS Project should consult with AOC enterprise architects to leverage what is currently available of the AOC enterprise requirements processes and begin utilizing RCC to manage SC-CMS requirements. If the SC-CMS Project and the AOC enterprise architects can envision a path for the SC-CMS Project's requirements management approach to evolve along with the AOC enterprise approaches, a plan should be put in place to do so. However, such a plan should not be a prerequisite for the SC-CMS Project to move forward with the requirements management activities that are necessary for the project's progress.								

Application	Various	Urgency - Not Applicable

Project Area	Summary *bluecrane* QA Assessment			
	July 2012	August 2012	September 2012	Observations/Risks --- Assessment/Recommendation(s)/Status
	Application			
Application Infrastructure	Not Started	Not Started	Not Started	
Implementation	Not Started	Not Started	Not Started	
Reporting	Not Started	Not Started	Not Started	
Testing	Not Started	Not Started	Not Started	

Data	Various	Urgency - Not Applicable

Project Area	Summary *bluecrane* QA Assessment			
	July 2012	August 2012	September 2012	Observations/Risks ---------- Assessment/Recommendation(s)/Status
	Data			
Data Preparation	Not Started	Not Started	Not Started	
Data Conversion	Not Started	Not Started	Not Started	
Data Security	Not Started	Not Started	Not Started	
	Infrastructure			
Headquarters Infrastructure	Not Started	Not Started	Not Started	
Regional Infrastructure	Not Started	Not Started	Not Started	
Partner Infrastructure	Not Started	Not Started	Not Started	
Technical Help Desk	Not Started	Not Started	Not Started	



MANAGEMENT CONSULTING

FOR

STATE AND LOCAL GOVERNMENTS

QUALITY ASSURANCE (QA)

PROJECT OVERSIGHT

INDEPENDENT VERIFICATION AND VALIDATION (IV&V)

PROJECT MANAGEMENT

RISK REDUCTION

TECHNOLOGY ALIGNMENT

Quality Assurance Spotlight Report

for the

State of Washington

Administrative Office of the Courts (AOC)

SC-CMS Project

Vendor Preparation Activities

September 30, 2012

Prepared by
Bluecrane, Inc.

bluecrane ®

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AOC SC-CMS Activities to Prepare for SC-CMS Vendor Arrival

Assessment Date: September, 2012

1. EXECUTIVE SUMMARY

1.1 Introduction

This "QA Spotlight Report" is the second ad-hoc report prepared by Bluecrane, Inc. ("*bluecrane*"), the Quality Assurance Professional for the Washington Administrative Office of the Courts (AOC) Superior Court – Case Management System (SC-CMS) Project. (The first dealt with the risks associated with the then impending departure of Jeff Hall.)

The purpose of this QA Spotlight Report is to identify and assess SC-CMS Project activities that should be performed ***prior to arrival of the SC-CMS vendor***. Vendor preparation activities ensure that:

- Processes are in place for successful management of the vendor.
- The vendor has the information necessary to begin work on various aspects of the project.
- The project team and subject matter experts (SMEs) are prepared to participate in the vendor requirements validation and design sessions.

1.2 Assessment Results

The key observations and conclusions of this report are:

- There are numerous activities underway at AOC to prepare for the SC-CMS vendor. "Inventorying" those activities in a single report such as this provides valuable insight into the extent of those activities.
- The SC-CMS Project team is doing an admirable job of preparation.
- Of the thirty-one (31) areas of activity that *bluecrane* assessed, twenty-eight (28) are assessed as "No Identified Risk."
- Risks were identified in three areas and are related to:
    - Lack of business analysts with deep court business process knowledge, and
    - Delay in utilization of the selected requirements management tool due to unavailability of AOC enterprise processes.

  These risks have been documented in *bluecrane's* September month-end QA report to AOC.

1.3 Dashboard Summary of Assessment

Area	QA Assessment of:			Comments
	Planning	Execution	Results	
Infrastructure and Data Preparation				
AOC Preparation				
AOC Infrastructure	No Identified Risk	No Identified Risk	Not Started	**Observation:** No risk identified
AOC Interfaces to internal applications	Risk	No Identified Risk	Not Started	**Observation:** Lack of business analysts with deep court business process knowledge may impact the quality and/or duration of analysis activities.
AOC Interfaces to outside agencies	No Identified Risk	Not Started	Not Started	**Observation:** No risk identified
AOC Applications	No Identified Risk	Not Started	Not Started	**Observation:** No risk identified
AOC Data preparation	No Identified Risk	Not Started	Not Started	**Observation:** No risk identified
Information Technology Standards	No Identified Risk	Not Started	Not Started	**Observation:** No risk identified
Courts Preparation				
Pilot Identification	No Identified Risk	Not Started	Not Started	**Observation:** No risk identified
County rolling wave implementation	No Identified Risk	Not Started	Not Started	**Observation:** No risk identified
Local court Infrastructure	No Identified Risk	Not Started	Not Started	**Observation:** No risk identified
Local court Interfaces	No Identified Risk	Not Started	Not Started	**Observation:** No risk identified
Local court applications	No Identified Risk	Not Started	Not Started	**Observation:** No risk identified
Local court data preparation	No Identified Risk	Not Started	Not Started	**Observation:** No risk identified
Local court business processes	No Identified Risk	Not Started	Not Started	**Observation:** No risk identified

AOC SC-CMS Activities to Prepare for SC-CMS Vendor Arrival

Assessment Date: September, 2012

Area	QA Assessment of:			Comments
	Planning	Execution	Results	
Integrated Management				
Project Management				
Project Management Processes	No Identified Risk	Not Started	Not Started	**Observation:** No risk identified
Project Governance	No Identified Risk	Not Started	Not Started	**Observation:** No risk identified
Project Communication	No Identified Risk	Not Started	Not Started	**Observation:** No risk identified
Contract and Deliverable Management				
Pre-defined Acceptance Criteria	No Identified Risk	Not Started	Not Started	**Observation:** No risk identified
Deliverable Review and Approval Process	No Identified Risk	Not Started	Not Started	**Observation:** No risk identified
Defect Tracking Process	No Identified Risk	Not Started	Not Started	**Observation:** No risk identified
Tracking Tools				
Project Tracking	No Identified Risk	Not Started	Not Started	**Observation:** No risk identified
Requirements Tracking	Risk	Not Started	Not Started	**Observation:** Delay in utilization of selected requirements management tool may delay critical path tasks which may in turn delay the start of Phase 2
Deliverable Tracking	No Identified Risk	Not Started	Not Started	**Observation:** No risk identified
Defect Tracking	No Identified Risk	Not Started	Not Started	**Observation:** No risk identified
Test Script Tracking	Risk	Not Started	Not Started	**Observation:** Delay in utilization of selected requirements management tool may delay critical path tasks which may in turn delay the start of Phase 2
Project Library	No Identified Risk	Not Started	Not Started	**Observation:** No risk identified

AOC SC-CMS Activities to Prepare for SC-CMS Vendor Arrival

Assessment Date: September, 2012

Area	QA Assessment of:			Comments
	Planning	Execution	Results	
Requirements, System Functionality and Business Processes Preparation				
Baseline Business Process Cohesion	No Identified Risk	Not Started	Not Started	**Observation:** No risk identified
Business Process Documentation	No Identified Risk	Not Started	Not Started	**Observation:** No risk identified
UAT Test Scripts	No Identified Risk	Not Started	Not Started	**Observation:** No risk identified
Reporting, Forms, and Correspondence	No Identified Risk	Not Started	Not Started	**Observation:** No risk identified
Security Functionality	No Identified Risk	Not Started	Not Started	**Observation:** No risk identified
User Interface Standards	No Identified Risk	Not Started	Not Started	**Observation:** No risk identified
Facilities Preparation				
Office Space	Not Started	Not Started	Not Started	**Observation:** No assessment has been performed in this area.
Meeting rooms	Not Started	Not Started	Not Started	**Observation:** No assessment has been performed in this area.
Testing Rooms	Not Started	Not Started	Not Started	**Observation:** No assessment has been performed in this area.
Training Rooms	Not Started	Not Started	Not Started	**Observation:** No assessment has been performed in this area.

2. Assessment Methodology

2.1 Stage of Delivery

As with the monthly QA report, for each area of the assessment, we assess activities in the following three stages of delivery:

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

2.2 Risk Assessment Ratings

For each area of assessment, we classify our observations, identified risks, and identified issues into one of the following five groups rated at a macro-level using the scale shown in the table below.

Assessed Status	Meaning
Extreme Risk	**Extreme Risk:** a risk that project management must address or the entire project is at risk of failure; these risks are “show-stoppers”
Risk	**Risk:** a risk that is significant enough to merit management attention but not one that is deemed a “show-stopper”

AOC SC-CMS Activities to Prepare for SC-CMS Vendor Arrival

Assessment Date: September, 2012

Assessed Status	Meaning
Risk Being Addressed	**Risk Being Addressed:** a risk item in this category is one that was formerly red or yellow, but in our opinion, is now being addressed adequately and should be reviewed at the next assessment with an expectation that this item becomes green at that time
No Identified Risk	**No Risk:** "All Systems Go" for this item
Not Started/ Not Assessed	**Not Started:** this particular item has not started yet or is not yet assessed
Completed or Not Applicable	**Completed/Not Applicable:** this particular item has been completed or has been deemed "not applicable" but remains a part of the assessment for traceability purposes

3. Detailed Risk Assessment

Area	Activity	Responsible	QA Assessment of:			Comments
			Planning	Execution	Results	
Infrastructure and Data Preparation						
AOC Preparation						
AOC Infrastructure			**No Identified Risk**	**No Identified Risk**	**Not Started**	**Observation:** No risk identified
	Prepare infrastructure including network, servers, desktop workstations, and printers at AOC	COTS-Prep Infrastructure				**Status** Planning, analysis, and implementation activities continue. AOC is working with Consolidated Technology Services (CTS) to increase network capacity to several counties. Currently identifying Service Level Agreements (SLA) that will be analyzed for adequacy. Some activities are on hold until vendor requirements are known.
AOC Interfaces to internal applications			**Risk**	**No Identified Risk**	**Not Started**	**Observation:** Lack of business analysts with deep court business process knowledge may impact the quality and/or duration of analysis activities.

AOC SC-CMS Activities to Prepare for SC-CMS Vendor Arrival

Assessment Date: September, 2012

Area	Activity	Responsible	QA Assessment of:			Comments
			Planning	Execution	Results	
	Add or modify AOC application interfaces to support SC-CMS. Prepare documentation to provide to vendor for each interface.	COTS-Prep Application Inter-Networking Hub (INH)				**Status** **COTS-Prep:** Planning and analysis activities are continuing. Currently documenting existing systems that will potentially interface with SC-CMS and identifying data items that may need transformation due to format or content changes. Lack of business analysts with deep court business process knowledge may impact the quality and/or duration of analysis activities. Some activities are on hold until vendor system interface requirements are known.
						INH: Continuing with design and implementation activities. Potential technical resource constraints are being addressed. Some SC-CMS requirements are being reviewed to confirm that they will be met by INH components that are under development. Approaches are being developed for data items identified by COTS-Prep that will require transformation. Examples are 1) the case type field which may likely have a different format or may have additional case types and 2) name field which is one field in JIS but may be three separate fields in SC-CMS.
AOC Interfaces to outside agencies			**No Identified Risk**	**Not Started**	**Not Started**	**Observation:** No risk identified
	Add or modify AOC interfaces to external agencies to support SC-CMS. Prepare documentation to provide to vendor for each interface.	INH				**Status** Planning and analysis activities are continuing. Some interfaces to outside agencies will not change because they are linked to JIS. Some interfaces will be provided by INH. AOC IT Operations maintains a list of integrations with outside agencies.

AOC SC-CMS Activities to Prepare for SC-CMS Vendor Arrival

Assessment Date: September, 2012

Area	Activity	Responsible	QA Assessment of:			Comments
			Planning	Execution	Results	
AOC Applications			No Identified Risk	Not Started	Not Started	**Observation:** No risk identified
	Modify AOC applications as necessary to support SC-CMS	COTS-Prep Application				**Status** Identifying known and potential impacts to applications and associated data repositories as noted above in status of AOC Interfaces.
AOC Data preparation			No Identified Risk	Not Started	Not Started	**Observation:** No risk identified
	Initiate data preparation for incorrect data, invalid data, and missing data	Data Quality Coordinator				**Status** The Data Quality Coordinator will coordinate preparation of data in AOC and local court applications. One of the activities is the development of a data profiling report which will identify anomalies in the data stored in JIS. These efforts will be coordinated with the data transformation activities identified for the interface and application areas above.
Information Technology Standards			No Identified Risk	Not Started	Not Started	**Observation:** No risk identified
	Document architecture and software development standards with which the vendor must comply	SC-CMS Architect				**Status** AOC has defined system architecture and application standards in the SC-CMS RFP. The system architecture will be defined in detail by the vendor after the vendor contract has been awarded.

AOC SC-CMS Activities to Prepare for SC-CMS Vendor Arrival

Assessment Date: September, 2012

Area	Activity	Responsible	QA Assessment of:			Comments
			Planning	Execution	Results	
Courts Preparation						
Pilot Identification			No Identified Risk	Not Started	Not Started	**Observation:** No risk identified
	Identification of Pilot Courts	Business Liaison				**Status** A solicitation will be conducted to identify courts that are interested in participating as one of the two courts that will pilot the SC-CMS application prior to beginning the full rollout of the courts.
County rolling wave implementation			No Identified Risk	Not Started	Not Started	**Observation:** No risk identified
	Coordination of preparation activities and responsible parties in courts for the rolling wave implementation	Organizational Change Management (OCM)				**Status** The Organization Change Management (OCM) team is responsible for coordinating both OCM and technical readiness activities at the courts. OCM activities focus on helping users of the new system understand and accept the changes and impacts to their work. Technical readiness activities focus on making modifications to the local court infrastructure, applications, and interfaces that are necessary to implement SC-CMS. A readiness tool was sent to courts in January, 2012 to help courts plan for the upcoming implementation. The OCM team is preparing a follow-on survey to courts that will be used to assess the scope of work required to implement SC-CMS in each county.

AOC SC-CMS Activities to Prepare for SC-CMS Vendor Arrival

Assessment Date: September, 2012

Area	Activity	Responsible	QA Assessment of:			Comments
			Planning	Execution	Results	
Local court Infrastructure			No Identified Risk	Not Started	Not Started	**Observation:** No risk identified
	Prepare infrastructure of network, servers, desktop, and printers prior to vendor arrival	Courts OCM (coordinate)				**Status** The OCM team is preparing a follow-on survey to courts that will be used to assess the scope of work required to implement SC-CMS in each county.
Local court Interfaces			No Identified Risk	Not Started	Not Started	**Observation:** No risk identified
	Add or modify court and/or county interfaces to support SC-CMS. Prepare documentation to provide to vendor for each interface.	Courts OCM (coordinate)				**Status** The OCM team is preparing a follow-on survey to courts that will be used to assess the scope of work required to implement SC-CMS in each county.

AOC SC-CMS Activities to Prepare for SC-CMS Vendor Arrival

Assessment Date: September, 2012

Area	Activity	Responsible	QA Assessment of:			Comments
			Planning	Execution	Results	
Local court applications			No Identified Risk	Not Started	Not Started	**Observation:** No risk identified
	Modify court and county applications to support SC-CMS	Courts OCM (coordinate) CBO				**Status** The OCM team is coordinating efforts at AOC to establish a single point of contact at AOC and a single point of contact at each of the counties that would focus communications, requests, and activities that involve court personnel so that courts do not receive similar or conflicting requests for information or participation from separate areas in AOC. The CBO in collaboration with OCM and the SC-CMS Architect is looking to help with the coordination of soliciting and collecting information from the courts regarding local court applications to get a complete picture of the court's systems and IT environment. This information will be used to possibly determine the court's characteristics for the purposes of configuring the SC-CMS and in the selection of a possible pilot court.
Local court data preparation			No Identified Risk	Not Started	Not Started	**Observation:** No risk identified
	Initiate data preparation in court and/or county applications for incorrect data, invalid data, and missing data	Courts OCM (coordinate)				**Status** The OCM team is preparing a follow-on survey to courts that will be used to assess the scope of work required to implement SC-CMS in each county.

AOC SC-CMS Activities to Prepare for SC-CMS Vendor Arrival

Assessment Date: September, 2012

Area	Activity	Responsible	QA Assessment of:			Comments
			Planning	Execution	Results	
Local court business processes			No Identified Risk	Not Started	Not Started	**Observation:** No risk identified
	Modification of court business processes required to implement SC-CMS and for desired process improvements	Courts CBO (coordinate)				**Status** The Court User Work Group (CUWG) is being formed and the first meeting has been targeted for early November. The CBO will review with the CUWG the As-Is business processes to ensure a baseline understanding of the current processes. The As-Is will be used as the baseline information to then develop the To-Be business processes. The To-Be business processes will include the requirements describing the desired features and functions. The To-Be business processes will be used as the basis for a gap analysis once the SC-CMS vendor is engaged.

AOC SC-CMS Activities to Prepare for SC-CMS Vendor Arrival

Assessment Date: September, 2012

Area	Activity	Responsible	QA Assessment of:			Comments
			Planning	Execution	Results	
Integrated Management						
Project Management						
Project Management Processes			No Identified Risk	Not Started	Not Started	**Observation:** No risk identified
	Develop the approach for merging AOC project management processes with vendor project management processes	SC-CMS Project Office				**Status** The current set of project management plans will be updated to include vendor participation after the SC-CMS vendor contract has been awarded.
Project Governance			No Identified Risk	Not Started	Not Started	**Observation:** No risk identified
	Develop the approach for project, system functionality, and technical decision-making in conjunction with vendor	SC-CMS Project Office CBO				**Status** **Project Office:** The current Governance Plan will be updated to identify vendor participation after the SC-CMS vendor contract has been awarded. **CBO:** The CUWG Charter identifies a consensus model for making system functionality decisions during the vendor requirements validation and design sessions. If multiple simultaneous vendor sessions are required the CUWG will modify the decision model to accommodate multiple CUWG groups.

AOC SC-CMS Activities to Prepare for SC-CMS Vendor Arrival

Assessment Date: September, 2012

Area	Activity	Responsible	QA Assessment of:			Comments
			Planning	Execution	Results	
Project Communication			No Identified Risk	Not Started	Not Started	**Observation:** No risk identified
	Implement regular, routine meetings and status reports providing integrated updates of vendor and state activities and milestones	SC-CMS Project Office				**Status** The current Communication Management Plan will be updated to identify vendor participation after the SC-CMS vendor contract has been awarded.
Contract and Deliverable Management						
Pre-defined Acceptance Criteria			No Identified Risk	Not Started	Not Started	**Observation:** No risk identified
	Prepare outlines and initial drafts of deliverable expectation documents	SC-CMS Project Team				**Status** The SC-CMS project team will prepare Deliverable Expectation Documents (DEDs) for each vendor deliverable. The DEDs will describe the requirements that each deliverable must meet to be approved.

AOC SC-CMS Activities to Prepare for SC-CMS Vendor Arrival

Assessment Date: September, 2012

Area	Activity	Responsible	QA Assessment of:			Comments
			Planning	Execution	Results	
Deliverable Review and Approval Process			No Identified Risk	Not Started	Not Started	**Observation:** No risk identified
	Define and document roles and processes to review and accept vendor deliverables including software and documents	SC-CMS Project Office				**Status** The Deliverable Management Plan under development will describe the process how members of the SC-CMS project team, the CBO, the CUWG, SC-CMS sponsors, AOC staff and management and other stakeholders will participate in review and approval of vendor deliverables. The Deliverable Management Plan will contain a RACI matrix showing the level of participation by SC-CMS stakeholders.
Defect Tracking Process			No Identified Risk	Not Started	Not Started	**Observation:** No risk identified
	Develop approach for tracking defects for software and other deliverables and monitoring progress with specific metrics	SC-CMS Project Office				**Status** The Deliverable Management Plan will describe the process for recording, tracking, and managing deliverable defects.

AOC SC-CMS Activities to Prepare for SC-CMS Vendor Arrival

Assessment Date: September, 2012

Area	Activity	Responsible	QA Assessment of:			Comments
			Planning	Execution	Results	
Tracking Tools						
Project Tracking			**No Identified Risk**	**Not Started**	**Not Started**	**Observation:** No risk identified
	Implement tools for tracking schedule, budget, changes, risks, issues, resources, and decisions	SC-CMS Project Office				**Status** The tools that will be used to support project management processes for the SC-CMS project are being implemented. The same set of tools will be used when the vendor joins the project.
Requirements Tracking			**Risk**	**Not Started**	**Not Started**	**Observation:** Delay in utilization of selected requirements management tool may delay critical path tasks which may in turn delay the start of Phase 2
	Implement a tool for tracking changes to requirements, status of requirements, and traceability of requirements	CBO				**Status** Rational Requirements Composer (RRC) has been selected as the tool for managing requirements, and AOC has purchased licenses for the tool. However, there is a desire that the SC-CMS project use the AOC enterprise requirements management processes, which have not been defined yet. At this time, the CBO and SC-CMS Project are not able to use RCC because the AOC requirements management processes have not been fully defined. If the enterprise requirements management process can be defined in a short relatively short period of time (2-4 weeks), then the impact to the project should be minimal. If defining the AOC processes is expected to take longer, then significant delays to project milestones may ensue if the use of RRC is delayed.

AOC SC-CMS Activities to Prepare for SC-CMS Vendor Arrival

Assessment Date: September, 2012

Area	Activity	Responsible	QA Assessment of:			Comments
			Planning	Execution	Results	
Deliverable Tracking			No Identified Risk	Not Started	Not Started	**Observation:** No risk identified
	Implement a tool for tracking of software, document, and service deliverables - receipt, review, approval, status, etc. to support the deliverable management process	SC-CMS Project Office				**Status** The Deliverable Management Plan under development will identify a tool to be used to track deliverables. The implementation of the deliverable tracking tool is planned for prior to vendor arrival.
Defect Tracking			No Identified Risk	Not Started	Not Started	**Observation:** No risk identified
	Implement a tool for tracking defects identified for software, documents, and service deliverables to support the deliverable management process	SC-CMS Project Office				**Status** The Deliverable Management Plan under development will identify a tool to be used to track defects. The implementation of the defect tracking tool is planned for prior to vendor arrival.

AOC SC-CMS Activities to Prepare for SC-CMS Vendor Arrival

Assessment Date: September, 2012

Area	Activity	Responsible	QA Assessment of:			Comments
			Planning	Execution	Results	
Test Script Tracking			Risk	Not Started	Not Started	**Observation:** Delay in utilization of selected requirements management tool may delay critical path tasks which may in turn delay the start of Phase 2
	Implement a tool to document, manage, and track User Acceptance Testing test scripts	SC-CMS Quality Assurance Lead				**Status** The Quality Assurance (QA) team will develop UAT test scripts to test that the RFP requirements have been met. The test scripts will be managed using the Rational Requirements Composer (RCC) tool. As noted above in the Requirements Tracking section, the SC-CMS project is not able to use the RCC tool until the enterprise requirements process has been developed and implemented.
Project Library			No Identified Risk	Not Started	Not Started	**Observation:** No risk identified
	Implement a project library tool for management of project documents including those developed both by state and vendor resources	SC-CMS Project Office				**Status** Microsoft SharePoint has been selected as the tool to manage project documentation. The SC-CMS Project Office and Organizational Change Management teams are designing changes to the SC-CMS SharePoint site to incorporate structure for state and vendor deliverables.

AOC SC-CMS Activities to Prepare for SC-CMS Vendor Arrival

Assessment Date: September, 2012

Area	Activity	Responsible	QA Assessment of:			Comments
			Planning	Execution	Results	
Requirements, System Functionality and Business Processes Preparation						
Baseline Business Process Cohesion			No Identified Risk	Not Started	Not Started	**Observation:** No risk identified
	Obtain agreement by subject matter experts (SMEs) on baseline requirements, system functionality, and business processes prior to vendor arrival	CBO Court User Workgroup (CUWG)				**Status** The members of the CUWG have been designated as the SMEs who will participate in the vendor requirements validation sessions and SC-CMS design sessions and have been given authority to make all decisions regarding requirements, system functionality, and business processes. CUWG meetings are planned starting in November. The CBO will review with the CUWG the As-Is business processes to ensure a baseline understanding of the current processes. The As-Is will be used as the baseline information to then develop the To-Be business processes.

Area	Activity	Responsible	QA Assessment of:			Comments
			Planning	Execution	Results	
						The To-Be business processes will include the requirements describing the desired features and functions. The CBO will also elicit local processes that can be standardized to be included into the To-Be process baseline. The To-Be business processes will be used as the basis for a gap analysis once the SC-CMS vendor is engaged. The baselined To-Be processes may also be used by the courts to prepare for implementation by checking alignment and documenting differences from the baseline.

AOC SC-CMS Activities to Prepare for SC-CMS Vendor Arrival

Assessment Date: September, 2012

Area	Activity	Responsible	QA Assessment of:			Comments
			Planning	Execution	Results	
Business Process Documentation			No Identified Risk	Not Started	Not Started	**Observation:** No risk identified
	Develop baselined court business process documentation	CBO CUWG				**Status** As noted above in the Business Process Cohesion section, the CBO and the CUWG will review and validate the As-Is business processes and subsequently develop and baseline the To-Be business processes. The To-Be business processes will include the requirements describing the desired features and functions. The CBO will also elicit local processes that can be standardized to be included into the To-Be process baseline. The To-Be business processes will be used as the basis for a gap analysis once the SC-CMS vendor is engaged. The baselined To-Be processes may also be used by the courts to prepare for implementation by checking alignment and documenting differences from the baseline.

AOC SC-CMS Activities to Prepare for SC-CMS Vendor Arrival

Assessment Date: September, 2012

Area	Activity	Responsible	QA Assessment of:			Comments
			Planning	Execution	Results	
UAT Test Scripts			No Identified Risk	Not Started	Not Started	**Observation:** No risk identified
	Develop User Acceptance Test (UAT) test scripts that will be given to vendor at the beginning of requirements validation to define vendor accountability criteria, enable agreement by SMEs on requirements and functionality	SC-CMS Quality Assurance Lead				**Status** As noted above, the QA team will develop UAT test scripts that will be used during UAT to validate that the requirements have been met.
Reporting, Forms, and Correspondence			No Identified Risk	Not Started	Not Started	**Observation:** No risk identified
	Define and document report layouts and identify a set of forms and correspondence layouts prior to vendor arrival	CBO, SC-CMS BAs, and CUWG				**Status** In October, the CBO and the SC-CMS Business Analysts will begin obtaining an inventory of reports that will be incorporated into the As-Is business model and will be reviewed as part of the development of the To-Be business model. Similarly, the CBO and the SC-CMS Business Analysts will obtain an inventory of forms or correspondence generated by the current systems that will be incorporated in the As-Is business models and will be reviewed as part of the development of the To-Be business models.

AOC SC-CMS Activities to Prepare for SC-CMS Vendor Arrival

Assessment Date: September, 2012

Area	Activity	Responsible	QA Assessment of:			Comments
			Planning	Execution	Results	
Security Functionality			No Identified Risk	Not Started	Not Started	**Observation:** No risk identified
	Define user roles and a security profile for each user role	CBO, SC-CMS BAs, and CUWG				**Status** User roles will be defined as part of the As-Is and To-Be process model development.
User Interface Standards			No Identified Risk	Not Started	Not Started	**Observation:** No risk identified
	Develop look-and-feel and keyboarding requirements	CBO and CUWG				**Status** The RFP contains several keyboarding requirements that will be addressed during the design and configuration of SC-CMS. Because SC-CMS will be a Commercial Off-the-Shelf (COTS) implementation, there may be little or no ability to modify the user interface.

AOC SC-CMS Activities to Prepare for SC-CMS Vendor Arrival

Assessment Date: September, 2012

Area	Activity	Responsible	QA Assessment of:			Comments
			Planning	Execution	Results	
Facilities Preparation						
Office Space			Not Started	Not Started	Not Started	**Observation:** No assessment has been performed in this area.
	Acquire adequate office space for state staff and vendor staff prior to vendor arrival. This will eliminate the potential for lack of office space to be used by the vendor for delays in the planned timeline.					**Status** This area will be assessed in October.
Meeting rooms			Not Started	Not Started	Not Started	**Observation:** No assessment has been performed in this area.
	Ensure there are adequate meeting rooms for vendor requirements validation sessions and subsequent SC-CMS design sessions. There should be allowances for the possibility for multiple simultaneous vendor sessions.					**Status** This area will be assessed in October.

AOC SC-CMS Activities to Prepare for SC-CMS Vendor Arrival

Assessment Date: September, 2012

Area	Activity	Responsible	QA Assessment of:			Comments
			Planning	Execution	Results	
Testing Rooms			Not Started	Not Started	Not Started	**Observation:** No assessment has been performed in this area.
	Reserve adequate space for performing system and user acceptance testing					**Status** This area will be assessed in October.
Training Rooms			Not Started	Not Started	Not Started	**Observation:** No assessment has been performed in this area.
	Reserve adequate space for performing training					**Status** This area will be assessed in October.

IT Portfolio Report

Craig Wilson, IT Portfolio Coordinator
October 26, 2012

IT Portfolio Management

ISD Transformation Initiative – November 2010

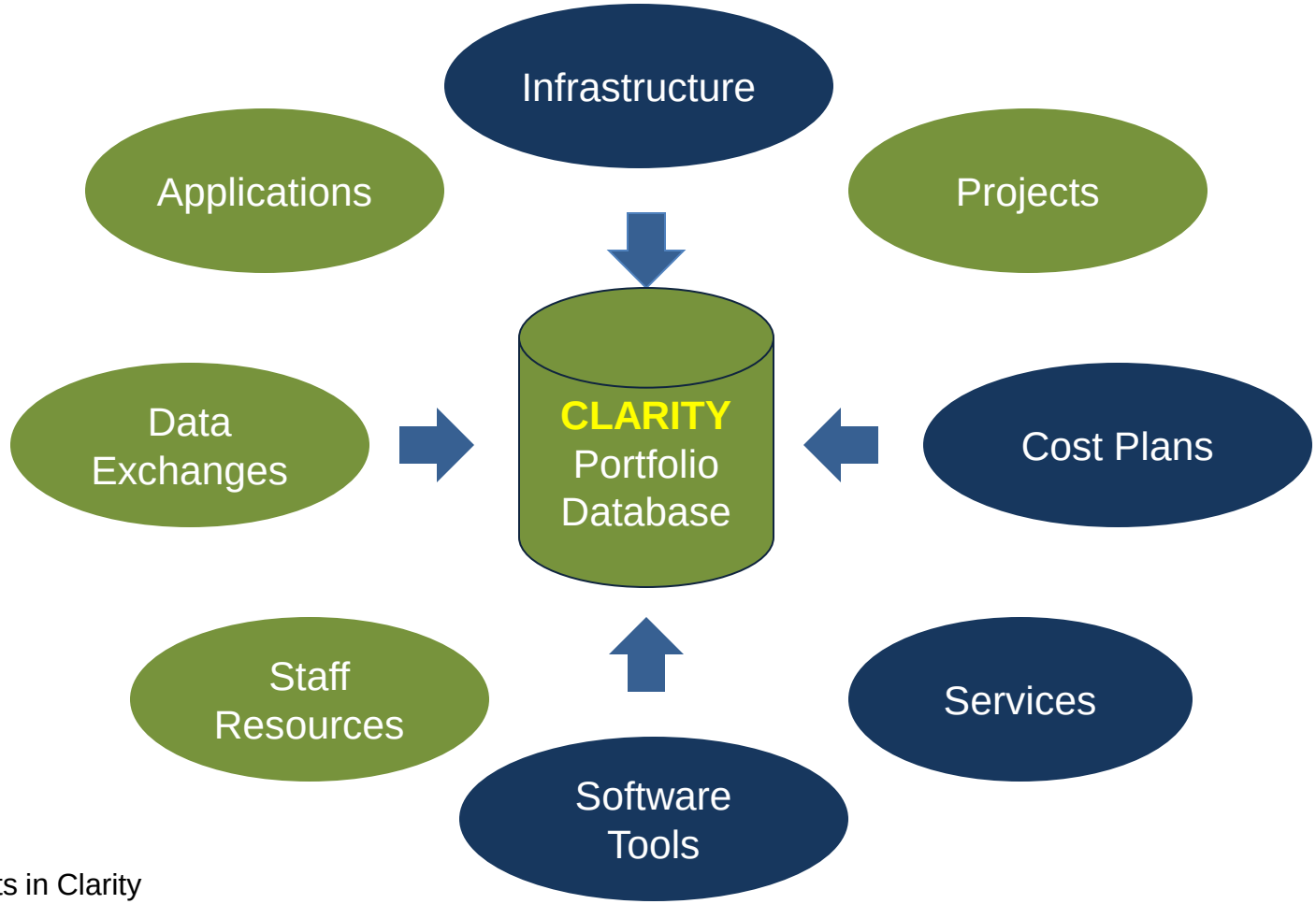
Purpose:

Provide information and analysis on current IT assets and investments to aid decision-making.

Outcomes:

- Assets in the portfolio are known, sustainable and meet current business requirements.
- Investment risks are managed proactively.
- ISD resource utilization is aligned with business priorities.

IT Portfolio



Examples of how portfolio information is used:

- ISD resource capacity planning
- Project status reporting
- Project risk & issue management
- Scheduling starting dates for new ITG requests
- Application modernization planning
- Change impact analysis
- Preparing the IT Portfolio Report

IT Portfolio Report

This report is prepared in accordance with RCW 2.68.060 which states:

RCW 2.68.060 Duties of the Administrative Office of the Courts.

The *Administrative Office of the Courts*, under the direction of the Judicial Information System Committee, *shall*:

Develop a judicial information system information technology portfolio consistent with the provisions of RCW 43.41A.110;

Ensure the judicial information system information technology portfolio is organized and structured to clearly indicate participation in and use of enterprise-wide information technology strategies;

As part of the biennial budget process, submit the judicial information system information technology portfolio to the chair and ranking member of the Ways and Means committees of the House of Representatives and the Senate, the Office of Financial Management, and the Consolidated Technology Services Agency.

IT Portfolio Report

Report Contents:

- Business Environment – Court community, AOC profile, ISD profile
- Governance
- Challenges and opportunities
- Priorities, strategies, current state
- Current investments
- Future investments

Conclusion

- As a result of the transformation project, AOC has the capability to gather and analyze IT strategic data from the portfolio.
- AOC continues to build information into the portfolio.
- The IT Portfolio Report will be submitted to the Legislature as part of the biennial budget process.

WASHINGTON COURTS

Administrative Office of the Courts

Information Technology Portfolio Report

2011-13 Biennium

Report Period Ending: June 30, 2012

Mission:

"To advance the efficient and effective operation of the Washington judicial system."

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Document History

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C. Wilson	0.1	June 30, 2012	Initial draft
C. Wilson	0.2	July 24, 2012	ISD Policy and Planning edits
C. Wilson	0.3	August 16, 2012	ISD Leadership edits
C. Wilson	0.4	October 2,2012	AOC Leadership edits
C. Wilson	0.5	October 8, 2012	CIO edits

Document Approval

Approved by	Version	Date
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Introduction

A message from Callie Dietz, Interim State Court Administrator

For more than 50 years, the Administrative Office of the Courts (AOC) has worked to serve a mission to "advance the efficient and effective operation of the Washington judicial system" through a variety of programs, initiatives, and functions that serve our court system.

Callie Dietz, Interim State Court Administrator

As a constitutionally separate, independent and co-equal branch of government, the judiciary's duty is to protect the rights and liberties of individuals, uphold and interpret the law, and resolve disputes peacefully through the open and fair administration of justice. The Administrative Office of the Courts provides services that support justice in individual cases and serve to maintain an effective court system in Washington State.

In recent years, the use of information technology (IT) has become increasingly important in the Judicial Branch as today's courts face larger caseloads and a greater need to share justice information. In support of this need, the AOC provides a wide variety of IT products and services to the nine justices of the Supreme Court, 22 judges of our Court of Appeals, 189 Superior Court judges, 213 judges of our District and Municipal Courts and to the public.

I invite you to become more familiar with our agency: the programs, the budget appropriated to support them, and our strategies for investing in technology to provide even greater value to the courts.

A message from Vonnie Diseth, Chief Information Officer

The AOC has successfully supported the judicial system within Washington State since 1957. Over that time, the needs and demands of the judicial system have evolved, but the automated systems that they depend upon have struggled to keep pace.

Vonnie Diseth, CIO, ISD Director

Recognizing the need to replace aging systems and improve the effectiveness of IT investment selections, management of IT projects, and delivery of IT services to the court community; the Information Services Division (ISD), under the governance of the Judicial Information System Committee (JISC), undertook an initiative to transform the way in which we provide services to the court community.

This IT Portfolio is a product of that transformation. It demonstrates our strategy for modernizing the aging set of JIS applications; as well as the JISC and court community's priorities for our current and future IT investments.

It is with pleasure that I present the Administrative Office of the Courts 2012 Information Technology Portfolio.

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Purpose

This report is prepared in accordance with RCW 2.68.060 which states:

RCW 2.68.060 Duties of the Administrative Office of the Courts.

The Administrative Office of the Courts, under the direction of the Judicial Information System Committee, shall:

1. *Develop a judicial information system information technology portfolio consistent with the provisions of RCW 43.41A.110;*

2. *Ensure the judicial information system information technology portfolio is organized and structured to clearly indicate participation in and use of enterprise-wide information technology strategies;*

3. *As part of the biennial budget process, submit the judicial information system information technology portfolio to the chair and ranking member of the Ways and Means committees of the House of Representatives and the Senate, the Office of Financial Management, and the Consolidated Technology Services Agency.*

RCW 43.41A.110 Information Technology Portfolios

Information technology portfolios shall reflect (1) links among an agency's objectives, business plan, and technology; (2) analysis of the effect of an agency's proposed new technology investments on its existing infrastructure and business functions; and (3) analysis of the effect of proposed information technology investments on the state's information technology infrastructure.

Use of Enterprise-wide Information Technology Strategies

The Administrative Office of the Courts collaborates with state, county and city government agencies to make the best use of state-wide information technology assets and data. This is accomplished through participation in leadership forums, professional associations, data exchanges with external organizations, use of statewide network infrastructure and applications, and the use of shared IT services. Examples include:

- CIO Forum
- Technology Services Board meetings
- Association of County & City Information Systems
- Information Processing Manager's Association
- Project Management Institute membership
- IT Portfolio Managers Forum
- Use of State Government Network (SGN) and Intergovernmental Network (IGN)
- Use of shared IT services for purchasing, contracting and equipment surplus
- Use of statewide applications such as the Human Resource Management System, Agency Financial Reporting System, Budget Development System, Capital Asset Management System, Disbursement Reporting System, Enterprise Budget Reports, Enterprise Financial Reports, Financial Toolbox, OFM Fiscal Note System, Salary Projection System, Property Disposal

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Request System, Secure Access Washington, The Allotment System, Treasury Management System, Unclaimed Property, Use Tax Filing and the Version Reporting System.
- Data exchanges with Department of Licensing, Department of Transportation, Washington State Patrol, Secretary of State, Department of Corrections, Consolidated Technology Services, law enforcement agencies, Department of Fish and Wildlife, and others.

The Value of Information Technology Portfolio Management

Information Technology Portfolio Management (ITPM) is a framework of principles, processes and practices that enables the AOC to make well-informed decisions to maximize the value of investments in information technology. The goal of ITPM is to inform governance (investment selection) and decision-making by:

- Providing a comprehensive view of IT investments and costs
- Measuring the performance (value) of investments
- Providing visibility and transparency of IT spending
- Highlighting areas of potential risk

So that:

- The right IT services are being provided to the court community
- Funding and staffing are focused on priority outcomes
- Investments are balanced between strategic growth opportunities and operational efficiencies
- Risks are managed proactively

IT portfolio management, IT governance and the Project Management Office are relatively new practices at the AOC, implemented during fiscal year 2011.

This is the first publication of the IT Portfolio Report.

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Washington State Courts

Supreme Court

The state Supreme Court is the state's highest court and consists of a panel of nine justices. Its opinions are published, become law of the state, and set precedent for subsequent cases decided in Washington. The Supreme Court is located in the Temple of Justice in Olympia, Washington.

The Supreme Court also governs the state court system, adopting court rules that apply to proceedings in the state's courts such as civil and criminal procedure and rules of evidence. In addition, the Supreme Court has administrative responsibility for operation of the state court system, and supervisory responsibility over certified court interpreters, certified professional guardians, limited practice officers, and certain activities of the Washington State Bar Association, including attorney discipline.

Court of Appeals

Most cases appealed from superior courts go directly to the Court of Appeals. It is a non-discretionary appellate court, which means it must accept all appeals filed with it. The Court of Appeals has authority to reverse, remand, modify or affirm the decision of the lower court. The court decides each case after reviewing the transcript of the record in the superior court and considering the arguments of the parties. Generally, the court hears oral arguments in each case but does not take live testimony.

The Court of Appeals is divided into three divisions, each serving a specific geographic area of the state. Within each division are districts, similar to legislative districts.

- Division I, with 10 judges from 3 districts, is located in Seattle, Washington.
- Division II, with 7 judges from 3 districts, is located in Tacoma, Washington.
- Division III, with 5 judges, from 3 districts is located in Spokane, Washington.

The Supreme Court and Court of Appeals use the Appellate Courts Records and Data System (ACORDS).

Superior Courts

Superior courts are called "general jurisdiction courts" because there is no limit on the types of civil and criminal cases heard by them. Superior courts also have authority to hear cases appealed from courts of limited jurisdiction. Each court has a presiding judge who, with the help of an administrator or manager, oversees operations and serves as the court's spokesperson. Most superior court proceedings are recorded so a written record is available if a case is appealed. All superior courts use the Superior Court Management Information System (SCOMIS). Some superior courts use local case management systems in conjunction with SCOMIS.

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Districts

All superior courts are grouped into single or multi-county districts. There are 30 such districts in Washington State. Counties with large populations usually comprise one district; in less-populated areas a district may consist of two or more counties. A superior court building is located in each of Washington's 39 counties.

Most superior court districts in Washington serve the one county in which they are located. However, several of Washington's smaller counties are served by a multi-county superior court district. While courthouses are located in each county of these districts, superior court administration is consolidated for each district. Those counties belonging to a district include:

- Skamania and Klickitat
- Columbia, Garfield and Asotin
- Ferry, Stevens and Pend Oreille
- Benton and Franklin
- Pacific and Wahkiakum

Juvenile Courts

There are 35 juvenile courts in Washington, four of which are multi-jurisdictional. A juvenile court is a department within their superior court. It is established by law to deal with youths under the age of 18 who commit offenses or who are abused or neglected dependents.

Courts of Limited Jurisdiction

Courts of limited jurisdiction include district and municipal courts. District courts are county courts. Municipal courts are those created by cities and towns. More than 2 million cases are filed annually in district and municipal courts.

District Courts

There are 54 district courts and branches in Washington, 49 of which use the Justice Information System (JIS), a statewide court computer system. The branches contract cases with their district court. District courts have jurisdiction over both criminal and civil cases. They have criminal jurisdiction over misdemeanors (e.g. petty theft), gross misdemeanors (e.g. driving under the influence), and criminal traffic cases.

Jurisdiction in civil cases includes those with damages up to $75,000 for injury to individuals or personal property, as well as penalty and contract disputes up to $75,000. District courts also have jurisdiction over traffic and non-traffic infractions.

Municipal Courts

There are 218 municipal courts in Washington, 101 of which use the JIS. 117 municipal courts contract with other district or municipal courts to handle their municipality's cases. Violations of municipal or city ordinances are tried in municipal courts for violations that occur within city boundaries. Like district courts, municipal courts have jurisdiction over gross misdemeanors, misdemeanors and infractions. Municipal courts can also issue domestic violence protection orders and no-contact orders.

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Court Administration

The state constitution designates the Chief Justice of the state Supreme Court as the administrative head of all the courts. The Supreme Court appoints a State Court Administrator to deal with the day-to-day administration of the court system. The Administrator and the Administrator's staff are known as the Administrative Office of the Courts (AOC).

The AOC was established by the 1957 Legislature and operates under the direction and supervision of the Chief Justice. The agency supports the court system by:

- Operating the statewide court computer system, JIS.
- Providing education and training for judicial officers and court personnel.
- Providing information and support for court administrators and managers.
- Overseeing collaborative efforts to study justice issues and improve the delivery of justice.

Court Rules

The court system is governed through a system of rules known as Washington Rules of the Court or "Court Rules". These are similar to the Washington Administrative Code (WAC) that governs Executive Branch state agencies. General rules are adopted by the state Supreme Court and apply to all courts. Local rules are adopted by the judicial officers governing a local court and cannot conflict with a general rule.

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Administrative Office of the Courts

Mission

"To advance the efficient and effective operation of the Washington judicial system."

Overview

The Administrative Office of the Courts (AOC) was established by the 1957 Legislature and operates under the direction and supervision of the Washington State Supreme Court, pursuant to Chapter 2.56 RCW. As originally enacted, RCW 2.56.03 was the only section of the RCW which directed the activities of the AOC, enumerating 11 functions. Today, that section details 23 functions and is augmented by more than 90 additional statutory references, court rules and court orders adopted and issued by the Supreme Court which direct the activities of the AOC. While the specificity of the mandates varies from "shall" to "may," they all operate in support of two fundamental constitutional provisions:

"No person shall be deprived of life, liberty, or property, without due process of law."
Article 1, Section 3, Washington State Constitution

"Justice in all cases shall be administered openly, and without unnecessary delay."
Article 1 Section 10 Washington State Constitution

To accomplish its work, the AOC is organized as follows:

- **State Court Administrator** – The State Court Administrator provides overall leadership to the AOC based on direction and guidance from the Supreme Court. In addition to planning, direction, and coordination of agency operations, the State Court Administrator works directly with those responsible for intergovernmental relations and communications, public information, and human resources.

- **Judicial Services Division** – The Judicial Services Division provides comprehensive professional and technical support to the state's courts in the following areas: policy and governance support, direct service programs, education, legal services, and research.

- **Information Services Division** – The Information Services Division provides support to the courts through the development, operation, and maintenance of the Judicial Information System (JIS). The JIS is used in municipal, district, juvenile, superior, and appellate courts. Over 16,000 users access data in the JIS, including judges, court staff, county clerk staff, attorneys, law enforcement, state agencies, private sector businesses and the general public.

- **Management Services Division** – The Management Services Division provides integrated budget planning, asset management, accounting, procurement, revenue monitoring and analysis, and contract management services. In addition to providing these services for the AOC, the MSD directly supports the Supreme Court, Court of Appeals, State Law Library, Office of Civil Legal Aid and, to a lesser extent, the Office of Public Defense.

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- **Pass-Through Funding** – The Administrative Office of the Courts administers more than $82 million in state funds which pass through to local government across seven functional areas. Agency staff is involved in developing and awarding grants, contracting, determining distribution formulas and amounts, auditing contract compliance, administering salary and benefits for the state's 189 superior court judges.

  Responsibility for managing pass-through funds and providing technical support to the funded programs is spread across the agency with the primary workload distributed within the Management Services Division and the Court Services section in the Judicial Services Division.

Authorizing Environment

RCWs

- Chapter 2.56 RCW establishes the Administrative Office of the Courts and its executive officer, the State Court Administrator.
- RCW 2.56.010 creates the Administrative Office of the Courts and establishes the executive officer.
- RCW 2.56.020 authorizes the State Court Administrator, with approval of the Chief Justice, to appoint and fix the compensation of assistants necessary to enable performance of powers and duties vested with the Administrative Office of the Courts.
- RCW 2.56.030 outlines the powers and duties of the State Court Administrator.

AOC Organizational Structure

There are 213 FTEs in the Administrative Office of the Courts.

Organizational Unit	FTEs
Agency Administration	10
Judicial Services Division	55
Information Services Division	126
Management Services Division	22
Total	**213**

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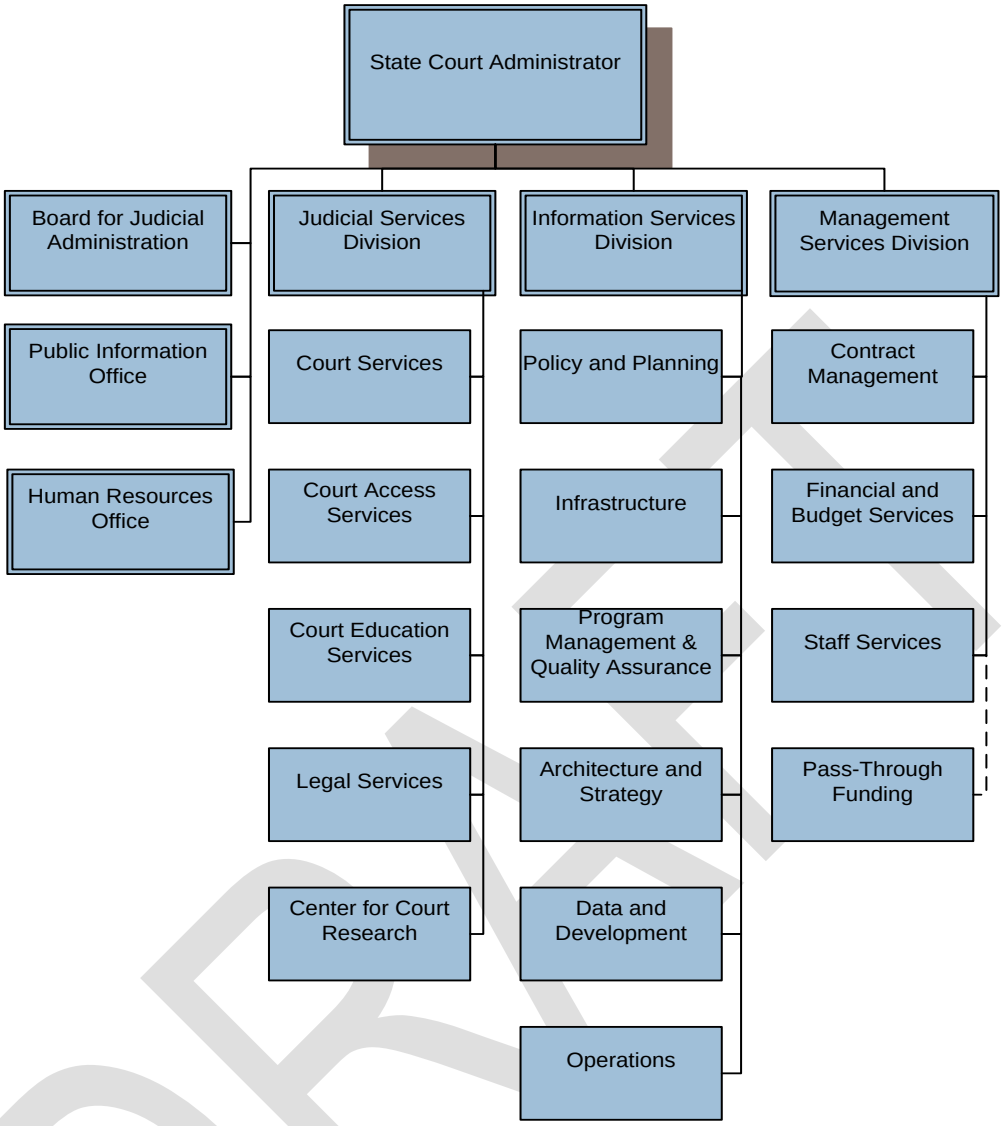

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State Court Administrator – The State Court Administrator serves at the pleasure of the Washington State Supreme Court and leads the activities of the Administrative Office of the Courts under the direction of the Chief Justice. Duties and responsibilities of the State Court Administrator are enumerated in Chapter 2.56 RCW as well as numerous other statutes, Supreme Court Rules and Supreme Court Orders.

The State Court Administrator, by virtue of office and through appointment, serves on a number of policy boards and commissions that guide and direct the administration of justice in Washington, including:

- The Board for Judicial Administration
- The Judicial Information System Committee
- The Board for Court Education
- The Minority and Justice Commission
- The Court Management Council

The State Court Administrator also serves as the secretary to the Annual Judicial Conference and the Public Guardianship Administrator of the Office of Public Guardianship established within the Administrative Office of the Courts.

Judicial Services Division – The Judicial Services Division provides comprehensive professional and technical support to the state's courts in the following areas: policy and governance, direct service programs, education, legal services, and research through the Washington State Center for Court Research.

The Administration Office of the Judicial Services Division (JSD) provides overall leadership for the division and includes the Business Process Management Office and staffing for the Court Management Council.

The Division is organized into the following sections and programs:

- Administration
- Court Services
- Court Access Programs
- Court Education Services
- Legal Services
- Washington State Center for Court Research

Information Services Division – Information Services Division (ISD) currently maintains and operates nine major JIS applications providing statewide court information to more than 16,000 court customers and over 8,000 third-party users in state and local government agencies.

In addition, ISD provides internal technology services and software to the AOC, Supreme Court and the three divisions of the Court of Appeals.

The Division is organized into the following sections:

- Policy and Planning
- Infrastructure
- Program Management and Quality Assurance
- Architecture and Strategy
- Data and Development
- Operations

Management Services Division – The Management Services Division provides integrated budget planning, asset management, accounting, procurement, revenue monitoring and analysis, and contract management services. In addition to providing these services for the AOC, the Management Services Division directly supports the Supreme Court, Court of Appeals, State Law Library, Office of Civil Legal Aid, and the Office of Public Defense.

The Division is organized into the following sections:

- MSD Administration
- Contract Management
- Financial and Budget Services
- Staff Services

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In addition to overall leadership for the division, the Administration Section of the Management Services Division provides:

- **Business Continuity Planning:** As part of an Enterprise Risk Management framework, the AOC Business Continuity Plan serves to protect the employees and assets of AOC and ensure continuity of critical operations in the event of a natural disaster or epidemic.

- **Public Records Request Response:** In accordance with AOC Policy, respond to records requests from the public and maintain overall management of AOC's public records program.

AOC Budget

	2011-13 Biennial Budget[1]
Agency Administration	$2,026,343
Judicial Services Division	$13,415,272
Information Services Division	$43,191,998
Management Services Division	$10,133,514
AGENCY SUB-TOTAL	**$68,767,127**

[1] Source: Maintaining Justice: *A Profile of the Administrative Office of the Courts*, February 2012

Governance

Judicial Information System (JIS)

The Judicial Information System (JIS) is the primary information system for courts in Washington. It provides case management automation to appellate, superior, limited jurisdiction and juvenile courts. Its two-fold purpose is to:

(1) Automate and support the daily operations of the courts.
(2) Maintain a statewide network connecting the courts and partner criminal justice agencies to the JIS database.

It serves as a statewide data repository for criminal history information, domestic violence protection orders and outstanding warrants. The benefits of this approach are the reduction of the overall cost of automation and access to accurate statewide history information for criminal, domestic violence, and protection order history.

The principal JIS clients are judicial officers, court managers, and other court staff. In addition, JIS provides essential information to:

- Washington State Patrol
- Department of Corrections
- Office of the Secretary of State
- Sentencing Guidelines Commission
- Department of Licensing
- local law enforcement agencies
- prosecutors
- public defenders, the media, attorneys and law firms

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The JIS is formally established by authority of RCW 2.68 and Judicial Information System Committee Rules (JISCR). Funding for JIS is provided through user fees on court filings and fines.

Governance Bodies

Judicial Information System Committee (JISC)

The Supreme Court delegates governance of the JIS to the Judicial Information System Committee (JISC). The JISC operates under state court Judicial Information System Committee Rules (JISCR) and RCW Chapter 2.68. The JISC sets policy for the Judicial Information System and approves projects and priorities. The JISC's responsibilities include:

- Setting the strategic direction for the JIS.
- Approving budgets and funding requests for the JIS.
- Determining what JIS projects will be undertaken and establishing their scope.
- Establishing JIS policies, standards and procedures.
- Oversight of JIS projects including:
    - Approving project plans including phases, major milestones and deliverables.
    - Establishing project steering committees.
    - Monitoring project progress.
    - Dealing with major project issues.

The JISC has created sub-committees for various purposes as defined in their charters. JIS sub-committees include:

- JIS Codes Committee
- Data Dissemination Committee
- Data Management Steering Committee

Priorities: "What Matters"

The Judicial Information System Committee (JISC) has identified the following priorities to guide decision-making on information technology requests:

- **Provide Infrastructure** – Supply court communities and AOC with the necessary hardware, network and other infrastructure needed to access JIS.

- **Maintain Portfolio –** Maintain existing portfolio of JIS applications, providing baseline functionality.

- **Integrate to Inform -** Enable data, applications and information to be shared and combined in meaningful and useful ways.

- **Modernize Applications –** Replace, enhance and otherwise modernize JIS applications.

Governance Process

IT Governance consists of the structure and processes that guide information technology investment decisions and determines the priority of when and how those decisions get completed. With limited budgets and resources, IT Governance helps the courts ensure that the

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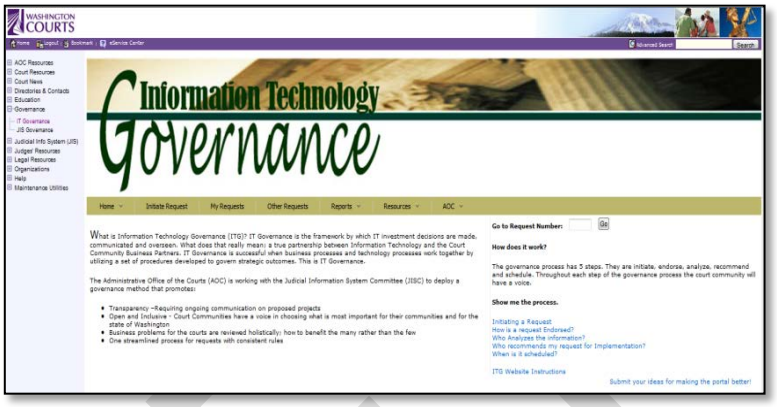
Administrative Office of the Courts Information Services Division (ISD) resources meet the business needs of the Washington Courts.

The new IT Governance process, implemented in July 2010, focuses on involving the court users in the decision making process from start to finish. Each step is open and inclusive. IT Governance request tracking and communication have been improved and the request process has been simplified. The status of IT requests and the decisions affecting them is shared with all court community stakeholders throughout the process. Court communities play a key role of ensuring business priorities are addressed through their role as endorsing bodies and as members of the Court Level User Groups that review and recommend IT requests for approval. The governance process is supported by the IT Governance Portal – a web-based application that provides tracking, reporting and workflow capabilities.



The new governance process is directed by the Judicial Information System Committee (JISC) with a consistent end-to-end process designed to serve all court levels. Authority for approving requests rests with the Judicial Information System Committee. The JISC has delegated limited authority to the AOC Administrator and Chief Information Officer for requests that meet specified funding thresholds.

The IT Governance process consists of the following steps:

1. **Initiate -** The request is initiated by any individual or group. The request is considered initiated when it is submitted for endorsement via the IT Governance Portal. Organizations and individuals outside the court system cannot enter their request directly; instead they provide the necessary information related to the request to anyone within AOC. The AOC staff person will then initiate the request for them, ensuring that they include the actual requestor's information on the request.

2. **Endorsement** - The request goes to the selected endorsement body for consideration via the IT Governance Portal. The endorsing body can take one of three actions. The body could decide to decline the endorsement which results in the IT Governance request being closed. The body could decide to endorse the request, which results in the request proceeding to AOC for analysis. Finally, the endorsing body could return the request to the initiator for clarification. The clarification requested could be additional information, or it could be to provide the initiator an opportunity to send the request to another endorsing body. Any endorsing body can endorse any request assigned to it by a request initiator, but the best practice is for endorsing bodies to limit their endorsements to requests that impact their members or processes for which they have a thorough understanding.

3. **Analysis -** AOC then analyzes the request and produces a proposed solution, which includes estimates of project costs and duration. AOC may provide an analysis that indicates that the request cannot be accomplished due to technical constraints, so long as a thorough explanation is provided. In addition, AOC can use the analysis to identify when a request should be addressed through a business process change rather than a technological change. The AOC analysis is finalized when it is approved by AOC's Operations Control Board (OCB) and the decision is communicated via the IT Governance Portal.

4. **Endorsement Confirmation -** The request returns to the endorsing body for endorsement confirmation via the IT Governance Portal. The endorsing body again has three actions they can take. They can confirm their endorsement which will advance the request to the appropriate Court Level User Group (CLUG). The endorsing body can decide to decline the endorsement which closes the request permanently. Finally, the endorsing body can provide additional or changed information and return the request to AOC for Re-Analysis.

5. **Recommendation -** The request is then presented to the CLUG for consideration via the IT Governance Portal. The CLUG has three actions that can be taken on each request. The CLUG can unanimously decide not to recommend the request. If this occurs, the request is permanently closed. The CLUG may not be able to reach a unanimous recommendation on a request. In this case, the CLUG members provide pro and con statements regarding the request and the request advances to the next step. Finally, the CLUG can unanimously recommend a request. In this case, the CLUG prioritizes the request relative to all other active requests that have been considered by the CLUG. The request then proceeds to the authorization step.

6. **Authorization –** The request is presented for authorization to the JISC, or under delegated authority to the Administrator or the CIO. If the JISC authorizes a request, the JISC also establishes the request's overall priority relative to all other active requests authorized by the JISC. The JISC has decided that they will not change the priority of a request that is in progress or to which AOC has irreversibly committed resources. Requests authorized by either the Administrator or the CIO are not assigned a priority other than that assigned by the CLUG. The JISC, Administrator, and the CIO can decide to not authorize a request. In this event, the request returns to the CLUG for further action. If the request was considered under delegated authority, the CLUG can ask the JISC to consider the request. In every case, the CLUG can decide to re-prioritize the request for reconsideration, if they consider it appropriate. The CLUG can also elect to close the request.

7. **Scheduling and Implementation –** Once a request is authorized, AOC can schedule and implement the request. Requests are scheduled after giving due consideration to the assigned priority and with the goal of making the most efficient use of AOC resources.

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Information Services Division

Overview

Vision

"To be the premier technology solution provider to the Washington Courts, working as one team to deliver IT solutions based on court priorities, and to provide accurate and complete information – anytime, anywhere. "

The Information Services Division (ISD) provides a range of technology products and services in support of the Judicial Information System (JIS), including the maintenance and operations of statewide court case management applications and data. ISD currently provides support to more than 16,000 court customers and over 8,000 third-party users in other state and local government agencies.

In addition, ISD provides internal technical support services to the AOC, the Supreme Court and the three divisions of the Court of Appeals.

Guiding Principles

The following principles guide our decisions and the way we work:

- Make *wise investments* in information and technology solutions based on judicial priorities.
- Practice *service excellence* in our day-to-day interactions with our AOC and court customers.
- *Make a difference* in the lives of our staff and our court users.

ISD Organizational Structure

There are 116 FTEs in the Information Services Division.

Organizational Unit	FTE
ISD Administration	7
Infrastructure	30
Operations	23
Data and Development	16
Program Management / QA	14
Architecture and Strategy	15
Policy and Planning	11
Total	**116**

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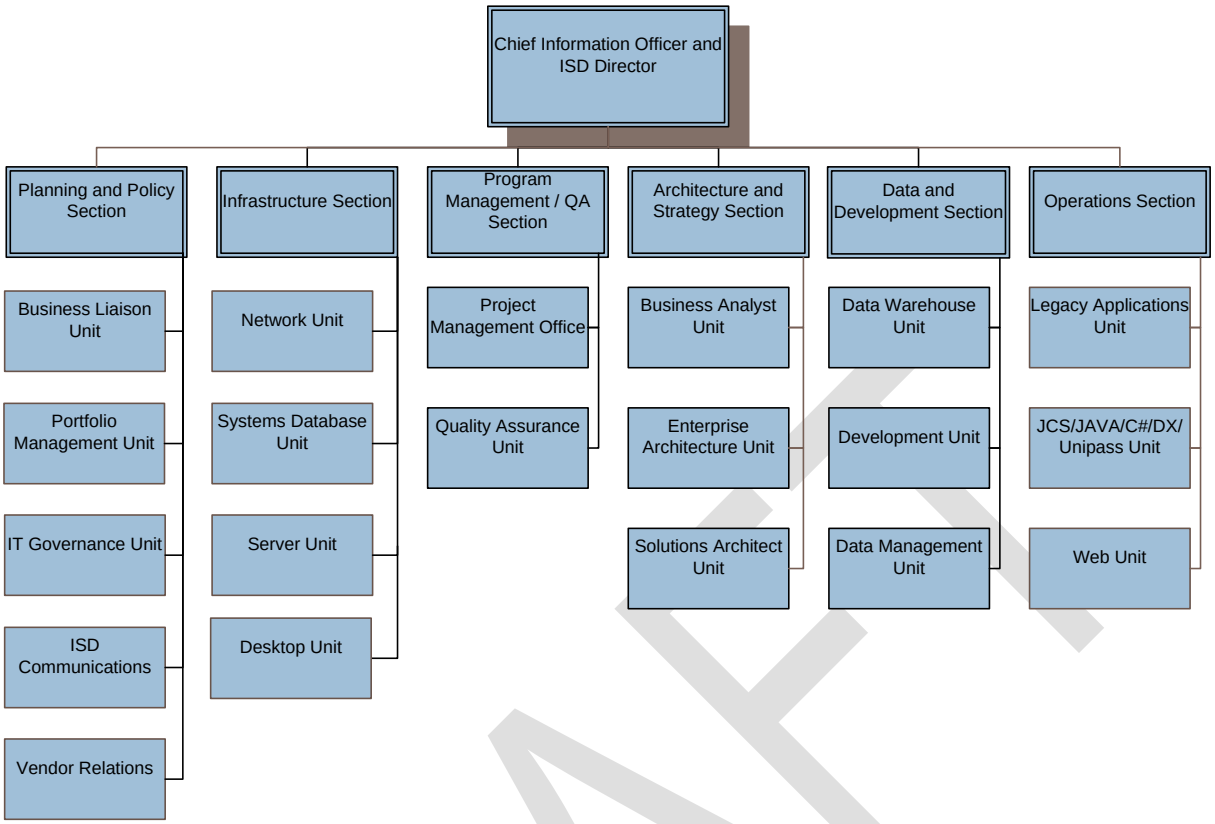

The following sections describe each of the ISD organizational units in more detail.

Policy and Planning

The Policy and Planning Section is responsible for developing JIS and ISD policies, procedures, and standards; communicating externally with the court community; communicating internally with other sections across ISD; facilitating the IT governance process; managing the JIS portfolio of business applications; assigning and tracking technical resources; and monitoring the performance of work within the Information Services Division.

The Policy and Planning Section provides services in the following areas:

- **Internal Organizational Change Management and Communications:** Responsible for developing internal communications to help ISD staff understand the organizational changes taking place, understand what is expected of them, and when the changes will occur to help prepare them for the change and increase their adoption of new ways of doing business. Compiles monthly division reports for the State Court Administrator, CIO and the JISC. This unit is also responsible for developing and managing JIS and ISD policies, procedures and standards.

- **IT Portfolio Management:** Responsible for tracking and reporting on JIS IT investments which include (projects, applications, staff resources, hardware and software) and providing investment analysis, including Total Cost of Ownership (TCO) of assets. This unit coordinates resource assignments to projects and tracks project timelines to ensure that projects have the needed resources to complete projects on

schedule. This unit also identifies staffing capacity issues for resolution by management.

- **IT Governance and Performance Measurement:** Responsible for coordinating the IT Governance process with the court communities and the Judicial Information System Committee to ensure transparency of the process and that ISD is working on the right requests that have the highest priority for the courts. This unit also coordinates internal performance measurements of each section across ISD to ensure that we are meeting performance goals and expectations across the division.

- **Business Liaison:** Responsible for customer relations/communications and court outreach to ensure that the court community knows and understands what ISD is doing on their behalf and that ISD hears and understands their issues and concerns. This unit also provides direct support to the Judicial Information System Committee.

- **Vendor Relations:** Responsible to ensure that technical aspects of contracts meet the needs of the AOC and the judiciary, develop standards and acceptance criteria for vendor deliverables, communicate proper engagement practices to vendors, and ensure that AOC obtains the best rates and discounts for services and products that are being purchased from vendors.

Infrastructure

The Infrastructure Section of the Information Services Division provides overall support and maintenance for the technology that directly supports the Administrative Office of the Courts, the Supreme Court and the three divisions of the Court of Appeals.

The section is comprised of three units:

- **Network Unit:** Responsible for the Local and Wide Area Networks (LAN/WAN) and wireless connectivity for all AOC facilities, the Supreme Court and the three divisions of the Court of Appeals. The Network Unit is responsible for the hardware, circuits, and systems that provide connectivity between the servers and PCs via wired and wireless connections. The unit also works with individual court sites to ensure that the wiring in local courthouses can support connection to the JIS.

- **Systems Database Unit:** Responsible for deploying and maintaining all databases for the JIS. This requires close coordination with other ISD sections for internally-developed applications and outside entities for vendor-developed software. The unit manages over 200 databases running in IBM DB2 or Microsoft SQL Server. In addition, the unit oversees the security and administers the database patches to these database environments.

- **Server Unit:** Responsible for deployment and maintenance of all server hardware and software located at the AOC, the Supreme Court and the Court of Appeals. The Server unit is responsible for the deployment, monitoring and maintenance of JIS servers.

- **Desktop Unit:** Responsible for the installation, maintenance and support of desktop and laptop computers, projectors, and video conferencing systems at all AOC facilities, the Supreme Court and the three divisions of the Court of Appeals. The unit is

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responsible for maintaining and providing support for all software running at the workstations.

Program Management and Quality Assurance

The Program Management and Quality Assurance Section is responsible for managing IT projects using industry best practices and ensuring that all application changes have been thoroughly tested prior to release to our customers.

The Program Management and Quality Assurance Section provides services in the following areas:

- **Project Management (PMO):** Responsible for delivering IT projects on time, within budget and scope that meet the needs of the court community. This unit is responsible for defining project management methodologies and ensuring compliance among all IT projects. The PMO develops project charters, project plans, schedules, status reports, presentations, and provides oversight on projects. This section also reports on project status to the JISC.

- **Quality Assurance and Testing:** Responsible for defining, implementing quality control standards in the testing of all major information technology functions.

Architecture and Strategy

The Architecture and Strategy Section coordinates the operational and business processes within ISD to ensure continuity, productivity and quality of the work products provided by the JIS system.

This section includes the following units:

- **Enterprise Architecture Unit:** Responsible for the development of standards for the statewide Judicial Information System. The unit works as the "think-tank" for recommending strategic direction in five different technology domains—business, information, applications, infrastructure and security. The group ensures alignment of JIS standards with those from the Washington State Executive Branch as well as with the federal standards for Justice Information Exchange. In addition, enterprise architects are responsible for providing an initial analysis for certain customer requests through the IT governance process.

- **Business Analyst Unit:** Responsible for translating the business needs of the courts into technology solutions that address the business needs. The unit serves as a liaison among court users and other stakeholders to elicit, analyze, communicate, and validate requirements for changes to business processes, policies, and information systems.

- **Solutions Architect Unit:** Responsible for designing and architecting technology solutions that meet the requirements of the customers. Solution architects ensure that the solutions align with the agency's technology standards and strategic direction and act as an interface between enterprise architecture and project teams. The unit is also responsible for providing end-to-end oversight during the development phase of projects. In addition, solution architects are responsible for conducting feasibility studies and researching solutions.

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Data and Development

The Data Management and Development Section consists of three units:

- **Data Warehouse:** Responsible for providing consistent, timely, and accurate responses to requests for data made by the court community, government entities, the media, researchers, and the general public. This is done by providing a robust enterprise data warehouse, public data mart, and an easy-to-use data access and query application. Currently, the data warehouse contains case management information, person and attorney information, e-ticketing, and juvenile risk assessment information. Accounting information is being added to the data warehouse. The first accounting reports became available in the fourth quarter of 2011.

- **Data Management:** Responsible for architecture, design and maintenance of data contained within the Judicial Information System. A data governance program is being implemented to oversee data projects, data quality, and other data management functions.

- **Development:** Responsible for the development and maintenance of data exchanges and other data integration projects within the Judicial Information System including documenting and publishing the data exchange library.

Operations

The Operations Section within the Information Services Division is responsible for the daily maintenance and operations of the applications in the portfolio that support the court system in Washington State.

Some of the more significant applications include:

- Judicial Information System (JIS), including the District and Municipal Court Information System (DISCIS)
- Superior Court Management and Information System (SCOMIS)
- Judicial Receipting System (JRS) for Superior Courts
- Juvenile and Corrections System (JCS)
- Appellate Court Record and Data System (ACORDS)
- Judicial Access Browser System (JABS)
- Court Automated Proceeding System (CAPS)
- Electronic Ticket Process (ETP)
- Public facing and internal web services

For a complete list of applications in the portfolio see the Applications section later in this report.

The Operations Section actively monitors and responds to issues and problems and performs the maintenance required to keep the JIS applications operational. This section also writes all of the programming code for changes to the JIS applications. Programming code changes are made as a result of legislation, user requests or discovery of defects.

Web services developed and maintained by the Operations Section ensure that all stakeholders in the judicial process can access the information they need in a secure and easy manner.

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ISD Budget

	FTE	2011-13 Biennial Budget[1]
ISD Administration	7.60	$1,517,377
Infrastructure	29.90	$14,673,292
Operations	23.10	$4,813,404
Data and Development	16.00	$3,369,436
Program Management & Quality Assurance	14.00	$3,015,283
Architecture & Strategy	15.00	$3,300,890
Policy & Planning	11.00	$2,368,316
JIS Projects	9.50	$10,134,000
ISD TOTAL	**126.10**	**$43,191,998**

[1] Source: Maintaining Justice: *A Profile of the Administrative Office of the Courts*, February 2012

Strategic Plans, Goals, Objectives

The Information Services Division (ISD) currently manages a portfolio of aging applications that are difficult to maintain and enhance. As a result, ISD has not kept pace with user demands for changes and enhancements.

Beginning in 2008, ISD undertook a strategic planning effort with the goal of maturing the IT organization so that it can support the implementation and maintenance of modern systems that are more scalable, easier to integrate, operate and maintain, and better align with customer needs.

The strategic planning effort began with an assessment of ISD's current state. This assessment identified the strength and maturity of ISD's systems and processes, the level of alignment with customer needs and the constraints that should be considered in the definition of a strategy. Following the current state assessment, the future state of ISD systems, processes and governance structures was envisioned, and gaps between the current and future states were identified. The *ISD Business Plan*, *IT Strategy* and *IT Operational Plan* are documents that explain how ISD can achieve the future state.

The Judicial Information System Committee (JISC) and ISD completed the assessment and strategy definition with the support of Ernst & Young and Sierra Systems (collectively, the Vendors). The Vendors conducted interviews, assessed the existing processes and defined strategy through workshops and review sessions with ISD leadership and the JISC.

The implementation of new capabilities began in the 2009-11 biennium and continues through the 2011-13 biennium. They include IT governance, service delivery, business relationship management, resource management, enterprise architecture and strategy, project management, portfolio management, organizational change management and vendor management.

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In August 2010, the JISC approved a future state architecture. The goals of the architecture are to:

Goal 1: Improve Standardization
The first goal is to setup an architecture that can improve standardization of business and technology processes to support federated centralized and local systems. This is an important goal because it brings consistency, improved data quality and data sharing while promoting ease of integration across all jurisdictions and all court levels.

Goal 2: Minimize Change Impact
The second goal is to minimize impact of the new architecture to existing JIS, local and partner applications.

Goal 3: Phased Implementation
The third goal is that the architecture must support a phased modernization plan through re-engineering or replacement of current systems.

Goal 4: Real-time Information
The fourth goal is to provide real-time or near real-time justice information and business intelligence to all JIS users.

In May 2012, AOC presented a high-level strategy to the JISC for modernizing the aging set of applications in the JIS application portfolio.

The objectives of modernizing the application portfolio include:

- Providing sustainable applications that fulfill courts' business requirements
- Alignment with enterprise architecture and standards
- Simplification – reducing the variety of supported programming languages, hardware platforms, tools and software
- Containment of maintenance and operational costs and risks.

The following illustrates ISD's vision of the future state of the portfolio:

- There will be a mixed portfolio based on commercial-off-the shelf and custom-built applications
- The focus will be on integration and interoperability with both central and local applications
- Alignment will be based on JIS baseline services (discussed later in this report)

Investment candidates were identified in terms of replacing applications, retiring applications, enhancing existing and adding new applications to the portfolio.

The following observations and recommendations were made:

- The portfolio will be complex to very complex before becoming simple.
- The longer we need to concurrently maintain existing applications while deploying new applications, the more difficult it will be to manage change.
- Drive standardization for business process and minimize the variations in configurations.

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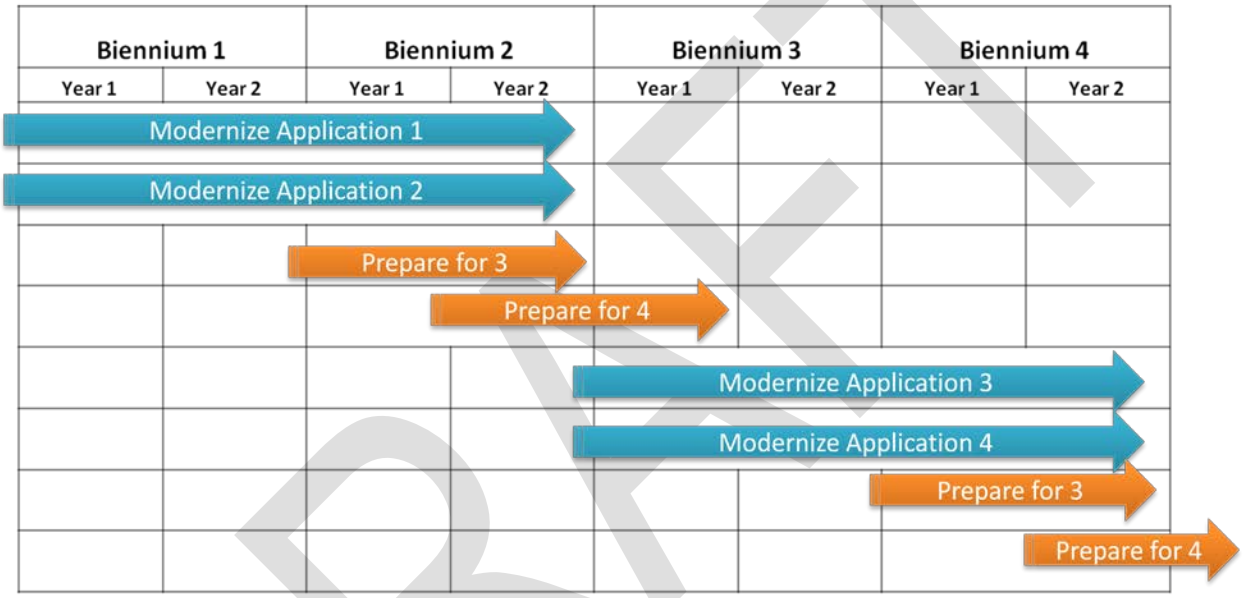
- Choose modernization scope based on holistic view of court level portfolio to minimize disruptions to courts.
- Reduce the technology platforms required to support applications.

A strategy for modernizing the portfolio, known as the 2-2-2 strategy, was presented to the JISC. Implementation of the strategy would involve modernizing 2 applications and preparing 2 more applications for modernization (feasibility studies, etc.) every 2 biennia.

2-2-2 JIS Portfolio Modernization Strategy

Two Applications, Two Preparations every Two biennia



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Business Plan

The *ISD Business Plan* describes ISD's desired future state and the funding that will be required to achieve it. It defines ISD's target customers and the products and services that ISD will provide them. The business plan also documents expected benefits and risks.

The scope of this planning effort to achieve ISD's desired future state as documented in the business plan encompasses ISD's activities related to the Judicial Information Systems (JIS) environment.

The primary audience for this business plan is the JISC. The business plan is intentionally non-technical and can be used to communicate objectives to stakeholders, provide clarity and direction around the JIS products and services, guide decision-making and help secure required funding.

IT Strategy

The *IT Strategy* describes how ISD will implement the future state defined in the business plan. It incorporates an analysis of the current ISD environment, a description of the key initiatives organized into a six year roadmap, benefits of pursuing the strategy and discussion on how ISD will be organized to deliver on the vision defined in the business plan.

The primary audience for this strategy is the ISD Leadership Team and the JISC. The IT strategy can be used to explain the path from the current state to the future state, align resources with key initiatives and track and communicate progress to stakeholders.

IT Operational Plan

The *IT Operational Plan* breaks down each of the initiatives identified in the IT strategy into manageable activities. For each activity, it provides effort estimates for the required roles and cost estimates for hardware, software and consulting. It includes a staffing plan that outlines when ISD needs to staff key roles to support the IT transformation and ongoing ISD operations.

The primary audience for the operational plan is the ISD Leadership Team and ISD staff. The operational plan can be used to plan and manage the projects required to transform ISD and achieve the future state benefits. It can also be used to track and communicate progress to customers and partners.

Challenges and Opportunities

The following strengths, weaknesses, opportunities and threats (SWOT) were identified during the strategic planning effort and are used to guide planning and investments.

Strengths	Opportunities
IT operations management	Availability of skilled resources
Disaster Recovery	Next generation Commercial Off the Shelf (COTS) systems
Application maintenance	
Weaknesses	**Threats**
Complex application and data architecture	Loss of state funding
Lack of customer alignment	Customers using other IT service providers
Missing or ineffective governance bodies	Low credibility with customers
Lack of process definition and standardization	High variability of court processes
Weak security controls	

Other Challenges

Aging Systems

AOC supports over 70 applications, nine of which provide primary services to the courts. The applications range in age from four years old to 35 years old and are built with a variety of programming languages. Primary applications must be systematically refreshed or replaced to

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maintain sustainability over the long term. Budget constraints restrict our ability to refresh our application portfolio.

Staffing
Hiring, training and retaining key IT-related employees are several of the ISD's biggest challenges. The Superior Court Case Management System project will continue to draw on internal staffing which must be back-filled with temporary staffing. Loss of knowledge and experience in the maintenance and operations staff will hamper the ability to provide operational enhancements to applications over the short term.

Demand vs. Supply
There are currently 30 active projects that are in-flight and an additional 20 pending projects that have been authorized for work. The pending projects amount to approximately 20,750 hours of effort, an estimated combined duration of 130 months and $400,000 in cost.

There are another 34 requests in the pipeline awaiting review and potential authorization.

ISD's overall resource capacity has generally been constrained by several roles that are in high demand, such as Project Managers, Legacy Programmers, Business Analysts, Solution Architects and Testers. These constraints have eased somewhat with the hiring of vacant positions but the constraints will continue to restrict the throughput of work and the ability to schedule new work.

Competing Priorities
The IT Governance model defines five court-level user groups (CLUG) for the purpose of vetting, recommending and prioritizing new IT requests. The process works well for prioritizing requests within a court level. The challenge is prioritizing requests across the CLUGs, balancing maintenance activities and strategic growth opportunities, and allocating scarce resources.

Visibility / Transparency
Visibility and transparency of project progress, status of new requests and resource utilization has improved significantly with the implementation of the IT Governance Portal, the project and portfolio management tool, the introduction of Business Liaisons and regular meetings with the JISC.

Credibility
The key to building trust and credibility with customers and stakeholders is in building relationships and consistently delivering expected results. The ISD Leadership Team has made significant progress in building relationships with the JISC, stakeholders and customer groups. The ISD Business Liaisons have been a key to this success by communicating with user groups and bridging the gap between ISD and the court community.

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The table below shows diversity of our stakeholders and the customers we serve.

Primary Stakeholders	Judges, county clerks, court administrators
Judicial Branch	Supreme Court, Court of Appeals, superior courts, juvenile courts, district courts, municipal courts, Administrative Office of the Courts
Government Agencies	Department of Licensing, law enforcement agencies (WSP, Department of Corrections), social services, State Auditor's Office
Commercial Businesses	Legal offices, insurance companies, property management, claims services, bail bonds
General Public	Case search, forms, court opinions

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IT Portfolio

The AOC's IT Portfolio is a collection of assets that are used to deliver IT services in support of court business functions. These IT assets include: applications, data, servers, networks, PCs and devices, tools, staffing, and facilities. These assets are maintained through periodic investments.

IT Portfolio at a Glance As of June 30, 2012	
Projects (includes sub-projects of programs)	30 Active 20 Planned 19 Completed
Users	Over 16,000 defined users
Applications	9 primary applications. Over 70 applications total
Database	96 production databases 4 Terabytes of data Largest database = .6 TB
PCs	1,025 - 5yr refresh cycle
Data Center	3690 sq. ft, raised floor, secured, HVAC, fire suppression, generator, UPS
Virtual Servers	56
Physical Servers	125 - 4yr refresh cycle
Online Storage	Total capacity: 24 Terabytes Used: 17 Terabytes
Network	Intergovernmental Network: 180 courts Virtual Private Network: 73 courts, 200 users Local Area Network: 6 locations Wireless: 6 locations
Disaster Recovery	Local and "hot site" 2 DR exercises conducted per year
Security	Security audit for the courts last conducted: May 2012 JIS security audit last conducted: 2010

In addition, investments are made to deliver new products and services that support new business capabilities or enable business process growth and transformation.

Requests for new investment follow the prescribed IT Governance process presented earlier in this report. Potential investments are selected and prioritized based on criteria such as criticality, value, risk, cost and impact.

Approved investments are funded in the form of projects. Therefore, projects are also a key component of the IT portfolio.

Projects are carefully managed throughout their lifecycle using recognized project management practices. The project lifecycle includes the following processes: Initiation, Planning, Execution, Monitoring and Controlling and Close-out. Larger projects are assigned a Project Manager, well-trained and experienced in managing large, complex IT projects.

The portfolio is tracked and reported using Clarity, an enterprise project and portfolio management tool. Clarity was first implemented in October 2011. Over time, all investments will be entered into Clarity and will provide AOC management with a continually updated status of the portfolio.

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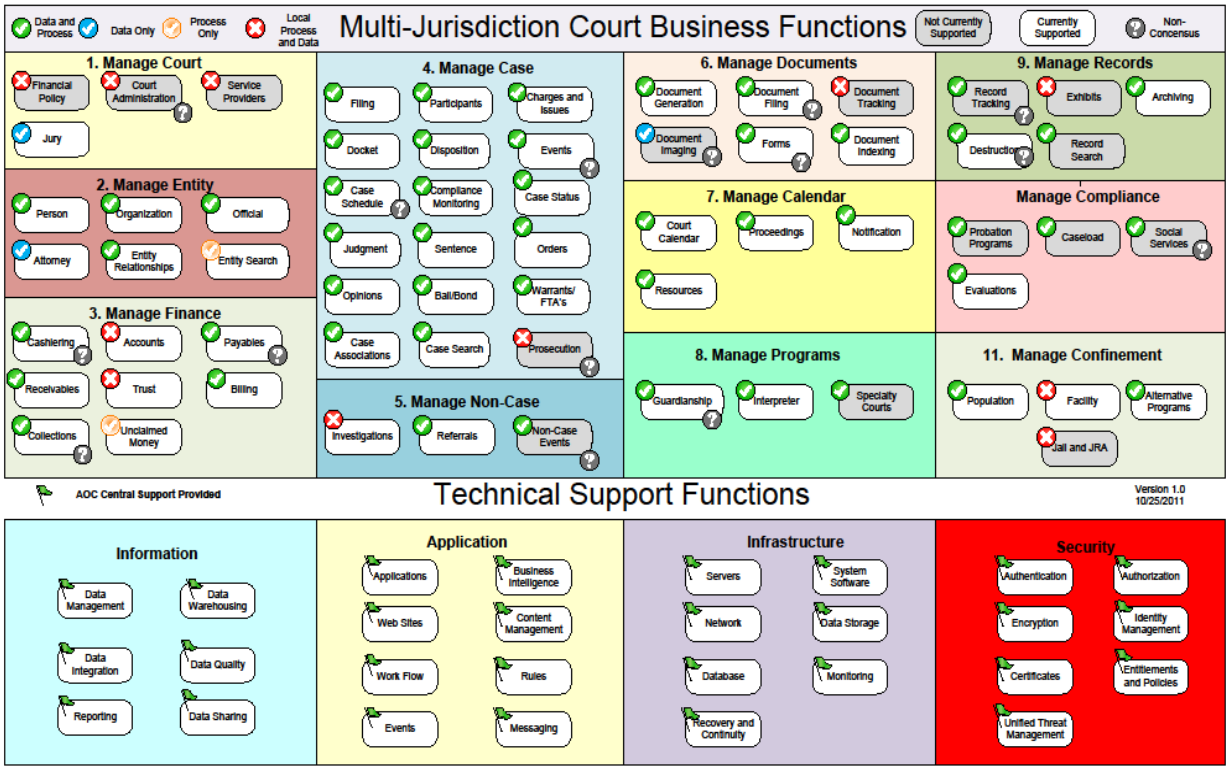
Court Business Functions and IT Services

ISD provides a range of services that enable and support business capabilities in the courts.

The following diagram displays the 11 high-level court business functions and sub-functions. Indicators attached to each sub-function show how supporting services should be distributed (central vs. local).

For example, the **Jury** sub-function listed under **Manage Court** indicates that key **data** used in managing juries would be provided centrally while the **process** for managing juries would be handled locally because of the variation among jurisdictions.



The following Technical Support Functions are provided centrally by the AOC:

Application

- Applications
- Web sites
- Work flow
- Events
- Business intelligence
- Content management
- Rules
- Messaging

Data

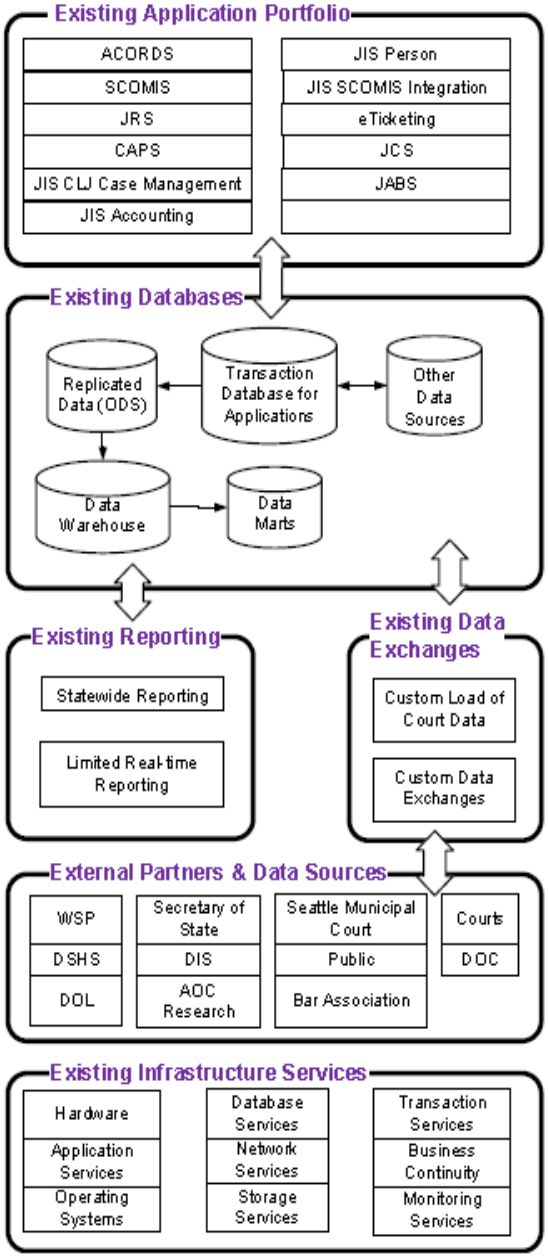
- Data management
- Data integration
- Data warehousing
- Data quality
- Data sharing
- Reporting

Infrastructure

- Servers
- Network
- Database
- Recovery and Continuity
- System software
- Data storage
- Monitoring

Security

- Authentication
- Encryption
- Certificates
- Unified threat management
- Authorization
- Identity management
- Entitlements and policies



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Infrastructure

The AOC provides technology support services to state, county, and city courts throughout the state including the Supreme Court, Court of Appeals, superior courts, and courts of limited jurisdiction – district and municipal courts.

The AOC server environment consists of two platforms:

- IBM System z servers (mainframes)
- Microsoft Windows servers.

Along with the servers there are various network components which support the JIS environment.

The majority of the case management production work accessed by the courts runs on the System z. For a full list of applications and their operating environment see the Applications section later in this report.

Data Center Facilities

The Data Center is a secured facility located in Olympia, Washington. It consists of raised floor, halon fire suppression and internal air conditioners. The facility has an Uninterruptible Power Supply (UPS) and backup generator.

The Data Center is 45' by 82' with two separate offices and secured access points. Building security is monitored 24 x 7.

Servers

System z Server Environment

The System z server environment runs two physical mainframe servers to support the JIS production workload. One server runs the production JIS applications and the other runs the DB2 subsystem and WebSphere Application Server.

Both servers fully support the Service Oriented Architectures (SOA), J2EE and Web Services.

Distributed/Virtual Server Environment

The distributed server environment runs 125 Intel based servers. 51 servers run the Windows 2008 operating system and 74 run the Windows 2003 operating system.

The distributed servers provide

- E-mail services to AOC staff
- Virus scanning and spam filtering
- File storage and print services for AOC staff
- Web services for internal users, court users and the public
- Data warehouse services
- JIS Juvenile and Correction System application
- SQL Server database management system
- Development and test environments for AOC staff

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Databases

Data Warehouse

The electronic data warehouse contains seven databases. The data is updated nightly via Informatica from the Operational Data Store (ODS) database. The ODS is updated in near real-time from live DB2 database transactions.

Database Servers

Nine production instances of SQLServer support 96 application databases for Internet/extranet, Clarity PPM, Sharepoint, Biztalk and other applications.

Networks

The AOC network primarily connects court workstations and printers across the state to servers in Olympia. The AOC network is segmented into several pieces known as the local Olympia network, Consolidated Technology Services (CTS) network, Temple of Justice, Court of Appeals (COA), Intergovernmental (IGN) courts, JIS courts, and the Internet.

Local Olympia Network

AOC owns and operates the network in Olympia that houses the various servers. AOC is connected to CTS by two 100 megabit Ethernet fibers. One connection is direct to CTS; the other connects to the Internet. Network monitoring of the local Olympia network, Temple of Justice, Courts of Appeal, and JIS courts is performed by a product called OpManager. Network sessions outside the local Olympia network and COA segments must go through the AOC firewall before establishing connections to AOC servers. Access to AOC is offered through VPN.

Consolidated Technology Services Network

CTS is used as a network transport. CTS connects the local AOC network to the Temple of Justice, Inter-governmental courts, and JIS courts. AOC does not monitor the network devices at CTS.

Temple of Justice

The Temple of Justice network is connected to CTS by a 100 megabit Ethernet fiber. The Temple of Justice Building houses the Supreme Court. The network devices that support the Supreme Court consist of a router, a firewall, and several switches located in six wiring closets.

Court of Appeals

There are three divisions of the Court of Appeals located in Seattle (COA1), Tacoma (COA2), and Spokane (COA3). All three locations are connected by T1 service to a frame-relay cloud which is connected to the local Olympia network. Each COA has a router and several switches.

Inter-Governmental Network Courts

Those courts that are located in or near their respective county seat in every county (except Wahkiakum) are connected either by T1 circuitry or Ethernet services to CTS. Counties running Ethernet are Yakima (100 megabit); King (4 megabit); and Thurston (10 megabit). CTS staff own and operate their network equipment including the routers that terminate in the county seats. County network staff or third party vendors maintain the county networks.

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JIS Courts
Courts not connected through their respective counties connect directly to CTS using T1, fractional T1, or 56 kilobit frame relay circuits. AOC provides these courts with network equipment.

Internet
Access to some of AOC's applications and the use of VPN for access is provided through the Internet.

Desktop Computing

ISD provides PC technical support services to the Washington State Supreme Court, the Court of Appeals and the Administrative Office of the Courts. Services include: ordering equipment, configuration and installation, desktop support, and surplus.

There are 1,025 desktop PCs and laptops in inventory. They are refreshed every five years. All devices are purchased, not leased. Old equipment is sent to state surplus after data has been completely erased.

Security

Security policies and procedures are maintained by the Infrastructure Manager. Policies address such topics as password security, network access, secure remote network access, user account creation/deletion, firewall access, server security, desktop security, change management, incident response, intrusion detection, wireless access, physical access, media storage, destruction and disposal, etc.

The last security audit for the courts was conducted in May 2012. The last JIS security audit was conducted in 2010. The audit reports are filed with the Infrastructure Manager.

Disaster Recovery / Business Resumption

The JIS Information Technology Disaster Recovery / Business Resumption Planning Policy requires the AOC to develop, maintain, and test a Disaster Recovery Plan. The plan addresses two categories of disasters:

- Localized event which could have impact on daily activities.
- Catastrophic situation disabling the data center.

To help offset the impact of a localized event bringing down the datacenter, we have made these recent improvements:

- Implemented failover servers running in a cluster mode. If one server fails, the others take over.
- Upgraded our Uninterruptible Power Supply (UPS). We now run with two UPS which are capable of providing 45 minutes of backup power.
- Installed a diesel generator which provides unlimited power to the AOC Datacenter building.

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For catastrophic events, we have obtained a “Hot Site”. A “Hot Site” is a facility that has the necessary computing equipment and resources to recover the business functions affected by the occurrence of a disaster which has rendered the data center unavailable.

In compliance with JIS Policy, JIS systems will be available within 48 hours of declared disaster and data is no more than 24 hours old.

The following table illustrates our Recovery Time Objectives for the various documented business functions:

Business Function	Impact of Loss of Service	Recovery Time Objective
JIS case management and accounting services for courts; includes production database, applications & essential systems software, and future operational data store.	Courts operate in extremely degraded mode. They have no access to up-to-date calendars to run courtrooms; cannot update accounting records and must issue manual receipts; cannot transmit funds to state and local treasurers. A data entry backlog of documents, receipts, and other entries is created and must be managed. Judges do not have criminal histories.	48 hours
JIS services for juvenile detention agencies.	Users do not have information needed to make referral decisions and cannot track juveniles’ status within detention facilities.	48 hours
Operational data store (ODS) and data warehouses.	The ODS and data warehouses are critical sources of information for the courts and the public. Loss of the ODS or a warehouse will impact users’ ability to operate.	48 hours
Information and services on extranet website.	The extranet is the access point for the JIS services. Courts lose access to a variety of useful information and some services – most importantly bench books and other manuals they rely on to do their jobs. As the extranet becomes the access point for the JIS, they also lose access to the JIS. In the future, they will lose the ability to file problem reports.	48 hours
Help desk services.	Trial court, appellate court and AOC staff cannot get problems resolved.	48 hours
Archived production data.	Users cannot get detailed information on old cases.	5 days
Access to JIS for criminal justice agencies.	Prosecutors and law enforcement agencies lose access and must rely on their own databases. Possible impact on public safety.	5 days

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Business Function	Impact of Loss of Service	Recovery Time Objective
Access to JIS for other governmental units.	Governmental subscribers lose access information they need for their businesses. JIS loses revenue.	5 days
Access to JIS for the public (JIS-Link).	Public access subscribers lose access information they need for their businesses. JIS loses revenue.	5 days
File servers for AOC and appellate courts. (H & N drives plus, JCS and Research Data) Office software)	AOC and appellate court staff cannot perform their jobs; projects lag. JCS Reports and stored images are unavailable.	5 days
Email and other group services for AOC and appellate courts.	AOC and appellate court staff must rely on other avenues of communication.	5 days
Internet access for AOC and appellate courts.	AOC and appellate court staff must rely on other avenues of communication and information.	5 days
Public indexes and agency data dumps.	JIS information provided in bulk is uses for analytical purposes and by data resellers. Given the quarterly cycle for these products, the effects of an outage are mitigated.	2 weeks
Information and services on public website.	Public loses access to a variety of information and services, but can access key services – e.g., forms and opinions – elsewhere on-line.	2 weeks
Information and services on intranet website.	AOC staff that depend on intranet resources (e.g., developers who need JIS documentation and other materials) cannot do their jobs. Projects are delayed.	2 weeks

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Applications

The AOC maintains a set of nine primary Judicial Information System applications that are critical to the courts for the purposes of case management, court administration and reporting. These applications range in age from 4 years to 35 years old. The applications are primarily custom-built in a variety of programming languages, including COBOL, Natural, and JAVA.

Long term sustainability refers to the ability of an application to provide current service levels over the next five years. The table below shows the long-term sustainability risk using the following indicators:

Able to avoid negative impact on application and users

Challenging to sustain at current levels

Difficult to sustain at current levels without negative impact

Primary Applications

Application	Description	Years in Service	Long-term Sustainability
Superior Court Management Information System **SCOMIS**	This application is the primary docketing system used by the county clerks in support of the superior courts. This application also provides minimal case calendaring and management functionality to the clerks and superior courts. This application is accessed by the other court levels in view-only mode.	35	
Judicial Information System **JIS** (also known as District and Municipal Court Information System **DISCIS)**	This application is the primary accounting and case management system used by the district and municipal courts. This application also serves as the repository of person records and domestic violence protection order tracking, supporting both the courts of limited jurisdiction and the superior courts including juvenile departments. A version of its accounting module supports the superior courts.	24	
Appellate Court Records and Data System **ACORDS**	This application is the primary case management system used by the Supreme Court and Court of Appeals. It supports case filing, event management, calendaring and management of opinions.	9	
Juvenile and Corrections System **JCS**	This application is the juvenile referral and juvenile detention management system sued by the juvenile courts. It provides for pre-case filing, juvenile sentencing, diversion and post adjudication probation support.	7	
Judicial Receipting System **JRS**	This application is the receipting system used by the county clerks' offices in support of the superior courts. The system processes receipts, balances the cash drawers and forwards the transaction for posting against case balances maintained in JIS.	19	

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Application	Description	Years in Service	Long-term Sustainability
Court Automated Proceedings System **CAPS**	This application provides resource management and case event scheduling for the superior courts. It is currently in production and in use at one county.	9	
Judicial Access Browser System **JABS**	This application provides a view of criminal history, active warrants, domestic violence protective order, and child custody order information. It is available to all court levels and used typically by judicial officers and clerical staff.	11	
Data Warehouse Business Objects XI **BOXI**	Reporting Tool for Data Warehouse data. Users can create custom reports, save and send reports.	4	
Electronic Ticket Processing **ETP**	Application used by the courts to process tickets filed electronically. Reporting function is covered through web applications.	5	

There are over 60 secondary applications and data exchanges that support important business functions of the courts, criminal justice and the AOC.

Secondary Applications

Application / Product	Description
Adult Static Risk Assessment	A STRONG-based static adult risk assessment application system to be used by Washington trial courts to provide them with risk of recidivism information to aid in judicial officer pre-trial decisions.
AFRS Data Distribution System	ADDS provides financial information from AFRS in a relational database for downloading to agency internal applications. Used to query financial data and data collection by JCTS. Used by MSD.
Agency Financial Reporting System	Washington state accounting system used by all state agencies and higher education institutions.
AOC Mailing Label	Client-based application used for storing AOC and court employee contact information. Primarily used for printing large groups of mailing labels.
Attorney Notifications	A task that runs nightly and uses JIS data to create a list of calendared cases for interested attorneys.
Bill Tracker	An application that allows AOC staff to manage / track bills for each legislative session.
Black's Law Dictionary	Legal reference book/dictionary used by Court Education Services.
Budget Development System	BDS allows development of the agency's operating budget. Provides AOC budget office with a tool for developing budget requests.
Capital Asset Management System	CAMS provides for the control, accounting, and reporting of agency fixed assets and capital leases. Provides Financial Services with an automated depreciation module for capital assets.
Caseload Reports	Statewide caseload, time standards, and pending-caseload reports generated monthly. Crucial information used by courts in policy discussions, legislative and other analysis.

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Application / Product	Description
Clarity PPM	Clarity is a project and portfolio management tool that allows AOC ISD to plan and manage investments in projects, applications, resources and other assets.
Convicted Felon Reporting	This application extracts JIS data for convicted felons, and reports the info to the Department of Licensing (DOL) Firearms section via their web service. The courts are also provided with a reporting tool which allows them to request a list of cases that were sent to the DOL-Firearms.
Court Directory	An application that allows management of the Court Directory. Information is displayed on the public web site and extranet.
Court Interpreter Database	An application that enables the AOC to administer a court interpreter testing and training program and to maintain a list of certified interpreters. Mandated by RCW 2.43.070.
Court of Appeals e-Filing	Application that provides trial courts the ability to upload documents needed to file a case with the Court of Appeals.
Court of Appeals Transfer	Transfers changed data within a given timeframe from ACORDS to appellate court systems.
Court Supplies	An application that provides a means for courts to order supplies provided by AOC.
Cybersource	Cybersource provides fast, reliable, and secure electronic credit card processing for online or over the phone credit card payment options. Used by MSD.
DataWarehouse Business Objects	Case information for querying and reporting.
Decision Process Framework	A SharePoint application used to submit, track and communicate ISD Leadership decisions.
Disbursement Reporting System	DRS, a sub-system of AFRS, is a payment history system that provides agencies access to AFRS payment data. Used to process 1099-MISC forms and OMWBE reporting.
Disclosure Forms	An electronic way of capturing the detail data for various aspects of an agency's activities. Facilitates the preparation of the comprehensive Annual Financial Report (CAFR). Used by fiscal to input annual financial data to OFM.
eClips	This service compiles links to news articles of interest to the courts. Articles are posted each day and are organized by topic. Users can subscribe to receive eClips by email. There is also a web-based version.
Electronic Leave Slips	Manage leave slips electronically. Allows employees to create, managers to approve and payroll to print leave slips. Used by AOC, COA.
Electronic Ticket Process	This application is a web application that integrates the Statewide Electronic Collision & Ticket Online Records (SECTOR) system with DISCIS. Electronic tickets are routed to the AOC via the Justice Information Data Exchange (JINDEX) applications. The electronic tickets are processed and stored using the DISCIS system using a Web page overlay.
Enterprise Budget Reports	EBR delivers reporting information from the different budget systems (BDS, CBS, FNS, RPM, SPS & TALS) via Enterprise Reporting. Provides MSD Budget Services timely reports for budget forecasting to management.
Enterprise Financial Reports	Enterprise Financial Reports delivers AFRS, CAFR, Disclosure Forms, Financial Statements, TEMS and other financial information via Enterprise Reporting. Provides fiscal and program staff with timely financial reports and statements.
Event Manager	An application used by AOC staff to manage events such as judicial conferences and to manage the continuing education credits earned by judges.

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Application / Product	Description
Financial Toolbox	the Financial Toolbox is a web-based application enabling users to prepare transactions in an Excel spreadsheet and transmit to AFRS. Used by MSD to upload large amounts of data to AFRS.
Firearms Reporting	An application that provides trial courts the ability to identify mental health cases that need to be reported to NICS and DOL.
FormSite	Used by ISD to create online surveys.
Gregg Reference Manual	Used by Court Education Services as authority on grammar, style, usage and formatting.
Guardianship	Allows a person to apply on-line to become a guardian and maintain their own account information (contact info, continuing education, etc) Allows AOC staff to track status of Certified Guardian and ongoing certification requirements. Generates reports and mailing labels.
Human Resources Management System	HRMS is the enterprise HR and payroll system for WA State government. HRMS captures and distributes statewide personnel, payroll and financial data and produces paychecks for approx. 70,000 employees in more than 100 agencies.
Inside Courts (Extranet)	Enables the AOC to provide online services to its court customers. Provides AOC and court-related information.
Interpreter Reimbursement	A web-based application that allows courts to record daily court interpreter services for reimbursement. Allows AOC staff to review, edit and approve/deny these services for reimbursement.
ISYS	Program that enables fast, easy searches of multiple file types. Indexes works in all documents and searches indexes to produce quick results. Used by Legal Services.
ITG Portal	The IT Governance Portal is a web-based application that allows the court community to initiate requests to enhance court applications and provides workflow and reporting as the request flows through the governance process.
JIS-Link	The Administrative Office of the Courts (AOC) provides a facility that allows the public to access display-only Judicial Information System (JIS) court information through a web-based service called JIS-Link. JIS -Link is offered pursuant to RCW chapter 2.68 and applicable Judicial Information System Committee Rules (JISCR) of the Washington Rules of Court. JIS-Link is a fee-based subscription service.
Judicial Contract Tracking System	JCTS is a web-based application that provides a contracts tracking, processing and performance of agreements with AOC. Used by MSD, Program Mgrs, Office of Public Defense, Office of Civil Legal Aid, AOC on behalf of the Supreme Court.
Juvenile Offender Reporting	This application extracts JIS data for juvenile cases (type 8), when a NTIPF (Notice of Ineligibility to Possess Firearm) docket entry is found. Person information is forwarded to the Department of Licensing (DOL) Firearms section via their web service. The courts are provide with an application that allows them to review a list of cases forwarded to DOL-Firearms.
Juvenile Risk Assessment Tools	This application provides Juvenile and CLJ Assessment tools for pre- and post-case adjudication decision making. It is a purchased application hosted at AOC.
OFM Fiscal Note System	Provides a means to track and submit fiscal impacts of legislative bills. Also used by agencies to communicate fiscal impact for agency request legislation.
Opinion Upload	An application that allows courts to upload and distribute opinions.

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Application / Product	Description
Positive Achievement Change Tool	This tool is used to determine how to effect a youth's behavior by changing conditions in his or her environment. This is done by using statistical measures (i.e., a series of questions and answers in several defined categories as past criminal history, social support, family, etc) which has been proven to target key behaviors for positive change.
Property Disposal Request System	Web-based application provides the ability to create and submit property disposal requests to GA Surplus Programs and check status of requests. Used by MSD.
Public Case Search	This application provides public access displaying case information. It provides access to find cases for a person, court date for a person or cases assigned to an attorney.
Quickbooks	Business accounting software. Used by MSD Financial Services.
RightNow!	A Customer Relationship Management that facilitates incident tracking and management and provides knowledgebase.
Salary Projection System	SPS provides estimates for salary and benefit needs pertaining to the preparation of allotments, biennial and annual budgets, fiscal note estimates and labor negotiations. Provides MSD budget with a tool for projecting current and future salaries for budgeting purposes.
SAS	Data analysis tool used by Court Research.
Secure Access Washington	SAW is a web-based application that allows users to report L&I premiums incurred during a specific period.
SharePoint	Agency collaboration and communication tool. Used by JSD and ISD. Includes applications, workflow and document management capabilities.
SPSS	Statistical Package for the Social Sciences. Used by Court Research.
STAT Transfer	Stat/Transfer moves data among different spreadsheet and statistical programs by converting files from one format to another.
STATA	Complete, integrated statistical package that provides data analysis, data management and graphical results.
Survey Monkey	Used by Court Research to create and publish online surveys and review results graphically in real time.
The Allotment System	TALS allows development of the AOC's capital and operating allotment packages on-line. Supports the allotment development, management, review, reporting, and monitoring needs. Provides MSD Budget Office with a tool for establishing and maintaining biennial budget allotments.
Time for Trial Reporting	An application that manages the display of time for trial information reported to the AOC.
Treasury Management System	TM$ is a web-based application that enables users to research cash transactions, warrant inquiry, cash receipt journal summary entry, view journal vouchers processed through OST and run reports.
Unclaimed Property Application	The Unclaimed Property application is a web-based application that allows users to report unclaimed property held by organizations. Used by MSD to report unclaimed property.
Use Tax Filing	The Use Tax Filing Application is a web-based application that allows users to report use tax incurred during a specific period. Used by MSD.
Vehicle Related Violations Data Exchange	VRV is a standards-based data service (data exchange/web service) that enables real-time electronic submittal of vehicle related violations from LEA's to JIS.

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Application / Product	Description
Version Reporting System	VRS provides AOC with electronic access to budget versions that are proposed during the budget process. Multiple reports are available from detail to summary and 2 and 3 way version comparisons. Allows management to plan and prepare for finalized budget.
Washington Courts (public web site)	Public web site providing the public with information about the Washington state judicial system.
WSP Dispositions	Disposition data transfer to the Washington State Patrol.
West Check	Provides fast online citation checking and up to the minute publication lists. Used by Legal Services.
Westbrief Tools	Westbrief Tools is a citation-checking and file retrieving software application used with Microsoft Word.
Westlaw	Online legal research service for legal and law related materials and services. Used by Legal Services.

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Current Investments

Current technology investments during the 2011-13 biennium will implement the strategies of addressing the need to refresh legacy applications, moving towards commercial-off-the-shelf applications, enabling data exchanges among local and central systems and improving ISD service delivery capabilities.

The following is a list of the more significant investments. Three of these investments are managed as programs – with a number of sub-projects included in each program as noted below. In addition, there are 47 other projects that are in-progress, planned or have been completed during the biennium.

- Superior Court Data Exchange (SCDX)
- Superior Court Case Management System (SC-CMS)
- Appellate Court Electronic Content Management System (AC-ECMS)
- Information Networking Hub (INH) Program– 2 sub-projects
- Commercial Off-the-shelf (COTS) Preparation Program– 10 sub-projects
- ISD Transformation Program– (9 sub-projects)

Each of these investments is described in more detail in the following pages.

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Superior Court Data Exchange (SCDX)

Project Overview

Justice information is currently shared among the courts and justice partners using a variety of different methods. The various methods require manual processes and/or customized, automated approaches. There is no single common approach for the large amount of data that is shared among the AOC and its customers.

A consistent, defined set of standards and a standard technology solution for sharing information is required to:

- Eliminate redundant data entry
- Improve data accuracy
- Provide real-time information for decision making
- Reduce support costs through a common technical solution for sharing data

The Superior Court Data Exchange project will deploy a data exchange that will enable local court information systems to access the Superior Court Management Information (SCOMIS) data using a standard messaging format.

Objectives

This project will meet the following objectives:

- Set and define a strong technical foundation through implementing leading practice standards for sharing data between third party systems.
- Build capability by defining and enabling reuse of existing AOC infrastructure investments following a Service Oriented Architecture approach (SOA).
- Develop and deploy targeted data services (data exchange / web services)
    - Retiring and replacement of current data sharing approaches
    - Enable query and update access to SCOMIS for sharing data and eliminate the need for duplicate data entry by superior courts.

Approach

66 web services will be developed and deployed incrementally in the following 4 increments:

- Increment 1: 10 web services
- Increment 2: 19 web services
- Increment 3: 12 web services
- Increment 4: 25 web services

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Superior Court Case Management System (SC-CMS)

Project Overview

The Superior Court Case Management System (SC-CMS) Project is intended to procure and implement centrally hosted commercial off-the-shelf case management software. Once acquired, the software will be made available to superior courts statewide. 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.

Objectives

In September 2011, the Superior Court Judges' Association, Washington Association of County Clerks, and the Association of Washington Superior Court Administrators recommended that the Judicial Information System Committee (JISC) approve the acquisition and deployment of an SC-CMS. The objectives of this system are to:

- Enable judicial officers to:
  - Direct and monitor court case progress.
  - Schedule case events.
  - Enforce court business rules.
  - View case plans/schedules, status, progress, and case party information.
  - Quickly and efficiently communicate court schedules and orders.
- Enable county clerks to:
  - Quickly and efficiently maintain court records.
  - Report and view case docket, schedule, status, progress, and case party information.
  - Enforce court business rules and address statutory requirements.
  - Effectively manage clerk resources.
  - Streamline business processes.
  - Enable public access per statute and court rule.
  - Migrate away from SCOMIS without losing functionality.
- Enable court administrators to:
  - Report and view case plans/schedule, status, progress and case party information.
  - Quickly and efficiently schedule case events.
  - Enforce court business rules.
  - Quickly and efficiently communicate court schedules and orders.

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Approach

The high-level SC-CMS Project timeline is outlined below. This timeline will be adjusted when contract negotiations with the Apparent Successful Vendor are complete.

- Feasibility Study: November 2010 – September 2011
- Phase 1: RFP Development and System Acquisition – September 2011 – May 2013
- Phase 2: Configuration and Validation – May 2013 – June 2015
- Phase 3: Local Implementation Preparation – May 2013 – February 2018
- Phase 4: Pilot Implementation – January 2015 – July 2015
- Phase 5: Statewide Implementation – July 2015 – July 2018

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Appellate Court Enterprise Content Management System (AC-ECMS)

Project Overview

The appellate courts in Washington State consist of the Supreme Court and the Court of Appeals. The Court of Appeals consists of three divisions located in Seattle, Tacoma and Spokane. The appellate courts use the Appellate Courts Record and Data System (ACORDS) to support case filing, event management, calendaring and management of opinions. Additionally, each division of the Court of Appeals maintains their own electronic document management system for management of court documents.

The purpose of this project is to acquire a common commercial off-the-shelf application that will provide the functionality and workflow processes required by the appellate courts.

Objectives

The project will acquire, configure and implement a common application for the appellate courts that will:

- support the business requirements of the appellate courts
- provide a web interface for external court users and the public
- support electronic filing of documents
- implement an automated workflow for processing court documents
- combine the functionality of the current ACORDS and document management into one system

Approach

The project will be accomplished in these phases:

- Requirements analysis
- Procurement
- Analysis and design
- Incremental configuration and deployment
- Testing
- Training and knowledge transfer
- Operations transition
- Project close out

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Information Networking Hub (INH)

Project Overview

The Information Networking Hub (INH) Program is a multi-year effort to provide a set of core business services and a central data repository of statewide shared information and provide the architecture by which centralized and local court systems can access the information. The services delivered by the Superior Court Data Exchange project will be highly leveraged by the INH project in the development of data exchange services.

The initial effort of the INH program (Release 1) is to develop a core technology foundation and develop an essential set of data exchange services needed to ensure that the new Superior Court Case Management System, when implemented, can exchange data with existing legacy systems and local court systems.

Foundation – Establish a core technology foundation by which other aspects of the INH can be developed and deployed and begin defining the required data models, data quality and business rules of the central data repository anticipated to be established by the INH project.

Pilot Services - The pilot services will implement the INH technology as a production ready prototype. The initial pilot services will be designed, developed and used to prototype and refine future INH business services design and development.

Objectives

Pilot Service Deployment

- Develop and deploy pilot data exchanges to serve as operational prototypes.

Develop Business Service Processes and Templates

- Develop business service model templates and standards
- Develop common solution patterns for the development of new services

Design and Develop Middleware Architecture and Infrastructure –

- Design and Develop Middleware Data Exchange Services

Design an Enterprise Data Repository (EDR)

- Develop the conceptual, business and logical data models
- Develop the physical data design framework
- Implement data quality automation

Legacy System Migration

- Migrate legacy systems to EDR
- Develop reference data framework
- Develop information registry framework

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Approach

The sequencing of the INH project work is being driven by the need to support the new Superior Court Case Management System. An emphasis will also be placed on ensuring that existing JIS applications can interoperate with INH and the new SC-CMS. Although the SC-CMS is the immediate business driver, the INH is planned to be a standalone capability that is integral to the AOC's overall data integration strategy.

INH components and services will be delivered in the following releases:

- **Release 1** prepares for Superior Court Case Management System and consists of:
  - Middleware services and templates
- **Release 2**
  - Enterprise Data Repository (EDR)
  - Data Quality Automation
- **Release 3**
  - Legacy system migration to EDR
  - EDR updated using business services
- **Release 4**
  Courts of limited jurisdiction and appellate court systems

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Commercial Off-the-Shelf (COTS) Preparation

Project Overview

As a result of the 2008 IT strategic planning effort, the JISC and AOC adopted a strategy to modernize the portfolio of JIS applications by acquiring and configuring commercial off-the-shelf applications, where appropriate. The Superior Court Case Management System is expected to be the first COTS-based application to be implemented.

To prepare for the implementation of the new SCCMS, AOC initiated the COTS Preparation program to identify impacts and mitigate risks associated with the implementation. Specifically, the program will identify impacts and risks related to existing applications and infrastructure components in the JIS portfolio. To accomplish this, the program is comprised of 10 sub-projects divided into two tracks – Infrastructure and Applications.

Objectives

Infrastructure

The infrastructure track consists of five projects intended to address the following areas of the infrastructure:

- Network capacity and performance
- Service Level Agreements
- Disaster Recovery
- Network future state
- Computer/storage future state

Applications

The applications track consists of five projects intended to address the following areas:

- JIS-Link impacts
- Data warehouse impacts
- Existing system impacts
- Existing external data exchange impacts
- Statewide reporting impacts

Approach

COTS Preparation is structured as a program with two related tracks – infrastructure and applications. Each track is managed by a project manager. This project is closely tied to the Superior Court Case Management System project and must meet deadlines imposed by the SCCMS project to ensure the readiness of infrastructure and existing applications.

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Information Services Division Transformation

Project Overview

In 2008, the AOC's Information Services Division undertook a strategic planning effort with the goal of maturing the IT organization so that it could better support the implementation and maintenance of modern computer systems.

The current capabilities of the ISD organization were assessed at that time and compared to the desired future state. A roadmap was developed to achieve the desired future state and became known as the ISD Transformation Roadmap. Beginning in 2009, and continuing through the 2011-13 biennium, a series of projects have been completed to establish or improve service capabilities of ISD.

This project is intended to establish the remaining capabilities identified in the roadmap.

The roadmap projects that have been completed to date are:

- IT Governance
- IT Portfolio Management
- Enterprise Architecture Management
- Data Governance
- Establishing Enterprise Security Requirements
- Establishing Governance Bodies (decision making framework)
- Performance Reporting
- Project Management Office
- Organizational Change Management
- Relationship Management
- Service Catalog
- Resource Management
- Vendor Management

Objectives

The objectives of this project are to establish capabilities in the following areas:

- Managing enterprise requirements
- Managing software product releases
- Managing application development

Approach

The ISD Transformation is structured and managed as a program. There are three projects yet to be completed. They are:

- Enterprise Requirements Management
- Release Management
- Application Development Management

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All positions with the Transformation have been identified and the majority of those have been filled. Work continues to implement the remaining projects within the program. This work is being achieved through a combination of dedicated staff and contractor efforts to develop, document, and implement the associated policies, standards and processes.

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Other Investments

Active Projects

ITG #	Investment	Description / Business Value	Est. Finish Date	Status
130	Mandate – Add JIS case condition codes	Add case condition code MDP for tracking defendant's compliance with Methadone Program as ordered by a judge as a condition of sentence. Add case condition code IOP for tracking defendant's compliance with Intensive outpatient treatment as ordered by a judge as a condition of sentence.	Jun 2012	In-progress
125	Mandate – Changes to Court Rule CrRLJ 3.2 that impacts JIS for CLJs	This mandate is to implement changes to Court Rule Criminal Rule of Limited Jurisdiction (CrRLJ) 3.2, which was adopted by the Washington Supreme Court on June 3, 2010. This change must be in place by July 1, 2012. According to the proposed change the courts will no longer be able to enter a Finding/Judgment (F/J) Code of BF - Bail Forfeiture as a final disposition of a charge in the Judicial Information System (JIS). The existing BF F/J Code will need to be made no longer effective as of July 1, 2012.	Jul 2012	In-progress
165	Codes Request – Dependency Cases	This request, as approved by the Codes Committee, is to create 11 new Dependency Exit Order Codes for the Superior Court Management Information System (SCOMIS).	Oct 2012	In-progress
137	Upgrade CA Clarity to v. 13	The Administrative Office of the Courts' (AOC) Information Services Division (ISD) has implemented Computer Associates (CA) Clarity version 12 as its project and portfolio management tool. Version 13 of Clarity has been released and CA has announced that support version 12 will be discontinued on December 31, 2012. This request seeks to upgrade ISD's current implementation from version 12 to version 13.	Dec 2012	In-progress
94	Guardian Application	This request seeks to implement changes to the Guardian application to accommodate changes to the Certified Professional Guardian Board's Continuing Education Regulations.	Apr 2013	In-progress
9	Add accounting data to the data warehouse	This enhancement would mirror accounting data into the Data Warehouse and make specific canned reports available.	Aug 2013	In-progress

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ITG #	Investment	Description / Business Value	Est. Finish Date	Status
41	Remove CLJ archiving and purge certain records	JISC directs that AOC 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.	Aug 2013	In-progress
58	Enhance JIS to allow bench warrants to print on plain paper **(combined with ITG 37 & 79)**	This request is for an enhancement to JIS to allow Courts of Limited Jurisdiction (CLJ) to print warrants on plain paper rather than a printed form.	May 2013	In-progress
37	Comments line on bench warrants **(combined with ITG 58 & 79)**	This request is for an enhancement to JIS to provide an area on the Warrant Order (WRO) screen to include comments that would be printed on a warrant of arrest. The comment would print once on the warrant issued and would not be added to subsequent warrants for the same case.	---	---
79	WRO screen change under BAIL options **(combined with ITG 58 & 37)**	This request seeks to change the Warrant Order (WRO) screen in the Judicial Information System (JIS). On the WRO screen, the current options for the Bail field are: 1. Cash Bail or Bond/No PR and 2. No Bail. This request seeks to change the options to: 1. Cash Bail Only/No PR, 2. Bondable, and 3. No Bail. The docket entries should also be changed to reflect the new options. In addition, the endorsing group asks that the screen be enhanced to allow bench warrants to be issued for $100,000.00 and above.	---	---
126	Update SharePoint to v. 2010	The goals of this project are to: • Procure and configure virtual servers for the three environments needed to deploy SharePoint 2010 • Design, configure, and implement SharePoint 2010 in the virtual environment • This includes the purchase of server and client access licenses • Develop guidelines to govern the use of SharePoint • Migrate the existing SharePoint 2007 content to the new environment • Develop new content to enhance and expand AOC's use of SharePoint, including extranet access for our court customers and the public	Jul 2014	In-progress

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Planned Projects

ITG #	Investment	Description / Business Value	Start Date	Status
27	Expanded Seattle Municipal Court case data transfer	The Court desires to work with the AOC to develop a two-way data exchange, which would expand the current SMC/AOC data exchange to include infractions and develop a new data exchange with the AOC that would allow for the retrieval of SMC defendent criminal history into the SMC case management system.	TBD	Planned
3	Imaging and viewing of court documents	Superior Court judges have a need to see images of certain documents from other courts to verify information or to find details not recorded in SCOMIS or JIS. Currently, court staff must call the clerks of other courts and have specifics of the documents read to them. Court personnel need to view documents from all trial courts and not just their own court.	TBD	Planned
7	SCOMIS field for CPG number	The Administrative Office of the Courts (AOC) proposes to create a new person type for Certified Professional Guardians (CPG). A CPG would be added as a case participant by entering the CPG number into the system in the same way that attorneys are added by Bar number. A BOXI report would also be created to simplify gathering the data requested.	TBD	Planned
26	Prioritize restitution recipients	The Administrative Office of the Courts (AOC) proposes to create a new person type for Certified Professional Guardians (CPG). A CPG would be added as a case participant by entering the CPG number into the system in the same way that attorneys are added by Bar number. A BOXI report would also be created to simplify gathering the data requested.	TBD	Planned
31	Combine true name and aliases for time pay	This change will allow court personnel to see all accounts receivable for a person and set up a single Time Pay for the individual no matter which name the case was filed under. Currently the courts have to set up a Time Pay agreement for each name which can result in an individual having to make two payments in a month rather than a single, combined payment	TBD	Planned
32	Batch enter attorneys to multiple cases	This request is for an enhancement to enable courts to attach an attorney to multiple cases more easily. The courts wish to have a screen where they can enter the attorney's BAR Number and Begin Effective Date one time and then enter multiple case numbers on which to add that same attorney as a case participant.	TBD	Planned

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ITG #	Investment	Description / Business Value	Start Date	Status
38	Transfer code for judgment field	Cases that are transferred from one court to another show up on the DCH screen twice and can be confused as two cases rather than just one that is being transferred. The finding and judgment code shows as D (dismissed) which is inaccurate. If not resolved, the DCH could be viewed incorrectly and the defendant might be prejudiced because it appears there are more cases than actually are.	TBD	Planned
49	Reversing/transferring recouped costs to jurisdiction	This request seeks to enhance JIS to allow additional Cost Fee Codes (CFC) to be reversed, and/or transferred on the Check Register (CKR) screen. Currently some CFCs can be reversed, and/or transferred while others cannot.	TBD	Planned
62	Automate courts DCXT table entries	This request seeks to automate the process for updating the County Department Cross Reference (DCXT) tables. Courts have to manually update their DCXT tables for every new Budgeting, Accounting and Reporting System (BARS) Code established due to new legislation. Errors occur in this process which can lead to misdirected funds.	TBD	Planned
68	Allow full print on Docket public view	This request is for an enhancement to allow the Public View of Docket to print the full docket instead of the screen print that is now available. This would function like the Court View of Docket.	TBD	Planned
70	Access data from payment monitoring report	The Administrative Office of the Courts (AOC) proposes to redevelop the current Payment Monitoring Report (PMR) process to provide a data extract that is not limited in regards to the amount of data that can be processed in a single query.	TBD	Planned
85	JRS replacement	This request seeks to correct deficiencies in the Judicial Receipting System (JRS) to provide expanded data field sizes, increased flexibility, real-time processing, and better reporting. Modernizing JRS would provide more real-time or near real-time information for courts and customers. It would also meet other identified requirements that are not currently being met as identified by court customers. It would improve customer service delivered by the courts to customers.	TBD	Planned
87	Allow JIS password to be changed in JABS	The Administrative Office of the Courts (AOC) would enhance JABS by adding a Judicial Information System (JIS) password change screen within JABS. The JIS password is also used to access JABS. This enhancement would simplify the process of changing the JIS password for JABS users by eliminating the need to log into JIS to change the password.	TBD	Planned

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ITG #	Investment	Description / Business Value	Start Date	Status
102	Request for new case management system to replace JIS	Replacing a major legacy system would be a multi-year effort and a multi-million dollar investment. For a project of this size and complexity, a feasibility study is necessary for due diligence and to gain a better of understanding of associated costs and project risks. The Administrative Office of the Courts (AOC) would begin by conducting a feasibility study to gather and document high-level business requirements for the CLJs. AOC will also solicit information from vendors to determine if systems exist in the market space to meet the needs of the courts.	TBD	Planned
107	PACT Domain 1 integration	The Positive Achievement Change Tool (PACT) is the juvenile risk assessment software used to identify the criminogenic needs of juvenile offenders and is used to determine juveniles' eligibility for evidence based treatment programs. The intent of this project is to take the domain 1 report developed for the juvenile departments by AOC ISD (which pulls data from JCS, SCOMIS, and DISCIS) and link it directly to ADC, thus removing the step of hand entering information from the printed report in to the ADC software.	TBD	Planned
108	New DOL ADR format	This request originated from the Department of Licensing (DOL). DOL would like the Administrative Office of the Courts (AOC) to change how it receives the Abstract of Driving Record (ADR) from DOL's systems. AOC is currently tapping into one of DOL's legacy COBOL systems to access driver abstract information. Unfortunately, the string data that AOC's system gets via the old interface is a screen dump of the driver abstract. The format of data elements are laid out for viewing, which makes it extremely difficult for AOC's system to parse and maintain. This is often the reason why AOC's systems fail when DOL makes a layout change.	TBD	Planned
122	Event Manager	Event Management is mostly done manually today due to the significant limitations of the current system. Given that the team spends an estimated 160 hours per year doing work that could be done more efficiently electronically, and given the relative cost of Event Management systems on the market versus the cost of man hours to revise or rebuild the system, looking closely at vendor options makes sense	TBD	Planned

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Completed Projects

ITG #	Investment	Description / Business Value	Finish Date	Status
---	Records Management System	Provide complete SECTOR Ticket, Collision and Disposition data electronically to a local agency's RMS using a combination of the following options: • JINDEX messaging broker • SECTOR Back Office data extract • SECTOR client side data pull	Jul 2011	Completed
---	Back on Track to PACT Conversion	Convert from the Back on Track juvenile risk assessment tool to PACT.	Aug 2011	Completed
50	JRS Windows 7 compatibility upgrade	The current JRS 3.16 Release is built on a codebase that received its last major update in 2005. At that time JRS received maintenance and enhancements to provide for Windows XP compatibility. As of October 2010 Windows XP is no longer available for new systems and consequently JRS is not compatible with new PC hardware.	Oct 2011	Completed
72	JRS workstation-electronic journaling	The AOC is requesting a decision by the courts on whether to implement electronic journaling or remain with the current paper journal system.	Oct 2011	Completed
---	JIS baseline services	Under direction established by the Judicial Information System Committee (JISC), this Workgroup (created June 25, 2010) set about to determine which business functions should be made available centrally to all courts in the state (with JIS funding), and which functions should be decentralized (provided locally). This identification of baseline services provides a crucial foundation for the building of information systems that serve Washington's court-business needs. **40 baseline services were approved. 16 services needed additional definition.**	Oct 2011	Complete
84	Remove hyphens from drivers license number displayed on DOL screen in JIS	This request is for the Administrative Office of the Courts (AOC) to remove the hyphens from drivers license numbers when they are displayed on the DOL screen in the Judicial Information System (JIS).	Nov 2011	Completed
---	Vehicle Related Violations Data Exchange	VRV is a standards-based data service (data exchange/web service) that enables real-time electronic submittal of vehicle related violations from LEA's to JIS.	Nov 2011	Completed
111	JRS transaction code for internet surcharge	This request seeks to create a Judicial Receipting System (JRS) transaction code to track fees for actions initiated over the internet, such as filing cases or requesting copies of documents.	Jan 2012	Completed

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ITG #	Investment	Description / Business Value	Finish Date	Status
6	Court interpreter database	The AOC is mandated by RCW 2.43.070 to administer a court interpreter testing and training program, and to maintain a list of certified interpreters.	Jan 2012	Completed
78	Conference hearing fee	This request seeks to create a code to track fees for conference call type hearings. This code would be used to receipt these fees and to track the amount collected for these hearings.	Jan 2012	Completed
---	BizTalk Upgrade	This project is a component of a larger effort of work within the AOC, the Superior Court Data Exchange Project (Superior Court DX). This effort is being undertaken to complete the work necessary to update our current BizTalk Server (BTS) and SQL Server environments.	Feb 2012	Completed
134	Codes request – reinstate code GRDHRG	This request, as approved by the Codes Committee, is to reinstate the code for Guardian Hearing (GRDHRG). This code is a Superior Court Management Information System (SCOMIS) proceeding docket code. It will be available on Case Type 7. The code was disabled on January 12, 1992.	Mar 2012	Completed
139	Codes request – Add FNL code	This request, as approved by the Codes Committee, is to create the Case Condition Code (Case Review/Tracking) code FNL for Final Review.	Mar 2012	Completed
140	Codes request – Allow code STLCON on case type 7	This request, as approved by the Codes Committee, is to allow the use of the Docket Code STLCON – Settlement Conference on Case Type 7.	Mar 2012	Completed
28	CLJ parking module modernization	The existing JIS Parking Module was designed to process parking violations and was developed prior to the advent of red-light and photo-speed violations, also known as VRV. The existing parking module limits the court's ability to efficiently monitor parking and vehicle related violations, receivables, and interfaces with other agencies. The evolution of vehicle related violations has clearly illustrated the business need for a new JIS parking module.	Apr 2012	Completed
96	Allow JABS to display plea and sentencing data	This request seeks to enhance the Judicial Access Browser System (JABS) so that Superior Court sentencing information is available as a separate tab. This would be similar to the way that Superior Court Management Information System (SCOMIS) docket information is currently made available in JABS.	Apr 2012	Completed

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ITG #	Investment	Description / Business Value	Finish Date	Status
81	Adult Static Risk Assessment	Develop and implement the static adult risk assessment portion of the WSIPP approved Static Risk and Offender Needs Guide (STRONG) v2 tool. Included in the project is automating scoring using JIS criminal history data and providing an interface to enter out of state criminal history data.	May 2012	Completed
145	Mandate – New orders in guardianship cases	This request, as approved by the Codes Committee, is to create a Superior Court Management Information System (SCOMIS) Docket Code **OR18FC** – Findings and Order on Post-18 Extended Foster Care. This code will also be available in the Juvenile and Corrections System (JCS). This is mandated by ESHB 2592.	Jun 2012	Completed
146	Mandate – New orders related to deferred disposition cases	This request, as approved by the Codes Committee, is to create Superior Court Management Information System (SCOMIS) Docket Codes: • **ORDSDD** – Order Dismissing Deferred Disposition • **ORRST** – Order on Unpaid Restitution Re: Dismissed Deferred Disposition • **ORSDDD** – Order Sealing Records of Previously Vacated Deferred Disposition Pursuant to RCW 13.40.127 (10) These codes will also be available in the Juvenile and Corrections System (JCS). This is mandated by SSB 6240.	Jun 2012	Completed
147	Mandate – Finding and order on Post-18 extended foster care	This request, as approved by the Codes Committee, is to create a Superior Court Management Information System (SCOMIS) Docket Code **OR18FC** – Findings and Order on Post-18 Extended Foster Care. This code will also be available in the Juvenile and Corrections System (JCS). This is mandated by ESHB 2592.	Jun 2012	Completed
148	Codes request – Two CAPS proceeding codes	This request, as approved by the Codes Committee, is to create one new Court Automated Proceeding System (CAPS) proceeding code and modify one existing code. The codes are: • **SET STC** – Settlement Conference (This code already exists but needs to be available for Case Type 7) • **GRD GRD** – Guardianship Hearing.	Jun 2012	Completed
---	Natural to COBOL Conversion	The Natural to COBOL conversion provides cost savings from reduced licensee fees and the implementation of a three tier architecture, increased system performance, improved maintenance and infrastructure supportability.	Jun 2012	Cancelled

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ITG #	Investment	Description / Business Value	Finish Date	Status
---	DB2 Upgrade	The AOC uses the IBM database product DB2 to provide a repository for statewide court data. Over time newer versions of DB2 are released and older versions of DB2 become unsupported. In order to maintain proper support of the statewide court data, periodic upgrades of the DB2 product need to be implemented at the AOC.	Jul 2012	Completed

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Future Investments

The following investments are being planned for the 2013-15 biennium:

- Superior Court Case Management System
- JIS Multi-Project Funding
- Information Networking Hub
- Internal and External Equipment Replacement
- EDMS Ongoing Support

Superior Court Case Management System	**FTE 22.0**	**JIS Account**	**$11,298,000**
Funding is requested for staff and resources to continue the implementation of the superior court case management system, including the COTS Preparation track. Funds will be used to complete Phase 2 (Statewide Configuration and Validation), begin Phase 3 (Local Implementation Preparation), begin Phase 4 (Pilot Implementation) and begin Phase 5 (Statewide Rollout).			
JIS Multi-Project Funding	**FTE 0.0**	**JIS Account**	**$2,000,000**
Funding is requested to develop and implement small to medium information technology projects approved by the JIS during the 2013-2015 biennium. During each fiscal period a number of critical small and medium information technology projects are reviewed, prioritized and approved by the JISC. Funds will be used to complete and implement the most critical information technology projects.			
Information Networking Hub (INH)	**FTE 0.0**	**JIS Account**	**$1,500,000**
Funding is requested to continue the development and implementation of the information networking hub. Completion of the INH will provide a comprehensive set of bi-directional real time data exchanges. The INH will unify the current data architecture allowing for the exchange of data across disparate court information systems and will provide a single central data repository for storing statewide shared justice data.			
Internal and External Equipment Replacement	**FTE 0.0**	**JIS Account**	**$3,336,000**
Funding is requested to replace aged computer equipment housed at AOC and to continue the 5-year court equipment replacement cycle. Internal Equipment: $2,138,000 is requested to replace and consolidate servers; upgrade data storage systems; update our Office software suite; replace aged HVAC system used for climate control in the computer room; replace VPN routers. External Equipment: $1,198,000 is requested to replace computers and printers for the appellate and trial courts.			
EDMS Ongoing Support	**FTE 1.0**	**JIS Account**	**$400,000**
Funding is requested to provide ongoing support of the appellate electronic document management system (EDMS). The selected COTS EDMS represents new technology as well as an additional staff position will be required to provide ongoing system training, system administration and maintenance and perform system support. It is further assumed that there will be ongoing licensing and software maintenance costs.			
Total IT Preliminary Budget Requests	**FTE 23.0**	**JIS Account**	**$18,534,000**

DRAFT

Superior Court Data Exchange
Project Status

Mike Walsh, Project Manager

October 26, 2012

Superior Court Data Exchange Project

Increment 1 Status:

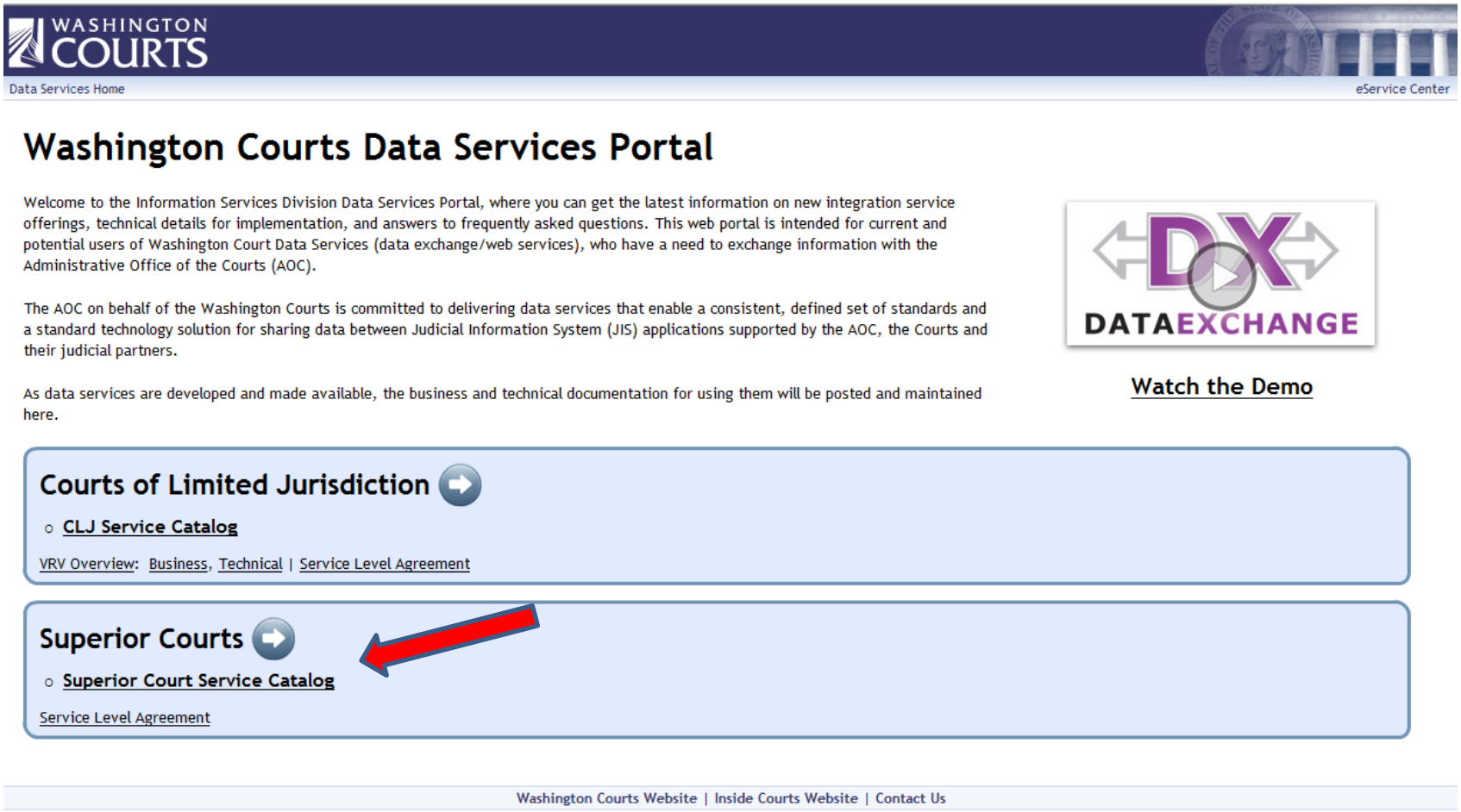
✓ 10 Web Services are ready for Production data.

- AOC project team is assisting Pierce County in their web services implementation.
- Pierce County can start sending real transactions once their QA testing and verification is complete.

❑ SCDX technical documentation is available at the following URL:

- http://dx.courts.wa.gov/

Superior Court Data Exchange Project



Superior Court Data Exchange Project

Increment 2 Status:

- ✓ Test tool delivered and is being applied for testing.
  - Significant gains in test execution and results gathering.
- ❑ Project is continuing to experience challenges with test resources, both contractor and staff.
  - Test case preparation is taking significantly longer than planned.
- ❑ QA Testing is six weeks behind schedule and is targeted for a December 2012 completion.

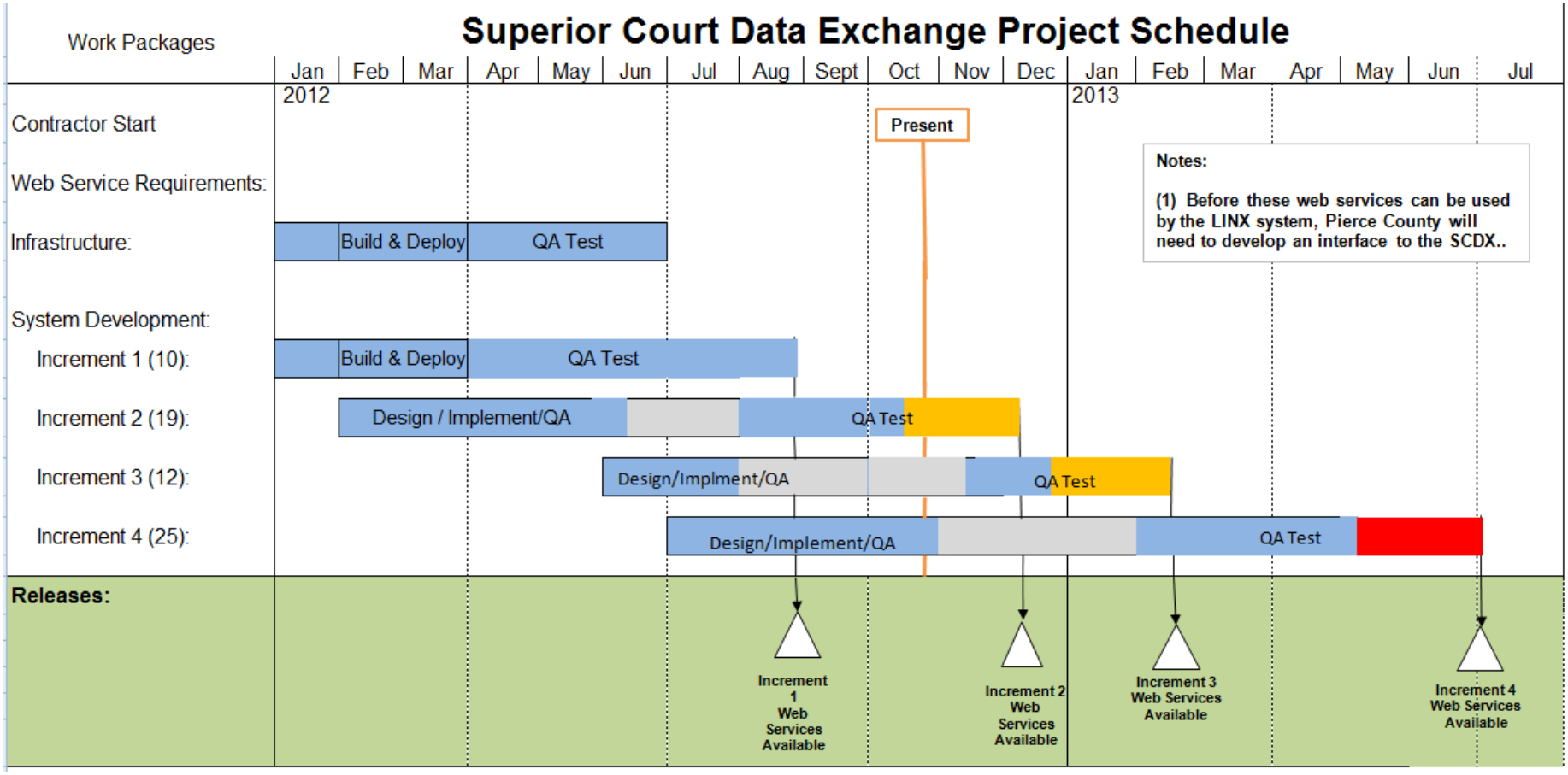
Superior Court Data Exchange Project

Increment 3 Status:

- ✓ All twelve web services were delivered by Aug. 3, 2012.
- ❑ QA Testing is delayed and targeted for a November 2012 start.
- ❑ QA Testing is targeted for a February 2013 completion.

Superior Court Data Exchange Project
Increment 4:

- All twenty five web services scheduled to be delivered by end of November 2012.
  - ✓ Sierra delivered all twelve web services by October 3, 2012.
    - ➢ Sierra delivered 3 weeks ahead of schedule.
  - Thirteen web services assigned to AOC Staff.
    - ✓ Seven web services have been developed.
    - ➢ Development is on schedule.
  - QA Testing is delayed and targeted for a January 2013 start.
  - QA Testing targeted for a July 2013 completion.


Superior Court Data Exchange Project Schedule
Work Packages
Jan Feb Mar Apr May Jun Jul Aug Sept Oct Nov Dec Jan Feb Mar Apr May Jun Jul
2012
2013
Contractor Start
Present
Web Service Requirements:
Infrastructure:
Build & Deploy
QA Test
System Development:
Increment 1 (10):
Build & Deploy
QA Test
Increment 2 (19):
Design / Implement/QA
QA Test
Increment 3 (12):
Design/Implment/QA
QA Test
Increment 4 (25):
Design/Implement/QA
QA Test
Notes:
(1) Before these web services can be used by the LINX system, Pierce County will need to develop an interface to the SCDX..
Releases:
Increment 1 Web Services Available
Increment 2 Web Services Available
Increment 3 Web Services Available
Increment 4 Web Services Available

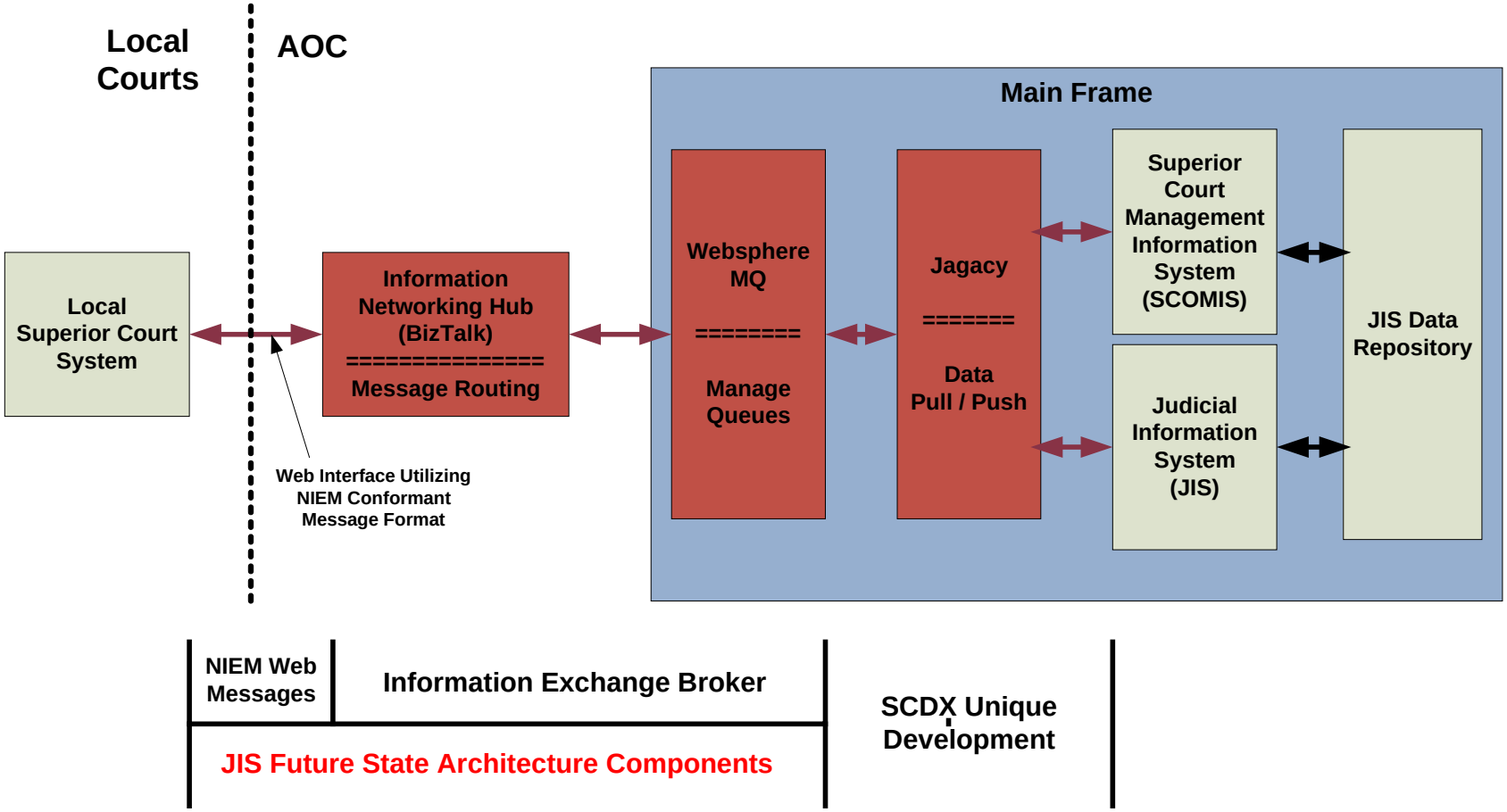
Active Project Issues

Total Project Issues			
Low Urgency	**Medium Urgency**	**High Urgency**	**Closed**
0	**0**	**1**	**0**

High Urgency Issues Status

Issue	Category	Action
Test turn around impacting schedule	High/High	• Added two contract testers, lost one • Acquired test tool from Sierra Systems • Revised testing methods • Grouped test assignments • Improved test planning • Reviewing test coverage options •Reviewing resource assignments

Superior Court Data Exchange Project
High-Level Architecture



Pierce County Superior Court Data Exchange

Project Update

Kevin Stock, Pierce County Clerk

October 26, 2012

LINX DX Implementation

- ✓ Security certificates for our Test and Production environments have been installed.
  - ➢ Pierce County needed to purchase separate certificates for the QA and Production environments.
- ✓ A sample message has been successfully sent between the Pierce County and AOC servers
- ❑ Development of the LINX Case Docket exchange interfaces is in progress.
- ❑ QA Testing and Verification of the Case Docket exchanges is scheduled to start the week of October 22nd.
  - rollout to production to occur on November 19th.
- ❑ Development of the LINX Civil Case (non JIS initiated cases) exchange interfaces is scheduled to start the week of November 19th.

LINX DX Implementation cont'd

- QA Testing and Verification of the Civil Case (non JIS initiated cases) exchanges scheduled to start the week of December 3rd.
  - Rollout to production to occur on December 19th.
- Development of the LINX exchange interfaces for the remainder of AOC increments should follow about a month after each of the AOC increments is rolled out into production.

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

Project Update

Martin Kravik, Project Manager

October 26, 2012

ITG Request #45 – Appellate Courts EDMS

Status:

- ✓ New Project Manager has been ramping up on the project.
- ✓ Technical requirements were completed and reviewed by the AOC Architecture Review Team.
- The Acquisition Plan will be completed and presented to the AC-EDMS Executive Steering Committee for review on October 19th, 2012.
- RFP development is in progress.

Active Project Issues

Total Project Issues			
Low Urgency	Medium Urgency	High Urgency	Closed
0	0	1	3

Significant Issues Status

Issue	Category	Action
RFP release date.	High/High	Project has developed a list of tasks necessary to complete the RFP and is developing a realistic RFP schedule.

ITG Request #45 – Appellate Courts EDMS

Next Steps:

- Acquisition Plan approval by the project Executive Steering Committee.
- Develop the RFP.
- RFP approval by the project Executive Steering Committee.
- Release the RFP.
- Evaluate vendor proposals and forward results to the project Executive Steering Committee.
- Recommendation of the Apparent Successful Vendor to the JISC by the project Executive Steering Committee
- Approval of the Apparent Successful Vendor by the JISC.
- Develop the project implementation schedule.

ITG Request #45 – Appellate Courts EDMS

Information:

The project Executive Steering Committee has changed the name of the project from Appellate Courts Electronic Document Management System to Appellate Courts Enterprise Content Management System to better align with the industry standard and the name of the acquisition.

AC-EDMS → AC-ECMS

ITG Request 41 - CLJ Revised Computer Records Retention and Destruction Project Update

Kate Kruller, Project Manager

October 26, 2012

ITG 41 Project Objectives

- Eliminates all Courts of Limited Jurisdiction computer record archiving in JIS applications.
- Destruction of case records processes in JIS will be revised, based upon the records retention policy from the Data Dissemination Committee.

ITG 41 Project Activity

- ✓ September 13-14: Steering Committee reviewed Initial Draft Project Charter
- ✓ October 4 – Selected technical approach
- Developing Detailed Business Requirements Document

Active Project Risks

Total Project Risks		
Low Exposure	Medium Exposure	High Exposure
1	0	0

Significant Risk Status

Risk	Severity/Impact	Mitigation
Business Analyst Left	High/Medium	Assigned New Court-Experienced BA

Active Project Issues

Total Project Issues			
Active	Monitor	Deferred	Closed
2	0	0	0

Significant Issues Status

Issue	Category	Action
Project Approach Change	High/High	Steering Committee Reviews /Approves Project Charter
Project Interdependencies	Medium/Medium	AOC Internal Technical Reviews

ITG 41 Next Steps

MILESTONE	DATE
Steering Committee Project Charter approval and Detailed Business Requirements Document Review	November 2012
Develop Detailed Project Plan	December 2012
Develop Technical Requirements	December 2012

Information Networking Hub (INH)

Project Status Update

Dan Belles, Project Manager

JISC Committee Meeting
October 26, 2012

INH Project – Recent Activities

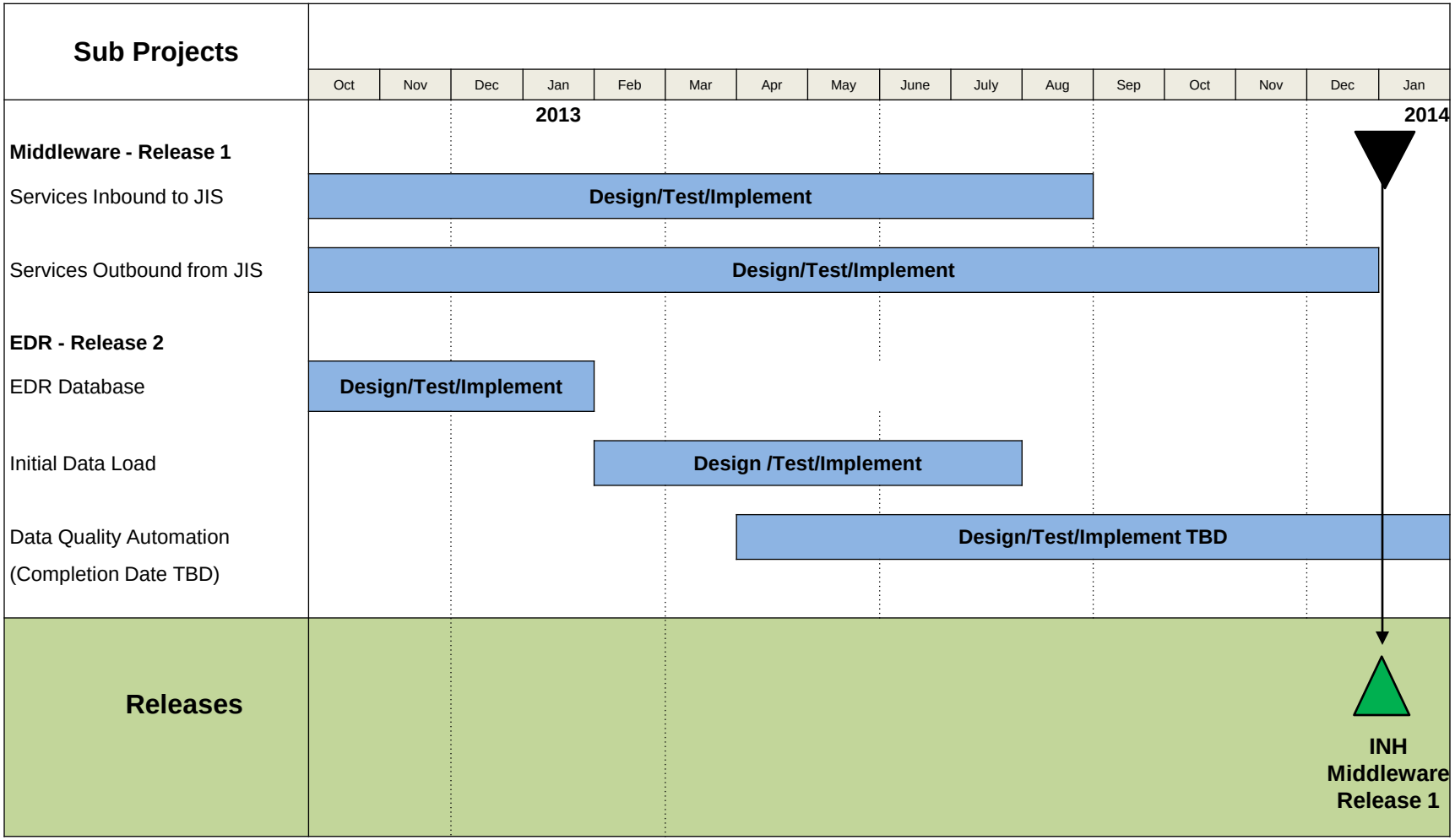
INH Middleware Data Exchanges

- ✓ Confirm SC CMS data exchange requirements
- ✓ Business analysis based on requirements
- • Draft technical specifications
- • Develop Biz Talk platform improvements

Enterprise Data Repository (EDR)

- ✓ Develop Business Data Model
- ✓ Develop Logical Data Model
- • Develop Physical Design
- • Develop Data Quality/Data Management Requirements

INH Project Timeline



Active Project Risks

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

Significant Risks Status

Risk	Severity/Impact	Mitigation
Business Analyst Resource Availability (Internal)	High/High	•Acquire external contractor BA •Maintain project prioritization
Critical Projects Inter-dependencies	High/High	•Inter-dependent Project Coordination Team Meetings •Critical Path Timeline and Dependency Matrix

INH Project - Next Steps

INH Middleware Data Exchanges

- Business analysis
- Biz Talk platform improvements
- Develop technical specifications
- Develop INH data exchanges
- Develop Test Strategy

Enterprise Data Repository (EDR)

- Develop Logical Data Model
- Begin Physical Database Design
- Research Data Quality/Data Management strategies/options

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

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Background

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

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

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

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

JIS Transformation & Project Plan Overview
September 2012

Original Roadmap per IT Strategy June 19 - 2009

Actual

Revised or Planned

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

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

Major Changes Since Last Report

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

Initiatives & Major Projects Underway

- Superior Court Case Management System RFP (SC-CMS) (ITG #002)
- Superior Court Data Exchange (SCDX) (ITG #121)
- Add Accounting Data to the Data Warehouse (ITG #009)
- 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.

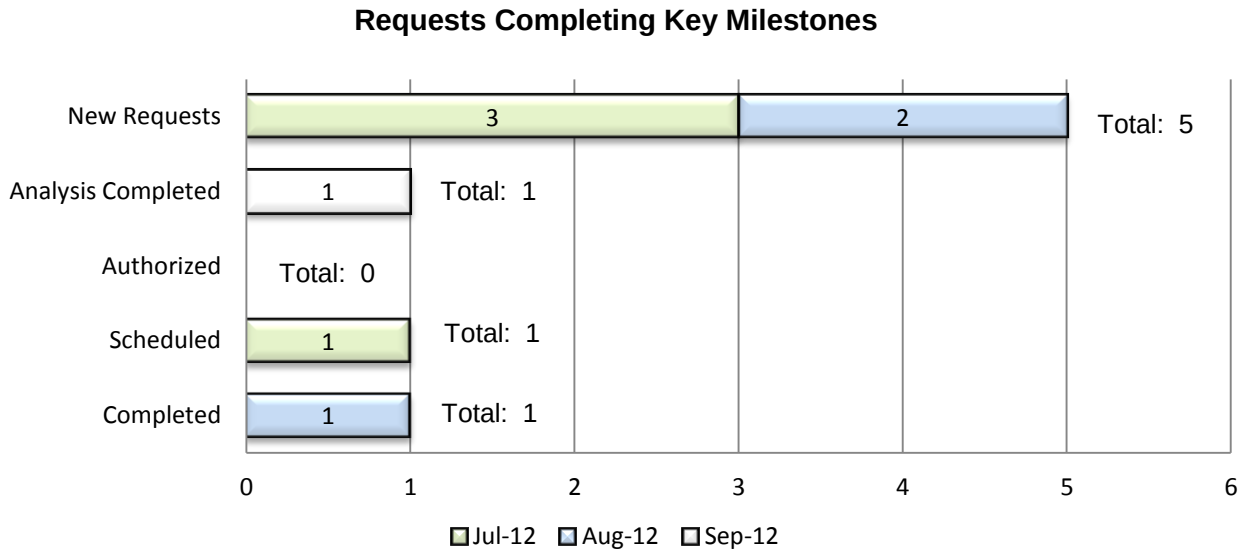
ISD Staff Recognitions

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



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

Summary of Activities September 2012

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

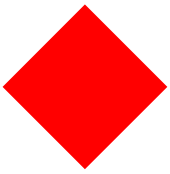
ITG #121 Superior Court Data Exchange	
Activities	***Impact/Value***
✓ A testing tool, referred to as the testing harness, was developed by Sierra to automate parts of the testing process. This tool was implemented to improve the testing process.	Improve testing process efficiencies and mitigate test 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 = Progressing as planned.
	Yellow = Changes with moderate impact.
	Red = Severe changes or significant re-work is necessary.

Transformation Initiative Status Reports

Transformation Program Track

Reporting Period through September 30, 2012

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

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

Business Benefit:

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

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

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

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

Progress

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)	**IT Project Manager:**
Vonnie Diseth, CIO/ISD Director	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**	●

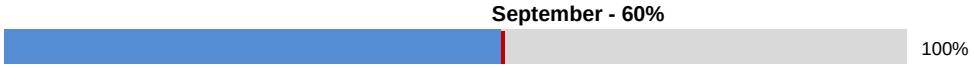
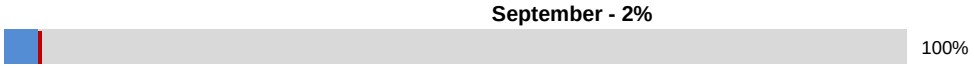
Status Notes:

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:	
COTS-P Application Program Progress:	

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

Reporting Period through September 30, 2012

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

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

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

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

Business Drivers								
Improve Decision Making	X	Improve Information Access	X	Improve Service or efficiency	X	Manage Risks	☐	
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

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

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)

Reporting Period through September 30, 2012

Executive Sponsor(s)	**IT Project Manager:**
Appellate Courts Executive Steering Committee Justice Debra Stephens, Committee Chair Vonnie Diseth, CIO/ISD Director	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

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

Reporting Period through September 30, 2012

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

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

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

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

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

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

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

Reporting Period through September 30, 2012

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		

ISD Operational Area Reports

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

Through September 30, 2012

Includes: Enterprise Architecture, Solutions Management and Business Analysis

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

Activities Completed	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

September 30, 2012

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

Through September 30, 2012

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

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

Activities Completed	Impact/Value
✓ JCS/ASRA – 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.

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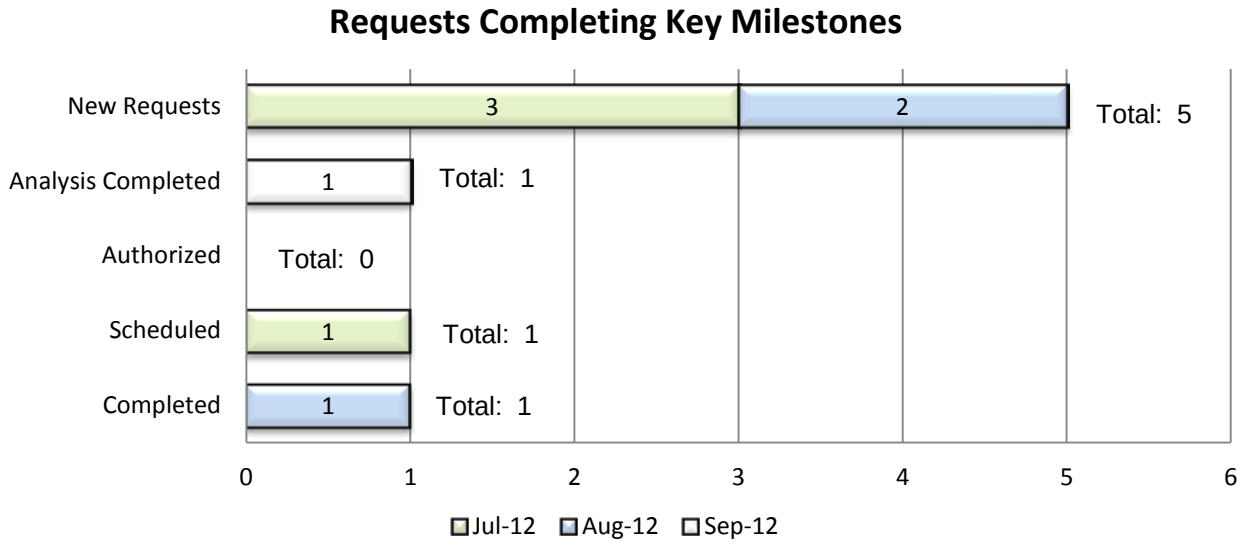
Completed JIS IT Governance Requests

No requests were completed during the month of September.

Status Charts



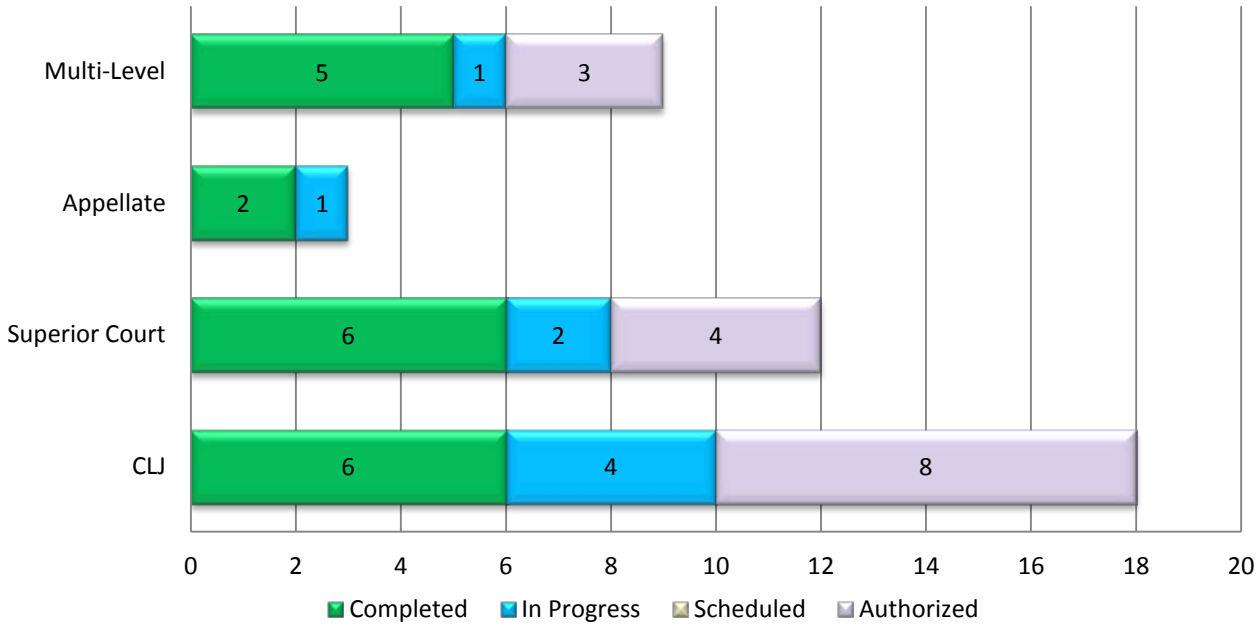
Current Active Requests by:

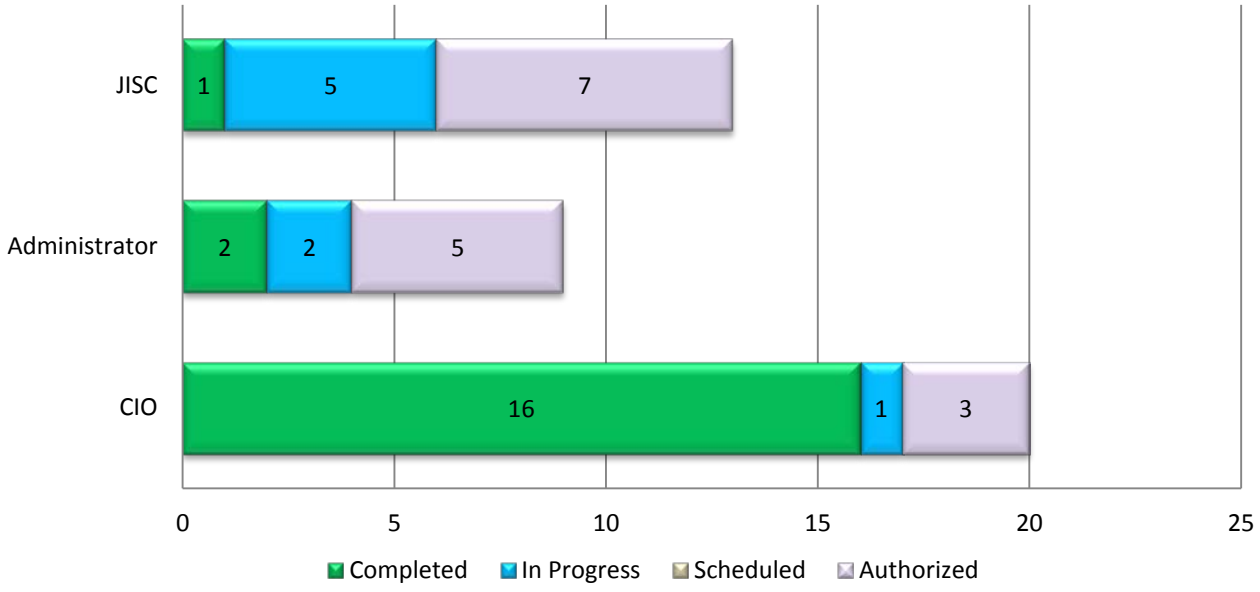
Endorsing Group			
Court of Appeals Executive Committee	1	**District & Municipal Court Management Association**	23
Superior Court Judges Association	3	**Data Management Steering Committee**	1
Washington State Association of County Clerks	6	**Data Dissemination Committee**	1
Washington State Association 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

Status of Requests by CLUG

Since ITG Inception



Status of Requests by Authorizing Authority

Since ITG Inception