Washington State Administrative Office of the Courts

ISD Transformation

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

October 2012
(Report Period Ending October 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 October 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

- None

Staffing Changes in ISD

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

ISD welcomed the following new staff:

- Vaanathi Meenakshisundaram, Programmer/ITS 2 in Operations, (10/1/2012)
- Linda Myhre Enlow, Business Analyst/Subject Matter Expert in the SC-CMS Project Team (10/15/2012)

The following employees left ISD:

- Mark Oldenburg, Business Analyst in Architecture & Strategy (10/5/2012)
- Adam Johnson, ITS 2 in Infrastructure (10/15/2012)

Employees transferring to the SC-CMS Project:

No employees transferred to SC-CMS during the month of October.

ISD Staff Recognitions

Team Recognitions

October 10, 2012 – Barry Zickuhr – Barry was recognized by Bill Cogswell for his ongoing work to present SharePoint to AOC. Barry has now completed four brown bag meetings open to AOC staff. They are interesting, well attended and informative. Barry is a very natural presenter and has a lot of enthusiasm for showing us how SharePoint can be used by the judicial branch. Since March of this year he has done an excellent job bringing employees up to date on the status, capabilities and plans for SharePoint.

October 4, 2012 – Virginia Neal – Virginia was recognized by Dave Ponzoha, Court of Appeals Division II, for proficiently making enhancements to the Court of Appeals Electronic Filing portal and for great customer relations.

> From Dave Ponzoha, Court of Appeals Div II:
> *"Here's just another example why I'm so confident about AOC's portal capability. This is a long string but in short, Virginia made these changes/additions to our portal in very short order and also made two excellent suggestions for making my proposal even better. She's great!"*

October 4, 2012 – JCS Team – The JCS Team received kudos from customers in response to recent enhancements released to the JSC System.

> From Tom Kearney, WAJCA:
> *"… great news about a computer feature I have dreamed about for over two decades …"*
> *"… I understand your liking this…I talked to Paula and her staff love it & Mike Jennings called to say he was so excited he couldn't suppress a huge smile & and his giggling….I think this is a hit…"*
>
> Toni Kirschenmann, Yakima Co.:
> *"SUPER DUPER THANK YOU SO MUCH!!!!*
> *I just went in to check on some cases and compared them to what is in JIS. What a time saver for JPC staff. You are awesome."*
>
> Martin, Margaret, Spokane Co.:
> "Wow…I'm impressed. I'm not sure that I even knew this was coming!
> I just had our restitution person take a look at this & she's impressed too."

September 10, 2012 – Lori Murphy and Tom Sampson – Lori and Tom were recognized by Judge Williams and Maribeth Sapinoso for their leadership role and diligent work with the court staff in finalizing the demonstration scripts.

> Judge Williams said *"I am personally pleased with how comprehensive the test questions are and want to congratulate the people who have obviously worked very hard and competently on the drafting."*

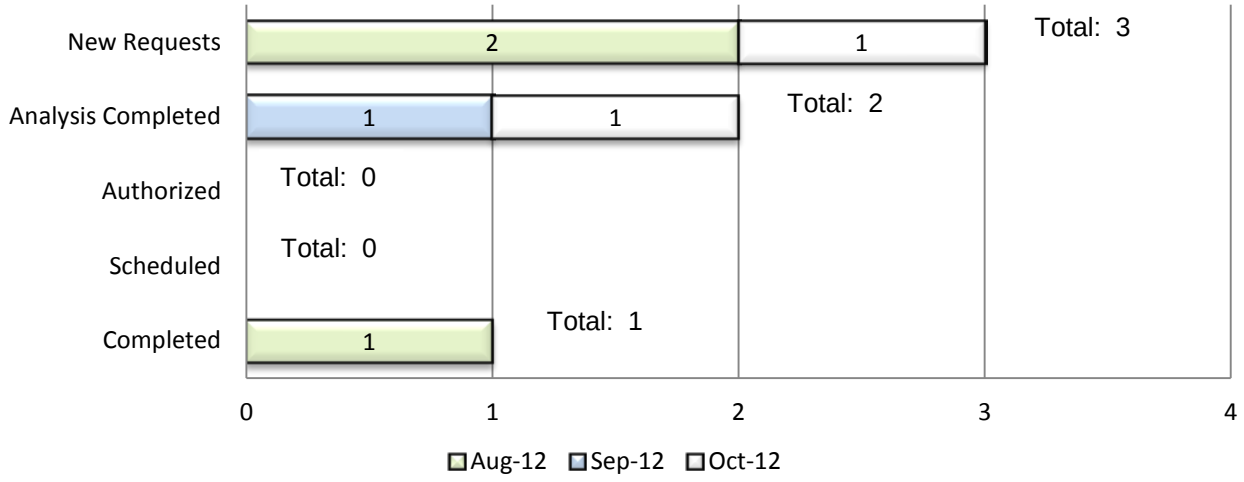
IT Governance Request Status

Completed JIS IT Requests in October 2012

No requests were completed during the month of October.

Status Charts

Requests Completing Key Milestones



Current Active Requests by:

Endorsing Group			
Court of Appeals Executive Committee	1	**District & Municipal Court Management Association**	24
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	2
Superior Court	8
Courts of Limited Jurisdiction	20
Multi Court Level	7

Summary of Activities October 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 – continue to clarify scope definition and perform impact analysis where possible.	Identifies the changes to existing systems and applications which are absolutely essential to support implementation of SC-CMS project.
✓ Infrastructure – P1 – Report deliverables were reviewed with the project sponsor. Reports include: Network Capacity & Performance Report, Network Support Process Analysis Report, and Network Upgrade Requirements Report.	Provides an evaluation of AOC network capacity and performance to support the future system.
✓ Infrastructure – P3 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.	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 Schedule has been developed and the execution phase has been started. All ISD Functional Managers and the PMO Manager met on 10/23/12 to discuss ISD Disaster Recovery needs relative to projects. The outcome of the meeting is that each project requiring Disaster Recovery services will be responsible for working directly with ISD Infrastructure to acquire Disaster Recovery services. The COTS-P Infrastructure Disaster Recovery scope remains intact and focuses only on SC-CMS Disaster Recovery needs.	Defines the activities and timeline for completion of the SC-CMS Disaster Recovery Analysis sub-project.
Information Networking Hub Program (INH)	
Activities	***Impact/Value***
✓ Completed review "Case" component of the logical data model. Next step is to conduct internal review of the logical data model.	Provides a logical model of the EDR database, so that a physical data model can be built in accordance with agency standards.
✓ Conducted performance tests to develop metrics around how the current services are performing.	Provides early metrics on how the data exchanges are performing in case there are design issues that need to be addressed before going into production.
✓ Hired Java Jagacy contract developer.	Provides a resource to assist with development of screen scraping component of the INH inbound services.
✓ Confirmed INH data exchange requirements with SC CMS technical team. Began process of building use cases to verify detailed data exchange requirements.	Provides agreed upon set of requirements for INH services that support the SC CMS project and can be traced to and provided to the SC CMS vendor.
✓ Completed updates to Pilot services and Biz Talk platform and submitted them to Infrastructure for deployment to QA.	Completes deployment of the three Pilot services so they are production ready. Includes improvements to Biz Talk orchestration.

Approved JIS Projects Summary

ITG #121 Superior Court Data Exchange	
Activities	***Impact/Value***
✓ Increment 2: three of the four services families, 17 of 19 web services, completed.	Improve testing process efficiencies and mitigate test schedule risks.
✓ BizTalk aggregator and end-to-end testing is done.	These are formal tests by the AOC to confirm that SCDX Increment 2 meets the AOC documented requirements.
✓ Performance testing is done.	These are formal tests by the AOC to confirm that SCDX Increment 2 meets the AOC documented requirements.
✓ Increment 1 schema validation testing done.	These are formal tests by the AOC to confirm that SCDX Increment 2 meets the AOC documented requirements.
✓ Sierra is still working in support of AOC QA testing and defect correction through December.	Defect correction is in progress.
✓ The Java Team delivered four additional web services for increment 4. Eleven of the 13 have been delivered. Delivery is on schedule to complete by November 30th.	Web service delivery is on schedule.

ITG #002 Superior Court - Case Management System RFP	
Activities	***Impact/Value***
✓ Project schedule has been reviewed and updated.	Provide up-to-date project progress.
✓ Completed court site visit to Spokane Superior Court and Pend Oreille Superior Court.	Connect with our customers and provides new employees further context regarding court business and operations.
✓ Court Business Office continued process decomposition activities for modeling the superior court business processes.	Developing the as-is process models provides the project team and the CUWG a starting point for developing the future state processes for the superior courts.
✓ Organizational Change Management Team developed a two-week look-back/look-ahead tool.	Maximize OCM Team engagement by increasing the team's understanding of what OCM activities have been completed and are in the queue.
✓ Participated in a strategic planning sessions to clarify project roles and responsibilities.	Maximize project staff's morale and productivity by enhancing their understanding of the various ways in which each role contributes to the success of the project.
✓ Business Analyst team continued review of the SC-CMS System Business Requirements, and further defined them by adding additional attributes.	Creating artifacts for each requirement to provide an understanding of the processes from end to end.
✓ Quality Assurance Team created a draft deliverable outline for the User Acceptance Test plan.	Describes the process, tools, and outputs of the User Acceptance Testing activities.
✓ Vendor Demonstrations were completed.	Validates that the vendors' proposed solution will actual function to meet the court needs.

ITG #045 Appellate Electronic Document Management System (EDMS)	
Activities	***Impact/Value***
✓ The Acquisition Plan was conditionally approved by the project's Executive Steering Committee.	The AC-EDMS Acquisition Plan defines the acquisition process and plan for procuring the EDMS.
✓ Continued developing the RFP after other procurement options were explored.	Describes the requirements of the AC-ECMS tool.

ITG #009 Add Accounting Data to the Data Warehouse	
Activities	***Impact/Value***
✓ Completed analysis on ITG-158: MAYSI-2 & MH-JDAT.	Provide technical analysis.
✓ Released "Cases with A/Rs Paid-in-Full – INCLUDING TRUST" *without bond.*	Provide new functionality for reporting.
✓ Released AR Summary and Detail enhancement to include Jurisdiction.	Provide report enhancement.
✓ Implemented new internal design specification Report Context Model (RCM).	Provide technical requirements review to eliminate implementation errors.
✓ 2nd review of Case Financial History Report.	Provide business requirements.
✓ Completed design document for Report Context Model (RCM) for receipting.	Provide technical requirements.

ITG #041 Revised CLJ Computer Records Retention and Destruction Report	
Activities	***Impact/Value***

✓	Oct 12-25 Business Analyst revised requirements gathering process steps underway, along with matching schedule updates, to stabilize requirements gathering needs for project. Court Organization Process Advisors are working with draft questions on process and policy for the Steering Committee (with some recommendations to go to the Data Dissemination Committee).	Requirements gathering.
✓	Oct 12-Nov1 Project Team and Court Committee/Association Advisors work on detailed questions for the Steering Committee and policy clarification document for the DDC.	Clarifying project 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 October 31, 2012

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

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

Business Benefit:

- 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:** June 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 October 31, 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 (closed February 2011)

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**
   The purpose of this program is to evaluate and determine the impact of the SC-CMS project on AOC's suite of applications and services; identify any technical changes required; and to design, develop, and implement those changes with minimum impact to AOC customers. Defining the scope of the COTS-P Application Program sub-projects is challenging until the SC-CMS design is known.
   - **P1 – JIS Link Analysis Sub-project**
     The full scope of this sub-project will be known only after the SC-CMS design is known.
   - **P2 – Data Warehouse Impacts Sub-project**
     The full scope of this sub-project will be known only after the SC-CMS design is known.
   - **P3 – Existing Systems Impacts Sub-project**

The full scope of this sub-project will be known only after the SC-CMS design is known.

- **P4 – Existing External Data Exchange Impacts Sub-project**
  The full scope of this sub-project will be known only after the SC-CMS design is known.
- **P5 – Statewide Report Impacts Sub-project**
  The full scope of this sub-project will be known only after the SC-CMS design is known.

2. . COTS-P Infrastructure Program

- **P1 – Network Capacity & Performance Analysis Sub-project**
  Project is 97% complete. Report deliverables were reviewed with the project sponsor. Reports include: Network Capacity & Performance Report, Network Support Process Analysis Report, and Network Upgrade Requirements Report. The reports will be updated with feedback from the project sponsor and re-submitted for approval. Execution phase target completion date is 11/2/12.
- **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 98% 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.
- **P4 – SC CMS Disaster Recovery Analysis Sub-project**
  Project is 40% complete. Planning phase is on schedule. Project schedule is under development.
- **P5 – Network Future State Sub-project**
  Project is 10% complete. Planning phase is on schedule. Project schedule is under development.
- **P6 – Compute/Storage Future State Sub-project**
  Project is 10% complete. Planning phase is on schedule. Project schedule is under development.

COTS-P Infrastructure Program Progress:	**October - 78%** 100%
COTS-P Application Program Progress:	**October - 2%** 100%

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

Activities Completed	Impact/Value
✓ Application – continue to clarify scope definition and perform impact analysis where possible.	Identifies the changes to existing systems and applications which are absolutely essential to support implementation of SC-CMS project.
✓ Infrastructure – P1 – Report deliverables were reviewed with the project sponsor. Reports include: Network Capacity & Performance Report, Network Support Process Analysis Report, and Network Upgrade Requirements Report.	Provides an evaluation of AOC network capacity and performance to support the future system.
✓ Infrastructure – P3 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.	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 Schedule has been developed and the execution phase has been started. All ISD Functional Managers and the PMO Manager met on 10/23/12 to discuss ISD Disaster Recovery needs relative to projects. The outcome of the meeting is that each project requiring Disaster Recovery services will be responsible for working directly with ISD Infrastructure to acquire Disaster Recovery services. The COTS-P Infrastructure Disaster Recovery scope remains intact and focuses only on SC-CMS Disaster Recovery needs.	Defines the activities and timeline for completion of the SC-CMS Disaster Recovery Analysis sub-project.
Activities Planned	**Impact/Value**
° Application – Obtain approval of the Project Charter from Data & Development and the QA Lead.	Defines all project objectives, deliverables, completion metrics and budget/schedule estimates required to complete the "Initiation Phase" and to start the "Planning Phase".
° Application – Review scope related questions with the Inter-Project Coordination Team and work with the Project Managers of the related projects to find answers to the questions.	Define the scope of the sub-projects.
° Application – Continue analysis of SC-CMS high level requirements and determine impact to existing systems.	Defines the scope of the sub-projects.
° Application – Begin in-depth impact analysis on major "Integration Points" – from applications to data exchange, data warehouse, and reporting.	Defines the scope of the sub-projects.
° Infrastructure - P1 – The reports will be updated with feedback from the project sponsor and re-submitted for approval.	Provides an evaluation of AOC network capacity and performance to support the future system.
° Infrastructure – P3 – Final deliverable reports (Current AOC Service Level Agreement Analysis & Recommendation Report and the CMS Service Level Agreement Analysis & Recommendation Report) have been distributed to the Project Sponsor and Infrastructure Manager for review.	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 – Continue execution of the Disaster Recovery impact effort.	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 October 31, 2012

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

Description:

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

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

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

Business Benefit:

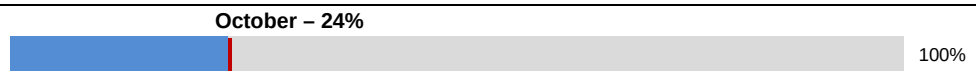
- Seamless integration of current and future as well as centralized and local applications that provides better customer experience
- Near real-time information exchanges through "publish-subscribe" mechanisms that facilitates the sharing of data and dramatically reduces duplicate data entry
- Modern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

Business Drivers				
	Improve Decision Making ☐	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**	●

- *Discussions are scheduled with the Vendor Relations Coordinator and the Infrastructure Manager regarding the possibility of procuring additional tool components for data quality and integration support from vendors that we currently have an existing license agreement with to provide the EDR and data quality automation solution.*
- *Internal AOC resources are expected to be available mid-November to start work on INH services Jagacy and SQL components.*
- *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	☐ Initiate	☐ Planning	X 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 review "Case" component of the logical data model. Next step is to conduct internal review of the logical data model.	Provides a logical model of the EDR database, so that a physical data model can be built in accordance with agency standards.

✓ Worked with Business Analyst to begin updating business glossary.	Provides a common set of authoritative definitions for data elements contained in the EDR.
✓ Completed updates to Pilot services and Biz Talk platform and submitted them to Infrastructure for deployment to QA.	Completes deployment of the three Pilot services so they are production ready. Includes improvements to Biz Talk orchestration.
✓ Continued work on the Technical Design Documents (TDD) for Pilot services.	Provides functional design specification template for developers and QA testers to follow in developing and testing the INH services.
✓ Hired Java Jagacy contract developer.	Provides a resource to assist with development of screen scraping component of the INH inbound services.
✓ Confirmed INH data exchange requirements with SC CMS technical team. Began process of building use cases to verify detailed data exchange requirements.	Provides agreed upon set of requirements for INH services that support the SC CMS project and can be traced to and provided to the SC CMS vendor.
✓ Conducted performance tests to develop metrics around how the current services are performing.	Provides early metrics on how the data exchanges are performing in case there are design issues that need to be addressed before going into production.
Activities Planned	**Impact/Value**
° Complete internal review process on Logical Model design. Schedule review by Data Design Review team.	Provides logical data design that can be used to construct the physical database.
° Start work on the Physical Data Design.	Provides the design of the Enterprise Data Repository.
° Continue research into the Data Quality/Master Data Management solution requirements that will support the EDR.	Identifies the gap in features that exists with the current data quality automation tool suite at AOC with the requirements for the EDR.
° Update EDR Project Schedule	Provides a detailed project schedule that can be managed to, and can be used to execute and control the project.
° Continue business and technical analysis for INH services for proceedings and other data exchanges.	Provides business requirements for technical specifications that can be developed to.
° Continue work on IEPD documents for services that have business analysis completed.	Provides NIEM interface documentation that BizTalk developers use to code services.
° Complete TDD template for Pilot Services.	Provides functional design specification template for developers and QA testers to follow in developing and testing the INH services.
° Begin coding CaseOrderProtection Add, Update and Delete INH services involving Java Jagacy.	Provides INH data exchanges that can be tested and deployed to QA.
° Continue working with SC CMS technical staff to walk through use cases involving INH data exchanges.	Provides confirmation of detailed data elements expected by both INH and SC CMS applications.
° Continue performance testing of Pilot services in QA to capture additional metrics on performance.	Provides data on performance of data exchanges that help identify issues with services that fail to meet requirements for near real time performance.

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		

Approved Project Status Reports

ITG #121 Superior Court Data Exchange

Reporting Period Through October 31, 2012

Executive Sponsor(s) Data Management Steering Committee *Rich Johnson, Committee Chair*	**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 November 12, 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.

The pace of QA Testing has picked up.
BizTalk updates for Increment 2 are scheduled for a Nov. 16th deployment.
Much, if not all, of the Increment 2 web service defects should be resolved and included in the Nov. 16th deployment.

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 Increment 1	**Original Start Date:** 8/29/2011	**Original Completion Date:** 1/31/2012
	Planned Start Date: 8/29/2011	**Planned Completion Date:** 8/29/2012
	Actual Start Date: 8/29/2011	**Actual Completion Date:** 8/29/2012
Schedule Increment 2	**Original Start Date:** 1/2/2012	**Original Completion Date:** 3/30/2012
	Planned Start Date: 2/1/2012	**Planned Completion Date:** 10/15/2012

	Actual Start Date: 2/1/2012	**Actual Completion Date:**
Schedule Increment 3	**Original Start Date:** 6/12/2012	**Original Completion Date:** 11/2/2012
	Planned Start Date: 6/12/2012	**Planned Completion Date:** 12/21/2012
	Actual Start Date: 6/12/2012	**Actual Completion Date:**
Schedule Increment 4	**Original Start Date:** 6/12/2012	**Original Completion Date:** 2/8/2013
	Planned Start Date: 8/1/2012	**Planned Completion Date:** 4/22/2013
	Actual Start Date: 8/1/2012	**Actual Completion Date:**

Activities Completed	Impact/Value
✓ Increment 2: three of the four services families, 17 of 19 web services, completed.	Improve testing process efficiencies and mitigate test schedule risks.
✓ BizTalk aggregator and end-to-end testing is done.	These are formal tests by the AOC to confirm that SCDX Increment 2 meets the AOC documented requirements.
✓ Performance testing is done.	These are formal tests by the AOC to confirm that SCDX Increment 2 meets the AOC documented requirements.
✓ Increment 1 schema validation testing done.	These are formal tests by the AOC to confirm that SCDX Increment 2 meets the AOC documented requirements.
✓ Sierra is still working in support of AOC QA testing and defect correction through December.	Defect correction is in progress.
✓ The Java Team delivered four additional web services for increment 4. Eleven of the 13 have been delivered. Delivery is on schedule to complete by November 30th.	Web service delivery is on schedule.

Activities Planned	Impact/Value
° Complete round 1 testing of Increment 2 deliverables.	These are formal tests by the AOC to confirm that SCDX Increment 2 meets the AOC documented requirements.
° Vendor to deploy build for Increment 2 defect corrections.	These are formal tests by the AOC to confirm that SCDX Increment 2 meets the AOC documented requirements.
° Testing to execute retest and regression test for Increment 2 defect for Build 1.	These are formal tests by the AOC to confirm that SCDX Increment 2 meets the AOC documented requirements.
° Prepare for a November 16th Increment 2 deployment.	Web service delivery is on schedule.
° Support Pierce – LINX team in their QA and acceptance testing.	These are formal tests by the AOC to confirm that SCDX Increment 2 meets the AOC documented requirements.

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 October 31, 2012

Executive Sponsor(s) *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)	**IT Project Manager:** 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 ☐

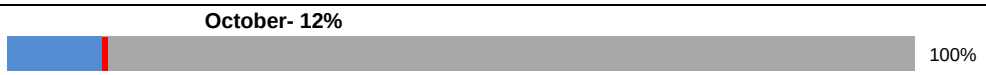
Current Status	**Scope**	●	**Schedule**	●	**Budget**	●

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



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
✓ Project schedule has been reviewed and updated.	Provide up-to-date project progress.
✓ Completed court site visit to Spokane Superior Court and Pend Oreille Superior Court.	Connect with our customers and provides new employees further context regarding court business and operations.

✓ Court Business Office continued process decomposition activities for modeling the superior court business processes.	Developing the as-is process models provides the project team and the CUWG a starting point for developing the future state processes for the superior courts.
✓ Organizational Change Management Team developed a two-week look-back/look-ahead tool.	Maximize OCM Team engagement by increasing the team's understanding of what OCM activities have been completed and are in the queue.
✓ Participated in a strategic planning sessions to clarify project roles and responsibilities.	Maximize project staff's morale and productivity by enhancing their understanding of the various ways in which each role contributes to the success of the project.
✓ Business Analyst team continued review of the SC-CMS System Business Requirements, and further defined them by adding additional attributes.	Creating artifacts for each requirement to provide an understanding of the processes from end to end.
✓ Quality Assurance Team created a draft deliverable outline for the User Acceptance Test plan.	Describes the process, tools, and outputs of the User Acceptance Testing activities.
✓ Vendor Demonstrations were completed.	Validates that the vendors' proposed solution will actual function to meet the court needs.
Activities Planned	**Impact/Value**
° Work planning sessions with core team are scheduled to further elaborate Phase 2 activities.	Provide more accurate projections and trending of task and resource requirements for the next phase of the project.
° Court Business Office will validate court profiling approach.	Further discussion needs to occur to refine the approach and the information that needs to be captured by different members of the project team.
° Technical team will continue working with the INH group to clarify SC-CMS INH requirements.	Defines project requirements.
° Continue working with the COTS-Prep group to help determine SC-CMS data requirements.	Defines project requirements.
° OCM team will review Stakeholder Engagement and Readiness Assessment content with Project Sponsors.	Provides a consistent management framework to identify and consult with stakeholders on current and proposed project activities.
° Update the OCM 2-week look ahead/look back tool.	Maximize OCM Team engagement by increasing the team's understanding of what OCM activities have been completed and are in the queue.
° Update content on the SharePoint and Extranet sites.	Increase awareness and buy-in by providing accurate, relevant project information to internal and external stakeholders.
° Review Project Overview presentation and Talking Points document with Project Sponsors.	Provides consistent messaging for the project to internal and external stakeholders.
° Begin development of Stakeholder Readiness Assessment Survey.	Identify strengths and potential barriers to successful SC-CMS implementation in each court.
° Business Analyst team will begin work on configuration of the Rational Requirements Composer (RRC) tool for capturing and tracking requirements.	Allow for tracking and controlling requirements to allow us to map requirements to business rules and implementation plans.
° Work with Court Business Office staff to review previous SC-CMS documentation around process flows.	To bring Court Business Office staff up to speed on work completed in the past so they can proceed with completing the basic case process mode to be used when developing court specific process flows.
° Quality Assurance team will create a report inventory that will capture detailed information about the reports that are in JIS, SCOMIS, and BOXI.	Provide inventories that will be used during testing activities.
° Creating a Letter and Pattern Forms inventory that will capture detailed information about the letters and forms including who uses them, the trigger, recipients, etc.	Provide inventories that will be used during testing activities.

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	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 Content Management System (ECMS)

Reporting Period through October 31, 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:

Note the project name has been changed to Appellate Court Enterprise Content Management System (AC-ECMS).

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**
✓ The Acquisition Plan was conditionally approved by the project's Executive Steering Committee.	The AC-EDMS Acquisition Plan defines the acquisition process and plan for procuring the EDMS.
✓ Continued developing the RFP after other procurement options were explored.	Describes the requirements of the AC-ECMS tool.
Activities Planned	**Impact/Value**
° Finalize the RFP draft for review and release to the Executive Steering Committee on November 14th in preparation for discussion on November 18th.	Describes the requirements of the AC-ECMS tool.
° Formally respond to the recommendations from the AOC Architecture Review Team.	Ensures that the ECMS requirements are in alignment with AOC architecture.

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 October 31, 2012

Executive Sponsor(s)	**IT Project Manager:**
Rich Johnson, Chair, Data Management Steering Committee Vonnie Diseth, CIO/ISD Director	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
✓ 1st review business analysis for report 8-10, "A/R balance by type, A/R and payment aging" and collection reporting.	Provide data for requested reports.
✓ Table design for reports 7, ""Cases with A/Rs Paid-in-Full – INCLUDING TRUST". (ETL).	Provide data for requested reports.
✓ Analysis of receipts and disbursements data for Report 14, "Case Financial History" (ETL).	Provide data for requested reports.
✓ Analysis of trust information with bond data (ETL).	Provide data for requested reports.
✓ Released "Cases with A/Rs Paid-in-Full – INCLUDING TRUST" *without bond.*	Provide new functionality for reporting.
✓ Released AR Summary and Detail enhancement to include Jurisdiction.	Provide report enhancement.
✓ Implemented new internal design specification Report Context Model (RCM).	Provide technical requirements review to eliminate implementation errors.
✓ 2nd review of Case Financial History Report.	Provide business requirements.
✓ Reviewed Issue paper on security reviewed with work group.	Provide business requirements.

✓ Trust detail report 2nd review and approval.	Provide business requirements.
✓ Initial review of collection report.	Provide business requirements.
✓ Completed design document for Report Context Model (RCM) for receipting.	Provide technical requirements.
✓ Completed analysis on ITG-158: MAYSI-2 & MH-JDAT.	Provide technical analysis.
✓ Completed initial review for new Truancy reports.	Provide business requirements.

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)	Released to production 10/16/2012
Group C	8. A/R balance by type, A/R and payment aging	
	9. Collection case information	1st customer review 10/25.
Group D	10. Collection reports for parking cases	1st customer review 10/2. Report was found t not have business value. The JIS report me the business need. Removed from list 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	2nd customer review 10/25.
New	15. Trust Summary Report	1st customer review 10/25.

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 October 31, 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:

Project reverted back to the original planned sequence of events:

1. Part 1: Change Destruction Criteria
   1.1. Identify transition business rules
   1.2. Identify new business rules
2. Part 2: Offline to Online
   2.1. Re-code the system to run off of Active Tables - including the destruction of record report (using transition business rules) and the actual destruction of record process (using the today's rules)
   2.2. Restore all archived cases into the Active Tables/ Discontinue archiving for all CLJ cases

Now the target is to 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]).
Court Organization Process Advisors are working with draft questions on process and policy for the Steering Committee (with some recommendations to go to the Data Dissemination Committee).
When the Steering Committee approves, then approval of the committee and association memberships will be sought, respectively, via their leadership (Chair or President).

Progress : October 20% — 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
✓ Oct 12-25 Business Analyst revised requirements gathering process steps underway, along with matching schedule updates, to stabilize requirements gathering needs for project. Court Organization Process Advisors are working with draft questions on process and policy for the Steering Committee (with some recommendations to go to the Data Dissemination Committee).	Requirements gathering.
✓ Oct 12-Nov1 Project Team and Court Committee/Association Advisors work on detailed questions for the Steering Committee and policy clarification document for the DDC.	Clarifying project requirements.
✓ Nov 5-9 Schedule Charter review by Steering Committee.	Defines what the project will accomplish.
Activities Planned	**Impact/Value**
° Oct 12 - Nov 15 Project Manager updates schedule based upon original archive migration plan and produces MS Project full version of schedule for Clarity team.	Defines the sequence of activities necessary to carry out the work of the project.
° Oct 19 - Nov 15 Charter finalized for Steering Committee to establish agreement on how to proceed. Signature cycle underway.	Provides definition of project scope and project management approach.
° Nov 5-Nov 9 Update will be sent out the following week for approval.	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 October 31, 2012

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

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

Activities Completed this Reporting Period	Impact/Value
Portfolio Coordinator	
✓ Participated in entering web application portfolio in Clarity PPM.	Better understanding and visibility of applications in the portfolio to inform ISD decision making.
✓ Entered Court of Appeals application portfolio into Clarity PPM.	Better understanding and visibility of applications in the portfolio to inform ISD decision making.
Service Delivery	
✓ Met with representative from Access to Justice to discuss how the Access to Justice Technology Principles are incorporated into the IT Governance process.	Provided information show how the principles are a guide for ITG analysis.
Release/Change Management	
✓ Participated in weekly NETOPS Mtg.	Track current/future changes to Business Apps/Environment for potential impact and conflicts.
✓ ITIL Foundation Certification.	Increased proficiency with ITIL features to be considered when developing Change/Release processes for AOC.
✓ Visit to Dept. of Ecology, Consolidated Technical Services & Employment Security Dept.	Asses Change/Release Management in other State Agencies. Determine/review implementation strategy & ITIL “quick wins”.
✓ Participated in COTS Prep SC-CMS review.	The objective of COTS Preparation (COTS-P) Infrastructure Program is to prepare the Administrative Office of the Courts (AOC) Information Technology (IT) environment to support the future transition to a Commercial Off the Shelf (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 and supported by AOC Information Services Division (ISD). As the first COTS based application, the SC-CMS implementation will also validate many of the AOC preparation assumptions for supporting future COTS product implementations.
✓ Participated in Automating Release Notes Mtg.	Increased efficiency/clarity & reduced process time for Release notes process.
✓ Participated in Environment Mtg.	Track current/future changes to Business Apps/Environment for potential impact and conflicts.
✓ Right Now training.	Increased familiarity w/tool used for Incident Management & better understanding of customer support process. Assist in developing Change/Release Management Policy/Standards.
✓ Participated in Rational Clear Quest (RCQ) Mtg.	Continued evaluation/selection of RCQ for Change/Release Tool which may increase efficiency in Change/Release process.
Organizational Change Management	
✓ Joined the Project Management Office Process Improvement Project to pick up the Organizational Change Management tasks.	Manage the people side of the PMO process improvements.
✓ Prepared September monthly reports for ISD and JISC.	Communicate ISD activities to AOC stakeholders.

✓ Worked on draft of ISD Organizational Change Management Policy.	Will provide guidance to ISD employees to define organizational change management, describes the process and tools, and how to work organizational change management in projects and other ISD change efforts.
✓ Attended the Association of Change Management Professionals Pacific Northwest Change Connect Symposium.	Learning and networking – connected with Alaska Airlines employees to share their knowledge and experiences with organizational change management.
Clarity Administrator	
✓ Clarity Report: ISD Weekly Assignment Planner (New Report).	(Limited release of this report). Provides ISD staff a detailed list of assignments for the time reporting period.
✓ Clarity Report: ISD Project Risks and Issues (Enhancement).	Enhanced this report to include risk symptoms, contingency comments, and (general) comments. Provides more risk details for review and evaluation.
✓ Clarity Report: ISD Weekly Investment Timesheet Summary (New Report).	This is a time reporting report for PMs. The report provides a project view of time reporting rather than a resource view.
✓ Clarity Report: ISD Project Monthly Task Completion Watch List.	Draws attention for PMs on project (schedule) tasks that have target finish dates in the past but are still showing outstanding work. It also draws attentions to tasks that are scheduled to complete in the next 30 days.
Resource Coordinator	
✓ Participated with team to continue document 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 work with the PM to status the top and high level project schedules into Clarity.	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: - Weekly Vacancy Report - Weekly Allocations & Actual by Investment Report - Weekly Missing Timesheet Report - Monthly New & Exiting ISD Employees Report - Monthly Performance Measures - Monthly Accomplishments Report (ongoing)	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 (on-going).	Staff resource.
✓ Participate as needed with the Clarity/MSP Integration project.	Allows PM's the ability to upload their MS Project Schedules in Clarity and easily retrieve various useful reports. Schedules would no longer need to be manually entered and updated.
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.
✓ Participated in the vendor demonstrations for the SC-CMS project.	Reviewing the vendor demonstrations to help deliver a solution that meets the customers' needs.
✓ Provided updates and reports to associations on IT activities relating to superior courts and appellate courts.	Continued communications help customers to understand better the activities in ISD and for ISD to get valuable feedback to better meet the customer needs.
✓ Distributed communications on the SC-CMS project to all stakeholders.	Delivering communications and messages to the customers keeps them informed and improves credibility, transparency and trust.
✓ Worked on presentation and staffing for November DMSC committee.	Provide staffing and support for committees and groups to effectively carry out their decision processes.
✓ Worked with OCM team to establish and prepare communications around organizational change management.	Delivering communications and messages to the customers keeps them informed and improves credibility, transparency and trust.

✓ Attended Superior Court Administrators Conference	Delivering communications and messages to the customers keeps them informed and improves credibility, transparency and trust.
✓ Attended Judicial Conference and SCJA Board of Trustees meeting.	Delivering communications and messages to the customers keeps them informed and improves credibility, transparency and trust.
Vendor Relations	
✓ Continued development of specific scoring formulas for procurement evaluation for SC-CMS RFP.	Mitigate project risk through thorough vetting of evaluation scoring methodology.
✓ Following completion of Written Evaluations, developed and delivered Initial Executive Summary Report to RFP Steering Committee.	Analyzed evaluator scores and other acquisition documents to provide governing body with valuable information to make well informed decision regarding next RFP evaluation phase.
✓ Organize all activities and tasks required for SC-CMS RFP Vendor demonstrations.	Establish and execute coordinated effort of VRC and administrative staff for all lodging, travel, and food requirements for event; Negotiate all contracts with service providers required for event; all contractual activities completed in coordination with MSD Contracts.
✓ Designed, created, and distributed demonstration instructions for evaluators for SC-CMS RFP.	Establish and implement ISD acquisition and contract standards for specific evaluation phases; Create ease in access of RFP training materials.
✓ Designed, created, and distributed scorebooks for demonstration phase of SCCMS RFP.	Establish and implement ISD acquisition standards; Establish standard expectations for acquisition evaluators for specific evaluation phases.
✓ Following completion of Vendor Demonstrations, developed and delivered 2nd Executive Summary Report to RFP Steering Committee.	Analyzed evaluator scores and other acquisition documents to provide governing body with valuable information to make well informed decision regarding next RFP evaluation phase.
✓ Began coordination and organization of Client Onsite Visits for SC-CMS RFP.	Establish sole contact with potential Vendor clients for onsite visits; establish agenda and confirming availability of local court resources; establish RFP standards for ISD related to Onsite Visits.
✓ Continued to maintain open communications with Steering Committee and evaluators for activities related to RFP evaluation process.	Liaised with stakeholders for SC-CMS RFP to continue development of trust with AOC for establish of ownership of selected Vendor solution.
✓ Provided guidance to PM and MSD Contracts on the development of the preliminary draft IT acquisition documents for the Appellate Court Enterprise Content Management (ECMS) solution.	Leverage IT acquisition and contracts knowledge and skills for development of acquisition documents in support of established and implemented ISD acquisition standards; Mitigate project risk through Vendor communications.
✓ Draft initial ISD Vendor Management Policy (ISD 10.34).	Establish policy identifying roles and responsibilities of the VRC and the purpose for ISD Vendor Management Program.
✓ Provided guidance and contract resolution for compliance between PM and Vendor related to Superior Court Data Exchange project.	Mitigate project risk through Vendor communications; Manage Vendor Relationships and performance for ISD.
✓ Drafted and executed Work Request DES 13-18/AOC 12-02 urgent need for INH Application Developer(s).	Leveraged state procurement resources for expedited fulfillment of temporary staffing needs; Managed onsite candidate interviews; Provided communication updates with Vendors who submitted responses.
Activities Planned	**Impact/Value**
Portfolio Coordinator	
° Update data exchange portfolio in Clarity PPM.	Better understanding and visibility of applications in the portfolio to inform ISD decision making.
Service Delivery	
° Meeting with AOC Leadership Team to take action on JIS, AOC, and ISD IT Governance requests.	Move additional requests through the process.
Release/Change Management	
° Continued participation in weekly NETOPS Mtg.	Track current/future changes to Business Apps/Environment for potential impact and conflicts.
° Continue developing Release Calendar.	Provide LT/Stakeholders visibility on AOC Releases.
° Continue development of automated Release Notes Process.	Increased efficiency and reduce process time.
° Continue developing Release Policy and Standards.	Proposed Policy/Standards will provide LT consideration for the what/why/how of AOC Release Management.

° Continue developing Change Policy and Standards.	Proposed Policy/Standards will provide LT consideration for the what/why/how of AOC Change Management.
° Continued participation in Rational Clear Quest (RCQ) Mtg.	Continued evaluation/selection of RCQ for Change/Release Tool which may increase efficiency in Change/Release process.
Organizational Change Management	
° Work with the Project Management Office Process Improvement Project to review the Organizational Change Management plans.	Plan activities for managing the people side of the Project Management Office process improvement effort.
° Prepare October monthly reports for ISD and JISC.	Communicate ISD activities to AOC stakeholders.
° Work on draft of ISD Organizational Change Management Policy.	Will provide guidance to ISD employees to define organizational change management, describes the process and tools, and how to work organizational change management in projects and other ISD change efforts.
° Attend Prosci Change Management Training November 5 – 8.	Learning the theory, tools, and Prosci process for managing the people side of change (organizational change happens one person at a time).
° Draft an ISD Survey to gather feedback on Clarity communications.	Identify what works and what does not work to improve the Clarity communication process.
° Draft Organization Change Management plans for the Release Note process improvement.	Plan activities for managing the people side of the Release Notes process improvement effort.
Clarity Administrator	
° Clarity V13 –Begin efforts to implement the latest version of Clarity.	Support for version 13 ends 12/31/2012. Implementing version 13 will continue our product support. V13 also has a much improved user interface.
° Clarity / Microsoft Project Integration – Pilot SCDS using MSP for scheduling.	Enables PM the ability to manage their project schedules with the tooling that they are more comfortable with.
° Enterprise Resource Pool – Communicate with staff on the value and impact staffing projects utilizing a shared resource pool.	A better understanding of the role each resource plays in project scheduling.
Resource Coordinator	
° Continue the same activities as September (except annual leave).	Build working relationships with management and staff, maintain accurate information in Clarity and deliver accurate information for management and PMO through the various reports distributed throughout the month.
° 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.
° Enter complete, detailed project schedules for INH Middleware and INH EDR in Clarity.	Ensure adequate resources are available when needed, accurate tracking of completed tasks, for accurate reporting.
° Member of the AOC Recognition Team – Food Committee.	Recognize staff achievements, allows opportunity for staff and management to have fun and informally give KUDOS to each other. Promotes a sense of team and improves employee morale.
° Meet with D & D Functional Manager to update/status schedule in Clarity for the Add Accounting Data to the Data Warehouse Project.	Insure correct information is in Clarity to show completion % of project, update team members and allocations.
Business Liaison	
° Continue work and presentations for DMSC.	Ensuring that we have the appropriate customer involvement and oversight on projects and programs helps to deliver solutions that meet the needs of the customers.
° Participate in developing data governance structure.	Providing a holistic view point into the data governance model has a broad impact across internal operations and external customer stakeholders.
° Staff DMSC and IT Governance Groups.	Provide staffing and support for committees and groups to effectively carry out their decision processes.
° Distributed communications on the SC-CMS project to all stakeholders.	Delivering communications and messages to the customers keeps them informed and improves credibility, transparency and trust.
° Provided updates and reports to associations on IT activities relating to superior courts and appellate courts.	Continued communications help customers to understand better the activities in ISD and for ISD to get valuable feedback to better meet the customer needs.

° Participate in projects and programs as a customer liaison, providing a customer perspective.	Ensuring that the customer perspective is considered and heard on customer impacting projects is essential to delivering a solution that meets the needs of our customers.
Vendor Relations	
° Continue work efforts for the Appellate Court ECMS 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.
° Continue to work with MSD Contracts and Finance to complete Total Cost of Ownership (TCO) for Vendor Proposals for SC-CMS RFP.	Establish processes and train required AOC staff on requirements for ISD TCO for outsourced solutions; create templates and samples for use in development of standards and procedures.
° Strategize procurement methods with PM for data quality and EDR goods and services for INH project.	Provide guidance to leverage agency current contracted software goods and services for fulfillment of INH DQ and EDR needs.

Operational Area: Architecture & Strategy

Kumar Yajamanam, Architecture & Strategy Manager

Through October 31, 2012

Includes: Enterprise Architecture, Solutions Management and Business Analysis

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

Activities Completed	Impact/Value
✓ Architecture Review Team (ART) reviews were discussed with SC-CMS project manager, and appropriate junctures for reviews identified.	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.
✓ Participated in evaluation of SC-CMS vender demonstrations.	Vendors will be evaluated on the basis of written responses, product demonstrations, and site visits to vendor installations in other states.
✓ ITG 153 - Transmit Additional Enhancements to WSP: Collaborated with business and technical subject-matter experts and prepared analysis report for review by the Operations Change Board (OCB).	This enhancement would provide more complete disposition information to the WSP for criminal history.
✓ Completed the preliminary logical model for the Enterprise Data Repository, and conducted walk-through for ISD staff. EDR work continues in November.	The EDR will support sharing of statewide data between courts and with justice partners.
✓ 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 completed for Operations Change Board (OCB).review.	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.
✓ Identify and document the high level data requirements in the standard so that the Policy Development Workgroup can proceed with the policy approval. Detailed data element approval will be provided by the Data Management Steering Committee.	The Policy Development Workgroup is establishing policy and Standards for Local Court Record Systems. The Workgroup needs information to proceed with policy approval and not be delayed waiting for the standards to be completed.
✓ 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, and	Supports CLJ warrant processing.

Bail Options: Completed functional specification for these three ITG requests.	
✓ 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**
° Provide 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.
° Publish release notes and other court communications as needed.	Provide information to courts.
° Identify and document the requirements for ITG 94 - Guardian Web Application. Document the stages of this application upgrade.	These upgrades will provide guardians the ability to report continuing education requirements based on Board revised requirements and a user interface consistent with the Interpreter application.
° Assist with RightNow tickets, as needed.	RightNow tickets provide a mechanism for users to report problems, questions, or issues with the JIS systems.
° Document high- level use cases that will ensure systems continue to function when an SC-CMS COTS program is implemented.	Ensure systems continue to function when a court begins using the new SC- CMS COTS program.
° Identify/on-board development resource for 8-10 services that are ready for development.	Services are the foundation for exposing Information Network Hub (INH) functionality.
° Provide updated INH infrastructure code and one new service to QA.	The INH infrastructure will be the foundation for all service interaction.
° Develop additional INH infrastructure to support required interaction patterns.	The INH infrastructure will be the foundation for all service interaction.
° The Enterprise Business Architect will serve as one of two AOC representatives on the Court Users Workgroup (CUWG), which will be convened in the near future 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.
° Creating expedited VRV on-boarding process. - Working with Lake Forest Park Muni Ct to begin using system. - Responded to new request from Puyallup Municipal Court. - Worked with Tacoma and Fife with security issues so they could complete testing.	Once an expedited VRV (Vehicle-Related Violations) on-boarding process is established, we will be able to bring more CLJ courts onto the VRV exchange without waiting for the DES process.
° Continued to work with ITG-41 (Retention of Records) project team, legal advisors and liaisons to complete questions to take to steering committee so that requirements can be finalized. Assisted with completion of project charter.	Need complete requirements in order to move forward with development and implementation of this project.

° Assisted with testing, requirements, and communication with courts for the release of this SECTOR e-Ticketing enhancement.	Enhancement allows courts to establish court date defaults so that officers provide the correct court date for defendants on e-Tickets.
° Managed release notes for ASRA, JIS, and SECTOR e-Ticketing releases.	Inform Court community of pending changes to systems.
° Policy and Standards for Local Court Record Systems: Revised the data-sharing standards to cross- reference data-exchange services from INH and SCDX to the local data-sharing standards.	Providing standards will provide guidance to non-JIS courts on what data is needed to be shared between courts via data exchanges.
° Enterprise Data Repository (EDR): Transform the logical data model and develop and implement database design using SQL Server.	The EDR will support sharing of statewide data between courts and with justice partners.

Operational Area: Infrastructure

Dennis Longnecker, Infrastructure Manager

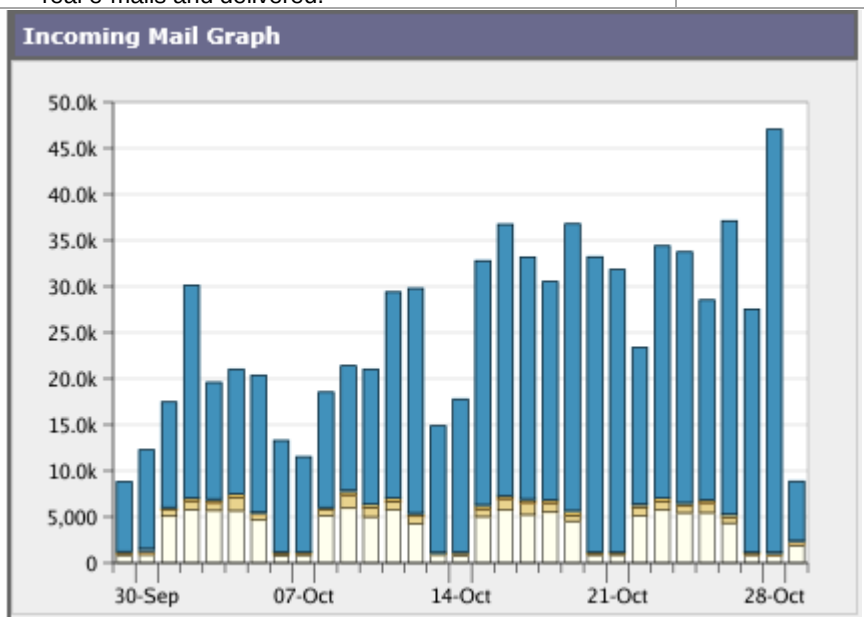
Through October 31, 2012

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

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

Activities Completed	Impact/Value
✓ Started planning for the Spring 2013 Disaster Recover test. 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 continues to keep documentation/procedures current.	Disaster Recovery is a JIS activity which ensures the JIS systems would be available in the event of a disaster (either localized or large).
✓ Completed the following Software/Hardware updates: • Upgraded IOF (Spool display program) to newest version. • Upgraded Ringmaster (Wireless Network Monitor Control Program) to newest version). • Upgrade FDR (Mainframe disk backup tool) to newest version.	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.
✓ Built 50 new Laptops for Customer Services Education for their use in the mobile training lab.	
✓ Built 12 Laptops for use in the SeaTac location to be utilized by the various boards. This is so they can review materials online instead of printed materials.	
✓ Waiting for testing of z/OS 1.13 operating system so we can migrate to production.	Maintaining current and supported software levels ensures users are able to continue to work.
✓ Completed the APC Rack Build out. Added 25% more capacity to our server racks to support the anticipated servers coming in for the SC-CMS project.	
✓ Started the work on the FY13 Equipment Replacement. Letters to courts have been drafted.	Replace aged (5 year old) equipment with new hardware and operating systems.
✓ Completed Video Conferencing Upgrade of software and hardware components. Can now perform Polycom video conferencing with iPhone/iPad devices on our wireless network. Judges and staff can all use the Polycom video conferencing system and join conferences from offsite locations, like their home. Virtual meeting rooms are setup allowing multiple conference participants to join a meeting without having the schedule a meeting before hand.	

✓ During the month of October 2013, the e-mail systems received 782,200 e-mails, of which 666,800 e-mails were 'Spam' e-mails, and not delivered; thus only 115,500 were real e-mails and 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.



(blue is spam – white is real e-mail)

Activities Planned	Impact/Value
° Continue to work on the March 2013 Disaster Recovery activities.	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 2 File 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.
° 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

October 31, 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	
✓ 1st review business analysis for report 8-10, “A/R balance by type, A/R and payment aging” and collection reporting.	Provide data for requested reports.
✓ Table design for reports 7, ““Cases with A/Rs Paid-in-Full – INCLUDING TRUST”. (ETL).	Provide data for requested reports.
✓ Analysis of receipts and disbursements data for Report 14, “Case Financial History” (ETL).	Provide data for requested reports.
✓ Analysis of trust information with bond data (ETL).	Provide data for requested reports.
✓ Released “Cases with A/Rs Paid-in-Full – INCLUDING TRUST” without bond.	Provide new functionality for reporting.
✓ Released AR Summary and Detail enhancement to include Jurisdiction.	Customer enhancement request.
✓ Implemented new internal design specification Report Context Model (RCM).	Provide technical requirements review to eliminate implementation errors.
✓ 2nd review of Case Financial History Report.	Provide business requirements.
✓ Reviewed issue paper on security reviewed with work group.	Provide business requirements.
✓ Trust detail report 2nd review and approval.	Provide business requirements.
✓ Initial review of collection report.	Provide business requirements.
✓ Completed design document for Report Context Model (RCM) for receipting.	Provide technical requirements.
✓ Completed analysis on ITG-158: MAYSI-2 & MH-JDAT.	Provide technical analysis.
✓ Completed initial review for new Truancy reports.	Provide business requirements.
Data Exchange/Development Unit	

✓ Triaged SCDX Increment 2 services QA Defect tickets.	Helps to continue QA testing web services in the QA environment.
✓ Deployed SCDX functional bug fixes in Java and BizTalk to Dev.	Prepare the build to deploy to QA for Regression testing.
✓ Worked with Pierce County IT group to clarify, troubleshoot functional issues with Docket Add service. Helped Pierce to successfully identify service exception issue at their end.	Helped Pierce County to get their receiving service set-up correctly to receive Response data from AOC to their LINX application.
✓ Prepared an extract of all of Pierce County's Docket Tokens, Participant Tokens, Case Tokens and corresponding Case numbers (from 01/01/2010 – 10/15/2012). Created an FTP site and uploaded the extract to the site for easy access.	Helps Pierce County to upload and store the tokens in their new database to send updates using the data exchange services.
✓ Prepared/completed the Production Roll out plan for SCDX Increment 2 and prepped the deploy team for the upcoming Production deploy.	Prepare the PROD support people regarding their roles and responsibilities for Production deploy of SCDX Increment 2.
✓ Completed the program documentation and deployment guides for DOL Driver License Get INH service.	Helps to document the Proof of Concept for the INH design architecture as well as detail the instructions for server admins for deploying these services to BizTalk QA environment.
✓ Performed improvements to the INH Core components and pilot services.	Helps AOC to validate the messaging service that will be used JIS DOL driver record abstract screen.
✓ Perform INH planning and design for more INH services.	Complete the work for the INH project.
✓ Participate in discussions for INH EDR design task.	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	
✓ Data profiling for SC-CMS and JIS data.	Implement data profiling techniques for implementing data quality.
✓ Began first steps to assess the quality of data.	Establish the baseline of AOC data quality.
✓ Continue planning for Data Governance with focus on structure, roles and charter.	Share information to DMSC the roadmap for establishing the Data Governance framework and managing Data Quality.
✓ Referential Integrity clean-up in the JIS Database.	Ensure data quality and consistency in all DB2 environments.
✓ Metadata Analysis Components of Data Profiling.	Implement Data Governance Model.
✓ Data Profile Planning (SCCMS and JIS Data.	Establish Baseline of Data Quality for AOC.
✓ Design discussions about Data Quality within INH-EDR around data modeling, data quality issues and required data quality tools.	Contribute to EDR design review process from Data Quality perspective.
✓ INH Project support (SC-CMS and INH Technical Team, INH Weekly Project Lead Meeting, EDR Logical Data Modeling).	Benefit- Integrate Data Quality into INH Project.
✓ Database Design Review- EDW.	Contribute to design review process from Data Quality perspective.
Activities Planned	**Impact/Value**
Data Warehouse Unit	
° Case Financial History Report design.	Provide requested report from deliverables list.
° Committee decision on security issue: What level of security should be applied to collections and trust data?	Provide business requirements.

° Continue analysis of revenue and disbursements data for Report 14, “Case Financial History” (ETL).	Provide data for requested reports.
° Complete analysis of trust information with bond data (ETL).	Provide data for requested reports.
° Continue research and design of tables for Report 8-10 (ETL).	Provide data for requested reports.
° Complete Report Context Model (RCM) for receipting.	Provide technical requirements.
° Began reviewing documents to capture workflow information for ETL.	Provide technical requirements.
Data Exchange/Development Unit	
° Support QA testing for SCDX Increment 2 & 3 services.	Help with completing the QA testing of SCDX Increment 2 services and begin testing of Increment 2 exchanges.
° Deploy SCDX Increment 2 to Production.	When Pierce County goes live in Production with SCDX Increment 1 & 2 services, 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.
Database Unit	
° Support Database Design Review requests.	Change Management of database designs.
° INH Project Support.	Participate on the Law Data design team.
° INH Project - Development of standards and processes related to Business Data Model development.	Supports foundation design work for the design of INH based Data Repositories.

Operational Area: Operations

Mike Keeling, Operations Manager

Through October 31, 2012

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

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

Activities Completed	Impact/Value
✓ Legacy – Modify the message accompanying Copy Case files FTP'd to DES for printing.	Fulfills a request from DES to have messages coincide with their current processes.
✓ 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 – Corrected an issue to allow all charged on a case that have a DOL flag of Y indicating that an FTA is eligible in the FTA Transfer to Department of Licensing.	Provides more accurate data to DOL.
✓ Legacy – Implemented docket code PREVCON, Defendant ordered to comply with all conditions previously imposed.	Fulfills a request by the JIS Codes Committee.
✓ DX – Implemented java web services (Case Resolution and Case Sentence) for SCDX project.	Allow courts with their own information system to exchange data with SCOMIS.
✓ 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. Delayed from September 2012 reporting period due to deployment issues.	Allows users to more easily view an individual's in-state criminal history prior to performing a risk assessment.
✓ JCS – Released JCS Build 133.1, which includes new accounting screens as well as several other minor enhancements. Delayed from September 2012 reporting period due to deployment issues.	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. Delayed from September 2012 reporting period due to deployment issues.	Permits juvenile departments to provide juvenile case history to probation officers and other officials that do not have direct access to JCS.
✓ ASRA – Completed development of ASRA version 1.03.	Includes user interface enhancements to the web version of the Defendant Case History report to allow users to rollover a code on screen and see the full description of that code. This release also corrects an issue with calculating criminal justice cycles used in assessments.
✓ JCS – Completed development of JCS version 2.49.	Includes code optimization to increase efficiency and reduce user error. Also implements code rollover enhancements to the Defendant Case History screen as described for ASRA version 1.03.
✓ WEB - Application Portfolio for Web.	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 4 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 – Further analysis 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.
Activities Planned	**Business Value**
° Legacy – Uninstall VSAM Super File.	Saves maintenance hours, and eliminates duplicate data entry.

° Legacy – Correct a bug on the display proceedings screen which does not allow the judge code to display and causes an error when two and three digit codes are used.	Saves time for courts that use the judge code field and the display proceedings screen by no longer requiring they do a manual work around.
° Legacy – Updated the CAR screen to allow the entry of the LGA fee to a CT type case if the CT charge has been amended to IT and the violation date is 01/01/2011 or later, otherwise an error message will appear.	Saves court users time by preventing a fatal error that prevented them from accessing the CAR screen, and saves ISD maintenance time by not having to fix the error each time it arises.
° DX – VRV On-boarding of Lake Forest Park.	So that LFP municipal court can receive photo-enforcement tickets electronically from LEA.
° DX – VRV On-boarding of Puyallup.	So that Puyallup municipal court can receive photo-enforcement tickets electronically from LEA.
° ASRA -- Release version 1.03.	Promotes adoption of the system by the courts by improving the user experience, and increasing confidence in the system's reliability.
° JCS -- Release version 2.49.	Improves overall behavior of the system and allows for a stronger foundation for future system enhancements.
° JCS -- Complete development of version 2.50.	Updates planned will streamline user's ability to quickly begin work once logged in to the system and will improve the user's ability to receive various system status messages from AOC.
° ASRA -- Complete development of version 1.04.	Updates planned will streamline user's ability to quickly begin work once logged in to the system. Additional fixes are planned to correct cosmetic issues with the Defendant Case History.
° WEB - JIS Course Registration Form. Create an online registration form for JIS Education classes.	Simplifies and streamlines the course registration process making it easier for courts to sign up for JIS Education classes and easier for AOC to keep track of individuals that have signed up.
° WEB – Minority and Justice Commission website updates.	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.
° WEB - Temple of Justice Centennial website.	Provides a website for the Temple of Justice Centennial celebration, which highlights the building, its history and the judicial happenings within.
° WEB – Law Library Updates.	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.
° WEB - Presiding Judges Education Committee site. °	Provides a single location for resources, training, and other important information for presiding judges within WA state.
° WEB - Guardian Portal.	Provides a single entry point for all Guardian information, which will improve usability and ease of use.
° WEB - ITG - 149 Change to Opinions.	The current conversion of Word documents to PDF does not include signing Judges/Justices. Additionally, pagination is often off which causes confusion for those reading the opinions. With the courts taking responsibility for scanning and creating the PDF documents, these issues will be resolved. However, it should be noted, that not all clients will be happy with just a PDF option. The courts of aware of this issue and have opted to move forward knowing there may be complaints.
° WEB – Search revisions to improve results on WWW.	Configuration changes intended to improve search results.
° WEB - Washington State Aggression Replacement Training (WSART) App.	Courts and Research will be better able to track the progress of juveniles that are required to attend training. The tool will also save the courts time as it will automatically generate rosters and keep probation counselors informed.
° WEB - Firearms Reports for DOL.	In order to comply with RCW 9.41.047 the AOC is currently providing commitment information to DOL in PDF format and courts are individually sending DOL paper copies of conviction information based on information obtained from Inside Courts. This project will eliminate the need for the courts to send paper copies.
° Java – Further work on 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.
° Java – Change to the application that sends Case Disposition data to the Washington State Patrol to add a delay so that disposition data arrives after related arrest and fingerprint data.	Provide data to the Washington State Patrol in a form that does not cause issues with their systems.

Operational Area: Project Management Office & Quality Assurance

C. Kevin Ammons, Interim PMO/QA Manager

Through October 31, 2012

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

Description: Project Management Office (PMO) and Software Quality Assurance (SQA).

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

Software Quality Assurance: SQA consists of a means of monitoring the software engineering processes and methods used to ensure quality. This encompasses the entire software development process and product integration. SQA is organized into goals, commitments, abilities, activities, measurements, and verification. The Quality Control (QC) is part of Quality Assurance and is responsible for ensuring a testing process is followed on all development efforts, including projects, defect correction, and application enhancements. All testing, test cases, and test scenarios created, test results, and defect work is documented, tracked, monitored, and prioritized. Tester involvement is critical for upholding quality control standards throughout all phases of testing.

Activities Completed	Impact/Value
Project Work without Monthly Project Reports	
✓ None.	
Quality Control	
✓ Adult Static Risk Assessment Builds 6 and 7.	Ensure a successful upgrade of the ASRA application.
✓ CAR Screen Updates.	Ensure a successful upgrade of the JIS CAR screen.
✓ SECTOR Build 1.9.9.13.	Ensure a successful upgrade of the SECTOR application.
✓ JIS VIO Screen.	Ensure a successful upgrade of the JIS VIO screen.
✓ JCS Build 134.	Ensure a successful upgrade of the JCS application.
✓ Release of IT Governance Request 9 Increment.	Ensure successful upgrade of Accounting reports for current phase of ITG #9.

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