Washington State Administrative Office of the Courts

ISD Transformation

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

December 2012
(Report Period Ending December 31, 2012)

Table of Contents

Background

This report communicates the status and progress of information technology projects and operational work underway at the Administrative Office of the Courts (AOC).

Under the direction of the Judicial Information System Committee (JISC), the Information Services Division (ISD) within AOC expends significant resources on the development, improvement and implementation of new systems in support of the Washington Courts. ISD resources also maintain and operate these information technology systems and infrastructures once they are in use. The systems and services provided by AOC are used by judges, court administrators and staff, county clerks, numerous government agencies, and the public.

As ISD embarks on the course of implementing the JISC's information technology priorities for Washington Courts, this report is a key to measuring and monitoring progress. It provides the JISC and AOC leadership with the current snapshot of information to keep them informed and prepared to communicate ISD accomplishments.

Initiatives & Project Plan Overview
December 2012

Planned

Actual

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

Initiatives	Status		CY10 Q4	CY11 Q1	CY11 Q2	CY11 Q3	CY11 Q4	CY12 Q1	CY12 Q2	CY12 Q3	CY12 Q4	CY13 Q1	CY13 Q2	CY13 Q3	CY13 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) Enterprise Data Repository (EDR)	▲	Planned / Actual													
7.6 Information Networking Hub (INH) Middleware	●	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 Application	◆	Planned / Actual									⊖				
COTS Preparation – Network Capacity/Performance Analysis	●	Planned / Actual													
COTS Preparation – SC-CMS Service Level Agreement (SLA) Analysis	●	Planned / Actual													
COTS Preparation – SC-CMS Disaster Recovery	●	Planned / Actual													
ITG #045 Appellate Court Electronic Content Management System (ECMS)	▲	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													

Summary of Activities

Major Changes Since Last Report

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

Initiatives & Major Projects Underway

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

- The project is in hold status pending resolution to the Clerks of Court desire to stop the current direction and go back to the feasibility study to look at alternatives to the COTS approach currently in process. This may impact the overall project schedule, scope and budget status in the coming months.

Staffing Changes in ISD

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

ISD welcomed the following new staff:

- Steve Denney, Business Analyst in Architecture and Strategy, (12/10/2012)
- Jamie Darby-Palmer, Technical Support, (12/3/2012)
- Denise McCartan, QA Tester (Temporary), (12/10/2012)

The following employees left ISD:

- Pam Stephens, Technical Support, (12/31/2012)

Employees transferring to the SC-CMS Project:

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

ISD Staff Recognitions

Team Recognitions

December 13, 2012 – Craig Wilson – Mike Walsh recognized Craig for the nice job he did on the Clarity/Microsoft Project Integration User's Guide. Mike took part in a pilot to test the integration of Clarity and Microsoft Project using the Clarity/Microsoft Project Integration User's Guide. Mike said the lessons learned from the pilot are clearly reflected in the guide and it is ready for distribution to the rest of the Project Managers.
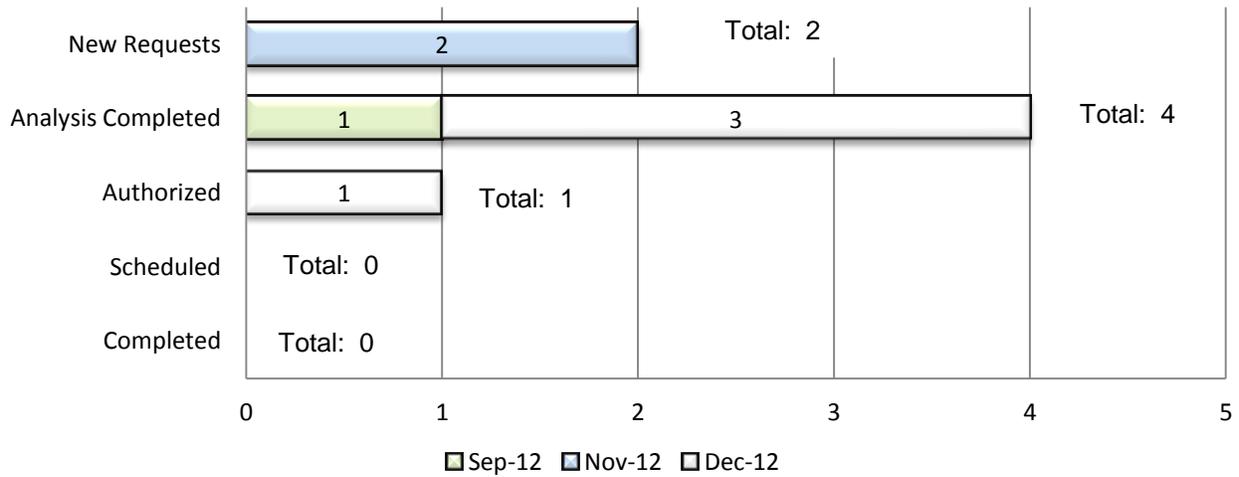
IT Governance Request Status

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

Status Charts

Requests Completing Key Milestones

	Total
New Requests	2
Analysis Completed	4
Authorized	1
Scheduled	0
Completed	0

☐ Sep-12 ☐ Nov-12 ☐ Dec-12

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	7	Data Dissemination Committee	1
Washington State Association of Juvenile Court Administrators	2	Codes Committee	2
District & Municipal Court Judges Association	4	Administrative Office of the Courts	6

Court Level User Group	
Appellate Court	2
Superior Court	9
Courts of Limited Jurisdiction	21
Multi Court Level	7

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 Application Program

Activities	Impact/Value
✓ Documentation of the existing systems and applications.	Provides understanding of current working environment and enables solution design.

COTS Preparation - Network Capacity/Performance Analysis

Activities	Impact/Value
✓ Reports were updated.	Provides an evaluation of AOC network capacity and performance to support the future system.
✓ The reports were reviewed with the Executive Sponsor.	Delivery of the three reports indicates completion of the project scope.
✓ Project is being closed.	Successful completion of the project scope and delivery of the three reports: • Network Capacity & Performance Report. • Network Support Process Analysis Report. • Network Upgrade Requirements Report.

COTS Preparation - SC-CMS Service Level Agreement Analysis (SLA)

Activities	Impact/Value
✓ Reports were updated.	Provides an evaluation of the current software and server licenses to determine future COTS product implementation impact.
✓ The reports were reviewed with the Executive Sponsor.	Delivery of the reports indicates completion of the project scope.
✓ Project is being closed.	Successful completion of the project scope and delivery of the reports: • Current AOC Service Level Agreement (SLA) Analysis & Recommendation Report. • CMS Service Level Agreement (SLA) Analysis & Recommendation Report.

COTS Preparation - SC-CMS Disaster Recovery

Activities	Impact/Value
✓ The project has been transitioned to Cindy Palko, the newly hired Project Manager.	Provide disaster recovery services to support future COTS product and SC-CMS implementation.
✓ The current disaster recovery contract is not being renewed. An RFQ has been released for a new disaster recovery vendor. This project is waiting for vendor selection to complete.	Provide disaster recovery services to support future COTS product and SC-CMS implementation.

Information Networking Hub (INH) Enterprise Data Repository (EDR) Project

Activities	Impact/Value
✓ The business, logical and physical models for the EDR have been completed and are being prepared for review.	Provides a physical data model that enables the EDR database to be built in accordance with agency standards.
✓ Completed statement of work and use cases for conducting EDR prototype with Informatica.	Provides a physical data model that enables the EDR database to be built in accordance with agency standards.
✓ Vendor Relations staff continued work on drafting a non-disclosure agreement, Memorandum of Understanding and Statement of Work with Informatica.	Provides a physical data model that enables the EDR database to be built in accordance with agency standards.
✓ Enterprise Architecture continued work on the data sets needed for the prototype.	Provides a physical data model that enables the EDR database to be built in accordance with agency standards.

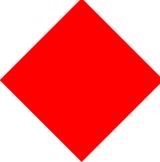## Information Networking Hub (INH) Middleware Project

Activities	Impact/Value
✓ Java Jagacy contract developer completed development of three INH services and developed technical design documents for those services. Developed a TDD template for AOC Java developers to use as well.	Provides INH data exchanges.
✓ AOC Java Team continued developing JIS inbound services and a new automated build process for the Java Jagacy code.	Provides INH data exchanges.
✓ AOC Data Exchange team completed work on SQL stored procedure for the PersonOrderProtectionGet service.	Provides INH data exchanges
✓ INH Technical Lead worked with SC CMS technical team to walk through use cases to confirm requirements for CaseAccountingStatus service.	Provides INH data exchanges.
✓ Reviewed list of INH services to be developed with Business Analyst and updated list.	Provides INH data exchanges.
✓ Developed draft security model for PersonOrderProtectionGet service.	Provides INH data exchanges.
✓ Updated MS Project Schedule for middleware services.	Provides INH data exchanges.

Approved JIS Projects Summary

ITG #121 Superior Court Data Exchange

Activities	Impact/Value
✓ Defects cutoff for Release 3 occurred on Dec. 3rd. Defects corrections build was delivered for retesting on December 12th.	Improve testing process efficiencies and mitigate test schedule risks.
✓ Pierce County has added their first docket as a Production validation (smoke test).	Based on the successful smoke test, preparations are being made for a full volume LINX interface starting in January 2013.
✓ Revised the web service schedule to provide a strategy of release when ready roll out of new services.	This removed the constraints imposed by the contract delivery schedule.

ITG #002 Superior Court - Case Management System RFP

Activities	Impact/Value
✓ Completed the Minnesota On-site visit	Prep for Apparent Successful Vendor choice
✓ Attended Project Steering Committee meetings. On the 18th of December the County Clerks in the Steering Committee presented a letter stating that they could not agree to move forward with the COTS solution.	Stakeholder Engagement.
✓ Prepared response to Clerk of Court memo received in the 12/18/2012 Steering Committee meeting.	

ITG #045 Appellate Court Electronic Content Management System (AC-ECMS)

Activities	Impact/Value
✓ RFP pre-proposal vendor conference occurred on 12/4/12.	Ensures objective review and scoring of RFP responses.
✓ Written vendor questions and letters of intent to propose were received on 12/14/12.	Ensures objective review and scoring of RFP responses.
✓ Evaluation Team was finalized by the Steering Committee on 12/17/12.	Ensures objective review and scoring of RFP responses.
✓ Additional Steering Committee meetings were scheduled to accommodate RFP decision points.	Ensures objective review and scoring of RFP responses.
✓ Responses to vendor questions were published on 12/21/12.	Ensures objective review and scoring of RFP responses.
✓ Project team continued work on the RFP scoring model.	Ensures objective review and scoring of RFP responses.
✓ Project team continued work on the vendor demonstration scripts.	Ensures objective review and scoring of RFP responses.

ITG #009 Add Accounting Data to the Data Warehouse

Activities	Impact/Value
✓ Development of collection report context model (RCM).	Provide business and technical requirements.
✓ Development of Time pay report RCM.	Provide business requirements.
✓ Testing of trust information with bond data.	Provide technical requirements.
✓ Case Financial History Report approved by customer and tested by quality assurance.	Provide business requirements.
✓ Case Financial History AR Detail Report approved by customer and tested by quality assurance.	Provide business requirements.
✓ Last AR Payment Report enhancement request developed, approved by customer and tested by quality assurance.	Provide business requirements.
✓ Committee decision on security issue was split. Must get Data Management Steering Committee (DMSC) input.	Provide business requirements.
✓ Worked on business requirements for MAYSI being added to BOXI.	Provide business requirements.
✓ Fixed error with Active Directory authentication in BOXI.	Provide technical solution.
✓ Design, coded, and implemented data for trust, bond, revenue, disbursement, and detail transactions.	Provide data for requested reports.
✓ Fixed performance issue with loading accounting data.	Provide data for requested reports.

ITG #041 Revised CLJ Computer Records Retention and Destruction Report

Activities	Impact/Value
✓ Met with the Data Dissemination Committee for policy determinations.	Defining detailed requirements.
✓ Final Charter approved by the Steering Committee.	Provides definition of project scope and project management approach.

Detailed Status Reports

Status Update Key

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

Initiative Status Reports

Initiative Reports

Transformation Program Track	
	Reporting Period through December 31, 2012
Executive Sponsor(s) Vonnie Diseth, CIO/ISD Director	**IT Project Manager:** Unassigned
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	December - 25% 100%

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 Application Program Track

Reporting Period through December 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)

The 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.

The Application Program objectives, in support of the SC-CMS project are to:
- Identify the changes to existing systems and applications which are absolutely essential to support implementation of SC-CMS project.
- Implement the changes to existing systems and applications to align with the implementation milestones of SC-CMS project.
- Change existing systems and applications in such a way that it minimizes the impact to AOC customers and any such impacts are identified, communicated and managed in a timely manner.

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	☐	Manage Risks	☐
	Maintain the business	X	Manage the costs	☐	Increase organizational capability	☐	Regulatory compliance or mandate	☐

Page 16 of 55

December 2012 ISD Monthly Report to the JISC

Current Status	Scope	◆	Schedule	◆	Budget	◆

Status Notes:

The Scope, Schedule, and Budget status indicators are red because the scope of the project is unknown at this time. The scope will be known only after the SC-CMS design is known.

COTS-P Application Program Progress:	December - 73% 100%

Phase	X Initiate	☐ Planning	☐ Execute	☐ Close
Schedule	**Planned Start Date:** 1/1/12		**Planned Completion Date:** 10/12/15	
	Actual Start Date: 1/1/12		**Actual Completion:** TBD	

Activities Completed	Impact/Value
✓ Documentation of the existing systems and applications.	Provides understanding of current working environment and enables solution design.
Activities Planned	**Impact/Value**
° Continue to clarify scope definition and perform initial impact analysis where possible.	Provides understanding of current working environment and enables solution design.

Milestones Planned and Accomplished

Milestone	Original Date	Revised Date	Actual Date
Start Project	1/1/12	1/1/12	1/1/12
Initiation Phase	8/31/12	10/29/12	10/29/12
Planning Phase	9/17/12	9/28/12	9/28/12
Execution Phase	4/30/15	7/15/15	
Execution of sub-projects	1/28/15		
Closeout Project	7/15/15	7/15/15	
End Project	7/15/15	10/12/15	

COTS Preparation - Network Capacity/Performance Analysis

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

Business Area Manager(s):	Consultant/Contracting Firm:
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	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:
  - P1 – Network Capacity & Performance Analysis Sub-project
  - P2 – Compute/Storage SW Licensing Sub-project *(Sub-Project Closed)*
  - P3 – SC-CMS Service Level Agreement Analysis (SLA) Sub-project
  - P4 – SC CMS Disaster Recovery Analysis Sub-project
  - P5 – Network Future State Sub-project
  - P6 – Compute/Storage Future State Sub-project
- 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)

The COTS P1 - Network Capacity/Performance Analysis sub-project will:
- Evaluate the current AOC network capacity, performance, and processes.
- Determine the impact and actions required to support future COTS product implementations.
- Determine the impact and actions required to support the SC-CMS implementation for the 39 Superior Courts.
- Deliver three reports: Network Capacity & Performance Report, Network Support Process Analysis Report, and Network Upgrade Requirements Report.

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:

COTS-P Infrastructure Program

- **P1 – Network Capacity & Performance Analysis Sub-project**
  Project completion date moved from 11/2/12 to 12/7/12. The Schedule status indicator is yellow because the project staff was assigned to work on the Enterprise Content Management System Scoring Model and the SC-CMS Total Cost of Ownership Analysis. This caused a delay in updating the reports. The report updates have been completed and the project is being closed.

COTS-P Network Capacity/Performance Analysis Progress:	December - 99%
	[progress bar ~99%] 100%

Phase	☐ Initiate	☐ Planning	X Execute	☐ Close

Schedule	**Planned Start Date:** 1/2/12	**Planned Completion Date:** 12/7/12
	Actual Start Date: 1/2/12	**Actual Completion:** TBD

Activities Completed	Impact/Value
✓ Reports were updated.	Provides an evaluation of AOC network capacity and performance to support the future system.
✓ The reports were reviewed with the Executive Sponsor.	Delivery of the three reports indicates completion of the project scope.
✓ Project is being closed.	Successful completion of the project scope and delivery of the three reports: • Network Capacity & Performance Report. • Network Support Process Analysis Report. • Network Upgrade Requirements Report.

Activities Planned	Impact/Value
° Complete the project close-out activities.	Successful completion of the project scope and delivery of the three reports: • Network Capacity & Performance Report. • Network Support Process Analysis Report. • Network Upgrade Requirements Report.

Milestones Planned and Accomplished

Milestone	Original Date	Revised Date	Actual Date
Start Project	01/02/12	01/02/12	01/02/12
Initiation Phase	02/16/12	03/16/12	03/16/12
Planning Phase	4/18/12	4/18/12	4/18/12
Research (Data Collection)	05/10/12	05/10/12	05/10/12
Evaluation (Data Analysis)	05/24/12	05/24/12	05/24/12
Recommendation Reports	07/17/12	11/02/12	12/20/12
Closure Phase	07/31/12	11/02/12	1/3/12
End Project	07/31/12	11/02/12	

COTS Preparation – SC-CMS Service Level Agreement Analysis (SLA)

Reporting Period through December 31, 2012

Executive Sponsor(s) Vonnie Diseth, CIO/ISD Director	**IT Project Manager:** Ron Kappes – Infrastructure Program 360.704.4069 ron.kappes@courts.wa.gov
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- COTS-P Infrastructure Program (Network, Compute and Storage) of six (6) related sub-projects:
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  - P2 – Compute/Storage SW Licensing Sub-project *(Sub-Project Closed)*
  - P3 – SC-CMS Service Level Agreement Analysis (SLA) Sub-project
  - P4 – SC CMS Disaster Recovery Analysis Sub-project
  - P5 – Network Future State Sub-project
  - P6 – Compute/Storage Future State Sub-project
- 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)

The COTS P3 – Service Level Agreement Analysis sub-project will:
- Evaluate current software licenses to determine future COTS product implementation impact.
- Determine SC-CMS server and software license requirements impact.

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:

COTS-P Infrastructure Program

- **COTS P3 – Service Level Agreement Analysis sub-project:**
  The Schedule status indicator is yellow as a result of limited staff availability due to SC-CMS evaluations.

COTS-P Network Capacity/Performance Analysis Progress:	December - 99% 100%

Phase	☐ Initiate	☐ Planning	X Execute	☐ Close

Schedule	**Planned Start Date:** 1/2/12	**Planned Completion Date:** 12/7/12
	Actual Start Date: 1/2/12	**Actual Completion:** TBD

Activities Completed	**Impact/Value**
✓ Reports were updated.	Provides an evaluation of the current software and server licenses to determine future COTS product implementation impact.
✓ The reports were reviewed with the Executive Sponsor.	Delivery of the reports indicates completion of the project scope.
✓ Project is being closed.	Successful completion of the project scope and delivery of the reports: • Current AOC Service Level Agreement (SLA) Analysis & Recommendation Report. • CMS Service Level Agreement (SLA) Analysis & Recommendation Report.

Activities Planned	**Impact/Value**
° Complete the project close-out activities.	Successful completion of the project scope and delivery of the reports: • Current AOC Service Level Agreement (SLA) Analysis & Recommendation Report. • CMS Service Level Agreement (SLA) Analysis & Recommendation Report.

Milestones Planned and Accomplished			
Milestone	Original Date	Revised Date	Actual Date
Start Project	01/02/12	01/02/12	01/02/12
Initiation Phase	03/16/12	03/16/12	03/16/12
Planning Phase	4/23/12	4/23/12	4/23/12
Start Execution Phase	4/24/12	4/24/12	4/24/12
Finalize SLA Research Criteria	05/02/12	05/02/12	05/02/12
SLA Research Data Collection	05/30/12	05/30/12	05/30/12
SLA Evaluation Data Analysis	06/13/12	06/13/12	06/13/12
Recommendation Report	07/27/12	11/15/12	12/20/12
MS: Execution Phase Completed	07/27/12	11/02/12	12/20/12
Closure Phase	08/07/12	11/02/12	1/3/12
End Project	08/07/12	11/15/12	

COTS Preparation – SC-CMS Disaster Recovery

Executive Sponsor(s)	**IT Project Manager:**
Vonnie Diseth, CIO/ISD Director	Cindy Palko 360-704-4024 Cindy.Palko@courts.wa.gov

Business Area Manager(s):	**Consultant/Contracting Firm:**
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	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:
    ° P1 – Network Capacity & Performance Analysis Sub-project
    ° P2 – Compute/Storage SW Licensing Sub-project *(Sub-Project Closed)*
    ° P3 – SC-CMS Service Level Agreement Analysis (SLA) Sub-project
    ° P4 – SC CMS Disaster Recovery Analysis Sub-project
    ° P5 – Network Future State Sub-project
    ° P6 – Compute/Storage Future State Sub-project
- 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)

The COTS P4 – SC CMS Disaster Recovery Analysis sub-project will:
- Determine COTS product impact on Disaster Recovery policies, plans, procedures and IT infrastructure. (Compliance, business, risk factors).
- Determine what Disaster Recovery changes are required to support future COTS product and SC-CMS implementation.
- Implement recommended Disaster Recovery processes and technology changes to support future COTS products and SC-CMS.
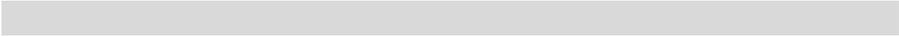
Business Benefit:

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:

COTS-P Infrastructure Program

P4 – SC CMS Disaster Recovery Analysis Sub-project

The project start date is based on the charter estimate, not the actual start date. Also, project completion is based upon SC-CMS award to allow Disaster Recovery discussion between AOC and vendor.

The current Disaster Recovery contract is not being renewed. An RFQ has been released for a new disaster recovery vendor. This project is waiting for vendor selection to complete.

COTS-P Network Capacity/Performance Analysis Progress:	December - 0%

100%

Phase	☐ Initiate	X Planning	☐ Execute	☐ Close

Schedule	Planned Start Date: 1/2/12	Planned Completion Date: 2/22/13
	Actual Start Date: 1/2/12	Actual Completion: TBD

Activities Completed	Impact/Value
✓ The project has been transitioned to Cindy Palko, the newly hired Project Manager.	Provide disaster recovery services to support future COTS product and SC-CMS implementation.
✓ Reviewed the analysis of the current AOC Disaster Recovery environment.	Provide disaster recovery services to support future COTS product and SC-CMS implementation.

Activities Planned	Impact/Value
° The continued execution of the DR impact analysis effort. The analysis of the current AOC DR environment can be completed, but the DR analysis work relative to SC-CMS cannot be completed until the ASV has been selected. NOTE: The COTS-P SCCMS DR Sub-project is not a dependency of SC-CMS and will not impact the SC-CMS implementation schedule. But, this sub-project is dependent on receiving information from SC-CMS for completion.	Provide disaster recovery services to support future COTS product and SC-CMS implementation.

Milestones Planned and Accomplished

Milestone	Original Date	Revised Date	Actual Date
Start Project	01/02/12	01/02/12	01/02/12
Initiation Phase	03/16/12	03/16/12	03/16/12
Planning Phase	4/18/12	10/12/12	10/12/12
Start Execution Phase	4/19/12	9/27/12	
Research (Data Collection)	05/7/12	11/2/12	
Evaluation (Data Analysis)	05/21/12	12/4/12	
Recommendation Reports	07/12/12	2/7/13	
Closure Phase	07/26/12	4/1/13	
End Project	07/26/12	4/1/13	

Information Networking Hub (INH) Enterprise Data Repository (EDR) Project

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 building a robust enterprise architecture capable of exchanging messages from disparate systems with one common messaging standard.

The first phases of the INH project began 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	☐	Manage Risks	☐
	Maintain the business	☐	Manage the costs	☐	Increase organizational capability	☐	Regulatory compliance or mandate	☐

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

Status Notes:

Schedule status indicator is Yellow indicating the project is about one month behind on the planned completion of the physical data model for the Enterprise Data Repository (EDR). Database reviews were delayed due to a Business Analyst leaving the project. A new Business Analyst has joined the project and is picking up the database reviews.

Project team expects to make faster progress over the next several months. Informatica will be building the actual physical database. The new Business Analyst is continuing with the database reviews.

NOTE: 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	December – 75% 100%

Phase	☐ Initiate	☐ Planning	X Execute	☐ Close

Schedule	**Planned Start Date:** July 2011	**Planned Completion Date:** 9/26/14
	Actual Start Date: July 2011	**Actual Completion:** TBD

Activities Completed	Impact/Value
✓ The business, logical and physical models for the EDR have been completed and are being prepared for review.	Provides a physical data model that enables the EDR database to be built in accordance with agency standards.
✓ Completed statement of work and use cases for conducting EDR prototype with Informatica.	Provides a physical data model that enables the EDR database to be built in accordance with agency standards.
✓ Vendor Relations staff continued work on drafting a non-disclosure agreement, MOU and statement of work with Informatica.	Provides a physical data model that enables the EDR database to be built in accordance with agency standards.
✓ Enterprise Architecture continued work on the data sets needed for the prototype.	Provides a physical data model that enables the EDR database to be built in accordance with agency standards.

Activities Planned	Impact/Value
° Negotiate Memorandum of Understanding and a statement of work with Informatica to conduct a prototype of their data quality, synchronization and other tools.	Will enable the project to test the current data quality automation tool suite at AOC to determine if it can meet the requirements for the EDR.
° Submit the EDR physical data model for review using the proposed new process. The new database review process is being refined and will be used for the EDR by the Enterprise Architect.	Will enable the project to test the current data quality automation tool suite at AOC to determine if it can meet the requirements for the EDR.
° Draft statement of work to hire outside contractor to develop physical database.	Will enable the project to test the current data quality automation tool suite at AOC to determine if it can meet the requirements for the EDR.
° Complete a statement of work with Informatica to conduct a prototype of their data quality tools using the logical and physical data model designs of the EDR to determine if the vendor's tools can meet our requirements with existing or new components.	Will enable the project to test the current data quality automation tool suite at AOC to determine if it can meet the requirements for the EDR.

Milestones Planned and Accomplished

Milestone	Original Date	Revised Date	Actual Date
Start Project	1/01/12	1/01/12	1/01/12
Milestone: Design Start	04/02/12	4/02/12	4/02/12
Logical Model Complete	12/31/12	12/31/12	
Physical Modeling - Law Data		12/24/12	
Physical Modeling - Entity Data		1/01/13	
Physical Modeling - Case Data		1/10/13	
Requirements Refinement		11/30/12	
Procurement		1/25/13	
System Implementation		5/27/14	
End Project	6/27/12	9/26/14	

Information Networking Hub (INH) Middleware Project

Reporting Period through December 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	☐	Manage Risks	☐
	Maintain the business	☐	Manage the costs	☐	Increase organizational capability	☐	Regulatory compliance or mandate	☐

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

Status Notes:

Good progress continues to be made on the INH middleware sub project. However, we have experienced some interruptions of work by the Java Jagacy developer who has been directed to support the SCDX services deployments and testing by Pierce County.

We may continue to see a conflict in this area over the next three weeks as SCDX works through some remaining bug fixes, and the testing by Pierce County.

We have submitted an issue/risk regarding the constraints of using a shared QA environment with the SCDX project and Pierce County. We have requested a separate dedicated dev, QA and sandbox environments just for INH and SCDX. This may delay the deployment of INH services until the new environments are ready.

We are working to complete the next set of INH services for deployment in late January.

Progress	December – 56% ▮▮▮▮▮▮▮▮▮▮▯▯▯▯▯▯▯▯ 100%
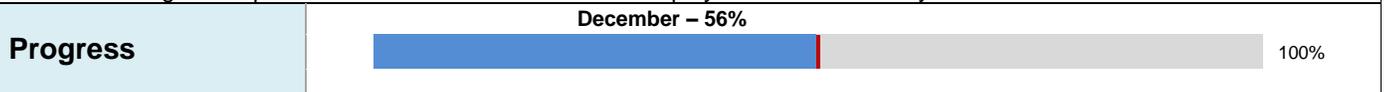
Phase	☐ Initiate	☐ Planning	X Execute	☐ Close
Schedule	**Planned Start Date:** Januarty 2012		**Planned Completion Date:** June 2014	

Actual Start Date: January 2012		Actual Completion: TBD	
Activities Completed		**Impact/Value**	
✓ Java Jagacy contract developer completed development of three INH services and developed technical design documents for those services. Developed a TDD template for AOC Java developers to use as well.		Provides INH data exchanges.	
✓ AOC Java Team continued developing JIS inbound services and a new automated build process for the Java Jagacy code.		Provides INH data exchanges.	
✓ AOC Data Exchange team completed work on SQL stored procedure for the PersonOrderProtectionGet service.		Provides INH data exchanges	
✓ INH Technical Lead worked with SC CMS technical team to walk through use cases to confirm requirements for CaseAccountingStatus service.		Provides INH data exchanges.	
✓ Reviewed list of INH services to be developed with Business Analyst and updated list.		Provides INH data exchanges.	
✓ Developed draft security model for PersonOrderProtectionGet service.		Provides INH data exchanges.	
✓ Updated MS Project Schedule for middleware services.		Provides INH data exchanges.	
Activities Planned		**Impact/Value**	
° Continue business and technical analysis for INH services.		Provides business requirements for technical specifications that can be developed to.	
° Continue work on IEPD documents for services that have the business analysis completed and are ready.		Provides INH data exchanges that can be tested and deployed to Quality Assurance.	
° Continue coding PersonOrderProtectionGet Add, Update and Delete services involving Java Jagacy and BizTalk orchestration.		Provides INH data exchanges that can be tested and deployed to Quality Assurance.	
° Continue work on developing SQL stored procedures for another INH service.		Provides INH data exchanges that can be tested and deployed to Quality Assurance.	
° Continue work on BizTalk orchestration enhancements and auto-deploy scripts.		Provides INH data exchanges that can be tested and deployed to Quality Assurance.	
° Continue work on the INH service security model.		Provides INH data exchanges that can be tested and deployed to Quality Assurance.	
° Continue work on auto-build process for Java Jagacy code development.		Provides INH data exchanges that can be tested and deployed to Quality Assurance.	
° Import INH Middleware project schedule into Clarity tool.		Provides additional details for reporting project status.	

Milestones Planned and Accomplished

Milestone	Original Date	Revised Date	Actual Date
Solution Design	6/15/12	6/15/12	6/15/12
Complete Pilot Services	10/25/12	10/25/12	10/25/12
INH-002.002-PersonDriverRecordGet service complete	6/27/12	6/27/12	6/27/12
INH-001.001-PersonGet service complete	10/19/12	10/26/12	10/26/12
INH-002.001-PersonDriverLicenseGet service complete	10/25/12	11/16/12	11/16/12
Platform Updates – BAM Tracking	11/29/12		
JIS In-bound Services complete	9/6/13		
JIS Out-bound Services complete	12/13/13		
Project Close-out	12/13/13	1/10/14	

Approved Project Status Reports

ITG #121 Superior Court Data Exchange

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 seventy (70) 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.

Pierce County has added their first docket as a test to validate production.

Five of 19 web services were ready for deployment to production. The remaining defects reported during initial increment 2 testing are being retested but have not yet passed.

Staff changes are causing delays in increment 2 defect retests and web service delivery.

The AOC Java team will support production web services as well as be the primary contact for defect corrections.

The project scope status indicator is yellow due to discovery of web service design requirements that were not identified during the design phase. The possibility of this occurring was documented in risk number 106. The project team is focused on finding a solution so the project can move forward.

Progress	December – 75%
	100%

Phase	☐ Initiate	☐ Planning	X Execute	☐ Close

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

Increment 1	Planned Start Date: 8/29/2011	Planned Completion Date: 8/29/2012
	Actual Start Date: 8/29/2011	Actual Completion Date: 8/29/2012
Schedule Increment 2	Original Start Date: 1/2/2012	Original Completion Date: 3/30/2012
	Planned Start Date: 2/1/2012	Planned Completion Date: 11/16/2012
	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: 7/26/2013
	Actual Start Date: 8/1/2012	Actual Completion Date:

Activities Completed	Impact/Value
✓ Defects cutoff for Release 3 occurred on Dec. 3rd. Defects corrections build was delivered for retesting on December 12th.	Improve testing process efficiencies and mitigate test schedule risks.
✓ Pierce County has added their first docket as a Production validation (smoke test).	Based on the successful smoke test, preparations are being made for a full volume LINX interface starting in January 2013.
✓ Revised the web service schedule to provide a strategy of release when ready roll out of new services.	This removed the constraints imposed by the contract delivery schedule.

Activities Planned	Impact/Value
° Pierce County to start executing Docket web services in January 2013.	With Pierce county coming on line web services will require an operations team on standby to support problems.
° Continue to test web services and resolve defects, and make additional web services available for Pierce County.	These are formal tests by the AOC to confirm that SCDX Increment 2 meets the AOC documented requirements.
° Implement changes requested in Contract Amendment 8 (CR-007).	These are formal tests by the AOC to confirm that SCDX Increment 2 meets the AOC documented requirements.
° Close the Sierra contract (PSC12126)	These are formal tests by the AOC to confirm that SCDX Increment 2 meets the AOC documented requirements.
° Continue to support Pierce - LINX team in their QA and Acceptance Testing.	With Pierce county coming on line web services will require an operations team on standby to support problems.
° AOC Staff to start defects resolution and correction activities.	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	7/26/2013*		

*New or modified date

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

Reporting Period through December 31, 2012

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

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

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

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

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

Status Notes:

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

- Plan and implement the procurement of a contractor to develop the Request for Proposal (RFP with an accompanying evaluation process and evaluation criteria for a new case management system.

- Complete processes and agreements required with the Attorney General's Office (AGO) to obtain the services of a Special Assistant Attorney General with expertise in negotiating contracts for the acquisition of complex information technology systems.

- Plan, implement and procure a contract for an independent and external Quality Assurance Professional.

- Develop the necessary business and technical requirements to be included in the RFP.

- Collaborate with the SC-CMS Project RFP Steering Committee to oversee the RFP development, acquisition process, review the past work performance of Vendors via on-site visits and contract finalization.

The project is in hold status pending resolution to the Clerks of Court desire to stop the current direction and go back to the feasibility study to look at alternatives to the COTS approach currently in process. This may impact the overall project schedule, scope and budget status in the coming months.

Progress	December- 71% ▮ 100%

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

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

Activities Completed	Impact/Value
Schedule Management	
✓ Schedule reviewed and updated	Provide up to date progress
✓ Maintain inter-dependency milestone schedule for SC-CMS, INH, COTS-P & SCDX	Monitor & track impacts and risks to deliverables/milestones between the major project's interdependencies
✓ Met with Core Team to continue WBS development for PH 2 Planning work	Define approach and strategy to ensure team is in position when contract negotiations begin and vendor starts
✓ Clarity updated to reflect current task status and resource assignments, updating allocations through end of May 2013	Ongoing updating to align Clarity to Project Schedule for meaningful reporting
✓ Completed developing Prj Mgt Phase (Ph0) schedule in Clarity Test	Setting up Test to evaluate how proposed schedule approach will work in Clarity
Court Business Office	
✓ Planning for phase 2 activities. Established "sprints"; the organization of like topics into manageable groups for a focused engagement and productive outcomes.	Provides general direction and organization for how the team will need to tackle the impending gap analysis and configuration work.
✓ Travel arrangements for the CUWG members underway.	Makes it easier for the members to travel to the meeting.
✓ Continuing 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.
✓ Admin recruitment activities underway.	Provides admin support to the unit.
Technical Team	
✓ Participated in the Minnesota on-site visit to view the Minnesota Tyler Odyssey implementation.	
✓ Completed the Systems Architecture documentation template.	
Organizational Change Management Team	
✓ Facilitated Vendor Evaluation Process Debrief sessions with Judges, county clerks, and court administrators.	Provide a consistent project feedback mechanism for internal and external stakeholders.
✓ Updated content on SC-CMS Project SharePoint and Extranet sites.	Increase awareness and buy-in by providing accurate, relevant project information to internal and external stakeholders.
✓ Continued discussion of Readiness Assessment Survey format and content with OCM Team.	Identify strengths and potential barriers to successful SC-CMS implementation in each court.
✓ Reviewed updated draft of Guiding Principles Document with OCM Team.	Provides a framework of principles and values by which the project staff will operate.
✓ Initiated discussion of Implementation Planning with OCM Team.	Maximize AOC's support to small and large courts and to King County throughout the SC-CMS implementation process.
Business Analyst Team	
✓ Worked with Marcea Basham on process mapping for Clerk's functions and stakeholders	Educate others on role of County Clerk.
✓ Contributed to the review of the court business processes being conducted by the CBO team.	Share knowledge and understanding between team members.
✓ Began review and configuration of Ration Requirements Composer tool. Made progress on the implementation structure and process to be used in the tool.	Allow for tracking and controlling requirements to allow us to map requirements to business rules and implementation plans.
✓ Have completed first draft of training plan and subject areas.	Informing all parties how to use the RRC tool to better track and implement requirements in implemented solutions.
✓ Worked with CBO (Marcea Basham) and others on process mapping for Clerk's functions and stakeholders.	Educate others on role of County Clerk
Quality Assurance Team	
✓ Attended meetings outlining the current state court processes and created process flows	
✓ Began defining expectations of the Vendors testing deliverables	
Project Management Team	
✓ Completed the Minnesota On-site visit	Prep for Apparent Successful Vendor choice

✓ Attended Project Steering Committee meetings. On the 18th of December the County Clerks in the Steering Committee presented a letter stating that they could not agree to move forward with the COTS solution.	Stakeholder Engagement
✓ Prepared response to Clerk of Court memo received in the 12/18/2012 Steering Committee meeting.	

Activities Planned	Impact/Value
Schedule Management	
° Work planning sessions with core team scheduled to further elaborate Phase 2 activities.	Provide more accurate projections and trending of task and resource requirements for next phase of the project.
° Continue Schedule tracking and updating.	Keep schedule current and relevant.
° Continue development of Inter Project Dependency schedule.	Maintain awareness and identify potential impacts to or from SC-CMS.
° Continue updating Clarity with schedule and resource status.	Provide accurate data for reporting.
° Develop Phase 1 Test Schedule in Clarity	Setting up Test to evaluate how proposed schedule approach will work in Clarity
° Evaluate Cost Plan and Budget to reflect in schedule at a high level (Clarity reporting)	More meaningful information, for reporting and for trend analysis
Court Business Office	
° Continue the process decomposition and modeling activities.	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.
° Finalize CUWG meeting agenda.	Develop a script for topics to be discussed at the Jan 23-24 meeting.
° Meeting with Thurston Co. Administrator to elicit calendaring and scheduling processes.	Capture an accurate depiction of the current calendaring and scheduling practices.
° Scheduling time with King Co. Administrator to elicit calendaring and scheduling processes.	Capture an accurate depiction of the current calendaring and scheduling practices.
° Continue planning for phase 2 activities.	Provides direction for how we need to organize the work in preparation for the vendor's arrival and the configuration and validation tasks.
° Continue BPE recruitment.	There are 2 more positions that need to be filled.
Technical Team	
° Continue working with the INH group to clarify SC-CMS/INH requirements.	
° Continue working with the COTS-Prep group to help determine SC-CMS data requirements.	
° Work on documentation templates to be used by the ASV to provide infrastructure and application technical documentation.	
Organizational Change Management Team	
° Attend facilitation skills training	Maximize my value to the project by building effective meeting and debrief facilitation skills.
Business Analyst Team	
° Review of work flow diagrams with Marcea Basham	Educate others on case flow process.
° Review Superior Court Report Inventory with Tami Whitney	
° Review Arbitration Requirements in SC-CMS Business Requirements and compare to King County's requirements	Ensure that necessary requirements are identified and any new requirements are added to the change order process.
° Assist Marcea Basham on creation of work flow diagrams	Educate others on role of County Clerk.
° Identify process and outline tasks to begin process of working with King County.	Build trust and confidence between the King County staff and me in preparation for work on implementation of SC-CMS.
° Continue work on the Rational Requirements Composer (RRC) tool. This includes finalizing configuration and creation of business processes.	Allow for tracking and controlling requirements to allow us to map requirements to business rules and implementation plans.
° Begin work on training plan and material for education the SC-CMS team and other agency Business Analysts on how to use the RRC tool.	Informing all parties how to use the RRC tool to better track and implement requirements in implemented solutions.

° Contribute to the review of the court business processes being conducted by the CBO team.	Share knowledge and understanding between team members.
° Move the completed SC CMS requirements into the Rational Requirements Composer application. The tool is not completely configured yet; as soon as it is, we'll begin to use it.	Having requirements in one place with the ability to track them, build test cases with them, etc. will be valuable to the Business Analyst group, and the Test Team.
° Continue working with the CBO on business processes in the Superior Court. Mapping the processes for a better understanding of the work they do in the courts.	This activity will assist all of the staff working on the SC CMS project to get a good understanding of what the courts do today, what they'd like to do in the future, and how we can help with this process.

Quality Assurance Team

° Continue meetings outlining the current state court processes and created process flows	
° Continue defining expectations of the Vendors testing deliverables	

Project Management Team

° Continue working toward resolution in addressing the Clerks Memo dated 12/18/2012 the project response to that memo and the follow up memo from the Clerks received on 12/27/2012.	
° Began work on Phase II and Phase III Charters.	
° Continued work on the Deliverables Management Plan. It is anticipated that this plan will be ready for review in January.	
° Continued AOC Management Advisory Team meetings.	Stakeholder Engagement
° Continued participation in the Inter-Project Coordination Team (IPCT) activities.	Cross Project Dependency tracking.
° Continued participation in Organizational Change Management Activities.	Stakeholder Engagement and project communications.
° Participated in the preparation of a Total Cost of Ownership spreadsheet format for the SC-CMS project.	
° Began the planning effort for contract negotiation with AOC attorneys, AG and Independent Counsel Rich Wyde.	
° Completed the hiring process for an additional QA staff person. Start Date is set for Jan 16, 2013.	

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	12/7/12
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)

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

Description: The Appellate Courts Electronic Content Management System (ECMS) project will implement a common ECMS for the Appellate Courts (Courts of Appeal and Supreme Court) that will support the following:

- Replace 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 ECMS Vendor costs prior to awarding a contract to an EDMS Vendor.

Business Benefits: The project will implement an Appellate Courts ECMS that will improve the efficiency of document management for the courts. To achieve this objective, all Appellate Courts need to use the same ECM application. Some of the benefits that will be gained are:
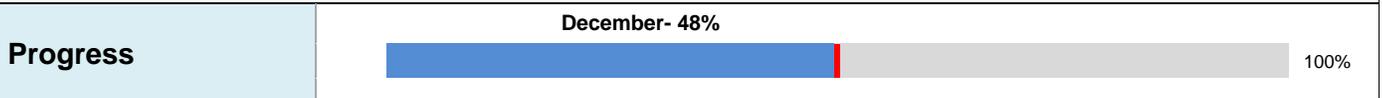
- Reduce the need and cost of converting paper documents to electronic documents
- Reduce the cost of storing hard copy official court documents
- Reduce the time of receiving documents through mail or personal delivery
- Reduce the misfiling of documents
- Eliminate staff time for duplicate data entry
- 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:

RFP pre-proposal vendor conference occurred on 12/4/12.
Written vendor questions and letters of intent to propose were received on 12/14/12.
Evaluation Team was finalized by the Steering Committee on 12/17/12.
The Schedule status indicator remains red due to past resource constraints and changes in the project approach. The original schedule created by the past project manager was not realistic. A procurement schedule has been developed which will take the project through contract execution. The solution implementation schedule will be finalized during the contract negotiation period.

Progress	December- 48%
	[progress bar ~48%] 100%

Project Phase	☐ Initiate	☐ Planning	**X** Execute	☐ Close
Schedule	**Planned Start Date:** Aug 2011		**Planned Completion Date:** February 5, 2014	

Actual Start Date: Aug 2011	Actual Completion Date: TBD

Activities Completed	Impact/Value
✓ RFP pre-proposal vendor conference occurred on 12/4/12.	Ensures objective review and scoring of RFP responses.
✓ Written vendor questions and letters of intent to propose were received on 12/14/12.	Ensures objective review and scoring of RFP responses.
✓ Evaluation Team was finalized by the Steering Committee on 12/17/12.	Ensures objective review and scoring of RFP responses.
✓ Additional Steering Committee meetings were scheduled to accommodate RFP decision points.	Ensures objective review and scoring of RFP responses.
✓ Responses to vendor questions were published on 12/21/12.	Ensures objective review and scoring of RFP responses.
✓ Project team continued work on the RFP scoring model.	Ensures objective review and scoring of RFP responses.
✓ Project team continued work on the vendor demonstration scripts.	Ensures objective review and scoring of RFP responses.

Activities Planned	Impact/Value
° Finalize RFP scoring model.	Ensures objective review and scoring of RFP responses.
° Finalize review draft of vendor demonstration scripts and submit to project stakeholders.	Ensures objective review and scoring of RFP responses.
° Finalize logistics for proposal evaluation.	Ensures objective review and scoring of RFP responses.
° Vendor proposals are due on 1/4/13 and evaluation of written proposals starts on 1/7/13.	Ensures objective review and scoring of RFP responses.
° Continue work on the web portal requirements.	Ensures objective review and scoring of RFP responses.

Milestones Planned and Accomplished

Milestone	Original Date	Revised Date	Actual Date
Request For Information – ECMS Vendors	7/27/2012	8/22/2012	8/29/2012
Finalize AC-ECMS Business & Technical Requirements	8/3/2012	9/18/2012	
Release Draft AC-ECMS Web Portal Requirements for Review	7/27/2012	10/1/2012	
Release Draft AC-ECMS RFP for Review	8/17/2012	TBD	
Appellate Courts ECMS RFP Release	9/28/2012	9/28/2012	11/26/12
AC-ECMS Procurement Documents		2/28/13	
End of Project	4/30/12	2/5/14	

ITG #009 Add Accounting Data to the Data Warehouse

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 Notes:

Case Financial History Report and the Last AR Payment Report are scheduled for release to production 1/15/13.

Progress	December – 60%
	▇▇▇▇▇▇▇▇▇▇▌▏░░░░░░░░░░ 100%

Project Phase	☐ Initiate	☐ Planning	X Execute	☐ Close

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

Activities Completed	**Impact/Value**
✓ Development of collection report context model (RCM).	Provide business and technical requirements.
✓ Development of Time pay report RCM.	Provide business requirements.
✓ Testing of trust information with bond data.	Provide technical requirements.
✓ Case Financial History Report approved by customer and tested by quality assurance.	Provide business requirements.
✓ Case Financial History AR Detail Report approved by customer and tested by quality assurance.	Provide business requirements.
✓ Last AR Payment Report enhancement request developed, approved by customer and tested by quality assurance.	Provide business requirements.
✓ Committee decision on security issue was split. Must get Data Management Steering Committee (DMSC) input.	Provide business requirements.
✓ Worked on business requirements for MAYSI being added to BOXI.	Provide business requirements.
✓ Fixed error with Active Directory authentication in BOXI.	Provide technical solution.

✓ Design, coded, and implemented data for trust, bond, revenue, disbursement, and detail transactions.	Provide data for requested reports.
✓ Fixed performance issue with loading accounting data.	Provide data for requested reports.

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	2nd customer review 12/18.
Group D		10. Collection reports for parking cases	1st customer review 10/2. Report has not business value. The JIS report meets the business need. This report was removed from the 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	Scheduled for 1st release 1/15. Report has 4 releases.
New		15. Trust Summary Report	1st customer review 10/25.
New		16. Last AR Payment Report	Scheduled for release 1/15.

New Priority List

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

*Legend: * Requirement added during requirements gathering process*

ITG #041 Revised CLJ Computer Records Retention and Destruction Project

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

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

1. Offline to Online.
    1.1. Restore all archived cases into the Active Tables/Discontinue archiving for all CLJ cases.
2. Destroy from Online.
    2.1. Use existing (today's) destruction rules to destroy cases off of the Active Tables.
    2.2. Incorporate any transition business rules that are approved to date.
    2.3. Re-code the system to apply the current and approved rules against the Active Tables.
    2.4. Update the destruction of record report (using the approved rules to date) and the actual destruction of record process (using the approved rules to date).
3. Change Destruction Criteria.
    3.1. Identify any additional new business rules.
    3.2. Implement the new destruction business rules in total.

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	☐
	Maintain the business	☐	Manage the costs	☐	Increase organizational capability	☐	Regulatory compliance or mandate	X

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

Status Note:

The Schedule status indicator is red due to delays caused by Business Analyst turn-over during the Functional Requirements Gathering phase. This resulted in complications selecting a project approach while sorting through policy issues and determining a technical approach that will work with other projects.

The Steering Committee approved the Charter on December 14, 2012.

Next, the project team will be focusing on developing the detailed requirements. Requirements will be reviewed with the Steering 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 :	December – 90% ███████████████████████▏ 100%

Project Phase	☐ Initiate	☐ Planning	X Execute	☐ Close

Schedule	Planned Start Date: (Previous efforts: Circa 2006; August 2010) Current effort: April 23, 2012	Planned Completion Date: 11/30/13
	Actual Start Date: April 23, 2012	Actual Completion Date: TBD

Activities Completed	Impact/Value
✓ Met with the Data Dissemination Committee for policy determinations.	Defining detailed requirements.
✓ Final Charter approved by the Steering Committee.	Provides definition of project scope and project management approach.

Activities Planned	Impact/Value
° Data Dissemination Committee will continue to meet for policy determinations.	Defining detailed requirements.
° Steering Committee meeting for Functional Requirements Document approval to date for early requirements freeze.	Defining detailed requirements.

Milestones Planned and Accomplished

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

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

	Through December 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 ISD 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	
✓ Assisted PMs in getting project schedules into Clarity using the Microsoft Project integration tool. Superior Court Data Exchange, Clarity Upgrade Project and COTS Disaster Recovery Project are now using the new tool.	Using the Microsoft Project / Clarity integration makes the project schedule more realistic based on actual time reported by staff. Allows the PM to adjust schedule to mitigate impacts.
✓ Prepared procedural documentation for using Clarity/Microsoft Project Integration and for Clarity Financial Transaction processing.	Documented procedures ensure higher quality of project schedule and project financial data in Clarity.
✓ Updated project schedules in Clarity for top priority projects.	Supports the Project Status Reporting process for more consistent, objective reporting of project status.
✓ Participated in the Total Cost of Ownership modeling for SC-CMS evaluation.	TCO will be one component of vendor evaluation for SC-CMS. Will also be useful for portfolio management.
✓ Completed biennial IT Portfolio Report.	Biennial IT Portfolio Report informs AOC, JISC and Legislature of current and planned IT investments.
Service Delivery	
✓ Began drafting ISDs contribution to the annual Access to Justice Report.	Providing information to show how ISD is implementing the Access to Justice Technology Principles.
✓ Conducted first monthly project status review meeting.	Provided greater visibility for all PMO projects that are in progress in ISD.
✓ Discussed the ISD project management approach with the Liquor Control Board.	Provided ideas to another state agency that is struggling due to recent cuts.
Release/Change Management	
✓ Policy & Procedure Training.	Increased ability when writing Policy & Standards for Change & Release Management.
✓ Kickoff Release Management Workgroup.	The purpose of the Release Management Workgroup is to address the planning phase of Release Management implementation for AOC.
✓ QA Release Management Overview Meeting, Legacy Release Management Overview Meeting, Web Release Management Overview Meeting.	This is to discover current Release Management Processes & Tools utilized by the AOC Units. Identify what Tool Features are used for Release Management? This information will be used to assist in planning to make recommendations for an AOC Release Management Policy & Standard.
✓ Participated in Automating Release Notes Meetings.	Increased efficiency clarity and reduced process time for Release notes process.
✓ Kickoff Technical Release Process Workgroup.	Intent of the workgroup is to begin the dialogue for implementing a Technical Release Process. End state is to have consensus by relevant stakeholders and adopt the agreed upon process moving forward.
Organizational Change Management	
✓ Attended Policy and Procedure Writing course on December 3 & 4.	Plan and develop ISD Policies to document ISD management decisions.
✓ Continued to work with the Project Management Office Process Improvement Project to put organizational change management plans in place. Drafted the Organizational Change Management Strategy plan for team review.	Plan activities for managing the people side of the Project Management Office process improvement effort.
✓ Prepared December 2012 monthly CIO and JISC reports.	Communicate ISD activities to AOC stakeholders.
✓ Worked on draft of ISD Organizational Change Management	Will provide guidance to ISD employees to define

Policy.	organizational change management, describes the process and tools, and how to work organizational change management in projects and other ISD change efforts.
✓ Sent out the ISD Communication Survey to gather feedback on Clarity communications.	Identify what works and what does not work to improve the ISD and Clarity communication.
✓ Attended DES Facilitation Skills training December 17 – 19.	Develop and practice facilitator skills and strategies to plan and conduct successful meetings. Learn techniques to apply to a wide range of meetings – such as those focused on developing goals and mission statements, problem solving, decision making, or action planning.
Clarity Administrator	
✓ Clarity Report: ISD Resource Allocation by Priority Ranking	The intent of the report is to provide greater visibility of enterprise resource allocation to help ensure that priority work is getting the needed resources. The report shows where resource constraints might exist within roles and with staff, and as a result, what projects might be impacted
✓ Clarity Report: ISD Application - Data Exchange Details	This report provides a detail list of applications that have data exchange characteristics. Applications that share data with other entities (counties, state agencies, the public) are listed.
✓ Clarity Report: ISD Monthly Timesheet Completion Report	The ISD Monthly Timesheet Completion report creates a timesheet completion matrix. It provides an easy way for functional managers to assess the completion rate of their staff.
✓ Clarity Documentation Library	Created documentation library for staff that will better enable staff to find needed Clarity application documentation, report documentation, and user guides.
✓ Clarity / Microsoft Project Integration – Pilot SCDX using MSP for scheduling.	The integration of the Microsoft Project (MSP) schedule with the associated Clarity projects enables changes in the project to be reflected in the project when the project is save back into Clarity. Project scheduling impacts are more quickly seen, not just in the project, but also in the portfolio.
Resource Coordinator	
✓ Met with Data & Development Manager to continue review of Core allocations, add/change Core tasks and plan approach to archive/replace the outdated Add Accounting to Data Warehouse schedule.	Update staff allocations to accurately reflect daily work and availability to work on projects. Archiving/replacing old schedule in Clarity would reflect % of completion and remaining work. Allows staff to accurately report their time worked on assigned tasks.
✓ Continued to work with PMO to status and update projects in Clarity. Encourage moving towards using the MSP/Clarity integration feature.	Provide an interim means for entering 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. Update/add tasks to Core for tracking purposes	Provides an overview of: • Resource allocation for staffing current and future projects • Availability of skilled resources • Avoid over/under allocation of staff
✓ Timely produced & distributed the following reports: ✓ Weekly Vacancy Report, Weekly Allocations & Actuals by Investment Report, Weekly Missing Timesheet Report, ✓ Monthly New & Exiting ISD Employees Report, Monthly Performance Measures, Monthly Accomplishments Report	Provides a regularly occurring, reliable method of providing information to management, project managers, technical leads and staff.
✓ Clarity Team member - Assist staff with timesheet questions, training, adjustments and resolving issues (ongoing).	Provide reliable support for staff using Clarity.
Business Liaison	
✓ Continued participation in ECMS project meetings; reviewed EDMS project documents and provided feedback. Edited project documents as needed; arranged for secure access to project site by recently added RFP proposal evaluator. Obtained signed copies of NCIC forms for those participating on the project.	Delivers a product that will meet the Court of Appeal's business needs.

✓ Attended training on developing and documenting Policies, Procedures, and Tasks.	Improves implementation success of new ISD Policies, Procedures, and Tasks and provides tools for the creation of better policies, procedures, and tasks.
✓ Continued to work on the ISD Release Note process in SharePoint. Received several suggestions for improvement.	Using SharePoint to manage the Release Note process will streamline the process by centralizing the Release Note information, and minimize the amount of time required for review and approval signatures.
✓ Attended AOC Diversity Training.	Required training that focuses on creating inclusion and engagement within the organization.
✓ Worked with Superior Court Case Management System (SC-CMS) project team, SC-CMS Management Advisory team, RFP Steering Committee and Court Business Office (CBO) to further the SC-CMS efforts.	Ensuring that the customer's concerns and ideas are included in the SC-CMS project will help to deliver a solution that meets the customers' needs.
✓ Worked with the SC-CMS Organizational Change Management (OCM) team on communications and talking points for the SC-CMS project.	Helping to provide a consistent message around the SC-CMS project to both internal and external stakeholders will help support the success of the project.
✓ Provided updates and reports to Superior Court Judges Association (SCJA), Association of Washington State Court Administrators (AWSCA), Washington Association of County Clerks (WACC), and Washington Association of Juvenile Court Administrators (WAJCA) on IT activities relating to the superior 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 with the project team, Steering Committee, other stakeholders, and AOC staff on the Computer Records Retention and Destruction project.	Ensuring that customers are involved in the process and informed about the project, that their perspective is heard and their business needs are considered.
✓ Worked with the project team, Steering Committee, other stakeholders, and AOC staff on the Plain Paper/Comments Line on Warrants project.	Ensuring that customers are involved in the process and informed about the project, that their perspective is heard and their business needs are considered.
✓ Worked with AOC team preparing the Access to Justice Technology Principles annual report and coordinated collaboration with the ATJ Technology Committee.	This report fulfills a WA Supreme Court mandate to report annually on use of the Technology Principles in the justice system.
✓ Staffed JISC and ISD work groups developing a policy and standard for approval of local case management systems.	Having consistent policies and standards for JISC approval of local case management systems ensures that courts have the flexibility to develop solutions that meet their needs while ensuring the integrity of statewide data.
Vendor Relations	
✓ Continued 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 Evaluations for 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..
✓ Organized all activities and tasks required for SC-CMS RFP Client Onsite Visits.	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 instructions and scorebooks for Tier II evaluators attending Client Onsite Visits for SC-CMS RFP.	Establish and implement ISD acquisition standards; Establish standard expectations for acquisition evaluators for specific evaluation phases.
✓ Developed and delivered preliminary evaluator scores and notes to RFP Steering Committee following completion of Client Onsite Visits.	Analyzed evaluator scores and other acquisition documents to provide governing body with valuable information to make well informed decision regarding next RFP evaluation phase.
✓ Continued to maintain open communications with RFP Steering Committee regarding 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.
✓ Drafted 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
✓ Continued to provide 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.
✓ Continued to debrief RFP Internal Sponsor Committee regarding procurement activities and events for SC-CMS.	Maintain open communications with internal sponsors and other AOC interested parties.

Activities Planned	Impact/Value
Portfolio Coordinator	
° Continue assisting PMs in getting project schedules into Clarity using the Microsoft Project Integration tool. Next projects will be SharePoint Upgrade Project, Information Networking Hub	Using the Microsoft Project / Clarity integration makes the project schedule more realistic based on actual time reported by staff. Allows the PM to adjust schedule to mitigate impacts.
° Continue documenting Clarity procedures to support resource management, project scheduling, project status reporting, etc.	Repeatable processes in Clarity will streamline the effort among the various workgroups and improve data quality.
° Update data exchange portfolio in Clarity PPM	Better understanding and visibility of applications in the portfolio to inform ISD decision making.
° Continue drafting IT Portfolio Management policies and procedures	Portfolio management policies and procedures will ensure consistent communication of management intent and quality of portfolio information.
° Prepare to enter Software Tools into the portfolio	A software tools inventory will help to prevent duplication and may reduce cost by eliminating unused tools.
Service Delivery	
° Conducting interviews for temporary Project Manager	If filled, the position will offer ISD more project management capacity
Release/Change Management	
° Continue developing Release Calendar	Provide Leadership Team & Stakeholders visibility on AOC Releases.
° Continue development of automated Release Notes Process	Increased efficiency & reduce process time.
° Continue developing Release Policy & Standards.	Proposed Policy/Standards will provide Leadership Team consideration for the what/why/how of AOC Release Management.
° Release Tool Bakeoff	Continued evaluation/selection of Release Tool which may increase efficiency in Release process.
° ITIL Release, Control, and Validation training	ISD is adopting features of the ITIL methodology for Software Release & Change Management & my position is the Release & Change Management Coordinator.
° Plain Talk Writing Training	Increased ability when writing Policy & Standards for Change & Release Management.
Organizational Change Management	
° Draft and finalize Organizational Change Management plans for the Project Management Office Process Improvement Project (PMO PIP).	Provides information for planning activities to manage the people-side of the Project Management Office Process Improvement Project.
° Prepare December 2012 monthly CIO and JISC reports.	Communicate ISD activities to AOC stakeholders.
° Attend ITIL Foundations training at SPSCC Hawks Prairie campus on January 29 – 31.	Learn the fundamental practices necessary to efficiently support and delivery high quality, cost effective IT services.
° 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.
° Draft outline of Organizational Change Management orientation for ISD Leadership team meeting.	Lays the foundation for ISD Leadership to understand what Organizational Change Management is and the importance of their role.
Clarity Administrator	
° Clarity / Microsoft Project Integration – Continue support as more projects begin using Clarity/Microsoft Project integration.	Provides project managers with the ability to manage their project schedules with the tooling that they are more comfortable with.
° Clarity V13 – Implementation	V13 also has a much improved user interface.
° Begin efforts to implement the latest version of Clarity	
° Clarity Dashboard and Portlet (display) configuration Training for Project Managers.	Enables PMs control the appearance of Clarity screens, allowing them to configure the displays to meet their needs.
Resource Coordinator	

° Meet with Project Manger to build accurate schedules for ITG 41, 94 and 58/37/79	Ensure adequate resources are available when needed, accurate tracking of completed tasks, for accurate reporting. Eliminate time consuming manual Clarity updates.
° Develop and document Clarity Procedures	Provides good reference material for training, back up and succession planning purposes.
° Continue meeting with D & D Functional Manager to update/status schedule in Clarity for the Add Accounting Data to the Data Warehouse Project	Ensure correct information is in Clarity to show completion % of project, update team members and allocations.
° Work with Functional Managers to develop a process for communicating unit resource changes to key staff.	Maintain accuracy of staff availability in Clarity and allows the Project Manager to make necessary adjustments to schedule and make sure assigned tasks are being completed timely.
Business Liaison	
° Continue working with the project team, Steering Committee, other stakeholders, and AOC staff on the Computer Records Retention and Destruction project.	Ensuring that customers are involved in the process and informed about the project, that their perspective is heard and their business needs are considered.
° Provide updates and reports to associations and other stakeholder groups on IT activities relating to courts of limited jurisdiction.	Direct communication and interaction with broader customer groups increases their understanding of ISD services and activities, and builds trust in AOC..
° Continue coordination activities and communication with JSD staff for court community meetings and on IT Governance projects.	Good cross-division communication and coordination ensures consistent customer communication and better responsiveness to our customers.
° Continue JISC and ISD work groups developing a policy and standard for approval of local case management systems.	Having consistent policies and standards for JISC approval of local case management systems ensures that courts have the flexibility to develop solutions that meet their needs while ensuring the integrity of statewide data.
° 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 Superior Court ITG Governance Groups	Provide staffing and support for committees and groups to effectively carry out their decision processes.
° Work with stakeholder associations to get concerns addressed on SC-CMS project.	Ensuring that messages from stakeholder groups are brought to the project team to help keep both stakeholders and project team informed, improving credibility and trust.
° As a Business Liaison to the Gender and Justice Commission, attend project meetings at Thurston County Superior Court to observe their protection order project made possible through a Gender and Justice Commission grant.	Currently there is an approved ITG request to implement a similar system across the courts. Lessons learned from this pilot project will be useful moving forward for a broader implementation of an application that pulls up protection orders associated with the day's docket.
° Complete automation of the Release Notes using SharePoint. Document the process, create training material for users, and draft communication to prepare staff to use the new process. Tentatively plan to pilot new process in January 2013.	Reduces the amount of time required to draft, review, and approve a release note. Contains release note information in one area and is available for all AOC to review it.
° Conduct meetings with various ISD units to demonstrate the new SharePoint Release Note process.	Informs users of the upcoming process change.
Vendor Relations	
° Continue leading and/or creating the drafting of desk reference, work flows, etc. as related to Vendor Relations.	Establish standard practices and processes related to ISD Vendor Relations Management; Define expectations for use by PMO related to Vendor Relations roles and responsibilities.
° Review DES Procurement Reform documentation and identify impacts to ISD procurement and contract procedures and standards.	Maintain communications regarding ISD procurement and contract procedures and standards: maintain up to date training and guidance materials.
° Continue to work with MSD Contracts and Finance, SC-CMS Project Management and ISD Policy & Planning 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.

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

Includes: Enterprise Architecture, Solutions Management and Business Analysis

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

Activities Completed	Impact/Value
✓ ITG 153 - Transmit Additional Enhancements to WSP: The analysis report was refined in accordance with discussion at the OCB's December review. It will be revisited on January 3 for OCB recommendation.	This enhancement would provide more complete disposition information to the WSP for criminal history.
✓ Enterprise Data Repository (EDR): The preliminary logical model and physical data models are complete.	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. Post-analysis discussions with the requesters took place in December. Requesters plan to resubmit in early 2013 with a narrower scope.	Implementation of two mental-health screening tools on an AOC server (together with real-time scoring, data storage, and reporting) would provide a central and secure method for juvenile courts to determine the mental-health needs of the youth they detain.
✓ Policy and Standards for Local Court Record Systems: Planning is under way for the 1/18 meeting of the JIS Local CMS Policy Workgroup.	Sound information will assist the Policy Workgroup in proceeding with policy approval.
✓ Documenting the Impact Analysis of new SC-CMS on the following JIS Applications: 1. JABS - Judicial Access Browser System 2. JCS - Juvenile and Corrections System 3. JRS - Judicial Receipting System 4. SCOMIS - Case Number 5. SCOMIS – Security 6. WSP Data Exchange	Analyze and understand Application Portfolio and Roadmap, and possible migration path. For each application impacted, develop a description of the impact, requirements, and high level solution alternatives.
✓ Implemented new functionality in the SECTOR eTicketing application which sets court specified defaults for court dates on criminal cases. Established eService answers and web page for courts to specify defaults. Turned over update to Customer Service.	When Criminal citations are electronically filed with the court, the court date should meet the requirements specified by the individual court.
✓ Coordinate Release Notes for the following releases: 1. Accounting BARS Codes updates for CLJ and Superior courts. 2. ETP Version 3.4.2	Inform court users of upcoming changes to Judicial Information Systems.
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.
° The Court Users Workgroup (CUWG) will be convened in January to commence superior court business-process reviews/improvement to establish SC-CMS baseline configuration. The Enterprise Business Architect will serve as one of two AOC representatives on the Workgroup.	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.
° Enterprise Business Glossary development is being planned. To ensure enterprise applicability, coordination with projects (such as SC-CMS, ECMS, INH) and subject-matter experts (e.g., JIS Education, Public Information, Research) will be undertaken.	A common understanding of business terms is crucial to sound coordination of all AOC efforts in support of the business of the courts.
° Continue to gather and document requirements for ITG 41 (CLJ Revised Computer Records Retention and Destruction Process).	Ensure that ITG 41 implements correct Business functionality.

° Coordinate activities for courts currently on-boarding the VRV DX.	Ensure courts can utilize the VRV DX.
° AC ECMS: Working on business and technical scripts for vendor demonstrations.	Outlines the functionality to be demonstrated during vendor demonstrations.
° AC ECMS: Document and verify requirements for portal.	Provides requirements needed for changes to existing portal.
° ITG 58 & 37 - Warrants: Provide Business Knowledge regarding project. Analyze options to implement printing warrants on plain paper.	Allows courts to print warrants on plain paper. Increases $ amount allowed on a warrant.

Operational Area: Infrastructure
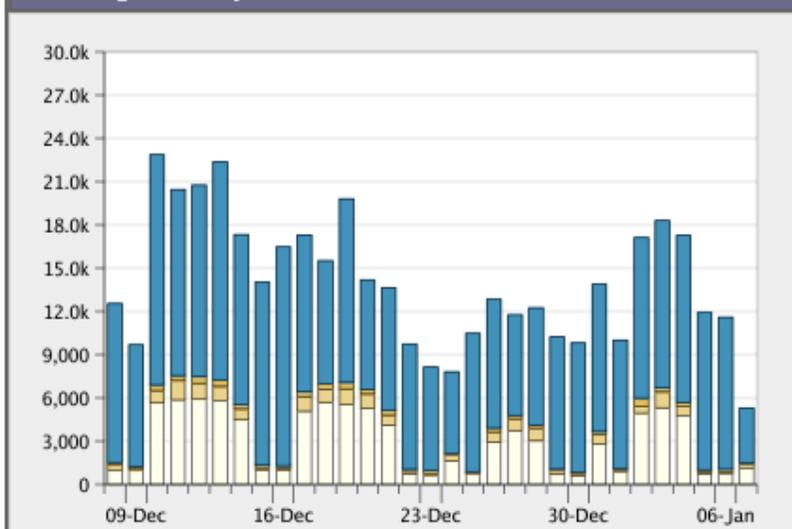*Dennis Longnecker, Infrastructure Manager*

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
✓ Continued planning for the Spring 2013 Disaster Recover test. This 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 a 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: • Upgrade VPN Software to support Windows 8	Maintaining current and supported software levels ensures users are able to continue to work.
✓ Waiting for testing of Natural 8.2.3 so we can migrate to production.	Current Version of Natural is unsupported by the vendor.
✓ 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.
✓ Processing responses and generating contracts for FY13 equipment replacement. Waiting for responses from other sites.	Replace aged (5 year old) equipment with new hardware and operating systems.
✓ During the month of December 2013, the e-mail systems received 435,100 e-mails, of which 341,600 e-mails were 'Spam' e-mails, and not delivered; thus only 93,600 were real e-mails and delivered. The number of e-mails is down as we are now blocking known spammers in the firewall so they are not even making it to the mail servers now.	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.
° Continue work on FY13 Equipment Replacement. Waiting on responses from the courts.	Replace aged (5 year old) equipment with new hardware and operating systems.
° Waiting for testing of Natural 8.2.3 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 Court of Appeals 1, 2, and 3 File Servers	Replace aged (5 year old) equipment with new hardware and operating systems.
° Upgrade the firewall equipment to new technology.	Replace aged (5 year old) equipment with new hardware and operating systems.
° Start planning for Court of Appeals and SeaTac network upgrades. Upgrading from 10mbs to 100mbs.	Improve network speed.
° Continue work on MS Exchange Upgrade Planning	Maintaining current and supported software levels ensures users are able to continue to work.

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

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

Description: *The Data & Development Section is comprised of four separate units:*
Data Warehouse: The enterprise data warehouse is a repository of historical information that allows courts to query data for managerial and historical reporting. Case and person data is consolidated from SCOMIS, JIS, ACORDS, and JCS for reporting across all court levels. Court specific data marts provide users the ability to query information by specific court level. The information in the warehouse is accessed using a query tool called Business Objects XI (AKA BOXI). The ability to run queries and reports on historical information on court data provides business intelligence and insight into patterns, trends, issues and gaps in that data that can be used for research analysis, improvement of business functions, risk assessment and other business needs. Reports from the enterprise data warehouse can be run on demand or scheduled on a preset basis and the output can be sent to the desktop, or sent to an email address or a file folder making the information easy to share and obtain.
Data Exchange/Development: The development team is tasked with staffing active projects. They complete requirements analysis, design specifications, service development, unit testing, and implementation to production of new application components. Work performed by the Development Unit is reported separately under the project(s) to which the staff is currently assigned.
Data Quality and Governance: Data maintained by business applications is viewed as an enterprise asset. In addition to supporting business operations, data, when consolidated into a mechanism such as a data warehouse, is used to support strategic decisions and business process improvements. A Data Governance Model provides the decision-making framework to support the management of data as an enterprise asset. Combined with Data Quality, the management of data through defined governance processes, policies, and standards required throughout the data life cycle will result in increased accuracy, consistency, and confidence in the underlying enterprise data.
Database: The database unit provides a support role to the data warehouse team, the development team, and the operations section (legacy maintenance). They are responsible for reviewing and approving the design of underlying table structures, creating indices to improve performance, maintaining data dictionaries, providing review of proposed changes and additions to the database tables, and creating standards for the creation and maintenance of the databases.

Activities Completed	Impact/Value
Data Warehouse Unit	
✓ Development of collection report RCM.	Provide business and technical requirements.
✓ Development of Time pay report RCM.	Provide business requirements.
✓ Testing of trust information with bond data (ETL).	Provide technical requirements.
✓ Case Financial History Report approved by customer and tested by quality assurance.	Provide business requirements.
✓ Case Financial History AR Detail Report approved by customer and tested by quality assurance.	Provide business requirements.
✓ Last AR Payment Report enhancement request developed, approved by customer and tested by quality assurance.	Provide business requirements.
✓ Committee decision on security issue was split. Must get Data Management Steering Committee (DMSC) input.	Provide business requirements.
✓ Worked on business requirements for MAYSI being added to BOXI.	Provide business requirements.
✓ Fixed error with Active Directory authentication in BOXI.	Provide technical solution
✓ Design, coded, and implemented data for trust, bond, revenue, disbursement, and detail transactions.	Provide data for requested reports.
✓ Fixed performance issue with loading accounting data.	Provide data for requested reports.
✓ Completed 5 Eservice Request for Data Dissemination.	Provide BOXI solution.
✓ Completed 14 Eservice Request for new or enhanced BOXI reports (1 of these were for accounting).	Provided BOXI solution.
✓ Completed 18 Eservice Request for new BOXI users.	Provided BOXI solution.
✓ Routine execution of monthly caseload	Provide monthly statistics.

Data Exchange/Development Unit	
✓ Deployed SCDX BizTalk Grouping application defect fixes/changes to production.	With this deploy there is new functionality that is available for the courts to send a group messages that are part of a unit of work, where the sequence of actions needs to be followed in the same order when the information is updated in the AOC's databases.
✓ Released 5 SCDX Increment 2 web services in Production.	This increases the number of available web service to be consumed by the courts from 10 to 15.
✓ Continue triage efforts for SCDX Increment 2 services, QA regression test Defect tickets, as well as Increment 3 service defects.	Helps to continue QA testing web services in the QA environment.
✓ Continue deployment of SCDX functional bug fixes in Java and BizTalk to DEV and QA for regression testing the Defect fixes and promoted the same to Production.	Prepare the build to deploy to QA for Regression testing and to release more web services in Production.
✓ Worked with Pierce County IT group to clarify and troubleshoot functional issues with AddDocket services.	Prepare AOC for Pierce County's planned production roll-out (January 2013).
✓ Integrated testing with Pierce County helped identify a Java configuration issue here at AOC that were fixed both for QA and Prod environment.	Avoided a potential issue in Production when Pierce County goes live.
✓ Performed a real time live Production Docket Add transaction with Pierce County.	Validated that AOC's Production server and Pierce County's production server can communicate with each other. Also, validated that the message transaction occurred in the manner in which it was expected to be, with the corresponding CICS Audit Log entry appearing in the Log files.
✓ Sent necessary information to King County for their preparation to on-board in SCDX.	Helps King County in preparing their first steps to set up web service at their end to consume AOC's SCDX web services.
Data Quality and Governance	
✓ Data Quality Issue Log now in use to track issues.	Using SharePoint to record data profiling issues and what actions may be recommended.
✓ Begin overloaded field analysis.	Identifies data fields which contain values unrelated to their original intent. This will assist with preparations for SC-CMS data migration efforts.
✓ Date trend graphs created for date-related elements.	Helps to identify either changes or problems in data through time. Provides for accurate assessment visually.
✓ Continue rule validation against data inconsistencies.	Establishes the appropriate threshold for data anomalies/inconsistencies.
Database Unit	
✓ Identified data inconsistency through data profiling effort and applied corrections to the data dictionary.	Maintains data dictionary integrity.
✓ Create the layout of overloaded fields for all code tables that are part of the Super File Contents (SFC) structure.	This will support the efficient parsing and data profiling of these code tables. Along with facilitating completion of data dictionaries for SFC code tables that currently do not have a data dictionary (RN #080407-000019).
✓ Reviewed 8 sets of database designs.	ITG09 project - Support expanded reporting of Accounting data from the data warehouse, e-Ticketing and Data Profiling.
✓ Data Standard and Procedure development.	Review and update of data modeling standards and procedures.
✓ 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.

December 2012 ISD Monthly Report to the JISC

✓ 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 Development environment.	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	
° Continue analyzing and developing documents to capture workflow information for ETL.	Provide technical requirements.

° Continue code of revenue data for Report 14, "Case Financial History" (ETL).	Provide data for requested reports.
° Case Financial History Report design.	Provide requested report from deliverables list.
° Data Management Steering Committee (DMSC) review on security issue: What level of security should be applied to collections and trust data.	Provide business requirements.
° Continue research and design of tables for receipting.	Provide data for requested reports.
° Release Last AR Payment Report.	Provide requested reports.
° Release Case Financial History Report.	Provide requested reports.
° Release Case Financial History AR Detail Report.	Provide requested reports.
° Development of PMR report RCM.	Provide business requirements.
° Development of PMR report RCM.	Provide technical requirements.
° Development of Time Pay report RCM.	Provide technical requirements.
° 2012 annual caseload reports production for all court levels	Provide annual statistics.
Data Exchange/Development Unit	
° Support QA testing for SCDX Increment 3 & 4 services.	Help with completing the QA testing of rest of the SCDX Increments.
° Deploy SCDX Increment 3 (and 4) to Production	When Pierce County goes live in Production with SCDX Increment 1, 2 and 3 (& 4) services, it will cause a sizable reduction in the amount of time spent by Pierce County for double data entry.
° Coordinate with Pierce County to receive and send messages in real time in Production for Docket services.	Continue to support Pierce County to go live in Production.
° Support Pierce County with Production related issues as well as to continue their test support in QA.	Helps Pierce County to go live in Production with more SCDX Increment 1 & 2 services.
° Ramp up the last few SCDX Increment 2 regression related bugs for contractors to complete the contract portion of the project.	Wrap up the contract and release all code to AOC developers for further defect fixing and maintenance.
Data Quality and Governance	
° Form larger Data Quality Review team for Data Profiling initiative.	Broader representation of both business and technical subject matter experts.
° Set criteria for Phase II Cross-Column/Cross Table profiling.	Provide scope and focus for conducting quality analysis.
° Prioritize issues for Phase I.	Provides initial view of most serious issues discovered.
° Draft Phase I summary.	Used to develop the Data Quality Assessment.
° Phase I Root Cause Analysis.	Document findings if related to technical or human data entry errors.
° Continue rule validation against data inconsistencies.	Establishes the appropriate threshold for data anomalies/inconsistencies.
Database Unit	
° Support Database Design Review requests.	Change Management of database designs.
° Attend INH meeting for an overview of the Logical Data Model for Case.	Provide guidance and assist with validation.
° Continue Data Standard and Procedure development.	Review and update of data modeling standards and procedure with team members.
° Assist with troubleshooting data issues during Data Profiling efforts.	Provide analysis to resolve field overloading issues.
° Respond to feedback from the services team on the current version of the Data Modeling Standards document.	Review if enhancements are needed in order to keep current with industry standards as well as continue to provide a consistent process.
° Identify the overloaded code tables that are part of the Code Table Contents (CTC) structure.	Will enable accurate assessment when resolved.
° Follow-up with Operations team members on progress with completing the data dictionaries for the reference code tables that currently do not have a data dictionary.	Needed to provide the necessary business to element definitions.

Operational Area: Operations
Mike Keeling, Operations Manager

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

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

Activities Completed	Impact/Value
✓ SharePoint 2010 project charter signed	Project is now underway.
✓ Legacy – Completed the analysis document for ITG 161 Natural 8.2.2 upgrade	Bring current software up to a supported version
✓ Legacy – Fixed data issues preventing Referential Integrity rules from being turned on in the production environment	Data with integrity and value
✓ ASRA – Implement version 1.04 in production.	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.
✓ JCS – Release version 2.49	Improves overall behavior of the system and allows for a stronger foundation for future system enhancements.
✓ JCS -- Completed development of JCS 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.
✓ DX – Implemented and deployed BizTalk WebSphere ports shutdown and restart script for SCDX application	To ensure normal operation of SCDX application in face of CICS recycling and IPL.
✓ Legacy – Implemented 11 new docket codes for Dependency Orders.	Allows court to accurately track dependency orders.
✓ Legacy – Corrected bug in SCOMIS which was causing Judge Codes to not be displayed on the Display Proceedings screen, and sometimes caused a fatal error.	Saves court time by not having to check other screens for the judge code, and eliminating the need for a work around to avoid the fatal error.
✓ Legacy – ARS Screen changes now allow courts to order Truancy Cases Eligible for Delete Report and the Expunge Truancy Case Parent Eligibility Report on demand.	Gives courts control over start and end date of report, and allows them to request it when required by their local business process.
✓ Legacy – Increased the internal record counts in the MRS Name Index Report for Cases Filed From to avoid abends caused by large date range.	Allows courts to request the report for an entire year without causing an abend.
✓ 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 - Improve method for extracting DB2 Table Structure data and for making that information available to developers and project teams.	Tightens security associated with DB2 access and improves response time for the application displaying the DB2 table structures.
✓ WEB - Provide support for the annual mandated reporting of CJE credits for all judicial officers.	The accumulation of continuing education credits must be reported to all judicial officers be the 31st of each year. The Event Manager application provides a utility that allows the reports to be generated and emailed to all judicial officers. Support of the application needs to be provided throughout the month of December in order to ensure the mandated deadline of Dec. 31 is met.
✓ WEB - The Court of Appeals Division I has requested an eFiling Portal be made available on the public site, by the end of 2012. It is expected the court will be accepting electronically filed documents beginning on January 2, 2013.	The new portal will make it possible for attorneys and prosecutors to electronically file documents with the Court of Appeals Division I.
✓ WEB - Provide developers with easy access to information on JIS DB2 Stored Procedure and User Defined Functions.	Improves developer efficiency.

Activities Planned	Business Value
° Legacy – Continue to identify data and programs that violate the Referential Integrity rules	Get to the point where all the rules can be implemented in production.
° JCS -- Complete testing of JCS 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.
° DX – VRV On-boarding of Tacoma, Lynnwood, and Fife municipal courts	So that vehicle-related violation tickets can be sent electronically from LEA to JIS.
° DX – Technical design and development of Person Protection Order Get service	Part of the INH project.
° Legacy – Removed obsolete programs related to the JUVIS bridge project.	Saves time during large testing, organization and clean-up projects by eliminating obsolete programs.
° 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 – 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 - 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. 12/4: Yakima Juvenile Court has joined the pilot and was trained on the application on 11/30. 11/14: Have received and completed a few requested changes to the application. Work on reports will resume after the holiday.
° WEB – Search revisions to improve results on WWW	Configuration changes intended to improve search results.
° WEB - SC and COA opinions are currently uploaded as Word documents, then converted for display on the web to PDF and Text. The courts want to discontinue the Word upload and provide only a PDF version. This change will not only affect the current application, but it will also affect other entities that currently receive the opinions. Work on this project has involved coordination of effect to ensure all aspects of the change are taken into consideration. As most of these issues have been, or are close to being, resolved, work on the application changes are expected to begin in late October or early November.	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 - The Washington State Association of County Clerks has requested that DV related Misdemeanor conviction information be forwarded to the Department of Licensing. This request will be in addition to the other firearms extracts already being sent to DOL via their Computer 2 Computer (C2C) web service.	At this time all mandated firearms reporting, except the DV related Misdemeanor convictions, are being reported to DOL via their web service. By including the DV related Misdemeanors, all mandated DOL reporting for loss of firearms will be completely automated saving the courts time and money.

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