Washington State Administrative Office of the Courts

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

January 2013
(Report Period Ending January 31, 2013)

Table of Contents

Background & Overview **2**
Background 3
Initiatives & Project Plan Overview 4
Summary of Activities **5**
Major Changes Since Last Report 6
ISD Staff Recognitions 7
IT Governance Request Status 7
Summary of Activities January 2013 9
Initiative Summary 9
Detailed Status Reports **13**
Initiative Status Reports 15
Transformation Program Track 16
COTS Preparation Application Program Track 17
COTS Preparation - Network Capacity/Performance Analysis 19
COTS Preparation – SC-CMS Service Level Agreement Analysis (SLA) 21
COTS Preparation – SC-CMS Disaster Recovery 23
Information Networking Hub (INH) Enterprise Data Repository (EDR) Project 25
Information Networking Hub (INH) Middleware Project 27
ITG #121 Superior Court Data Exchange 29
ITG #002 Superior Court Case Management System (SC-CMS) RFP 31
ITG #045 Appellate Courts Electronic Content Management System (ECMS) 33
ITG #009 Add Accounting Data to the Data Warehouse 35
ISD Operational Area Status Reports 38
Operational Area: IT Policy and Planning 39
Operational Area: Architecture & Strategy 45
Operational Area: Infrastructure 46
Operational Area: Data & Development 48
Operational Area: Operations 51

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
January 2013

Planned
Actual

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

Initiatives	Schedule 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

- Two COTS-Preparation sub-projects – Network Capacity/Performance Analysis & SC-CMS Service Level Agreement (SLA) – have been completed and are formally closed.

Initiative or Project Status Changes

- Monthly status reporting for the COTS-Preparation Application Program Track project is on-hold until a decision regarding the SC-CMS vendor has been reached.

Staffing Changes in ISD

During the reporting period of January 1 - 31, 2013:

ISD welcomed the following new staff:

- Keli Beck, QA Tester (SC-CMS Project), (1/16/2013)

The following employees left ISD:

- Ron Kappes, Project Manager, (1/27/2013)

Employees transferring to the SC-CMS Project:

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

ISD Staff Recognitions

Recognitions

January 2, 2013 – Jan Wilson, Rob Young, and Stan Bailey – Sherri Corcoran joined MSD as a Financial Services Analyst in January. Sherri uses a visual phone service to talk with callers. When you call Sherri, you will be connected to a person who will tell you that you have contacted an interpreter service and that your call will be transferred. Sherri will get a message on her computer monitor that she has a phone call. When the call connects, she will communicate through American Sign Language with the interpreter on a camera monitor. You will speak to Sherri through the interpreter. When Sherri calls your phone, she will go through the interpreter. The whole process is very seamless and works great! Jan, Rob, and Stan, working together, had Sherri's phone set up and working in a very short time.

January 11, 2013 – Ian Roberts – Ian received Information Technology Infrastructure Library (ITIL) Release, Control, & Validation Certification. This is an intermediate level certification. Ian will use the skills and knowledge he gained in his role as the ISD Release Coordinator.

January 24, 2013 – Craig Wilson – Craig is recognized for producing the first IT Portfolio Report from Clarity. The IT Portfolio Report is a product of transformation efforts. It reflects strategies for modernizing the aging set of JIS applications along with the JISC's and court community's priorities for current and future IT investments. The report was reviewed by the JISC; approved by AOC Senior Leadership and delivered to the state legislature, Office of Financial Management and Consolidated Technology Services. The report was also shared with Legislative Budget Analysts and was very helpful.

January 28 – ISD Data and Development Team - Charlotte Jensen, Susan Arb, and David Elliott extend their thanks to the entire ISD Data and Development team for their help with eight Right Now tickets requesting data for fiscal notes. Thanks go out to the entire Data and Development team because everyone is impacted when one or two people are pulled off to focus on these requests. The tickets were turned around very quickly. Some requests were very complex and required a lot of time to run. Others resulted in more questions and required multiple runs by the Data and Development team to gather the information to complete the fiscal notes.

January 30, 2013 – Pam Payne – Vicky Marin thanks Pam for helping to set up the Courts of Limited Jurisdiction Court Level User Group (CLJ CLUG) and Multi-Court Level User Group (MCLUG) meetings with Secure Meeting. Setting up these meeting takes a little getting used to and Pam was incredibly helpful.

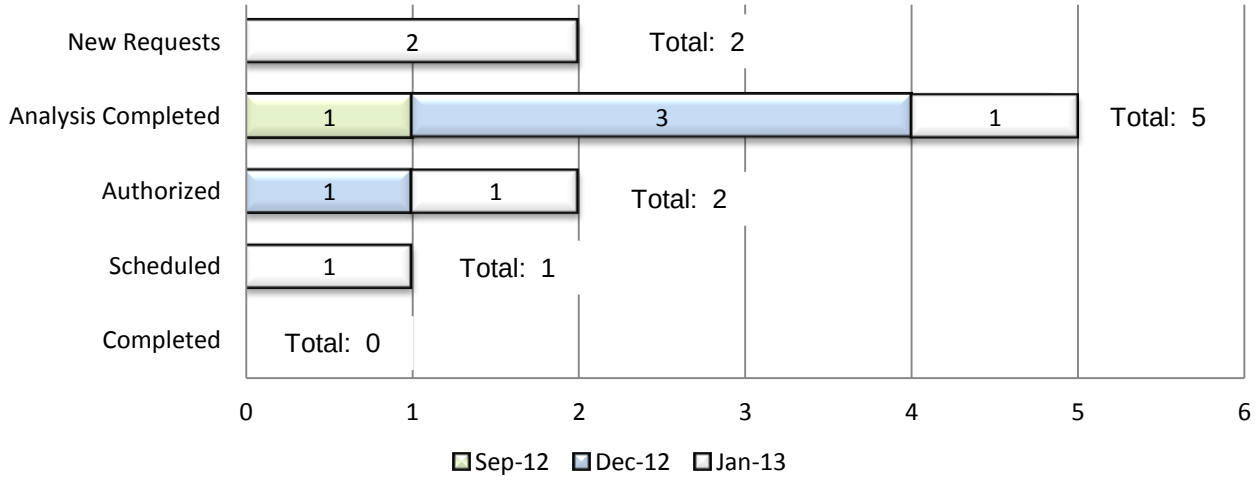
IT Governance Request Status

Completed JIS IT Requests in January 2013

No requests were completed during the month of January.

Status Charts

Requests Completing Key Milestones



Current Active Requests by:

Endorsing Group			
Court of Appeals Executive Committee	1	**District & Municipal Court Management Association**	25
Superior Court Judges Association	3	**Data Management Steering Committee**	1
Washington State Association of County Clerks	8	**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	8

Summary of Activities January 2013

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***
✓ This will be the last monthly report for this project until a decision regarding SC-CMS has been reached. All the open questions documented under 'Reason for Scope Variance' column above have been answered/clarified by SC-CMS and INH team. These clarifications reduce the scope of COTS-prep project significantly. The clarifications are posted to COTS-Prep decision log. The same will be posted to SC-CMS SharePoint site.	Provides understanding of current working environment and enables solution design.
COTS Preparation - Network Capacity/Performance Analysis	
Activities	***Impact/Value***
✓ Project is complete and 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***
✓ Project is complete and 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 analysis of the current AOC Disaster Recovery environment can be completed. The Disaster Recovery analysis work relative to SC-CMS will be completed when a contract with an ASV is executed.	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***
✓ Prepared the business, logical and physical models for the EDR for review by the Database Design Review Team.	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.
✓ Completed statement of work and use cases for conducting EDR prototype with Informatica. Will start conducting Proof of Concept of their data quality and synchronization 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.
✓ Completed work on drafting a non-disclosure agreement, MOU and statement of work with Informatica.	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.

✓ EA completed work on the data sets needed for the prototype.	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.
✓ Updated project schedule in Clarity.	Reflects the current time table for completing the work of the project.

Information Networking Hub (INH) Middleware Project

Activities	***Impact/Value***
✓ Java Jagacy contract developer completed development of automated build process for Java Jagacy data exchanges.	Provides INH data exchanges.
✓ AOC Java Team continued developing JIS inbound services. Continued development work on the PersonOrderProtectionGet data exchange service.	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.
✓ Completed work on the security model for PersonOrderProtectionGet data exchange service.	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
✓ The project is in a hold status pending resolution to the Clerks of Court desire to stop the current direction and go back to the feasibility study and look at alternatives to the COTS approach currently in process. The Project Steering Committee announces Tyler Technologies as the Apparent Successful Vendor.	Provide up to date progress.

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

Activities	Impact/Value
✓ Two vendor proposals were received on 1/4/13. Neither met minimum goals.	Improve the efficiency of document management for the courts.
✓ Debriefings were held with the vendors who submitted letters of intent to bid. Vendors identified three reasons for not submitting a proposal: - Cost cap - Timing over the holidays - Some requirements were unclear.	Improve the efficiency of document management for the courts.
✓ Steering Committee voted to remove the cost cap and release the RFP again. Based on feedback from vendors, the committee also voted to ask the JISC to raise the approved funding to a not-to-exceed amount of $1.5 million.	Improve the efficiency of document management for the courts.
✓ RFP was refined, requirements were clarified and the RFP was released again on 1/29/13.	Improve the efficiency of document management for the courts.

ITG #009 Add Accounting Data to the Data Warehouse

Activities	Impact/Value
✓ Development of Time pay report RCM.	Provide technical requirements.
✓ 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.
✓ Committee decision on security issue was split. Must get Data Dissemination input.	Provide business requirements.
✓ Worked on business requirements for Disproportionate Minority Contact (DMC) being added to BOXI.	Provide business requirements.
✓ Committee approval of Case Financial History Disbursements Detail Report.	Provide business requirements.
✓ Committee 1st review of Case Financial History Disbursements and Time Pay Reports.	Provide business requirements.
✓ Tested data for trust, bond, revenue, disbursement, and detail transactions.	Provide data for requested reports.
✓ Tested performance issue with loading accounting data.	Provide data for requested reports.
✓ Competed code of revenue data for Report 14, “Case Financial History” (ETL).	Provide data for requested reports.
✓ Competed design of tables for receipting.	Provide data for requested reports.

✓ Competed design of tables for accounts payable.	Provide data for requested reports.
✓ Competed design of tables for disbursements.	Provide data for requested reports.

ITG #041 Revised CLJ Computer Records Retention and Destruction Report

Activities	***Impact/Value***
✓ Dec 14 - Jan 31: Business Analyst continued more business analysis to obtain additional requirements details.	Provides definition of project scope and project management approach.
✓ Jan 3: Data Dissemination Committee met for policy determinations.	Provides definition of project scope and project management approach.
✓ Jan 28: Project Charter Signature Cycle complete.	Provides definition of project scope and project management approach.
✓ Jan 29: Data Dissemination Committee meeting to finalize addressing policy questions (all 10 items have been addressed).	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

Transformation Program Track

Reporting Period through January 31, 2013

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

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 January 31, 2013

Executive Sponsor(s)	**IT Project Manager:**
Vonnie Diseth, CIO/ISD Director	Sree Sundaram – Application Program 360.704.5521 Sree.sundaram@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
- 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 ☐

Current Status	Scope	▲	Schedule	▲	Budget	▲

Status Notes:
This will be the last monthly report for this project until a decision regarding the SC-CMS vendor has been reached.

All the open questions documented under 'Reason for Scope Variance' column above have been answered/clarified by SC-CMS and INH team. These clarifications reduce the scope of COTS-prep project significantly. The clarifications are posted to COTS-Prep decision log. The same will be posted to SC-CMS SharePoint site.

The SC-CMS users have expressed an interest in changing the Case Numbering structure and formats when the new SC-CMS is implemented. This would likely have a profound impact on any existing business processes and systems that remain in the legacy environment. An initial assessment work was performed by the team. A list of initial alternatives identified and their impacts was presented to SC-CMS for their evaluation and consideration.

The Scope, Schedule, and Budget status indicators are Yellow 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:

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	7/15/15	

COTS Preparation - Network Capacity/Performance Analysis

Reporting Period through January 31, 2013

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): 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:
  - P1 – Network Capacity & Performance Analysis Sub-project *(Sub-Project Complete & Closed)*
  - P2 – Compute/Storage SW Licensing Sub-project *(Sub-Project Closed)*
  - P3 – SC-CMS Service Level Agreement Analysis (SLA) Sub-project *(Sub-Project Complete & Closed)*
  - 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:

- Evaluated the current AOC network capacity, performance, and processes.
- Determined the impact and actions required to support future COTS product implementations.
- Determined the impact and actions required to support the SC-CMS implementation for the 39 Superior Courts.
- Delivered three reports: Network Capacity & Performance Report, Network Support Process Analysis Report, and Network Upgrade Requirements Report.

Business Benefit:

The COTS-P Program outcome provided 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 validated 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**
  This project is complete and closed.

COTS-P Network Capacity/Performance Analysis Progress:	January - 100% 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:** 1/28/2013	

Activities Completed	Impact/Value
✓ Project is complete and 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.

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	1/28/2013

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

Reporting Period through January 31, 2013

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): 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:
  - P1 – Network Capacity & Performance Analysis Sub-project *(Sub-Project Complete & Closed)*
  - P2 – Compute/Storage SW Licensing Sub-project *(Sub-Project Closed)*
  - P3 – SC-CMS Service Level Agreement Analysis (SLA) Sub-project *(Sub-Project Complete & Closed)*
  - 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:

- Evaluated current software licenses to determine future COTS product implementation impact.
- Determined SC-CMS server and software license requirements impact.

Business Benefit:

The COTS-P Program outcome provided 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 validated 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:**
  This project is complete and closed.

COTS-P Network Capacity/Performance Analysis Progress:

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:** 1/28/2013	

Activities Completed	Impact/Value
✓ Project is complete and 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.

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	1/28/2013

COTS Preparation – SC-CMS Disaster Recovery

Reporting Period through January 31, 2013

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 *(Sub-Project Complete & Closed)*
  - P2 – Compute/Storage SW Licensing Sub-project *(Sub-Project Closed)*
  - P3 – SC-CMS Service Level Agreement Analysis (SLA) Sub-project *(Sub-Project Complete & Closed)*
  - 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.

The analysis of the current AOC Disaster Recovery environment can be completed. The Disaster Recovery analysis work relative to SC-CMS will be completed when a contract with an ASV is executed.

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.

COTS-P Network Capacity/Performance Analysis Progress:	January - 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 analysis of the current AOC Disaster Recovery environment can be completed. The Disaster Recovery analysis work relative to SC-CMS will be completed when a contract with an ASV is executed.	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

Reporting Period through January 31, 2013

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:

The project is about to begin the Database Design Review Team process.

The project is beginning a proof of concept exercise with Informatica to determine if the vendor's tools can meet our requirements with existing or new components.

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

Phase	☐ Initiate	☐ Planning	X Execute	☐ Close
Schedule	**Planned Start Date:** July 2011		**Planned Completion Date:** 12/19/14	
	Actual Start Date: July 2011		**Actual Completion:** TBD	

Activities Completed	Impact/Value
✓ Prepared the business, logical and physical models for the EDR for review by the Database Design Review Team.	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.
✓ Completed statement of work and use cases for conducting EDR prototype with Informatica. Will start conducting Proof of Concept of their data quality and synchronization 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.
✓ Completed work on drafting a non-disclosure agreement, MOU and statement of work with Informatica.	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.
✓ EA completed work on the data sets needed for the prototype.	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.
✓ Updated project schedule in Clarity.	Reflects the current time table for completing the work of the project.

Milestones Planned and Accomplished

Milestone	Original Date	Revised Date	Actual Date
Start Project	1/26/12	1/26/12	1/26/12
Physical Data Design	7/20/12	7/20/12	7/20/12
Logical Modeling	7/20/12	7/20/12	7/20/12
Conceptual Modeling	7/13/12	7/13/12	7/13/12
Conceptual Solution Design	6/21/12	6/21/12	6/21/12
Review Data Model	10/1/12	10/1/12	10/1/12
Iteration 2	9/6/12	9/6/12	9/6/12
System Implementation	10/2/12	10/2/12	10/2/12
Iteration 3	9/6/12	9/6/12	9/6/12
Iteration 1	9/7/12	9/7/12	9/7/12
04-Design	6/7/12	6/7/12	6/7/12
03-Requirements	6/6/12	6/6/12	6/6/12
Update Data Model	10/17/12	10/17/12	10/17/12
End Project	12/19/14	12/19/14	

Information Networking Hub (INH) Middleware Project

Reporting Period through January 31, 2013

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:

Progress continues to be made on the INH middleware services. However, we have experienced some interruptions of work by the Java Jagacy developers who have been directed to support the SCDX services deployments and testing. This resource conflict continues to be an on-going issue and may impact the project schedule negatively. The project schedule status indicator is set to yellow as a caution due to this situation.

An issue/risk regarding the constraints of using a shared QA environment with the SCDX project and Pierce County has been submitted. A separate dedicated development, Quality Assurance and sandbox environments just for INH and SCDX has been requested. This may delay the deployment of INH services until the new environments are ready.

Work continues on to complete the next set of INH services for deployment in mid-February.

Progress

Phase	☐ Initiate	☐ Planning	X Execute	☐ Close
Schedule	**Planned Start Date:** Januarty 2012		**Planned Completion Date:** Sept. 2013	
	Actual Start Date: January 2012		**Actual Completion:** TBD	

Activities Completed	Impact/Value
✓ Java Jagacy contract developer completed development of automated build process for Java Jagacy data exchanges.	Provides INH data exchanges.
✓ AOC Java Team continued developing JIS inbound services. Continued development work on the PersonOrderProtectionGet data exchange service.	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.
✓ Completed work on the security model for PersonOrderProtectionGet data exchange service.	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.

Milestones Planned and Accomplished

Milestone	Original Date	Revised Date	Actual Date
Start Project	1/1/12	1/1/12	1/1/12
Service 12 – Case Orders Get	10/9/12	10/9/12	
Service 6 – Case Get	11/8/12	11/8/12	
Service 2 – Person Get	9/20/12	9/20/12	9/20/12
INH-001.050 – PersonOrderProtectionGet	1/16/13	1/16/13	
Service 5 – Case Proceedings Add/Update	10/12/13	10/12/13	
Service 4 – Juvenile Reference Update	10/12/12	10/12/12	
Service 3 – Protection Orders Add/Update	9/27/12	9/27/12	
Service 2 – Juvenile Add/Update	9/14/12	9/14/12	
Service B1 – Person Get	9/14/12	9/14/12	
Service A1 – ADR Get	9/14/12	9/14/12	9/14/12
Service Development	10/15/12	10/15/12	10/15/12
Platform Updates	1/18/13	1/18/13	
Service B2 – DOL DL Person Search	10/3/12	10/3/12	
End Project	9/13/13	9/13/13	

Approved Project Status Reports

ITG #121 Superior Court Data Exchange

Reporting Period Through January 31, 2013

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 (66) 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.

Problems discovered during Pierce County Docket services testing will require significant modifications to Web Services developed for Add, Update, and Insert Docket Services. The schedule status indicator is set to red to reflect the impact to the project schedule.

Scheduled leave, training obligations, and ramp-up time have slowed the delivery of test results from the QA Testing Team. AOC staff Java support staff is splitting their time between Legacy system support, INH Project development work, SCDX defect resolution, and an SCDX modification of Docket Services to support Pierce County's use. This increases the risk that SCDX Java web service support and delivery will be delayed.

Progress

Phase	☐ Initiate	☐ Planning	X Execute	☐ Close

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

Schedule Increment 2	**Original Start Date:** 1/2/2012	**Original Completion Date:** 3/30/2012
	Planned Start Date: 2/1/2012	**Planned Completion Date:** 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
✓ Final defect build was delivered by Contractor.	This delivery completes Sierra's $1.4M contract.
✓ Support for defect correction has transitioned to AOC Staff.	Maintain Release when Ready deployment of SCDX services.

Activities Planned	Impact/Value
° Finalize QA Testing of the Remaining 12 Increment 2 Web Services.	Maintain Release when Ready deployment of SCDX services.
° Complete deployment of Increment 2 web services.	Maintain Release when Ready deployment of SCDX services.
° Continue QA Testing Remaining Web Services.	Maintain Release when Ready deployment of SCDX services.
° Develop Correction of Docket Sequencing issue.	This correction will get Pierce back on track for using SCDX services.

Milestones Planned and Accomplished

Milestone	Original Date	Revised Date	Actual Date
Start Project	8/27/10		
Superior Court Data Exchange (SCDX) Project	5/28/13	7/26/13	
Develop SCDX Project Documentation		6/24/13	
Increment 2 QA Acceptance Testing		1/18/13	
Production Web Services: Perform AOC QA Testing		5/11/13	
Release 3 QA Triage, Defect, and Regression Testing (INC2)		2/25/13	
Release 4 QA Triage, Defect, and Regression Testing (INC3)		4/24/13	
Release 4A Docket Services Sequence Modification		3/29/13	
Release 5 QA Triage, Defect, and Regression Testing (INC4)		4/30/13	
Release 6 QA Triage, Defect, and Regression Testing		5/22/13	
Release 7 QA Triage, Defect, and Regression Testing		7/11/13	
SCDX Production Increment 1 Complete		5/14/12	5/14/12
Develop SCDX Project Documentation (Business Capability Requirements)	8/23/12	10/11/12	10/11/12
End Project	5/28/13	7/26/13	

*New or modified date

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

Reporting Period through January 31, 2013

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 a hold status pending resolution to the Clerks of Court desire to stop the current direction and go back to the feasibility study and look at alternatives to the COTS approach currently in process. The Project Steering Committee announced Tyler Technologies as the Apparent Successful Vendor. A clarification meeting with Tyler, scheduled for February 19-21, will determine whether this ASV recommendation goes to the JISC for final approval.

Progress

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
✓ The project is in a hold status pending resolution to the Clerks of Court desire to stop the current direction and go back to the feasibility study and look at alternatives to the COTS approach currently in process. The Project Steering Committee announces Tyler Technologies as the Apparent Successful Vendor.	Provide up to date progress.
Activities Planned	**Impact/Value**
° A clarification meeting with Tyler, scheduled for February 19-21, will determine whether this ASV recommendation goes to the JISC for final approval.	Provide up to date progress.

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)

Reporting Period through January 31, 2013

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

Description: The Appellate Courts Electronic 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.

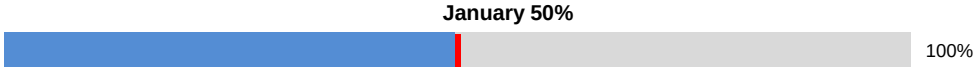
Business Drivers								
	Improve Decision Making	X	Improve Information Access	X	Improve Service or efficiency	X	Manage Risks	☐
	Maintain the business	☐	Manage the costs	X	Increase organizational capability	X	Regulatory compliance or mandate	☐

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

Status Notes:

The schedule and budget status indicators remain red due to past resource constraints and changes in the project approach. Two vendor proposals were received on January 4, 2013. Neither met minimum goals. RFP was refined, requirements were clarified and the RFP was released again on 1/29/13. Vendor proposals are due on 3/6/13.

Progress



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
✓ Two vendor proposals were received on 1/4/13. Neither met minimum goals.	Improve the efficiency of document management for the courts.
✓ Debriefings were held with the vendors who submitted letters of intent to bid. Vendors identified three reasons for not submitting a proposal: - Cost cap - Timing over the holidays - Some requirements were unclear.	Improve the efficiency of document management for the courts.
✓ Steering Committee voted to remove the cost cap and release the RFP again. Based on feedback from vendors, the committee also voted to ask the JISC to raise the approved funding to a not-to-exceed amount of $1.5 million.	Improve the efficiency of document management for the courts.
✓ RFP was refined, requirements were clarified and the RFP was released again on 1/29/13.	Improve the efficiency of document management for the courts.
Activities Planned	**Impact/Value**
° Present a decision paper to the JISC regarding increased funding.	Improve the efficiency of document management for the courts.
° Rework the RFP scoring model based on the updated requirements.	Improve the efficiency of document management for the courts.
° Review stakeholder feedback of vendor demonstration scripts and discuss with the stakeholders.	Improve the efficiency of document management for the courts.
° Finalize logistics for proposal evaluation.	Improve the efficiency of document management for the courts.
° Vendor proposals are due on 3/6/13.	Improve the efficiency of document management for the courts.
° Continue work on the web portal requirements.	Improve the efficiency of document management for the courts.

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

Reporting Period through January 31, 2013

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

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

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

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

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

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

Status Notes:

The project remains on schedule and within budget. The planned completion date for this project is January 2014. An enhancement to the Cases with A/Rs Paid-in-Full – INCLUDING bond report is scheduled for 2/19/2013.

Progress

Project Phase	☐ Initiate	☐ Planning	X Execute	☐ Close

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

Activities Completed	Impact/Value
✓ Development of Time pay report RCM.	Provide technical requirements.
✓ 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.
✓ Committee decision on security issue was split. Must get Data Dissemination input.	Provide business requirements.
✓ Worked on business requirements for Disproportionate Minority Contact (DMC) being added to BOXI.	Provide business requirements.
✓ Committee approval of Case Financial History Disbursements Detail Report.	Provide business requirements.
✓ Committee 1st review of Case Financial History Disbursements and Time Pay Reports.	Provide business requirements.
✓ Tested data for trust, bond, revenue, disbursement, and detail transactions.	Provide data for requested reports.

✓ Tested performance issue with loading accounting data.	Provide data for requested reports.
✓ Competed code of revenue data for Report 14, "Case Financial History" (ETL).	Provide data for requested reports.
✓ Competed design of tables for receipting.	Provide data for requested reports.
✓ Competed design of tables for accounts payable.	Provide data for requested reports.
✓ Competed design of tables for disbursements.	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	1st customer review 1/22/2013.
	9. Collection case information	2nd customer review 12/18/2012.
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	1st release to production 1/15/2013 *(Report has four releases).*
New	15. Trust Summary Report	1st customer review 10/25/2012.
New	16. Last AR Payment Report	Released to production 1/15/2013.
Enhancement	17. Cases with A/Rs Paid-in-Full – INCLUDING BOND.	Scheduled for 2/19/2013.

New Priority List

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

*Legend: * Requirement added during requirements gathering process*

ITG #041 Revised CLJ Computer Records Retention and Destruction Project

Reporting Period through January 31, 2013

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.

Project is on target for the schedule being reported to the JISC on February 22, 2013.

Progress :

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:** March 20, 2014
	Actual Start Date: April 23, 2012	**Actual Completion Date:** TBD

Activities Completed	Impact/Value
✓ Dec 14 - Jan 31: Business Analyst continued more business analysis to obtain additional requirements details.	Provides definition of project scope and project management approach.
✓ Jan 3: Data Dissemination Committee met for policy determinations.	Provides definition of project scope and project management approach.
✓ Jan 28: Project Charter Signature Cycle complete.	Provides definition of project scope and project management approach.
✓ Jan 29: Data Dissemination Committee meeting to finalize addressing policy questions (all 10 items have been addressed).	Provides definition of project scope and project management approach.
Activities Planned	**Impact/Value**
° Feb 15: Develop and Complete Project Communications Management Plan (with technical notifications, e-mail distributions, Steering Committee, Project Team and Court Community outreach sessions strategies inclusive (stakeholder outreach and court user feedback).	Defining detailed requirements.
° Feb 21: Project Team review Communications Management Plan within Project Management Plan.	Defining detailed requirements.
° Feb 28: Steering Committee meeting for Project Status, Report DDC Policy Determinations and discuss Functional Requirements approved preliminary requirements freeze.	Defining detailed requirements.
° February 15 - March 29: Continue more business analysis to obtain full functional requirements detail - including court user/Court SME outreach for feedback (representatives from District and Municipal Court Management Association (DMCMA), District and Municipal Court Judges' Association (DMCJA) and Misdemeanor Corrections Association)).	Defining detailed requirements.
° February 15 - March 29: Continue more business analysis to obtain full functional requirements detail – including Stakeholder outreach to Presidents of Washington Association of Prosecuting Attorneys (WAPA), Washington Association of Municipal Attorneys WAMA, Washington Association of Criminal Defense Lawyers (WACDL) and Washington Defense Attorneys (WDA) for input representing their associations (two Prosecuting Attorney Bar Associations and two Defense Attorney Bar Associations).	Defining detailed requirements.
° Feb 15: Add Communications Management Plan to Project Management Plan.	Defining detailed requirements.
° Feb 15 - March 29: Committee and DDC/Associations.	Defining detailed requirements.

Milestones Planned and Accomplished

Milestone	Original Date	Revised Date	Actual Date
Start Project	8/1/11	8/1/11	
Phase 1 – Project Initiation		1/31/13	
Develop Charter		11/29/12	
End Project	8/1/13	3/20/14	

ISD Operational Area Reports

Operational Area: IT Policy and Planning

William Cogswell, ISD Associate Director

Through January 31, 2013

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

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

Activities Completed this Reporting Period	Impact/Value
Portfolio Coordinator	
✓ Assisted Project Managers in getting project schedules into Clarity using the Microsoft Project integration tool. 18 projects schedules have been migrated. 4 project schedules have yet to be migrated.	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.
✓ Participated in the Total Cost of Ownership modeling for SC-CMS.	TCO will be used to understand the total cost of owning and operating the SC-CMS. The model will also be useful for portfolio management and evaluation of costs for future large IT investments.
Service Delivery	
✓ Conducted interviews for temporary Project Manager.	Fill vacant positions.
Release/Change Management	
✓ 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.
✓ Participated in weekly NETOPS Mtg.	Track current & future changes to Business Applications Environment for potential impact and de-confliction.
✓ Facilitate JSD Outage Notification Process Improvement	Identify opportunities for automation & process improvement of Standard/Emergent Outage Notification.
✓ BizTalk Outage Notification Workgroup	Maintaining all BizTalk environments at current MS Support levels. Consistency across environments in a timely manner.
✓ Writing Documents in Plain Talk training	Increased ability when writing Policy & Standards for Change & Release Management.
Organizational Change Management	
✓ Finalized Organizational Change Management Strategy 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.
✓ Prepared December 2012 monthly CIO and JISC reports.	Communicate ISD activities to AOC stakeholders.
✓ Attended ITIL Foundations training at SPSCC Hawks Prairie campus on January 29 – 31. Passed ITIL Foundations certification exam at end of class.	Learn the fundamental practices necessary to efficiently support and delivery high quality, cost effective IT services.
✓ Worked with ISD Functional Managers, Associate Director, and Resource Coordinator to define a process for coordinating staff assignments to project work.	Provides a process for managing the impacts when staff is assigned to work on projects.
✓ Worked with Resource Coordinator and Associate Director to develop a survey to gather feedback from ISD employees hired in the last 6 months.	Provides input to development of an ISD-specific New Employee Orientation.
Clarity Administrator	
✓ 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.
✓ Clarity / Microsoft Project Integration – INH Project (Belles), Guardian Application (Kruller), COTs & SharePoint 2010 (Sundaram)	Provides project managers with the ability to manage their project schedules with the tooling that they are more comfortable with.

✓ Clarity Report: ISD Weekly Assignment Planner	The ISD Weekly Assignments Planner provides staff with a detailed list of tasks that have been scheduled for their time reporting week. By understanding what has been scheduled for them early in the week, staff can make work decisions that support project and application needs.
✓ Clarity Report: ISD Weekly Assignment Planner for Functional Managers	The ISD Weekly Assignments Planner for Functional Managers is a tool intended to help managers understand what demands are being placed on their staff by listing scheduled tasks for the week in the priority order for the division. By using this report on a weekly basis, it will be possible for managers to spot potential trouble spots before they occur, indentify unused resource bandwidth, and collaborate with others (managers) to make the best use of available resources.
✓ Clarity Report: ISD Weekly Assignment Planner for Project Managers	The ISD Weekly Assignments Planner for Project Managers is a tool intended to help project managers quickly see what the current and following weeks have in store for the projects they manage. By providing project managers with scheduled tasks, completion dates, and planned resource hours from their schedules, it will be possible for project managers to spot potential trouble spots before they occur, indentify resourcing conflicts, and collaborate with others (managers) to make the best use of available resources. Content for the report is taken from the project manager's schedule in Clarity.
Resource Coordinator	
✓ Clarity team assisted with integration of INH and Guardian Web Application in Clarity.	Data in Clarity is up to date and more accurate.
✓ Developed group goals for 2013.	Identify what we need to do as a unit to support AOC and Washington courts.
✓ 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 and staff.
✓ Clarity Team member - Assist staff with timesheet questions, training, adjustments and resolving issues (ongoing).	Reliable Clarity resource for staff.
✓ Assist Org Change Manager with developing a tool to survey ISD staff that has been hired within the past six months.	Improve training offered to newly employed ISD staff.
✓ Provided Resource Coordinator's core/essential functions to manager by end of Jan.	Update AOC Strategic Plan
Business Liaison	
✓ Continued participation in ECMS project meetings; reviewed EDMS project documents and provided feedback. Edited project documents as requested including a review and edit of the RFP documents.	Delivers a product that will meet the Court of Appeal's business needs.
✓ Continued work on refining the SharePoint template to be used for automating the Release Note review and approval process within AOC.	Streamlines internal ISD activities for the creation and distribution of application/system release notes.
✓ Attended Protection Order pilot system meeting at the Thurston County Courthouse. New system is being developed with grant funds from the Gender and Justice Commission.	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.
✓ Took the online JABS tutorial training and began the JIS on-line training.	Familiarity with the systems used by our customers is necessary to understand issues or questions about the systems.
✓ Attended various ISD meetings such as JISC prep, JISC meeting, project status, project risk, unit, one-on-one, etc.	Keeps me informed of ISD activities and provides a forum for gathering feedback from ISD staff. Information shared is used to create meeting agendas, resolve issues, and improve processes.
✓ Followed-up regarding publication of the Chronological SRA on the internet. Division II COA will be in contact following discussion at one of their upcoming Judge's Meetings.	Others have indicated an interest in making this information more available; since Division II COA publishes this material we are requesting their consent prior to publication.

✓	Reviewed and commented on various unit/division documents as requested.	Clarifies document content for more accurate and easier readability.
✓	Held regular status meeting with AOC Court Education Services Manager.	Reduces internal AOC process surprises and promotes consistent service delivery for our customers.
✓	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 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.
✓	Worked with the CBO and attended the Court User Workgroup meetings.	Ensuring that the CBO will help the CUWG meet the goals of establishing decisions around baseline configuration for the SC-CMS 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.
✓	Continued work on a staffing transition plan for the DMSC committee.	Provide staffing and support for committees and groups to effectively carry out their decision processes.
✓	Attended SCJA Board of Trustees meeting.	Delivering communications and messages to the customers keeps them informed and improves credibility, transparency and trust.
✓	Worked in collaboration with other AOC staff and customer stakeholders on ITG requests.	ITG requests provide customers the ability to tell AOC what is important to them and in what priority IT projects should be worked on.
✓	Worked with AOC staff, leadership, and stakeholders on SC-CMS project developments and possible impacts to customer groups.	Ensuring that customers are informed of project developments, the remaining decision process, and possible impacts to them.
✓	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.
✓	Did planning and materials preparation for February JISC meeting.	Thorough preparation for JISC meetings enables AOC staff to be better prepared and address emerging issues before each meeting.
✓	Provided 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.
✓	Worked with AOC team preparing the Access to Justice Technology Principle's 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.
✓	Coordinated 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.
✓	Staffed JISC and ISD work groups developing a policy and standard for approval of local case management systems, and worked with AOC staff on statewide data exchange needs.	Having consistent policies and standards for JISC approval of local case management systems and statewide data exchange ensures that courts have the flexibility to develop solutions that meet their needs while ensuring the integrity of statewide data.
✓	Monitored progress and provided input on ISD projects on behalf of customer groups.	Communicating customer perspective on ISD projects helps ensure that system changes meet customer needs.
✓	Staffed CLJ and multiple court level IT governance groups.	Assisting IT governance groups with the process enhances their ability to focus on decision making.
✓	Assisted customers and AOC staff with troubleshooting customer issues that arise.	Assisting customers with issues builds relationships and customer confidence in AOC and ISD.

Vendor Relations	
✓ Finalized and executed, in coordination with MSD Contracts, all contract documentation required for INH EDR Proof of Concept with Informatica.	Provide procurement and contract guidance to INH project team; Provide contract negotiations with Vendor to maintain successful contract schedule and to alleviate contract and project risks to AOC.
✓ Drafted and submitted to Leadership Team the new ISD Vendor Management Policy (ISD 10.34).	Establishing a new ISD policy identifying roles and responsibilities of the Vendor Relations Coordinator as well as the purpose and scope of the ISD Vendor Management Program.
✓ Drafted and submitted the new ISD Procedure (ISD 10.34.p1): Invoice Approval Process to ISD Associate Director for review and approval.	Establishing a new ISD standard to identify to ISD roles and responsibilities and to enforce consistency and efficiency in implemented process.
✓ Began contract audit for completed contracted professional services related to Superior Court Data Exchange.	Manage Vendor performance and confirm full contract compliance has been achieved.
✓ Continue to work with SC-CMS Project management and MSD Contracts on developing strategy for contracts negotiation with ASV.	Proactively review Vendor proposal and project documentation to develop a strategy for contract negotiations between AOC legal team and ASV.
Activities Planned	**Impact/Value**
Portfolio Coordinator	
° Complete the Total Cost of Ownership document for SC-CMS.	TCO will be used to understand the total cost of owning and operating the SC-CMS.
° Update the quarterly IT Portfolio Quarterly Tri-fold.	Provides a quick reference and current status of IT investments in the portfolio.
Release/Change Management	
° Continued participation in weekly Network Operations Meeting.	Track current & future changes to Business Applications & Environments for potential impact & de-confliction.
° 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.
° Tool Evaluation.	Continued evaluation/selection of Release Tool which may increase efficiency in Release process.
° JSD Outage Notification Process Improvement.	Determine how we can automate the Content editing, review, & approval (continued) process. Standardize the content of the notification.
Organizational Change Management	
° Continue Organizational Change Management work with projects and efforts.	Strategies and actions are planned to manage the people side of change.
° Prepare January 2013 monthly CIO and JISC reports.	Communicate ISD activities to AOC stakeholders.
° Work on draft of ISD Organizational Change Management Strategy and presentation to ISD Leadership Team.	Will provide guidance to ISD employees to define organizational change management, describes the process and tools, and how to work organizational change management in projects and other ISD change efforts.
° Assist with ISD portion of February New Employee Orientation.	Provide a solid base of information for new AOC employees.
° Summarize feedback from ISD employees hired in the last 6 months for input to ISD-specific New Employee Orientation.	Identify what works and what does not work to improve the ISD and Clarity communication.
Clarity Administrator	
° Clarity / Microsoft Project Integration – EDMS Project (Kravik).	Provides project managers with the ability to manage their project schedules with the tooling that they are more comfortable with.
° Clarity V13 – Implementation. Begin efforts to implement the latest version of Clarity (On-hold until we can get support from infrastructure).	V13 also has a much improved user interface.
Resource Coordinator	
° Continue to meet all weekly, bi-weekly and monthly assignments.	Provides a dependable source of information for management and staff.
° Work with D & D Manager to develop a basic MSP schedule for the Add Accounting Data to the Data Warehouse Project and migrate in Clarity.	Successful migration of all active projects into Clarity.

° Develop and document Clarity Procedures (ongoing).	Provides good reference material for training, back up and succession planning.
° Reach consensus between Functional Managers, Project Managers and Resource Coordinator regarding coordinating resource assignments in Clarity.	Jointly develop a predictable, repeatable process for managing the resource coordination process.
° Prepare outline of training agenda for resource management process.	Develop resource management training.
Business Liaison	
° Participate in document reviews and meetings as a Business Liaison.	Brings awareness of customer perspective to AOC activities; helps ensure that customer business needs are addressed.
° Continued participation on ECMS project and in project meetings. Assist by drafting and editing project documents, scheduling Executive Steering Committee meetings, etc.	Provides support to the project and project manager, as needed, to help the project meet its goals and objectives.
° Review progress on the Appellate Court Level User Group Charter; schedule a meeting with the ACLUG Chair to create a plan for moving the Charter towards completion.	The Charter clearly defines the parameters of the ACLUG and its members; it also fulfills a requirement to the JISC.
° 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. Plans to pilot the new process have been extended pending the return of the SharePoint Administrator.	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.
° Attend Minority and Justice Commission meeting.	Creates communication bridge between the Commission and ISD.
° Attended various ISD meetings such as JISC prep, project status, staff, etc.	Keeps me informed of ISD activities and provides a forum for gathering feedback from ISD staff. Information shared is used to create meeting agendas, resolve issues, and improve processes.
° Resolve the question about posting the Chronological Sentencing Reform Act (SRA) on the AOC public internet site. Currently in contact with the information author.	Consolidated information is useful and saves time for judicial staff.
° Attend meeting to learn more about the SAVIN Protection Order project.	Understand how or if this project and the Protection Order system being implemented by Thurston County Superior Court will work together.
° Take a basic JIS on-line course.	Gain a better understanding of the JIS system to better understand it, problems and changes, and their impacts.
° Meet with AOC Court Education Services Manager.	Reduces internal AOC process surprises and promotes consistent service delivery for our customers.
° 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.
° Distribute 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
° Facilitate vendor clarification meeting for the SC-CMS project.	Ensure that stakeholder concerns and questions are answered by the Apparent Successful Vendor (ASV) during a three-day clarification meeting.
° 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 stakeholders and the project team informed, improving credibility and trust.
° Provided updates and reports to associations on IT activities relating to superior courts and appellate courts.	Continued communications help customers to understand better the activities in ISD and for ISD to get valuable

	feedback to better meet the customer needs.
° Participate in projects and programs as a customer liaison, providing a customer perspective.	Ensuring that the customer perspective is considered and heard on customer impacting projects is essential to delivering a solution that meets the needs of our customers.
° 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.
° Continue working with AOC staff, leadership, and stakeholders on SC-CMS project developments and possible impacts to customer groups.	Ensuring that customers are informed of project developments, the remaining decision process, and possible impacts to them.
° 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 monitoring progress and provided input on ISD projects on behalf of customer groups.	Communicating customer perspective on ISD projects helps ensure that system changes meet customer needs.
° Continue staffing CLJ and multiple court level IT governance groups.	Assisting IT governance groups with the process enhances their ability to focus on decision making.
° Continue to assist customers and AOC staff with troubleshooting customer issues that arise.	Assisting customers with issues builds relationships and customer confidence in AOC and ISD.
Vendor Relations	
° Held debrief with non-awarded Vendor for SC-CMS RFP.	Effectively communicate procurement decisions; Maintain compliance to publish RFP processes; Maintain AOC value and trust within the Vendor community.
° Continue to work with SC-CMS Project management and MSD Contracts on developing strategy for contracts negotiation with ASV.	Proactively review Vendor proposal and project documentation to develop a strategy for contract negotiations between AOC legal team and ASV.
° Finish contract audit for completed contracted professional services related to Superior Court Data Exchange.	Manage Vendor performance and confirm full contract compliance has been achieved.

Operational Area: Architecture & Strategy

Kumar Yajamanam, Architecture & Strategy Manager

Through January 31, 2013

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
✓ Provided enterprise architecture perspective to the JIS Codes Committee and staff in preparation for, and during, their monthly meeting. In January, two CLJ codes were approved. A third request with impact across all trial courts was discussed, and then assigned for additional analysis prior to further consideration.	The JIS Codes Committee reviews code requests against established guidelines. It prioritizes implementation of those which are approved.
✓ ITG 153 - Transmit Additional Enhancements to WSP: The revised analysis report, with a minor wording improvement, was approved by the OCB at their January 3 meeting. The finalized report was submitted to the ITG coordinator for channeling to the next step in the governance process.	This enhancement would provide more complete disposition information to the WSP for criminal history.
✓ The Court Users Workgroup (CUWG) held its first (2-day) meeting in January. Purpose, approach, and working agreements were discussed. Consideration of case numbers and case types was initiated.	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.
✓ Policy and Standards for Local Court Record Systems: The JIS Local CMS Policy Workgroup canceled their 1/18 meeting. The effort awaits rescheduling.	Statewide shared case information is crucial to sound judicial decision making. A policy is necessary to ensure that shared information is not eliminated or compromised by any court(s) choosing to implement a local system rather than to employ JIS.

Activities Planned	Business Value
° Enterprise Data Repository (EDR): Data definitions are being developed, and the models are being reviewed.	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. Based on post-analysis discussions, the request has been modified, with a narrower scope. The analysis is being revised accordingly, and will be sent to the OCB for review in February.	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.
° 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.
° Consolidate the Solution Architecture of INH Middleware Services and INH EDR under one Solution Architect. Begin to redesign the INH Middleware core infrastructure based on the Microsoft BizTalk ESB Best Practices. Complete the INH EDR "Proof of Concept".	Will provide a consistent overall architecture across the INH capabilities and releases. Uplift the existing SCDX and INH service delivery patterns to use current and forward-looking BizTalk architecture delivering more extensible, supportable exchanges. Understand the possible fit of the Informatica tooling to the EDR requirements.
° COTS Prep: Work on the summary documentation based on initial SC-CMS impact analysis. Work on possible impact and change for statewide data warehouse and reporting.	Understand the impacts and issues associated with SC-CMS implementation, and identify solution options.
° Enterprise Application Architecture: Update the existing enterprise application architecture document. Identify some common application architecture and design patterns. Provide reference implementation.	Try to build up some common application architecture building components and (or) provide various options. Provide training or support to projects.

Operational Area: Infrastructure

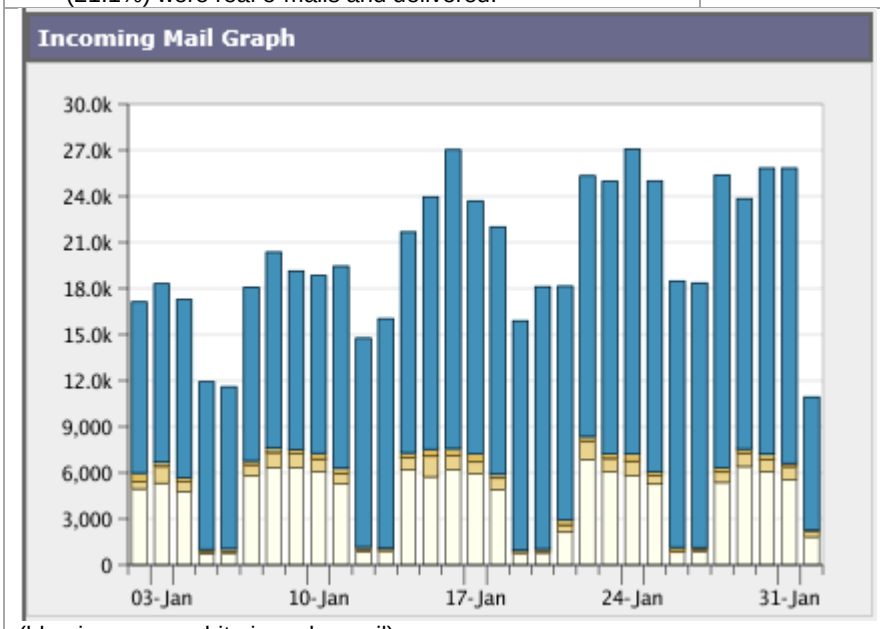
Dennis Longnecker, Infrastructure Manager

Through January 31, 2013

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 an exciting test. We set our objectives and expectations for the next test. Staff continues to keep documentation/procedures current.	Disaster Recovery is a JIS activity which ensures the JIS systems would be available in the event of a disaster (either localized or large).
✓ Completed the upgrading COA 3 Domain Controller to new hardware and software.	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.
✓ Increasing Circuit capacity for COA's and SeaTac	Provide higher speed bandwidth.
✓ 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 624,100 e-mails, of which 492,400 e-mails were 'Spam' e-mails, and not delivered; thus only 131,700 (21.1%) were real e-mails and delivered.	Only delivering the real e-mails saves on staff time, not making them having to deal with all the unnecessary garbage in their inboxes. All saves space in the servers.



(blue is spam – white is real e-mail)

Activities Planned	Impact/Value
° Continue to work on the March 2013 Disaster Recovery activities.	Disaster Recovery is a JIS activity which ensures the JIS systems would be available in the event of a disaster (either localized or large).
° Continue Hardware/Software/Firmware Upgrades on system components.	Maintaining current and supported software levels ensures users are able to continue to work.
° 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 COA 1 File Server.	Replace aged (5 year old) equipment with new hardware and operating systems.
° Upgrade the COA 2 File Server.	Replace aged (5 year old) equipment with new hardware and operating systems.
° Upgrade the firewall equipment to new technology.	Replace aged (5 year old) equipment with new hardware and operating systems.
° Continue work on MS Exchange Upgrade Planning.	Maintaining current and supported software levels ensures users are able to continue to work.

Operational Area: Data & Development

Tamra Anderson, Data & Development Manager

Through January 31, 2013

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 Time pay report RCM.	Provide technical requirements.
✓	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.
✓	Worked on business requirements for Disproportionate Minority Contact (DMC) being added to BOXI.	Provide business requirements.
✓	Committee approval of Case Financial History Disbursements Detail Report.	Provide business requirements.
✓	Committee 1st review of Case Financial History Disbursements and Time Pay Reports.	Provide business requirements.
✓	Tested data for trust, bond, revenue, disbursement, and detail transactions.	Provide data for requested reports.
✓	Tested performance issue with loading accounting data.	Provide data for requested reports.
✓	Competed code of revenue data for Report 14, “Case Financial History” (ETL).	Provide data for requested reports.
✓	Competed design of tables for receipting.	Provide data for requested reports.
✓	Competed design of tables for accounts payable.	Provide data for requested reports.
✓	Competed design of tables for disbursements.	Provide data for requested reports.
✓	Completed 24 Eservice Request for Legislation.	Provide BOXI solution.
✓	Completed 12 Eservice Request for Data Dissemination.	Provide BOXI solution.
✓	Completed 13 Eservice Request for new or enhanced BOXI reports.	Provide BOXI solution.
✓	Completed 27 Eservice Request for new BOXI users/Security.	Provided BOXI solution.
✓	Completed 10 Legislative Sizing Request for fiscal notes.	Provide BOXI solution.

✓	Routine execution of monthly caseloads.	Provide monthly statistics.
✓	2012 annual caseload reports production for all court levels.	Provide annual statistics.
✓	Complete upgrade changes with DES to get BOXI upgrade changes for ADDS.	Provide annual statistics.
	Data Exchange/Development Unit	
✓	Supported QA testing for SCDX Increment 3 & 4 services.	Help with completing the QA testing of rest of the SCDX Increments.
✓	Coordinated 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.
✓	Resolved the last few SCDX Increment 2 regression related bugs.	Wrapped up the contract and released all the code to AOC developers for further defect fixing and maintenance.
✓	Worked with Pierce County IT group to clarify and troubleshoot functional issues with Docket services.	Prepare AOC for Pierce County's production roll-out.
	Data Quality and Governance	
✓	Examine overloaded fields and perform preliminary analysis.	Identifies data fields which contain values unrelated to their original intent. This will assist with preparations for SC-CMS data migration efforts.
✓	Establish and assemble the Data Quality review team.	Preliminary review team consisting of AOC technical and business data experts. Determines preliminary prioritization of data quality issues through profiling results.
✓	Continue rule validation against data inconsistencies.	Establishes the appropriate threshold for data anomalies/inconsistencies.
✓	Data Quality team reviewed 25 data elements identified as top data quality elements.	Starting point for Phase II of Data Profiling activity, cross-column/cross-table profiling and analysis.
✓	Frequencies related to Person and SCOMIS Case Types 1 and 8 have been created.	Discover and identify data anomalies.
✓	Build draft Data Governance presentation for DMSC.	Communicate to the DMSC a proposed data governance framework and responsibilities.
✓	Draft proposed charters for the DMSC and Data Quality workgroups.	Defines roles and responsibilities to support the Data Governance framework.
✓	Meet with DMSC chair to draft meeting schedule and agenda items.	Establish monthly meeting expectation.
	Database Unit	
✓	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.
✓	Continue data analysis for profiling activity.	Assists with the identification of data quality issues.
	Activities Planned	**Impact/Value**
	Data Warehouse Unit	
°	Release 6 Reports for Disproportionate Minority Contact (DMC).	Provide business requirements for juvenile department.
°	Release universe changes.	Provide business requirements for accounting.
°	Release Cases with A/Rs Paid-in-Full - expand trust with bond report.	Provide business requirements for accounting.
°	Continue analyzing and developing documents to capture workflow information for ETL.	Provide technical requirements.
°	Begin analysis of collections data.	Provide data for requested reports.
°	Begin analysis of time pay data.	Provide data for requested reports.
°	Data Dissemination Committee 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.
°	Development of PMR report RCM.	Provide technical requirements for accounting.
°	Development of Time Pay report RCM.	Provide technical requirements for accounting.
°	Begin design of security in accounting universe.	Provide technical requirements.

	Data Exchange/Development Unit	

°	Continue to support QA testing for SCDX Increment 3 & 4 services.	Help with completing the QA testing of rest of the SCDX Increments.
°	Deploy all SCDX Increment 2 services to Production.	When Pierce County goes live in Production with SCDX Increment 1 and 2 services, it will cause a sizable reduction in the amount of time spent by Pierce County for double data entry. It will also expose two of the three GET services that King county is interested in consuming as a starter.
°	Coordinate with Pierce County to receive and send messages in QA for Docket services modification.	Continue to support Pierce County testing to go live in Production.
°	Support Pierce County with testing related issues for consuming the Case Status services to work in conjunction with the modified approach for Docket services.	Helps Pierce County to go live in Production with Docket Services along with the Case Status services by end of March.
°	Work with infrastructure group to set up a new User Acceptance environment.	Minimizes the impact for the external client to work in a stable environment.
	Data Quality and Governance	
°	Planning efforts to identify Stakeholder Data Quality members.	Broader representation of both business and technical subject matter experts.
°	Finalize Phase I summary.	Used to develop the Data Quality Assessment.
	Database Unit	
°	Support Database Design Review requests.	Change Management of database designs.
°	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.
°	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

Through January 31, 2013

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
✓ DX – Troubleshot and resolved a major Production incident caused by 20,000 duplicate VRV tickets being sent in during a short period of time.	Ensure normal operation of VRV.
✓ DX – VRV On-boarding - Tacoma parking tickets with APS goes live.	So that vehicle-related violation tickets can be sent electronically from LEA to JIS.
✓ Legacy – Removed obsolete programs related to the JUVIS bridge project.	Saves time during large testing, organization and clean-up projects by eliminating obsolete programs.
✓ Legacy- Add a check to the RAPC screen to ensure that the 'Resides With' flag is being set only for the juvenile displayed at the top of the screen.	Ensures that the data displayed on the RAPC screen is accurate.
✓ Legacy – Suspend archiving for CHD cases.	Meets a request by the court to discontinue archiving until they notify AOC.
✓ 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.
✓ JCS -- Completed 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.
✓ SECTOR – Implemented court date enhancements to the SECTOR application in conjunction with WSP.	Will allow CLJ courts to control what options law enforcement has when assigning court dates for criminal citations in the SECTOR system.
✓ Java – Development work on INH web services. Completed development of 'Person Relationship Update' and 'Person Relationship Delete' services.	Allow easier customization and implementation of alternative ways of accessing JIS data.
✓ Java - support for Superior Court Data Exchange project as it moves from development to production, including enhancements to the Docket Add/Insert/Update services.	Allow easier customization and implementation of alternative ways of accessing JIS data.
✓ Java – Released ETP version 3.4.2 containing three bug fixes to production. Completed development and testing of ETP version 3.4.2.	Improve reliability of application.
✓ Java - work on ITG requests 58/37/79 (Plain Paper Warrants).	Allow courts to print warrants on plain paper instead of impact printer forms, thereby lowering cost and increasing ease-of-use.
✓ Java – Development work for ACORDS release 73.1, to contain 3 bug fixes and support for the latest Java runtime environment which includes critical security updates	Improve security and reliability of application.
Activities Planned	**Business Value**
° DX – VRV On-boarding of Tacoma, Lynnwood, Fife, and Renton 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.
° DX – Improve query performance of VRV database tables.	Ensure normal operation of VRV with increasing traffic.
° Legacy – Install new case condition code EHN, Elect Home Monitoring – Non DUI.	Meets a codes committee request to allow courts to track DUI cases where a defendant is required to have electronic home monitoring.

° 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.
° WEB - The Minority and Justice Commission has been rolled into the Gender and Justice Commission efforts, and with that change, they have requested an update to their site. The information design for their site has become somewhat unmanageable and they have some wonderful content that would be great to highlight more.	This effort will update the existing Minority and Justice Commissions sub-site, providing an updated look and feel, and clearer, more concise information architecture to the Commission's site.
° WEB – Law Library Updates. In Progress.	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 - Washington State Aggression Replacement Training (WSART) App - In Progress.	Courts and Research will be better able to track the progress of juveniles that are required to attend training. The tool will also save the courts time as it will automatically generate rosters and keep probation counselors informed.
° WEB – Search revisions to improve results on WWW - In Progress.	Configuration changes intended to improve search results.
° WEB - SC and COA opinions are currently uploaded as Word documents, and 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.
° JCS – Deploy Build 2.50 in production.	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.
° JCS – Complete development of Build 2.51.	Provides user interface improvements and minor bug fixes.
° Java – Further development work on INH web services.	Allow easier customization and implementation of alternative ways of accessing JIS data.
° Java - support for Superior Court Data Exchange project as it moves from development to production. Complete enhancements to the Docket Add/Insert/Update services.	Allow easier customization and implementation of alternative ways of accessing JIS data.
° Java – Release ETP ver. 3.4.3 to production.	Improve reliability of application.
° Java - work on ITG requests 58/37/79 (Plain Paper Warrants).	Allow courts to print warrants on plain paper instead of impact printer forms, thereby lowering cost and increasing ease-of-use.
° Java – Release ACORDS version 73.1, to contain 3 bug fixes and support for the latest Java runtime environment which includes critical security updates.	Improve security and reliability of application.

WASHINGTON COURTS
ADMINISTRATIVE OFFICE OF THE COURTS

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

Contact Information

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

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