Judicial Information System Committee (JISC)

Friday, February 22, 2013 (9:00 a.m. – 2:00 p.m.)
CALL IN NUMBER: ***800-591-2259 PC: 288483***
SeaTac Facility: *18000 INTERNATIONAL BLVD, SUITE 1106, SEATAC, WA 98188*

AGENDA

1.	**Call to Order** **Introductions** **Approval of Minutes**	Justice Mary Fairhurst	9:00 – 9:05	Tab 1
2.	**Legislative Update**	Ms. Mellani McAleenan / Ms. Callie Dietz	9:05 – 9:20	Tab 2
3.	**JIS Budget Update** • 11-13 Biennium • JIS Fund Forecast	Mr. Ramsey Radwan, MSD Director	9:20 – 9:45	Tab 3
4.	**JIS Priority Project #2 (ITG 2):** **Superior Court Case Management Update** a. Project Update b. Independent QA Report	Ms. Maribeth Sapinoso, PMP Mr. Allen Mills, Bluecrane Inc.	9:45 – 10:30	Tab 4
	Break		10:30 – 10:45	
5.	**CLJ CMS Request Update - ITG #102**	Ms. Vonnie Diseth	10:45 – 11:00	
6.	**JIS Priority Project #3 (ITG 45)** **Appellate Court ECMS** a. Project Update **Decision Point: Changing the Project Budget Allocation**	Mr. Martin Kravik, PM Ms. Vonnie Diseth	11:00 – 12:00	Tab 5
	Working Lunch		12:00 – 12:25	
7.	**JIS Priority Project Status Reports** a. #1 (ITG 121) - Superior Court Data Exchange ▪ Pierce County Update b. #5 (ITG 41) – CLJ Revised Computer Records Retention and Destruction Process c. Information Networking Hub (INH)	Mr. Mike Walsh, PMP Ms. Kate Kruller, PMP Mr. Dan Belles, PMP	12:25 – 1:10	Tab 6
8.	**Access to Justice Principles Annual Report to the Supreme Court**	Ms. Vonnie Diseth, ISD Director	1:10 – 1:15	
9.	**Committee Reports** a. Data Dissemination Committee b. Data Management Steering Committee • JIS Priority #4 (ITG 9) – Add Accounting Data to the Data Warehouse	Judge Thomas Wynne Mr. Rich Johnson	1:15 – 1:30 1:30 – 1:45	
10.	**Meeting Wrap-Up**	Justice Mary Fairhurst	1:45 – 2:00	
11.	**Information Materials** a. ISD Monthly Report			Tab 7

	b. IT Governance Status Report c. CUWG Charter			

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

Future Meetings:

2013 Schedule:

April 26, 2013

9:00 a.m. – 3:00 p.m. AOC SeaTac Facility

- Budget Status Report
- JIS Priority Project Reports
- Data Governance
- Access to Justice Technology Principles Annual Report

June 28, 2013

9:00 a.m. – 3:00 p.m. AOC SeaTac Facility

- Budget Status Report
- JIS Priority Project Reports
- Decision Point : Data Governance Recommendation

September 6, 2013

9:00 a.m. – 3:00 p.m. AOC SeaTac Facility

- Budget Status Report
- JIS Priority Project Reports

October 25, 2013

9:00 a.m. – 3:00 p.m. AOC SeaTac Facility

- Budget Status Report
- JIS Priority Project Reports

December 6, 2013

9:00 a.m. – 3:00 p.m. AOC SeaTac Facility

- Budget Status Report
- JIS Priority Project Reports

JUDICIAL INFORMATION SYSTEM COMMITTEE

December 7, 2012
9:00 a.m. to 12:30 p.m.
AOC Office, SeaTac, WA

DRAFT - Minutes

Members Present:
Mr. Larry Barker
Judge Jeanette Dalton (phone)
Ms. Callie Dietz
Mr. William Holmes (phone)
Mr. Rich Johnson
Judge J. Robert Leach
Ms. Marti Maxwell
Mr. Steward Menefee
Ms. Barb Miner
Judge Steven Rosen
Ms. Aimee Vance
Judge Thomas J. Wynne

Members Absent:
Justice Mary Fairhurst, Chair
Chief Robert Berg
Judge James Heller
Ms. Joan Kleinberg
Ms. Yolande Williams

AOC Staff Present:
Mr. Kevin Ammons
Mr. Dan Belles
Ms. Kathy Bradley
Mr. Bill Cogswell
Mr. Keith Curry
Ms. Vonnie Diseth
Mr. Martin Kravik
Ms. Kate Kruller
Ms. Vicky Marin
Mr. Dirk Marler
Ms. Cindy Palko
Mr. Ramsey Radwan
Ms. Maribeth Sapinoso
Mr. Mike Walsh
Mr. Kumar Yajamanam
Mr. Phil Zitzelman

Guests Present:
Mr. Shayne Boyd
Mr. Joel Byford
Mr. Allen Mills

Call to Order

Judge Thomas Wynne called the meeting to order at 9:00 a.m. and introductions were made.

September 07, 2012 Meeting Minutes

Judge Wynne asked if there were any additions or corrections to the September 7th meeting minutes. Judge Wynne deemed them approved as written.

Legislative Update

Ms. Callie Dietz provided a summary of the proposed legislation that will impact the Washington Court System. Ms. Dietz noted the effects of legislative dinners with AOC staff, judges, and legislators, and provided a preview of legislations that will be presented to the Legislature with the start of the 2013 Legislative session.

JIS Budget Update (11-13 Biennium)

Mr. Ramsey Radwan presented the committee with the JIS budget report (green sheet). This report shows the current project funding allocations, expenditures, and variances. Mr. Radwan noted the expenditures for the SCOMIS data exchange are currently over about $90,500. There was a correction from a previous JIS budget update regarding the source of funding moved into the SCOMIS account. A substantial increase in expenditures during the current biennium depends in part on the contract negotiations, and whether the contract is executed during the current fiscal year or the following year.

Mr. Radwan presented the committee a report detailing budget items comparing the two primary vendor proposals for the SC-CMS project. The report covers a nine year period and assumes all

expenditures and finances remain as projected, including AOC staffing levels and costs, legislative funding, vendor costs, and other anticipated costs. The report indicates a positive fund variance will most likely occur if Vendor 1 is selected and a very minor negative fund variance may occur if Vendor 2 is selected.

General Fund Forecast

Mr. Radwan presented the economic forecast for the state general fund. Despite a flat forecast, the Legislature may again implement cuts or fund transfers in the JIS budget to help offset the anticipated statewide general fund deficit. The forecast indicates that the state general fund will have a substantial deficit over the next two biennia before additional education costs are included. The forecast does not include any new taxes, fees, or other sources of revenue that may pass the Legislature in the 2013-14 biennium.

ITG #2 - SC-CMS Update

Ms. Maribeth Sapinoso presented the current status of the Superior Court Case Management System (SC-CMS) Project beginning with the successful completion of the Vendor demonstration in mid October 2012. Evaluator scores and comments from the Vendor Demonstrations were compiled in an Executive Summary Report of which the decision was made to move forward in visiting each of the vendor's clients that closely represented Washington's court and business structure.

The client on-site visits were recently completed visiting the AOC and a large and small court from the state of Arizona and Minnesota. Evaluator scores and comments will be compiled and conducted as in the Vendor Demonstrations of which the Project Steering will be using as one of many artifacts in making a recommendation on whether or not to nominate an apparent successful vendor.

There was 100% participation from both the Tier I and Tier II Evaluation teams for all three phases of the evaluation process.

The Court User Workgroup Charter has been successfully signed by the Presidents of the SCJA, WSACC, AWSCA, and the WAJCA. The first meeting for the Court User Workgroup has been rescheduled from November 2012 to January 23 and 24, 2013.

The project brochure was distributed to all participants present at the meeting highlighting general project information and links to project documentation and timeline. Also mentioned was the diagram representing members throughout the state involved in the project including who the voting and non-voting members are of the Court User Workgroup.

Phase 1 activities of the project are on schedule. Phase 2 preparation activities were also summarized.

IT Portfolio Report

Mr. Craig Wilson presented the 2011-13 IT Portfolio Report to the committee. He explained the purpose of the report is to provide a comprehensive view of technology and how it is used in the Judicial Branch to support court business. Mr. Wilson acknowledged the teamwork involved in preparing the report. Significant contributions were made by all divisions of the AOC and

members of the JISC. There was extensive review process over several months with the JISC and AOC staff.

The IT Portfolio Report is one of the major deliverables of the IT portfolio management practice at the AOC; a practice that was developed as the result of one of the ISD Transformation Initiatives. Mr. Wilson described the benefits that the AOC has already gained from portfolio management.

Mr. Wilson concluded by stating the IT Portfolio Report will be submitted to the Legislature, under Justice Fairhurst's signature, in December 2012 as part of the biennial budget submittal and in accordance with RCW 2.68.060. Ms. Barb Miner indicated that additional reference to the county clerks and their role in court business was needed in the report. This was taken as an action item by Mr. Wilson.

INH Data Exchange Initiative

Mr. Dan Belles provided a brief introduction of Mr. Joel Byford, the INH Technical Lead, who presented the Data Exchange Initiative to the JISC. The presentation was a follow-up to a similar presentation given to the DMSC in September. Mr. Byford began by explaining that data exchanges are currently done through sharing of a central database where all applications in the AOC environment access the central JIS database on the mainframe. The Data Exchange initiative is targeting ways in which to help the agency migrate into the future model where line-of-business applications have their own data store and instead of relying on a central data store, must rely more on real-time synchronization of data. An additional goal is to provide external information stakeholders with improved data sharing. Currently, both the SCDX and the INH project are working in concert to achieve this goal.

Mr. Byford covered some of the functions of the SCDX project. The primary functional purpose is to improve the timeliness and completeness of information sharing across all courts. A functional benefit is to reduce redundant data entry, as in the case of Pierce County. The primary customer of the project is, and continues to be, Pierce County but the web services will be made available to leverage for other counties and projects. The primary technical purpose is to provide modern technology access for legacy SCOMIS transactions. This technical "bridge" allows for the legacy superior court system to work well with modern applications that rely on web services to communicate. Upon completion of the SCDX project, the exchange (aka web services) established by the project team will be made available to other stakeholders for information sharing. The project continues to progress where a majority of the development is complete and is currently in testing. Mr. Byford then presented information on the project goals for the INH project within the Initiative.

The primary goals of the INH project are:

- establish system integration to provide standard tools/services for other systems to access data in legacy AOC systems;
- centralize record access for statewide court records;
- use data quality automation for improvement of data contained in court records and resolve potential data conflicts;
- centralize court and state agency integration to provide a single point for integrating systems; and
- enable systems to evolve and migrate off of legacy data sources by establishing system transition support.

Mr. Byford presented the INH project principles which are to:

- minimize user impact;
- minimize impact on other systems;
- harmonize with SC-CMS deployment;
- modernize information sharing;
- consolidate view and access of statewide data; and
- leverage prior project work where possible.

He explained the implementation strategy involved a series of three releases are planned as a way to ensure the INH project is successful. Release one will be focused on service enablement. This is where the INH team will leverage the prior SCDX work and expand it to better support the future SC-CMS. Release two will focus on data centralization. It will establish a single access point for external systems to obtain data electronically from the various AOC systems. Release three is focused on legacy system migration support. This will enable the applications currently directly connected to the legacy database to gradually migrate to modern technologies while retaining access to the data they require. Mr. Belles, completed the presentation by giving an overview of the INH project status, timeline and cross project milestone interdependencies with the SCDX and SC CMS projects.

ITG #121 Superior Court Data Exchange Update

Mr. Michael Walsh presented the update on the Superior Court Data Exchange Project (SCDX). The vendor, Sierra Systems has completed delivery for all four increments and all web services (53). The last families of services were delivered on October 3, 2012, three weeks ahead of schedule. In addition, AOC staff was assigned thirteen web services to complete the SCDX catalog of services. They too completed their delivery on November 9th, three weeks ahead of schedule.

Pierce County was schedule to start using Docket Services on December 3rd. Problems with the web service framework were discovered by Pierce during testing. These problems were resolved but set Pierce back one week in their test and acceptance process. Pierce is back on track and moving forward with a new start date of Dec 17th. Pierce and AOC are working together to make that date happen.

The project has changed focus from meeting a development delivery schedule to meeting Quality Assurance standards for testing and approving services. This re-focus has allowed the Project team to modify the schedule to provide more frequent release points which give AOC the ability to make web services available earlier in the project schedule. This “release when ready” strategy is still scheduled to complete in July 2013.

ITG #45 Appellate Court EDMS Update

Mr. Martin Kravik presented an update on the AC-ECMS project. Mr. Kravik reported that the Acquisition Plan was approved by the project Executive Steering Committee on October 19, 2012. The RFP was approved by the Executive Steering Committee on November 16, 2012 and released on November 26, 2012. A vendor pre-proposal conference was held on December 4, 2012. About twelve vendors attended.

Ms. Barb Miner asked if the project is going to replace ACORDS. Mr. Kravik stated that the scope of the project is to replace the functionality currently provided by the individual document management systems as well as ACORDS. Judge Leach and Mr. Rich Johnson explained that the project budget may be on the low side. This will be answered by the acquisition process. There were no significant issues to bring to the attention of the JISC.

Significant next steps include receiving and evaluating written vendor proposals, selecting vendors for demonstrations, identification of an Apparent Successful Vendor, and approval by the JISC to move forward with contract negotiations. The project is targeting the February 22, 2013 JISC meeting to seek approval.

ITG #41 Remove CLJ Archiving and Purge Certain Records

Ms. Kate Kruller, ITG 41 Project Manager updated the JISC on project activity. As a reminder, earlier this year, the Project Team discovered that there were complex business processes and process workarounds in the courts that were not covered in the business rules captured by the JISC Data Dissemination Committee (DDC) in their 2008 recommendations to the JISC. More detailed requirements gathering would be needed. An extension to the schedule was recommended for this additional business analysis and requirements documentation. That process is still underway. Business requirements criteria questions for the Steering Committee and Policy questions for the DDC arose as result of the additional business analysis.

Two ITG 41 Project Steering Committee meetings have occurred since the last JISC meeting in September, where the Project Charter was approved and business requirements criteria questions were addressed. The project will take the Policy questions to the DDC on December 12 and in subsequent additional meetings as necessary to make determinations.

In November, ITG 41 Project Steering Committee also approved a change in the project approach to allow plenty of time to address policy questions related to business rules, while concurrently working through the technical aspects of the project.

This will allow the ITG 41 Project to move all records that should be retained out of the JIS archives into the Active Tables and discontinue archiving for all CLJ cases before the end of 2013. The reason for this is to complete all the CLJ record transition work before other, large projects have a demand for the same technical resources and to stabilize data migration work as the AOC Information Networking Hub (INH) work gets underway in 2014.

The project anticipates that in January there will be a freeze on to the business rules to allow the project to proceed with the elimination of archiving. This will stabilize the business rules for a period, in order to restore and un-archive case records. The DDC and Steering Committee will continue addressing policy and requirement questions, which will be captured as requirements – without implementing them for a while. Once the records are moved to the Active Tables, the business rules will be updated, as appropriate; to implement any remaining business rules changes.

Next steps for the project include: (1) Developing a detailed Project Plan (December – January); (2) Presenting a detailed Business Requirements Document to the Steering Committee (January); and (3) Developing the Technical Requirements Document (December-January)

Committee Reports

Data Dissemination Committee: Judge Wynne reported that a meeting was held on December 7th. The committee meeting dealt with questions regarding ITG #41 and ITG #152, a request from Washington State University for JIS access and research, and was presented a summary of decisions for Key Link access.

Data Management Steering Committee: Mr. Rich Johnson reported that the expansion of the Data Warehouse with regards to Accounting Data is on schedule and continues with good progress.

Adjournment

The meeting was adjourned by Judge Wynne at 12:30 p.m.

Next Meeting

The next meeting will be February 22, 2013, at the AOC SeaTac Facility; from 9:00 a.m. to 3:00 p.m.

Action Items

	Action Items – From March 4th 2011 Meeting	Owner	Status
1	At the end of the legislative session, ask the Supreme Court Rules Committee if it wants the Data Dissemination Committee to revisit GR15 in light of *Ishikawa* and *Bone-Club*.	Vicky Marin, Justice Fairhurst	*Postponed*
	Action Items – From October 7th 2011 Meeting		
2	Confer with the BJA on JISC bylaw amendment regarding JISC communication with the legislature.	Justice Fairhurst	
	Action Items – From June 22nd 2012 Meeting		
3	CUWG Charter approved by Associations before it is brought back to the JISC.	Maribeth Sapinoso	Completed 11/5/12
	Action Items – From September 7th 2012 Meeting		
4	Provide the high-level schedule for IT Governance Project #41: CLJ Revised Computer Records Retention and Destruction Process.	Vicky Marin Kate Kruller	
	Action Items – From December 7th 2012 Meeting		
5	Send SC-CMS monthly QA reports.	Pam/ Maribeth	Completed 12/11/12
6	Make some edits to the IT Portfolio Report suggested by Barb Miner.	Craig Wilson	Completed 12/11/12

Board for Judicial Administration

2013 Legislative Session
POSITIONS Taken at and before 02/11/2013 Conference Call

Bill	Description	Date	Position	Hearings / Comments
HB 1098	**Bail practices** Addressing bail practices. H Rules R - Leg Link	01/22/2013	Support	01/30/2013 at 13:30 Bill is substantially similar to previous bills that BJA supported. Support but defer to associations for additional consideration as necessary.
HB 1116	**Unif. collaborative law act** Adopting the uniform collaborative law act. H Rules R - Leg Link	01/22/2013	Concerns	H- Judiciary 01/22/2013 at 10:00 Support position of WSBA regarding removal of those provisions of the bill that regulate the practice of law.
HB 1159 5052	**Superior crt judges/Whatcom** Increasing the number of superior court judges in Whatcom county. H Apps Gen Govt - Leg Link	01/16/2013	Request	H- Judiciary 01/29/2013 at 10:00
HB 1175 5069	**Judges/Benton & Franklin co.** Increasing the number of superior court judges in Benton and Franklin counties jointly. H Apps Gen Govt - Leg Link	01/22/2013	Request	H- Judiciary 01/29/2013 at 10:00
HB 1211 5637	**Voters' pamphlets, primaries** Concerning primary election voters' pamphlets. H Approps - Leg Link	01/28/2013	Support	01/29/2013 at 08:00 Bill requires SOS to publish a primary election voters' pamphlet in even numbered years. Would include Supreme Court and COA elections (per fiscal note). Hearing scheduled for 1/29. Est cost $1 M. Mellani will sign in pro
HB 1236	**Agency decision making** Establishing consistent standards for agency decision making. H Govt Acct & Ov - Leg Link	01/22/2013	Watch	Watch based on workload concerns, specifically Thurston County. Send to associations for review. Other than impact, it's a policy decision that BJA would probably not take a position on.
HB 1335	**State bar association** Repealing unnecessary provisions concerning the Washington State Bar Association. H Judiciary - Leg Link	01/28/2013	Watch	Repeals state bar act
HB 1365 5240	**Court security** Requiring cities and counties to provide security for their courts. H Local Govt - Leg Link	01/26/2013	Support	H- Local Government 02/12/2013 at 13:30 BJA voted to support this bill at the 12/14/12 BJA meeting.
HB 1386	**Superior court judges** Requiring a superior court judge to be a qualified voter in a county served by the superior court he or she is elected or appointed to. H Judiciary - Leg Link	01/28/2013	Watch	Limits qualification for superior court judge to those eligible to vote in that county. Allows those currently sitting to finish their terms. Watch, but leaning NP as a policy matter.
HB 1389	**Crime victims' rights** Addressing the rights of crime victims. H Judiciary - Leg Link	01/28/2013	Oppose	Court must inquire whether a victim is present and even if not must read a victims' rights statement. Opposed bill in last two biennia - more appropriate role for prosecutor, court should not be seen in advocacy role. Will impact court time. Creates appearance problem. Legislature should not dictate how courts are run. Focus on fiscal impact.
HB 1474	**Top 2 nonpartisan candidates** Giving general election voters the power to choose between the top two candidates for nonpartisan offices. H Govt Operation - Leg Link	01/28/2013	Oppose	02/13/2013 at 13:30 Having to campaign for general election will unnecessarily add to judges' time away from court. Yet another impediment to recruiting good candidates to bench. Would ask judge to testify if

				there is a hearing - Justice Owens volunteers. Research history of statute. A constitutional amendment would be necessary, at least for superior courts.
HB 1497	**Nonconviction records** Concerning the use of nonconviction records for employment and housing opportunities. H Judiciary - Leg Link	02/11/2013	No Position	H- Judiciary 02/14/2013 at 13:30 No position. Supportive of goals of legislation to reduce disproportionality but concerned about removing records from the index entirely. Mellani will testify.
		02/04/2013	Refer to Com.	Possible companion to 5341. Refer to SCJA and DMCJA.
HB 1542 5398	**Court interpreter services** Concerning the provision of and reimbursement for certain court interpreter services. H Judiciary - Leg Link	02/11/2013	Request	H- Judiciary 02/12/2013 at 10:00 BJA ok with ODHH technical amendment
		02/04/2013	Request	Referred by SCJA.SCJA has two amendments - cost recovery, which is in existing language, and "at any stage in the legal proceeding." Judge Matheson will provide Mellani language and Mellani will talk to the bill sponsor
HB 1651	**Juvenile records access** Concerning access to juvenile records. H Erly Lrn/H Svc - Leg Link	02/11/2013	No Position	H- Early Learning & Human Services 02/12/2013 at 13:30 Mellani will testify to address fiscal note as needed.
		02/04/2013	No Position	NP but refer to SCJA and JCA. Mellani should testify regarding cost if it has a fiscal note like the last version and goes to Appropriations.
HB 1653 5484	**Assault in 3rd degree/court** Concerning assault in the third degree occurring in areas used in connection with court proceedings. H Public Safety - Leg Link	02/11/2013	Support	02/12/2013 at 08:00 Support in principle regarding increasing courthouse security. Mellani will sign in pro.
		02/04/2013	Support	Generally supportive of courthouse safety. DMCJA needs to review for language concerns and SCJA needs to review generally.
HJR 4205	**Supreme court** Requiring that all mandatory, regulatory, licensing, and disciplinary functions regarding the practice of law and administration of justice reside exclusively in the supreme court. H Judiciary - Leg Link	01/28/2013	Watch	Amends constitution to move all attorney regulation to the supreme court, prohibits mandatory bar association, defines what "administration of justice" issues the court may be involved in.
HJR 4207	**Superior court judges** Amending the state Constitution to modify eligibility requirements for superior court judges. H Judiciary - Leg Link	01/28/2013	Watch	Amends constitution to limit those qualified for superior court judge to those who are eligible to vote in that county. Watch, but leaning NP as a policy matter.
SB 5005	**City & county fiscal relief** Concerning fiscal relief for cities and counties in times of declining revenues. S Govt Ops - Leg Link	01/14/2013	Watch	Referred by DMCJA. Refer to SCJA. Concerns about impact to problem solving courts; drug court assn opposed. Review impact to Trial Court Improvement funds.
SB 5020	**Indigent defense** Modifying indigent defense provisions. S Law & Justice - Leg Link	01/22/2013	Watch	01/21/2013 at 13:30
		01/14/2013	Under Review	Referred by DMCJA. Refer to SCJA.BJA review on 1/22. Questions about execution and enforcement of promissory notes, existing law. By removing presumptive eligibility based on receiving assistance, there is no longer a bright line standard. This may lead to more individualized reviews or determinations of indigency by judicial officers, which is a work load concern. Judges prefer to require reimbursement of defense costs post-adjudication, when appropriate.
SB 5023	**College DUI courts** Providing for college DUI courts. S Law & Justice - Leg Link	01/14/2013	Concerns	01/18/2013 at 08:00 DMCJA has concerns because independent muni courts can't offer the service and may testify on that issue. BJA does not necessarily support or oppose but does not concede that courts need the authority to create specialty courts.

SB 5046 1266	**District judges, retirement** Modifying the mandatory retirement provision for district judges. H Judiciary - Leg Link	01/14/2013	Support	01/16/2013 at 13:30 Hearing: Law & Justice Committee, 1.16.13 @ 1:30 p.m.
SB 5156	**Abortion / notifying parent** Requiring notification to parents or guardians in cases of abortion. S Law & Justice - Leg Link	01/28/2013	Watch	02/06/2013 at 13:30 Directs the supreme court to establish rules. "Court must..."
SB 5165	**Superior court commissioners** Increasing the authority of superior court commissioners to hear and determine certain matters. S Law & Justice - Leg Link	01/22/2013	Support	02/01/2013 at 08:00 BJA will support unless otherwise advised from the associations. SCJA will take the lead on this bill. Pierce and King County judges have indicated support.
SB 5277	**Elections** Reducing costs and inefficiencies in elections. S Govt Ops - Leg Link	02/04/2013	Oppose	02/05/2013 at 10:00 Oppose section 6. Increased time away from bench and increased cost to candidates. How does this change square with the constitution and RCW 29A.36.171? Someone will testify.
SB 5308	**Sexually exploited children** Establishing the commercially sexually exploited children statewide coordinating committee. S HSCDPS - Leg Link	01/26/2013	Reviewed	S - Human Services & Corrections 02/04/2013 at 10:00 Creates a task force on which an AOC rep is included
SB 5341	**Nonconviction records** Concerning the use of nonconviction records for employment and housing opportunities. S Law & Justice - Leg Link	02/11/2013	No Position	No position - see note for 1497.
		02/04/2013	Refer to Com.	DMCJA and SCJA need to review.
		01/28/2013	Refer to Com.	Refer to DD Committee. Additional BJA review on 2/4.
SB 5398 1542	**Court interpreter services** Concerning the provision of and reimbursement for certain court interpreter services. S Law & Justice - Leg Link	02/11/2013	Request	02/04/2013 at 13:30 BJA ok with ODHH technical amendment
		02/04/2013	Request	Referred by SCJA.SCJA has two amendments - cost recovery, which is in existing language, and "at any stage in the legal proceeding." Judge Matheson will provide Mellani language and Mellani will talk to the bill sponsor
		01/28/2013	Request	
SB 5484 1653	**Assault in 3rd degree / court** Concerning assault in the third degree occurring in areas used in connection with court proceedings. S Law & Justice - Leg Link	02/11/2013	Support	02/15/2013 at 08:00 Support in principle regarding increasing courthouse security. Mellani will sign in pro.
		02/04/2013	Support	Generally supportive of courthouse safety. DMCJA needs to review for language concerns and SCJA needs to review generally.
SB 5689	**Juvenile records access** Concerning access to juvenile records. S HumServ/Corr - Leg Link	02/11/2013	No Position	Mellani will testify regarding fiscal note as needed.
SJR 8203	**Searches of students** Amending the state Constitution to allow a reasonable suspicion standard in certain searches of students on school grounds. S Law & Justice - Leg Link	01/22/2013	No Position	01/25/2013 at 08:00 Referred by DMCJA as an FYI.

Administrative Office of the Courts
Information Services Division Project Allocation & Expenditure Update
Expenditures and Encumbrances January 31, 2013

	Initiatives--JIS Transition	ALLOTTED	EXPENDED	VARIANCE
2.	**Capability Improvement Phase I**			
2.4	Implement IT Portfolio Management (ITPM)	$239,400	$235,770	$3,630
	Capability Improvement Phase I-Subtotal	**$239,400**	**$235,770**	**$3,630**
3.	**Capability Improvement Phase II**			
3.4	Implement IT Service Management	$62,119	$62,119	$0
	Capability Improvement Phase II-Subtotal	**$62,119**	**$62,119**	**$0**
4.	**Capability Improvement Phase III**			
4.2	Mature Application Development Capability	$68,869	$0	$68,869
	Capability Improvement Phase III-Subtotal	**$68,869**	**$0**	**$68,869**
7.	**Information Networking Hub (INH)**			
7.6	Information Networking Hub (INH)	$2,582,325	$500,903	$2,081,422
	Information Networking Hub (INH) - Subtotal	**$2,582,325**	**$500,903**	**$2,081,422**
	Ongoing Activities			
12.1	Natural To COBOL Conversion	$515,668	$515,668	$0
12.2	SCOMIS DX	$1,574,344	$1,574,344	$0
	Ongoing Activities-Subtotal	**$2,090,012**	**$2,090,012**	**$0**
	JIS Transition Subtotal	**$5,042,725**	**$2,888,804**	**$2,153,921**
	Superior Court CMS			
	Initial Allocation	$4,973,000	$1,477,213	$3,495,787
	COTS	$0	$0	$0
	Superior Court CMS Subtotal	**$4,973,000**	**$1,477,213**	**$3,495,787**
	ITG Projects			
	ITG #045 - Appellate Court E-Filing Electronic Content Management System (ECMS)	$980,000	$9,793	$970,207
	To be Allocated	$470,600	$0	$470,600
	ITG Projects Subtotal	**$1,450,600**	**$9,793**	**$1,440,807**
	Equipment Replacement			
	Equipment Replacement - External	$628,000	$484,086	$143,914
	Equipment Replacement - Internal	$550,000	$347,790	$202,210
	Equipment Replacement Subtotal	**$1,178,000**	**$831,876**	**$346,124**
	TOTAL 2011-2013	**$12,644,325**	**$5,207,686**	**$7,436,639**

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

Superior Court Case Management System (SC-CMS)

Project Update

Maribeth Sapinoso, Project Manager
Keith Curry, Deputy Project Manager

February 22, 2013

SC-CMS Project Status

- **Vendor Procurement**

  Artifacts Reviewed by Project Steering Committee

  - ✓ Client On-Site Visit Scores and Comments
  - ✓ Business Reference Checks Assessment and Scores
  - ✓ Cost Proposal Scores
  - ✓ Cumulative RFP Scores
  - ✓ Final Executive Summary Report

SC-CMS Project Status

(Continued)

Project Steering Committee Decisions – January 29, 2013

- ✓ Change in WSACC Representation on Steering Committee
- ✓ Apparent Successful Vendor

Next Steps

- Clarification of Proposal Meeting – February 19-21, 2013
- Review Clarification Results
- Review Fair Market Value

SC-CMS Project Status

(Continued)

Court User Workgroup

- ✓ Representative Appointments Completed
- ✓ Kick Off Meeting Held – January 23-24, 2013
- ✓ Next Meeting Scheduled – March 13-14, 2013

Legislative Update

- ✓ House Appropriations Subcommittee on General Government Meeting – January 30, 2013

Active Project Risks

Total Project Risks			
Low Exposure	Medium Exposure	High Exposure	Closed
0	1	0	6

Significant Risks Status

Risk	Probability/Impact	Mitigation
Potential to select an alternative to the COTS solution that may have a higher long term cost.	Medium/High	• Continue to evaluate the COTS solution

Active Project Issues

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

High Urgency Issues Status

Issue	Category	Action
Some stakeholders are not certain that the COTS solution meets business requirements and functionality.	Objectives	• Identify the Deficiencies • Determine Solution(s) • Implement Solution(s)

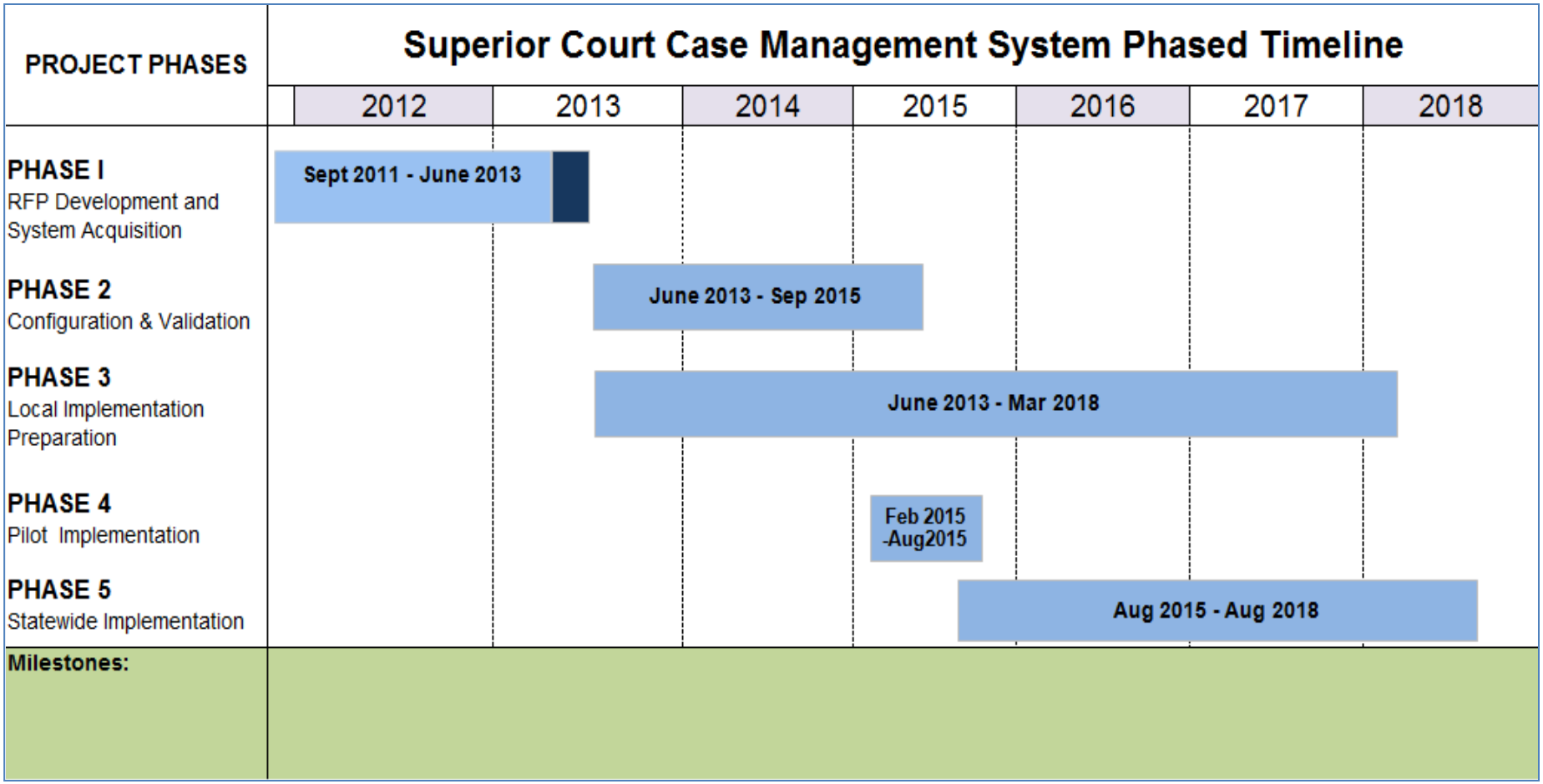
Phase 1 - Acquisition

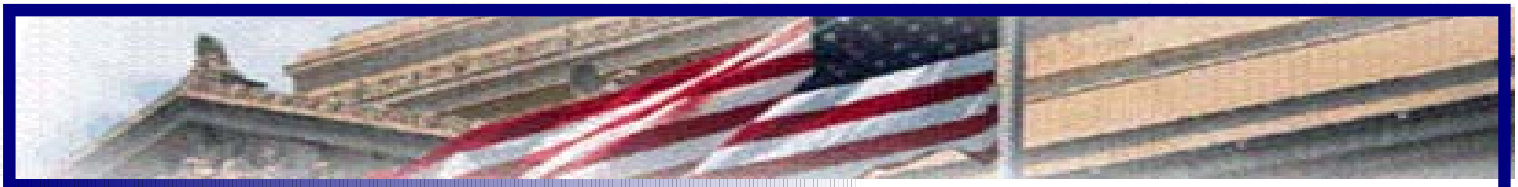
MILESTONE	DATE
✓JISC Approval to Release RFP / RFP Published	June 2012
✓Vendor Proposals Due	August 2012
✓Evaluate & Score Written Responses	September 2012
✓Steering Committee Confirms Top Ranked Vendors for Demos	September 2012
✓Complete Vendor Demos	October 2012
✓Steering Committee Confirms Top Ranked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

Phase 2 and Phase 3 - Next Steps

MILESTONES	DATE
✓ Court User Workgroup Kick Off Meeting	January 2013
➢ Develop and Validate Court Business Process Models	In Progress
➢ Prepare AOC Technical Environment	In Progress
➢ Court Readiness Planning Activities	In Progress
Begin Identifying Interfaces Between SC-CMS and Local Court Applications	2nd Quarter 2013
Begin Selection of Pilot Court	2nd Quarter 2013
Begin Phase 2	June 2013

SC-CMS Project High Level Schedule





MANAGEMENT CONSULTING

FOR

STATE AND LOCAL GOVERNMENTS

QUALITY ASSURANCE (QA)

PROJECT OVERSIGHT

INDEPENDENT VERIFICATION AND VALIDATION (IV&V)

PROJECT MANAGEMENT

RISK REDUCTION

TECHNOLOGY ALIGNMENT

Quality Assurance Assessment

for the

State of Washington

Administrative Office of the Courts (AOC)

SC-CMS Project

January 31, 2013

Prepared by

Bluecrane, Inc.

bluecrane ®

Table of Contents

Part 1: Overview of the January 2013 *bluecrane* QA Assessment 1

Executive Summary 1

People 2

bluecrane QA Dashboard "Snapshot" 3

Part 2: Review of *bluecrane* Approach 7

Part 3: *bluecrane* Detailed Assessment Report for January 2013 11

Part 1: Overview of the January 2013 *bluecrane* QA Assessment

Executive Summary

This report provides the January 2013 quality assurance (QA) assessment by Bluecrane, Inc. ("*bluecrane*") for the State of Washington Administrative Office of the Courts (AOC) Superior Court – Case Management System (SC-CMS) Project.

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

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

Simultaneously with the delivery of this "regular" monthly QA assessment, we are also providing an update to the *bluecrane* "QA Spotlight Report" that we provided last month. The purpose of this particular QA Spotlight Report is to identify and assess SC-CMS Project activities that should be performed ***prior to arrival of the SC-CMS vendor***. Vendor preparation activities ensure that:

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

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

In January, as in December, a great deal of AOC management attention, including SC-CMS Project Management staff time, was focused on responding to the Court Clerks' letter of December 18 and other subsequent communications, effectively requesting a halt to the current procurement activities. The resultant risk to the SC-CMS vendor procurement is the single risk that we have chosen to highlight below in this month's Executive Summary.

A dashboard "snapshot" summary of our January assessment follows the discussion of the vendor procurement risk and a brief discussion of feasibility studies.

People

Vendor Procurement

Status: **Extreme Risk**

Observation: The SC-CMS vendor procurement is continuing after a four-week delay to respond to a request from the Clerks, represented by the clerks on the Steering Committee, to stop the procurement. The Clerks stated on December 18 that they cannot support moving forward with any of the vendor products that are in the process of being evaluated as part of the SC-CMS vendor procurement. The Clerks cite two points of opposition: 1) vendor bids were higher than the estimated costs in the SC-CMS Feasibility Study and 2) lack of functionality to meet the Clerk's requirements. The Clerk's written statement did not provide specific detail for the two points. AOC requested further details on December 19, and the Clerk's responded with a second statement on December 27 providing additional detail.

Risk 1: In December, *bluecrane* identified a risk with stopping the evaluation of COTS systems before it was sufficiently determined that a COTS system would not meet the requirements – both the stated RFP requirements and the subsequently identified Clerk stakeholder requirements. For example, the Clerk stakeholder group has stated in their letter of December 18 that their primary functionality concern is that the COTS solution will require more mouse clicks to process a case than the current solution. However, an evaluation has not been performed to determine that the overall effort required by clerks using a COTS alternative would be more than what is required for the current solution.

Risk 2: *bluecrane* identified a second risk with the potential cost of a non-COTS solution. If a COTS solution is not selected, an alternative may be selected that has a higher long-term cost despite the fact that the proposals submitted were significantly higher than the feasibility study estimates. The other alternatives identified in the SC-CMS Feasibility Study were estimated to cost more to implement than a COTS solution.

Impact: When implementing a new solution, there are often modifications made to business process and interfaces to other systems that reduces the overall amount of effort required by staff to perform their jobs. If a decision is made to select an alternative other than a COTS solution, when the COTS solution actually meets the requirements, then a solution could be implemented that is more costly and additionally may not meet stakeholder requirements.

Recommendation: *bluecrane* agrees with the direction taken by the SC-CMS Steering Committee to continue evaluation of COTS systems. Risk 1 identified above will be reduced through continued analysis of the ability of a COTS solution to meet the combined requirements of the Clerks', Judges', and Court Administrators' stakeholder groups.

bluecrane QA Dashboard "Snapshot"

Project Area	Summary *bluecrane* QA Assessment				
	Urgency	Nov 2012	Dec 2012	Jan 2013	Observations/Risks ---------- Assessment/Recommendation(s)/Status
		Project Management and Sponsorship			
Governance	N/A	No Risk Identified	No Risk Identified	No Risk Identified	**Observation:** The JISC Charter, Steering Committee Charter, Governance Management Plan and Court User Work Group Charter have been approved by the project sponsors and JISC.
Scope	N/A	No Risk Identified	No Risk Identified	No Risk Identified	**Observation:** The project is utilizing the change management process to manage changes to scope, schedule and budget consistent with the Change Management Plan.
Schedule	N/A	No Risk Identified	No Risk Identified	No Risk Identified	**Observation:** The project is utilizing a schedule to organize, assign, and track project work. Currently, there are no significant tasks behind schedule.
Budget	N/A	No Risk Identified	No Risk Identified	No Risk Identified	**Observation/Risk:** The AOC Management Services Division and the project are utilizing an effective approach to management of cost and budget.
Communication	N/A	No Risk Identified	No Risk Identified	No Risk Identified	**Observation:** Consistent with the Communications Management Plan, the team is utilizing effective communications to manage project activities and to keep stakeholders updated on project status.
Staffing and Project Facilities	N/A	No Risk Identified	No Risk Identified	No Risk Identified	**Observation:** Consistent with the Staffing Management Plan, the project is utilizing a staffing matrix to manage the capacity and timing of project staff.

Project Area	Summary *bluecrane* QA Assessment				
	Urgency	Nov 2012	Dec 2012	Jan 2013	Observations/Risks
		Project Management and Sponsorship			
Change Management	N/A	No Risk Identified	No Risk Identified	No Risk Identified	**Observation:** Consistent with the Change Management Plan, the project is utilizing the change management process to manage changes to scope, schedule, and budget.
Risk Management	N/A	No Risk Identified	No Risk Identified	No Risk Identified	**Observation:** Consistent with the Risk Management Plan, the project is identifying and managing risks consistent with the Risk Management Plan.
Issue Management	N/A	No Risk Identified	No Risk Identified	No Risk Identified	**Observation:** Consistent with the Issue Management Plan, the project team is identifying and tracking issues.
Quality Management	N/A	No Risk Identified	No Risk Identified	No Risk Identified	**Observation/Risk:** The project team has developed a Quality Management Plan.
		People			
Stakeholder Engagement	N/A	No Risk Identified	No Risk Identified	No Risk Identified	**Observation:** Stakeholder engagement and organizational change management activities are underway.
Business Processes / System Functionality	N/A	No Risk Identified	No Risk Identified	No Risk Identified	**Observation:** The Court Business Office (CBO) has performed analysis and validation of the business processes. The Court User Work Group (CUWG) will review the business processes for approval in parallel with analysis and validation activities.

Project Area	Summary *bluecrane* QA Assessment				
	Urgency	Nov 2012	Dec 2012	Jan 2013	Observations/Risks ---------- Assessment/Recommendation(s)/Status
		People			
Vendor Procurement	Very Urgent Consideration	No Risk Identified	Extreme Risk	Extreme Risk	**Observation:** The SC-CMS vendor procurement is continuing after a four-week delay to respond to a request from the Clerks, represented by the clerks on the Steering Committee, to stop the procurement. The Clerks stated on December 18 that they cannot support moving forward with any of the vendor products that are in the process of being evaluated as part of the SC-CMS vendor procurement. The Clerks cite two points of opposition: 1) vendor bids were higher than the estimated costs in the SC-CMS Feasibility Study and 2) lack of functionality to meet the Clerk's requirements. The Clerk's written statement did not provide specific detail for the two points. AOC requested further details on December 19, and the Clerk's responded with a second statement on December 27 providing additional detail. **Risk 1:** In December, *bluecrane* identified a risk with stopping the evaluation of COTS systems before it was sufficiently determined that a COTS system would not meet the requirements – both the stated RFP requirements and the subsequently identified Clerk stakeholder requirements. For example, the Clerk stakeholder group has stated in their letter of December 18th that their primary functionality concern is that the COTS solution will require more mouse clicks to process a case than the current solution. However, an evaluation has not been performed to determine that the overall effort required by clerks using a COTS alternative would be more than what is required for the current solution. **Risk 2:** *bluecrane* identified a second risk with the potential cost of a non-COTS solution. If a COTS solution is not selected, an alternative may be selected that has a higher long-term cost despite the fact that the proposals submitted were significantly higher than the feasibility study estimates. The other alternatives identified in the SC-CMS Feasibility Study were estimated to cost more to implement than a COTS solution.
Contract Management / Deliverables Management	N/A	Risk Being Addressed	No Risk Identified	No Risk Identified	**Observation/Risk:** The project team has addressed the risk identified in previous QA assessments related to the lack of a documented approach to contract management. Outlines of vendor deliverables are being developed. Planning is underway for contract negotiations.

Project Area	Summary *bluecrane* QA Assessment				
	Urgency	Nov 2012	Dec 2012	Jan 2013	Observations/Risks
	Application				
Application Architecture	N/A	No Risk Identified	No Risk Identified	No Risk Identified	**Observation:** The SC-CMS Architecture Plan has been updated to identify information known at this point. The remaining areas will be updated after the vendor has begun execution of the contract.
Requirements Management	N/A	No Risk Identified	No Risk Identified	No Risk Identified	**Observation:** The Court Business Office is documenting detailed use cases. A requirements management tool is being used to document requirements and for traceability.
Application Interfaces	N/A	No Risk Identified	No Risk Identified	No Risk Identified	**Observation:** The INH and COTS-Prep Application projects are defining and preparing interfaces using the information currently available. Additional activities will be planned and executed when the SC-CMS vendor contract has been awarded and further definition of SC-CMS interface requirements are made available.
		Data			
Data Preparation	N/A	No Risk Identified	No Risk Identified	No Risk Identified	**Observation:** The Data Quality Coordinator will coordinate preparation of data in AOC and local court applications. One of the activities is the development of a data profiling report which will identify anomalies in data stored in JIS.

Part 2: Review of *bluecrane* Approach

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

Part 3: *bluecrane* Detailed Assessment Report for January 2013

bluecrane Quality Assurance Dashboard for the Washington AOC SC-CMS Project	
Project Area Summary	
Project Area	**Highest Level of Assessed Risk**
Project Management and Sponsorship	No Risk Identified
People	Extreme Risk
Application	No Risk Identified
Data	No Risk Identified
Infrastructure	No Risk Identified

Project Management and Sponsorship	Governance	Urgency - Not Applicable

Summary *bluecrane* QA Assessment

Nov 2012	Dec 2012	Jan 2013	Observations/Risks ---------- Assessment/Recommendation(s)/Status
No Risk Identified	**No Risk Identified**	**No Risk Identified**	**Observation:** The JISC Charter, Steering Committee Charter, Governance Management Plan and Court User Work Group Charter have been approved by the project sponsors and JISC.

Detailed *bluecrane* QA Assessment

Project Planning				Project Execution				Achievement of Expected Results			
Nov 2012	Dec 2012	Jan 2013	Assessment	Nov 2012	Dec 2012	Jan 2013	Assessment	Nov 2012	Dec 2012	Jan 2013	Assessment
No Risk Identified	No Risk Identified	No Risk Identified	**Observation:** The JISC Charter, Steering Committee Charter, Governance Management Plan and Court User Work Group Charter have been approved by the project sponsors and JISC.	Not Assessed	Not Assessed	Not Assessed		No Risk Identified	No Risk Identified	No Risk Identified	
											The SC-CMS Project Steering Committee and Project Sponsors has provided the project team with guidance during the COTS vendor procurement phase of the project.

Project Management and Sponsorship	Scope	Urgency - Not Applicable

Summary *bluecrane* QA Assessment

Nov 2012	Dec 2012	Jan 2013	Observations/Risks ---------- Assessment/Recommendation(s)/Status
No Risk Identified	No Risk Identified	No Risk Identified	**Observation:** The project is utilizing the change management process to manage changes to scope, schedule and budget consistent with the Change Management Plan.

Detailed *bluecrane* QA Assessment

Project Planning				Project Execution				Achievement of Expected Results			
Nov 2012	Dec 2012	Jan 2013	Assessment	Nov 2012	Dec 2012	Jan 2013	Assessment	Nov 2012	Dec 2012	Jan 2013	Assessment
No Risk Identified	No Risk Identified	No Risk Identified	**Observation:** The project is utilizing the change management process to manage changes to scope, schedule and budget consistent with the Change Management Plan.	Not Assessed	Not Assessed	Not Assessed		No Risk Identified	No Risk Identified	No Risk Identified	
							bluecrane will perform an assessment of the execution of the Change Management plan as it is put into execution.				The project scope is currently defined by the business and technical requirements identified in the RFP. The system requirements and the associated scope will be further refined by the SC-CMS vendor when during validation of the RFP requirements.

Project Management and Sponsorship	Schedule	Urgency - Not Applicable

Summary *bluecrane* QA Assessment

Nov 2012	Dec 2012	Jan 2013	Observations/Risks --- Assessment/Recommendation(s)/Status
Project Management and Sponsorship			
No Risk Identified	**No Risk Identified**	**No Risk Identified**	**Observation:** The project is utilizing a schedule to organize, assign, and track project work. Currently, there are no significant tasks behind schedule.

Detailed *bluecrane* QA Assessment

Project Planning				Project Execution				Achievement of Expected Results			
Nov 2012	Dec 2012	Jan 2013	Assessment	Nov 2012	Dec 2012	Jan 2013	Assessment	Nov 2012	Dec 2012	Jan 2013	Assessment
No Risk Identified	No Risk Identified	No Risk Identified		No Risk Identified	No Risk Identified	No Risk Identified		No Risk Identified	No Risk Identified	No Risk Identified	
											The project is utilizing a schedule to organize, assign, and track project work. Currently, there are no significant tasks behind schedule.

Project Management and Sponsorship	Budget	Urgency - Not Applicable

Summary *bluecrane* QA Assessment

Nov 2012	Dec 2012	Jan 2013	Observations/Risks --- Assessment/Recommendation(s)/Status
Project Management and Sponsorship			
No Risk Identified	No Risk Identified	No Risk Identified	**Observation/Risk:** The AOC Management Services Division and the project are utilizing an effective approach to management of cost and budget.

Detailed *bluecrane* QA Assessment

Project Planning				Project Execution				Achievement of Expected Results			
Nov 2012	Dec 2012	Jan 2013	Assessment	Nov 2012	Dec 2012	Jan 2013	Assessment	Nov 2012	Dec 2012	Jan 2013	Assessment
No Risk Identified	No Risk Identified	No Risk Identified	**Observation/Risk:** The AOC Management Services Division and the project are utilizing an effective approach to management of cost and budget.	Not Assessed	Not Assessed	Not Assessed		No Risk Identified	No Risk Identified	No Risk Identified	
			Status: The Cost Management Plan has been presented to the Project Sponsors for review and approval.				*bluecrane* will perform an assessment of the execution of the Cost Management Plan after it has been put into execution.				The SC-CMS project budget has been developed and is being maintained.

Project Management and Sponsorship	Communication	Urgency - Not Applicable

Summary *bluecrane* QA Assessment

Nov 2012	Dec 2012	Jan 2013	Observations/Risks --- Assessment/Recommendation(s)/Status
Project Management and Sponsorship			
No Risk Identified	**No Risk Identified**	**No Risk Identified**	**Observation:** Consistent with the Communications Management Plan, the team is utilizing effective communications to manage project activities and to keep stakeholders updated on project status.
			Status: The Communications Management Plan contains an approach for both internal and external communications activities. Internal communication activities include project status reports, performance reports, and project team meetings. External communications are used to inform stakeholders and end-users, in particular, of project activities that will affect them. Project status is communicated primarily orally in various project meetings. A project status report is developed bi-weekly but published only to the project library.

Project Management and Sponsorship	Communication (continued)	Urgency - Not Applicable

Detailed *bluecrane* QA Assessment

Project Planning				Project Execution				Achievement of Expected Results			
Nov 2012	Dec 2012	Jan 2013	Assessment	Nov 2012	Dec 2012	Jan 2013	Assessment	Nov 2012	Dec 2012	Jan 2013	Assessment
No Risk Identified	No Risk Identified	No Risk Identified	**Observation:** Consistent with the Communications Management Plan, the team is utilizing effective communications to manage project activities and to keep stakeholders updated on project status.	No Risk Identified	No Risk Identified	No Risk Identified	**Observation:** The team is utilizing effective communications to manage project activities and to keep stakeholders updated on project status consistent with the Communications Management Plan.	No Risk Identified	No Risk Identified	No Risk Identified	
			Status: The Communications Management Plan contains an approach for both internal and external communications activities. Internal communication activities include project status reports, performance reports, and project team meetings. External communications are used to inform stakeholders and end-users in particular, of project activities that will affect them. Project status is communicated primarily orally in various project meetings. A project status report is developed bi-weekly but published only to the project library.				Project status is communicated primarily orally in several project meetings including the Project Steering Committee Meeting, the AOC Management Advisory Team Meeting, and the Project Team Meeting. A project status report is developed bi-weekly but published only to the project library.				Communication between project team members, between the SC-CMS project and other areas of AOC, and between the SC-CMS project and external stakeholders provides adequate exchange of information to coordinate and compete project activities on schedule. Communication issues are typically resolved through additional ad-hoc meetings and by documenting additional information.

Project Management and Sponsorship	Staffing and Project Facilities	Urgency - Not Applicable

Summary *bluecrane* QA Assessment

Nov 2012	Dec 2012	Jan 2013	Observations/Risks ---------- Assessment/Recommendation(s)/Status
No Risk Identified	No Risk Identified	No Risk Identified	**Observation:** Consistent with the Staffing Management Plan, the project is utilizing a staffing matrix to manage the capacity and timing of project staff.
			Status: Project staffing is at appropriate levels. Over the last several months, the project managers and project sponsors re-evaluated the staffing plan and made adjustments based on the needs for system configuration and implementation activities.

Project Management and Sponsorship	Staffing and Project Facilities (continued)	Urgency - Not Applicable

Detailed *bluecrane* QA Assessment												
Project Planning				Project Execution				Achievement of Expected Results				
Nov 2012	Dec 2012	Jan 2013	Assessment	Nov 2012	Dec 2012	Jan 2013	Assessment	Nov 2012	Dec 2012	Jan 2013	Assessment
No Risk Identified	No Risk Identified	No Risk Identified	**Observation:** Consistent with the Staffing Management Plan, the project is utilizing a staffing matrix to manage the capacity and timing of project staff.	Not Assessed	Not Assessed	Not Assessed		No Risk Identified	No Risk Identified	No Risk Identified	
			Status: Project staffing is at appropriate levels. Over the last several months, the project managers and project sponsors re-evaluated the staffing plan and made adjustments based on the needs for system configuration and implementation activities.								

Project Management and Sponsorship	Change Management	Urgency – Not Applicable

Summary *bluecrane* QA Assessment

Nov 2012	Dec 2012	Jan 2013	Observations/Risks ---------- Assessment/Recommendation(s)/Status
No Risk Identified	No Risk Identified	No Risk Identified	**Observation:** Consistent with the Change Management Plan, the project is utilizing the change management process to manage changes to scope, schedule, and budget.

Detailed *bluecrane* QA Assessment

Project Planning				Project Execution				Achievement of Expected Results			
Nov 2012	Dec 2012	Jan 2013	Assessment	Nov 2012	Dec 2012	Jan 2013	Assessment	Nov 2012	Dec 2012	Jan 2013	Assessment
No Risk Identified	No Risk Identified	No Risk Identified	**Observation:** Consistent with the Change Management Plan, the project is utilizing the change management process to manage changes to scope, schedule, and budget.	No Risk Identified	No Risk Identified	No Risk Identified	**Observation:** Consistent with the Change Management Plan, the project is utilizing the change management process to manage changes to scope, schedule, and budget.	No Risk Identified	No Risk Identified	No Risk Identified	

Project Management and Sponsorship	Risk Management	Urgency – Not Applicable

Summary *bluecrane* QA Assessment

Nov 2012	Dec 2012	Jan 2013	Observations/Risks ---------- Assessment/Recommendation(s)/Status
No Risk Identified	**No Risk Identified**	**No Risk Identified**	**Observation:** Consistent with the Risk Management Plan, the project is identifying and managing risks consistent with the Risk Management Plan.

Detailed *bluecrane* QA Assessment

Project Planning				Project Execution				Achievement of Expected Results			
Nov 2012	Dec 2012	Jan 2013	Assessment	Nov 2012	Dec 2012	Jan 2013	Assessment	Nov 2012	Dec 2012	Jan 2013	Assessment
No Risk Identified	No Risk Identified	No Risk Identified	**Observation:** Consistent with the Risk Management Plan, the project is identifying and managing risks consistent with the Risk Management Plan.	No Risk Identified	No Risk Identified	No Risk Identified	**Observation:** Consistent with the Risk Management Plan, the project is identifying and managing risks consistent with the Risk Management Plan.	No Risk Identified	No Risk Identified	No Risk Identified	
											Risks are being identified and tracked but expectations for risk outcomes have not been set with stakeholders.

Project Management and Sponsorship	Issue Management	Urgency – Not Applicable

Summary *bluecrane* QA Assessment

Nov 2012	Dec 2012	Jan 2013	Observations/Risks ---------- Assessment/Recommendation(s)/Status
No Risk Identified	No Risk Identified	No Risk Identified	**Observation:** Consistent with the Issue Management Plan, the project team is identifying and tracking issues.

Detailed *bluecrane* QA Assessment

Project Planning				Project Execution				Achievement of Expected Results			
Nov 2012	Dec 2012	Jan 2013	Assessment	Nov 2012	Dec 2012	Jan 2013	Assessment	Nov 2012	Dec 2012	Jan 2013	Assessment
No Risk Identified	No Risk Identified	No Risk Identified		No Risk Identified	No Risk Identified	No Risk Identified	**Observation:** Consistent with the Issue Management Plan, the project team is identifying and tracking issues.	No Risk Identified	No Risk Identified	No Risk Identified	
			Status: The Issue Management Plan was approved by the Project Sponsors in September.								

Project Management and Sponsorship	Quality Management	Urgency - Not Applicable

Summary *bluecrane* QA Assessment

Nov 2012	Dec 2012	Jan 2013	Observations/Risks --- Assessment/Recommendation(s)/Status
No Risk Identified	No Risk Identified	No Risk Identified	**Observation/Risk:** The project team has developed a Quality Management Plan.
			Status: The Quality Management Plan has been presented to the Project Sponsors for review and approval.

Detailed *bluecrane* QA Assessment

Project Planning				Project Execution				Achievement of Expected Results			
Nov 2012	Dec 2012	Jan 2013	Assessment	Nov 2012	Dec 2012	Jan 2013	Assessment	Nov 2012	Dec 2012	Jan 2013	Assessment
No Risk Identified	No Risk Identified	No Risk Identified	**Observation/Risk:** The project team has developed a Quality Management Plan.	Not Assessed	Not Assessed	Not Assessed		Not Assessed	Not Assessed	Not Assessed	
			Status: The Quality Management Plan has been presented to the Project Sponsors for review and approval.				*bluecrane* will perform an assessment of the execution of the Quality Management Plan after execution of the Plan begins.				Quality metrics are not being tracked by the project at this time. Therefore, there is insufficient information to perform an assessment of project quality.

People	Stakeholder Engagement	Urgency - Not Applicable

Summary *bluecrane* QA Assessment

Nov 2012	Dec 2012	Jan 2013	Observations/Risks ---------- Assessment/Recommendation(s)/Status
No Risk Identified	No Risk Identified	No Risk Identified	**Observation:** Stakeholder engagement and organizational change management activities are underway.

Detailed *bluecrane* QA Assessment

Project Planning				Project Execution				Achievement of Expected Results			
Nov 2012	Dec 2012	Jan 2013	Assessment	Nov 2012	Dec 2012	Jan 2013	Assessment	Nov 2012	Dec 2012	Jan 2013	Assessment
No Risk Identified	No Risk Identified	No Risk Identified		No Risk Identified	No Risk Identified	No Risk Identified	**Observation:** Stakeholder engagement and organizational change management activities are underway.	Not Assessed	Not Assessed	Not Assessed	
											The project has been engaging stakeholders through the Project Steering Committee and information exchanges at meetings of the three associations for Clerks, Judges, and Administrators.

People	Business Processes / System Functionality	Urgency - Not Applicable

Summary *bluecrane* QA Assessment

Nov 2012	Dec 2012	Jan 2013	Observations/Risks ---------- Assessment/Recommendation(s)/Status
No Risk Identified	No Risk Identified	No Risk Identified	**Observation:** The Court Business Office (CBO) has performed analysis and validation of the business processes. The Court User Work Group (CUWG) will review the business processes for approval in parallel with analysis and validation activities.

Detailed *bluecrane* QA Assessment

Project Planning				Project Execution				Achievement of Expected Results			
Nov 2012	Dec 2012	Jan 2013	Assessment	Nov 2012	Dec 2012	Jan 2013	Assessment	Nov 2012	Dec 2012	Jan 2013	Assessment
No Risk Identified	No Risk Identified	No Risk Identified	**Observation:** The Court Business Office (CBO) has performed analysis and validation of the business processes. The Court User Work Group (CUWG) will review the business processes for approval in parallel with analysis and validation activities.	Not Assessed	Not Assessed	Not Assessed		Not Assessed	Not Assessed	Not Assessed	

People	Vendor Procurement	Urgency - Very Urgent

Summary *bluecrane* QA Assessment

Nov 2012	Dec 2012	Jan 2013	Observations/Risks --- Assessment/Recommendation(s)/Status
No Risk Identified	**Extreme Risk**	**Extreme Risk**	**Observation:** The SC-CMS vendor procurement is continuing after a four-week delay to respond to a request from the Clerks, represented by the clerks on the Steering Committee, to stop the procurement. The Clerks stated on December 18 that they cannot support moving forward with any of the vendor products that are in the process of being evaluated as part of the SC-CMS vendor procurement. The Clerks cite two points of opposition: 1) vendor bids were higher than the estimated costs in the SC-CMS Feasibility Study and 2) lack of functionality to meet the Clerk's requirements. The Clerk's written statement did not provide specific detail for the two points. AOC requested further details on December 19, and the Clerk's responded with a second statement on December 27 providing additional detail. **Risk 1:** In December, *bluecrane* identified a risk with stopping the evaluation of COTS systems before it was sufficiently determined that a COTS system would not meet the requirements – both the stated RFP requirements and the subsequently identified Clerk stakeholder requirements. For example, the Clerk stakeholder group has stated in their letter of December 18th that their primary functionality concern is that the COTS solution will require more mouse clicks to process a case than the current solution. However, an evaluation has not been performed to determine that the overall effort required by clerks using a COTS alternative would be more than what is required for the current solution. **Risk 2:** *bluecrane* identified a second risk with the potential cost of a non-COTS solution. If a COTS solution is not selected, an alternative may be selected that has a higher long-term cost despite the fact that the proposals submitted were significantly higher than the feasibility study estimates. The other alternatives identified in the SC-CMS Feasibility Study were estimated to cost more to implement than a COTS solution.

People	Vendor Procurement (continued)	Urgency - Very Urgent

Summary *bluecrane* QA Assessment

Nov 2012	Dec 2012	Jan 2013	Observations/Risks ---------- Assessment/Recommendation(s)/Status
			Impact: When implementing a new solution, there are often modifications made to business process and interfaces to other systems that reduces the overall amount of effort required by staff to perform their jobs. If a decision is made to select an alternative other than a COTS solution, when the COTS solution actually meets the requirements, then a solution could be implemented that is more costly and additionally may not meet stakeholder requirements. **Recommendation:** *bluecrane* agrees with the direction taken by the SC-CMS Steering Committee to continue evaluation of COTS systems. Risk 1 identified above will be reduced through continued analysis of the ability of a COTS solution to meet the combined requirements of the Clerks', Judges', and Court Administrators' stakeholder groups.

People	Vendor Procurement (continued)	Urgency - Very Urgent

Detailed *bluecrane* QA Assessment

Project Planning				Project Execution				Achievement of Expected Results			
Nov 2012	Dec 2012	Jan 2013	Assessment	Nov 2012	Dec 2012	Jan 2013	Assessment	Nov 2012	Dec 2012	Jan 2013	Assessment
No Risk Identified	Extreme Risk	Extreme Risk		No Risk Identified	Extreme Risk	Extreme Risk	**Observation:** The SC-CMS vendor procurement is continuing after a four-week delay to respond to a request from the Clerks, represented by the clerks on the Steering Committee, to stop the procurement. The Clerks stated on December 18 that they cannot support moving forward with any of the vendor products that are in the process of being evaluated as part of the SC-CMS vendor procurement. The Clerks cite two points of opposition: 1) vendor bids were higher than the estimated costs in the SC-CMS Feasibility Study and 2) lack of functionality to meet the Clerk's requirements. The Clerk's written statement did not provide specific detail for the two points. AOC requested further details on December 19, and the Clerk's responded with a second statement on December 27 providing additional detail. **Risk 1:** In December, *bluecrane* identified a risk with stopping the evaluation of COTS systems before it was sufficiently determined that a COTS system would not meet the requirements – both the stated RFP requirements and the subsequently identified Clerk stakeholder requirements. For example, the Clerk stakeholder group has stated in their letter of December 18th that their primary functionality concern is that the COTS solution will require more mouse clicks to process a case than the current solution. However, an evaluation has not been performed to determine that the overall effort required by clerks using a COTS alternative would be more than what is required for the current solution. **Risk 2:** *bluecrane* identified a second risk with the potential cost of a non-COTS solution. If a COTS solution is not selected, an alternative may be selected that has a higher long-term cost despite the fact that the proposals submitted were significantly higher than the feasibility study estimates. The other alternatives identified in the SC-CMS Feasibility Study were estimated to cost more to implement than a COTS solution.	No Risk Identified	Extreme Risk	Extreme Risk	
							Impact: If a decision is made to select an alternative other than a COTS solution, when the COTS solution actually meets the requirements, then a solution could be implemented that is more costly and/or does not meet stakeholder requirements. When implementing a new solution, there are often modifications made to business process and interfaces to other systems that reduces the overall amount of effort required by staff to perform their jobs. Also, as part of the COTS configuration process, it may be possible to implement typing automation that will perform a number of mouse and keyboard actions with one keystroke.				

People	Contract Management / Deliverables Management	Urgency - Not Applicable

Summary *bluecrane* QA Assessment

Nov 2012	Dec 2012	Jan 2013	Observations/Risks --- Assessment/Recommendation(s)/Status
Risk Being Addressed	No Risk Identified	No Risk Identified	**Observation/Risk:** The project team has addressed the risk identified in previous QA assessments related to the lack of a documented approach to contract management. Outlines of vendor deliverables are being developed. Planning is underway for contract negotiations.
			Status: The Deliverables Management Plan is being drafted and is planned for completion in January. A responsibility assignment matrix will be used to identify responsibilities of project team members in reviewing and approving vendor deliverables.

People	Contract Management / Deliverables Management (continued)	Urgency - Not Applicable

Detailed *bluecrane* QA Assessment

Project Planning				Project Execution				Achievement of Expected Results			
Nov 2012	Dec 2012	Jan 2013	Assessment	Nov 2012	Dec 2012	Jan 2013	Assessment	Nov 2012	Dec 2012	Jan 2013	Assessment
Risk Being Addressed	No Risk Identified	No Risk Identified	**Observation/Risk:** The project team has addressed the risk identified in previous QA assessments related to the lack of a documented approach to contract management. Outlines of vendor deliverables are being developed. Planning is underway for contract negotiations.	Not Assessed	Not Assessed	Not Assessed		Not Assessed	Not Assessed	Not Assessed	
			Status: The Deliverables Management Plan is being drafted and is planned for completion in January. A responsibility assignment matrix will be used to identify responsibilities of project team members in reviewing and approving vendor deliverables.				*bluecrane* will perform an assessment of the execution of the Deliverables Management Plan after execution of the Plan begins.				

Application	Application Architecture	Urgency - Not Applicable

Summary *bluecrane* QA Assessment

Nov 2012	Dec 2012	Jan 2013	Observations/Risks ---------- Assessment/Recommendation(s)/Status
No Risk Identified	No Risk Identified	No Risk Identified	**Observation:** The SC-CMS Architecture Plan has been updated to identify information known at this point. The remaining areas will be updated after the vendor has begun execution of the contract.

Detailed *bluecrane* QA Assessment

Project Planning				Project Execution				Achievement of Expected Results			
Nov 2012	Dec 2012	Jan 2013	Assessment	Nov 2012	Dec 2012	Jan 2013	Assessment	Nov 2012	Dec 2012	Jan 2013	Assessment
No Risk Identified	No Risk Identified	No Risk Identified	**Observation:** The SC-CMS Architecture Plan has been updated to identify information known at this point. The remaining areas will be updated after the vendor has begun execution of the contract.	Not Started	Not Started	Not Started		Not Started	Not Started	Not Started	
											Technical requirements have been developed and are specified in the SC-CMS vendor RFP.

Application	Requirements Management	Urgency - Not Applicable

Summary *bluecrane* QA Assessment

Nov 2012	Dec 2012	Jan 2013	Observations/Risks ---------- Assessment/Recommendation(s)/Status
No Risk Identified	No Risk Identified	No Risk Identified	**Observation:** The Court Business Office is documenting detailed use cases. A requirements management tool is being used to document requirements and for traceability.
			Status: A decision was made in October to have the SC-CMS business analyst configure the requirements management tool using the information gathered in a series of prior sessions that defined the AOC enterprise-wide design for managing requirements. This approach leverages the enterprise approach while moving forward with the implementation of the requirements management tool for SC-CMS. The tasks to configure the tool are being closely monitored by the project to ensure that the tool will be ready for use by the CBO to document refined requirements.

Application	Requirements Management (continued)	Urgency - Not Applicable

Detailed *bluecrane* QA Assessment

Project Planning				Project Execution				Achievement of Expected Results			
Nov 2012	Dec 2012	Jan 2013	Assessment	Nov 2012	Dec 2012	Jan 2013	Assessment	Nov 2012	Dec 2012	Jan 2013	Assessment
No Risk Identified	No Risk Identified	No Risk Identified	**Observation:** The Court Business Office is documenting detailed use cases. A requirements management tool is being used to document requirements and for traceability.	No Risk Identified	No Risk Identified	No Risk Identified		Not Started	Not Started	Not Started	
			Status: A decision was made in October to have the SC-CMS business analyst configure the requirements management tool using the information gathered in a series of prior sessions that defined the AOC enterprise-wide design for managing requirements. This approach leverages the enterprise approach while moving forward with the implementation of the requirements management tool for SC-CMS. The tasks to configure the tool are being closely monitored by the project to ensure that the tool will be ready for use by the CBO to document refined requirements.				Business requirements have been developed and are specified in the COTS vendor RFP. The CBO and Court User Work Group will review business requirements and business processes beginning in January.				

Application	Application Interfaces	Urgency - Not Applicable

Summary *bluecrane* QA Assessment

Nov 2012	Dec 2012	Jan 2013	Observations/Risks ---------- Assessment/Recommendation(s)/Status
No Risk Identified	No Risk Identified	No Risk Identified	**Observation:** The INH and COTS-Prep Application projects are defining and preparing interfaces using the information currently available. Additional activities will be planned and executed when the SC-CMS vendor contract has been awarded and further definition of SC-CMS interface requirements are made available.

Detailed *bluecrane* QA Assessment

Project Planning				Project Execution				Achievement of Expected Results			
Nov 2012	Dec 2012	Jan 2013	Assessment	Nov 2012	Dec 2012	Jan 2013	Assessment	Nov 2012	Dec 2012	Jan 2013	Assessment
No Risk Identified	No Risk Identified	No Risk Identified		No Risk Identified	No Risk Identified	No Risk Identified	**Observation:** The INH and COTS-Prep Application projects are defining and preparing interfaces using the information currently available. Additional activities will be planned and executed when the SC-CMS vendor contract has been awarded and further definition of SC-CMS interface requirements are made available.	No Risk Identified	No Risk Identified	No Risk Identified	

Data	Data Preparation	Urgency - Not Applicable

Summary *bluecrane* QA Assessment

Nov 2012	Dec 2012	Jan 2013	Observations/Risks ---------- Assessment/Recommendation(s)/Status
No Risk Identified	No Risk Identified	No Risk Identified	**Observation:** The Data Quality Coordinator will coordinate preparation of data in AOC and local court applications. One of the activities is the development of a data profiling report which will identify anomalies in data stored in JIS.

Detailed *bluecrane* QA Assessment

Project Planning				Project Execution				Achievement of Expected Results			
Nov 2012	Dec 2012	Jan 2013	Assessment	Nov 2012	Dec 2012	Jan 2013	Assessment	Nov 2012	Dec 2012	Jan 2013	Assessment
No Risk Identified	No Risk Identified	No Risk Identified	**Observation:** The Data Quality Coordinator will coordinate preparation of data in AOC and local court applications. One of the activities is the development of a data profiling report which will identify anomalies in data stored in JIS.	Not Started	Not Started	Not Started		Not Started	Not Started	Not Started	

ITG Request 45 – Appellate Courts Enterprise Content Management System (ECMS)

Project Update

Martin Kravik, Project Manager

February 22, 2013

Recent Activities

- ✓ RFP was reviewed by the AC-ECMS Executive Steering Committee on November 16, 2012
- ✓ RFP was released on November 26, 2012
- ✓ Approximately ten vendors provided letters of intent to bid
- ✓ Two proposals were received by January 4, 2013
  - o Neither proposal met minimum qualifications

Recent Activities

- ✓ Debriefings occurred with vendors and three reasons were given for low rate of proposal submissions:
  - o Cost cap
  - o Timing over the holidays
  - o Some requirements were unclear to vendors
- ✓ RFP was revised and released again on January 29, 2013
  - o Removed cost cap
  - o Tightened up requirements

Active Project Risks

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

Significant Risk Status

Risk	Probability/Impact	Mitigation

Active Project Issues

Total Project Issues			
Low Urgency	Medium Urgency	High Urgency	Closed
0	0	1	5

Significant Issues Status

Issue	Urgency/Impact	Action
Uncertainty in Vendor Pricing	High/High	Removed cost cap, revised requirements, re-released RFP

Next Steps

Milestone	Date
✓ RFP approval by the project Executive Steering Committee (ESC)	January 2013
✓ Release the RFP	January 2013
JISC funding request	February 22, 2013
Vendor proposals due	March 2013
Evaluate vendor proposals and forward results to the ESC	March 2013
Vendor demonstrations completed	April 2013
Selection of Apparent Successful Vendor (ASV) by ESC	April 2013
Recommendation of the ASV to the JISC by the ESC	April 26, 2013
Approval of the ASV by the JISC	April 26, 2013
Contract execution	May 2013
Develop the project implementation schedule	30 days after contract execution

Decision Point

Judicial Information System Committee Meeting February 22, 2013

DECISION POINT – Appellate Enterprise Content Management System Increase Project Budget Allocation

MOTION:

- I move to adopt the Appellate Court ECMS Project Executive Steering Committee recommendation to increase the budget allocation to acquire and implement an Appellate Enterprise Content Management System to an amount not to exceed $1.5 million.

I. BACKGROUND

The Washington appellate courts currently have no common electronic document management system. The Supreme Court uses a paper-based system, and each division of the Court of Appeals uses its own system. The appellate courts require a statewide enterprise content management system that provides robust document management, allows for the creation of user configurable business workflows, and provides integration with other business tools such as Microsoft Outlook.

In 2011, the JISC approved the purchase of an Electronic Document Management System (later renamed Enterprise Content Management System, ECMS) for the Court of Appeals and the Supreme Court, with an estimated cost of $980,000. The system's requirements were refined, and in June, 2012, the JISC approved an integrated enterprise content management system that would provide document management, business workflow, and include the functionality of the Appellate Courts Records and Data System (ACORDS). With the information available at that time, it was believed that an integrated system could be acquired within the previously approved allocation.

In November, 2012, AOC released a request for proposals (RFP) for an appellate ECMS. This RFP had a cost cap of $850,000. Two vendors responded to the RFP, and neither response met the minimum qualifications. AOC and the Appellate Courts held a debriefing with nine vendors who indicated intent to propose. Their findings included the following:

- The cost cap was not sufficient to accomplish the requirements.
- Some requirements specifically related to calendaring and financial processing were unclear.

As a result, the project Executive Steering Committee removed the cost cap, refined and clarified the RFP requirements, and released a second RFP on January 29, 2013. Proposals are due back on March 6, 2013.

II. DISCUSSION

At the time the project scope was changed to acquire a COTS application that includes ACORDS functionality, it was believed that the project could be completed within the existing budget allocation. In developing the RFP, more detailed business requirements were developed. Two vendors have indicated to AOC and the Appellate Courts that the value of the RFP is in the $1.3 - $1.4 million dollar range.

On January 17, 2013, the Appellate Enterprise Content Management System Executive Steering Committee voted unanimously to seek a funding allocation from the JISC not to exceed $1.5 million.

PROPOSAL

The Appellate Courts Enterprise Content Management Executive Steering Committee is asking that the allocation be raised to an amount not to exceed $1.5 million dollars which would cover contractual costs and provide a contingency for unforeseen project costs.

OUTCOME IF NOT PASSED –

If the JISC does not authorize proceeding with a standalone ECMS with ACORDS functionality, the project Executive Steering Committee will need to determine if and how to reduce the scope of the project and decide the cost/benefit of proceeding.

Superior Court Data Exchange

Project Update

Mike Walsh, PMP - Project Manager

February 22, 2013

Recent Activities

Contract complete with Sierra/CodeSmart

- ✓ Defects submitted through December 3rd were resolved and retested successfully
- ✓ Contractor has met all the delivery commitments of the contract

Recent Activities

Increment 1 Status (10 web services):

- Pierce County has uncovered some significant issues while testing the docket web services
  - ✓ Technical problem with framework caused Pierce web services to suspend. (Resolved mid-December)
  - ✓ Docket entries submitted out of file date order create an incorrect case status in SCOMIS
    - ➢ Correction will require major program changes for both the AOC and Pierce County data exchanges
- Pierce County's ability to use the data exchanges is delayed until corrections are in place
- Pierce County will continue to test other web services as planned

Recent Activities

Increment 2 Status (19 web services):

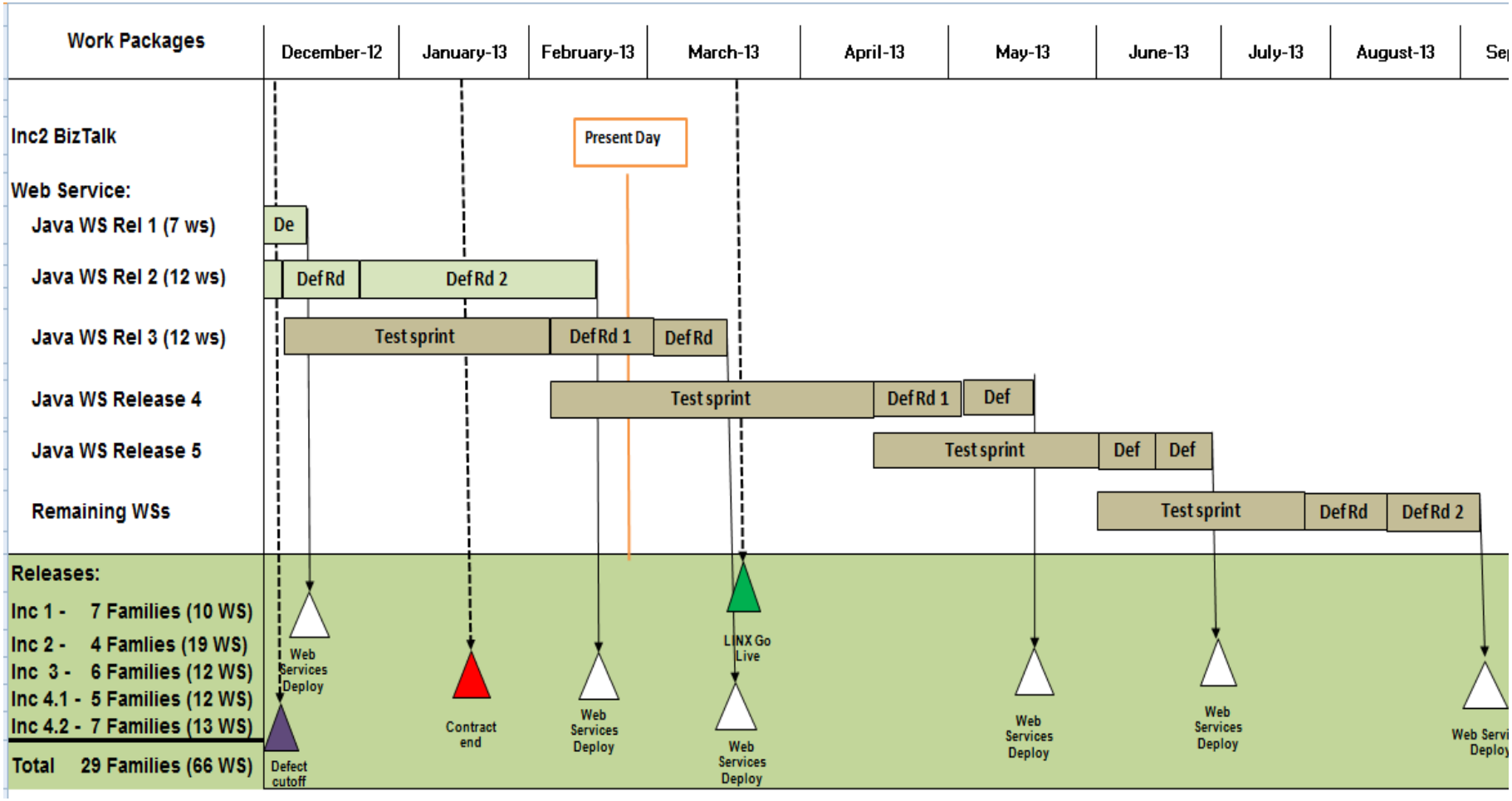
- ✓ Seven web services are ready for Pierce to start using
- ✓ Twelve are scheduled for deployment in February

Increment 3 Status (12 web services):

- AOC staff continues testing
- Support for defect correction has transitioned from Contractor to AOC staff

Schedule

Revised Roll Out Strategy



Active Project Risks

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

Significant Risks Status

Risk	Probability/Impact	Mitigation
Timeliness of defect corrections.	High/High	• Provides a “release when ready” roll out strategy for new services

Active Project Issues

Low Urgency	Medium Urgency	High Urgency	Closed
0	0	3	0

High Urgency Issues Status

Issue	Urgency/Impact	Action
Test turn around impacting schedule	High/Med	• Continue to monitor and adjust
Pierce Docket entry sequence causes erroneous case status in SCOMIS	High/High	• Changes to both the Pierce County sending services and the AOC receiving services
Field truncation	High/High	•Pierce County will apply truncation rules when generating the web service request

Next Steps

Milestone	Date
Resolve Docketing Order Defect	March 2013
Complete initial testing of all services	July 2013
Support Pierce County and any other customers starting to consume services	On-going

Pierce County Superior Court Data Exchange

Project Update

Kevin Stock, Pierce County Clerk

February 22, 2013

LINX DX Implementation

- ✓ Testing is in progress on Docket Add, Update and Delete.

- ❑ During testing it was determined that the Docket Insert Exchange process needed to be modified and handled by AOC.
- ❑ Development of the LINX Case Docket Update and Delete exchanges are being reconfigured to handle the docket insert scenarios.
- ❑ AOC is reconfiguring its Docket Insert Exchange based on the joint findings and have estimated a March completion date.
- ❑ It has been determined that the Case Status Exchange will need to be built by the LINX team and included in the first increment of the rollout instead of with Basic Case in increment 2, as it is affected by Docket Add.

LINX DX Implementation cont'd

- The LINX team is working on the Case Status Exchange, it will probably delay implementation of the first increment until Mid March.
- AOC is working on determining if it will need changes to it's Case Status Exchange process based on the joint findings.

ITG Request 41 - CLJ Revised Computer Records Retention and Destruction

Project Update

Kate Kruller, PMP - Project Manager

February 22, 2012

Project Objectives

- Eliminate all Courts of Limited Jurisdiction computer record archiving in JIS applications

- Revise destruction of case records processes in JIS, based upon the records retention policy from the Data Dissemination Committee

Recent Activity

- ✓ Completed Data Dissemination Committee sessions to address policy questions
- ✓ Completed Project Charter
- ✓ Completed Detailed Business Requirements Document for Restore Archived Cases Process
- ✓ Completed Technical Analysis and Design Document for Restore Archived Cases Process

Active Project Risks

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

Significant Risk Status

Risk	Probability/Impact	Mitigation

Active Project Issues

Total Project Issues			
Active	Monitor	Deferred	Closed
0	0	0	2

Significant Issues Status

Issue	Urgency/Impact	Action

Next Steps

- Final Business Requirements Reviews – All Records Retention and Destruction rules

- Restore Case Process:
  - No additional cases are archived
  - Archived cases gradually moved to active tables
  - Current destruction rules still apply as long as cases are in archive
  - No destruction rules apply to active tables during this process

- System Recode - 1st Iteration:
  - Current and preliminary new rules applied to active tables
  - Archive is decommissioned

- System Recode - 2nd Iteration:
  - All new records retention and destruction rules applied to active tables

Schedule Overview

Tasks/Milestones	Date
Develop and Validate Code for Restore Case Process	December- February 2013
Develop Preliminary Business Requirements Document	January - February 2013
Begin Restore Case Process - No additional cases archived	March – August 2013
Develop and Validate for System Re-Code – 1st Iteration	February – August 2013
All Archived Cases Restored - Current and Preliminary New Rules Applied to Active Tables - Archive is Decommissioned	November 2013
Validate Final Business Requirements Document – 2nd Iteration	March – June 2013
Develop and Validate for System Re-Code – 2nd Iteration	September 2013 – February 2014
All New Retention and Destruction Rules Applied to Active Tables	April 2014

Information Networking Hub (INH)

Project Update

Dan Belles, PMP - Project Manager
February 22, 2013

Recent Activities

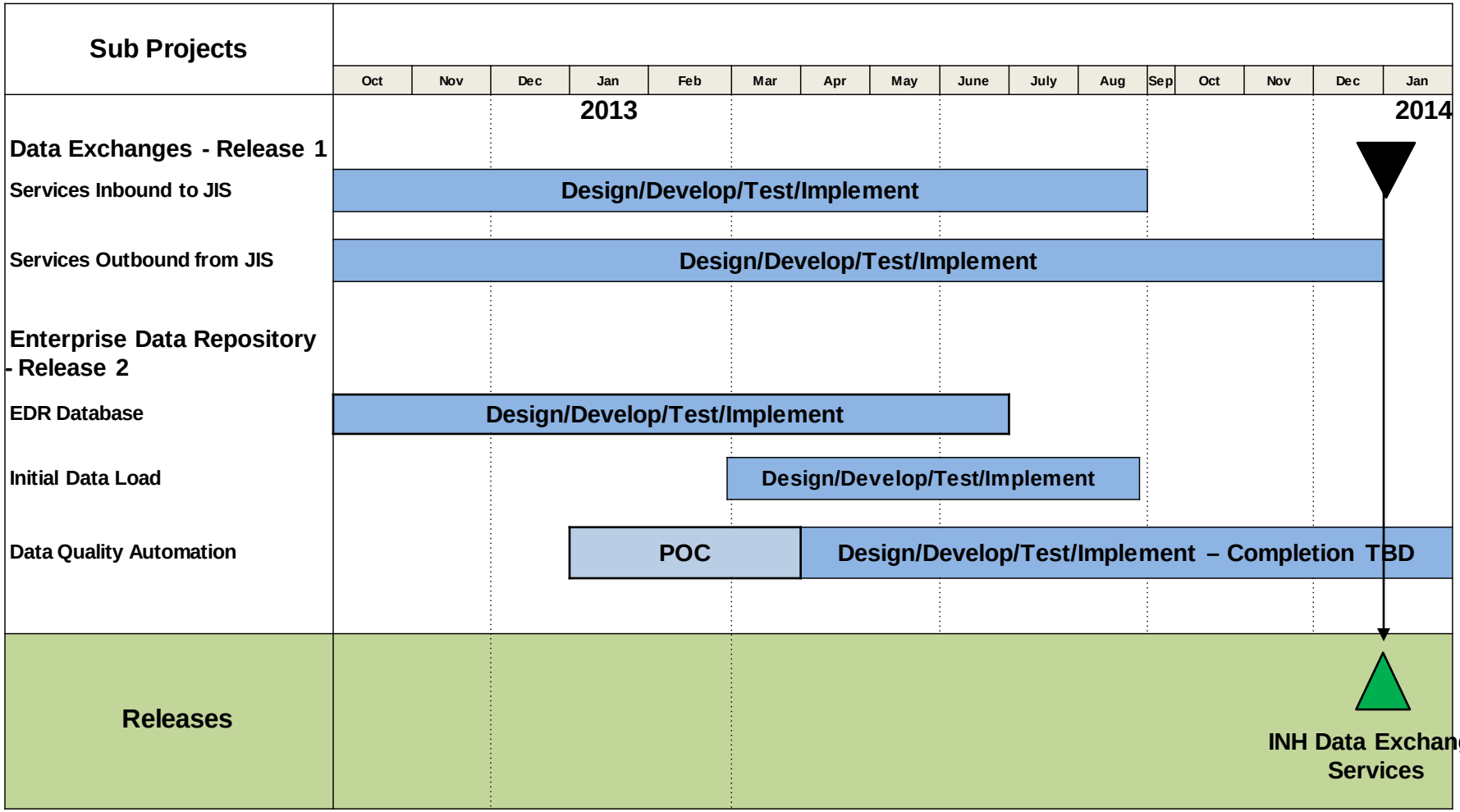
INH Middleware Data Exchanges

- ✓ Improved BizTalk Data Exchange Platform
- ✓ Developed Data Exchanges
- ✓ Developed Security Model For Data Exchanges
- ✓ Prepared QA for Testing Services

Enterprise Data Repository (EDR)

- Initiated Database Design Review – For Completeness and Correctness
- Initiated Data Quality Automation Proof of Concept to Evaluate Tools to Automate:
  - o Data Centralization and Synchronization
  - o Data Cleansing and Business Rules Maintenance
  - o Reference Data Centralization and Maintenance

Schedule


Sub Projects
Oct
Nov
Dec
Jan
Feb
Mar
Apr
May
June
July
Aug
Sep
Oct
Nov
Dec
Jan
2013
2014
Data Exchanges - Release 1
Services Inbound to JIS
Design/Develop/Test/Implement
Services Outbound from JIS
Design/Develop/Test/Implement
Enterprise Data Repository - Release 2
EDR Database
Design/Develop/Test/Implement
Initial Data Load
Design/Develop/Test/Implement
Data Quality Automation
POC
Design/Develop/Test/Implement – Completion TBD
Releases
INH Data Exchange Services

Active Project Risks

Total Project Risks		
Low Exposure	Medium Exposure	High Exposure
1	1	2

Significant Risks Status

Risk	Probability/Impact	Mitigation
QA Environment Conflicts	High/High	• Provide separate QA Environment for External Partners
Critical Projects Inter-dependencies	High/High	•Inter-dependent Project Coordination Team (IPCT) •Critical Path Timeline and Dependency Matrix
Database Review Timeline	Medium/High	•Implement scalable review process to reduce timeline and ensure quality

Active Project Issues

Total Project Issues			
Active	Monitor	Deferred	Closed
0	0	0	2

Significant Issues Status

Issue	Urgency/Impact	Action

Next Steps

Middleware Sub Project	
Milestone	Date
Develop Data Exchanges and BizTalk Enhancements	December– February 2013
Deploy INH Services To QA	February – March 2013
Test INH Services	March – April 2013
Resolve Defects/Production Ready	March – April 2013

Enterprise Data Repository Sub Project	
Milestone	Date
Complete Database Design Review	February 2013
Complete Data Quality Automation Proof Of Concept	February – March 2013
Develop Security Model	February – June 2013
Hire Contract Database Developer	March 2013
Develop Database	April – June 2013

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.

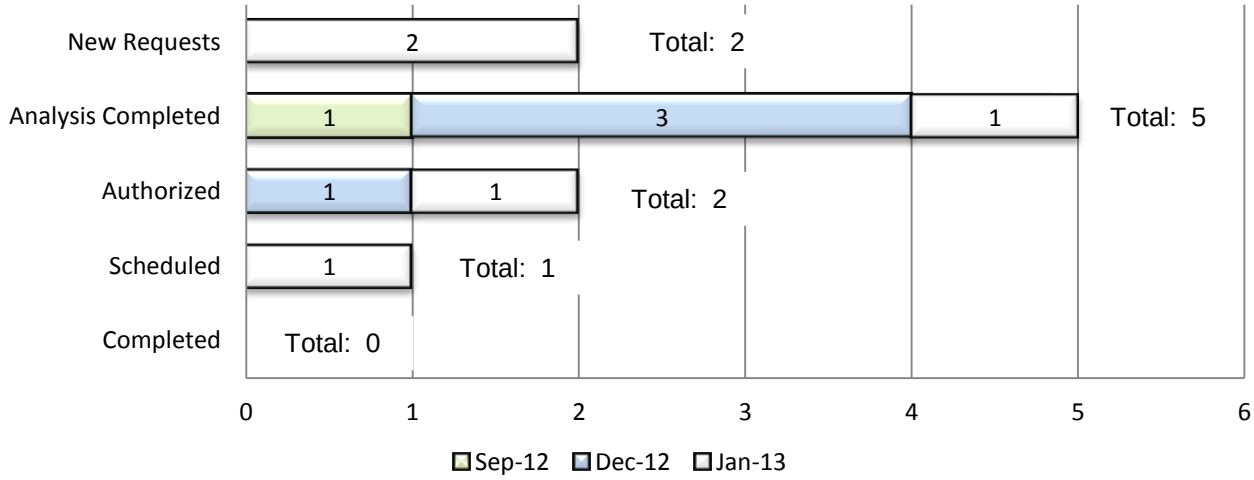
IT Governance Request Status

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

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.

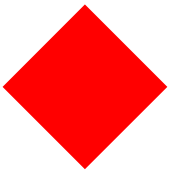
✓ Competed design of tables for accounts payable.	Provide data for requested reports.
✓ Competed design of tables for disbursements.	Provide data for requested reports.

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):	**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 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):	**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:

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  - 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	

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.

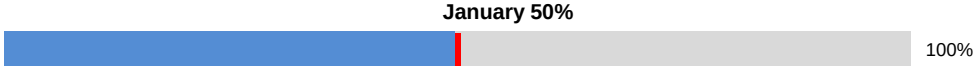
Business Drivers								
Improve Decision Making	X	Improve Information Access	X	Improve Service or efficiency	X	Manage Risks	☐
Maintain the business	☐	Manage the costs	X	Increase organizational capability	X	Regulatory compliance or mandate	☐

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

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

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

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

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

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

Status Notes:

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

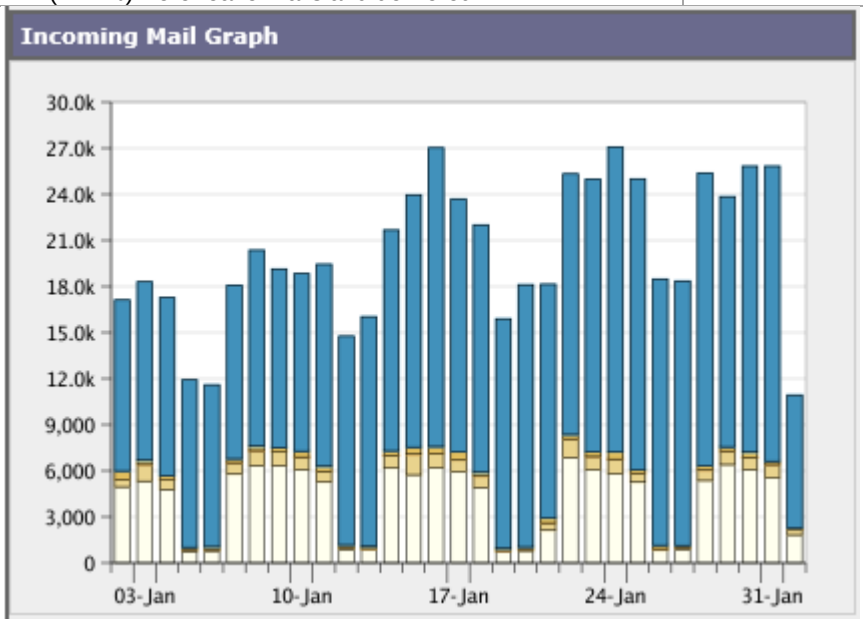
Dennis Longnecker, Infrastructure Manager

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.

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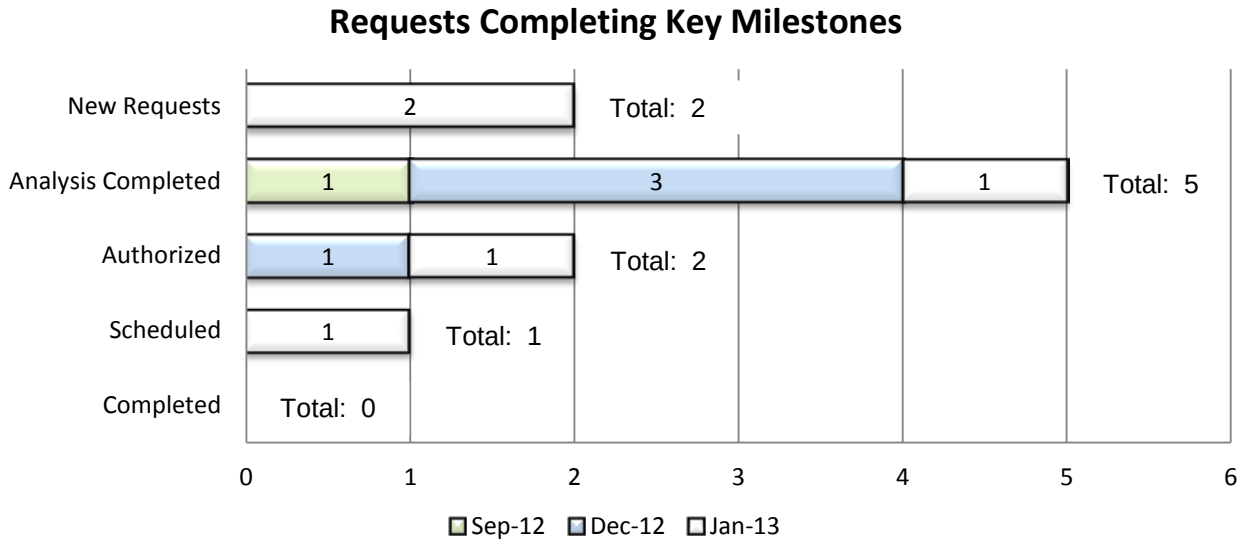
Completed JIS IT Governance Requests

No requests were completed during the month of January.

Status Charts



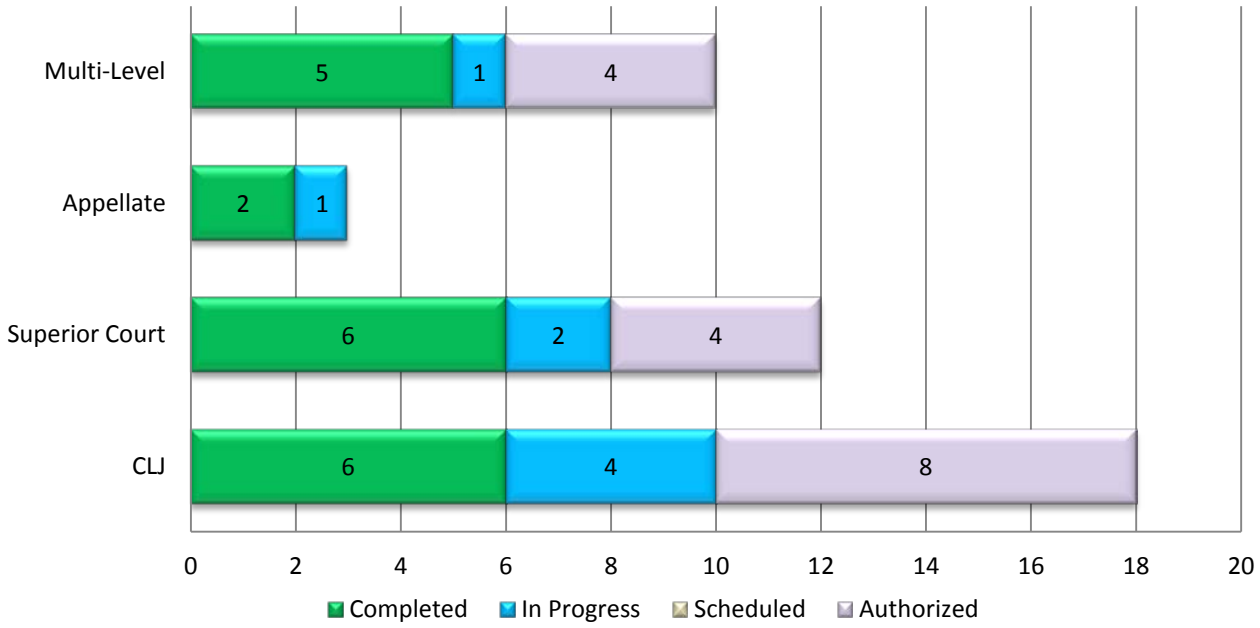
Current Active Requests by:

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

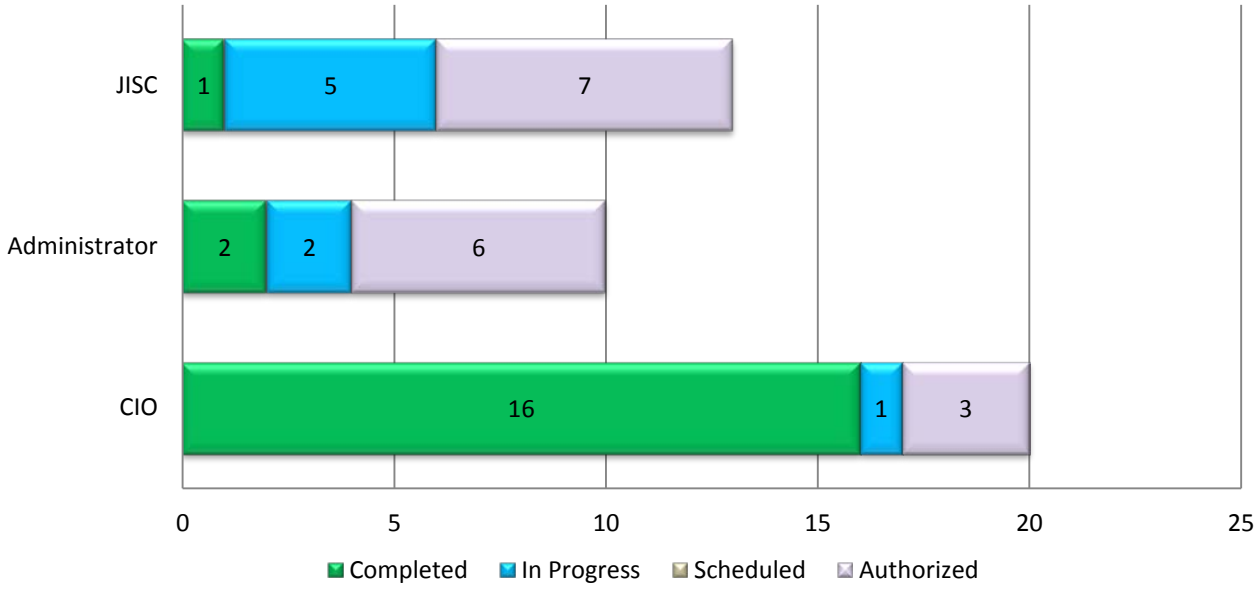
Status of Requests by CLUG

Since ITG Inception



Status of Requests by Authorizing Authority

Since ITG Inception



Priority	ITG #	Request Name	Status	Approving Authority	JISC Importance
1	121	Superior Court Data Exchange	In Progress	JISC	High
2	002	Superior Court Case Management System	In Progress	JISC	High
3	045	Appellate Courts EDMS	In Progress	JISC	High
4	009	Add Accounting Data to the Data Warehouse	In Progress	JISC	High
5	041	CLJ Revised Computer Records Retention and Destruction Process	In Progress	JISC	High
6	027	Expanded Seattle Municipal Court Case Data Transfer	Authorized	JISC	High
7	102	New Case Management System to Replace JIS (DISCIS)	Authorized	JISC	High
8	85	JRS Replacement	Authorized	JISC	High
9	62	Automate Courts DCXT Table Entries	Authorized	JISC	Medium
10	007	SCOMIS Field for CPG	Authorized	JISC	Medium
11	026 & 031	Prioritize Restitution Recipients and Combine True Name and Aliases for Time Pay	Authorized	JISC	Medium

Current as of January 31, 2013

Appellate CLUG Priorities					
Priority	**ITG #**	**Request Name**	**Status**	**Approving Authority**	**CLUG Importance**
1	045	Appellate Courts ECMS	In Progress	JISC	High

Superior CLUG Priorities					
Priority	**ITG #**	**Request Name**	**Status**	**Approving Authority**	**CLUG Importance**
1	107	PACT Domain 1 Integration	Authorized	Administrator	High
2	070	Access Data from the JIS Payment Monitoring Report	Authorized	Administrator	High
3	085	JRS Replacement	Authorized	JISC	High
4	007	SCOMIS Field for CPG Number	Authorized	JISC	High
Non-Prioritized Requests					
N/A	002	Superior Court Case Management System	In Progress	JISC	High

Current as of January 31, 2013

Courts of Limited Jurisdiction CLUG Priorities

Priority	ITG #	Request Name	Status	Approving Authority	CLUG Importance
1	027	Expanded Seattle Muni Case Data Transfer	Authorized	JISC	High
2	102	New Case Management System to Replace JIS	Authorized	JISC	High
3	041	CLJ Revised Computer Records Retention and Destruction Process	In Progress	JISC	High
4	058	CLJ Warrant – Print Page	In Progress	CIO	High
5	037	CLJ Warrant – Comment Line	In Progress	Administrator	Medium
6	079	WRO Screen Change under Bail Options	In Progress	Administrator	High
7	077	Allow FTAs to Issue When AR is Zero	Recommended	CIO	Medium
8	086	Increase Characters on CPFM Screen	In Progress	CIO	Medium
9	032	Batch Enter Attorneys to Multiple Cases	Authorized	CIO	Medium
10	038	Transfer Code for Judgment Field	Authorized	Administrator	Medium
11	068	Full Print on Docket Public View	Authorized	Administrator	Medium
12	026	Prioritize Restitution Recipients	Authorized	JISC	Medium
13	031	Combine True Name & Aliases for Time Pay	Authorized	JISC	Medium
14	036	Docket Entry When Auto Pay Put On Hold	Not Authorized	CIO	Low
15	035	Time Pay Removal Enhancement	Not Authorized	CIO	Low
16	057	Batch Remove Attorneys to Multiple Cases	Not Authorized	CIO	Low

Current as of January 31, 2013

Multi Court Level CLUG Priorities					
Priority	**ITG #**	**Request Name**	**Status**	**Approving Authority**	**CLUG Importance**
1	009	Add Accounting Data to the Data Warehouse	In Progress	JISC	High
2	087	Allow JIS Password to be Changed in JABS	Authorized	CIO	Medium
3	116	Display of Charge Title Without Modifier of Attempt	Authorized	Administrator	Medium
4	62	Automate Courts DCXT Table Entries	Authorized	JISC	Medium
5	141	Add Bond Transferred Disposition Code	Recommended	CIO	Medium
Non-Prioritized Requests					
N/A	003	Imaging and Viewing of Court Documents	Authorized	Administrator	Not Specified

Current as of January 31, 2013

Superior Court Case Management System
Court User Work Group (CUWG) Charter

Last Revised: October 2, 2012

ADMINISTRATIVE OFFICE OF THE COURTS
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Contents

1 Introduction 3
2 Purpose 3
3 Roles and Responsibilities 3
4 Guiding Principles 4
5 Sponsor 5
6 Decision Making and Escalation Process 5
7 Membership 5
8 Membership Terms 7
9 Meetings 8
10 Budget 8
11 Related Links 9
12 Signatures 9

1 Introduction

Input and guidance from the court community is a critical component to successfully implement a new superior court case management system. As such, on June 22, 2012, the Judicial Information System Committee (JISC) authorized the formation of a Court User Work Group (CUWG). The CUWG will serve as subject matter experts on court business processes, court operations, and the use of the Superior Court Management Information System (SCOMIS). The CUWG will exist throughout the duration of the SC-CMS project.

2 Purpose

The Court User Work Group (CUWG) provides essential subject matter expertise to enable the successful deployment of the Superior Court Case Management System (SC-CMS). The Court User Work Group (CUWG) will assist the Court Business Office (CBO) and the SC-CMS Project Team in establishing common court business processes that could be packaged and configured as a model for deploying a new case management system across the state.

The CUWG will provide subject matter expertise and decision making on court business processes, ensuring that processes and requirements are complete and accurate. The CUWG will provide insight on potential impacts, opportunities, and constraints associated with the transition to the new system.

The CUWG, the AOC Court Business Office (CBO), and the AOC SC-CMS Project Team will identify where there may be opportunities to standardize court business processes to assist in the deployment of the new SC-CMS across the state.

3 Roles and Responsibilities

JISC – The JISC shall authorize the creation of the CUWG and is the final authority only when issues are escalated by the SC-CMS Project Steering Committee that affect scope, budget and/or schedule.

SC-CMS Project Steering Committee – The project steering committee will establish the CUWG charter and provide overall guidance and decision making authority on issues that are not resolvable at the CUWG level.

Associations – The various associations will select members to represent them on the CUWG.

Court User Work Group (CUWG) Members – The CUWG members will actively participate in court business process discussions, make timely decisions, and complete assignments as needed to accomplish business process initiatives, improvements, and standardization.

- Identify common court business processes that could be packaged and configured as a model and used for deployments to courts with similar characteristics.
- Identify opportunities to refine court business processes through review, analysis and continuous process improvement.
- Ensure that court business processes and requirements are complete, accurate and documented.
- Provide insight on potential impacts, opportunities, and constraints associated with transforming court business processes and transitioning to new systems.
- Advocate for the agreed upon process change, innovation, and standardization.
- Advocate for and communicate decisions and changes to their staff, colleagues, associations, and coworkers.

Court Business Office – The CBO staff will facilitate the CUWG meetings and work collaboratively with the CUWG, vendor representatives, and others in AOC in identifying common court business processes that could be packaged and configured as a model for deploying a new case management system across the state. CBO staff will regularly report to the JISC on the activities of the CUWG.

SC-CMS Project Team – The project team is responsible for providing the project plan, executing the project activities, and making decisions at the project level that do not have a significant impact on the overall schedule, scope, and budget. Additionally, the project team will provide analysis and documentation to support the CUWG, the project steering committee and/or sponsors for business decision processing when the decision cannot or should not be made at the project level.

AOC SC-CMS Project Sponsors (Information Services Division Director and Judicial Services Division Director) – The project sponsors make non-policy decisions that have an impact on the scope, schedule or budget for the SC-CMS project and provides analysis to the AOC and the CUWG to support the decision making process when escalated to the SC-CMS Project Steering Committee.

4 Guiding Principles

The CUWG will be guided by the following principles:

- Members will have a statewide and system-wide view of court operations, and shall pursue the best interests of the court system at large while honoring local decision making authority and local practice.

- Members will make timely decisions as needed to successfully implement a statewide solution.

- Members will be open to changing practices where it makes sense.

- Members will not avoid or ignore conflicting processes, requirements, and stakeholder views, and will proactively discuss and resolve issues.

- Members will strive to build a healthy and collaborative partnership among the court stakeholders, the AOC, and vendor representatives that is focused on providing a successful outcome.

- Members will ensure the SC-CMS Project Team complete and document validated court functions and processes to arrive at a complete understanding of the current and desired future state of court business processes.

- Members will work to understand the features and capabilities of the new case management system.

- Members will fulfill a leadership role in communicating with their peers about issues and decisions.

- Members will be guided by the Access to Justice Technology Principles.

5 Sponsor

The Judicial Information System Committee (JISC) is the sponsor for the formation of the CUWG.

6 Decision Making and Escalation Process

The CUWG should work towards unanimity, but make decisions based on consent (non-objection) of the members. Decisions made by the CUWG are binding. Issues that are not able to be resolved by the CUWG will be referred to the SC-CMS Project Steering Committee for resolution. Any issue that cannot be resolved by the SC-CMS Project Steering Committee and will materially affect the project's scope, schedule or budget, will be referred to the Judicial Information System Committee (JISC) for a final decision.

7 Membership

The CUWG will include representatives from the SCJA, AWSCA, WSACC, WAJCA, DMCMA, AOC, WSBA, and ATJ. Membership should include a cross section of different geographic locations and court characteristics. In the SC-CMS Feasibility Study Report, the courts were classified into two groups; small and large courts based on operational volume, number of personnel, complexity and access to IT resources.

The CUWG will be comprised of 11 voting members who are internal users of the system. Voting members will be appointed by the following associations and organizations:

- 4 members from the Superior Court Judges' Association (SCJA) and the Association for Washington Superior Court Administrators (AWSCA).
    - At least 1 of the members must be from the SCJA.
- 1 member from the Washington Association of Juvenile Court Administrators (WAJCA).
- 4 members from the Washington State Association of County Clerks (WSACC).
- 2 members from the Administrative Office of the Courts (AOC).

The CUWG will also be comprised of 3 non-voting members, appointed and provided by each of the following non superior court associations and organizations:

- 1 representative from District and Municipal Court Management Association (DMCMA).
- 1 representative from Washington State Bar Association (WSBA).
- 1 representative from the Access to Justice Board (ATJ).

Non-voting members are encouraged to provide subject matter expertise and input into the decision making process. Other subject matter experts may be invited to provide additional detailed information to support and inform the decision making.

All CUWG members should have deep knowledge of court functions, business processes, and business rules in the following areas:

- Manage Case
    - Initiate case, case participant management, adjudication/disposition, search case, compliance deadline management, reports, case flow lifecycle
- Calendar/Scheduling
    - Schedule, administrative capabilities, calendar, case event management, hearing outcomes, notifications, reports and searches
- Entity Management
    - Party relationships, search party, party management, reports and searches, administer professional services
- Manage Case Records
    - Docketing/case notes, court proceeding record management, exhibit management, reports and searches
- Pre-/Post Disposition Services
    - Compliance, access to risk assessment tools, reports and searches
- Administration
    - Security, law data management

8 Membership Terms

CUWG members must be consistent to maintain continuity and minimize risk. Members are expected to attend all meetings for the duration of the SC-CMS project. If a member is not able to attend a meeting, the member must delegate an alternate or proxy from their association in advance and notify the AOC CBO.

Organization	Member(s)	Alternate(s)
Superior Court Judges' Association	Judge Bruce Spanner	Judge Palmer Robinson
Association for Washington Superior Court Administrators	Lea Ennis, Patricia Austin, Delilah George	Chris Shambro Amy Hunter Tiffany Husom
Washington State Association of County Clerks	Kathy Martin, Patty Chester, Kim Morrison, and Sarina Aiello	
Washington Association of Juvenile Court Administrators	Carol Vance	Angie Hollis
District and Municipal Court Management Association	Cynthia Marr	Lynne Campeau Aimee Vance
Washington State Bar Association	Douglas Robertson	
Access to Justice	Brian Ledbetter	
Administrative Office of the Courts	Jennifer Creighton, Jenni Christopher	Kathleen Wyer

9 Meetings

- The CUWG shall hold meetings as necessary by the project schedule and associated deliverables.
- Travel expenses shall be covered under the project budget.
- There must be a quorum of 7 voting members present to hold a vote; 3 from the SCJA and AWSCA, 3 from the WSACC, and 1 from the AOC.
- If a voting member is not available, proxy voting is allowed.

Meeting Frequency:

- Meetings will be scheduled on a monthly basis (second Wednesday of the month).
- The meeting will be held in-person at AOC's SeaTac facility.
- Meeting will begin promptly at 9 a.m.
- It is expected that each meeting will last up to 6 hours.
- Voting members will be mandatory attendees on meeting schedule notices and every effort will be made to avoid scheduling conflicts.
- Subject matter experts brought to the meeting by the members – to provide expert information on a specific topic – will be identified in advance to ensure that they are included on the agenda and receive meeting materials.
- AOC's CBO will facilitate the meetings and will be responsible for providing the members pertinent meeting information and artifacts at least 3 days before the scheduled meeting.

Decisions:

- Using a consent model, members will generally agree to a proposed course of action commonly characterized by comfort with the general direction though not necessarily with all the specific details.
- Voting members who disagree or have concerns with a decision must articulate the reasons for the conflict and concern. The concerns will be documented by the CBO and the work group will strive to answer and address the conflict until all members are comfortable with the direction to move forward.
- If all options have been exhausted by the group and a clear impasse exists, the issue will be directed to the SC-CMS Project Steering Committee for direction and decision.
- Decisions must be made in a timely manner to ensure the successful progression of the project activities dependent on the completeness and accuracy of the business processes and requirements.
- All decisions that materially impact scope, schedule or budget of the project will be automatically escalated to the SC-CMS Project Management to follow the established governance process.

10 Budget

The CUWG is funded through the SC-CMS project budget.

11 Related Links

Superior Court Case Management System (SC CMS) Project

12 Signatures

Title	Name	Signature	Date
Superior Court Judges' Association, President	Judge Craig J. Matheson		
Association for Washington Superior Court Administrators, President	Mr. Jeffrey Amram		
Washington State Association of County Clerks, President	Ms. Betty Gould		
Washington Association of Juvenile Court Administrators, President	Mr. Pat Escamilla		
Administrative Office of the Courts	Ms. Callie Dietz		

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WASHINGTON COURTS

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Received
OCT 0[illegible] 2012
Justice Mary E. Fairhurst

October 3, 2012

Honorable Mary Fairhurst
Washington Supreme Court
P.O. Box 40929
Olympia, WA 98504-0929

Re: Approval of Court User Work Group (CUWG)

Dear Justice Fairhurst:

On behalf of the Association of Washington Superior Court Administrators (AWSCA) I am pleased to advise you of our support for the Court User Work Group. After consulting with the Superior Court Judges Association, we will provide the names of three representatives designated to speak on behalf of our Association at user group meetings.

Thank you for including us in this process.

Sincerely,

Jeffrey Amram
President, AWSCA
Clark County Superior Court Administrator

Cc: Heather Williams

Superior Court Judges' Association

Craig Matheson, *President*
Benton County Superior Court
7122 W Okanogan Pl, Bldg A
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(360) 397-6133

Bruce I. Weiss
Snohomish Co. Superior Court
3000 Rockefeller Ave, MS 502
Everett, WA 98201-4046
(425) 388-7335

November 13, 2012

Justice Mary Fairhurst
Washington State Supreme Court
P.O. Box 40929
Olympia, WA 98504-0929

RE: Superior Court Judges' Association Representative

Dear Justice Fairhurst,

As the president of the Superior Court Judges' Association (SCJA), it is my pleasure to notify you that the SCJA's representatives to the Court User Work Group (CUWG) will be a shared responsibility between Judge Bruce Spanner and Judge Palmer Robinson, to represent one of four Superior Court positions on the CUWG. Please arrange for both Judge Spanner and Judge Robinson to receive materials and meeting notices. As you are aware, both judges are committed members of the Superior Court Case Management project procurement phase and look forward to serving on this committee.

I understand that these appointments are for the duration of the Superior Court Case management project, scheduled to be concluded in 2018. If at some point either of these members requests replacement, we will be happy to search for an alternate.

Please let me know if you have any questions and thank you.

Sincerely,

Craig Matheson
President Judge

cc: Judge Palmer Robinson
Judge Bruce Spanner
Dexter Meja
Heather Williams

THE WASHINGTON ASSOCIATION OF JUVENILE COURT ADMINISTRATORS

www.wajca.org

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Finance Committee
King County Juvenile Court

PAULA HOLTER-MEHREN
Strategic Planning Committee
Pend Oreille/Stevens/Ferry Counties
Juvenile Court

TOM KEARNEY
Strategic Planning Committee
San Juan County Juvenile Court

2011-2012 WAJCA ADMINISTRATOR OF THE YEAR
BONNIE BUSH
Spokane County Juvenile Court

November 5, 2012

Justice Mary Fairhurst, JISC Chair
Washington Supreme Court
P.O. Box 40929
Olympia, WA 98504-0929

Re: Approval of the Court User Workgroup Charter (CUWG) for the Superior Court Case Management System Project (SC-CMS)

Dear Justice Fairhurst:

As President of the Washington Association of Juvenile Court Administrators (WAJCA), I am pleased to report that WAJCA members, representing all 39 counties across the State, approve of the Court User Workgroup Charter.

Furthermore, we will provide the designated representatives on behalf of WAJCA to participate in the Court User Workgroup for the Superior Court Case Management System Project.

Sincerely,

Patrick Escamilla

Patrick Escamilla
WAJCA President
Clark County Juvenile Court

WASHINGTON STATE ASSOCIATION OF COUNTY CLERKS

Betty J. Gould, President
Thurston County Clerk
2000 Lakeridge Drive SW
Olympia, WA 98502
360-786-5549
gouldb@co.thurston.wa.us

September 26, 2012

Mr. Dirk A. Marler
Director, Judicial Services Division
Administrative Office of the Courts
1112 Quince Street S.E.
Olympia, WA 98501-2462

Re: Approval of the Court User Workgroup Charter (CUWG) in relation to the Superior Court Case Management System Project (SC-CMS)

Dear Mr. Marler:

As President of the Washington State Association of County Clerks, I am pleased to report that WSACC members, representing Clerks in all 39 counties across the State, approve of the Court User Workgroup Charter.

Furthermore, we will provide the designated representatives on behalf of WSACC to participate in the Court User Workgroup for the Superior Court Case Management System Project

Very truly yours,

WASHINGTON STATE ASSOCIATION OF COUNTY CLERKS

Betty J. Gould

Betty J. Gould
President