Washington State Administrative Office of the Courts

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

March 2013
(Report Period Ending March 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 March 2013 9
Initiative Summary 9
Detailed Status Reports **12**
Initiative Status Reports 14
Transformation Program Track 15
COTS Preparation Application Program Track 16
COTS Preparation – SC-CMS Disaster Recovery 18
Information Networking Hub (INH) Enterprise Data Repository (EDR) Project 20
Information Networking Hub (INH) Middleware Project 22
ITG #121 Superior Court Data Exchange 24
ITG #002 Superior Court Case Management System (SC-CMS) RFP 26
ITG #045 Appellate Courts Enterprise Content Management System (ECMS) 28
ITG #009 Add Accounting Data to the Data Warehouse 30
ISD Operational Area Status Reports 34
Operational Area: ISD Policy and Planning 35
Operational Area: Architecture & Strategy 38
Operational Area: Infrastructure 40
Operational Area: Data & Development 42
Operational Area: Operations 45

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
March 2013

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

Planned
Actual

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 Enterprise 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 Enterprise Document Management System (ITG #045)
- COTS Preparation Track
- Information Networking Hub (INH)Track

Initiatives or Projects Completed

- No new initiatives or projects were completed during the month of March.

Initiative or Project Status Changes

- Monthly status reporting for the COTS-Preparation Application Program Track project is on-hold until a contract is executed with the SC-CMS vendor.

Staffing Changes in ISD

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

ISD welcomed the following new staff:

- No new staff began work in ISD during the month of March.

The following employees left ISD:

- Ray Yost, uniPaaS Programmer, (3/31/2013)

Employees transferring to the SC-CMS Project:

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

ISD Staff Recognitions

Recognitions

March 22, 2013 – ISD Infrastructure Network Unit: Jesse Christoffer, Wayne Gentry, Brian Heath, Kermit Oglesby, James Peck – Richard Kimball, Division III LAN Administrator, thanks the ISD Network team for their work to increase the WAN speeds to ten times what they were in all appellate court locations. Your efforts are greatly appreciated by the staff at these Court of Appeals locations. Great Job!

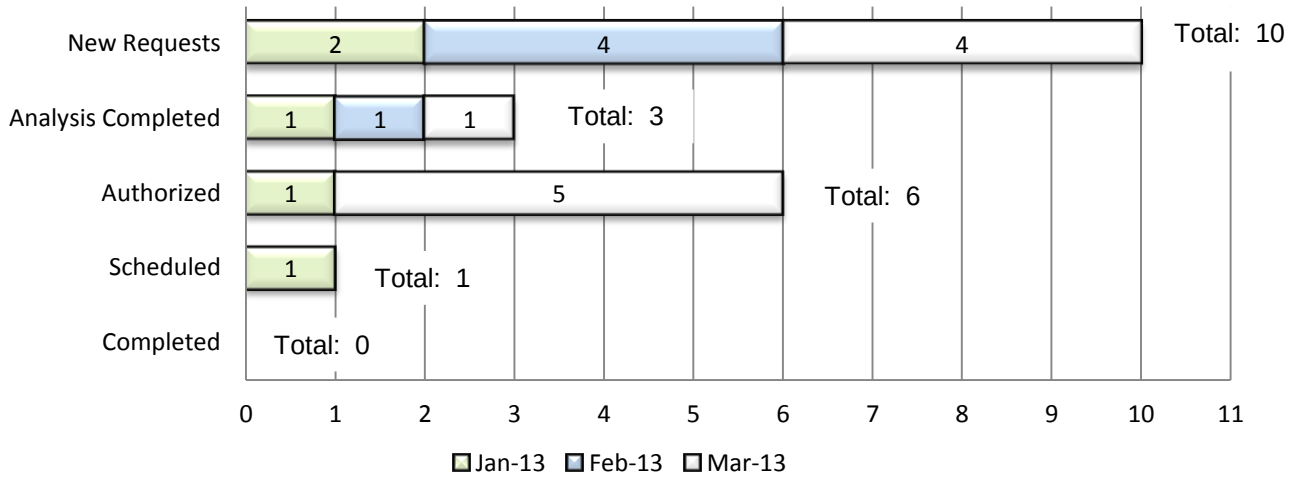
IT Governance Request Status

Completed JIS IT Requests in March 2013

No requests were completed during the month of March.

Status Charts

Requests Completing Key Milestones



Current Active Requests by:

Endorsing Group			
Court of Appeals Executive Committee	1	**District & Municipal Court Management Association**	23
Superior Court Judges Association	3	**Data Management Steering Committee**	1
Washington State Association of County Clerks	9	**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**	8

Court Level User Group	
Appellate Court	2
Superior Court	10
Courts of Limited Jurisdiction	19
Multi Court Level	9

Summary of Activities March 2013

Initiative Summary

Transformation Program	
Activities	***Impact/Value***
✓ Projects are on hold due to reassignment of project manager.	Release Management implementation activities are on-hold. Application Development Management activities are on-hold. Enterprise Requirements Management activities are on-hold.
COTS Preparation Application Program	
Activities	***Impact/Value***
✓ Monthly status reporting for this project is on-hold until a contract is executed with the SC-CMS vendor. 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 - SC-CMS Disaster Recovery	
Activities	***Impact/Value***
✓ Monthly status reporting for this project is on-hold until a contract is executed with the SC-CMS vendor. When a contract with an ASV is executed, the Disaster Recovery analysis work relative to SC-CMS will be completed.	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***
✓ Met with Database Design Review Team to present the EDR business, logical and physical models. No major issues were found so far. Scheduled a follow up meeting.	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 data quality/synchronization tools Proof of Concept (POC) with Informatica.	Determines if the vendor's tools can meet our requirements with existing or new components.
✓ Continued agenda for final POC presentation to ISD technical staff and Leadership. Began preparing a business value analysis and return on investment.	Communicate the results of the POC.
Information Networking Hub (INH) Middleware Project	
Activities	***Impact/Value***
✓ Continued BizTalk framework enhancements using the Enterprise Service Bus (ESB).	Provides INH data exchanges.
✓ Completed development of BizTalk automatic deployment script.	Provides INH data exchanges.
✓ Continued development of CaseWarrant Add, Update and Delete data exchanges.	Provides INH data exchanges.
✓ Completed preparations for initial build (.8.0.1) of INH services and enhancements to BizTalk framework for deployment to QA when available.	Provides INH data exchanges.
✓ Continued work on SQL stored procedures for GetProtection Order service. Completed DDRT review and no major issues were found.	Provides INH data exchanges.
✓ QA Tester continued preparation of test cases and the INH test harness for initial build.	Provides INH data exchanges.

Approved JIS Projects Summary

ITG #121 Superior Court Data Exchange	
Activities	***Impact/Value***
✓ Defect corrections and testing continue on the Docket modifications needed to improve Add and Insert Docket services.	Support and Maintenance of all SCDX has been fully transitioned to AOC staff.
✓ Defect corrections and testing continue on the 12 Increment 3 web services developed by Sierra/CodeSmart.	Support and Maintenance of all SCDX has been fully transitioned to AOC staff.
✓ Testing is complete on 12 of 25 Increment 4 web services. These 12 services are awaiting approval and deployment.	Support and Maintenance of all SCDX has been fully transitioned to AOC staff.
✓ Testing for the remaining 13 Increment 4 web services is awaiting the release of the replacement tester's availability and allocation.	Support and Maintenance of all SCDX has been fully transitioned to AOC staff.

ITG #002 Superior Court - Case Management System RFP	
Activities	***Impact/Value***
✓ In a special JISC meeting on March 22, 2013, the SC-CMS Project Steering Committee presented the motion to move forward to contract negotiations with Apparent Successful Vendor Tyler Technologies, Inc. The JISC unanimously approved the motion and AOC is expected to begin contract negotiations with Tyler Technologies, Inc. in April, 2013.	Provide up to date progress.

ITG #045 Appellate Court Enterprise Content Management System (AC-ECMS)	
Activities	***Impact/Value***
✓ Four RFP proposals were received. Two proposals were found to be non-responsive.	Improve the efficiency of document management for the courts.
✓ Written proposal scoring on the remaining two proposals was completed and evaluator scores compiled. The scoring compilations were presented to the Project Executive Steering Committee (ESC) on March 15. One vendor was selected by the ESC to move forward to the demonstration phase.	Improve the efficiency of document management for the courts.
✓ The demonstration scripts were completed and delivered to the vendor on March 20.	Improve the efficiency of document management for the courts.
✓ A pre-demonstration teleconference was held with the vendor.	Improve the efficiency of document management for the courts.
✓ Started analysis of the vendor proposal relative to contract negotiations.	Improve the efficiency of document management for the courts.
✓ Work on the web portal requirements was put on hold until the demonstration scripts are complete.	Improve the efficiency of document management for the courts.

ITG #009 Add Accounting Data to the Data Warehouse	
Activities	***Impact/Value***
✓ Resolved security issue: What level of security should be applied to collections and trust data?	Ensures that data security is in place to prevent unauthorized access.
✓ Received approval from workgroup on accounting Security module.	Ensures that data security is in place to prevent unauthorized access.
✓ Completed design and coding of security in accounting universe.	Ensures that data security is in place to prevent unauthorized access.
✓ Design and coding of tables for receipting.	Provide data for accounting reports.
✓ Designed, coded, and tested data needed for collection reports.	Provide data requirements.
✓ Committee approval of Case Financial History Adjustment Detail Report.	Provide business requirements.
✓ Committee approval of Case Financial History Receipting Detail Report.	Provide business requirements.

✓ Released Case Financial History report summary with Disbursement, Bail and Bond totals.	Provide business requirements.
✓ Released detail report for Case Financial History disbursements.	Provide business requirements.
✓ Final review of Case Financial History receipting and adjustments tables. Tables designed, loaded and tested for receipt and adjustment detail.	Provide technical requirements.

ITG #041 Revised CLJ Computer Records Retention and Destruction Process

Activities	***Impact/Value***
✓ Mar 1: Sent Project Update and associated materials to ITG 41 Project Steering Committee.	Manage risks by ensuring the Steering Committee has awareness of project status, which helps keep the project on track.
✓ Mar 4: Began Restore Case Process (archive cases to active – approx. six (6) months).	Provides faster viewing of the Courts of Limited Jurisdiction (CLJ) records.
✓ Mar 1- March 29: Continued more business analysis to obtain full functional requirements detail - including plans for court user/Court SME outreach for feedback (representatives from District and Municipal Court Management Association (DMCMA), District and Municipal Court Judges' Association (DMCJA) and Misdemeanant Corrections Association)).	Manage risks by ensuring the Steering Committee has awareness of project status, which helps keep the project on track.
✓ Followed up with ITG 41 Project Steering Committee on materials provided, offer briefings for Q&A and start scheduling ITG 41 Project Steering Committee meeting.	Manage risks by ensuring the Steering Committee has awareness of project status, which helps keep the project on track.
✓ Mar 4 - August 31: Project Team developers prepared to apply current and preliminary new rules to active tables in November (1st Iteration).	Provides faster viewing of the Courts of Limited Jurisdiction (CLJ) records.
✓ Mar 8: Briefed the DMCJA.	Manage risks by ensuring the DMCJA has awareness of project requirements, which helps keep the project on track.
✓ Mar 11: DMCMA IT Committee presentation on DORR updates.	Manage risks by ensuring the DMCMA has awareness of project, which helps keep the project on track.
✓ Mar 14: DMCMA Board Meeting - Project Functional Requirements Outreach/Feedback presentation.	Manage risks by ensuring the DMCMA has awareness of project requirements, which helps keep the project on track.
✓ Mar 28: Held ITG 41 Project Steering Committee meeting for Project Status and Draft Communication Plan review, Report DDC Policy Determinations and discuss Functional Requirements and discuss Functional Requirements.	Manage risks by ensuring the Steering Committee has awareness of project status, which helps keep the project on track.

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

Status Reporting on-hold until project manager assigned. **Reporting Period through NA**

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

Status Reporting on-hold until SC-CMS contract executed. **Reporting Period through NA**

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): Dennis Longnecker, Infrastructure Manager Tamra Anderson, Data & Development Manager Michael Keeling, Operations Manager Kumar Yajamanam, Architecture and Strategy Manager William Cogswell, Associate ISD Director Dirk Marler, JSD Director	**Consultant/Contracting Firm:** N/A

Description:

The COTS Preparation (COTS-P) Program objective is to prepare the AOC JIS environment to support the future transition to a COTS based suite of applications. The Superior Court Case Management System (SC-CMS) Project is expected to be the first COTS based application to be implemented within the AOC JIS. As the first COTS application, the SC-CMS implementation will validate many of the preparation assumptions for supporting future COTS product implementations.

The implementation of the COTS-P Program has been organized into three (3) specific programs categories of sub-project to facilitate effective and efficient planning, management and reporting. The programs are organized as:

- COTS-P Infrastructure Program (Network, Compute and Storage) of six (6) related sub-projects
- COTS-P Application Program (Data Warehouse and Applications) of six (6) related sub-projects
- COTS-P Business Program (Business and Organizational Processes) of one (1) related sub-projects (closed February 2011)

The COTS P Application Program:

The purpose of this program is to evaluate and determine the impact of the SC-CMS project on AOC's suite of applications and services; identify any technical changes required; and to design, develop, and implement those changes with minimum impact to AOC customers. Defining the scope of the COTS-P Application Program sub-projects is challenging until the SC-CMS design is known.

The Application Program objectives, in support of the SC-CMS project are to:

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

Business Benefit:

The COTS-P Program outcome will provide at the project level, the appropriate analysis, design, documentation, acquisitions and implementation of technology and processes within the JIS environment to support the future strategic plan to transition from in-house application development to COTS based products.

The COTS-P program will validate the current and future state of the Infrastructure, Application and Business environments necessary to:

- Position AOC to support future COTS based application implementations
- Directly support the SC-CMS and INH project implementations
- Assure no planning, acquisition and/or implementation duplicity or gaps occur across related projects and initiatives.

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

Current Status	**Scope**	▲	**Schedule**	▲	**Budget**	▲

Status Notes:
Monthly status reporting for this project is on-hold until a contract is executed with the SC-CMS vendor. The Scope, Schedule, and Budget status indicators are yellow until the contract is executed and COTS-Preparation project scope can be defined in more detail.

COTS-P Application Program Progress:	**March - 73%** 100%

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

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

Activities Planned	Impact/Value
° Continue to clarify scope definition and perform initial impact analysis where possible.	Provides understanding of current working environment and enables solution design.

Milestones Planned and Accomplished

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

COTS Preparation – SC-CMS Disaster Recovery

Status Reporting on-hold until SC-CMS contract executed. **Reporting Period through NA**

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

Monthly status reporting for this project is on-hold until a contract is executed with the SC-CMS vendor. When a contract with an ASV is executed, the Disaster Recovery analysis work relative to SC-CMS will be completed.

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:	March - 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
✓ Monthly status reporting for this project is on-hold until a contract is executed with the SC-CMS vendor. When a contract with an ASV is executed, the Disaster Recovery analysis work relative to SC-CMS will be completed.	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 March 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**	●

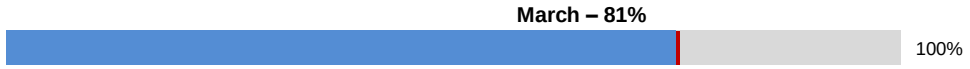
Status Notes:

The goal of the first release of EDR continues to be providing a centralized database to store statewide shared data, with a data quality tool, a reference data manager and data load/synchronization capability. The initial EDR is scheduled for implementation after the first SC CMS pilot courts are on-line and operational.

The AOC Data Quality Program needs to be resourced in order to make progress establishing Data Governance policies, stewardship and rules in order for the INH Data Quality Tools to be implemented successfully.

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. The Schedule status indicator is yellow indicating this situation continues to be monitored.

Progress



Phase	☐ Initiate	☐ Planning	X Execute	☐ Close
Schedule	**Planned Start Date:** July 2011		**Planned Completion Date:** 12/22/14	
	Actual Start Date: July 2011		**Actual Completion:** TBD	

Activities Completed	Impact/Value
✓ Met with Database Design Review Team to present the EDR business, logical and physical models. No major issues were found so far. Scheduled a follow up meeting.	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 data quality/synchronization tools Proof of Concept (POC) with Informatica.	Determines if the vendor's tools can meet our requirements with existing or new components.
✓ Continued agenda for final POC presentation to ISD technical staff and Leadership. Began preparing a business value analysis and return on investment.	Determines if the vendor's tools can meet our requirements with existing or new components.
Activities Planned	**Impact/Value**
✓ Complete the database design review of the Enterprise Data Repository.	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.
✓ Prepare proof of concept recommendations and presentation materials.	Determines if the vendor's tools can meet our requirements with existing or new components.
✓ Complete draft statement of work and milestone schedule for procurement.	Plan the procurement.
✓ Make a presentation to AOC ISD Leadership Team regarding the Data Quality Tools proof of concept findings and recommendations.	Communicate the results of the proof of concept.

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	12/22/14	

Information Networking Hub (INH) Middleware Project

Reporting Period through March 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:

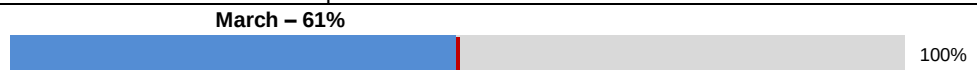
During the month of March, we continued to make good progress designing, refactoring and developing INH services. We also made progress developing test cases and in making preparations to test the services once we have a new QA environment available.

The new environment is not expected to be available until the end of April. At that time, we plan to deploy our completed set of services to begin conducting functional testing. Progress will slow if there are any delays in getting access to the new QA environment.

The project schedule status indicator is set to yellow as a caution due to two situations.

1) We are still waiting for a dedicated QA environment to push INH services to for testing. In the meantime, we are using the existing development environment for smoke testing and bug fixing until the QA environment becomes available. 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.
2) Resource contention with SCDX continues but is being addressed at various levels by both project teams. Additional contractor(s) may be needed to assist with Java development.

Progress



Phase	☐ Initiate	☐ Planning	X Execute	☐ Close
Schedule	**Planned Start Date:** January 2012		**Planned Completion Date:** March 2014	
	Actual Start Date: January 2012		**Actual Completion:** TBD	

Activities Completed	Impact/Value
✓ Continued BizTalk framework enhancements using the Enterprise Service Bus (ESB).	Provides INH data exchanges.
✓ Completed development of BizTalk automatic deployment script.	Provides INH data exchanges.
✓ Continued development of CaseWarrant Add, Update and Delete data exchanges.	Provides INH data exchanges.
✓ Completed preparations for initial build (.8.0.1) of INH services and enhancements to BizTalk framework for deployment to QA when available.	Provides INH data exchanges.
✓ Continued work on SQL stored procedures for GetProtection Order service. Completed DDRT review and no major issues were found.	Provides INH data exchanges.
✓ QA Tester continued preparation of test cases and the INH test harness for initial build.	Provides INH data exchanges.

Activities Planned	Impact/Value
° Continue business and technical analysis for next set of INH services.	Provides business requirements for technical specifications that can be developed to.
° Continue work on IEPD transformation 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 and unit testing of CaseWarrant, Update and Delete services.	Provides INH data exchanges that can be tested and deployed to Quality Assurance.
° Continue work on SQL stored procedures and BizTalk framework enhancements.	Provides INH data exchanges that can be tested and deployed to Quality Assurance.
° Deploy completed services in build to QA for testing.	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	3/14/14	

Approved Project Status Reports

ITG #121 Superior Court Data Exchange

Reporting Period Through March 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.

The Scope status is yellow to reflect the added scope of making the modifications needed to Add and Insert Docket services.

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	**Original Start Date:** 6/12/2012	**Original Completion Date:** 11/2/2012

Increment 3	**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
✓ Defect corrections and testing continued on the Docket modifications needed to improve Add and Insert Docket services.	Support and Maintenance of all SCDX has been fully transitioned to AOC staff.
✓ Defect corrections and testing continued on the 12 Increment 3 web services developed by Sierra/CodeSmart.	Support and Maintenance of all SCDX has been fully transitioned to AOC staff.
✓ Testing was completed on 12 of 25 Increment 4 web services. These 12 services are awaiting approval and deployment.	Support and Maintenance of all SCDX has been fully transitioned to AOC staff.
✓ Testing for the remaining 13 Increment 4 web services is awaiting the release of the replacement tester's availability and allocation.	Support and Maintenance of all SCDX has been fully transitioned to AOC staff.

Activities Planned	Impact/Value
° Complete testing, approve, and deploy the 12 Increment 3 web services.	Staying on target to deploy all 66 web services by July 2013.
° Complete testing, approve, and deploy the Docket Services Modifications.	This correction will get Pierce back on track for using SCDX services.
° Continue Pierce County's on boarding test and validation process.	Keep Pierce County on track for using SCDX services.
° Approve and deploy the 12 ready Increment 4 web services.	Maintain Release-when-Ready deployment of SCDX services.
° Continue QA Testing the remaining Increment 4 Web Services.	Maintain Release-when-Ready deployment of 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	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	3/8/13
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 March 31, 2013

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

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

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

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

Current Status	**Scope**	▲	**Schedule**	▲	**Budget**	▲

Status Notes:

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

- Plan and implement the procurement of a contractor to develop the Request for Proposal (RFP with an accompanying evaluation process and evaluation criteria for a new case management system.
- Complete processes and agreements required with the Attorney General's Office (AGO) to obtain the services of a Special Assistant Attorney General with expertise in negotiating contracts for the acquisition of complex information technology systems.
- Plan, implement and procure a contract for an independent and external Quality Assurance Professional.
- Develop the necessary business and technical requirements to be included in the RFP.
- Collaborate with the SC-CMS Project RFP Steering Committee to oversee the RFP development, acquisition process, review the past work performance of Vendors via on-site visits and contract finalization.

AOC is expected to begin contract negotiations with Tyler Technologies, Inc. in April, 2013.

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
✓ In a special JISC meeting on March 22, 2013, the SC-CMS Project Steering Committee presented the motion to move forward to contract negotiations with Apparent Successful Vendor Tyler Technologies, Inc. The JISC unanimously approved the motion.	Provide up to date progress.
Activities Planned	**Impact/Value**
✓ AOC is expected to begin contract negotiations with Tyler Technologies, Inc. in April, 2013.	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
Contract Negotiations Begin	4/23/2013	4/23/2013	
Selected Vendor Begins	5/17/2013	5/17/2013	
PHASE 1 COMPLETE	5/17/2013	5/17/2013	

ITG #045 Appellate Courts Enterprise Content Management System (AC-ECMS)

Reporting Period through March 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 Enterprise 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 status indicator remains red due to past resource constraints and changes in the project approach. Four vendor proposals were received on March 6, 2013. Two were found to be non-responsive. The remaining two were scored and results were presented to the Executive Steering Committee on March 15. Demonstration scripts were delivered to the vendor on March 20.

Progress

Project Phase	☐ Initiate	☐ Planning	X Execute	☐ Close

Schedule		
	Planned Start Date: Aug 2011	**Planned Completion Date:** July 22, 2014
	Actual Start Date: Aug 2011	**Actual Completion Date:** TBD

Activities Completed	Impact/Value
✓ Four RFP proposals were received.	Improve the efficiency of document management for the courts.
✓ Two proposals were found to be non-responsive.	Improve the efficiency of document management for the courts.
✓ Written proposal scoring on the remaining two proposals was completed and evaluator scores	Improve the efficiency of document management for the courts.

compiled.	
✓ The scoring compilations were presented to the Project Executive Steering Committee (ESC) on March 15. One vendor was selected by the ESC to move forward to the demonstration phase.	Improve the efficiency of document management for the courts.
✓ The demonstration scripts were completed and delivered to the vendor on March 20.	Improve the efficiency of document management for the courts.
✓ A pre-demonstration teleconference was held with the vendor.	Improve the efficiency of document management for the courts.
✓ Started analysis of the vendor proposal relative to contract negotiations.	Improve the efficiency of document management for the courts.
✓ Work on the web portal requirements was put on hold until the demonstration scripts are complete.	Improve the efficiency of document management for the courts.
Activities Planned	**Impact/Value**
° Finish analysis of the vendor proposal relative to contract negotiations.	Improve the efficiency of document management for the courts.
° Start back up on finishing the web portal requirements.	Improve the efficiency of document management for the courts.
° Conduct vendor demonstration on April 10th and 11th.	Improve the efficiency of document management for the courts.
° The ESC will convene to develop a recommendation to the JISC on April 17.	Improve the efficiency of document management for the courts.
° JISC will decide on the Executive Steering Committee recommendation on April 26.	Improve the efficiency of document management for the courts.
° Notification of an Apparent Successful Vendor will occur by April 29.	Improve the efficiency of document management for the courts.
° Contract negotiations will begin.	Improve the efficiency of document management for the courts.

Milestones Planned and Accomplished

Milestone	Original Date	Revised Date	Actual Date
Start Project	8/15/11		8/15/11
Contract negotiations		5/24/13	
AC-ECMS Web Portal Requirements		12/7/12	12/7/12
AC-ECMS Procurement Documents		3/20/13	3/20/13
AC-ECMS Technical Requirements		8/3/12	8/3/12
AC-ECMS Business Requirements		9/12/12	9/12/12
End of Project	6/22/12	7/22/14	

ITG #009 Add Accounting Data to the Data Warehouse

Reporting Period through March 31, 2013

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

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

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

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

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

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

Status Notes:

The project remains on schedule and within budget. The planned completion date for this project is January 2014. A decision was reached on the appropriate level of security to apply to collections and trust data. The security rules are being applied to the accounting universe. A new version of the Case Financial History report was released to production.

Progress

March – 70%

100%

Project Phase	☐ Initiate	☐ Planning	X Execute	☐ Close

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

Activities Completed	Impact/Value
✓ Resolved security issue: What level of security should be applied to collections and trust data?	Provide business requirements for accounting.
✓ Received approval from workgroup on accounting Security module.	Provide business requirements for accounting.
✓ Completed design and coding of security in accounting universe.	Provide technical requirements for accounting.
✓ Design and coding of tables for receipting.	Provide data for accounting reports.
✓ Review requirements of Time pay report RCM.	Provide technical requirements.
✓ Designed, coded, and tested data needed for collection reports.	Provide data requirements.
✓ Committee approval of Case Financial History Adjustment Detail Report.	Provide business requirements.
✓ Committee approval of Case Financial History Receipting Detail Report.	Provide business requirements.
✓ Released Case Financial History report summary with Disbursement, Bail and Bond totals.	Provide business requirements.
✓ Released detail report for Case Financial History disbursements.	Provide business requirements.

✓ Final review of Case Financial History receipting and adjustments tables. Tables designed, loaded and tested for receipt and adjustment detail.	Provide technical requirements.

Additional Comments

Approved report priority list

Group A	1. Cases with A/Rs Paid-in-Full – EXCLUDING TRUST	Released to production 12/20/2011.
	2. Cases with finding date and A/Rs in "potential" status	Released to production 2/21/2012.
	3. Detail of A/R type codes entered, paid, outstanding	Released to production 4/17/2012.
	4. Summary of A/R type codes entered, paid, outstanding	Released to production 6/17/2012.
	5. Monthly interest accruals associated with A/R type codes	Released to production 7/17/2012.
Group B	6. Remittance Summary by BARS codes	Released to production 9/18/2012.
	7. Cases with A/Rs Paid-in-Full – INCLUDING TRUST (will have additional release to include bond information)	Released to production 10/16/2012.
Group C	8. A/R balance by type, A/R and payment aging	1st customer review 1/22/2013.
	9. Collection case information	Customer approval review 3/19/2013.
Group D	10. Collection reports for parking cases.	Removed from list of required reports.
Group B	11. Legal Financial Obligation (LFO) Report	May be removed based on detail from PMR.
	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. 2nd release scheduled 3/19/2013. 3rd release scheduled 4/16/2013. 4th release scheduled 5/18/13.
New	15. Trust Summary Report	On-hold until security question answered.
New	16. Last AR Payment Report	Released to production 1/15/2013.
Enhancement	17. Cases with A/Rs Paid-in-Full – INCLUDING BOND.	Released to production 2/26/2013.

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
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 March 31, 2013

Executive Sponsor(s)	**IT Project Manager:**
Judge Thomas 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: Project is on target for the schedule reported to the JISC on February 22, 2013.

Progress : March – 47% (100%)

Project Phase	☐ Initiate	☐ Planning	X Execute	☐ Close

Schedule		
	Planned Start Date: (Previous efforts: Circa 2006; August 2010) Current effort: April 23, 2012	**Planned Completion Date:** July 3, 2014
	Actual Start Date: April 23, 2012	**Actual Completion Date:** TBD

Activities Completed	Impact/Value
✓ Mar 1: Sent Project Update and associated materials to ITG 41 Project Steering Committee.	Provides faster viewing of the Courts of Limited Jurisdiction (CLJ) records.
✓ Mar 4: Began Restore Case Process (archive cases to active – approx. six (6) months).	Provides faster viewing of the Courts of Limited Jurisdiction (CLJ) records.
✓ Mar 1- March 29: Continued more business analysis to obtain full functional requirements detail - including plans for court user/Court SME outreach for feedback (representatives from District and Municipal Court Management Association (DMCMA), District and Municipal Court Judges' Association (DMCJA) and Misdemeanant Corrections Association)).	Provides faster viewing of the Courts of Limited Jurisdiction (CLJ) records.
✓ Followed up with ITG 41 Project Steering Committee on materials provided, offer briefings for Q&A and start scheduling ITG 41 Project Steering Committee meeting.	Provides faster viewing of the Courts of Limited Jurisdiction (CLJ) records.
✓ Mar 4 - August 31: Project Team developers prepared to apply current and preliminary new rules to active tables in November (1st Iteration).	Provides faster viewing of the Courts of Limited Jurisdiction (CLJ) records.
✓ Mar 8: Briefed the DMCJA.	Provides faster viewing of the Courts of Limited Jurisdiction (CLJ) records.
✓ Mar 11: DMCMA IT Committee presentation on DORR updates.	Provides faster viewing of the Courts of Limited Jurisdiction (CLJ) records.
✓ Mar 14: DMCMA Board Meeting - Project Functional Requirements Outreach/Feedback presentation.	Provides faster viewing of the Courts of Limited Jurisdiction (CLJ) records.
✓ Mar 26: Updated the project schedule in Clarity.	Provides faster viewing of the Courts of Limited Jurisdiction (CLJ) records.
✓ Mar 28: Held ITG 41 Project Steering Committee meeting for Project Status and Draft Communication Plan review, Report DDC Policy Determinations and discuss Functional Requirements and discuss Functional Requirements.	Provides faster viewing of the Courts of Limited Jurisdiction (CLJ) records.
Activities Planned	**Impact/Value**
° Apr 1-Apr 30: Continue Restore Case Process (archive cases to active – approx. five (5) months) remaining.	Restoring Cases from Archive.
° Apr 1- June 30: Continue more business analysis to obtain full functional requirements detail - including plans for court user/Court SME outreach for feedback (representatives from District and Municipal Court Management Association (DMCMA), District and Municipal Court Judges' Association (DMCJA) and Misdemeanant Corrections Association)).	Requirements Gathering (All rules)
° Apr 1 - August 31: Project Team developers prepares to apply current and preliminary new rules to active tables in November (1st Iteration).	Re-coding the System Active Database (Current and Preliminary rules)
° Apr 1 - June 30: Plan to attend Committee and DDC/Associations designated court community outreach meetings to provide project briefings / outreach on requirements (get feedback).	Communicate project status.
° Steering Committee meeting for Project Status and Draft Communications Plan review, Report DDC Policy Determinations and discuss Functional Requirements to date.	Communicate project status.
° Mar 21-Apr 29: DMCMA Spring Regional Training sessions (court community outreach) Bremerton (Mar-21), Burlington (Mar-28), Olympia (Apr-5), East Wenatchee (Apr-8), Ellensburg (Apr-11), Okanogan (Apr-12), Lake Forest Park (Apr-18), Spokane (Apr-23), Colfax (Apr-24), Pasco (Apr-25), Vancouver (Apr-29).	Communicate project status.
° Apr 4: DMCJA Technology Committee (court community outreach).	Communicate project status.
° Apr 12: DMCJA Board Meeting (court community outreach).	Communicate project status.

Milestones Planned and Accomplished			
Milestone	Original Date	Revised Date	Actual Date
Start Project	8/1/11	8/1/11	8/1/11
Develop Technical Design/Produce Non-Functional Requirements Document	3/12/13	3/29/13	3/29/13
Deploy Iteration 1 to Production	11/13/13		
Approval of Non-Functional Requirements by AOC Management (Restore Process)	10/7/13		
Develop & Validate Code – Iteration 2 All New Rules	2/14/14		
Deploy Iteration 2 to Production	5/22/14		
Development complete	5/22/14		
Phase V – New Process Acceptance/On-going Planning	7/3/14		
Phase VI – Project Close Completed	7/3/14		
End Project	7/3/14		

Operational Area: ISD Policy and Planning

William Cogswell, ISD Associate Director

Through March 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 ISD Policy and Planning group is responsible for providing strategic level functions within ISD. AOC ISD Policy and Planning teams support division-wide transition activities furthering the capabilities and maturities of the entire organization.

Activities Completed	Impact/Value
Portfolio Coordinator/Service Delivery	
✓ All active projects have project schedules in Clarity and Project Manager's are using the Clarity / Microsoft Project integration tool.	Using the Microsoft Project / Clarity integration makes the project schedule more realistic based on actual time reported by staff. Allows the PM to adjust schedule to mitigate impacts.
✓ Transitioned to the temporary role of IT Service Delivery Coordinator. Produced the March IT Governance Status report for the April JISC Meeting.	The IT Governance process provides visibility, transparency and an investment selection method for new IT requests across the court community.
✓ Participated in the scoring of the Appellate Court Enterprise Content Management System (AC-ECMS) vendor proposals.	The AC-ECMS will be a commercial computer application that will provide the appellate courts with a common means for conducting their business.
Release/Change Management	
✓ Site visit at Department of Fish and Wildlife.	Assess Change & Release Management processes in other State Agencies. Understand ITSM tools & fit/purpose for supporting ITIL processes. Determine & review implementation strategy & ITIL "quick wins".
✓ Participated in weekly Network Operations meeting.	Track future changes to AOC Applications & Services in Production Environment for potential impact and conflicts.
✓ Facilitated BizTalk Outage Notification Workgroup.	Maintain BizTalk environments at current Microsoft Support levels. Consistency across environments in a timely manner.
✓ Assisted in development of Communication Strategy for Release Note Automation process.	Provide AOC Resources in support of implementing Release Management processes.
Organizational Change Management	
✓ Prepared and delivered planned communications for Release Notes and Release Calendar.	Prepare ISD staff to incorporate new ISD processes into their daily work.
✓ Worked with Clarity Team to prepare and deliver training and communications related to Resource Coordination process and Weekly Planner reports.	Prepare ISD staff to incorporate new ISD processes into their daily work.
✓ Prepared February 2013 monthly reports to CIO and JISC.	Communicate ISD activities to AOC stakeholders.
✓ Announced the Clarity Timesheet Summary Report and Using Your Clarity Timesheet as an Activity Log.	Communicate about productive ways to use Clarity tools.
✓ Continued Organizational Change Management work with projects and process improvement efforts.	Ensure strategies and actions are planned to manage the people side of change.
Clarity Administrator	
✓ Implemented the ISD Planner Report – Provided training to project and functional managers.	These reports will give time reporters, functional managers, and project a detailed view of what tasks and support activities are planned for the week. It will provide visibility into the impact of new requests for staff time and changed assignments.
Resource Coordinator	
✓ Offered a Resource Management overview during the two Weekly Planner training sessions for the PMO and Functional managers.	Communicate the benefits of resource management to the Functional Managers and Project Management Office: • Improved resource utilization • Improved resource estimation • Improved capacity planning.

✓ Worked with the Associate Director, Functional Managers, Organizational Change Coordinator, and Project Managers to develop a Resource Coordination process.	Implement a well defined process for communicating staff resource requests or changes that is supported by management, project managers and staff.
Business Liaison	
✓ Continued participation in AC-ECMS project meetings; Reviewed and formatted project documents; prepared and distributed evaluation packets to project evaluators.	Delivers a product that will meet the Court of Appeal's business needs.
✓ Scheduled and facilitated an ISD/DMSC workgroup meeting.	As part of the Transformation Project, AOC has incorporated process and service changes into normal operating procedures. Some of these changes overlap with the previous roles and responsibilities of the DMSC. Proposed roles and responsibilities will be presented to the DMSC for their review and approval to ensure that an appropriate court data governance structure is in place.
✓ Participated in BOXI upgrade meeting.	Provides customer impact perspective to the upcoming system upgrade and suggested mitigation strategies for reducing customer impacts.
✓ 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.
✓ Visited a court of limited jurisdiction in Western Washington.	Direct visits with court customers create opportunities to build relationships with customers we would not otherwise reach through association meetings and events.
✓ Staffed CLJ and multiple court level IT governance groups.	Assisting IT governance groups with the process enhances their ability to focus on decision making.
Vendor Relations	
✓ Began entering weekly transaction entries in Clarity as related to payments of contract invoicing.	Leverage functionality of current ISD administration applications to streamline processes and create efficiencies across the division.
✓ Continue to work with SC-CMS Project management and MSD Contracts on developing strategies 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.
✓ Continues to be sole source of contact with ASV for SC-CMS for coordination and planning of contract negotiations.	Retain requirement of RFP Coordinator as sole point of contact with Vendor for SC-CMS RFP—from RFP publication date through completion of contract negotiations and execution.
Activities Planned	**Impact/Value**
Portfolio Coordinator/Service Delivery	
° Coordinate the ITG process.	The IT Governance process provides visibility, transparency and an investment selection method for new IT requests across the court community.
° Coordinate the IT Portfolio Management process.	The IT Portfolio process provides visibility, research and information on current and planned IT investments.
Release/Change Management	
° Continued participation in weekly Network Operations Meetings.	Track future changes to AOC Applications & Services in Production Environment for potential impact and conflicts.
° Develop Release Calendar.	Provide Leadership Team & Stakeholders visibility on ISD Software Releases in Production Environment.
° Continue development of automated Release Notes Process.	Increased efficiency & reduced process time in support of Software Release Notes for external customer consumption.
° Tool Evaluation.	Continued evaluation of Release Tool which may increase efficiency in Release & Deployment Management processes.
° Continue JSD Outage Notification Process Improvement.	Determine how we can automate the Content editing, review, & approval process. Standardize the content of the notification.
Organizational Change Management	
° Prepare ISD Organizational Change Management procedures and templates to accompany OCM policy.	Provides 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.
° Roll-out Resource Coordination process to all ISD.	Defines a conversation for coordinating assignment of resources to project work.

° Continue Clarity Weekly Planner training for ISD Functional Managers.	Makes work assignments visible to staff, managers, and project managers.
° Participate in the AOC Rules of Engagement workgroup.	Develop agreements to define how AOC staff interacts with each other.
° Develop and deliver Release Note communications as planned.	Support the Release Note process improvement effort.
Clarity Administrator	
° Implement the ISD Planner Report - Provide ISD Staff training - Full implementation – distribution of planners to project managers, functional manager, and ISD staff.	These reports will give time reporters, functional managers, and project a detailed view of what tasks and support activities are planned for the week. It will provide visibility into the impact of new requests for staff time and changed assignments.
° Clarity V13 – Implementation: - Begin efforts to implement the latest version of Clarity (Continues to be on-hold until we can get support from Infrastructure).	V13 also has a much improved user interface.
° Support the Web Security updates.	Support efforts to make content and access to AOC web sites more secure.
Resource Coordinator	
° Attend CA World Conference for Clarity Resource Management training, networking and review changes in Version 13.	Receive formal Resource Management training using Clarity, network with industry peers that have successfully implemented Clarity as a Project, Portfolio and Resource Management tool. Obtain training tools and materials for training ISD staff.
° Meet with Functional managers to review and update Core allocations and Core tasks assignments in Clarity.	Data cleanup efforts will result in more accurate information in Clarity in preparation for staff roll out of the Weekly Planners.
° Work with Clarity Administrator to review and document the Requisition function in Clarity.	Determine if Clarity or SharePoint offers the best functionality for use as the Resource Requisition tool.
Business Liaison	
° Continued participation on ECMS project and in project meetings.	Provides support to the project and project manager, as needed, to help the project meet its goals and objectives.
° Attend ECMS vendor demonstrations.	Provides opportunity to view the vendor's product and to learn about it.
° Draft DMSC meeting / deliverable schedule; finalize DMSC documents for review.	Identifies and prioritizes AOC's tasks to complete the DMSC assignments.
° 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. Begin pilot of new process in May.	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.
° 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 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	
° Drafting new automated workflow for invoice approval for review and consideration of Clarity Administrator.	Establish streamlined efficient for tracking of contract expenditures for compliance thus eliminating "paper" log maintained by VRC in ISD contract file.
° 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.
° Audited prior transaction entries for accuracy; worked with Clarity Team to increase Clarity access then corrected errant transactions.	Leverage functionality of current ISD administration applications to streamline processes and create efficiencies across the division.
° Prepared SC-CMS acquisition documents for transitioning to MSD Contracts archive storage files.	Verify completeness of acquisition records for all stages of acquisition for proof of competition and complete documentation of full evaluation materials.

Operational Area: Architecture & Strategy

Kumar Yajamanam, Architecture & Strategy Manager

Through March 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
✓ COTS-Prep: The "Initial Impact Analysis - Summary" has been completed and is being circulated internally for comment. This document lays foundation for examining assumptions and planning next steps.	Successful SC-CMS implementation depends upon understanding the impacts and issues associated with the COTS implementation, and identifying solution options.
✓ Appellate Court Enterprise Content Management System (AC-ECMS): Completed vendor RFP scoring of the technical components. Completed vendor demo scripts in preparation for vendor demonstrations in April.	Provide qualified venders to move forward to the project's vendor-product demos.
✓ DSHS/OFA Data Transfer: Developed requirements for data transfer solution.	Office of Fraud and Accountability (OFA) will use case information obtained from AOC related to fraudulent behavior that has been referred to a prosecutor for criminal prosecution. The information will be used to monitor the status of the case and to take action to collect restitution if it is ordered.
✓ JIS Codes: Provided enterprise architecture perspective to the JIS Codes Committee and staff in preparation for, and during, their monthly meeting. In March, a new pattern form for harassment no-contact order (criminal case) was considered, as well as a county request for a code to recall a no-contact order. Following thorough discussion, both were tabled for more information.	The JIS Codes Committee reviews code requests against established guidelines. It prioritizes implementation of those which are approved.
✓ 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. The OCB processed the initial request in October. Based on post-analysis discussions, the requesters narrowed the scope of the request and resubmitted it in January. During February, the analysis was revised accordingly. In March, the requesters withdrew the request; they may submit another revision, with an eye to further revising for a smaller resource demand.	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.
Activities Planned	**Business Value**
° Court User Workgroup (CUWG): The next meeting will be held May 8-9.	The CUWG serves as the governing body for Court Business Office (CBO) initiatives to optimize, standardize, and continuously improve court business process in conjunction with implementation of a new Superior Court CMS.
° Enterprise Data Repository (EDR): Data definitions are being developed, and the models are being reviewed. Target completion of the Logical Data Model is end of April.	The EDR will support sharing of statewide data between courts and with justice partners. The proposed data model, when synchronized with the Data Standard for Local CMS systems, will provide the target universal data sharing framework for all future enterprise level data exchanges.
° ITG 178 (Race & Ethnicity Data Fields): Upon approval, gather and document requirements.	Improve data collection, classification and quality of race and ethnicity data in the Judicial Information System by modifying the codes for race and ethnicity to conform to federal standards.
° ITG 41 (CLJ Revised Computer Records Retention and Destruction Project): Finalized the DRAFT business Requirements Document. Sharing it with stakeholders to obtain approval.	Ensure that the requirements meet the business need.

° ITG 58-37-79 (CLJ Plain-Paper Warrant): Finalizing the requirements for the plain paper format, data, and selection screen.	Ensure that the business needs are met.
° Vehicle-Related Violations (VRV): Continue to improve the on-boarding process. Fife Municipal Court to production on March 1. Renton Municipal Court to production on April 1. Lynnwood Municipal Court scheduled to Production on April 11th.	Improve the rate at which courts are on-boarded so they can utilize the benefits of the VRV DX.
° eTicket: Researched two eTicket disposition bugs. (1) Wrong court being sent in ticket disposition to DOL. (2) Deferred Findings not being sent to DOL correctly. Currently analyzing how to correct affected cases, as well as how to fix the problem.	Provide accurate data to partner agencies.
° Appellate Court – Enterprise Content Management System (AC-ECMS): Work on the requirements for the AC ECMS portal.	Provides requirements for improving the portal to meet business needs.
° Standard for Local Data Systems: Complete draft and submit for internal AOC review.	A Standard for Local Data Systems will provide guidance to all courts on what data needs to be exchanged with the AOC central database if they adopt a local non-JIS CMS system.

Operational Area: Infrastructure

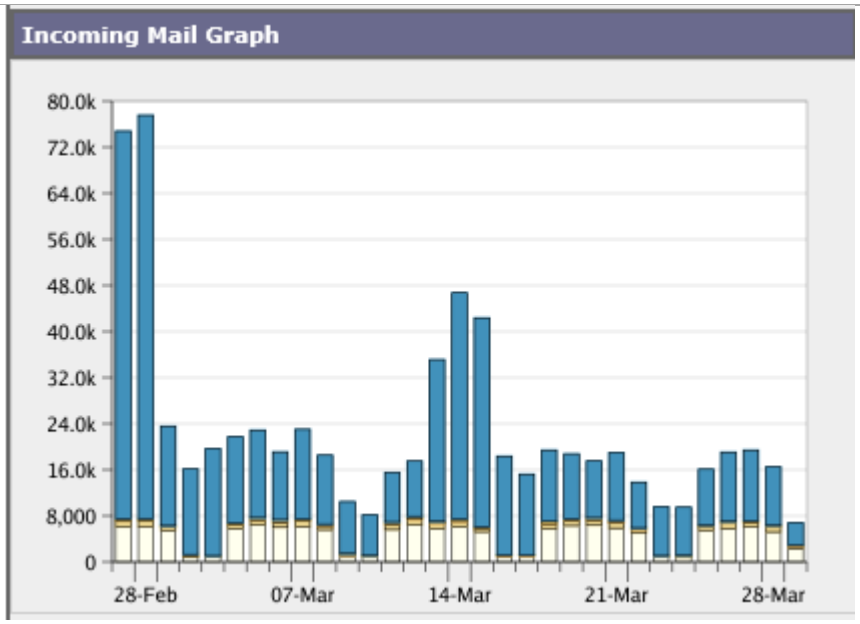
Dennis Longnecker, Infrastructure Manager

Through March 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
✓ Had a very successful Spring 2013 Disaster Recover test. This Disaster Recovery test was scheduled for March 08-09, 2013, and consisted of a combined network test with Department of Enterprise Services. We had an issue where Department of Enterprise Services was not able to meet our network needs during their concurrent test. This will need to be resolved. Otherwise the test was successful.	Disaster Recovery is a JIS activity which ensures the JIS systems would be available in the event of a disaster (either localized or large).
✓ Waiting for testing of Natural 8.2.3 so we can migrate to production. Current version is unsupported by the vendor, and the JIS systems are put at risk not upgrading to supported versions.	Maintaining current and supported software levels ensures users are able to continue to work.
✓ Waiting for testing of the z/OS 1.13 operating system so we can migrate to production. Current version is unsupported by the vendor, and the JIS systems are put at risk not upgrading to supported versions.	Maintaining current and supported software levels ensures users are able to continue to work.
✓ Completed the Circuit capacity upgrade for COA's and SeaTac. Initial responses are excellent and the users are pleased with the results.	Provide higher speed bandwidth.
✓ Processing responses and generating contracts for FY13 equipment replacement. Waiting for responses from other sites. Have until the end of March to complete.	Replace aged (5 year old) equipment with new hardware and operating systems.
✓ During the month of February 2013, the e-mail systems received 711,200 e-mails, of which 572,900 (80%) were 'Spam' e-mails, and not delivered; thus only 138,300 (19%) 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)

✓ During the month of March 2013, Virus protection Stopped 20,482 from entering the network. Cleaned up 33 Viruses/spyware. Cleaned up 2 Adware/PIA. Prevented 5 Suspicious files/behavior.	
Activities Planned	**Impact/Value**
° Complete analysis of the March 2013 Disaster Recovery activities and correct any issues.	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 8.2.4 so we can migrate to production. Current version is unsupported by the vendor, and the JIS systems are put at risk not upgrading to supported versions.	Current Version of Natural is unsupported by the vendor.
° Waiting for testing of z/OS 1.13 Upgrade so we can migrate to production. Current version is unsupported by the vendor, and the JIS systems are put at risk not upgrading to supported versions.	Maintaining current and supported software levels ensures users are able to continue to work.
° 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 March 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 is used to support strategic decisions and business process improvements. Data Governance will ensure data is complete, accurate, and timely so the Courts can improve decision making through the Data Quality Program. Data quality management exercises the defined governance processes, policies, and standards required throughout the data life cycle which will result in increased accuracy, consistency, and confidence in the enterprise data within the Washington State Courts System.

	Activities Completed	Impact/Value
	Data Warehouse Unit	
✓	Resolved security issue: What level of security should be applied to collections and trust data?	Provide business requirements for accounting.
✓	Received approval from workgroup on accounting Security module.	Provide business requirements for accounting.
✓	Completed design and coding of security in accounting universe.	Provide business requirements for accounting.
✓	Design and coding of tables for receipting.	Provide data for accounting reports.
✓	Review requirements of Time pay report RCM.	Provide technical requirements.
✓	Designed, coded, and tested data needed for collection reports.	Provide data requirements.
✓	Committee approval of Case Financial History Adjustment Detail Report.	Provide business requirements.
✓	Committee approval of Case Financial History Receipting Detail Report.	Provide business requirements.
✓	Released Case Financial History report summary with Disbursement, Bail and Bond totals.	Provide business requirements.
✓	Released detail report for Case Financial History disbursements.	Provide business requirements.
✓	Final review of Case Financial History receipting and adjustments tables. Tables designed, loaded and tested for receipt and adjustment detail.	Provide technical requirements.
✓	Completed 4 Eservice Request for Legislation.	Provided BOXI solution.
✓	Completed 7 Eservice Request for Data Dissemination.	Provided BOXI solution.
✓	Completed 15 Eservice Request for new or enhanced BOXI reports.	Provided BOXI solution.
✓	Completed 32 Eservice Request for new BOXI users/Security.	Provided BOXI solution.
	Data Exchange/Development Unit	
✓	Continue supporting QA testing for SCDX Increment 3 & 4 Docket services.	Help with completing the QA testing of rest of the SCDX Increments and Docket service modifications.
✓	Continue to triage SCDX defect tickets for AOC development team.	Provides assistance to troubleshoot defect causes.

✓	Coordinated with Pierce County to help them ramp up for consuming Case Docket service in relation to Case Status history.	Continue to support Pierce County to go live in Production.
✓	Support Pierce County with resolving issues with respect to Docket changes, as well as, continues to support their test effort in QA.	Helps Pierce County to go live in Production with Docket services.
✓	Collaborate and coordinate with Pierce County with their code development and testing with respect to the Docket service modifications.	Helps Pierce County to go live in Production with Docket services.
✓	Assist with AOC developers to plan/coordinate the Java build for Docket service changes.	Ensures the quality of services.
✓	Troubleshoot and resolved the issue with Pierce County receiving duplicate response messages.	Provides assistance to Pierce when troubleshooting defect causes.
✓	Collaborate with the INH project to prioritize and promote overlapping web services to Production prior to being consumed by Pierce County.	Prepare the on-boarding of courts to utilize services improved by INH.
	Data Quality and Governance	
✓	Met with Court Education to discuss impact of data quality in regards to PBR project.	Identify possible impacts to the data if changes are made.
✓	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 appropriate meeting expectation.
✓	Continue analysis of foreign key discrepancies.	Proactively research possible data migration impacts.
✓	Engage with SC-CMS CUWG to understand scope of data migration effort and data quality impacts to the new CMS.	Coordinate work teams for effective and efficient process development.
✓	Review 16 database design requests.	Thorough review of all data elements, descriptions, and relationships.
✓	Document 4 issues related to referential integrity, validation rules, and application design that need deeper analysis and cleanup. Participate in resolution of 2 issues.	Research and analysis for data related issues that can negatively impact business functionality.
✓	Update data standards.	Better data designs.
	Activities Planned	**Impact/Value**
	Data Warehouse Unit	
°	Design documents for Payment Monitoring Report (PMR).	Provide business requirements.
°	Approval of Collection Report.	Provide data for requested reports.
°	Design technical requirements for PMR.	Provide technical requirements for accounting.
°	Design technical of Time Pay report.	Provide technical requirements for accounting.
°	Continue design for time pay reports.	Provide technical requirements.
°	Release Case Financial History Adjustment Detail Report.	Provide business requirements.
°	Release Case Financial History Receipting Detail Report.	Provide business requirements.
°	Release accounting universe with security.	Provide business requirements.
	Data Exchange/Development Unit	
°	Continue to support QA testing for SCDX Increment 4 services and Docket services.	Help with completing the QA testing of rest of the SCDX Increments as well as the Docket service modifications.
°	Deploy all SCDX Increment 3 services to Production.	When Pierce County goes live in Production with SCDX Increment 1, 2 and 3services, it will cause a sizable reduction in the amount of time spent by Pierce County for double data entry. It will also expose all 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 service modifications.	Continue to support Pierce County testing to go live in Production.
°	Support Pierce County with testing the modified approach for Docket services in relation to issues with Case Status history.	Helps Pierce County to go live in Production with Docket Services in April or May.

°	Continue to 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	
°	Continue rule validation against data inconsistencies as identified with Phase II assessment findings.	Establishes the appropriate threshold for data anomalies/inconsistencies.
°	Planning efforts to identify Stakeholder Data Quality members.	Broader representation of both business and technical subject matter experts.
°	Continue to format and finalize the Assessment report.	Used to develop the Data Quality Assessment report.
°	Support Database Design Review requests.	Change Management of database designs.
°	Data Profiling Project Support.	Research and Analysis of data related issues.
°	Facilitate installation of ER/Studio 9.5 in test environment.	Support for DB2 version 10 and SQL Server 2012 constructs.

Operational Area: Operations

Mike Keeling, Operations Manager

Through March 31, 2013

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

Description: AOC ISD Operations 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), Judicial Access Browser System (JABS), e-Ticketing, Adult Static Risk Assessment (ASRA), Data Exchanges, SharePoint and Web applications and services.

Activities Completed	Impact/Value
✓ Data Exchange Group (DX) – VRV On-boarding – Fife Municipal Court went live on March 4.	Vehicle-related violation tickets can be sent electronically from LEA to JIS directly, saving court manual ticket entry.
✓ DX – Troubleshot and resolved a major Production incident caused by firewall configurations.	Ensure normal operation of Data Exchange services.
✓ DX – Defect fixes of SCDX increment 3 and 4.	Part of SCDX project.
✓ DX – Improve query performance of VRV database tables.	Ensure normal operation of VRV with increasing traffic.
✓ Legacy Group – Completed coding of ITG 86 to increase character limit on CPFM screen.	Provides greater functionality to the courts.
✓ Legacy – Completed coding for new Finding Judgment code of NS.	Meets a court user request for a new code as approved by the codes committee.
✓ Legacy – Researched and provided information regarding accounting data to the Data Warehouse team.	Supports ITG 009, adding accounting data to the data warehouse.
✓ Legacy – 1.95 million (out of 7.7 million) CLJ archived cases have been restored to the active tables as of 4/8/13.	Courts will have a fewer number of cases that need to be manually restored on a daily basis.
✓ JABS – Released v 5.4.1 with performance improvements.	Improve reliability of JABS and other systems which run on the same infrastructure.
✓ SCDX - Enhancements to AocDxCaseDocketSuperiorAddRequest service and 10 bug fixes in other services.	Allow easier customization and implementation of alternative ways of accessing JIS data.
✓ WSP Disposition Transfer – Updates to the application to support a new disposition code “NS”.	Continue to maintain application as requirements change.
✓ Java Group - 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.
✓ JCS – Deploy Build 2.51 in production.	Will provide streamlined workflow for detention staff.
✓ JCS – Complete development of Build 2.52.	Continues the incremental usability and system performance enhancements identified by the Juvenile Departments.
✓ Adult Static Risk Assessment (ASRA) – Complete development of Build 9.	Correct some behavioral issues in various portions of the system.
✓ SharePoint – 2010 Project schedule complete, prototype complete, moving ahead with design and build.	More effective collaboration internally.
✓ SharePoint – External Release Note workflow built and demonstrated.	Automate release note feedback and approval process.
Activities Planned	**Business Value**
° WEB Group – Search revisions to improve results on WWW. - In Progress.	Configuration changes intended to improve search results.
° 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 – 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 - 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, as well as clearer, more concise information architecture to the Commission's site.
° WEB - In order to increase web security we are taking a series of steps on our websites. These include: • CAPTCHA forms (a type of test used as an attempt to ensure that the response is generated by a human being). • Review and compare Production sites on a schedule to eliminate orphan files. • Changing passwords. • Limiting DSN permissions. • Throttling and separation of email configurations. • Segmentation of enterprise data. • Request filtering. • Data encryption.	Better security and less risk of compromise.
° WEB – Search revisions to improve results on WWW. - In Progress.	Configuration changes intended to improve search results.
° 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 - Provide information to AOC Staff and Appellate Court employees on the Everbridge Mass Communications System.	The MCS system will be used to facilitate communications with employees when there is information of an urgent nature. This communications system enables AOC to provide important information quickly and efficiently, and offers the opportunity for staff to receive timely information and respond regarding their availability, as necessary.
° WEB - Add old Trial Court Staffing and Judicial Needs Estimate reports to the caseload section of the public site.	Provide access to Trial Court Staffing and Judicial Needs Estimate reports from as far back as 2006.
° Data Exchange (DX) Group – VRV On-boarding of Lynnwood, and Renton municipal courts.	Vehicle-related violation tickets can be sent electronically from LEA to JIS directly, saving court manual ticket entry.
° DX – Technical design and development of Person Protection Order Get service.	Part of the INH project.
° Legacy Group – Install ITG 86 to increase character limit on CPFM screen.	Provides greater functionality to the courts.
° Legacy – Install new Finding Judgment code of NS.	Meets a court user request for a new code as approved by the JISC Codes Committee.
° DOL Disposition Sender – Updates to the application to support a new disposition code “NS” and to address several issues.	Continue to maintain application as requirements change.
° SCDX - Support for Superior Court Data Exchange project as it moves from development to production.	Allow easier customization and implementation of alternative ways of accessing JIS data.
° WSP Disposition Transfer – New release to support a new disposition code “NS”.	Continue to maintain application as requirements change.
° JCS – Deploy Build 2.52 in production.	Continues the incremental usability and system performance enhancements identified by the Juvenile Departments.
° SharePoint – 2010 project, complete initial design, get sign off on Use Practices and Policies.	Moves project forward.

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