Washington State Administrative Office of the Courts

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

April 2013
(Report Period Ending April 30, 2013)

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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
April 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 April.

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 April 1 - 30, 2013:

ISD welcomed the following new staff:

- Daniel Coleman, Desktop Support, (4/1/2013)
- Heather West, Desktop Support, (4/15/2013)
- Scotty Jackson, Business Analyst, (4/16/2013)

The following employees left ISD:

- No employees left ISD employment during the month of April.

Employees transferring to the SC-CMS Project:

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

ISD Staff Recognitions

Recognitions

March 20, 2013 – Jim Herrera, ISD Clarity Administrator – Beth complimented Jim on the recent changes to the Clarity web page on the Inside Courts website. Beth said the page looks good and very nicely gives context to why ISD is using Clarity. Very nice job!

April 26, 2013 – ISD Project Managers: Maribeth Sapinoso, Mike Walsh, Kate Kruller, Martin Kravik, Dan Belles – Vonnie Diseth, AOC Chief Information Officer/ISD Director, thanked the Project Managers for their great presentations at the April 26 JISC meeting. The Project Managers presented their project status reports along with some issues the projects are facing. Vonnie said the JISC members had great conversation and dialog following the presentations. Nice Job!

IT Governance Request Status

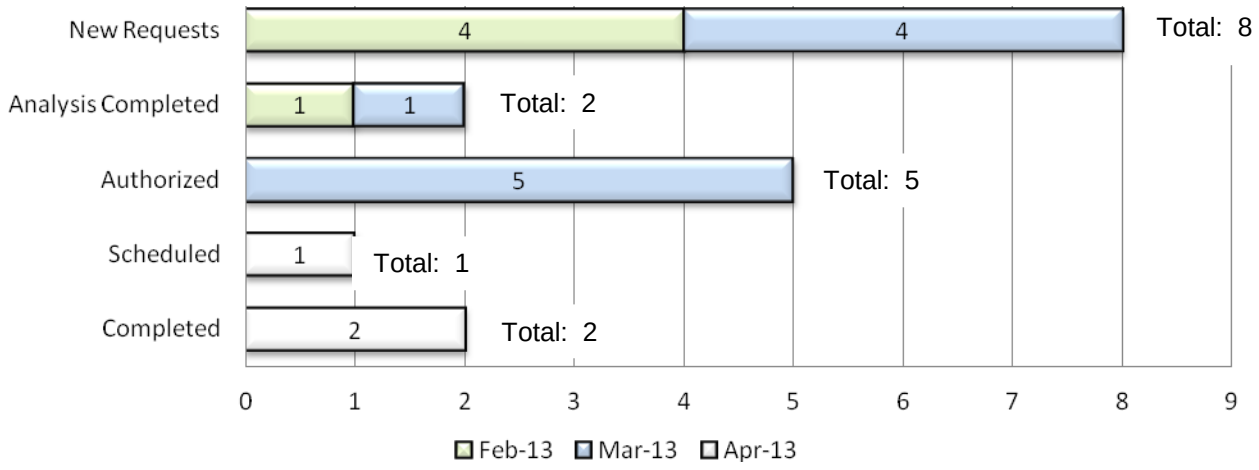
Completed JIS IT Requests in April 2013

Two requests were completed during the month of April.

- # 86 Increase Characters on CPFM Screen.
- # 149 Appellate Web Information Enhancement.

Status Charts

Requests Completing Key Milestones



Current Active Requests by:

Endorsing Group			
Court of Appeals Executive Committee	1	**District & Municipal Court Management Association**	22
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**	6
Misdemeanant Corrections Association	1		

Court Level User Group	
Appellate Court	1
Superior Court	10
Courts of Limited Jurisdiction	18
Multi Court Level	9

Summary of Activities April 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***
✓ Held initial meetings with the Database Design Review Team to present the EDR business, logical and physical models. Scheduled follow-up meetings.	Validates EDR design.
✓ Completed work on data quality/synchronization tools Proof of Concept (POC). Worked with Informatica to prepare business case analysis (BVA) to support recommendation to acquire data quality tool.	Develop business case for Data Quality tools.
✓ Worked on presentation slide deck for presentation to ISD Leadership regarding data quality tool acquisition.	Validates EDR design.
✓ Prepared draft project strategy document and schedule for Data Governance and Data Quality initiatives.	Validates EDR design.
Information Networking Hub (INH) Middleware Project	
Activities	***Impact/Value***
✓ The project schedule status indicator is set to red reflecting the delay in completing the build of the dedicated Quality Assurance (QA) environment for testing of INH services.	Provides INH data exchanges.
✓ Completed development of CaseWarrant Add, Update and Delete data exchanges.	Provides INH data exchanges.
✓ Completed work on SQL stored procedure for use with the GetProtection Order service. Completed DDRT review and all issues were resolved.	Provides INH data exchanges.
✓ QA testers completed preparing test cases and preparing the INH test harness for the initial build deployment testing in Q-UAT when available.	Provides INH data exchanges.
✓ Initiated smoke testing of build .8.0.1 data exchanges in QA.	Provides INH data exchanges.

Approved JIS Projects Summary

ITG #121 Superior Court Data Exchange	
Activities	***Impact/Value***
✓ Docket modifications needed to improve Add Docket Services are ready for Pierce County Testing.	Support and Maintenance of all SCDX has been fully transitioned to AOC staff.
✓ Update Docket service modifications are still being tested.	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 in progress.	Support and Maintenance of all SCDX has been fully transitioned to AOC staff.

ITG #002 Superior Court - Case Management System RFP	
Activities	***Impact/Value***
✓ AOC's primary contract negotiation team met with the Tyler Technology, Inc. (Tyler) legal team on April 23-25, 2013 to discuss the terms and conditions of the SC-CMS contract.	A signed contract.

ITG #045 Appellate Court Enterprise Content Management System (AC-ECMS)	
Activities	***Impact/Value***
✓ Conducted vendor demonstration on April 10th and 11th and finalized proposal scoring.	Improve the efficiency of document management for the courts.
✓ The project Executive Steering Committee convened on April 17th to develop an Apparent Successful Vendor recommendation to the JISC.	Improve the efficiency of document management for the courts.
✓ The JISC approved the project Executive Steering Committee recommendation on April 26th.	Improve the efficiency of document management for the courts.
✓ Announcement of the Apparent Successful Vendor was made on April 26th.	Improve the efficiency of document management for the courts.
✓ Analysis of the vendor proposal relative to contract negotiations is nearly complete.	Improve the efficiency of document management for the courts.
✓ Started analysis of AOC infrastructure costs relative to the project.	Improve the efficiency of document management for the courts.

ITG #009 Add Accounting Data to the Data Warehouse	
Activities	***Impact/Value***
✓ Design documents for Payment Monitoring Report (PMR).	Provide business requirements for accounting.
✓ Release Case Financial History Adjustment Detail Report.	Provide business requirements for accounting.
✓ Release Case Financial History Receipting Detail Report.	Provide business requirements for accounting.
✓ Release accounting universe with security.	Provide business requirements.
✓ Rework of tables for collections, disbursements, and receipting.	Provide data for accounting reports.
✓ Committee approval of Approval of Collection Report.	Provide business requirements.
✓ Designed, coded, and tested data needed for destroyed and expunged participants.	Provide data requirements.
✓ Designed, coded, tested and released fix data needed to show '(**DECEASED**)' to end of actor names where date of death greater than current date.	This will enable courts to see accounting cases that may be closed due to person being deceased.
✓ Designed, coded, tested and released fix data needed to ensure accounting security works properly.	Provide data requirements.
✓ Competed design work for time pay and payment	Provide data requirements.

monitoring.	

ITG #041 Revised CLJ Computer Records Retention and Destruction Process

Activities	*Impact/Value*
✓ Apr 1 - 31: Continue Restore Case Process (archive cases to active – approx. five (5) months) remaining.	Provides faster viewing of the Courts of Limited Jurisdiction (CLJ) records.
✓ 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)).	Provides faster viewing of the Courts of Limited Jurisdiction (CLJ) records.
✓ April 30 - August 31 (In progress): Project Team developers prepares 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.
✓ Apr 1 - June 30 (In progress): Plan to attend Committee and DDC/Associations designated court community outreach meetings to provide project briefings / outreach on requirements (get feedback).	Provides faster viewing of the Courts of Limited Jurisdiction (CLJ) records.
✓ Apr 8: Steering Committee meeting for Project Status and Draft Communications Plan review, Report DDC Policy Determinations and discuss Functional Requirements to date.	Provides faster viewing of the Courts of Limited Jurisdiction (CLJ) records.
✓ 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).	Provides faster viewing of the Courts of Limited Jurisdiction (CLJ) records.
✓ Apr 4: DMCJA Technology Committee (court community outreach).	Provides faster viewing of the Courts of Limited Jurisdiction (CLJ) records.
✓ Apr 12: DMCJA Board Meeting (court community outreach).	Provides faster viewing of the Courts of Limited Jurisdiction (CLJ) records.
✓ Apr 26: JISC Project Status Report.	Provides faster viewing of the Courts of Limited Jurisdiction (CLJ) records.

Detailed Status Reports

Status Update Key

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

Initiative Status Reports

Initiative Reports

Transformation Program Track

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

Description:

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

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

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

The COTS P Application Program:

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

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

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

Business Benefit:

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

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

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

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

Current Status	Scope	▲	Schedule	▲	Budget	▲

Status Notes:
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:

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

Description:

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

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

- COTS-P Infrastructure Program (Network, Compute and Storage) of six (6) related sub-projects:
  - P1 – Network Capacity & Performance Analysis Sub-project *(Sub-Project Complete & Closed)*
  - P2 – Compute/Storage SW Licensing Sub-project *(Sub-Project Closed)*
  - P3 – SC-CMS Service Level Agreement Analysis (SLA) Sub-project *(Sub-Project Complete & Closed)*
  - P4 – SC CMS Disaster Recovery Analysis Sub-project
  - P5 – Network Future State Sub-project
  - P6 – Compute/Storage Future State Sub-project
- COTS-P Application Program (Data Warehouse and Applications) of six (6) related sub-projects
- COTS-P Business Program (Business and Organizational Processes) of one (1) related sub-projects (closed February 2011)

The COTS 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:	**April - 0%** 100%

Phase	☐ Initiate	X Planning	☐ Execute	☐ Close
Schedule	**Planned Start Date:** 1/2/12		**Planned Completion Date:** 4/1/13	
	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 April 30, 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:

Overall progress on the EDR over the last month has been good. The focus has been on completing the database model reviews and the data quality tool proof of concept.

In addition, an implementation strategy document and proposed project schedules have been developed for the Data Governance and Data Quality programs. These activities are key to the successful acquisition and implementation of a data quality tool, as part of the INH project.

The project schedule status indicator is set to red reflecting the delay in completing the build of the dedicated QA environment for testing of INH services.

NOTE: The opportunity exists for schedule and staffing conflicts between the INH, SCDX, SC-CMS, and COTS-Prep projects. The project managers of these projects continue to monitor project dependencies and to work with ISD Leadership to resolve any conflicts.

Progress

Phase	☐ Initiate	☐ Planning	X Execute	☐ Close
Schedule	**Planned Start Date:** July 2011		**Planned Completion Date:** 12/23/2014	
	Actual Start Date: July 2011		**Actual Completion:** TBD	

Activities Completed	Impact/Value
✓ Held initial meetings with the Database Design Review Team to present the EDR business, logical and physical models. Scheduled follow-up meetings.	Validates EDR design.
✓ Completed work on data quality/synchronization tools Proof of Concept (POC). Worked with Informatica to prepare business case analysis (BVA) to support recommendation to acquire data quality tool.	Develop business case for Data Quality tools.
✓ Worked on presentation slide deck for presentation to ISD Leadership regarding data quality tool acquisition.	Validates EDR design.
✓ Prepared draft project strategy document and schedule for Data Governance and Data Quality initiatives.	Validates EDR design.
Activities Planned	**Impact/Value**
° Complete the database design review of the EDR.	Validates EDR design.
° Make a presentation to AOC ISD Leadership Team regarding the Data Quality Tools POC findings and recommendations.	Develop business case for Data Quality tools.
° Complete draft Statement of Work and Milestone Schedule for data quality tool procurement.	Plan the procurement.

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	12/23/14	

Information Networking Hub (INH) Middleware Project

Reporting Period through April 30, 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 April, we continued to make good progress designing and developing INH services and making improvements to the BizTalk application.

We are waiting for approval of the new Q-UAT environment so we can deploy our initial set of INH services for functional and regression testing. This is the cause of the small schedule variance.

The project schedule status indicator is set to red reflecting the delay in completing the build of the dedicated QA environment for testing of INH services.

Progress

Phase	☐ Initiate	☐ Planning	X Execute	☐ Close

Schedule		
	Planned Start Date: January 2012	**Planned Completion Date:** 4/8/2014
	Actual Start Date: January 2012	**Actual Completion:** TBD

Activities Completed	Impact/Value
✓ The project schedule status indicator is set to red reflecting the delay in completing the build of the dedicated QA environment for testing of INH services.	Provides INH data exchanges.
✓ Completed development of CaseWarrant Add, Update and Delete data exchanges.	Provides INH data exchanges.
✓ Completed work on SQL stored procedure for use with the GetProtection Order service. Completed DDRT review and all issues were resolved.	Provides INH data exchanges.
✓ QA testers completed preparing test cases and preparing the INH test harness for the initial build deployment testing in Q-UAT when available.	Provides INH data exchanges.
✓ Initiated smoke testing of build .8.0.1 data exchanges in QA.	Provides INH data exchanges.
Activities Planned	**Impact/Value**
° Continue work on the business and technical analysis documentation for next set of INH services.	Provides business requirements for technical specifications that can be developed to.
° Continue work on IEPD transformation documents.	Provides business requirements for technical specifications that can be developed to.
° Continue work on SQL stored procedures and BizTalk framework enhancements.	Provides INH data exchanges that can be tested and deployed to QA.
° Deploy at least 8 completed services and 3 re-factored services to Q-UAT and begin functional and regression testing.	Provides INH data exchanges that can be tested and deployed to QA.

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	10/9/12
Service 6 – Case Get	11/8/12	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	10/12/12	10/12/12	10/12/12
Service 4 – Juvenile Reference Update	10/12/12	10/12/12	10/12/12
Service 3 – Protection Orders Add/Update	9/27/12	9/27/12	9/27/12
Service 2 – Juvenile Add/Update	9/14/12	9/14/12	9/14/12
Service B1 – Person Get	9/14/12	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	1/18/13
Service B2 – DOL DL Person Search	10/3/12	9/20/13	
End Project	9/13/13	4/8/14	

Approved Project Status Reports

ITG #121 Superior Court Data Exchange

Reporting Period Through April 30, 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.

Very little progress has been made this month. Two INC3 web services still have some critical defects and are not passing the QA test criteria. All twelve INC4a web services have passed the QA test criteria and are awaiting the completion, review, and approval of the Test Results deliverable document. The changes to the Add Docket Services became available on April 30th. The Update Docket web service is still being QA tested. The remaining 13 web services (INC4b) are being tested by QA.

The AOC Operations staff is in the process of reevaluating their Java staffing needs and restructuring to make Java resources more available to meet the resources demands of SCDX and other Java centric development projects. The Java development life cycle process is being revamped in order to serve the project teams in a more efficient manner.

The scope and schedule status is yellow to reflect the added scope of making the modifications needed to Add and Insert Docket services. Yellow also reflects some delays in QA testing of web services. A new tester has been assigned and is coming up to speed quickly. Additionally, there a fewer defects being reported on the remaining web services. We anticipate the testing to take less time than planned to complete therefore we expect testing tasks to finish ahead of schedule. The yellow status indicator signals that these situations are being closely watched so corrective action can be taken as quickly as possible when necessary.

Progress

Phase	☐ Initiate	☐ Planning	X Execute	☐ Close

Schedule SCDX	**Original Start Date:** 1/2/2011	**Original Completion Date:** 7/1/2012
	Planned Start Date: 1/2/2011	**Planned Completion Date:** 2/28/2013
	Actual Start Date: 1/2/2011	**Actual Completion Date:**
Schedule Increment 1	**Original Start Date:** 8/29/2011	**Original Completion Date:** 1/31/2012
	Planned Start Date: 8/29/2011	**Planned Completion Date:** 8/29/2012
	Actual Start Date: 8/29/2011	**Actual Completion Date:** 8/29/2012
Schedule Increment 2	**Original Start Date:** 1/2/2012	**Original Completion Date:** 3/30/2012
	Planned Start Date: 2/1/2012	**Planned Completion Date:** 11/16/2012
	Actual Start Date: 2/1/2012	**Actual Completion Date:**
Schedule Increment 3	**Original Start Date:** 6/12/2012	**Original Completion Date:** 11/2/2012
	Planned Start Date: 6/12/2012	**Planned Completion Date:** 12/21/2012
	Actual Start Date: 6/12/2012	**Actual Completion Date:**
Schedule Increment 4	**Original Start Date:** 6/12/2012	**Original Completion Date:** 2/8/2013
	Planned Start Date: 8/1/2012	**Planned Completion Date:** 7/26/2013
	Actual Start Date: 8/1/2012	**Actual Completion Date:**

Activities Completed	Impact/Value
✓ Docket modifications needed to improve Add Docket Services are ready for Pierce County Testing.	Support and Maintenance of all SCDX has been fully transitioned to AOC staff.
✓ Update Docket service modifications are still being tested.	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 in progress.	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	9/4/13	

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

Reporting Period through April 30, 2013

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

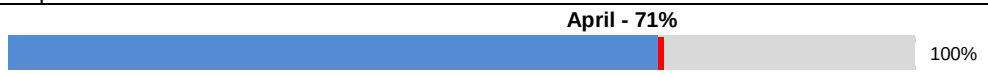
Status Notes:

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 QA 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's primary contract negotiation team met with the Tyler Technology, Inc. (Tyler) legal team on April 23-25, 2013 to discuss the terms and conditions of the SC-CMS contract. AOC's primary contract negotiations team includes Special Assistant Attorney General Rich Wyde; Assistant Attorney General Suzanne Shaw; CIO / Information Services Division (ISD) Director Vonnie Diseth; Management Services Division (MSD) Director Ramsay Radwan; AOC Contracts Manager John Bell; SC-CMS Project Manager Maribeth Sapinoso and Deputy Project Manager Keith Curry. The primary negotiations team will have support as needed from three additional teams: a Business team (which includes representatives from each of the judges, county clerk, and court administrator associations); the Project team; and the Project Steering Committee. Contract negotiations are expected to continue through May 2013. AOC is planning one more face-to-face meeting with Tyler in late May. All other negotiating will be conducted over the phone or via e-mail.

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
✓ AOC's primary contract negotiation team met with the Tyler Technology, Inc. (Tyler) legal team on April 23-25, 2013 to discuss the terms and conditions of the SC-CMS contract.	A signed contract.

Activities Planned	Impact/Value
✓ Contract negotiations are expected to continue through May 2013. AOC is planning one more face-to-face meeting with Tyler in late May.	A signed contract.

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	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 April 30, 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.

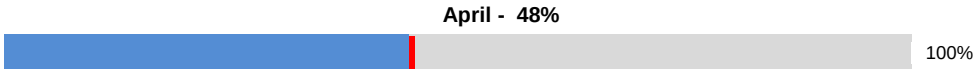
Business Drivers								
	Improve Decision Making	X	Improve Information Access	X	Improve Service or efficiency	X	Manage Risks	☐
	Maintain the business	☐	Manage the costs	X	Increase organizational capability	X	Regulatory compliance or mandate	☐

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

Status Notes:

The schedule status indicator remains red due to past resource constraints and changes in the project approach. Vendor demonstrations were held April 10th and 11th. The JISC approved the Executive Steering Committee's recommendation for the Apparent Successful Vendor on April 26th. Preparations for contract negotiations are underway.

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
✓ Conducted vendor demonstration on April 10th and 11th and finalized proposal scoring.	Improve the efficiency of document management for the courts.
✓ The project Executive Steering Committee convened on April 17th to develop an Apparent Successful Vendor recommendation to the JISC.	Improve the efficiency of document management for the courts.
✓ The JISC approved the project Executive Steering Committee recommendation on April 26th.	Improve the efficiency of document management for the courts.
✓ Announcement of the Apparent Successful Vendor was made on April 26th.	Improve the efficiency of document management for the courts.
✓ Analysis of the vendor proposal relative to contract negotiations is nearly complete.	Improve the efficiency of document management for the courts.
✓ Started analysis of AOC infrastructure costs relative to the project.	Improve the efficiency of document management for the courts.
Activities Planned	**Impact/Value**
° Send response to contract exceptions to Apparent Successful Vendor.	Improve the efficiency of document management for the courts.
° Send the questions that resulted from the vendor proposal analysis to the vendor.	Improve the efficiency of document management for the courts.
° Finalize analysis of project related infrastructure costs.	Improve the efficiency of document management for the courts.
° Schedule and conduct contract negotiation meetings.	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 April 30, 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.

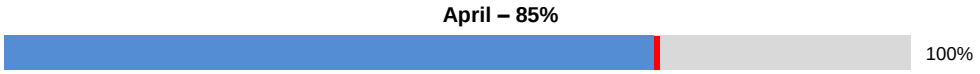
Business Drivers								
	Improve Decision Making	X	Improve Information Access	X	Improve Service or efficiency	X	Manage Risks	X
	Maintain the business	X	Manage the costs	X	Increase organizational capability	X	Regulatory compliance or mandate	☐

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



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
✓ Design documents for Payment Monitoring Report (PMR).	Provide business requirements for accounting.
✓ Release Case Financial History Adjustment Detail Report	Provide business requirements for accounting.
✓ Release Case Financial History Receipting Detail Report.	Provide business requirements for accounting.
✓ Release accounting universe with security.	Provide business requirements.
✓ Rework of tables for collections, disbursements, and receipting.	Provide data for accounting reports.
✓ Committee approval of Approval of Collection Report.	Provide business requirements.
✓ Designed, coded, and tested data needed for destroyed and expunged participants.	Provide data requirements.

✓ Designed, coded, tested and released fix data needed to show '(**DECEASED**)' to end of actor names where date of death greater than current date.	This will enable courts to see accounting cases that may be closed due to person being deceased.
✓ Designed, coded, tested and released fix data needed to ensure accounting security works properly.	Provide data requirements.
✓ Competed design work for time pay and payment monitoring.	Provide data requirements.

Additional Comments

Project Deliverable	Release Date	Release Status
Cases with A/Rs Paid-in-Full - Excluding Trust	12/20/2011	Report completed
Cases with finding date and A/Rs in "potential" status	2/21/2012	Report completed
A/R Detail Report	4/17/2012	Report completed
A/R Summary Report	6/19/2012	Report completed
Monthly interest accruals	7/17/2012	Report completed
Universe Technical Fix (no new reports to courts)	8/27/2012	Report completed
Remittance Summary	9/18/2012	Report completed
Cases with A/Rs Paid-in-Full - add trust without bond	10/16/2012	Report completed
Last AR Payment	1/15/2013	New report request for project. Completed.
Case/Person Financial Summary(CFH)	1/15/2013	Report Completed
CFH Report - AR Detail	1/15/2013	Report Completed
Cases with A/Rs Paid-in-Full - expand trust with bond	2/26/2013	Report Completed
CFH Report - Disbursements	3/19/2013	Report Completed
Parking Due Report	3/19/2013	New report request for project. Completed.
CFH Report - Adjustments	4/19/2013	Report Completed
CFH Report - Receipts	4/19/2013	Report Completed
*Security for universe (Case Type security)	4/19/2013	Report Completed
Collection reports for parking cases	N/A	Removed as a project deliverable
Legal Financial Obligation (LFO) Report	N/A	Removed as a project deliverable
Collection case information		Scheduled for release May 2013
A/R balance by type, A/R and payment aging (TPSE)		Scheduled for release June 2013
PMR: Detail/Summary aged ARs		Scheduled for release July 2013
PMR: Detail/Summary assigned to collections		Scheduled for release July 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 April 30, 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: The ITG 41 Project objectives are to eliminate all JIS archiving for the Courts of Limited Jurisdiction (CLJ) cases and apply new destruction rules to the CLJ JIS cases according to the revised policy set by the Data Dissemination Committee. The current activity is to return archived records to the active database (e.g. no records will remain in archive). This will pave the way to implement the new rules. At the conclusion of this project, all JIS CLJ records will be retained according to the revised policy.

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 schedule.

Progress : April– 61% — 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**
✓ Apr 1 - 31: Continue Restore Case Process (archive cases to active – approx. five (5) months) remaining.	Provides faster viewing of the Courts of Limited Jurisdiction (CLJ) records.
✓ 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)).	Provides faster viewing of the Courts of Limited Jurisdiction (CLJ) records.
✓ April 30 - August 31 (In progress): Project Team developers prepare 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.

✓ Apr 1 - June 30 (In progress): Plan to attend Committee and DDC/Associations designated court community outreach meetings to provide project briefings / outreach on requirements (get feedback).	Provides faster viewing of the Courts of Limited Jurisdiction (CLJ) records.
✓ Apr 8: Steering Committee meeting for Project Status and Draft Communications Plan review, Report DDC Policy Determinations and discuss Functional Requirements to date.	Provides faster viewing of the Courts of Limited Jurisdiction (CLJ) records.
✓ 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).	Provides faster viewing of the Courts of Limited Jurisdiction (CLJ) records.
✓ Apr 4: DMCJA Technology Committee (court community outreach).	Provides faster viewing of the Courts of Limited Jurisdiction (CLJ) records.
✓ Apr 12: DMCJA Board Meeting (court community outreach).	Provides faster viewing of the Courts of Limited Jurisdiction (CLJ) records.
✓ Apr 26: JISC Project Status Report.	Provides faster viewing of the Courts of Limited Jurisdiction (CLJ) records.
Activities Planned	**Impact/Value**
° May 1 - 31: Continue Restore Case Process (archive cases to active – approx. four (4) months) remaining.	Restoring Cases from Archive.
° May 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).
° May 1 - August 31: Project Team developers prepare to apply current and preliminary new rules to active tables in November (1st Iteration).	Re-coding the System Active Database (Current and Preliminary rules).
° May 9 and 31: Work with John Bell and Judge Wynne to provide support information from the ITG 41 Project as they update and revise the DDC Policy.	Communicate project status.
° May 20: DMCMA Spring Conference 2013 (Chelan) - Project Functional Requirements Outreach/Feedback presentation.	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	4/11/13	4/11/13
Deploy Iteration 1 to Production	11/13/13	11/13/13	
Approval of Non-Functional Requirements by AOC Management (Restore Process)	10/7/13	10/7/13	
Develop & Validate Code – Iteration 2 All New Rules	2/14/14	2/14/14	
Deploy Iteration 2 to Production	5/22/14	5/22/14	
Development complete	5/22/14	5/22/14	
Phase V – New Process Acceptance/On-going Planning	7/3/14	7/3/14	
Phase VI – Project Close Completed	7/3/14	7/3/14	
End Project	7/3/14	7/3/14	

ISD Operational Area Status Reports

Operational Area: ISD Policy and Planning

William Cogswell, ISD Associate Director

Through April 30, 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	
✓ Coordinated IT Governance (ITG) requests through the ITG process – see April IT Governance Status Report.	The IT Governance process provides visibility and transparency of IT investments throughout the court community.
✓ Produced the April IT Governance Status Report, monthly IT Project Portfolio Report and the Quarterly Portfolio Snapshot Report.	The IT Governance and Portfolio Management processes provide visibility and transparency of IT investments throughout the court community.
Release/Change Management	
✓ Participated in weekly Network Operations meeting.	Track future changes to AOC Applications & Services in Production Environment for potential impact and de-confliction.
✓ Represent AOC at DES Information Technology Service Management (ITSM) Software Vendor Demonstrations.	Evaluation of ITMS Software products which are touting support to ITIL processes in alignment with Release Management which may increase efficiency in Release & Deployment Management.
✓ Assisted Operations Manager, WEB Team Lead, and Vendor Relations Coordinator in providing subject matter in support of Security RFQQ.	Develop Security RFQQ encompassing baseline of technical details which align with AOC's short term and strategic goals for IT Security.
Organizational Change Management	
✓ Visited Thurston County Superior Court Civil pre-trial hearings.	Understand Superior Court workloads and processes from the AOC customer point of view.
✓ Joined the SC-CMS Organizational Change Management (OCM) Team.	Understand and communicate the impacts of the SC-CMS project and future system to ISD staff.
✓ Participated in the AOC Rules of Engagement workgroup.	Develop agreements to set expectations for how AOC staff interacts with each other.
✓ Attended April 16 CIO Lunch & Learn.	Informal question and answer time with AOC Chief Information Officer (CIO)/ISD Director.
✓ Prepared announcement to roll-out the Resource Coordination process to ISD Leadership and ISD Project Managers. ISD Functional Managers will inform their staff about the process.	Defines a conversation for coordinating assignment of staff to project work.
Clarity Administrator	
✓ Attended CA World. Focus of my attendance was on Clarity Upgrade, Resource management, and Microsoft Project integration.	Provide the opportunity to see where CA is going with Clarity roadmap. Also provided an opportunity to attend sessions on resource management and Microsoft Project integration with Clarity.
✓ Support the Web Security team.	Support efforts to make content and access to AOC web sites more secure.
Resource Coordinator	
✓ Attended CA World Conference for Clarity Resource Management training, networking and Review changes in Version 13.	Receive formal Clarity Resource Management training, 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 management and staff.
✓ Held resource staffing meetings for several infrastructure upgrade projects and the Restore SCOMIS Cases Sub-Project.	Determine who has the skills and availability to work on the projects and determine start/finish dates.

✓ Attended the CIO Lunch & Learn Chat meeting.	Opportunity for staff to talk with and ask questions of the CIO at a more personal level during the lunch hour.
✓ Met with one Functional Manager 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.
Business Liaison	
✓ Continued participation in ECMS project meetings; Reviewed and formatted project documents; prepared vendor demonstration evaluation documents; attended vendor demonstration.	Delivers a product that will meet the Court of Appeal's business needs.
✓ Scheduled and participated in several 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.
✓ Attended portion of Appellate Judges' Conference; presented brief update on AC-ECMS Project and an overview of a Business Liaison's roles and responsibilities.	Provided status update and description of Business Liaison role.
✓ Participated in the Restore SCOMIS Cases Project Team meeting.	Will be involved in drafting the external communication plan for this project.
✓ 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.
✓ Coordinated the stakeholder input process for customers on ISD projects.	Direct customer input on IT projects helps ensure a successful project outcome.
✓ Staffed CLJ, superior, and multiple court level IT governance groups.	Assisting IT governance groups with the process enhances their ability to focus on decision making.
✓ Assisted customers and AOC staff with troubleshooting customer issues that arise.	Assisting customers with issues builds relationships and customer confidence in AOC and ISD.
Vendor Relations	
✓ Continued 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.
✓ Prepare draft Request for Qualifications and Quotations (RFQQ) for IT Security Review and Compliance Audit ***(High Priority for AOC)***.	Establish and implement ISD acquisition standards; Mitigate project risk through Vendor communications.
✓ Provides procurement support and guidance to INH team regarding acquisition requirements for Informatica software and services required for implementation of the INH Enterprise Data Repository (EDR).	Provide guidance to leverage agency's current contracted software goods and services for fulfillment of INH DQ and EDR needs.
✓ Provide support during contract negotiations to SC-CMS RFP legal team.	Retain fidelity of acquisition process; support maintenance of 'sole point of contact' for AOC through contract negotiations.
Activities Planned	**Impact/Value**
Portfolio Coordinator/Service Delivery	
° Coordinate ITG requests through the ITG process.	The IT Governance process provides visibility, transparency and an investment selection method for new IT requests across the court community.
° Prepare monthly portfolio management reports.	The IT Portfolio process provides visibility, research and information on current and planned IT investments.
° Continue building information into the software tools portfolio.	Visibility of software tools will inform planning, purchasing and cost management decisions.
Release/Change Management	
° Continued participation in weekly Network Operations Meetings.	Track future changes to AOC Applications & Services in Production Environment for potential impact and de-confliction.
° 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.

° Software Development Lifecycle 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.
° Assist Portfolio Coordinator in developing a proposal to incorporate Software Tools into the IT Portfolio.	Deliver a single, up-to-date, and easily accessible list of Software Tools and related information to inform decision making.
° Continue to assist Operations Manager, WEB Team Lead, and Vendor Relations Coordinator in providing subject matter in support of Security RFQQ process.	Develop Security RFQQ encompassing baseline of technical details which align with AOC's short term and strategic goals for IT Security.
° Assist Portfolio Coordinator in developing a proposal to incorporate time reporting for application support in the IT Portfolio.	Ability to determine the ongoing cost of operation for an application and support resource capacity planning and usage.
Organizational Change Management	
° Roll-out Resource Coordination process to all ISD on May 2nd.	Defines a conversation for coordinating assignment of resources to project work.
° Continue Clarity Weekly Planner training on May 7th.	Makes work assignments visible to staff, managers, and project managers.
° Participate in the AOC Rules of Engagement workgroup.	Develop rules to define how AOC staff interacts with each other.
° Continue Organizational Change Management (OCM) work with projects and process improvement efforts.	Ensure strategies and actions are planned to manage the people side of change.
Clarity Administrator	
° Continue to support the Web Security team.	Support efforts to make content and access to AOC web sites more secure.
° Focus on supporting resource booking. Work with the resource coordinator to insure that committed resources are "hard-booked".	Clarity provides better portlet support for hard booked resources. It should be easier to identify where resources are being added to projects (investments) and their currently level of commitment to the project.
° Develop support for non-project investments: - Functional area "project", - Support for software tracking.	Supports resourcing of the activities for these investments
° (June 2014) 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.
° (June/July 2013) Clarity V13 – Implementation. Begin efforts to implement the latest version of Clarity: - We have support from infrastructure, - Will delay implementation until version 13.2 is release which is expected end of May 2013.	V13.1 provides a much improved user interface, a new solution pack of 50+ reports and several management dashboards.
° 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.
Resource Coordinator	
° Attend preliminary meeting to discuss the schedule for the Clarity upgrade project.	Upgrade to Clarity Version 13.2.
° Provide Resource Management overview to the CIO, Infrastructure Manager and Operations Manager during the Weekly Planner Training.	Communicate the benefits of a successfully implemented resource management process to the CIO and Functional Managers before the Clarity Administrator begins training on the Weekly Planners.
° Begin discussion for revising ISD's approach for Application support time reporting.	Ability to determine the ongoing cost of operation for applications support resource capacity planning & usage, ability to determine the amount of time accrued on application support tasks, simplify time reporting for staff.
° Continue to work with the Functional Managers to review and update Core allocations and Core task assignments	Data cleanup efforts will result in more accurate information in Clarity to prepare for staff roll out of the Weekly Planners.

in Clarity.	
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.
° 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.
° Participate in meetings to identify and review Lessons Learned from initial internal pilot.	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.
° Continue to coordinate the stakeholder input process for customers on ISD projects.	Direct customer input on IT projects helps ensure a successful project outcome.
° 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	
° Finalize and publish Request for Qualifications and Quotations for IT Security Review and Compliance Audit ***(High Priority for AOC)***.	Establish and implement ISD acquisition standards; Mitigate project risk through Vendor communications.
° Continue to provide support during contract negotiations to SC-CMS RFP legal team.	Retain fidelity of acquisition process; support maintenance of 'sole point of contact' for AOC through contract negotiations.
° Continue to work with Appellate Court Project Management and MSD Contracts on developing strategies during pre-contract negotiations.	Proactively review Vendor proposal and project documentation to develop a strategy for contract negotiations between AOC Contract Manager and ASV.
° Assist MSD Contracts with contracts negotiation with ASV for Appellate Courts Enterprise Case Management System (ECMS) RFP.	Provide expertise in IT Contract Negotiations to establish a fair and equitable contract between parties; reduce risk to AOC through cooperative coordination with AOC Contracts.

Operational Area: Architecture & Strategy

Kumar Yajamanam, Architecture & Strategy Manager

Through April 30, 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
✓ Enterprise Data Repository (EDR) Design: Completed high level design.	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.
✓ Standard for local case-management systems: Completed draft and distributed for review.	A Standard for Local Data Systems will provide guidance to all courts on what data is needed to be exchanged with the AOC central database if a local non-JIS case-management system is adopted.
✓ VRV (Vehicle-Related Violations): Continued to improve the on-boarding process. Fife, Renton, and Lynnwood Municipal Courts are all in Production. Working to on-board Lake Forest Park.	Improve the rate at which courts are on-boarded so they can utilize the benefits of the VRV DX.
✓ eTicket: Completed troubleshooting of bugs, including (1) Wrong court being sent in ticket disposition to DOL. (2) Deferred Findings not being sent to DOL correctly. Analyzed how to correct affected cases, as well as how to fix the problem.	Provide accurate data to partner agencies.
✓ JIS Codes: Provided enterprise architecture perspective to the JIS Codes Committee and staff in preparation for, and during, their monthly meeting. In April, a new JIS order-type code (HNO - Harassment No Contact Order) was approved. Two CLJ case-condition codes were returned to senders for polling of the association.	The JIS Codes Committee reviews code requests against established guidelines. It prioritizes implementation of those which are approved.
Activities Planned	**Business Value**
° COTS-P (Preparation for implementation of the SC-CMS commercial off-the-shelf product): Work on solution-option(s) proposal for new "JABS2.0" Portal and JIS Change Data Capture Frameworks based on COTS initial impact analysis.	1. To continue to provide person/case history information irrespective of where the data is located. 2. To propose a generic messaging platform and application framework to capture, publish, and communicate the changes between two systems.
° ITG-158 (request for development of two mental-health screening tools [MAYSI-2 and the MH-JDAT] electronically on an AOC server): Two versions of the request have been analyzed (10/2012 and 2/2013). In a continuing attempt to narrow the scope to achieve a smaller resource demand, the requesters submitted a third version for analysis in May.	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.
° Automate release notes: Assist Release Manager and SharePoint developer with understanding Release Note Process and determining how it can be automated.	Design a more efficient, accurate process for release notes.
° Update the Enterprise Architecture Development (ADM) Roadmap.	The Enterprise Architecture Development (ADM) Roadmap provides guidance for communicating the EA goals and objectives and identifies activities to be performed in the next 12 -18 months.
° CUWG (Court Users Workgroup): The next meeting will be held May 8-9.	The Court Users Workgroup (CUWG) serves as the governing body for Court Business Office (CBO) initiatives to optimize, standardize, and continuously improve court business process in conjunction with implementation of a new Superior Court CMS.

° Enterprise Data Repository (EDR): Evaluate the design feedback comments made by the review team and modify the EDR design.	Update based on comments from subject matter experts improves the EDR by getting all perspectives included into the future design.
° 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. Working with Developers and testers as needed.	Ensure that the business needs are met.
° ITG 174 (Analysis for Probation Management System): Complete the high-level analysis and submit for review by the Operations Control Board (OCB).	The high-level analysis will provide information needed to scope the level of work required to complete the customer request.
° Distribute The Standards for Local Data Systems (CMS) within the AOC for review and comment.	Review comments from AOC leadership will provide consensus prior to customer engagement.

Operational Area: Infrastructure

Dennis Longnecker, Infrastructure Manager

Through April 30, 2013

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

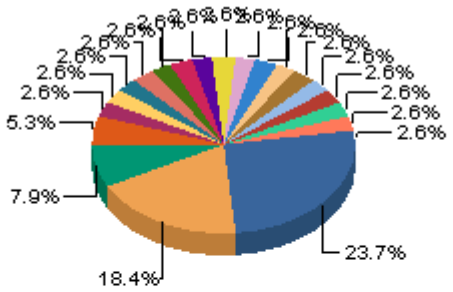
Description: AOC ISD operates and supports the computer related operational needs of the AOC, Temple of Justice, and Court of Appeals, along with the Judicial Information System (JIS) applications, the Judicial Receipting System (JRS), Superior Court Information System (SCOMIS), Juvenile and Corrections 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
✓ Building and setting expectations for the next JIS Disaster Recovery test.	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 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 Fiscal Year 13 Equipment Replacement project. Waiting on word for the budget if the Fiscal Year 14 project will occur.	Replace aged (5 year old) equipment with new hardware and operating systems.

During the month of February 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.

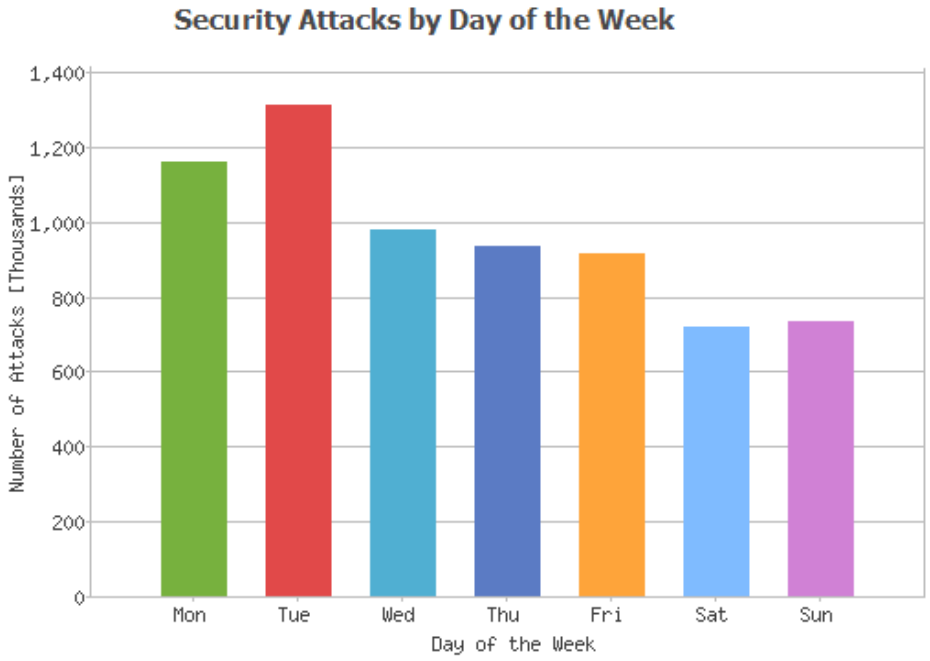
SECURITY REPORT

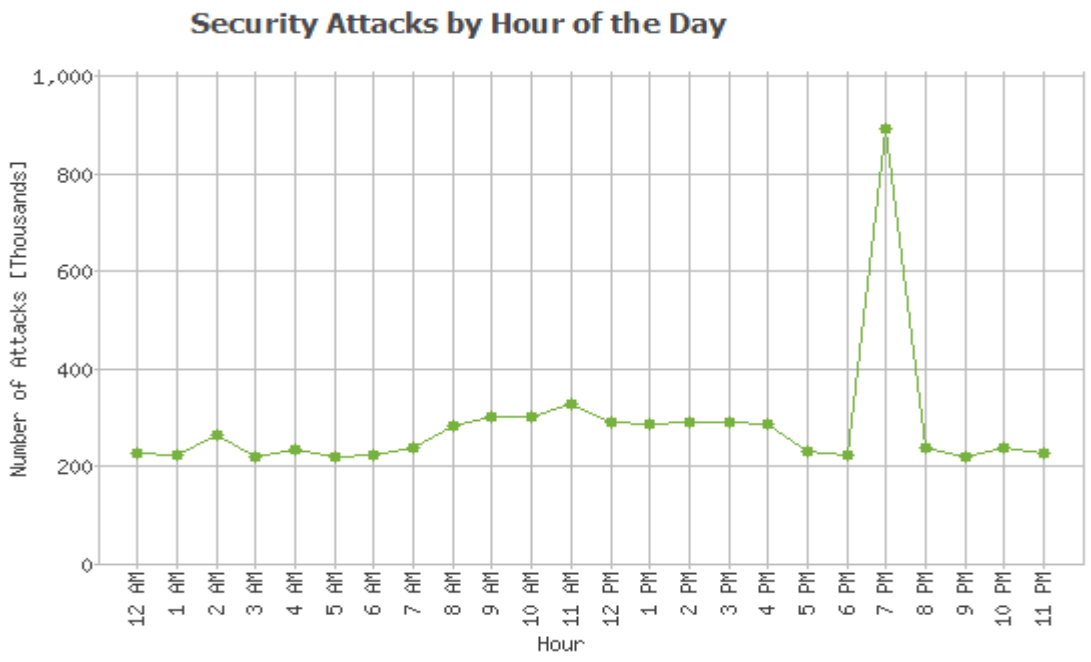
Virus's prevented by AOC filters



Virus Prevention and Detection:

Total items detected on your networked computers	
Viruses/spyware	44
Adware/PUA	9
Suspicious files/behavior	3
Blocked by firewall	18148





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 April 30, 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	
✓ Design documents for Payment Monitoring Report (PMR).	Provide business requirements for accounting.
✓ Release Case Financial History Adjustment Detail Report.	Provide business requirements for accounting.
✓ Release Case Financial History Receipting Detail Report.	Provide business requirements for accounting.
✓ Release accounting universe with security.	Provide business requirements.
✓ Rework of tables for collections, disbursements, and receipting.	Provide data for accounting reports.
✓ Committee approval of Approval of Collection Report.	Provide business requirements.
✓ Designed, coded, and tested data needed for destroyed and expunged participants.	Provide data requirements.
✓ Designed, coded, tested and released fix data needed to show '(**DECEASED**)' to end of actor names where date of death greater than current date.	This will enable courts to see accounting cases that may be closed due to person being deceased
✓ Designed, coded, tested and released fix data needed to ensure accounting security works properly.	Provide data requirements.
✓ Competed design work for time pay and payment monitoring.	Provide data requirements.
✓ Designed "Destruction of Records Report" for ITG request 41.	Provide business requirements.
✓ Completed 5 Eservice Request for Legislation.	Provided BOXI solution.
✓ Completed 8 Eservice Request for Data Dissemination.	Provided BOXI solution.
✓ Completed 15 Eservice Request for new or enhanced BOXI reports.	Provided BOXI solution.
✓ Completed 19 Eservice Request for new BOXI users/Security.	Provided BOXI solution.
Data Exchange/Development Unit	
✓ Completed support for QA testing for SCDX Increment 3 and 4a services.	Help with completing the QA testing and prepare for Production deployment of SCDX Increments 3 and 4a services.
✓ Supported QA testing effort for SCDX Docket services modifications.	Help with completing the QA testing of rest of the SCDX 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 File Civil case service.	Continue to support Pierce County to go live in Production.
✓	Support Pierce County for resolving issues with respect to Docket changes, as well as, continues to support their QA test effort.	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 and File Civil case service.	Helps Pierce County to go live in Production with Docket and File Civil Case services.
✓	Assist with AOC developers to plan/coordinate the Java build for Docket service changes.	Ensures the quality of services.
✓	Collaborated with the INH team to deploy their BizTalk changes into QA environment.	Provides assistance to INH team to start their QA testing efforts.
✓	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.
✓	Collaborated (and continue to collaborate) with the QA team and the AC Java team in coming up with a plan for acceptance criteria for code deploy from the Dev team to QA team, with respect to QC checks on the product being delivered to QA.	Establishes a level of Quality on the product being delivered to QA by the Dev team, which satisfies the needs of the SCDX project as well as meet the entrance criteria for QA.
✓	Collaborate with the infrastructure group in preparing the new QA test environment to be “application deploy ready” mode.	Helps to create a new environment for the QA testers to perform their testing and isolate the external customers from being exposed to un-tested product in their environment.
	Data Quality and Governance	
✓	Participate in INH EDR Design Review Process.	Identify possible impacts to the data if changes are made.
✓	Meet with SC-CMS and INH Technical Team.	Defines roles and responsibilities to support the Data Governance framework.
✓	Draft Data Management Steering Committee Charter.	Establish appropriate meeting expectation.
✓	Engage with INH-SCCMS Technical team to understand scope of data migration effort and data quality impacts to the new CMS.	Coordinate work teams for effective and efficient process development.
✓	New subproject, Foreign Key Analysis Project, developed to focus specifically on INH Services between INH and SCCMS.	To ensure that data being retrieved by services is accurate and not returning additional information that was stored in a table in error due to a system structural issue (for example, "expunged" case information that should not be counted on a report or retrieved in a service).
✓	Draft Final Preliminary Data Quality Assessment report.	Distribute the findings to all relevant stakeholders.
✓	Research and analyze data related issues.	Document 8 issues related to referential integrity, validation rules, bad data and missing values that need deeper analysis and/or cleanup. Design solution for the referential integrity issue for the Domestic Violence Party (DVP) table.
Activities Planned		**Impact/Value**
	Data Warehouse Unit	
°	Design technical requirements for PMR.	Provide technical requirements.
°	Continue design for time pay reports.	Provide technical requirements.
°	Design technical of Time Pay report.	Provide technical requirements.
°	Review requirements of Time pay report RCM.	Provide technical requirements.
°	Continue data design for time pay and payment monitoring.	Provide data for requested reports.
°	Design technical requirements for PMR.	Provide technical requirements.
°	Continue design for time pay reports.	Provide technical requirements.
°	Design technical of Time Pay report.	Provide technical requirements.
	Data Exchange/Development Unit	
°	Continue to support QA testing for SCDX Increment 4b 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 and 4a services to Production.	When Pierce County goes live in Production with SCDX Increment 1, 2, 3 and 4a services, 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, as well as File Civil case service for non-well identified participants.	Helps Pierce County to go live in Production with Docket and File Civil Case Services in May or June.
° Continue to work with infrastructure QA and development group to deploy applications to the new QA test environment.	Minimizes the impact for the external client, and have a stable environment for their User Acceptance testing.
° Continue to collaborate with the QA team and the Java Dev teams to finalize the Quality Control checklist for Java code deployments.	Reduces the impact for QA team from having to take on not-well unit tested code.
° Collaborate and coordinate with the INH team with respect to the deployment of BizTalk related SCDX infrastructure changes to QA environment.	Help minimize the impact to the external customer (Pierce County) from deploy related delays in the QA environment.
Data Quality and Governance	
° Continue to meet with Court Education to discuss impact of data quality in regards to PBR project.	Establishes the appropriate threshold for data anomalies/inconsistencies.
° Mapping out Data Quality activities for the next year under different conditions (i.e. with tool versus without tool).	To help identify the data quality approach to pursue.
° Dialog with Informatica.	Business Value Assessment.
° 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 April 30, 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
✓ DX – VRV On-boarding – Renton Municipal Court went live on April 11, 2013.	Vehicle-related violation tickets can be sent electronically from LEA to JIS directly, saving court manual ticket entry.
✓ DX – VRV On-boarding – Lynnwood Municipal Court went live on April 11, 2013.	Vehicle-related violation tickets can be sent electronically from LEA to JIS directly, saving court manual ticket entry.
✓ DX – Technical design and development of PersonProtectionOrderGet service.	Part of the INH project.
✓ SharePoint 2010 Upgrade - Use Practices & Policies drafted and in review.	Defines the structure and content of the new SharePoint implementation.
✓ SharePoint 2010 Upgrade – Production Farm installation complete, configuration in progress.	Prepares the Production SharePoint farm for use.
✓ SharePoint 2010 Upgrade – Design underway.	Enhanced User Interface to make SharePoint more accessible and easy to use.
✓ SharePoint 2007 – External Release Note automation Pilot complete.	Streamlines automation of External RN approval process.
✓ ASRA – Complete testing of ASRA version 1.05.	Fixes issue with assessment links on the person information page not previously reported; various user interface improvements and code optimization. Will also increment the minimum Internet Explorer version supported from 5.5 to 7.
✓ ASRA - Supported automatic release notes project.	ASRA was selected as the application used to test the initial round of the new ISD release note process. That testing round was completed successfully using the ASRA build 9 (version 1.05) release notes.
✓ Java - work on ITG requests 58/37/79 (Plain Paper Warrants).	Allow courts to print warrants on plain paper instead of impact printer forms, thereby lowering cost and increasing ease-of-use.
✓ 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.
✓ WSP Disposition Transfer – Development work to support a new disposition code “NS”. Development work is complete and the application is waiting QA testing.	Continue to maintain application as requirements change.
✓ Legacy Maintenance - ITG 86 (CPFM) Court Profile Maintenance Screen Changes.	The Normal and Maximum warrant expiration fields have both been increased from 2 to 3 characters. This now allows for a maximum of 999 months (83.25 years) on warrant expirations.
✓ Legacy Maintenance - Work on ITG requests 58/37/69 (Plain Paper Warrants).	Allow courts to print warrant on plain paper, add comments to warrant and increase the size of the bail amount.
✓ Legacy Maintenance – Cross Court Navigation Issue.	When a court user views case information in another court then returns to their home court using the ‘Home’ command, the system does not always reset the court name correctly. This causes issues when reports are run and can prevent local cases from being accessed. The system navigation between courts has been corrected. When the user types the ‘HOME’ command on the command line and presses <ENTER>, the correct court name will display on the JIS Main Menu screen and will print properly on all reports.
✓ Legacy Maintenance – CKR (Check Register) screen index problem when voiding a consolidated check.	Modified CKR screen to allow a bigger array when voiding consolidated checks.
✓ Legacy Maintenance – Increase maximum number of ‘JC’ jurisdictions.	King Country requested AOC to increase the number of jurisdictions to allow for future growth.

✓	Legacy Maintenance – Finding Judgment Code NS (Not Guilty by reason of Insanity) waiting for QA testing.	Continue to maintain application as requirements change.
✓	Web: Security Improvements.	Making security improvements to better secure court data on the public websites.
✓	Web: Created Apps.courts.wa.gov server.	This server is only available to Court and LEA networks to access more sensitive applications greatly improving security. Such applications include ETP, CAPS, and Firearms among others.
Activities Planned		**Impact/Value**
°	DX – Defect fixes of SCDX increment 3 & 4.	Part of SCDX project.
°	SharePoint 2010 – Complete Draft Design.	Enhanced User Interface to make SharePoint more accessible and easy to use.
°	JCS - Complete testing of JCS version 2.52.	Various bug fixes and code optimization work.
°	JCS - Begin development of JCS version 2.53.	Version 2.53 will be a security fix release that addresses various security and application issues that have been identified as areas for improvement.
°	DOL Disposition Sender – Updates to the application to correct several bugs that were reported recently. There may also be a change to support the way Hispanic race codes are handled.	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.
°	ACORDS - We are working on adding support for accented characters, fixing a reported slowness problem, and updating ACORDS to use the latest version of Java.	Continue to maintain application as requirements change.
°	JABS – Work on correcting recent performance problems which have led to the application going down repeatedly over the last month.	Improve reliability of JABS and other systems which run on the same infrastructure.
°	WSP Disposition Transfer – Release new version with support for a new disposition code “NS”.	Continue to maintain application as requirements change.
°	Java - work on ITG requests 58/37/79 (Plain Paper Warrants).	Allow courts to print warrants on plain paper instead of impact printer forms, thereby lowering cost and increasing ease-of-use.
°	Legacy Maintenance – ITG 58/37/79 – Plain Paper Warrants - Continue application changes and testing to allow district and municipal courts to print warrants to plain paper.	Allow courts to print warrants on plain paper instead of impact printer forms, thereby lowering cost and increasing ease-of-use.
°	Legacy Maintenance – ITG 41 - Continue restoring archived cases, program changes and testing.	Enhance records destruction process.
°	Web: Continued Security Improvements.	Further encryption of data on the site. Web Application Firewall configuration. Cleaning up old content.

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