Washington State Administrative Office of the Courts

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

September 2013
(Report Period Ending September 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
September 2013

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

Planned
Actual

Initiatives	Schedule Status		CY11 Q1	CY11 Q2	CY11 Q3	CY11 Q4	CY12 Q1	CY12 Q2	CY12 Q3	CY12 Q4	CY13 Q1	CY13 Q2	CY13 Q3	CY13 Q4	CY14 Q1	CY14 Q2
7.6 Information Networking Hub (INH) Enterprise Data Repository (EDR)	●	Planned														
		Actual														
7.6 Information Networking Hub (INH) Middleware	●	Planned														
		Actual														
12.3 Superior Court Data Exchange	▲	Planned														
		Actual														
SC-CMS RFP	✔	Planned														
		Actual											✔			
SC-CMS Odyssey Implementation	●	Planned														
		Actual														
COTS Preparation - Restore SCOMIS Cases	●	Planned														
		Actual														
COTS Preparation – SC-CMS Disaster Recovery	⊖	Planned														
		Actual										⊖				
ITG #045 Appellate Court Enterprise Content Management System (ECMS)	◆	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 Implementation (SC-CMS) (ITG #002)
- Superior Court Data Exchange (SCDX) (ITG #121)
- Revised CLJ Computer Records Retention and Destruction Project (ITG #041)
- Appellate Courts Enterprise Content Management System (ITG #045)
- COTS Preparation Track
- Information Networking Hub (INH)Track

Initiatives or Projects Completed

- None.

Initiative or Project Status Changes

- None.

Staffing Changes in ISD

During the reporting period of September 1 - 30, 2013:

ISD welcomed the following new staff:

- Uma Nalluri-Marsh, Solution Architect, (9/3/2013).
- Bryan Unwin, QA Tester, (9/3/2013).

The following employees left ISD:

- Glen Baugh, COBOL Programmer, (9/30/2013).
- Brian Stoll, Web Programmer, (9/16/2013).

Employees transferring to the SC-CMS Project:

Les Williams, Senior System Support Analyst, transferred to the SC-CMS project on September 1, 2013.

ISD Staff Recognitions

Recognitions

Richard Kimball provided technical support for the National Conference of Appellate Court Clerks (NCACC) in August 2013. Richard made sure every speaker's computer and equipment needs were taken care of. He was recognized by many attendees at the conference for keeping the technology running smoothly. Richard did a great job representing Washington AOC and the Appellate Courts at the conference!

Heather West was recognized for doing a great job working to set up a Skype interview that needed to go smoothly. Heather, talked to the interviewee ahead of time, arrived early to set up the call, identified an issue and was working to resolve it all before the parties on the call arrived at 8am. The interview went without any issues thanks to Heather's good work!

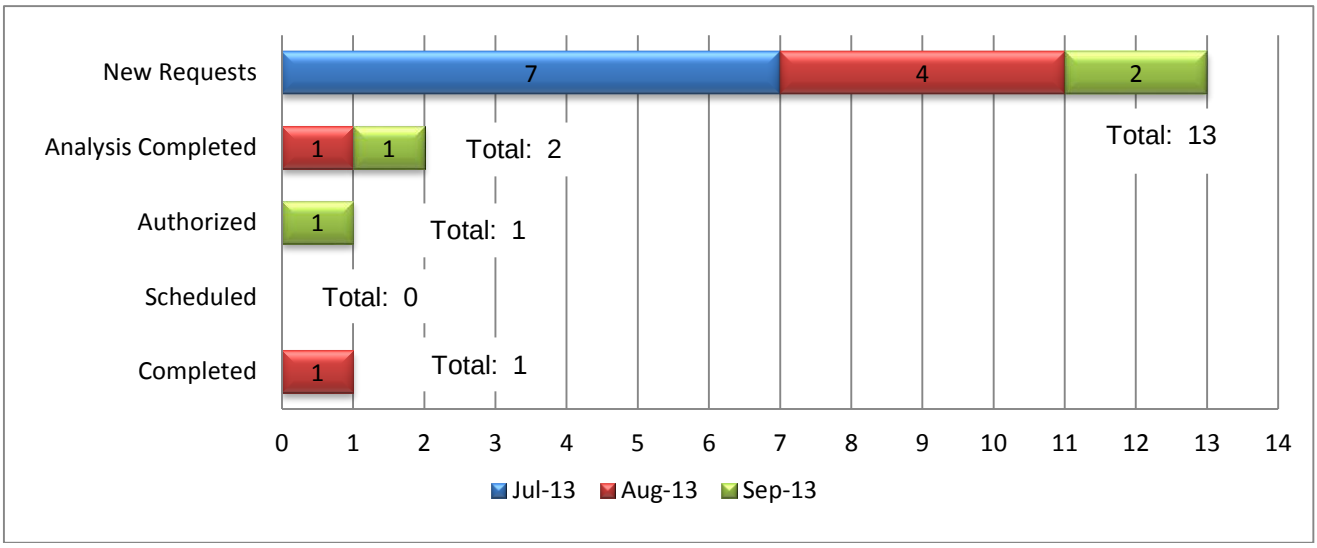
IT Governance Request Status

Completed JIS IT Requests in September 2013

None.

Status Charts

Requests Completing Key Milestones



Current Active Requests by:

Endorsing Group			
Court of Appeals Executive Committee	1	**District & Municipal Court Management Association**	26
Superior Court Judges Association	5	**Data Management Steering Committee**	0
Washington State Association of County Clerks	7	**Data Dissemination Committee**	2
Washington State Association of Juvenile Court Administrators	3	**Codes Committee**	3
District & Municipal Court Judges Association	5	**Administrative Office of the Courts**	5
Misdemeanant Corrections Association	1		

Court Level User Group	
Appellate Court	1
Superior Court	9
Courts of Limited Jurisdiction	17
Multi Court Level	8

Summary of Activities September 2013

Initiative Summary

COTS Preparation - Restore SCOMIS Cases	
Activities	***Impact/Value***
✓ An automated process for King County was created to run a daily job that will restore King County cases. Restoration of King County cases is planned to complete by the second week of November 2013.	Make all SCOMIS case data available for immediate access to the new SC-CMS system.
✓ Case restoration is complete for 31 counties. Cases were restored for Asotin, Jefferson, and Grays Harbor in September.	Make all SCOMIS case data available for immediate access to the new SC-CMS system.
COTS Preparation - SC-CMS Disaster Recovery	
Activities	***Impact/Value***
✓ Monthly status reporting for this project is on-hold until work begins with the SC-CMS vendor.	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***
✓ Work on the EDR was on hold this month, due to the project business analyst and architect being assigned to work on developing an INH implementation strategy presentation for discussion with Tyler and the SC CMS Project Team.	A centrally managed data repository governed by data standards and quality.
Information Networking Hub (INH) Middleware Project	
Activities	***Impact/Value***
✓ Continued work on developing the final set of INH services for Release 1 and moved completed services to User Acceptance Test environment for Quality Assurance testing.	Provides INH data exchanges that can be tested and deployed to Quality Assurance environment.
✓ Completed work on enhancing the BizTalk orchestration component of INH. Moved the latest version of INH BizTalk components to Quality Assurance and Production environments.	Ensures that services work as specified for the accurate exchange of data.
✓ Continued to test services previously moved to User Acceptance Test environment and continued to resolve bug defects found in testing those services.	Provides INH data exchanges that can be tested and deployed to Quality Assurance environment.
✓ Attended on-going technical discussions with SC CMS Project Team and the vendor (Tyler) to discuss future integration steps.	Ensures INH data exchanges work with Odyssey.

Approved JIS Projects Summary

ITG #121 Superior Court Data Exchange	
Activities	***Impact/Value***
✓ Pierce County went live with the planned docket and civil web services on September 30.	Discontinue the dual data entry activities (LINX and SCOMIS) for Civil and Docket Entry functions.

ITG #002 Superior Court - Case Management System Odyssey Implementation	
Activities	***Impact/Value***
Schedule Management	
✓ Schedule reviewed and updated.	Provide up to date progress.
✓ Continue development of SC-CMS Staffing and Cost Plan.	To ensure ongoing view of project costs and resources and trend for future needs.
✓ Begin work to align AOC schedule to Tyler work plan, following Tyler phase approach.	To provide a single view of overall project progress.
✓ Worked on Deliverable Acceptance Plan.	Ensure process is in place for acknowledging and accepting contract deliverables.
✓ Resumed participation in Inter-Project Coordination Team.	Ensure understanding across AOC major IT initiatives.
Court Business Office	
✓ Court Business Office (CBO) – Court User Workgroup (CUWG) meeting was held on September 11 - 12.	Work group, as recommended from the feasibility study, will provide process guidance to the development of a baseline configuration and appropriate packages for deployment.
✓ Worked with Tyler to develop Fit Analysis agenda and schedule.	Ensure the right participants are engaged and involved with Fit Analysis effort.
Technical Team	
✓ Participated in the September Court User Workgroup meeting.	Preparation for contract start.
Organizational Change Management Team	
✓ Completed AOC review process on proposed strategy and process for communicating court process changes to external agencies. Initiated review with Court User Work Group (CUWG) members.	Maximize awareness and mitigate impacts of SC-CMS implementation by appropriately targeting our communications approach to the needs of agency stakeholders.
✓ Submitted Early Adopter Site process documents to Project Manager for review.	Increase stakeholder awareness and buy-in by providing the opportunity to test the new case management software live in a court and clerk's office.
✓ Attended September CUWG meeting. Facilitated a debrief session to help members determine the message they will carry forward to their respective associations.	Increase awareness among court and clerk stakeholders of the role of Organizational Change Management on the SC-CMS project.
✓ Facilitated Town Hall Meeting planning session with SC-CMS project management team, Technical Lead, and Court Business Office manager.	Provide external stakeholders the opportunity to increase their awareness of, and to provide feedback on, the SC-CMS project Technical and Business activities.
✓ Launched the SC-CMS project's public website at www.courts.wa.gov/SC-CMS.	Increase stakeholder awareness by providing accurate, relevant project information to external stakeholders.
✓ Initiated a project communications strategy proposal to the Project Manager.	Increase stakeholder buy-in by providing AOC management and customer-facing staff accurate, timely project communications tools and messages.
Business Analyst Team	
✓ Contributed to the review of the court business processes being conducted by the Court Business Office team.	Share knowledge and understanding between team members.
✓ Worked with Court Business Office to conduct the September Court User Workgroup meeting.	As part of the AOC team that put the processes together, the Business Analysts will provide assistance when needed for clarification on what is documented in the processes. The Business Analysts will continue to assist with the processes as the future state is discussed and documented.
Quality Assurance Team	

✓ Worked on User Acceptance Test plan.	Prepare for User Acceptance testing.
Help Desk Team	
✓ Continued participating, reviewing, and working on Business Process flows for the current state.	Shared knowledge and understanding between team members.
✓ Attended the September Court User Workgroup meeting.	Participated in discussing/reviewing Process Flows submitted.
✓ Participated in Accounting/Financial overview meetings.	Acquired knowledge in the financial aspects of court business for creating process flows.
Project Management Team	
✓ Project kick offs conducted for AOC Management Team, SC-CMS Project Steering Committee, AOC Staff, the Court User Work Group (CUWG) and the SC-CMS project team.	Project execution.
✓ Review and accept September project deliverables.	Project Control and Monitor.
✓ Prepared Thurston County and Lewis County for Pilot Court expectations and functional fit preparations.	Project execution.
✓ Prepared CUWG for Functional Fit Analysis.	Project execution.
✓ Prepared AOC and Superior Court and County Clerk Technical teams for Integration fit analysis.	Project execution.
✓ Attended regular scheduled internal meetings.	Interoffice coordination efforts and project communications.
✓ Coordinate and communicate on progress, risks, and issues with the independent quality assurance vendor (Bluecrane, Inc.).	Project Control and Monitor.
✓ Conducted regularly scheduled SC-CMS Project Steering Committee meetings.	These meetings continue to address issues and concerns identified by various stakeholder groups during the procurement process.

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

Activities	***Impact/Value***
✓ The Judicial Information Systems Committee approved signing the contract with ImageSoft on September 6, 2013. The contract was executed on September 13, 2013.	Improve the efficiency of document management for the Appellate Courts.
✓ Requirements analysis continued for the required changes to JIS Link and a new public documents portal.	Improve the efficiency of document management for the Appellate Courts.
✓ The project Executive Steering Committee asked the project to develop a support model for the ImageSoft/Hyland OnBase solution prior to the next meeting to facilitate the selection of the staff to be sent to developer training.	Improve the efficiency of document management for the Appellate Courts.

ITG #041 Revised CLJ Computer Records Retention and Destruction Process

Activities	***Impact/Value***
✓ Worked with new Data Dissemination Administrator Stephanie Happold and Judge Wynne to provide support the JISC Policy Workgroup.	Provides faster viewing of the Courts of Limited Jurisdiction (CLJ) records.
✓ Provided business analysis support to developers coding functional requirements detail. Confirmed Judge Flag option not needed or appropriate in Iteration 1.	Provides faster viewing of the Courts of Limited Jurisdiction (CLJ) records.
✓ Project Team developers provided support during Legacy Team code review process. Code developed is to apply current and preliminary new rules - add VRV and ETP – to active tables in December (1st Iteration).	Provides faster viewing of the Courts of Limited Jurisdiction (CLJ) records.
✓ Legacy Team conducting 1st code review.	Provides faster viewing of the Courts of Limited Jurisdiction (CLJ) records.
✓ Presented project status to JISC.	Provides faster viewing of the Courts of Limited Jurisdiction (CLJ) records.
✓ Presented project status to District and Municipal Court Management Association (DMCMA) Technology Committee.	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

COTS Preparation – SC-CMS Disaster Recovery

Status Reporting on-hold until work begins with the SC-CMS vendor. **Reporting Period through NA**

Executive Sponsor(s)	**IT Project Manager:**
Vonnie Diseth, CIO/ISD Director	Unassigned
Business Area Manager(s):	**Consultant/Contracting Firm:**
Dennis Longnecker, Infrastructure Manager Tamra Anderson, Data & Development Manager Michael Keeling, Operations Manager Kumar Yajamanam, Architecture & Strategy Manager William Cogswell, Associate ISD Director Dirk Marler, JSD Director	N/A

Description:

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

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

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

The COTS P4 – SC CMS Disaster Recovery Analysis sub-project will:

- Determine COTS product impact on Disaster Recovery policies, plans, procedures and IT infrastructure. (Compliance, business, risk factors).
- Determine what Disaster Recovery changes are required to support future COTS product and SC-CMS implementation.
- Implement recommended Disaster Recovery processes and technology changes to support future COTS products and SC-CMS.

Business Benefit:

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

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

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

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

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

Status Notes:

COTS-P Infrastructure Program

P4 – SC CMS Disaster Recovery Analysis Sub-project

Monthly status reporting for this project is on-hold until work begins 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 SC-CMS Disaster Recovery 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 Apparent Successful Vendor 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	

COTS Preparation – Restore SCOMIS Cases

Reporting Period through September 30, 2013

Executive Sponsor(s) Vonnie Diseth, CIO/ISD Director	**IT Project Manager:** Sree Sundaram 360-704-5521 Sree.Sundaram@courts.wa.gov
Business Area Manager(s): Michael Keeling, Operations Manager	**Consultant/Contracting Firm:** N/A

Description:

As a result of the 2009 Administrative Office of the Courts (AOC) Transformation and the Judicial Information System Committee (JISC) approved AOC architecture; the AOC has selected a strategy to acquire Commercial Off The Shelf (COTS) products to support future court needs, when feasible, instead of developing applications in-house.

The Superior Court Case Management System (SC-CMS) Project is expected to be among the first COTS applications to be implemented and supported by AOC Information Services Division (ISD). As the first COTS application, the SC-CMS implementation will also validate many of the AOC preparation assumptions for supporting future COTS produce implementation.

The overall COTS-Preparation (COTS-P) Program implementation is organized into two (2) distinct programs, the "Infrastructure Program", and the "Application Program".

The COTS-P Application Program is composed of the following six sub-projects:

P1 – JIS Link Impacts.
P2 – Data Warehouse Impacts.
P3 – Existing Systems Impacts.
P4 – Existing External Data Exchange Impacts.
P5 – Statewide Reporting Impacts.
P6 - Restore SCOMIS Cases.

Business Benefit:

The COTS-P6 – Restore SCOMIN Cases sub-project will:

- Restore all SCOMIS case data from tape system to disk system in order to make all SCOMIS case data available for immediate access to the new SC-CMS system, and
- Restore all SCOMIS case data from tape system to disk system so that any JIS data base structure changes due to the new SC-CMS system is applied uniformly across all SCOMIS case data.

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

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

Status Notes:

COTS-P Network Capacity/Performance Analysis Progress:

Phase	☐ Initiate	X Planning	☐ Execute	☐ Close
Schedule	**Planned Start Date:** 4/9/13		**Planned Completion Date:** 1/14/14	
	Actual Start Date: 4/9/13		**Actual Completion:** TBD	

Activities Completed	Impact/Value
✓ An automated process for King County was created to run a daily job that will restore King County cases. Restoration of King County cases is planned to complete by the second week of November 2013.	Make all SCOMIS case data available for immediate access to the new SC-CMS system.
✓ Case restoration is complete for 31 counties. Cases were restored for Asotin, Jefferson, and Grays Harbor in September.	Make all SCOMIS case data available for immediate access to the new SC-CMS system.
Activities Planned	**Impact/Value**
° Restore the cases for the remaining 8 counties.	Make all SCOMIS case data available for immediate access to the new SC-CMS system.

Milestones Planned and Accomplished			
Milestone	Original Date	Revised Date	Actual Date
Start Project	4/9/13		4/9/13
End Project	1/14/14		

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

Reporting Period through September 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:

This will be the last EDR status report until January 2014.
Work on the EDR was on hold in September. On- going technical discussions with SC-CMS and Tyler are planned in October which will help frame the direction and scheduling for completion of the EDR. Those decisions are not expected before December.

Progress

September – 73%

Phase	☐ Initiate	☐ Planning	X Execute	☐ Close
Schedule	**Planned Start Date:** July 2011		**Planned Completion Date:** 3/18/2015	
	Actual Start Date: July 2011		**Actual Completion:** TBD	

Activities Completed	Impact/Value
✓ Work on the EDR was on hold this month, due to the project business analyst and architect being assigned to work on developing an INH implementation strategy presentation for discussion with Tyler and the SC CMS Project Team.	A centrally managed data repository governed by data standards and quality.

Activities Planned	Impact/Value
° Continue analysis of data flows and requirements for the EDR.	A centrally managed data repository governed by data standards and quality.
° Continue preparing a project plan and arrange to conduct a proof of concept with IBM for implementation of data quality automation.	A centrally managed data repository governed by data standards and quality.

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	3/18/15	

Information Networking Hub (INH) Middleware Project

Reporting Period through September 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:

The INH Project Team made good progress in September developing the final INH services that we plan for Release 1 in support of the SC-CMS project. The INH Team also participated in technical discussions with the SC-CMS project team and the vendor (Tyler) regarding the integration of INH services with the Odyssey application. We expect to continue those discussions in October and November as part of the "fit" analysis.

Progress

Phase	☐ Initiate	☐ Planning	X Execute	☐ Close
Schedule	**Planned Start Date:** January 2012		**Planned Completion Date:** 11/14/2014	
	Actual Start Date: January 2012		**Actual Completion:** TBD	

Activities Completed	Impact/Value
✓ Continued work on developing the final set of INH services for Release 1 and moved completed services to User Acceptance Test environment for Quality Assurance testing.	Provides INH data exchanges that can be tested and deployed to Quality Assurance environment.

✓ Completed work on enhancing the BizTalk orchestration component of INH. Moved the latest version of INH BizTalk components to Quality Assurance and Production environments.	Ensures that services work as specified for the accurate exchange of data.
✓ Continued to test services previously moved to User Acceptance Test environment and continued to resolve bug defects found in testing those services.	Provides INH data exchanges that can be tested and deployed to Quality Assurance environment.
✓ Attended on-going technical discussions with SC CMS Project Team and the vendor (Tyler) to discuss future integration steps.	Ensures INH data exchanges work with Odyssey.
Activities Planned	**Impact/Value**
° Complete development of the remaining INH services.	Ensures that services work as specified for the accurate exchange of data.
° Move completed services into User Acceptance Test environment for final testing.	Provides INH data exchanges that can be tested and deployed to Quality Assurance environment.
° Continue to work with SC CMS Project Team on integration of INH services with the Odyssey application.	Ensures INH data exchanges work with Odyssey.

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	11/14/14	

ITG #121 Superior Court Data Exchange

Reporting Period Through September 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:

Check back with Pierce County following two to three months of web service activity to determine if plans have changed for using additional data exchanges. Evaluate the work effort reduction realized with the elimination of docket and civil cases dual entry in LINX and SCOMIS.

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:** 9/28/2013
	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:** 9/28/2013
	Actual Start Date: 8/1/2012	**Actual Completion Date:**

Activities Completed	Impact/Value
✓ Pierce County went live with the planned docket and civil web services on September 30.	Discontinue the dual data entry activities (LINX and SCOMIS) for Civil and Docket Entry functions.
Activities Planned	**Impact/Value**
° Supports Pierce County, King County, and other customers as they start consuming services.	Support Pierce County's state wide data requirement needs in SCOMIS.
° Produce a lessons learned document.	Capture lessons to apply to similar projects in the future.

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	9/28/13	

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

Reporting Period Through September 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 maribeth.sapinoso@courts.wa.gov **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) Odyssey Implementation Project is intended to implement Tyler Technology, Inc. software application "Odyssey" enabling the AOC to support the business functions of state superior courts and county clerks in all 39 Superior Courts in the state. The SC CMS Odyssey solution will specifically support calendaring and caseflow 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.

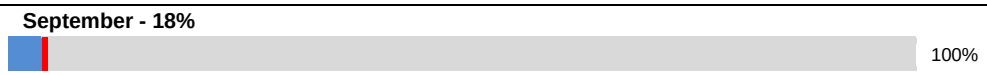
Business Benefits: The Superior Court Case Management (SC CMS) will implement Tyler Technology, Inc. software application "Odyssey", a case management system, that (1) is consistent with the business and strategic plans approved by the JISC; (2) follows the JISC guidelines and priorities for IT decision 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	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:

Progress



Project Phase	☐ Initiate	X Planning	☐ Execute	☐ Close

Schedule		
	Planned Start Date: July 25, 2013	**Planned Completion Date:** February 1, 2019
	Actual Start Date: July 25, 2013	**Actual Completion Date:** TBD

Activities Completed	**Impact/Value**
Schedule Management	
✓ Schedule reviewed and updated.	Provide up to date progress.
✓ Continue development of SC-CMS Staffing and Cost Plan.	To ensure ongoing view of project costs and resources and trend for future needs.
✓ Begin work to align AOC schedule to Tyler work plan, following Tyler phase approach.	To provide a single view of overall project progress.
✓ Worked on Deliverable Acceptance Plan.	Ensure process is in place for acknowledging and accepting contract deliverables.
✓ Resumed participation in Inter-Project Coordination Team.	Ensure understanding across AOC major IT initiatives.
Court Business Office	
✓ Court Business Office (CBO) – Court User Workgroup (CUWG) meeting was held on September 11 - 12.	Work group, as recommended from the feasibility study, will provide process guidance to the development of a baseline configuration and appropriate packages for deployment.

✓ Worked with Tyler to develop Fit Analysis agenda and schedule.	Ensure the right participants are engaged and involved with Fit Analysis effort.
Technical Team	
✓ Participated in the September Court User Workgroup meeting.	Preparation for contract start.
Organizational Change Management Team	
✓ Completed AOC review process on proposed strategy and process for communicating court process changes to external agencies. Initiated review with Court User Work Group (CUWG) members.	Maximize awareness and mitigate impacts of SC-CMS implementation by appropriately targeting our communications approach to the needs of agency stakeholders.
✓ Submitted Early Adopter Site process documents to Project Manager for review.	Increase stakeholder awareness and buy-in by providing the opportunity to test the new case management software live in a court and clerk's office.
✓ Attended September CUWG meeting. Facilitated a debrief session to help members determine the message they will carry forward to their respective associations.	Increase awareness among court and clerk stakeholders of the role of Organizational Change Management on the SC-CMS project.
✓ Facilitated Town Hall Meeting planning session with SC-CMS project management team, Technical Lead, and Court Business Office manager.	Provide external stakeholders the opportunity to increase their awareness of, and to provide feedback on, the SC-CMS project Technical and Business activities.
✓ Launched the SC-CMS project's public website at www.courts.wa.gov/SC-CMS.	Increase stakeholder awareness by providing accurate, relevant project information to external stakeholders.
✓ Initiated a project communications strategy proposal to the Project Manager.	Increase stakeholder buy-in by providing AOC management and customer-facing staff accurate, timely project communications tools and messages.
Business Analyst Team	
✓ Contributed to the review of the court business processes being conducted by the Court Business Office team.	Share knowledge and understanding between team members.
✓ Worked with Court Business Office to conduct the September Court User Workgroup meeting.	As part of the AOC team that put the processes together, the Business Analysts will provide assistance when needed for clarification on what is documented in the processes. The Business Analysts will continue to assist with the processes as the future state is discussed and documented.
Quality Assurance Team	
✓ Worked on User Acceptance Test plan.	Prepare for User Acceptance testing.
Help Desk Team	
✓ Continued participating, reviewing, and working on Business Process flows for the current state.	Shared knowledge and understanding between team members.
✓ Attended the September Court User Workgroup meeting.	Participated in discussing/reviewing Process Flows submitted.
✓ Participated in Accounting/Financial overview meetings.	Acquired knowledge in the financial aspects of court business for creating process flows.
Project Management Team	
✓ Project kick offs conducted for AOC Management Team, SC-CMS Project Steering Committee, AOC Staff, the Court User Work Group (CUWG) and the SC-CMS project team.	Project execution.
✓ Review and accept September project deliverables.	Project Control and Monitor.
✓ Prepared Thurston County and Lewis County for Pilot Court expectations and functional fit preparations.	Project execution.
✓ Prepared CUWG for Functional Fit Analysis.	Project execution.
✓ Prepared AOC and Superior Court and County Clerk Technical teams for Integration fit analysis.	Project execution.
✓ Attended regular scheduled internal meetings.	Interoffice coordination efforts and project communications.

✓ Coordinate and communicate on progress, risks, and issues with the independent quality assurance vendor (Bluecrane, Inc.).	Project Control and Monitor.
✓ Conducted regularly scheduled SC-CMS Project Steering Committee meetings.	These meetings continue to address issues and concerns identified by various stakeholder groups during the procurement process.
Activities Planned	**Impact/Value**
Schedule Management	
° Continue Schedule tracking and updating.	Keep schedule current and relevant.
° Continue detailed analysis of proposed Vendor work plan.	More meaningful information for reporting and for trend analysis.
Court Business Office	
° Attend Court User Workgroup meeting planned for October 9 - 10.	Work group, as recommended from the feasibility study, will provide process guidance to the development of a baseline configuration and appropriate packages for deployment.
° Continuing process workflow creation and documentation.	Developing the "as-is" process models provides the project team and the Court User Workgroup a starting point for developing the future state processes for the superior courts.
° Work with internal AOC groups to develop processes for communicating with impacted state agencies.	Agree on a set of processes for communicating decisions, issues and/or recommendations back to the Court User Workgroup associations, impacted state agencies, and AOC project teams.
° Drafting of meeting minutes from the last Court User Workgroup meeting is in progress.	Provide a written account of the Court User Workgroup meetings.
Organizational Change Management Team	
° Gain approval on project communications strategy proposal.	Increase stakeholder buy-in by providing AOC management and customer-facing staff accurate, timely project communication tools and messages.
° Finalize proposed strategy and process for communicating court process changes to external agencies.	Maximize awareness and mitigate impacts of SC-CMS implementation by appropriately targeting our communications approach to the needs of external agency stakeholders.
° Execute Early Adopter selection plan.	Increase stakeholder buy-in by providing courts and county clerk's offices the opportunity to take part in testing the repeatable implementation process.
° Attend October 2013 Court User Workgroup meeting.	Increase awareness of the role of Organizational Change Management on the SC-CMS project.
° Update project SharePoint and Extranet sites.	Increase awareness and buy-in by providing accurate, relevant project information to internal and external stakeholders.
° Schedule 2014 series of Business and Technical Town Hall meetings.	Maximize awareness and mitigate impacts of SC-CMS implementation by appropriately targeting our communications approach to the needs of external agency stakeholders.
Business Analyst Team	
° Reviewing data quality reports regarding Superior Court data.	Our business knowledge will assist with identifying issues, or needs in current data quality issues, and for future development of the CMS for Superior Courts. The intent is to assure that data used in the new CMS is clear, concise, and useful for the business.
° Contribute to the review of the court business processes being conducted by the Court Business Office team and develop process narratives.	Share knowledge and understanding between team members.
° Work with Court Business Office to prepare for the September Court Users Work Group (CUWG) meeting. Continue looking at the "current state" process flows for validation by the CUWG.	As part of the AOC team that put the processes together, the BA's will provide assistance when needed for clarification on what is documented in the processes. The BA's will continue to assist with the processes as the future state is discussed and documented.
° Participate in Monthly Court User Workgroup meeting.	Share and consume information that will help enable a successful implementation of the SC-CMS effort.
° Work with Tyler to conduct and participate in the basic Odyssey training for the CUWG and other identified parties.	Providing an introduction training session on the Odyssey product will help educate the participants in the capabilities and functionality of the system and help with the Fit/Gap analysis.
° Participate in online Odyssey LMS training.	By performing the basic on-line LMS training of Odyssey we will be better prepared for the CUWG two- day training session and gain greater value from the training and cover more material.

° Work with Tyler to conduct the Business and technical Fit/Gap analysis.	Determine where the Odyssey system will need to be modified, configured or local business process modified to make the solution best fit our court business environment.
° Meet with King County staff for training on their current case management systems (Oct. 1 & 3).	Gain knowledge of King County systems to prepare for King County's implementation.
Project Management Team	
° Attend regular scheduled meetings to coordinate with various non-project organizations.	Interoffice coordination efforts.
° Attend regular scheduled internal project meetings.	Inter-project communication.
° Travel to Tyler Plano Offices to meet with Tyler's technical team and continue the Integration and Data Conversion planning.	Project Planning.
° Conduct regularly scheduled SC-CMS Project Steering Committee meetings.	These meetings continue to address issues and concerns identified by various stakeholder groups during the procurement process.
° Work with Tyler team to prepare key planning documents: the Project Management Plan and the Core Training Plan.	Project planning.
° Prepare for the review and certification of the Equipment acquisition and infrastructure build.	Project planning.

Milestones Planned and Accomplished

Milestone	Original Date	Revised Date	Actual Date or Status
Project Start	7/25/2013		7/25/2013
General Implementation Preparation Tasks	12/31/13		
Project Finish	2/1/2019		

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

Reporting Period through September 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 ECMS 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.

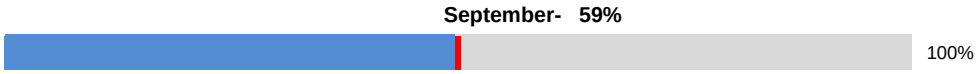
Business Drivers				
Improve Decision Making	X	Improve Information Access	X	Improve Service or efficiency	X	Manage Risks	☐
Maintain the business	☐	Manage the costs	X	Increase organizational capability	X	Regulatory compliance or mandate	☐

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

Status Notes:

The schedule status indicator remains red due to past resource constraints and changes in the project approach.

Progress



Project Phase	☐ Initiate	☐ Planning	X Execute	☐ Close

Schedule		
	Planned Start Date: Aug 2011	**Planned Completion Date:** August 13, 2014
	Actual Start Date: Aug 2011	**Actual Completion Date:** TBD

Activities Completed	Impact/Value
✓ The Judicial Information Systems Committee approved signing the contract with ImageSoft on September 6, 2013. The contract was executed on September 13, 2013.	Improve the efficiency of document management for the Appellate Courts.
✓ Requirements analysis continued for the required changes to JIS Link and a new public documents portal.	Improve the efficiency of document management for the Appellate Courts.

✓ The project Executive Steering Committee asked the project to develop a support model for the ImageSoft/Hyland OnBase solution prior to the next meeting to facilitate the selection of the staff to be sent to developer training.	Improve the efficiency of document management for the Appellate Courts.
Activities Planned	**Impact/Value**
° Develop a draft support model with the Appellate Court Clerks and present it to the Executive Steering Committee on October 18th.	Improve the efficiency of document management for the Appellate Courts.
° Meet with the ImageSoft project manager to define the project planning activity and project kickoff.	Improve the efficiency of document management for the Appellate Courts.
° Schedule and conduct the project kickoff meeting during the week of 10/21/13.	Improve the efficiency of document management for the Appellate Courts.
° Continue requirements analysis for the required changes to JIS Link and a new public documents portal.	Improve the efficiency of document management for the Appellate 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	8/13/14	

ITG #041 Revised CLJ Computer Records Retention and Destruction Project

Reporting Period through September 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 (i.e. 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 Team is currently working through Development. This is comprised of three components: (1) Case selection; (2) Destruction criteria; and (3) the updated Destruction of Records Report (this is very complex). First pass of code was written as of the first week of August.

Progress to date is that the code has been submitted for Code Review (limited staff to review; this could take three weeks).

The entire code set will be placed in the Quality Assurance Test environment for complete and thorough system testing.

The project continues to assist with project information as needed to aid the JISC, JISC Work Group or DDC in any outreach efforts to stakeholder groups in distributing the updated Data Dissemination Committee (DDC) policy draft or efforts to refine the proposed changes.

To date, the DDC retained the option for Judges to flag a case for extended retention beyond any automated rule, as necessary. Project Team confirmed Judge's Flag option will be deferred to iteration 2 (back office effort too great for a requirement not yet substantiated by the JISC Policy Workgroup).

Any alterations to the policy are referred directly to the JISC – CLJ Workgroup for deliberations (workgroup formed July 19). These activities are being handled by Stephanie Happold.

Progress :

Project Phase	☐ Initiate	☐ Planning	X Execute	☐ Close
Schedule	**Planned Start Date:** Current effort: April 23, 2012		**Planned Completion Date:** September 10, 2014	
	Actual Start Date: April 23, 2012		**Actual Completion Date:** TBD	

Activities Completed	Impact/Value
✓ Worked with new Data Dissemination Administrator Stephanie Happold and Judge Wynne to provide support the JISC Policy Workgroup.	Provides faster viewing of the Courts of Limited Jurisdiction (CLJ) records.
✓ Provided business analysis support to developers coding functional requirements detail. Confirmed Judge's Flag option not needed or appropriate in Iteration 1.	Provides faster viewing of the Courts of Limited Jurisdiction (CLJ) records.
✓ Project Team developers provided support during Legacy Team code review process. Code developed is to apply current and preliminary new rules - add VRV and ETP – to active tables in December (1st Iteration).	Provides faster viewing of the Courts of Limited Jurisdiction (CLJ) records.
✓ Legacy Team conducting 1st code review.	Provides faster viewing of the Courts of Limited Jurisdiction (CLJ) records.
✓ Presented project status to JISC.	Provides faster viewing of the Courts of Limited Jurisdiction (CLJ) records.
✓ Presented project status to District and Municipal Court Management Association (DMCMA) Technology Committee.	Provides faster viewing of the Courts of Limited Jurisdiction (CLJ) records.
Activities Planned	**Impact/Value**
° Schedule November Steering Committee meeting on project next steps and deployment strategy approval/court selection (if approved by Steering Committee).	Provides faster viewing of the Courts of Limited Jurisdiction (CLJ) records.
° Work with new Data Dissemination Administrator, Stephanie Happold, and Judge Wynne to provide support for the DDC Policy update.	Provides faster viewing of the Courts of Limited Jurisdiction (CLJ) records.
° Business analysis support to developers coding functional requirements detail.	Provides faster viewing of the Courts of Limited Jurisdiction (CLJ) records.
° Project Team developers provide support during Legacy Team code review process. Code developed is to apply current and preliminary new rules – add VRV and ETP to active tables in December (1st iteration).	Provides faster viewing of the Courts of Limited Jurisdiction (CLJ) records.

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	9/10/14	

ISD Operational Area Status Reports

Operational Area: ISD Policy and Planning

William Cogswell, ISD Associate Director

Through September 30, 2013

Includes: Governance, IT Portfolio, Clarity support, Enterprise Security Planning, 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	
✓ Prepared presentation material for ISD Leadership strategic planning session.	Provided management with a view of workload and resource utilization. The information will be used as input for project and resource planning for the next 1 to 2 years.
✓ Coordinated IT Governance (ITG) requests through the ITG process – see September IT Governance Status Report.	The IT Governance process provides visibility and transparency of IT investments throughout the court community.
✓ Produced monthly Governance and Portfolio reports.	The IT Governance and Portfolio Management processes provide visibility and transparency of IT investments throughout the court community.
✓ Provided oversight of a pilot test of the new approach for conducting ITG analysis.	Improve the quality of the proposed solutions of ITG requests and improve the accuracy of the sizing estimates.
✓ Document the end-to-end process from the initiation of an ITG request through project management and closure.	Understand current process and obstacles to use as a basis for improving the throughput of ITG requests and the delivery of IT products and services.
Release/Change Management	
✓ Completed CYBERCOM Pacific Advanced Cyber Warfare Course.	Bolster support of ongoing Security Enhancement efforts & Cyber incident response planning.
Security	
° Continued participation in security planning meetings	Bolster support of ongoing Security Enhancement efforts. Augment AOC Security Team with participation of additional subject matter expertise.
° Continued to assist in providing subject matter in support of Security Request for Qualifications and Quotations (RFQQ) process.	Develop Security Request for Qualifications and Quotations encompassing baseline of technical details which align with AOC's short term and strategic goals for IT Security.
° Continued to prepare and support communication regarding security enhancements to affected groups.	Build awareness and knowledge of security enhancements affecting employees and the court community.
Organizational Change Management	
✓ Continued to refine ISD Organizational Change Management (OCM) procedures and templates to accompany OCM policy.	Provides guidance to ISD employees to define organizational change management, describes the process and tools, and how to work organizational change management in projects and other ISD change efforts.
✓ Continued supporting the ISD policy review and development process and meetings.	Establish policies, standards, procedures, and guidelines that provide structure for the way work gets done in ISD.
✓ Continued participating in the AOC Respectful Workplace Workgroup.	Develop rules to define how AOC staff interacts with each other.
✓ Continued Organizational Change Management (OCM) and communication work with projects and process improvement efforts.	Ensure strategies and actions are planned to manage the people side of change.
✓ Facilitated ISD Leadership Team strategic planning sessions in September.	Contributes to ISD Strategic and Tactical planning.
✓ Planned and prepared communications about security changes.	Create awareness of security changes that will be impacting users. Provide a contact for help if needed.

Resource Coordinator	
✓ Provided information and attended the ISD Management Strategy Planning - Resource by name session.	Management resource planning session to determine resource capacity and to plan work for the next one to two years.
✓ Review Weekly Planners, project schedules and Clarity calendars: Compare allocations to actual hours worked and remaining work. Compare weekly planners out of office information to Outlook calendars to determine if staff is reporting out of office time on their Clarity Calendar.	Discover report and correct discrepancies in Clarity to maintain accurate resourcing information.
✓ Completed all weekly, bi-weekly and monthly reports and recurring assignments as required.	Provides a dependable source of information for management and staff.
✓ Attended weekly meetings to discuss status updates for the Natural, CICS and Websphere Infrastructure upgrade projects. • Updated Resource and allocation information for Websphere Upgrade • Added QA resources to "Allow FTAs to Issue When AR is Zero" and the Natural Upgrade project • Added resources to "Court Notification when Critical Identifiers changed". • Added Resources to the Security Upgrade Project.	Allows for effective management of staff resources by following the coordinating project resource assignments process that was developed by ISD management, project management and Policy and Planning.
Business Liaison	
✓ Facilitated cross-unit meetings to resolve the ACORDS slowness issue. ISD Infrastructure brought in IBM WebSphere specialist to review and analyze problem.	Assist with resolution of ACORDS slowness issue.
✓ Continued participation in ECMS project meetings; attend ECMS Executive Steering Committee meetings.	Delivers a product that will meet the Court of Appeal's business needs.
✓ Received training on the RightNow incident ticket system; went into the system and documented ACORDS metrics.	Provides historical and recent ACORDS ticket metrics; analysis of metrics indicates areas for potential process improvements in the management of system issues.
✓ Worked with Superior Court Case Management System (SC-CMS) project team, RFP Steering Committee and Court Business Office (CBO) to further the SC-CMS efforts.	Ensuring that the customer's concerns and ideas are included in the SC-CMS project will help to deliver a solution that meets the customer's needs.
✓ Worked with the Organizational Change Management (OCM) team on communications and talking points for the SC-CMS project.	Helping to provide a consistent message around the SC-CMS project to both internal and external stakeholders will help support the success of the project.
✓ Provided updates and reports to Superior Court Judges Association (SCJA), Association of Washington State Court Administrators (AWSCA), Washington Association of County Clerks (WACC), and Washington Association of Juvenile Court Administrators (WAJCA) on IT activities relating to the superior courts.	Continued communications to help customers understand better the activities in ISD and for ISD to get valuable feedback to better meet the customer needs.
✓ Worked in collaboration with other AOC staff and customer stakeholders on ITG requests.	ITG requests provide customers the ability to tell AOC what is important to them and in what priority IT projects should be worked on.
✓ Worked to address issues on concerns regarding IT Governance requests from customer groups	Customers who understand the ITG process are better positioned to understand how AOC works through ITG requests and how they are prioritized and scheduled.
✓ 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 and IT Governance requests.	Direct customer input on IT projects helps ensure a successful project outcome.
✓ Did preparation for October JISC meeting.	Thorough preparation for JISC meetings enables AOC staff to be better prepared and address emerging issues before each meeting. Addressing questions ensures that committee members are fully informed.

✓ Provided information on ISD projects and activities to District and Municipal Court Judges' Association, District and Municipal Court Management Association, Misdemeanant Corrections Association 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.
Vendor Relations	
✓ Successfully completed contract negotiations with Apparent Successful Vendor (ASV) for IT Security Review & Compliance Audit RFQQ for coordination and planning.	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.
✓ Implement Contract Administration for the SC-CMS contract executed with Tyler Technologies; confirm compliance to administrative requirements at onset of contract.	Mitigate project risk through effective Vendor communications; utilize team coordination for use of subject matter experts within ISD and across AOC.
✓ Establish Contract Administration for the AC-ECMS contract executed with ImageSoft; confirm compliance to administrative requirements at onset of contract.	Mitigate project risk through effective Vendor communications; utilize team coordination for use of subject matter experts within ISD and across AOC.
✓ Establish Contract Administration for the IT Security Review & Compliance Audit contract executed with Intrinium; confirm compliance to administrative requirements at onset of contract.	Mitigate project risk through effective Vendor communications; utilize team coordination for use of subject matter experts within ISD and across AOC.
✓ Successful completed contract negotiations with Apparent Successful Vendor (ASV) for Appellate Courts Enterprise Case Management System (ECMS) Requests for Proposals (RFP) in coordination with MSD Contracts.	Proactively review Vendor proposal and project documentation to develop a strategy for contract negotiations between AOC Contract Manager and ASV; negotiation a fair and equitable contract with ASV while reducing AOC and project risks.
Activities Planned	**Impact/Value**
Portfolio Coordinator/Service Delivery	
° Prepare planning information for CIO to present at October JISC meeting.	Project planning and resource capacity information will provide management with information to plan work and resource requirements for the next 2 years.
Security	
° Continue participation in security planning meetings.	Bolster support of ongoing Security Enhancement efforts. Augment AOC Security Team with participation of additional subject matter expertise.
° Continue to assist in providing subject matter in support of Security vendor on-site.	Develop Security Request for Qualifications and Quotations encompassing baseline of technical details which align with AOC's short term and strategic goals for IT Security.
° Continue participation in Security Team weekly meetings.	Support ISD Associate Director and ISD Operations Manager in Security Enhancement efforts.
° Continue to prepare and support communication to affected groups regarding security enhancements.	Build awareness and knowledge of security enhancements affecting employees and the court community.
° Continued participation in meeting with WA State Military Dept. CIO, ISD OPS Manager, & WEB Team Lead. Facilitate development of Memo of Understanding or Interagency Agreement with WA Military Dept.	Bolster support of ongoing Security Enhancement efforts. Augment AOC Security Team with participation of a WA National Guard Information Technology Security subject matter expert.
° Pursue vetting of my Military Security Clearance with FBI & Homeland Security upon request of ISD OPS Manager. Coordinate with WA Military Dept. CIO.	This effort will allow the option to have an AOC Employee on a CYBER Incident Response Team who can effectively communicate with the FBI & Homeland Security.
Release/Change Management	
° Continued participation in System Availability Meetings.	Track future changes to AOC Applications & Services in Production Environment for potential impact and deconfliction.
° Develop Release Calendar support documentation.	Provide framework & procedure for supporting the Release Calendar.
° Continue development of automated Release Notes Process.	Increased efficiency & reduced process time in support of Software Release Notes for external customer consumption.
° Software Development Life Cycle Tool Evaluation.	Continued evaluation of Release Tool which may increase efficiency in Release & Deployment Management processes.
° 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.
° 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.

° Continued participation in Security Team weekly meetings.	Support ISD Associate Director and ISD OPS Manager in Security Enhancement efforts.
° Coordinate with WA State Enterprise LEAN Consultant.	Explore LEAN Processes to support AOC initiatives for process improvement.
Organizational Change Management	
° Continue work ISD Organizational Change Management (OCM) procedures and templates to accompany OCM policy.	Provides guidance to ISD employees to define organizational change management, describes the process and tools, and how to work organizational change management in projects and other ISD change efforts.
° Continue supporting the ISD policy review and development process and meetings.	Establish policies, standards, procedures, and guidelines that provide structure for the way work gets done in ISD.
° Continue participating in the AOC Respectful Workplace Workgroup.	Develop rules to define how AOC staff interacts with each other.
° Continue Organizational Change Management (OCM) and communication work with projects and process improvement efforts.	Ensure strategies and actions are planned to manage the people side of change.
° Facilitate ISD Leadership Team strategic planning sessions in October.	Contributes to ISD Strategic and Tactical planning.
° Plan, prepare, and deliver communications about security changes.	Create awareness of security changes that will be impacting users. Provide a contact for help if needed.
° Prepare and publish ISD Newsletter.	Provide information to educate and inform ISD staff.
° Continue building the ISD Organizational Change and Communication SharePoint site.	Provide an interactive site for ISD staff to share information, acknowledge accomplishments, and provide a place where staff can acknowledge the extra effort someone has provided.
Resource Coordinator	
° Conduct ongoing resource management activities	Allows for effective management of staff resources by following the coordinating project resource assignments process that was developed by ISD management, project management and Policy and Planning.
° Develop and update Clarity documentation, creating a desk manual with calendar of weekly and monthly reports.	Provides reference and training material for staff and for succession planning.
Business Liaison	
° Staff Superior Court ITG Governance Groups.	Provide staffing and support for committees and groups to effectively carry out their decision processes.
° Distribute communications on the SC-CMS project to all stakeholders.	Delivering communications and messages to the customers keeps them informed and improves credibility, transparency and trust.
° Attend SC-CMS Project Steering Committee Meetings.	Provide support for committee to effectively carry out their decision processes for the SC-CMS project.
° Participate and prepare for the fit-analysis for the SC-CMS project.	Provide support for project and continued communications to help customers with the preparation and implementation of the new SC-CMS.
° Work with stakeholder associations to get concerns addressed on SC-CMS project.	Ensuring that messages from stakeholder groups are brought to the project team to help keep stakeholders and project team informed, improving credibility and trust.
° Provided updates and reports to associations on IT activities relating to superior courts	Continued communications help customers to understand better the activities in ISD and for ISD to get valuable feedback to better meet the customer needs.
° Participate in projects and programs as a customer liaison, providing a customer perspective	Ensuring that the customer perspective is considered and heard on customer impacting projects is essential to delivering a solution that meets the needs of our customers.
° Continue involvement with resolving the ACORDS slowness issue; communicate status to the Clerks as new information is available.	Keeps the COAs and Supreme Court informed of the progress in resolving the ACORDS slowness issue.
° Continue participation on AC-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.
° 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	
° Draft Sole Source justification for new contract with CodeSmart for continuity of INH Application Developer.	Establish and implement ISD acquisition standards; Mitigate project risk through Vendor communications; utilize team coordination for use of subject matter experts within ISD.
° Provided acquisition expertise to the Office of Civil Legal Aid for the Civil Legal Needs Study Update RFP.	Establish and implement ISD acquisition standards; Mitigate project risk through Vendor communications; utilize team coordination for use of subject matter experts within ISD.
° Continue with contracts negotiation with Hyland for Software License Agreement for Appellate Courts Enterprise Case Management System (ECMS).	Provide expertise in IT Contract Negotiations to establish a fair and equitable contract between parties; manage coordination between derivative contracts with AC-ECMS; reduce risk to AOC through cooperative coordination with AOC Contracts.

Operational Area: Architecture & Strategy

Kumar Yajamanam, Architecture & Strategy Manager

Through September 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 architecture perspective was provided to the JIS Codes Committee and staff in preparation for, and during, their monthly meeting.	The JIS Codes Committee reviews code requests against established guidelines. It prioritizes implementation of those which are approved.
✓ The Court User Work Group (CUWG) made additional progress on the "as-is" business process models, and began the future-state model for arbitration. Tyler statement of work was presented, with emphasis on major milestones, and principles necessary to successfully achieve those. CUWG members were asked to be available for Fit Analyses to take place October 14-25 (business) and November 4-15 (integration).	The Court User Work Group (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 Case Management System (SC-CMS).
✓ Solution Architect On-Boarding: Reviewed Enterprise Architecture documentation, including but not limited to Future State Architecture.	Knowledge building is central to efficient on-boarding of new solution architect staff.
Activities Planned	**Business Value**
° The October Court User Work Group (CUWG) meeting will be used for pre-design training, to be conducted by Tyler. Members are preparing by working through Tyler's on-line Learning Management System (LMS).	The Court User Work Group (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 Case Management System (SC-CMS).
° SC-CMS Integration Impact Analysis: Recommendations, as discussed with Tyler in late August, are being analyzed for impacts on current business functions in existing applications. These will yield recommendations for work efforts to be launched to secure a successful enterprise transition.	A technical approach that directly serves a successful SC-CMS pilot, but which is mindful of the broader enterprise landscape, will best position AOC and the courts for the application transitions and the necessary integration of the next several years.
° ITG Requests: A large number of recent endorsements are in the analysis pipeline.	The Information Technology Governance (ITG) Process provides a framework by which IT investment decisions are made, communicated, and overseen. ITG provides a partnership between IT and the court community. This process is designed to promote transparency, inclusiveness, a holistic view of business problems, and a consistent set of rules.

Operational Area: Infrastructure

Dennis Longnecker, Infrastructure Manager

Through September 30, 2013

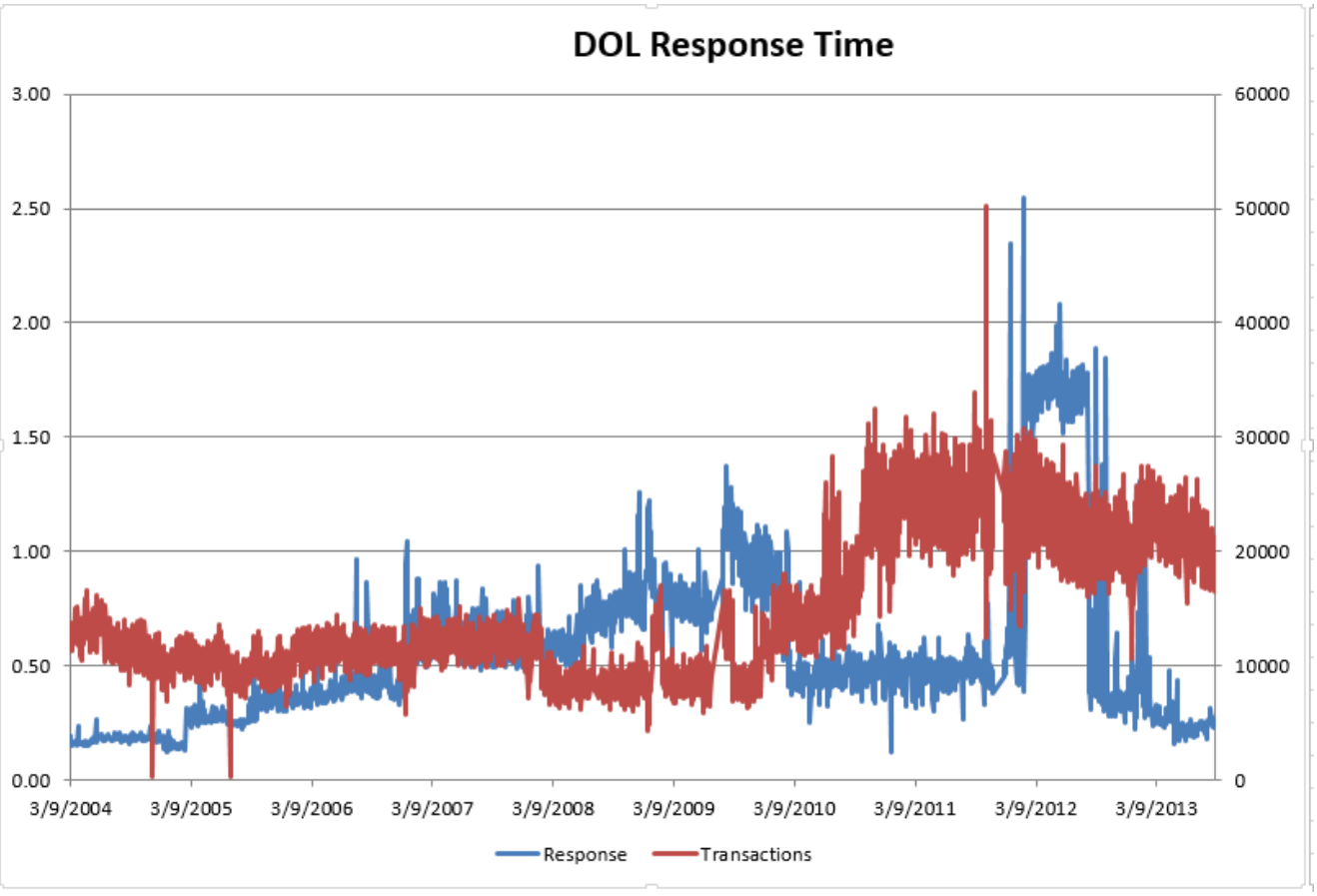
Includes: Desktop Unit, Network Unit, Server Unit, Support Unit & System Database Unit

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
✓ Completed the Fall JIS Disaster Recovery test on September 13-14, 2013. The test exceeded expectations and staff are doing an outstanding job preparing for an actual disaster.	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 CICS/TS 5.1, which is the application server for SCOMIS and DISCIS, so we can migrate to production.	Maintaining current and supported software levels ensures users are able to continue to work.
✓ Encrypting the hard drives on all AOC laptops has started. Over 99% of the AOC laptops have been encrypted.	Reduces the security risk if AOC laptops come into the wrong hands.
✓ Waiting for testing of WebSphere 8.5, this is the application server used by ACORDS, CAPS, and JABS.	Maintaining current and supported software levels ensures users are able to continue to work.

Various reports:

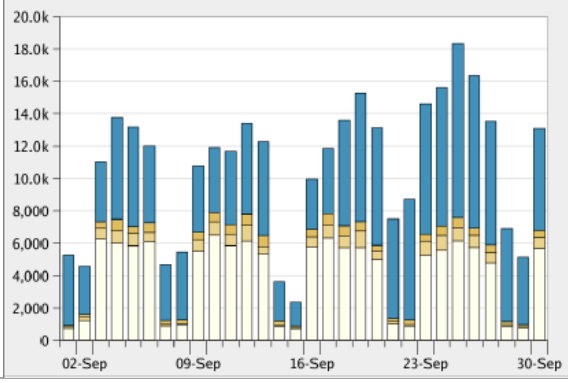
DOL Transactions and Response Times:



During the last 30 days, Spam Filtering prevented 195,109 e-mails from entering the system. Only 123,389 (38%) were valid e-mails. The charts below are generated by IronPort.

01 Sep 2013 00:00 to 30 Sep 2013 23:59 (GMT -07:00) — **Data in time range: 100.0 % complete**

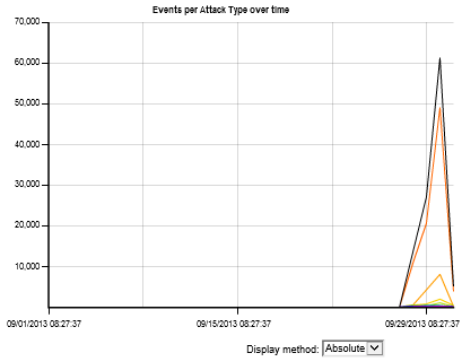
Incoming Mail Graph

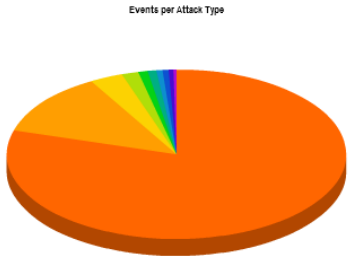


Incoming Mail Summary

Message Category	%	Messages
Stopped by Reputation Filtering	52.2%	166,655
Stopped as Invalid Recipients	0.0%	65
Spam Detected	3.9%	12,496
Virus Detected	0.0%	17
Stopped by Content Filter	5.0%	15,876
Total Threat Messages:	**61.1%**	**195,109**
Clean Messages	38.9%	124,389
Total Attempted Messages:		**319,498**

Web Access Firewall installed and operational. Blocking illegal traffic. The charts below are generated by F5.



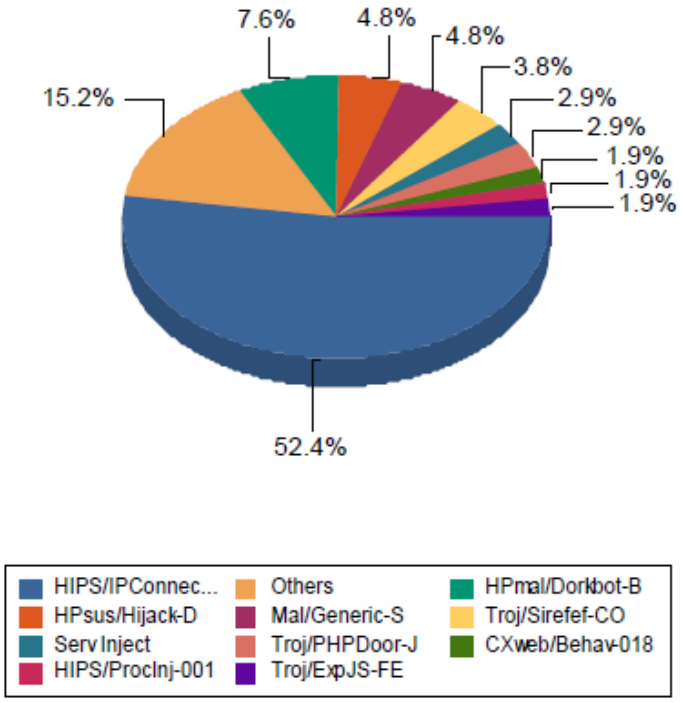


ails

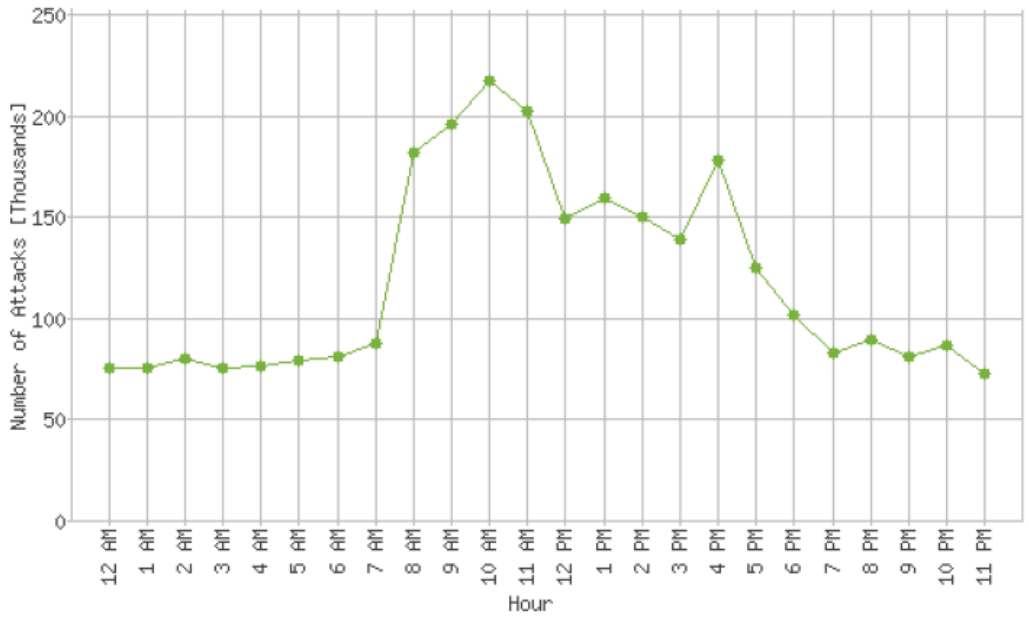
#	Attack Type	Events
1	Other Application Attacks	84,340
2	Predictable Resource Location	12,788
3	HTTP Parser Attack	3,345
4	Cross Site Scripting (XSS)	1,683
5	Non-browser Client	940
6	Command Execution	900
7	SQL-Injection	620
8	Detection Evasion	605
9	HTTP Request Smuggling Attack	486
10	Information Leakage	313
11	Total Attacks	107,042

SECURITY REPORT

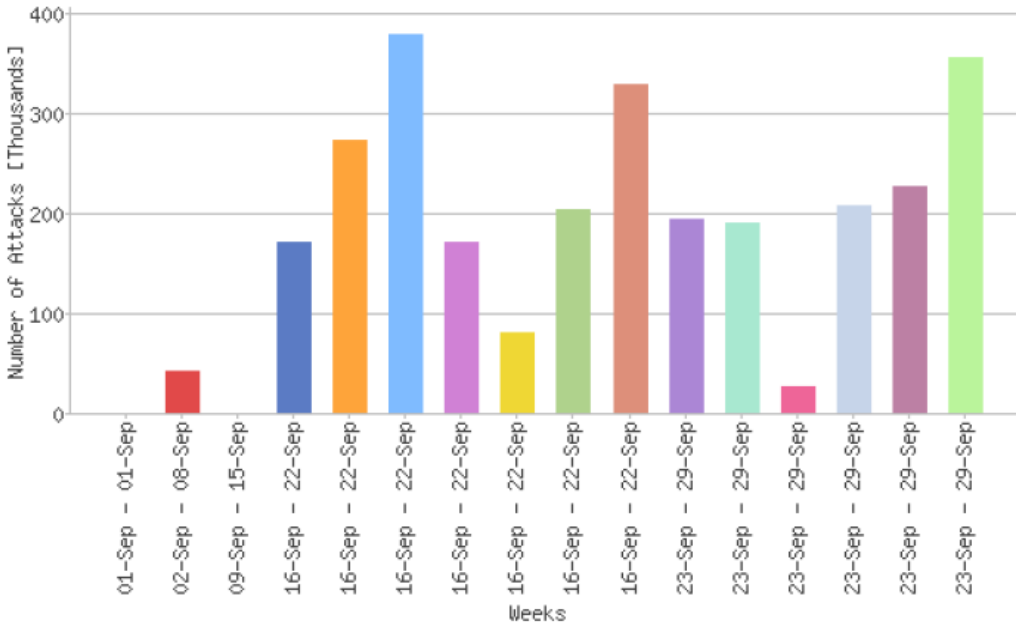
Virus's prevented by AOC filters



Security Attacks prevented by the Firewall by Hour of the Day. This chart is generated by Checkpoint.



Security Attacks prevented by the Firewalls by day of week for the month:



Operational Area: Data & Development

Tamra Anderson, Data & Development Manager

Through September 30, 2013

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

Description: *The Data & Development Section is comprised of three 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	
✓ Test and Release Time pay Report.	Provide data requirements.
✓ Release updates to the accounting universe.	Provide data requirements.
✓ SC-CMS review with vendor.	Provide input to the vender for Data warehouse needs.
✓ Caseload Changes.	Provide data requirements.
✓ Received Project Close out to feedback from project team.	Provide lessons learned.
✓ Began coding for mappings to extract first 88 tables.	Provide data requirements for SC-CMS conversion process.
✓ Completed unit test plans for approximately 30 the tables.	Provide data requirements.
✓ Modified stored procedures used to provide data to the Search Case Record application so that case type 08 no longer displays to the public (ITG203).	Provide data requirements.
✓ Created views of replicated DB2 data to be used to extract court data for Skagit County (ITG181).	Provide data requirements.
✓ Completed 14 new report or enhancement requests.	Provided BOXI solution.
✓ Completed 28 new or updated user requests.	Provided BOXI solution.
Data Exchange/Development Unit	
✓ Deployed two new INH builds for QA testing.	Completed first round development of all but two of the INH services.
✓ Supported QA testing effort for INH services.	Help with completing the QA testing of the first and second releases of INH services.
✓ Continue development of the last two INH services for QA testing.	Helps to complete the development of rest of the planned INH services.
✓ Continue to triage INH service 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.	Support Pierce County to go live in Production.
✓ Support Pierce County for resolving issues with respect to Docket changes, as well as to continue support their test effort in QA.	Helped 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.	Helped Pierce County to go live in Production with Docket and File Civil Case services.
✓ Collaborated and coordinated with Pierce County and helped them go-live in Production.	Helped Pierce County to go live in Production with Docket and File Civil Case services.
✓ Coordinated with King County to help them ramp up in QA environment for consuming SCDX GET services.	Support King County to connect to QA environment to begin their testing.
✓ Resolved King County's test client implementation issue for them to consume some of the SCDX GET services.	Helps King County to automate some of the database querying process.
✓ Started dialogue with Tyler to get an understanding of the integration/interaction of SCDX/INH web services with the Odyssey application.	Helps integrate Odyssey application with the rest of AOC's applications.
Data Quality and Governance	
✓ Perform database design reviews.	Change management of data designs. Review 8 requests supporting INH Services and Data Quality initiatives.
✓ Support Foreign Key Analysis Project.	Analyze and document 3 issues related to validation rule and data dictionary inconsistencies that need deeper analysis and/or cleanup. Participate in the resolution of 2 issues related to data integrity and data dictionary inconsistency.
✓ Facilitate upgrade of version 9.5 of ER/Studio.	Support for DB2 version 10 and SQL Server 2012 constructs in data designs.
✓ Facilitate a vendor (Embarcadero) demo for their Data Lineage tool.	Data Lineage and Impact Analysis information is available more easily.
✓ Data Quality Program Charter drafted.	First draft completed. Data governance section pending review and comments.
✓ Data quality assessment.	2013 effort has been kicked off and new data pull is set for 10/5. This Assessment will include comparisons to the original baseline data as well as a deeper dive into data issues.
✓ SC-CMS Data Migration.	Working with Tom Sampson to identify and connect rules documentation between the following types of rules: business rules, validation rules, and data quality rules.
✓ Validate WSP Criminal Data Exchange/Data Quality.	Testing quality of information between WSP Data Feed and AOC Data to identify data issues that need repair or process changes impacting criminal history.
Activities Planned	**Impact/Value**
Data Warehouse Unit	
° Testing for mappings for SC-SMS conversion process	Provide data requirements.
° Rework universe to clean up objects for customer use	Provide data for requested reports.
° Accounting DW Project Close out.	Provide lessons learned.
° Universe redesign for user access.	Begin working on universe for users to create their own reports.
° Clean up reports to match changes in the universe	Provide data requirements.
° Documentation for accounting universe	Provide customer input to create queries.
Data Exchange/Development Unit	
° Continue to support QA testing for INH services.	Help with completing the QA testing of the deployed INH services.
° Continue to triage defects for INH services from QA testing.	Help with completing the QA testing of the deployed INH services.
° Deploy the next two INH Builds with the rest of the Get services to QA.	Help with completing the development effort of INH web services.
° Support Pierce County with monitoring Production transactions.	Helps Pierce County to resolve quickly any issues they may notice in Production.
° Continue to work with King County to help them ramp-up in QA.	Helps King County to consume AOC's data exchange services.
° Continue supporting Pierce County business unit with questions related to data and service implementation.	Help Pierce County understands the impact s to their Business unit due to them going live in Production with web service transactions.
° Continue reviewing the Design for supporting access to statewide court data.	Helps with finalizing the direction for providing statewide data.
° Continue the discussion with the CMS team and Tyler to integrate Odyssey into AOC.	Helps AOC to move to Odyssey for Superior Case management system.

° Find alternative approach to storing RACF credentials in SSO that is more secure.	Improving the security architecture for some of the BizTalk application infrastructure.
° Collaborate with the Architecture team to come up with a security model for the INH GET Services.	Helps secure the INH GET services.
Data Quality and Governance	
° Support Database Design Review requests.	Change Management of database designs.
° Support Data Profiling for Foreign Key Analysis Project.	Research and analysis of data related issues.
° Support Data Quality Data Profiling initiative.	Research and analysis of data related quality issues.
° Support Metadata Repository planning activities.	Planning for better management of metadata. This effort will enrich the current documentation on the JIS system.
° In-depth research and analysis for data related issues identified from data profiling assessment.	Documented additional issues related to referential integrity, validation rules, bad data and missing values that need deeper analysis and/or cleanup.
° Continue efforts researching WSP Criminal Data Exchange/Data Quality.	Testing quality of information between WSP Data Feed and AOC Data to identify data issues that need repair or process changes impacting criminal history.

Operational Area: Operations

Mike Keeling, Operations Manager

Through September 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
✓ JCS - Released JCS version 2.53.	Version 2.53 increments the minimum Internet Explorer version supported from 5.5 to 7, makes security fixes to the reports, letters and forms, and juvenile image functionality, and continues to apply code optimization to make the application more maintainable long-term. Released September 3, 2013.
✓ JCS - Released JCS version 2.54.	This release corrected issues with image thumbnails in the system and direct print not functioning under certain circumstances. Released September 9, 2013.
✓ JCS - Released JCS version 2.55.	This release corrected issues with the defendant case history print function; the presentation of the defendant case history when no case data was available for a juvenile; and rewrote the methodology for embedding images in letters and forms generated by the system for security purposes. Released September 27, 2013.
✓ DX – Pierce County goes live with 6 SCDX services (docketing and civil filing) on September 30.	Part of SCDX project.
✓ SharePoint 2010 – Redesigned to match new org chart.	New design matches new office structure – this change delayed the migration by 4-6 weeks.
✓ SharePoint 2010 – 2007 site catalog completed, migration analysis underway.	Determine which sites actually need to be migrated, and which can be retired.
✓ Web - Minority and Justice Commission - Site Updates.	An updated MJC site has been published using the new sub-site template. Overall, the Commission seems pleased, and will hopefully continue to utilize and update their new site.
✓ Legacy Maintenance - VRV state Codes.	When an electronic VRV ticket is received with a vehicle license state code that doesn't match one of the vehicle license state codes in JIS, the system will change the code to ZZ – Unknown State, and process the ticket. The system will also create a docket entry stating "Vehicle License State code was changed from ** to ZZ", where ** is the license state code sent in on the ticket.
✓ Legacy Maintenance - VRV Display Note.	When a JIS case is automatically created for an electronic VRV ticket, a case note is created which documents the issue date of the ticket to the viewer. However, the entry only displays the date and it is not clear if the date in the case note is the ticket's filed date, issued date, or violation date. The word "ISSUED" has been added to clarify that the date in the note line is the issue date.
✓ Legacy Maintenance - DB2 Referential Integrity update for PKIISS01.	Relational Integrity rule PKIISS01 requires that the ISS row exist before a PKI row can be created. The PKB and PKT screens and VRV batch process were creating the PKI row first then ISS rows. Re-arrange the processing to create the ISS rows then the PKI rows.
✓ Java – Work on WebSphere upgrade project (ITG 158).	Improve application performance, security and maintainability.
✓ Java – Release ACORDS v73.3 to Production. This release includes a fix to the recurring issue of ACORDS slowing down to the point of being unusable, as well as a security enhancement.	Improve application performance and security and respond to customer request.
✓ Java – Release WSP Disposition Sender v2.6 to Production.	Legislatively mandated change.

✓ Java – Released JABS 6.0 to production with new Plain Paper Warrant functionality, security enhancements and bug fixes to existing features.	Work as requested through ITG. Improve application performance and security.
✓ Java – worked with partner Pierce County to go live with 6 SCDX web services.	Access to court data through a new computer-to-computer interface
Activities Planned	**Impact/Value**
° ASRA - Begin testing of ASRA version 1.05.	Version 1.05 will be a security fix release that addresses various security and application issues that have been identified as areas for improvement.
° JCS - Begin testing of JCS version 2.56.	Version 2.56 will be a security fix release that addresses various security and application issues that have been identified as areas for improvement.
° DX – VRV On-boarding of Lake Forest Park, SeaTac, Kent, Bremerton municipal courts.	Vehicle-related violation tickets can be sent electronically from LEA to JIS directly, saving court manual ticket entry.
° DX – BizTalk hosts separation by functionalities.	Follow Microsoft best practice for BizTalk host organization strategy to ensure stability and performance of BizTalk environment.
° SharePoint 2010 – Approve new design, start migration.	Move from SharePoint 2007 to 2010.
° Legacy Maintenance - Natural/CICS upgrade setup.	Test Natural/CICS upgrade.
° Legacy Maintenance - RN support.	Continue support of RN incidents.
° Legacy Maintenance - CQ fixes.	Work on CQ problems in JIS/SCOMIS.
° Legacy Maintenance - Batch Abends due to security update.	Continue to support Court submitted batch failures caused by security upgrades.
° Legacy Maintenance - ITG 58/37/50 Plain Paper Warrant.	Support QA testing.
° Legacy Maintenance - ITG 41.	Continue development.
° Legacy Maintenance - JIS/SCOMIS Codes.	New docket codes.
° Legacy Maintenance - ITG 77.	Start design sessions with BA and JIS education to send FTAs with zero AR balances.
° Legacy Maintenance - ITG 203.	Change bulk case index process to not include case type 8s.
° Legacy Maintenance - WASIS Disposition Transfer Report.	The programs are not testing the new Resolution Codes correctly before writing the WASIS transfer record. They are currently writing WASIS transfer initiating codes whenever the Case and/or Defendant Resolution Code entered is a "Guilty" type code. WSP does not want cases with Guilty resolutions transferred until the case is completed.
° Java – Work on WebSphere upgrade project (ITG 158).	Improve application performance, security and maintainability.

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