Washington State Administrative Office of the Courts

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

November 2013
(Report Period Ending November 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
November 2013

Planned
Actual

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

Initiatives	Schedule Status		CY12 Q1	CY12 Q2	CY12 Q3	CY12 Q4	CY13 Q1	CY13 Q2	CY13 Q3	CY13 Q4	CY14 Q1	CY14 Q2	CY14 Q3	CY14 Q4
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 Odyssey Implementation	●	Planned												
		Actual												
COTS Preparation - Restore SCOMIS Cases	●	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)
- Revised CLJ Computer Records Retention and Destruction Project (ITG #041)
- Appellate Courts Enterprise Content Management System (ITG #045)
- COTS Program Track

Initiatives or Projects Completed

None.

Initiative or Project Status Changes

- Monthly status reporting for the Superior Court Data Exchange (SCDX) (ITG #121) Project is on-hold until February while Pierce County utilizes web services to determine if plans have changed for using additional data exchanges.
- Monthly status reporting for the Information Networking Hub Enterprise Data Repository (INH EDR) Project is on-hold until January 2014 while the team analyzes the results of the SC-CMS fit analysis.

Staffing Changes in ISD

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

ISD welcomed the following new staff:

None.

The following employees left ISD:

None.

Employees transferring to the SC-CMS Project:

None.

ISD Staff Recognitions

Recognitions

Charlene Allen, Yun Bauer, AJ Rex, Tracy Wheeler, and Les Williams received a note of appreciation from the Judicial Finance Division of the Snohomish County Clerk's Office expressing their gratitude to the developers of the BOXI Payment Monitoring Report and the BOXI Obligation Detail Report. They found the reports to be extremely valuable and useful for many things. Great work!

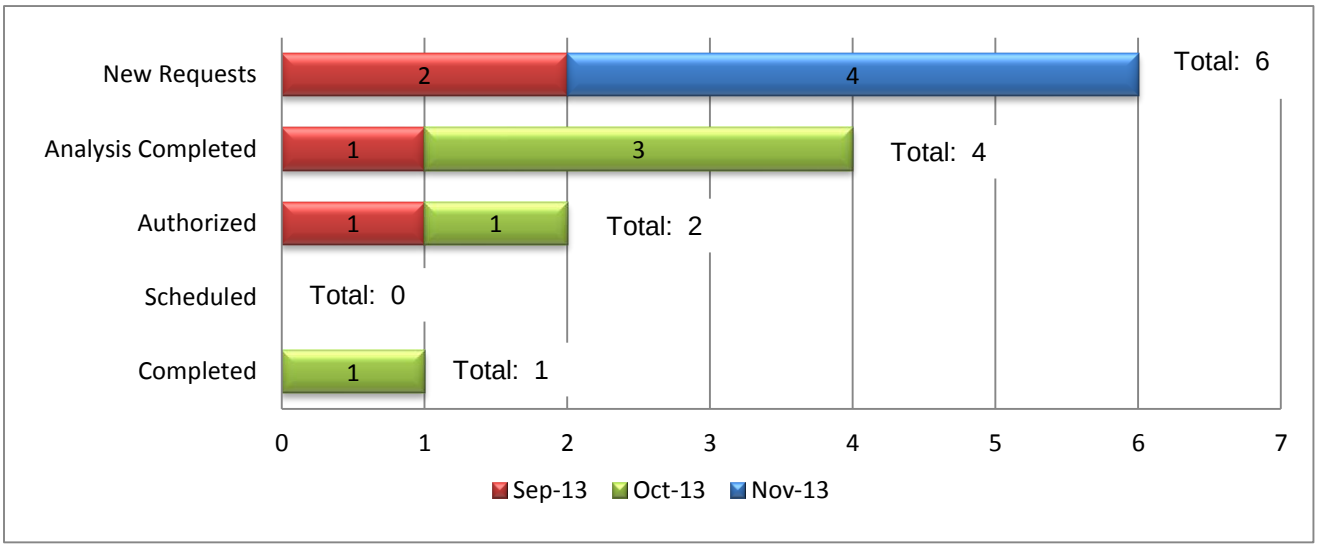
IT Governance Request Status

Completed JIS IT Requests in November 2013

No requests were completed in November:

Status Charts

Requests Completing Key Milestones



Current Active Requests by:

Endorsing Group			
Court of Appeals Executive Committee	1	**District & Municipal Court Management Association**	25
Superior Court Judges Association	5	**Data Management Steering Committee**	0
Washington State Association of County Clerks	7	**Data Dissemination Committee**	1
Washington State Association of Juvenile Court Administrators	3	**Codes Committee**	2
District & Municipal Court Judges Association	6	**Administrative Office of the Courts**	5
Misdemeanant Corrections Association	1		

Court Level User Group	
Appellate Court	1
Superior Court	9
Courts of Limited Jurisdiction	18
Multi Court Level	8

Summary of Activities November 2013

Initiative Summary

COTS Preparation - Restore SCOMIS Cases	
Activities	***Impact/Value***
✓ Case restorations for all the 39 counties are completed. More than 3.5 million cases were restored.	Make all SCOMIS case data available for immediate access to the new SC-CMS system.
✓ Six cases are not restored as they are corrupt. Maintenance team will analyze these six cases, identify the problem(s), work with customers as needed, and restore the cases where possible.	Make all SCOMIS case data available for immediate access to the new SC-CMS system.
✓ Lessons learned from this project are documented. Project close out report is written, reviewed by the project sponsors and it is ready for approval by the ISD Management team. All the project resources are released.	Make all SCOMIS case data available for immediate access to the new SC-CMS system.
Information Networking Hub (INH) Middleware Project	
Activities	***Impact/Value***
✓ Continued developing the final set of INH services for Release 1 and move completed services to UAT for QA testing.	Provides INH data exchanges that can be tested and deployed to Quality Assurance environment.
✓ Continued to test services previously moved to UAT and resolved bug defects found in testing those services.	Ensures that services work as specified for the accurate exchange of data.
✓ Developed security model for stored procedure calls to the JIS database.	Provides INH data exchanges that can be tested and deployed to Quality Assurance environment.

Approved JIS Projects Summary

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.
✓ Started weekly meetings with Tyler PM to evaluate and develop more near-focus schedule.	To provide a single view of overall project progress.
Court Business Office	
✓ Completed Integrations Fit Assessment meetings.	The integration fit assessment was designed to examine the information exchanges (statewide and locally) that are in scope of the project.
✓ Developed internal processes for tracking questions and issues coming from Tyler regarding business processes and requirements.	As a result from the fit assessment meetings, Tyler will have follow-up questions regarding the court's processes and requirements. Developing procedures and tools will allow the team to manage the work and to ensure that Tyler's questions are being answered and/or clarification is being provided.
Organizational Change Management Team	
✓ Prepared the Early Adopter Site Readiness Checklist scoring summary, with supporting documentation, for submission to the Project Steering Committee.	Increase stakeholder buy-in by providing courts and county clerk's offices the opportunity to take part in testing the repeatable implementation process.
✓ Drafted 2014 Supplemental Funding Request fact sheet and talking points in preparation for the SCJA Legislative Committee meeting.	Increase legislators' awareness of the project's benefit to the superior court and county clerk community and the Return on Investment.
✓ Implemented the process for communicating about SC-CMS with potentially impacted agency directors and judicial partner presidents.	Maximize awareness and mitigate impacts of SC-CMS implementation by appropriately targeting our communications approach to the needs of external agency stakeholders.
✓ Facilitated November 2013 SC-CMS General Information Session for AOC staff.	Increase employee awareness by providing them accurate, relevant project information.
✓ Drafted a summary overview fact sheet for the SC-CMS Town Hall Meetings for consumption by the Project Steering Committee and Court User Work Group.	Increase awareness and buy-in by providing accurate, relevant project information to external stakeholders.
✓ Posted updated FAQ document to the project web sites on https://inside.courts.wa.gov/SC-CMS and www.courts.wa.gov/SC-CMS.	Increase awareness and buy-in by providing accurate, relevant project information to internal and external stakeholders.
✓ Reviewed Tyler's Communication and Implementation Plans.	Provides a consistent framework in which to communicate with internal and external stakeholders about current and proposed project activities and maximize their engagement by providing accurate, relevant implementation information.
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 Court Users Work Group (CUWG) meeting.	As part of the AOC team that put the processes together, the BA's provided assistance when needed for clarification on what is documented in the processes. The BA's continue to assist with the processes as the future state is discussed and documented.
✓ Worked with Tyler to conduct the Integrations 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.
✓ Compiled Business and Integrations Fit/Gap analysis notes.	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.
Help Desk Team	
✓ Attended 2 weeks Integration Fit Analysis.	Documented gaps between current system & Odyssey.

✓ Worked on Fit notes reconciliation.	Reconciled notes gathered during the Fit Analysis & Integration.
Project Management Team	
✓ Participated in two week Integration Fit Assessment.	Project execution.
✓ Discussed concerns and recommendations by an Access to Justice (ATJ) board member.	Project communications.
✓ Finalized Business Analysts and Business Process Engineers restructure of role and responsibility including decision process.	Project control and monitor.
✓ Participated in discussion with Superior Court Judges' Association (SCJA) and Washington State Association of County Clerks (WSACC) members regarding Document Management issues.	Project communications.

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

Activities	***Impact/Value***
✓ The project management plan (including the project schedule and communication plan) was received from ImageSoft on November 8, 2013. The project Executive Steering Committee delegated review and approval to AOC along with copies being sent to the court clerks. Acceptance occurred on 11/27/13.	Improve the efficiency of document management for the Appellate Courts.
✓ The Court of Appeals business analysis session occurred during the week of November 18th at the Red Lion in SeaTac.	Improve the efficiency of document management for the Appellate Courts.
✓ First draft of the requirements analysis for the required changes to JIS Link, current web access to appellate court data, and a new public documents portal has been sent out to AOC staff for review.	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 Data Dissemination Administrator Stephanie Happold and Judge Wynne to provide support the JISC -CLJ Policy Workgroup.	Provides faster viewing of the Courts of Limited Jurisdiction (CLJ) records.
✓ Set up and made available environment with a full set of case data - Developer begin Unit Testing. Unit Testing will take approximately 30 days. Code developed is to apply current and preliminary new rules - add VRV and ETP - to active tables in February (1st Iteration).	Provides faster viewing of the Courts of Limited Jurisdiction (CLJ) records.
✓ Business analysis support to developers coding functional requirements detail as a result of JISC Decision on October 25.	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 – Restore SCOMIS Cases

Reporting Period through November 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 SCOMIS 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:** 1/9/14
	Actual Start Date: 4/9/13	**Actual Completion:** TBD

Activities Completed	Impact/Value
✓ Case restorations for all the 39 counties are completed. More than 3.5 million cases were restored.	Make all SCOMIS case data available for immediate access to the new SC-CMS system.
✓ Six cases are not restored as they are corrupt. Maintenance team will analyze these six cases, identify the problem(s), work with customers as needed, and restore the cases where possible.	Make all SCOMIS case data available for immediate access to the new SC-CMS system.
✓ Lessons learned from this project are documented. Project close out report is written, reviewed by the project sponsors and it is ready for approval by the ISD Management team. All the project resources are released.	Make all SCOMIS case data available for immediate access to the new SC-CMS system.
Activities Planned	**Impact/Value**
° Present the close out report to management team. Celebrate project completion. Project completion celebration is scheduled to take place on 12/11/13.	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	1/9/14	

Information Networking Hub (INH) Middleware Project

Reporting Period through November 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) 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.

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 ☐

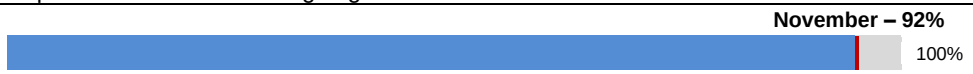
Current Status	**Scope**	●	**Schedule**	●	**Budget**	●

Status Notes:

The INH Project Team continued to make progress in November developing the final INH services planned for Release 1, in support of the SC-CMS Pilot Courts.

We plan to continue discussions with SC- CMS and Tyler regarding the integration fit analysis. Decisions from the integration fit analysis discussions are expected to provide direction for INH going forward for the next several months.

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 developing the final set of INH services for Release 1 and move completed services to UAT for QA testing.	Provides INH data exchanges that can be tested and deployed to Quality Assurance environment.
✓ Continued to test services previously moved to UAT and resolved bug defects found in testing those services.	Ensures that services work as specified for the accurate exchange of data.
✓ Developed security model for stored procedure calls to the JIS database.	Provides INH data exchanges that can be tested and deployed to Quality Assurance environment.

Activities Planned	Impact/Value
° Complete development of the last few INH services.	Provides INH data exchanges that can be tested and deployed to Quality Assurance environment.
° Move completed services into User Acceptance Test environment for final testing.	Ensures that services work as specified for the accurate exchange of data.
° Begin work with SC CMS Project Team and Tyler as part of the integration fit analysis of the INH services and 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 #002 Superior Court Case Management System (SC-CMS) Implementation

Reporting Period Through November 30, 2013

Executive Sponsor(s) *Judge Charles Snyder, President* Superior Court Judges Association (SCJA) *Sonya Kraski, President* Washington State Association of County Clerks (WSACC) *Jeff Amram, President* Association of Washington Superior Court Administrators (AWSCA)	**IT Project Manager:** Maribeth Sapinoso, PMP maribeth.sapinoso@courts.wa.gov **Consultant/Contracting Firm:** MTG (Management Technology Group) Bluecrane, Inc. **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

November - 5%

100%

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.
✓ Started weekly meetings with Tyler PM to evaluate and develop more near-focus schedule.	To provide a single view of overall project progress.
Court Business Office	

✓ Completed Integrations Fit Assessment meetings.	The integration fit assessment was designed to examine the information exchanges (statewide and locally) that are in scope of the project.
✓ Developed internal processes for tracking questions and issues coming from Tyler regarding business processes and requirements.	As a result from the fit assessment meetings, Tyler will have follow-up questions regarding the court's processes and requirements. Developing procedures and tools will allow the team to manage the work and to ensure that Tyler's questions are being answered and/or clarification is being provided.
Organizational Change Management Team	
✓ Prepared the Early Adopter Site Readiness Checklist scoring summary, with supporting documentation, for submission to the Project Steering Committee.	Increase stakeholder buy-in by providing courts and county clerk's offices the opportunity to take part in testing the repeatable implementation process.
✓ Drafted 2014 Supplemental Funding Request fact sheet and talking points in preparation for the SCJA Legislative Committee meeting.	Increase legislators' awareness of the project's benefit to the superior court and county clerk community and the Return on Investment.
✓ Implemented the process for communicating about SC-CMS with potentially impacted agency directors and judicial partner presidents.	Maximize awareness and mitigate impacts of SC-CMS implementation by appropriately targeting our communications approach to the needs of external agency stakeholders.
✓ Facilitated November 2013 SC-CMS General Information Session for AOC staff.	Increase employee awareness by providing them accurate, relevant project information.
✓ Drafted a summary overview fact sheet for the SC-CMS Town Hall Meetings for consumption by the Project Steering Committee and Court User Work Group.	Increase awareness and buy-in by providing accurate, relevant project information to external stakeholders.
✓ Posted updated FAQ document to the project web sites on https://inside.courts.wa.gov/SC-CMS and www.courts.wa.gov/SC-CMS.	Increase awareness and buy-in by providing accurate, relevant project information to internal and external stakeholders.
✓ Reviewed Tyler's Communication and Implementation Plans.	Provides a consistent framework in which to communicate with internal and external stakeholders about current and proposed project activities and maximize their engagement by providing accurate, relevant implementation information.
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 Court Users Work Group (CUWG) meeting.	As part of the AOC team that put the processes together, the BA's provided assistance when needed for clarification on what is documented in the processes. The BA's continue to assist with the processes as the future state is discussed and documented.
✓ Worked with Tyler to conduct the Integrations 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.
✓ Compiled Business and Integrations Fit/Gap analysis notes.	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.
Help Desk Team	
✓ Attended 2 weeks Integration Fit Analysis.	Documented gaps between current system & Odyssey.
✓ Worked on Fit notes reconciliation.	Reconciled notes gathered during the Fit Analysis & Integration.
Project Management Team	
✓ Participated in two week Integration Fit Assessment.	Project execution.
✓ Discussed concerns and recommendations by an Access to Justice (ATJ) board member.	Project communications.
✓ Finalized Business Analysts and Business Process Engineers restructure of role and responsibility including decision process.	Project control and monitor.
✓ Participated in discussion with Superior Court Judges' Association (SCJA) and Washington State Association of County Clerks (WSACC) members regarding Document Management issues.	Project communications.
Activities Planned	**Impact/Value**
Schedule Management	

° Continue Schedule tracking and updating.	Keep schedule current and relevant.
° Continue working with Tyler to further develop schedule around immediate tasks (next 6 months).	More meaningful information for reporting and for trend analysis.
Court Business Office	
° Preparing and planning for Tyler Integration Fit Assessment scheduled for Dec 18- 19.	The integration fit assessment is designed to examine the information exchanges (statewide and locally) that are in scope of the project.
° Compile "parking lot" items from the application and integration fit assessment meetings.	The project team captured notes, issues, and questions from the application fit assessment meetings. This information will be compiled into a document and will be shared with Tyler and the meeting participants. Items from the parking lot will generate items for discussion at the CUWG meetings.
° Analyzing Odyssey's requirement of establishing an organizational chart for the superior courts to begin configuring Odyssey.	The organization chart is the foundation for Odyssey's user security, data access and ownership, and enables the behavior of the application. The organization chart will need to be established and agreed upon.
° Continuing "as-is" process model creation and documentation.	Developing the "as-is" process models provides the project team and the CUWG a reference point for developing the future state processes for the superior courts.
° Continuing the development of the accounting current-state process models based on the 2-day accounting workshops.	Developing the current-state processes will provide the project a reference point for the transition to the Odyssey accounting functionality.
Organizational Change Management Team	
° Initiate development of Implementation Communications strategy.	Maximize the likelihood of stakeholder engagement by increasing awareness and understanding of implementation activities.
° Initiate / coordinate development of Change Management training plan.	Increase the likelihood that stakeholders will buy in to and champion the SC-CMS project in their Superior Courts and County Clerks' offices.
° Schedule 2014 SC-CMS General Information Sessions for AOC staff (to occur every other month).	Increase employee awareness by providing them accurate, relevant project information.
° Submit Town Hall Meeting fact sheet to Project Steering Committee and Court User Work Group.	Increase awareness and buy-in by providing accurate, relevant project information to external 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 CBO 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.
Project Management Team	
° Attend regular scheduled meetings to coordinate with various non-project organizations	Interoffice coordination efforts.
° Prepare for the review and certification of the Equipment Acquisition and Infrastructure build.	Project Planning.
° Participate in Odyssey Install discussion.	Inter-project communication.
° Facilitate and communicate integration decision and recommendations between AOC and Tyler.	Project Communication

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 November 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 e-Filing of Court documents
- Implement an automated workflow for processing Court documents.

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:

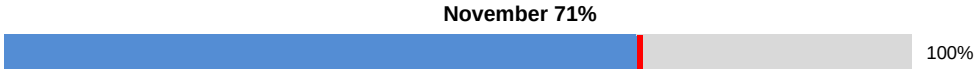
- Reduce the need and cost of converting paper documents to electronic documents
- Reduce the cost of storing hard copy official court documents
- Reduce the time of receiving documents through mail or personal delivery
- Reduce the misfiling of documents
- Eliminate staff time for duplicate data entry
- 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:** July 2014
	Actual Start Date: Aug 2011	**Actual Completion Date:** TBD

Activities Completed	**Impact/Value**

✓ The project management plan (including the project schedule and communication plan) was received from ImageSoft on November 8, 2013. The project Executive Steering Committee delegated review and approval to AOC along with copies being sent to the court clerks. Acceptance occurred on 11/27/13.	Improve the efficiency of document management for the Appellate Courts.
✓ The Court of Appeals business analysis session occurred during the week of November 18th at the Red Lion in SeaTac.	Improve the efficiency of document management for the Appellate Courts.
✓ First draft of the requirements analysis for the required changes to JIS Link, current web access to appellate court data, and a new public documents portal has been sent out to AOC staff for review.	Improve the efficiency of document management for the Appellate Courts.
Activities Planned	**Impact/Value**
° The Supreme Court business analysis session will occur during the week of December 2nd at the Temple of Justice.	Improve the efficiency of document management for the Appellate Courts.
° Finalize the list of training attendees and the method to be used to supply the training. Get the training scheduled.	Improve the efficiency of document management for the Appellate Courts.
° Finalize requirements analysis for the required changes to JIS Link, current web access to appellate court data, 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	7/23/2014	

ITG #041 Revised CLJ Computer Records Retention and Destruction Project

Reporting Period through November 30, 2013

Executive Sponsor(s)	**IT Project Manager:**
Judge Thomas Wynne, Chair JISC Data Dissemination Committee (DDC) *Judge David Svaren, President* District and Municipal Court Judges Association (DCMJA) *Ms. Aimee Vance, 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:
Developers are unit testing the code to verify functionality. Following successful completion of unit testing, the code will be moved to the Quality Assurance environment for thorough testing. The project continues to provide project information as needed to assist JISC, JISC workgroup, and the Data Dissemination Committee with outreach efforts to stakeholders. Any policy determinations to alter the policy are referred directly to the JISC - CLJ Policy 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 Data Dissemination Administrator Stephanie Happold and Judge Wynne to provide support the JISC -CLJ Policy Workgroup.	Provides faster viewing of the Courts of Limited Jurisdiction (CLJ) records.

✓ Set up and made available environment with a full set of case data. Developer begin Unit Testing. Unit Testing will take approximately 30 days. Code developed is to apply current and preliminary new rules - add VRV and ETP - to active tables in February (1st Iteration).	Provides faster viewing of the Courts of Limited Jurisdiction (CLJ) records.
✓ Business analysis support to developers coding functional requirements detail as a result of JISC Decision on October 25.	Provides faster viewing of the Courts of Limited Jurisdiction (CLJ) records.
Activities Planned	**Impact/Value**
° Use environment with a full set of case data for developer unit testing. Code developed is to apply current and preliminary new rules - add VRV and ETP - to active tables in February (1st Iteration).	Provides faster viewing of the Courts of Limited Jurisdiction (CLJ) records.
° Code Testing by Quality Assurance Test.	Provides faster viewing of the Courts of Limited Jurisdiction (CLJ) records.
° Schedule 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.
° Update Project Reporting and Project Management Plan to include education/training preparation, onboarding plan, and pilot court deployment plan.	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 November 30, 2013

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

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

Activities Completed	Impact/Value
Portfolio Coordinator/Service Delivery	
✓ Coordinated IT Governance (ITG) requests through the ITG process – see November 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.
✓ Drafted ITG pre-screening criteria.	ITG pre-screening is process improvement that will reduce utilization of ISD resources in the analysis of requests.
✓ Assisted with preparation of cost plan for AC-ECMS project.	Project cost plans provide the Project Manager with visibility into project expenses and assist with managing budget v. actuals. Also provides a more complete picture of the total cost of the project, including internal labor costs.
Release/Change Management	
✓ Participated in weekly System Availability meeting.	Track future changes to AOC Applications & Services in Production Environment for potential impact and deconfliction.
✓ Administer Change and Release Calendar.	Provide AOC stakeholder's visibility and increased transparency for Changes to and Software Releases in Production Environment.
✓ Participate in ISD Data Quality process improvement.	Increase in completeness of Process Control Number (PCN), Criminal Identification Number (measured by decrease in number of null values, higher percentage of matches between WA State Patrol). Increase in transfer accuracy and timeliness (amount of time from failure to successful transmission decrease, decrease in number of missing PCNs, etc.). Improved efficiency in resource allocations for courts, AOC and Implement a Data Quality process.
Security	
✓ Participated in Security Team weekly meetings.	Security support to Agency Director, CIO, Information Security Officer, ISD Associate Director, and ISD OPS Manager in Security Enhancement efforts.
✓ Participated in WA Military Dept. Security Engagement.	Evaluate AOC's computer network security and security practices through the use of CYBER incident response resources which will provide for AOC an Information Assurance Management Subject Matter Expert to carry out a security consultation, security risk assessment and an audit of AOC's IT security plan, and to provide recommendations regarding data breach remediation.
✓ Participated in multiple Cyber Security sessions.	Education and information sharing on WA State CYBER and CYBER Incident Response activities. Become more aware of CYBER Resources available to AOC during a CYBER incident.
Organizational Change Management	
✓ 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 planning, preparing, and delivering communications about security changes.	Create awareness of security changes that will be impacting users. Provide a contact for help if needed.
Business Liaison	
✓ Worked with AOC staff on developing security upgrades to have the least impact on court users, and on communicating the changes to external customers.	Including consideration of customer business needs in the development of security changes, as well as careful and thorough communication of the changes, minimizes the negative impact of security upgrades on customers.
✓ Represented AOC on the e-Trip Operations Managers Team.	Ensuring that the business and technical needs of the courts and AOC are considered when changes to the e-Trip system are considered and implemented.
✓ 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.
✓ 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.
✓ 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.
✓ Coordinated activities and communication with JSD staff for court community meetings, IT Governance projects, and customer issues that arise.	Good cross-division communication and coordination ensures consistent customer communication and better responsiveness to our customers.
✓ Monitored progress and provided input on ISD projects on behalf of customer groups.	Communicating customer perspective on ISD projects helps ensure that system changes meet customer needs.
✓ Worked with Superior Court Case Management System (SC-CMS) project team, SC-CMS Management Advisory team, RFP Steering Committee and Court Business Office (CBO) to further the SC-CMS efforts.	Ensuring that the customer's concerns and ideas are included in the SC-CMS project will help to deliver a solution that meets the customers' needs.
✓ Worked with the Organizational Change Management (OCM) team on communications and talking points for the SC-CMS project.	Helping to provide a consistent message around the SC-CMS project to both internal and external stakeholders will help support the success of the project.
✓ Provided updates and reports to Superior Court Judges Association (SCJA), Association of Washington State Court Administrators (AWSCA), Washington Association of County Clerks (WACC), and Washington Association of Juvenile Court Administrators (WAJCA) on IT activities relating to the superior courts.	Continued communications help customers to understand better the activities in ISD and for ISD to get valuable feedback to better meet the customer needs.
✓ 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 security team to provide timely and easy to understand communications about pending security changes.	Clear communications help customers to understand changes and ease rollout of new business processes.
✓ Continued participation in ECMS project meetings; attended ECMS Executive Steering Committee meetings. Attended COA Discovery session.	Delivers a product that will meet the Court of Appeal's business needs. Creates a better understanding of the business processes used.
✓ Compiled a monthly report of Appellate Court Right Now ticket information and distributed to the Clerks (Dave, Rich, Susan, and Renee).	Provides an overview of problems that have been reported to the AOC Service Desk by Appellate Court staff; the report identifies outstanding problems for resolution.
✓ Attended the Youth and Justice Forum in Pasco, sponsored by the Minority and Justice Commission. Assisted with conference administrative duties as needed.	Learned more about the roles and responsibilities of positions in the judicial system; interacted with student attendees and shared information with them.
Activities Planned	**Impact/Value**
Portfolio Coordinator/Service Delivery	
° Coordinate ITG requests through the ITG process.	The IT Governance process provides visibility, transparency and an investment selection method for new IT requests across the court community.
° Prepare monthly portfolio management reports.	The IT Portfolio process provides visibility, research and information on current and planned IT investments.

° Train new IT Service Delivery Coordinator.	Transition to the new IT Service Delivery Coordinator without any disruption of service.
° Assist Clarity Administrator with Clarity Upgrade Project.	Clarity is the Project and Portfolio Management Tool used by ISD to execute, monitor and report on key projects, applications and resources. The current version is out of support.
Security	
° Continued participation in meeting with WA State Military Department Chief Information Officer, ISD Operations Manager, & WEB Team Lead. Facilitate development of Memo of Understanding or Interagency Agreement with WA Military Department.	Bolster support of ongoing Security Enhancement efforts. Augment AOC Security Team with participation of a WA National Guard Information Technology Security subject matter expert.
° Continued participation in Security Team weekly meetings.	Support ISD Associate Director and ISD OPS Manager in Security Enhancement efforts.
° 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 ISD Data Quality process improvement.	Increase in completeness of Process Control Number (PCN), Criminal Identification Number (measured by decrease in number of null values, higher percentage of matches between WA State Patrol). Increase in transfer accuracy and timeliness (amount of time from failure to successful transmission decrease, decrease in number of missing PCNs, etc.). Improved efficiency in resource allocations for courts, AOC and Implement a Data Quality process.
° Continued pursuance to vet 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.
° Continued participation in multiple Cyber Security sessions.	Education and information sharing on WA State CYBER and CYBER Incident Response activities. Become more aware of CYBER Resources available to AOC during a CYBER incident.
° Develop Change and Release Calendar support documentation.	Provide framework & procedure for supporting the Change and 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.
° Coordinate with WA State Enterprise LEAN Consultant.	Explore LEAN Processes to support AOC initiatives for process improvement.
Organizational Change Management	
° 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 planning, preparing, and delivering communications about security changes.	Create awareness of security changes that will be impacting users. Provide a contact for help if needed.
° Prepare presentation for Vonnie about monthly report process improvements.	Produce monthly JISC report in a more efficient way.
Business Liaison	
° Continue to represent AOC on the e-Trip Operations Managers Team.	Ensuring that the business and technical needs of the courts and AOC are considered when changes to the e-Trip system are considered and implemented.
° 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.
° Continued 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.
° Continued participation on ECMS project and in project meetings.	Provides support to the project and project manager, as needed, to help the project meet its goals and objectives.
° 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.
° 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 both 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.

Operational Area: Architecture & Strategy

Kumar Yajamanam, Architecture & Strategy Manager

Through November 30, 2013

Includes: Enterprise Architecture and Solutions Management

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.
✓ ITG-158 - version 3 request for development of two mental-health screening tools (MAYSI-2 and the MH-JDAT) electronically on an AOC server: Additional questions and issues from requester were investigated and response provided. Corresponding changes were made to the analysis document, which has been finalized and re-submitted. The request appears on the December 5 Operations Control Board (OCB) meeting agenda.	Implementation of mental-health screening tools on an AOC server (together with real-time scoring, data storage, and reporting) would provide a central and secure method for juvenile courts to determine the mental-health needs of the youth they detain.
✓ SC-CMS Integration Impact Analysis: Solution and Enterprise Architects participated in Tyler's 2-week Integration Fit Analysis.	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-181 – Kitsap SmartBench Export: One-time data download has been completed by AOC. The focus of this ITG request is to provide a solution for on-going incremental data-export processes.	Provide initial Kitsap-specific SCOMIS data for Kitsap's use with a SmartBench tool for judges. Provide associated JIS Person Data related to Kitsap SCOMIS data. Provide continual updates to the data.
Activities Planned	**Business Value**
° Court User Work Group (CUWG): The Business Architect, as AOC's representative, will participate in the December 18-19 meeting of the CUWG, at which review of the business-fit analysis will begin.	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 Pilot Rollout Technical Options: Tyler's initial written feedback regarding integration will be received in early December and reviewed.	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.
° Daft revisions to the Standards for Local CMS systems were completed. High-level data requirements are being developed, with corresponding business rationale for data sharing to support statewide needs.	The standards are needed to provide guidance for what data needs to be shared between AOC centrally-hosted systems and local CMS systems.

Operational Area: Infrastructure

Dennis Longnecker, Infrastructure Manager

Through November 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.

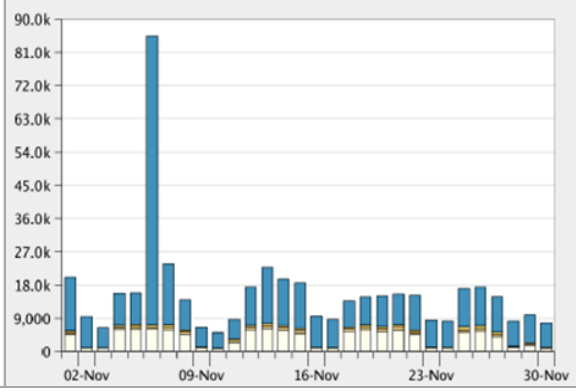
Activities Completed	Impact/Value
✓ Completed the Fall JIS Disaster Recovery test on September 13-14, 2013. The test exceeded expectations and staff are doing an outstanding job preparing for an actual disaster.	Disaster Recovery is a JIS activity which ensures the JIS systems would be available in the 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. Software has been installed since June 2012, waiting for testing.	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. Software has been installed since June 2013, waiting for testing.	Maintaining current and supported software levels ensures users are able to continue to work.
✓ Waiting for testing of WebSphere 8.5, which is the application server used by ACORDS, CAPS, and JABS. Product installed June 2013 and is being tested.	Maintaining current and supported software levels ensures users are able to continue to work.

Various reports:

During the last 30 days, Spam Filtering prevented 362,764 e-mails from entering the system. Only 110,637 (24%) were valid e-mails. The charts below are generated by IronPort.

01 Nov 2013 00:00 to 30 Nov 2013 23:59 (GMT -08:00) — **Data in time range: 100.0 % complete**

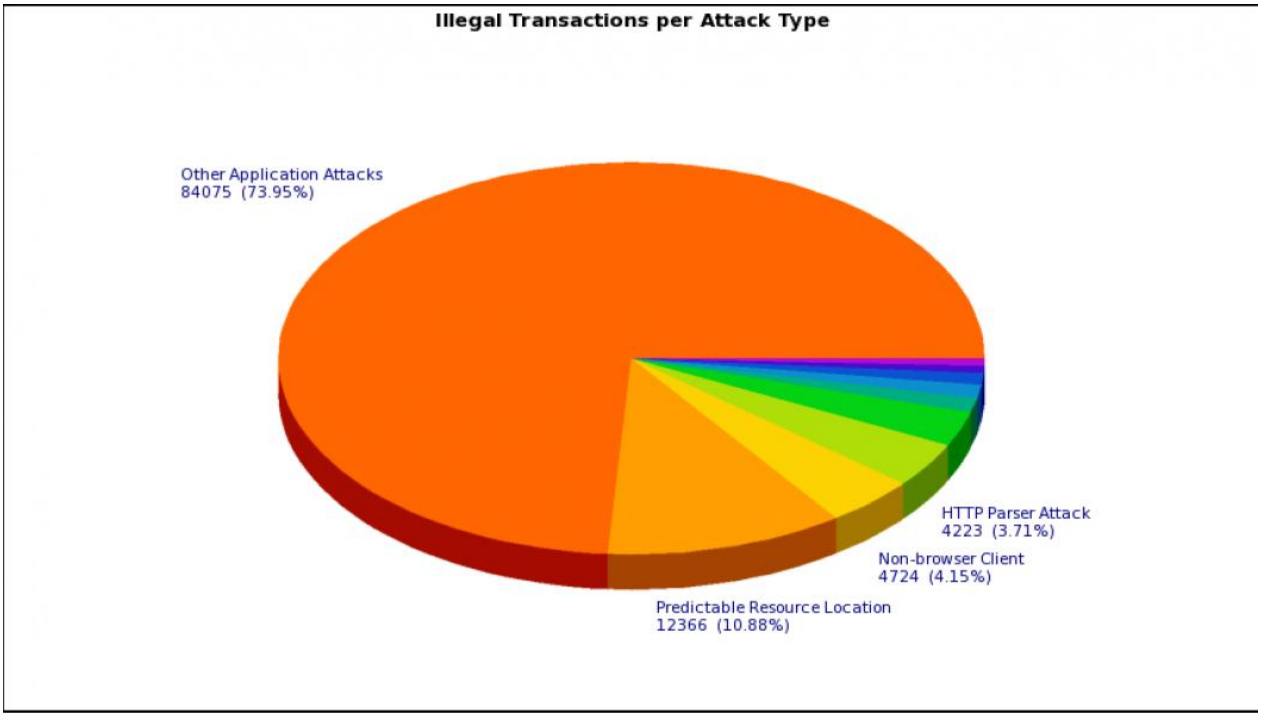
Incoming Mail Graph



Incoming Mail Summary

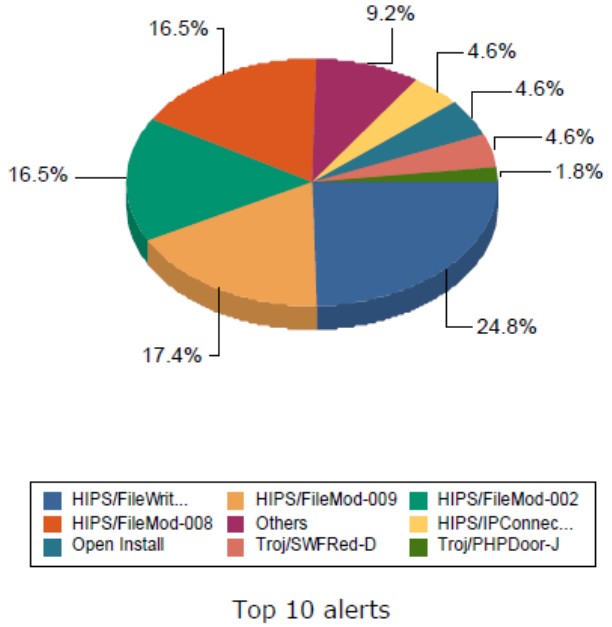
Message Category	%	Messages
Stopped by Reputation Filtering	70.8%	335,150
Stopped as Invalid Recipients	0.0%	1
Spam Detected	2.9%	13,628
Virus Detected	0.0%	3
Stopped by Content Filter	3.0%	13,982
Total Threat Messages:	**76.6%**	**362,764**
Clean Messages	23.4%	110,637
Total Attempted Messages:		**473,401**

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



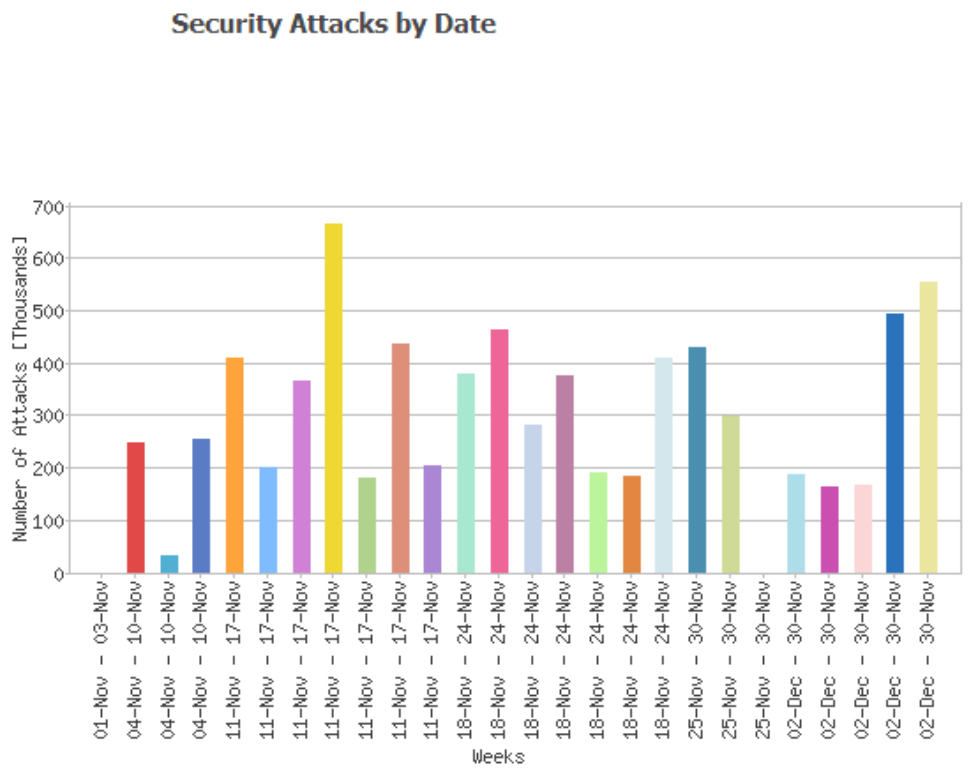
SECURITY REPORT

Virus's prevented by AOC filters



Top 10 alerts

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



Operational Area: Data & Development

Tamra Anderson, Data & Development Manager

Through November 30, 2013

Includes: Data Warehouse Unit, Data Exchange/Development Unit, and Data Quality & Governance 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	
✓	Tested for mappings for SC-SMS conversion process.	Provide data requirements.
✓	Tested and delivered initial extract tables.	Provide data for SC-CMS conversion process.
✓	SC-CMS review with vender.	Provide input to the vender for Data warehouse needs.
✓	Caseload Changes.	Provide data requirements.
✓	Designed, coded and released vehicle license registered owner address.	Provide data requirements.
✓	Worked with DBA's to upgrade the DEV Informatica environment to version 9.5.1.	Routine maintenance
✓	Created new table for adult risk assessment.	Provide data requirements.
✓	Added foreign key to it in DIM_LAW.	Provide data requirements.
✓	Design, coded, and released changes needed for the warrant process.	Provide data requirements.
✓	Released Accounting Universe so workgroup could write their own queries.	Provided customer solution.
✓	Provided data for Harborview/UW dissemination request (amending previous dissemination).	Provide data requirements.
✓	Completed review of vender solutions for BOXI 4.1 upgrade.	Provide additional features for the reporting tool.
✓	Provided data for WSIPP dissemination request.	Provide data requirements.
✓	Attended SC-CMS Fit Analysis.	Provide data for SC-CMS.
✓	Analysis of Appellate case management report requests from Court of Appeals and Supreme Court.	Provide data requirements.
✓	Analysis of NCSC's Court Statistics Project.	Provide business and data requirements.
✓	Appellate case management report requests from Court of Appeals and Supreme Court.	Provide data requirements.

✓	Complete research for reporting tool Business Intelligence Tool (BIT previously known as BOXI) upgrade 4.1	Provide additional features for the reporting tool.
✓	Begin research on BIT 3.1 upgrade.	Routine maintenance
✓	Completed documentation for accounting universe	Provided customer solution.
✓	Accounting DW Project Close out.	Provide lessons learned.
✓	Completed 11 New report or enhancement requests.	Provided customer solution.
✓	Completed 31 new or updated user requests.	Provided customer solution.
✓	Completed 0 legislation request.	Provided customer solution.
✓	Completed 5 data dissemination requests.	Provided customer solution.
	Data Exchange/Development Unit	
✓	Deployed one new INH builds for QA testing.	Completed first round development of all of the First Phase 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 (Phase 2) for QA testing.	Helps to complete the development of all 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 swap the expiring Production Certificate.	Support Pierce County to streamline messaging in Production with the current AOC Production Certificate.
✓	Coordinated with Pierce and King County to help them swap the expiring QA Certificate.	Support Pierce County to streamline messaging in QA test environment with the current AOC QA Certificate.
✓	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.
✓	Started prototyping the applications required for Integrating Odyssey to the back end JIS databases.	Helps with CMS Integration effort.
✓	Worked with the Data dissemination to come up with a short term solution for security around INH Get services.	Helps CMS to transact messages through INH.
✓	Deployed one new INH builds for QA testing.	Completed first round development of all of the First Phase INH services.
	Data Quality and Governance	
✓	Perform database design reviews.	Change management of data designs. Review data designs for 13 requests supporting Washington State Patrol Disposition, National Center for State Courts (NCSC) Court Statistics Project, adding vehicle information to the Data Warehouse for non e-filed cases and Data Quality.
✓	Support Foreign Key Analysis Project.	Analyze and document issues related to validation rule and data dictionary inconsistencies that need deeper analysis and/or cleanup.
✓	Support Data Profiling Project.	Analyze and document four data quality issues related to missing Requirements, Missing Values and Validation Rules that require deeper analysis and/or cleanup. Participate in the development of a Data Model for the Washington State Patrol data received for the Washington State Patrol - AOC Data Quality Study. This will facilitate better understanding of data received from Washington State Patrol.
✓	Data Quality Coordination Committee.	Begin meetings with team members. The next few meetings will focus on drafting a charter, purpose and scope of the group.
Activities Planned		**Impact/Value**
	Data Warehouse Unit	
°	Design of National Center for State Courts (NCSC) Court Statistics Project.	Provides required data to customers.
°	Design of Appellate case management report requests from Court of Appeals and Supreme Court.	Provides required data to customers.
°	Rework universe to clean up objects for customer use.	Provide additional features for the reporting tool.
°	Complete analysis on BIT 3.1 SP6 upgrade.	Identify business impacts and security enhancements.
°	Complete upgrade the Prod Informatica environment to version 9.5.1 on December 7th.	Upgrade to a new version with added functionality.

	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 INH Build with the Defect fixes to QA.	Help with completing the development effort of INH web services.
°	Continue to work with King County to help them ramp-up in QA.	Helps King County to consume AOC's data exchange services.
°	Start design process for replicating Party information between JIS and Odyssey.	Helps with Person data replication between the two systems.
°	Continue the discussion with the CMS team and Tyler to integrate Odyssey into AOC.	Helps AOC to move to Odyssey for Superior Court Case Management System.
°	Collaborate with the Architecture team to come up with a security model for the INH GET Services for a long term solution.	Helps secure the INH GET services so that it could be exposed to partners that are not on Odyssey.
	Data Quality and Governance	
°	Support Database Design Review requests.	Change Management of database designs.
°	Create Metadata Repository framework.	Improve quality of technical documentation and better alignment to business terms. This effort will enrich the current documentation on the JIS system.
°	Improve Data Quality for AOC-WSP Criminal Data Sharing.	Test data quality with WSP to identify data issues that need repair or process changes impacting criminal history. Identify where there are possible issues that could lead to recommendations in technical design, method, process or education.
°	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.
°	Assist with Court Statistics Report Data Fields and Queries.	Improve knowledge of court business in the context of data queries and understanding needs for the Court Statistics Report.

Operational Area: Operations
Mike Keeling, Operations Manager

Through November 30, 2013

Includes: All application units; Legacy Applications and Systems Standards teams.

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), and Data Exchanges.

Activities Completed	Impact/Value
✓ JCS - Continue 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.
✓ JCS - Completed Tyler Odyssey technical fit analysis activities.	Completed technical fit activities related to ensuring compatibility between JCS and Odyssey.
✓ JCS - Began integration discussions with the Information Networking Hub.	Began discussions with the Information Networking Hub (INH) project on requirements for support of JCS when Odyssey is deployed to Superior court adopters.
✓ JCS - Participated in business analysis of high-level JCS process flows.	Participated in ongoing work by the business analysts to identify and codify business processes of the juvenile courts at a high level. These discussions will significantly improve our understanding of JCS and will assist in the integration of JCS with Odyssey while also better documenting the absolutely necessary operations of the juvenile courts that JCS must support.
✓ DX – VRV On-boarding – Lake Forest Park went live on Nov 14, 2013.	Vehicle-related violation tickets can be sent electronically from Law Enforcement Agency (LEA) to JIS directly, saving court manual ticket entry.
✓ DX – SCDX – Resolved a production incident which interrupted message processing.	Ensure the normal operation of SCDX
✓ Legacy Maintenance – Add JIS language code YAP.	A new Language Code of YAP was created to identify the language of Yapese. Yapese is spoken by the people in the State of Yap, located on the Island of Yap, in the Federated States of Micronesia.
✓ Legacy Maintenance - ITG 58/37/50 Plain Paper Warrant.	As a result of Information Technology Governance (ITG) requests 58, 37, and 79 made by DMCMA representatives, courts will soon have the ability to print warrants on plain paper and add comments to plain-paper warrants.
✓ Java – WebSphere upgrade project (ITG 158). Upgraded ACORDS and JABS. Applications are ready for Test.	Improve application performance, security and maintainability.
✓ Java – JABS – Migrated JABS to https. Worked on transitioning JABS to use RACF instead of JIS login.	Improve application security.
✓ Java – Plain Paper Warrants (ITG 58/37/79). Launched 3 pilot courts on Plain Paper Warrants.	Work as requested through ITG. Improve application performance and security.
✓ Java – CAPS – Updated to support enterprise-wide password rule changes.	Improve application security.

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 - Continue 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.
° JCS - Participate in JCS training classes.	JCS training classes for referral and detention are being held December 9 – 13.
° DX – VRV On-boarding of Kent, Puyallup municipal courts.	Vehicle-related violation tickets can be sent electronically from Law Enforcement Agency (LEA) to JIS directly, saving court manual ticket entry.

° Legacy Maintenance - ITG 41.	Continue development.
° Legacy Maintenance - Natural/CICS upgrade setup.	Test Natural/CICS upgrade.
° Legacy Maintenance - ITG 77.	Support system testing.
° Legacy Maintenance - ITG 58/37/50 Plain Paper Warrant.	Support onboarding courts for plain paper print.
° Legacy Maintenance – Right Now (RN) support.	Continue support of RN incidents.
° Java – WebSphere upgrade project (ITG 158). Upgrade WSP Disposition Sender and SCDX/INH to new version of WebSphere.	Improve application performance, security and maintainability.
° Java – WSP Disposition Sender – Add logging of data which was sent.	Improve ability to troubleshoot when problems are reported.
° Java – Plain Paper Warrants (ITG 58/37/79). Complete changes to the application based on feedback from pilot courts.	Work as requested through ITG. Improve application performance and security.

WASHINGTON COURTS
ADMINISTRATIVE OFFICE OF THE COURTS

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

Contact Information

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

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