Washington State Administrative Office of the Courts

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

January 2014
(Report Period Ending January 31, 2014)

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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
January 2014

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) Middleware	●	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												
ITG #087 Security Project – JABS RACF Authentication	●	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)
- Security Project - JABS RACF Authentication (ITG #087)

Initiatives or Projects Completed

- No initiatives or projects were completed during the month of January 2014.

Initiative or Project Status Changes

- None

Staffing Changes in ISD

During the reporting period of January 1 - 31, 2014:

ISD welcomed the following new staff:

- Michael Baker, COBOL Programmer (Temporary), (1/13/2014)

The following employees left ISD:

- Bing Cai, Enterprise Architect, (1/22/2014)

Employees transferring to the SC-CMS Project:

None.

ISD Staff Recognitions

Recognitions

December 2013 – Vicky Cullinane, ISD Business Liaison to the CLJ courts – Judge Kimberly Walden, Tukwila Municipal Court, recognized Vicky for effort above and beyond the call of duty to help her prepare for District and Municipal Court Judges Association (DMCJA) Technology Committee meetings and for going out of her way in keeping her informed about security changes affecting CLJ judges. Your efforts are greatly appreciated!

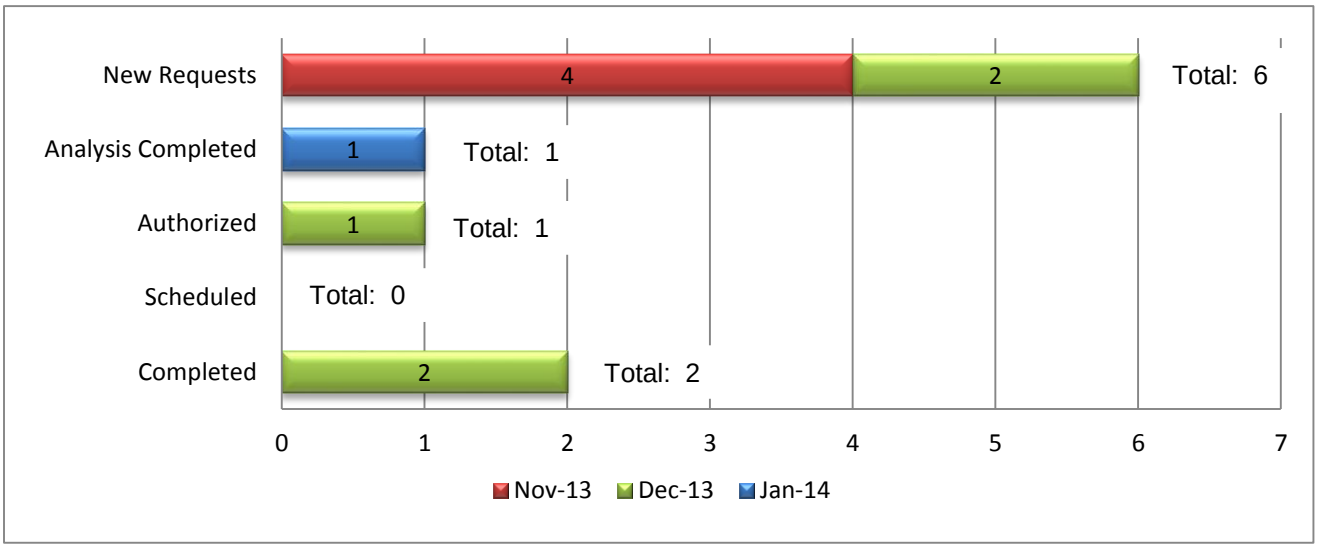
IT Governance Request Status

Completed JIS IT Requests in January 2014

No requests were completed during the month of January.

Status Charts

Requests Completing Key Milestones



Current Active Requests by:

Endorsing Group			
Court of Appeals Executive Committee	1	**District & Municipal Court Management Association**	22
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	4	**Codes Committee**	2
District & Municipal Court Judges Association	6	**Administrative Office of the Courts**	4
Misdemeanant Corrections Association	1		

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

Initiative Summary

Summary of Activities January 2014

Information Networking Hub (INH) Middleware Project	
Activities	***Impact/Value***
✓ Continued code development of the INH middleware routing component.	Provides INH data exchanges that can be tested and deployed to Quality Assurance environment.
✓ Continued to test initial set of INH services and resolve code defects.	Ensures that services work as specified for the accurate exchange of data.
✓ Collaborated with SC-CMS project team to develop responses to Tyler's Integration recommendations.	Provides INH data exchanges that can be tested and deployed to Quality Assurance environment.
✓ Completed mapping INH services to Odyssey Application Programming Interfaces (API's) in support of Party data replication.	Provides INH data exchanges to fit Odyssey's requirements.
✓ Continued procurement tasks to acquire additional developer and tester for SC-CMS integration work.	Acquire staff with the skills needed.

ITG #002 Superior Court - Case Management System Odyssey Implementation	
Activities	***Impact/Value***
Court Business Office	
✓ Pilot court site visit with Thurston County Superior Court (1/22, 1/27, 1/28).	Begin introductions of project team members, Tyler staff and pilot site counterparts while learning more about the court's and county clerk's operations.
✓ Participated in first Business Track Town Hall meeting on Jan 22.	The town hall meetings were designed to provide general project information to the court community.
✓ AOC Subject Matter Expert Odyssey Training from Tyler (January 28-30).	The SC-CMS project team (Business Process Engineers, Business Analysts, Customer Service, and Trainer) received training from Tyler regarding Odyssey's capabilities to prepare for the configuration workshops scheduled in February through March.
Organizational Change Management Team	
✓ Facilitated January Business and Technical Town Hall Meetings.	Increase awareness and buy-in by providing accurate, relevant project information to external stakeholders.
✓ Facilitated January General Information Session for AOC staff.	Increase awareness and buy-in by providing accurate, relevant project information to internal stakeholders.
✓ Distributed the external project listserv fact sheet and instructions for subscribing to the superior court and county clerk community via e-mail using existing judicial officer and county clerk listservs.	Maximize awareness and mitigate impacts of SC-CMS implementation by appropriately targeting our communications approach to the needs of internal and external agency stakeholders.
✓ Attended the January 8-9 Court User Work Group (CUWG) meeting.	Increase awareness of Organizational Change Management activities on the project.
✓ Coordinated project management team visits to Thurston and Lewis Counties.	Maximize stakeholder engagement by increasing AOC's understanding of local court and county clerk business processes and systems.
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 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.
✓ Reviewed, researched, and commented on Tyler's Integrations Fit/Gap analysis document.	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.
✓ Completed 3-days of Odyssey Subject Matter Expert training.	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.
✓ Reviewed and commented on "Met" items on Traceability Matrix.	To prepare Subject Matter Experts for upcoming configuration workshop.
✓ Reviewed and commented on items on Traceability Matrix. These included requirements and gaps identified as other than "Met" by Tyler (e.g. development needed, no cost solution, etc.).	Determine if AOC agreed or disagreed with Tyler's "Met" response to prepare groupings for CUWG review, what is coming in future release, and what the BA's were unable to test.
✓ Participated in several Design Calls with Tyler.	To share information with Tyler on how our current applications support certain court processes.
Training	
✓ Met, discussed and made revisions to Implementation Training Plan.	Outlines and organizes training roles, schedules and responsibilities.
✓ Reviewed and approved revisions to Final Implementation Training Plan.	Finalizes and organizes training roles, schedules for implementation at pilot courts, early adopters and statewide.
✓ Completed Odyssey configuration training for future Case Manager, Financial, Supervision Workshops.	Provides training, talking points and preliminary discussion of configuration and configuration decisions.
Project Management Team	

✓ Participated in drafting local cost categories for the Project Steering Committee's review with Kitsap County Judge, Court Administrator, AOC CIO, and AOC Business Liaison.	Project Control and Monitor.
✓ Responded to inquiries and issues around King County's decision to withdraw from the project.	Project Control and Monitor.
✓ Finalized Technical restructure of roles and responsibility including decision process.	Project Control and Monitor.

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

Activities	***Impact/Value***
✓ The AOC project team and the appellate courts continued to address additional requirements questions and requests for information from ImageSoft. The effort is falling slightly behind and may result in delayed delivery of the Functional Design Specification.	Improve the efficiency of document management for the Appellate Courts.
✓ ImageSoft continued developing the Functional Design Specification.	Improve the efficiency of document management for the Appellate Courts.
✓ Washington staff have been registered for the required OnBase training.	Improve the efficiency of document management for the Appellate Courts.
✓ Finalized the change request to add the Appellate Courts Operations Architect to the list of trainees.	Improve the efficiency of document management for the Appellate Courts.
✓ The Appellate Courts Operations Architect started the design for the changes to JIS Link and web access to appellate court data.	Improve the efficiency of document management for the Appellate Courts.
✓ Finalized discussions on the custom code issue and started the change request process to incorporate Hyland's Work View product into the solution for case management and move away from an ImageSoft custom application.	Improve the efficiency of document management for the Appellate Courts.
✓ Continued to pursue the procurement of the Hyland OnBase Premium Education Subscription.	Improve the efficiency of document management for the Appellate Courts.

ITG #041 Revised CLJ Computer Records Retention and Destruction Process

Activities	***Impact/Value***
✓ The project team completed programming the current retention and destruction rules to work in the active database, along with adding rules for VRV and eTicket case files to come into compliance with a legislative mandate.	Provides faster viewing of the Courts of Limited Jurisdiction (CLJ) records.
✓ Updated 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.
✓ Determined iteration 1 Proposed Pilot and Implementation Plan.	Provides faster viewing of the Courts of Limited Jurisdiction (CLJ) records.
✓ Developed and coordinated Iteration 1 Local Court data cleanup process plan.	Provides faster viewing of the Courts of Limited Jurisdiction (CLJ) records.
✓ Developed iteration 1 Communications Management Plan approach.	Provides faster viewing of the Courts of Limited Jurisdiction (CLJ) records.

ITG #087 / Security Project - JABS RACF Authentication

Activities	***Impact/Value***
✓ Finalized the requirements. The requirements, use cases, design of the login page(s), navigation of log-on process in different scenarios are documented.	Strengthens the JABS sign-in process and increases security of JIS data and systems.
✓ Obtained the estimate for the login page design and navigational changes. JAVA team will start the development work after Feb 8th.	Project planning.
✓ Finalized the design of the DB2 database and JIS programming changes.	Project planning.

✓ Provided a brief overview of the new JABS log-on process explaining why the log-on process is being changed and what it means to the JABS users to District and Municipal Court Judges' Association (DMCJA) Technical Committee team members. The new log-on process will be demonstrated to this Committee in its February 11th meeting.	Project planning.
✓ Modified and reviewed the shell of the communication plan. Finalized the initial letter to the stakeholders informing them of the changes to JABS log-on process, the reason(s) for the change, the timing of the change, and their role in implementing the change.	Project planning.

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

Information Networking Hub (INH) Middleware Project

Reporting Period through January 31, 2014

Executive Sponsor(s) Vonnie Diseth, CIO/ISD Director	**IT Project Manager:** Dan Belles
Business Area Manager: Kumar Yajamanam, Architecture and Strategy Manager	**Consultant/Contracting Firm:**

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:

Over the next several months, the INH project will be focused on developing a solution that will support the replication and synchronization of statewide person data between the new SC-CMS Odyssey application and the AOC's SCOMIS/JIS application and its dependent systems.

Progress

Phase	☐ Initiate	☐ Planning	X Execute	☐ Close
Schedule	**Planned Start Date:** 1/2012		**Planned Completion Date:** 7/9/2016	
	Actual Start Date: 1/2012		**Actual Completion:** TBD	

Activities Completed	Impact/Value
✓ Continued code development of the INH middleware routing component.	Provides INH data exchanges that can be tested and deployed to Quality Assurance environment.
✓ Continued to test initial set of INH services and resolve code defects.	Ensures that services work as specified for the accurate exchange of data.
✓ Collaborated with SC-CMS project team to develop responses to Tyler's Integration recommendations.	Provides INH data exchanges that can be tested and deployed to Quality Assurance environment.
✓ Completed mapping INH services to Odyssey API's in support of Party data replication.	Provides INH data exchanges to fit Odyssey's requirements.
✓ Continued procurement tasks to acquire additional developer and tester for SC-CMS integration work.	Acquire staff with the skills needed.

Activities Planned	Impact/Value
° Complete design work for statewide person data replication between SCOMIS/JIS and Odyssey.	Provides INH data exchanges that can be tested and deployed to Quality Assurance environment.
° Begin coding of INH solution for statewide person data replication.	Ensures that services work as specified for the accurate exchange of data.
° Complete procurement of an additional contract developer and tester to support INH/SC-CMS integration tasks.	Ensures INH data exchanges work with Odyssey.

Milestones Planned and Accomplished

Milestone	Original Date	Revised Date	Actual Date
INH – Odyssey Integration	1/1/12	5/11/15	
Initiation complete	3/7/14		
Planning complete	3/17/14		
Odyssey data mapping	3/13/14		
Analysis complete	3/13/14		
Design complete	3/6/14		
Development complete	5/27/14		
Functional Test	7/8/14		
Internal Test complete	10/31/14		
Deploy complete	11/10/14		
End Project	7/9/2016		

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

Reporting Period Through January 31, 2014

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:** Tyler Technology, Inc. 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 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: 7/25/2013	**Planned Completion Date:** 7/1/2023
	Actual Start Date: 7/25/2013	**Actual Completion Date:** TBD

Activities Completed	Impact/Value
Court Business Office	
✓ Pilot court site visit with Thurston County Superior Court (1/22, 1/27, 1/28).	Begin introductions of project team members, Tyler staff and pilot site counterparts while learning more about the court's and county clerk's operations.
✓ Participated in first business track 'town hall' meeting on Jan 22.	The town hall meetings were designed to provide general project information to the court community.
✓ AOC Subject Matter Expert Odyssey Training from Tyler (January 28-30).	The SC-CMS project team (BPEs, BAs Customer Service, and Trainer) received training from Tyler regarding Odyssey's capabilities to prepare for the configuration workshops scheduled in February through March.
Organizational Change Management Team	

✓ Facilitated January Business and Technical Town Hall Meetings.	Increase awareness and buy-in by providing accurate, relevant project information to external stakeholders.
✓ Facilitated January General Information Session for AOC staff.	Increase awareness and buy-in by providing accurate, relevant project information to internal stakeholders.
✓ Distributed the external project listserv fact sheet and instructions for subscribing to the superior court and county clerk community via e-mail using existing judicial officer and county clerk listservs.	Maximize awareness and mitigate impacts of SC-CMS implementation by appropriately targeting our communications approach to the needs of internal and external agency stakeholders.
✓ Attended the January 8-9 Court User Work Group meeting.	Increase awareness of Organizational Change Management activities on the project.
✓ Coordinated Project Management Team initial visits to Thurston and Lewis Counties.	Maximize stakeholder engagement by increasing AOC's understanding of local court and county clerk business processes and systems.
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 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.
✓ Reviewed, researched, and commented on Tyler's Integrations Fit/Gap analysis document.	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.
✓ Completed 3-days of Odyssey Subject Matter Expert training.	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.
✓ Reviewed and commented on "Met" items on Traceability Matrix.	To prepare Subject Matter Experts for upcoming configuration workshop.
✓ Reviewed and commented on items on Traceability Matrix. These included requirements and gaps identified as other than "Met" by Tyler (e.g. development needed, no cost solution, etc.).	Determine if AOC agreed or disagreed with Tyler's "Met" response to prepare groupings for CUWG review, what is coming in future release, and what the BA's were unable to test.
✓ Participated in several Design Calls with Tyler.	To share information with Tyler on how our current applications support certain court processes.
Training	
✓ Met, discussed and made revisions to Implementation Training Plan.	Outlines and organizes training roles, schedules and responsibilities.
✓ Reviewed and approved revisions to Final Implementation Training Plan.	Finalizes and organizes training roles, schedules for implementation at pilot courts, early adopters and statewide.
✓ Completed Odyssey configuration training for future Case Manager, Financial, Supervision Workshops.	Provides training, talking points and preliminary discussion of configuration and configuration decisions.
Project Management Team	
✓ Participated in drafting local cost categories for the Project Steering Committee's review with Kitsap County Judge, Court Administrator, AOC CIO, and AOC Business Liaison.	Project Control and Monitor.
✓ Responded to inquiries and issues around King County's decision to withdraw from the project.	Project Control and Monitor.
✓ Finalized Technical restructure of roles and responsibility including decision process.	Project Control and Monitor.

Activities Planned	Impact/Value
Court Business Office	
° Preparing for the next CUWG meeting scheduled for Feb 11- 13.	The Court User Work Group will continue to review and validate Tyler's fit assessment results.
° Continue analyzing the fit assessment results.	The project team will continue to review the fit assessment results to ensure accuracy, completeness and tracking of the business requirements.
° Pilot court site visit with Lewis County Superior Court (2/3, 2/6).	Begin introductions of project team members, Tyler staff and pilot site counterparts while learning more about the court's and county clerk's operations.

° Consolidate fit assessment gap items and resulting decisions into the traceability matrix.	Consolidation of this information provides a definitive source for tracking the requirements throughout the project.
Organizational Change Management Team	
° Facilitate February Business and Technical Town Hall Meetings.	Increase awareness and buy-in by providing accurate, relevant project information to external stakeholders.
° Coordinate Project Management Team Odyssey Demo visits to Thurston and Lewis Counties.	Maximize awareness and mitigate stakeholder resistance by increasing the understanding of Odyssey's capabilities and features.
° Continue collection of Points of Contact from potentially impacted external agencies and justice partners.	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	
° Review 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.
° Assist Test Team Group with coordination of the conversion data testing.	This is a group effort; AOC Tiger Team BA's to work with Tyler Team to coordinate testing of Odyssey once production data is converted to the conversion environment.
° Complete work on financial area workflows.	Share knowledge and understanding between team members.
° Attend training on the Odyssey system related to configuration, and subject matter expert training.	Learning the ins and outs of the Odyssey system in order to assist with configuration planning, and assist with helping the Court Subject Matter Experts when making decisions on application implementation and development. This training will also assist us when taking part in the design calls with the Tyler representatives.
Training	
° Participate in Case Manager, Financial Manager and Supervision configuration workshops.	Continue configuration processes for Case Manager, Financial Manager and Supervision product centers.
° Reviewed project staffing plan for additional training staff availability.	Begin planning discussion of additional training staffing needs.
Project Management Team	
° Attend regular scheduled meetings to coordinate with various non-project organizations.	Interoffice coordination efforts.
° Work with Tyler team to develop the Design and Construction Plan.	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	7/1/2023	

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

Reporting Period through January 31, 2014

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: ImageSoft
	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:
This status report is for the period January 1 – 31, 2014.

Progress

Project Phase	☐ Initiate	☐ Planning	X Execute	☐ Close

Schedule		
	Planned Start Date: 8/15/2011	**Planned Completion Date:** 5/29/2015
	Actual Start Date: 8/15/2011	**Actual Completion Date:** TBD

Activities Completed	Impact/Value
✓ The AOC project team and the appellate courts continued to address additional requirements questions and requests for information from ImageSoft. The effort is falling slightly behind and may result in a delayed delivery date of the Functional Design Specification.	Improve the efficiency of document management for the Appellate Courts.
✓ ImageSoft continued developing the Functional Design Specification.	Improve the efficiency of document management for the Appellate Courts.

✓ Washington staff have been registered for the required OnBase training.	Improve the efficiency of document management for the Appellate Courts.
✓ Finalized the change request to add the Appellate Courts Operations Architect to the list of trainees.	Improve the efficiency of document management for the Appellate Courts.
✓ The Appellate Courts Operations Architect started the design for the changes to JIS Link and web access to appellate court data.	Improve the efficiency of document management for the Appellate Courts.
✓ Finalized discussions on the custom code issue and started the change request process to incorporate Hyland's Work View product into the solution for case management and move away from an ImageSoft custom application.	Improve the efficiency of document management for the Appellate Courts.
✓ Continued to pursue the procurement of the Hyland OnBase Premium Education Subscription.	Improve the efficiency of document management for the Appellate Courts.
Activities Planned	**Impact/Value**
° The AOC project team and the appellate courts will continue to address additional requirements questions and requests for information from ImageSoft.	Improve the efficiency of document management for the Appellate Courts.
° ImageSoft will continue developing the Functional Design Specification.	Improve the efficiency of document management for the Appellate Courts.
° Get the Appellate Courts Operations Architect registered for the prerequisite Hyland OnBase classes.	Improve the efficiency of document management for the Appellate Courts.
° The Appellate Courts Operations Architect will continuing designing the changes to JIS Link and web access to appellate court data.	Improve the efficiency of document management for the Appellate Courts.
° Discuss the Work View change request internally and engage in negotiations with ImageSoft.	Improve the efficiency of document management for the Appellate Courts.
° Continue to pursue the procurement of the Hyland OnBase Premium Education Subscription.	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		4/4/11
AC-ECMS Technical Requirements		8/3/12	8/3/12
AC-ECMS Business Requirements		9/12/12	9/12/12
AC-ECMS Web Portal Requirements		12/7/12	12/7/12
AC-ECMS Procurement Documents		3/20/13	3/20/13
Contract negotiations		9/9/13	9/9/13
End of Project	6/22/12	7/23/2014	

ITG #041 Revised CLJ Computer Records Retention and Destruction Project

Reporting Period through January 31, 2014

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) 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 developed by the Data Dissemination Committee for recommendation to the JISC. 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.
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:
The Project Team has determined how to conduct the work of applying this set of rules. When AOC implements the rules, just over 8-million cases will be processed across some 200 courts. As you may remember, this is a very important step of the project, because no destruction rules have been applied since last May, when we restored millions of case records to the active database and eliminated the archiving process. The implementation will occur when the courts are closed, during hours prescribed by AOC Database Administrators to avoid any interruption to court processes (typically during evening hours on weekends).

Progress :

Project Phase	☐ Initiate	☐ Planning	**X** Execute	☐ Close
Schedule	**Planned Start Date:** 4/23/2012		**Planned Completion Date:** 9/10/2014	
	Actual Start Date: 4/23/2012		**Actual Completion Date:** TBD	

Activities Completed	**Impact/Value**
✓ The Project Team completed programming the current retention and destruction rules to work in the active database, along with adding rules for VRV and eTicket case files to come into compliance with a legislative mandate.	Provides faster viewing of the Courts of Limited Jurisdiction (CLJ) records.
✓ Updated 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.

✓ Determined Iteration 1 Proposed Pilot and Implementation Plan.	Provides faster viewing of the Courts of Limited Jurisdiction (CLJ) records.
✓ Developed and coordinated Iteration 1 Local Court data cleanup process plan.	Provides faster viewing of the Courts of Limited Jurisdiction (CLJ) records.
✓ Developed iteration 1 Communications Management Plan approach.	Provides faster viewing of the Courts of Limited Jurisdiction (CLJ) records.
Activities Planned	**Impact/Value**
° Project Steering Committee approved the Pilot Court selection, Court Data Cleanup Plan, and Project Implementation Communications Plan.	Provides faster viewing of the Courts of Limited Jurisdiction (CLJ) records.
° Quality Assurance Testing Preliminary Rules / Develop & Use Implementation Communications 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	1/31/14	
Approval of Non-Functional Requirements by AOC Management (Restore Process)	10/7/13	1/17/14	1/17/14
Develop & Validate Code – Iteration 2 All New Rules	2/14/14	5/23/14	
Deploy Iteration 2 to Production	5/22/14	7/30/14	
Development complete	5/22/14	7/30/14	
Phase V – New Process Acceptance/On-going Planning	7/3/14	9/10/14	
Phase VI – Project Close Completed	7/3/14	9/10/14	
End Project	7/3/14	9/10/14	

ITG #087 / Security Project – JABS RACF Authentication

Reporting Period through January 31, 2014

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 part of the Security Enhancement initiative, AOC has been working on identifying security vulnerabilities within existing systems and applications. Among other things, the Judicial Access Browser System (JABS) authentication has been identified and prioritized as one of the vulnerable security areas. As such, it requires immediate action to prevent any potential security breach. Currently, the JABS application can be accessed from outside the AOC firewall using weak access credentials. This project will analyze, design and implement a suitable access mechanism for securing the JABS application which is both strong and easy to use.

Business Benefit:

- Increases security of JIS data and systems.

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

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

Status Notes:

Project progress: January 25% — 100%

Phase	☐ Initiate	X Planning	☐ Execute	☐ Close

Schedule		
	Planned Start Date: 10/25/13	**Planned Completion Date:** 12/31/14
	Actual Start Date: 10/25/13	**Actual Completion:** TBD

Activities Completed	Impact/Value
✓ Set up meetings to discuss the design issue raised by Solution Architect. AOC Security Officer, Project Sponsor, Solution Architect, and Business Analyst took part in the discussion. It was agreed that the proposed design strengthens the security of JABS and the security issue identified can be addressed in a future project.	Project planning.
✓ Finalized the requirements. The requirements, use cases, design of the login page(s), navigation of log-on process in different scenarios are documented.	Strengthens the JABS sign-in process and increases security of JIS data and systems.
✓ Obtained the estimate for the login page design and navigational changes. JAVA team will start the development work after Feb 8th.	Project planning.
✓ Finalized the design of the DB2 database and JIS programming changes.	Project planning.

✓ Provided a brief overview of the new JABS log-on process explaining why the log-on process is being changed and what it means to the JABS users to District and Municipal Court Judges' Association (DMCJA) Technical Committee team members. The new log-on process will be demonstrated to this Committee in its February 11th meeting.	Project planning.
✓ Modified and reviewed the shell of the communication plan. Finalized the initial letter to the stakeholders informing them of the changes to JABS log-on process, the reason(s) for the change, the timing of the change, and their role in implementing the change.	Project planning.
Activities Planned	**Impact/Value**
° Finalize the work estimate for legacy changes.	Strengthens the JABS sign-in process and increases security of JIS data and systems.
° Revise/update resource assignments based finalized design and resource availability.	Project planning.
° Baseline the schedule.	Project planning.
° Start the development phase.	Plan communication to stakeholders about new processes.
° Identify new risks and/or issues.	Keep stakeholders informed.
° Finalize shell of the communication plan.	Keep stakeholders informed.
° Write and finalize the letters to stakeholders following the communication plan.	Keep stakeholders informed.

Milestones Planned and Accomplished

Milestone	Original Date	Revised Date	Actual Date
Start Project	10/25/2013		10/25/2013
End Project	12/31/2014		

ISD Operational Area Status Reports

Operational Area: ISD Policy and Planning

William Cogswell, ISD Associate Director

Through January 31, 2014

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
Resource Coordinator	
✓ Met with project manager to create the project schedule and resource inputs for the CLJ Case Management System.	Effective management of staff resources by following the coordinating project resource assignments process developed by ISD management, project management and Policy and Planning.
✓ Several meetings with SC-CMS PMO Scheduler to update and correct discrepancies with SC-CMS staff, vacant positions and position titles/roles. Discussed need for updated project plan activities and allocation corrections. Made changes in Clarity to reflect our discussions.	Effective management of staff resources by following the coordinating project resource assignments process developed by ISD management, project management and Policy and Planning.
✓ Met with project manager to create the project schedule and resource inputs for the new COTS-Prep LFO Billing to DOC project. Coordinated meeting w/Functional Managers to outline resource assignment.	Effective management of staff resources by following the coordinating project resource assignments process developed by ISD management, project management and Policy and Planning.
✓ Appointments with Line 1 and Line 3 Customer Service staff.	Gain understanding of the level and variety of incidents handled by Customer Service staff.
✓ Participated in planning, review and training activities for the Clarity 13.2 upgrade.	Support Clarity Team with rollout of Clarity system upgrade to ISD staff.
Portfolio Coordinator	
✓ Produced monthly Portfolio reports.	The IT Portfolio Management process provides visibility and transparency of IT investments throughout the court community.
Service Delivery	
✓ Completed training with the interim IT Service Delivery Coordinator.	Can now completely take over the IT Governance process.
✓ Submitted proposal on how to approach the implementation of a Service Catalog.	Service Catalog has a high value to business customers and to internal ISD staff.
✓ Completed Training for backup of Change/Release Coordinator.	Can now perform backup role for Change/Release Coordinator.
✓ Streamlining Analysis Phase of the IT Governance (ITG) process.	Met with several people about how to streamline Analysis Phase of the ITG process. Will be submitting proposal next month.
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.
✓ Participated in Washington State LEAN Practitioner's Community of Practice meeting.	Represent AOC interest in supporting GOV Inslee's LEAN efforts. "Governor directed agencies throughout state government to use Lean principles and methods to improve value for taxpayers' money. Washington state is on a long-term journey to adapt Lean to state government."

✓ 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	
✓ Release and Change Coordinator's Top Secret / Secret Compartmentalized Information (TS/SCI) Military Security Clearance was vetted with Homeland Security and is valid until December 29, 2014.	This will allow the option to have an AOC Employee on a CYBER Incident Response Team who can effectively communicate with the FBI & Homeland Security during a Data Breach or Cyber Incident.
✓ The IT Security contractor, Intrinium, updated AOC staff on the work that has been done in the year following the security breach.	Keep staff informed about security changes and activities.
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.
✓ Develop and deliver communications to Clarity users about the Clarity upgrade.	Keep Clarity users informed about the change, how it impacts them, and what is expected of them.
Business Liaison	
✓ Continued participation in ECMS project meetings; attended ECMS Executive Steering Committee meetings.	Delivers a product that will meet the Court of Appeal's business needs. Creates a better understanding of the business processes used.
✓ Compiled a December monthly report of Appellate Court RightNow ticket information and distributed to the Clerks (Dave, Rich, Susan, and Renee). Also created a CLJ report of RightNow incidents for the CLJ Business Liaison.	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.
✓ Completed and implemented the communication plan regarding the WSBA one-time attorney information update. Coordinated the successful attorney table update and external communication.	The WSBA one-time update ensured that attorney information accessed by applications is up-to-date. This one-time update produced a larger-than-normal weekly text file for the COAs; the communication plan ensured that they were informed prior to receiving the larger file and that business processes were not interrupted.
✓ 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.
✓ 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 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.
✓ Represented AOC on the eTrip Operations Managers Team	Ensuring that the business and technical needs of the courts and AOC are considered when changes to the eTrip 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.
Activities Planned	**Impact/Value**
Resource Coordinator	
° Perform individual reviews with team members from each functional area to gather information on how time reporting against tasks/allocations is being performed. Goal is to cut down on generic "Core" use where possible.	Allows for a maximizing accuracy for data collection on project status and financial reporting information within specific projects.
° Review team/task timelines in Clarity to ensure all assignments and allocations are reportable in Clarity moving into 2014.	Discover, report, and correct discrepancies in Clarity to maintain accurate resourcing information.
° Continue work with functional teams on use of Weekly Planners to identify allocations and streamline task identification.	Provides useful point of reference for team members to identify weekly tasks.
° Identify training opportunities for Resource Coordination position.	Enhance performance and contribution to the Policy & Planning team.
Portfolio Coordinator	
° Participate with Architecture & Strategy updating the portfolio modernization strategy.	Provide a roadmap for modernizing the aging portfolio of JIS applications.
Service Delivery	
° Submit proposal on how on streamlining analysis phase of governance process.	Streamline (cut time that it takes) to produce ITG analysis.
° Prepare for and attend first JISC meeting.	Keep JISC informed on current governance issues.
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.
° 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.
° Coordinate with WA State Enterprise LEAN Consultant.	Explore LEAN Processes to support AOC initiatives for process improvement.
Security	
° Continue to lead and coordinate the AOC Security Team meetings and activities.	Provides a central coordination point for all AOC security activities.
Organizational Change Management	
° Continue supporting the ISD policy review and development process and meetings. Propose a revised process for 2014 that utilizes features of SharePoint 2010 and requires less meeting time.	Establish policies, standards, procedures, and guidelines that provide structure for the way work gets done in ISD.
° Assist with communication planning for effort to update the JIS Modernization Plan to publish on Inside Courts.	Communicates ISD strategy for modernizing JIS systems.
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.
° 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.
° Work with the Service Delivery Coordinator to implement the IT Governance site contact updates.	Provides accurate contact information for AOC staff and customers.

Operational Area: Architecture & Strategy

Kumar Yajamanam, Architecture & Strategy Manager

Through January 31, 2014

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
✓ JIS Codes Committee: Enterprise architecture perspective was provided to the 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 Enterprise Business Architect, representing AOC participated in the January CUWG meeting. During that 2-day event, review and validation was completed for those business requirements which are most likely to require development for the pilot release. Case-number format was discussed; current (SCOMIS) format will be used for pilot and early-adopter implementations, but consideration of long-term format will continue. The business rationale for pre-generation of case numbers was explored, and options will be discussed at a future meeting. Review and validation of financial-fit results was initiated.	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).
✓ The requirements and design for the Judicial Access Browser System (JABS) Security Enhancement project have been agreed upon.	The JABS security-enhancement design provides greater security of court data, while giving judicial officers easier access to the court data.
✓ COTS-Prep Project -- Integration with SC-CMS: Initial analysis for Legal Financial Obligation (LFO) billing has been completed.	Analysis is necessary for successful identification and execution of related integration activities that will help legacy systems to continue functioning for non-Odyssey courts.
✓ Standards for Local Case Management Systems (CMS): Version 1.0 was created and distributed for internal AOC ISD final review and comment. Feedback was incorporated, and a new draft version was created for the final review scheduled to occur in February.	Standards for local CMS are needed to provide guidance as to what data needs to be shared between AOC centrally-hosted systems and local case-management systems.
Activities Planned	**Business Value**
° Court User Work Group (CUWG): The Enterprise Business Architect, representing AOC, will participate in the February 11-13 meeting of the CUWG. At that meeting, review and validation of fit-assessment results will continue, including completion of the financial items, and initiation of review for those business requirements which are most likely to require development for (1) the King County implementation -- release 1, 1/12/2016, and (2) statewide implementation -- release 2, 1/12/2018.	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).
° Development of JABS Security Enhancement will begin in early February.	The JABS security-enhancement design provides greater security of court data, while giving judicial officers easier access to the court data.

° ITG-187 – Person Name-Change History: Analysis will be completed and submitted to the Operations Control Board (OCB) for approval.	The analysis of ITG (Information Technology Governance) requests provides information for governance approval, scheduling, and implementation of JIS upgrades.
° COTS-Prep Project -- Integration with SC-CMS: Planned activities for the month of February include finalization of legal financial obligation billing requirements and initiation of the technical design. Analysis of Juvenile and Correction System (JCS) integration with SC-CMS and JIS will continue.	Analysis is necessary for successful identification and execution of related integration activities that will help legacy systems to continue functioning for non-Odyssey courts.
° Development of JIS Long-Range Modernization Plan: This is a multi-month effort. The goal is to get the plan to the JISC at the May meeting for approval so decision packages can be completed by December. February activities will include plan development start-up and application assessments.	The JIS Modernization Plan will provide long range strategic guidance for decision makers related to application maintenance, enhancements and retirement; long-range scheduling and resource needs; budgeting and decision packages; and provide a predictable roadmap for customers.
° ITG-184 -- Extend Driver License field on Person Screen: Information Technology Governance (ITG) analysis will be completed and submitted to the Operations Control Board (OCB) for approval.	The analysis of Information Technology Governance (ITG) requests provides information for governance approval, scheduling, and implementation of JIS upgrades.
° Standards for Local Case Management System (CMS) version 1.0 will be reviewed in a meeting with the ISD Leadership Team. Meeting feedback will be incorporated into a version for vetting with stakeholders.	Standards for Local CMS are necessary to provide guidance as to what data needs to be shared between AOC centrally-hosted systems and local case-management systems.
° COTS-Prep Project -- Integration with SC-CMS: Planned activities for the month of February include finalization of requirements and initiation of the technical design. Analysis of JCS integration with SC-CMS and JIS will continue.	Analysis is necessary for successful identification and execution of related integration activities that will help legacy systems to continue functioning for non-Odyssey courts.

Operational Area: Infrastructure

Dennis Longnecker, Infrastructure Manager

Through January 31, 2014

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.

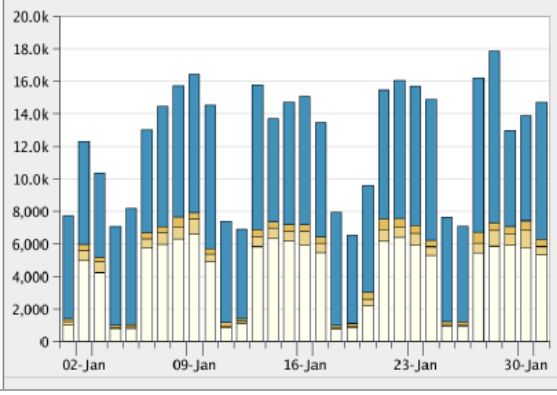
Activities Completed	Impact/Value
✓ Preparing for the March 8, 2014 Disaster Recovery Test.	Disaster Recovery is a JIS activity which ensures the JIS systems would be available in the event of a disaster (either localized or large).
✓ Implemented JIS security to only allow encrypted connections to the JIS systems. Still have three counties which have requested extensions to complete their migration work, so these are the sites that are left.	
✓ Completed Microsoft Office 2013 Upgrade for AOC staff.	Maintaining current and supported software levels ensures users are able to continue to work.
✓ Starting project to upgrade the network routers at most of the district and municipal courts. The current routers will be reaching end of life this year. Also implementing a redundant VPN for their access.	Maintaining current and supported software/hardware levels ensures users are able to continue to work.
✓ Waiting for testing of Natural 8.2.3 so we can migrate to production. Current version 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 252,237 e-mails from entering the system. Only 131,050 (34%) were valid e-mails. The charts below are generated by IronPort.

01 Jan 2014 00:00 to 31 Jan 2014 23:59 (GMT -08:00) — **Data in time range: 100.0 % complete**

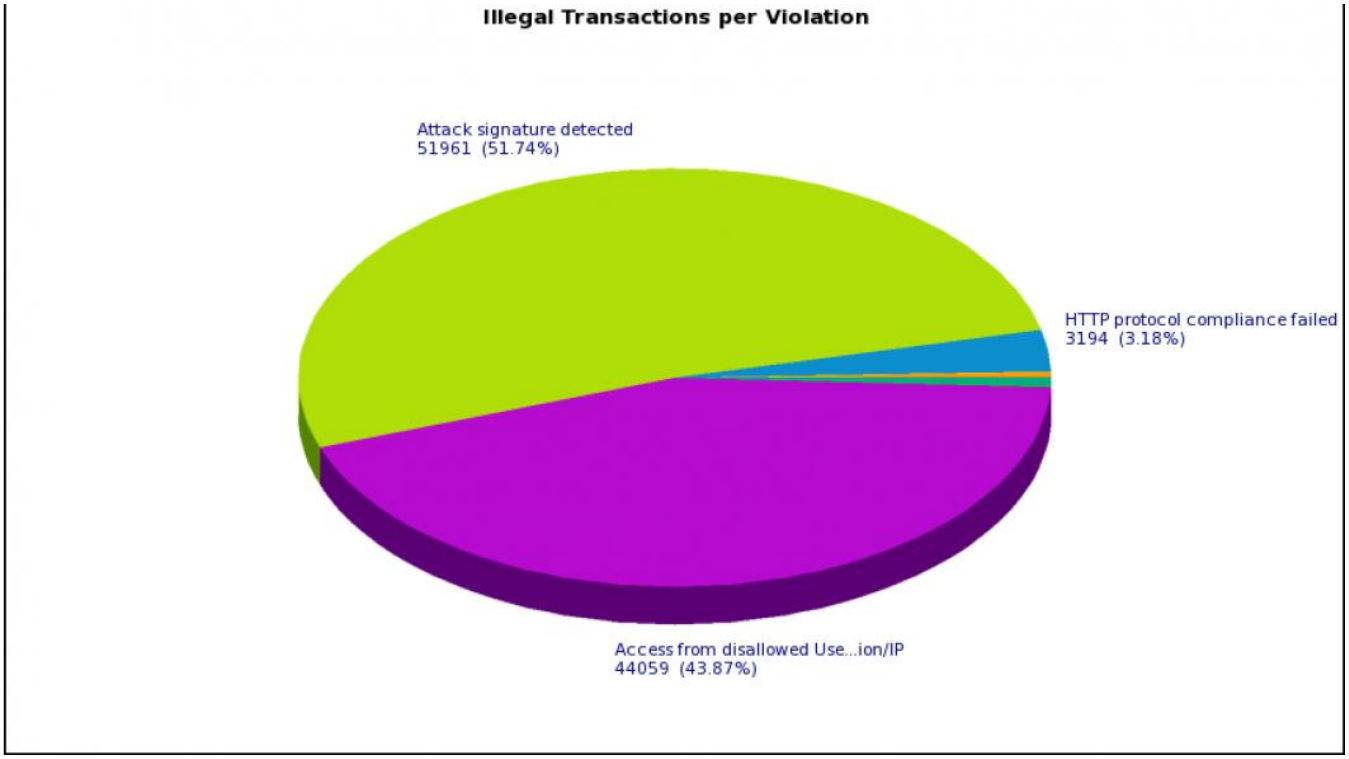
Incoming Mail Graph



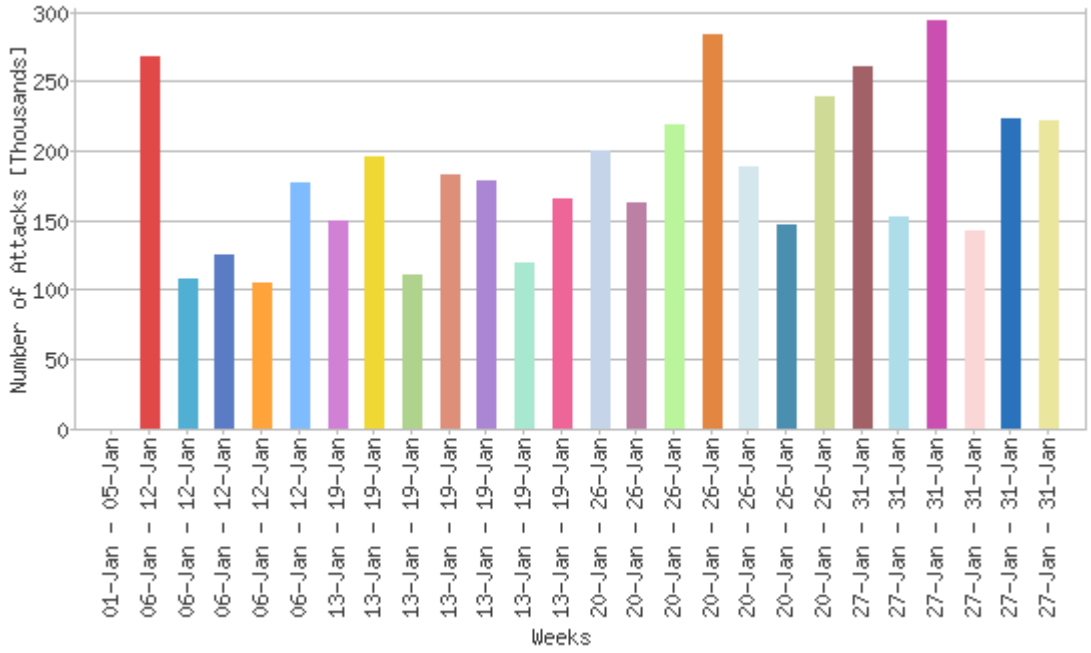
Incoming Mail Summary

Message Category	%	Messages
Stopped by Reputation Filtering	58.7%	225,000
Stopped as Invalid Recipients	0.0%	0
Spam Detected	3.0%	11,476
Virus Detected	0.0%	10
Stopped by Content Filter	4.1%	15,751
Total Threat Messages:	**65.8%**	**252,237**
Clean Messages	34.2%	131,050
Total Attempted Messages:		**383,287**

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



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



Operational Area: Data & Development

Tamra Anderson, Data & Development Manager

Through January 31, 2014

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	
✓	Participated in the SC-CMS training.	Provide data for SC-CMS.
✓	Reviewed returned applications for the new position in the unit.	Help in backlog in the unit.
✓	Worked on refining reporting architecture.	Routine maintenance.
✓	Modified, coded, tested, and released 13 existing tables for statistical reporting.	Added information to enable federal reporting changes.
✓	Designed, coded, tested, and released 22 new tables for statistical reporting.	Added information to enable federal reporting changes.
✓	Completed Appellate Time-in-Process report.	Provide data requirements.
✓	Completed analysis and design for courts to enable exchange of data to a vendor application.	Provides required data to customers.
✓	Finalized changes for CLJ caseload.	Provides required data to customers.
✓	Release appellate caseload table changes to production.	Provides required data to customers.
✓	Released accounting training guide to customers.	Customer training documentation.
✓	Made changes to prepare for annual caseload for all court levels.	Provide data requirements.
✓	Completed changes to Superior and CLJ caseload processing for the Court Statistical Project (CSP) federal reporting changes. This is the NCSC's Court Statistics Project.	Provide information to customer for federal reporting changes.
✓	Completed Appellate case management report requests from Court of Appeals and Supreme Court.	Provides required data to customers.
✓	Fixed errors in accounting universe.	Provide additional features for the reporting tool.
✓	Completed design and coding work on annual caseload reports for all court levels.	Provides required data to customers.
✓	Completed analysis on a common change table.	Provide easier access.
✓	Completed 10 Legislative bill sizing and impact analysis.	Provides required data from legislator for bill sizing.

✓	Reviewed universe design with architects.	Provide information for future integration projects.
✓	Began review for training staff to serve as back-up universe designer.	Provide additional support in designing customer access to statistical data.
✓	Reviewed Washington State Collision Summary Report.	Provides required data to customers.
✓	Attended workshop on designing Mobil applications.	Possible enhancement for customer access to statistical data.
✓	Completed 17 new report or enhancement request.	Provided customer solution.
✓	Completed 35 new or updated user request.	Provided customer solution.
✓	Completed 25 legislation request.	Provided customer solution.
✓	Completed 14 data dissemination request.	Provided customer solution.
	Data Exchange/Development Unit	
✓	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 Tyler Technologies to help them understand the Integration points in AOC.	Support Tyler with implementing Odyssey for the Pilot courts.
✓	Coordinated with CMS team with analyzing and reviewing of the Integration Fit Analysis document produced by Tyler.	Support Tyler with implementing Odyssey for the Pilot courts.
✓	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.
✓	Started prototyping options for triggering Person related change events occurring in JIS to replicate Person data into Odyssey.	Help with CMS integration effort for Person Data replication.
✓	Had a week long technical discussion with Tyler tech folks to help make them understand AOC's web services.	Helps Tyler with replicating Case data from Odyssey into JIS.
✓	Had detailed technical discussion with Tyler tech folks to help us understand Odyssey's Party related web services.	Helps AOC with replicating Person/Party data from JIS into Odyssey.
✓	Received hands-on training in Odyssey Integration Tool Kit to help with Party Data Replication process.	Helps AOC with replicating Person/Party data from Odyssey into JIS.
✓	Received hands-on training in Odyssey End-User interface.	Helps to understand the business process flow within Odyssey.
	Data Quality and Governance	
✓	Review data designs for 14 requests supporting Federal Reporting, JABS security, Appellate Caseload Statistics, JCS, performance improvements and data quality.	Change management of data designs.
✓	Analyze and document 2 data quality issues related to foreign key issues that require deeper analysis and/or cleanup.	Discovery of data quality issues.
✓	Prepare the response for AOC's data design related questions for NHTSA/Washington State Traffic Records Assessment.	Support external reporting requirements.
✓	State Auditor's Office Audit of AOC/WSP Criminal Data. Met with WSP and State Auditor's Office to discuss planning and needs for the audit. In preparation for the audit, WSP and AOC have been working together to test data quality between JIS and WASIS, and to understand how the process may be causing data quality issues.	Reduce risk to public safety, provide required data to customers.
✓	SharePoint Migration to SharePoint 2010: Worked with SharePoint team to ensure safe migration of existing SharePoint sites and start redesign of Data and Development site. Migration of Data and Development SharePoint Site completed successfully.	Improve SharePoint site to improve customer service and workflows.

✓	Washington State Traffic Records Assessment: Successfully coordinated the assignment and gathering of questions and materials for the Citation and Adjudication Group in support of Round 1 of Questions. This includes some coordination outside AOC, such as Washington Traffic and Safety Commission (WTSC), Washington State Patrol (WSP) and Department of Licensing (DOL) on various traffic safety issues, many related to Data Quality. This included diagramming the technical flow of information between systems, and identifying system limitations in obtaining key data for researchers.	Impacts funding and prioritization for Washington State Traffic Records Projects such as eTRIP and Statewide Electronic Collision & Ticket Online Records (SECTOR), Improve system efficiency.
✓	Data Quality Technical Workgroup: Assessed a free tool to see if it would enhance improvement for database information and reference materials in support of Data Quality, Database Design, and Data Analysis.	Improve database information documentation.
	Activities Planned	**Impact/Value**
	Data Warehouse Unit	
°	Continue Legislative bill sizing and impact analysis.	Provides required data from legislator for bill sizing.
°	Continue annual caseload reports for all court levels.	Provides required data to customers.
°	Begin data analysis on AOC-WSP Criminal Data.	Provides required data to customers.
°	Completed testing and release for courts to enable exchange of data to a vendor application.	Provides required data to customers.
	Data Exchange/Development Unit	
°	Continue to support Quality Assurance (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 the design and prototyping 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 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.
°	Continue to support QA testing for INH services.	Help with completing the QA testing of the deployed INH services.
	Data Quality and Governance	
°	Support Database Design Review requests.	Change Management of database designs (DDRT).
°	Support Data Quality Data Profiling Project.	Research and analysis of data related issues.
°	Support Metadata Repository framework.	Planning for better management of our metadata. Improve information about court databases and make information more visible and accessible.
°	State Auditor's Office Audit of AOC/WSP Criminal Data: Continue to meet with WSP and State Auditor's Office. Identify common elements between systems, gather and provide information in support of State Auditor's needs, collaborate with State Auditor's Office.	Reduce risk to public safety, improve information quality and provide required data to customers.
°	Support Data Quality Foreign Key Analysis Project.	Research and analysis of data related issues.
°	Data Quality Routines: Began identifying current data quality-related existing processes and policy throughout AOC and examining ways to streamline for efficiency. Working to establish a Data Quality routine between AOC and WSP for JIS/WASIS Criminal Data.	Reduce risk to public safety, provide required data to customers and ensure efficiency in processes throughout AOC.
°	Washington State Traffic Records Assessment: Coordinate Phase II of Question Answering with the Citation and Adjudication Group.	Impacts funding and prioritization for Washington State Traffic Records Projects such as eTRIP.
°	Data Integration Subcommittee of the Washington State Traffic Records Committee. Examining linkages and data quality between JIS data and citation data relating to traffic safety issues such as DUI.	Improve ability to study traffic safety issues such as DUI through the system, provide required data to customers and improve information quality.

Operational Area: Operations

Mike Keeling, Operations Manager

Through January 31, 2014

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 - Began discussions surrounding integrating Odyssey Accounting functionality into JCS,	Odyssey accounting is being kept as a separate entity from JIS accounting and no synchronization of data will occur. Presenting Odyssey accounting data in JCS is key to maintaining juvenile court ability to see the larger picture of what a juvenile owes across all of the Superior and CLJ court cases filed against them.
✓ JCS - Began gap analysis for INH functionality.	Began a gap analysis with the INH team to determine on an item-by-item level within JCS where issues might occur related to data availability and synchronization. Key to ensuring continued functionality of JCS with no impacts when Odyssey pilot courts are live.
✓ JCS - Soft launch of JCS integration project with PMO.	JCS integration with Odyssey is now a formal project under the PMO. This project oversees all integration efforts between JCS and Odyssey.
✓ JCS - Continued 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 – Kent Municipal went live on Jan 13, 2014.	Vehicle-related violation tickets can be sent electronically from Law Enforcement Agency to JIS directly, saving court manual ticket entry.
✓ Java – WSP Disposition Transfer – Update to include disposition code “AS” for CLJ courts.	Improve ability to troubleshoot when problems are reported.
✓ Java – WebSphere upgrade – Completed update of all remaining Java applications so as to run under WebSphere 8.5.5.	Improve application performance, security and maintainability.
✓ Java – E-Ticketing – Completed work on ITGs 41, 156, 176, 191 and bug 19290. Updates are currently being tested.	Work as requested through ITG. Improve application usability and improve data reliability.
✓ Java – JABS Authentication project – Initial sizing, requirements gathering and screen mock-ups.	Improve application security.
✓ Java – Plain Paper Warrants (ITG 58/37/79). Completed work on updates to fix bugs and respond to feature requests from users.	Work as requested through ITG. Improve application usability.
✓ Legacy Maintenance – As a result of Information Technology Governance (ITG) request 186 made by District and Municipal Court Management Association representatives, court staff will be able to see additional information when completing a general search by case number only.	When a user searches by case number only, and more than one case exists in that court with the same case number, the system displays a list of cases which meet the criteria. The list includes the Case Number, Law Enforcement Agency, and Case Type for each case in that court with the matching case number. However, the list does not include the Defendant Name which is critical information in selecting the correct case. JIS will now include the defendant name when displaying the results of a search by case number only.
✓ Legacy Maintenance – Change wording on Warrant Order screen (WRO) and Court Docket (CDK) screens.	In response to a request from the pilot courts for the ITG 37/58 Plain Paper Print – Warrant Project, and in order to obtain uniformity in the reasons displayed for issuing a warrant, changes have been made to the WRO and CDK screens in JIS.
✓ Legacy Maintenance – Information for cases with finding/judgment code of Awaiting Sentencing (AS) was not being sent to Washington State Patrol (WSP) with the disposition transfers.	Information for cases with finding/judgment code of AS will now be sent to WSP in the disposition transfer.

✓ Legacy/Java – Plain Paper Warrants Installations	The plain paper warrants process is now being used by 26 courts.
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 - Continue development of JCS version 2.57.	Version 2.57 contains several minor user interface enhancements as well as new functionality intended to improve the ease of use of the application. Specific focus is being given to providing richer data entry.
° JCS - Continue gap analysis for INH functionality.	Gap analysis to determine on an item-by-item level within JCS where issues might occur related to data availability and synchronization. Key to ensuring continued functionality of JCS with no impacts when Odyssey pilot courts are live.
° Java – WSP Disposition Transfer – Update to improve audit logging.	Improve ability to troubleshoot when problems are reported.
° Java – WebSphere upgrade – Migrate production applications from WebSphere 7.0 to WebSphere 8.5.5.	Improve application performance, security and maintainability.
° Java – JABS Authentication project – Development work.	Improve application security.
° Java – Plain Paper Warrants (ITG 58/37/79). Application close-out and move to maintenance.	Work as requested through ITG. Improve application usability.
° Java – E-Ticketing – Release to production of updates to ETP to include ITGs 41, 156, 176, 191 and bug 19290.	Work as requested through ITG. Improve application usability and improve data reliability.
° Legacy Maintenance – Natural/CICS upgrade	Continue testing. Production planned implementation date is 2/8/2014.
° Legacy Maintenance – RN Court support for JIS/SCOMIS.	Continued support for JIS and SCOMIS courts.
° Legacy Maintenance – Washington State Patrol (WSP) Disposition.	Continued support for Washington State Patrol (WSP) disposition process.
° Legacy Maintenance – Plain Paper Warrants (ITG 58/37/79).	Continue onboarding JIS courts to new plain paper warrant process.
° Legacy Maintenance – JABS Authentication project – Design research.	Improve application security.
° Legacy Maintenance – New JIS/SCOMIS codes.	Prepare to implement new codes approved by the Codes Committee.
° Legacy Maintenance – ITG 41 Destruction of Records.	Continue integration testing.
° Legacy Maintenance – COTS prep support.	Support COTS prep.
° Legacy Maintenance – LFO Billing runs are changing from every 2 months to every 3 months.	Change LFO Billing runtimes from every 2 months to 3 months.

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