Washington State Administrative Office of the Courts

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

February 2014
(Report Period Ending February 28, 2014)

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Background

This report provides the status of information technology projects and operational work underway at the Administrative Office of the Courts (AOC).

The systems and services provided are used by judges, court administrators and staff, county clerks, numerous government agencies, and the public. In this way, AOC supports the effective and efficient operation of the Washington judicial system. We invest wisely in order to provide maximum value to the citizens of the state of Washington.

Under direction of the Judicial Information System Committee (JISC), priorities identified by Washington Courts are implemented through the governance process.

This report is a key to measuring and monitoring progress. It provides the JISC a complete view of work. The report serves to inform and communicate the value of AOC accomplishments.

Initiatives & Project Plan Overview
February 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 #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 February 2014.

Initiative or Project Status Changes

- None

Staffing Changes in ISD

During the reporting period of February 1 - 28, 2014:

ISD welcomed the following new staff:

None.

The following employees left ISD:

- Elaine Evans, Data Exchange Developer, (2/27/2014)

Employees transferring to the SC-CMS Project:

None.

ISD Staff Recognitions

Recognitions

February 2014 – Christine Winslow, Infrastructure Program Associate, – was recognized by Callie Dietz for coming in on her day off to assist with setting up a meeting for a group of judges from the Republic of Armenia and to answer their questions about technology used in courtrooms. The meeting was a success. Great work, especially on your day off!

February 2014 – Kathy Bradley, ISD Business Liaison to the Appellate Courts. When ACORDS was experiencing technical issues, Kathy Bradley kept the Supreme Court Clerks, and Division I and II Clerks informed of what was being done to resolve the issues. Kathy received a big Thank You from Susan Carlson, Supreme Court Deputy Clerk.

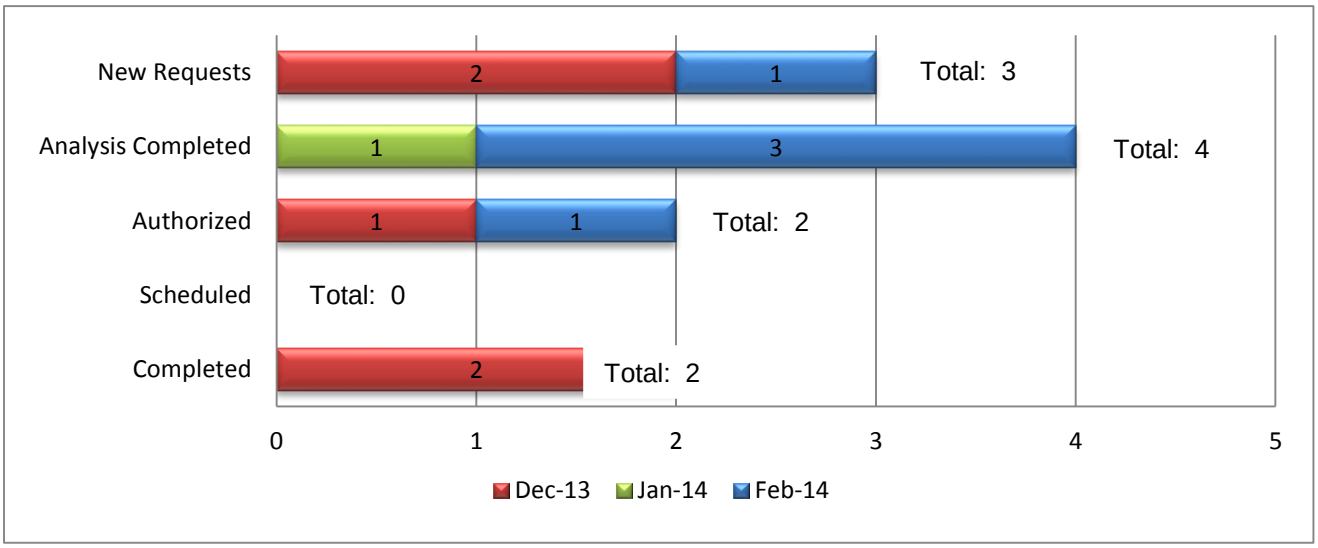
IT Governance Request Status

Completed JIS IT Requests in February 2014

No requests were completed during the month of February.

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**	5
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 February 2014

Information Networking Hub (INH) Middleware Project	
Activities	***Impact/Value***
✓ Continued work on high level design for the statewide party data replication (PDR) components.	Provides INH data exchanges to fit Odyssey's requirements.
✓ Continued to work with SC-CMS project team to gather requirements for party data replication solution and new INH services. Prepared 20+ decision packages requesting clarification of PDR requirements.	Provides INH data exchanges to fit Odyssey's requirements.
✓ Completed mapping INH services to Odyssey application programming interfaces (API's) in support of Party data replication and submitted to SC-CMS for validation.	Provides INH data exchanges to fit Odyssey's requirements.
✓ Continued efforts to acquire additional developer and tester for the party data replication effort.	Provides INH data exchanges to fit Odyssey's requirements.

ITG #002 Superior Court - Case Management System Odyssey Implementation	
Activities	***Impact/Value***
Court Business Office	
✓ Held the February Court User Workgroup meeting on 2/11 – 2/13.	The CUWG met to continue to review and validate the fit assessment results. Voting members, with input from the pilot sites, Tyler and the project team, are continuing to make decisions adjusting the prioritization and authorizing Tyler and the project team to move forward with the design of proposed solutions.
✓ Odyssey Case Manager Workshop completed (2/3-2/7).	The SC-CMS project team received training from Tyler regarding the configuration of the Case Manager Product center. The team learned to configure items such as Case Types, Case Event Types, Statistical Closure Types, G/L Accounts, Hearing Session Types, and many more. There are 396 configuration items in the Case Manager Product center (this includes accounting/financial configuration items).
✓ Odyssey Financial Manager Workshop completed (2/18-2/21).	The SC-CMS project team received training from Tyler regarding the configuration of the Financial Manager Product center. The team learned to configure items such as Banks, Payment Types, Back/Future Date, and many more.
✓ Odyssey Supervision Workshop completed (2/24-2/28).	The SC-CMS project team received training from Tyler regarding the configuration of the Supervision Product center. The team learned to configure items such as Case Flags, Reporting Categories, Case Statuses, and many more.
✓ Requirements meeting with Clerks held (2/25-2/26).	Additional meetings were organized and held to expedite the review of the remaining gap items.
Organizational Change Management Team	
✓ Facilitated February Business and Technical Town Hall Meetings, which had 11 and 8 attendees, respectively.	Increase awareness and buy-in by providing accurate, relevant project information to external stakeholders.
✓ Coordinated Odyssey Demonstrations for Pilot Site County Clerks (five 2-hour sessions) and Court Administration (one 3.5 hour session) to occur in early March.	Mitigate stakeholder resistance to change by increasing awareness and understanding of Odyssey's capabilities and features.
✓ Utilized the SC-CMS_INFO listserv (25 subscribers as of 2/26/14), in addition to existing court and county clerk listservs, to distribute information about the February Town Hall Meetings.	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 February CUWG meeting.	Maintain awareness of OCM activities on the project.
✓ Initiated development of an Implementation Toolkit, which includes training on leading employees through change and a planning checklist.	Develop long-term champions of the changes brought about by implementing Odyssey by increasing the knowledge and skills of court and county clerk leadership.
✓ Continued development of the Pilot Site communications plan.	Maintain buy-in by keeping stakeholders appropriately informed of implementation planning activities and needs.
Business Analyst Team	
✓ Contributed to the review of the court business processes being conducted by the CBO 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.
✓ 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.
✓ Reviewed and commented on "Met" items on Traceability Matrix.	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.

✓ 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.).	Determined whether AOC agreed or disagreed with Tyler. All of the items will be reviewed by the CUWG members at their monthly meetings.
✓ Participated in several design calls with Tyler.	To share information with Tyler on how our current applications support certain court processes.
✓ Attended training on the Odyssey system related to Configuration (4 ½ days for Case Manager, 3 ½ days for Financial Manager, and 4 days for Supervision).	Continuing to learning the ins and outs of the Odyssey system and began performing configurations.
Help Desk Team	
✓ Attended monthly CUWG meeting.	Participated in discussion of Fit Analysis Results, Case Numbers and Case Types
✓ Reviewed Tyler Fit Assessment Deliverables, Traceability Matrix.	Reviewed if Tyler's solutions met our requirements and gaps.
✓ Attended JIS Codes Committee Meeting.	Listened to the committee approved new codes, discussed new code requests, etc.
✓ Participated in design calls.	Participated in discussions with Tyler developers/analysts with requirements/processes questions.
✓ Participated in the Subject Matter Expert Workshop.	Learned different Odyssey functionalities.
Training Team	
✓ Met, discussed and made revisions to Implementation Training Plan.	Outlines and organizes training roles, schedules and responsibilities.
✓ Participated in additional phone conference discussion with CUWG members.	Approval of Tyler development projects.
✓ Attended and participated in February CUWG Meetings.	Continues discussion of requirement fit documents and makes preliminary customization projects.
✓ Completed Odyssey configuration training for future Case Manager, Financial, Supervision Workshops.	Provides training, talking points and preliminary discussion of configuration and configuration decisions.
✓ Participated in weekly Tyler design call discussions.	Continues discussion of details of approved Tyler development projects.
✓ Gathered pilot org charts and office layout documents.	Provides staffing and role numbers for pilot courts in training planning and logistics.
Project Management Team	
✓ Responded to inquiries and issues around King County's decision to withdraw from the project including meeting with Legislators.	Project Control and Monitor.
✓ Worked with Tyler PM to evaluate and understand new statewide rollout approach in light of King County's announcement and develop a best strategy.	Project Control and Monitor.
✓ Presented project update at the 2/28/14 JISC meeting.	Project Communication.
✓ Presented project update and impacts to JCS at the WAJCA Conference in Olympia with AOC CIO on 2/4/2014.	Project Communication and Stakeholder Involvement.
✓ Participated in document management discussions with AOC Leadership Team and Tyler Technologies.	Project Planning.
✓ Drafted document management options with AOC CIO.	Project Planning.
✓ Provided project overview at AOC New Employee Orientation on 2/12/14.	Project Communication.
✓ Reviewed and provided draft edits to update Bluecrane's contract and statement of work for the next year.	Project Planning, Control and Monitor.
✓ Continued work with INH and COTS-P, identifying what work can be started at this time.	Project Control and Monitor.
✓ Participated in 3 day IPMA LeaderPath Training "Enabling Change".	Professional Development.
✓ Coordinated and communicated on progress, risks and issues with the independent quality assurance vendor (Bluecrane, Inc.).	Project Control and Monitor.
✓ Participated in Business Town Hall meeting (2/19/14) and Technical Town Hall meeting (2/20/14).	Project Communications.
✓ Participated in Pilot Site Visits.	Project Communication.
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.	Improve the efficiency of document management for the Appellate Courts.
✓ The change request to incorporate Hyland OnBase WorkView into the solution was negotiated with ImageSoft and approved by the project executive steering committee and the Judicial Information Systems Committee.	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.
✓ The Appellate Courts Operations Architect registered for the prerequisite Hyland OnBase system administration classes.	Improve the efficiency of document management for the Appellate Courts.
✓ Connie Williams, Clair Bruggeman, Richard Kimball, and Dave Pearson attended Hyland's System Administration class.	Improve the efficiency of document management for the Appellate Courts.
✓ The Appellate Courts Operations Architect continued designing the changes to JIS Link and web access to appellate court data.	Improve the efficiency of document management for the Appellate Courts.
✓ The development of a work breakdown structure for court/AOC tasks began.	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 finalized 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 (The Project Team calls this Iteration 1 – Preliminary rules are applied).	Provides faster viewing of the Courts of Limited Jurisdiction (CLJ) records.
✓ QA Test group produced estimated hours to complete work and high level schedule. Also evaluated test environment preparedness.	Provides faster viewing of the Courts of Limited Jurisdiction (CLJ) records.
✓ Project Steering Committee Meeting – Approved Next Project Steps: Pilot Court selection, Court Data Clean-up Plan, and Project Implementation Communications Plan.	Provides faster viewing of the Courts of Limited Jurisdiction (CLJ) records.
✓ Updated project status presentation at JISC meeting with Steering Committee approved direction, February 28, 2014.	Provides faster viewing of the Courts of Limited Jurisdiction (CLJ) records.
✓ Continued to develop 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 work estimate for legacy changes.	Project planning.
✓ Revised and updated the resource assignments for Legacy and JAVA/Web changes.	Strengthens the JABS sign-in process and increases security of JIS data and systems.
✓ Proposed milestone dates of the project to the project team and finalized the milestone dates with the team's approval.	Project planning.
✓ Completed the design of the database changes, got it approved by the DBR team and got it deployed to the development region.	Project planning.
✓ Finalized the shell of the communication plan.	Project planning.
✓ Drafted a set of six letters. These letters will be sent to the stakeholders at various stages of the execution of the project. These letters state the goal, timeline, role of the stakeholders in setting up the RACFID for the successful implementation of the JABS logon process.	Communication 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 Services Odyssey Integration Project

Reporting Period through February 28, 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:

The INH project is currently focused on developing a statewide party data replication solution between the new SC-CMS Odyssey application and SCOMIS/JIS.

Progress

Phase	☐ Initiate	☐ Planning	X Execute	☐ Close
Schedule	**Planned Start Date:** 1/2012		**Planned Completion Date:** 5/29/15	
	Actual Start Date: 1/2012		**Actual Completion:** TBD	

Activities Completed	Impact/Value
✓ Continued work on high level design for the statewide party data replication (PDR) components.	Provides INH data exchanges to fit Odyssey's requirements.
✓ Continued to work with SC-CMS project team to gather requirements for party data replication solution and new INH services. Prepared 20+ decision packages requesting clarification of PDR requirements.	Provides INH data exchanges to fit Odyssey's requirements.
✓ Completed mapping INH services to Odyssey application programming interfaces (API's) in support of Party data replication and submitted to SC-CMS for validation.	Provides INH data exchanges to fit Odyssey's requirements.

✓ Continued efforts to acquire additional developer and tester for the party data replication effort.	Provides INH data exchanges to fit Odyssey's requirements.
Activities Planned	**Impact/Value**
° Complete design work for statewide party data replication (PDR) solution.	Provides INH data exchanges to fit Odyssey's requirements.
° Acquire final set of requirements from SC-CMS for the PDR solution.	Provides INH data exchanges to fit Odyssey's requirements.
° Hire contract developer to assist with coding PDR solution.	Provides INH data exchanges to fit Odyssey's requirements.
° Publish work request for additional tester to assist with PDR solution.	Provides INH data exchanges to fit Odyssey's requirements.
° Continue work on updating test harness and prototyping a PDR solution.	Provides INH data exchanges to fit Odyssey's requirements.

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	4/14/14	
Planning complete	3/17/14	3/27/14	
Odyssey data mapping	3/13/14	3/13/14	
Analysis complete	3/13/14	3/31/14	
Design complete	3/6/14	4/4/14	
Development complete	5/27/14	6/24/14	
Functional Test	7/8/14	8/12/14	
Internal Test complete	10/31/14	11/21/14	
Deploy complete	11/10/14	12/3/14	
End Project	5/1/15	5/29/15	

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

Reporting Period Through February 28, 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 case flow management functions, along with participant/party information tracking, case records and relevant disposition services functions in support of judicial decision-making, scheduling, and case management.

Business Benefits: The Superior Court Case Management (SC CMS) will 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

February – 30%

100%

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	
✓ Held the February Court User Workgroup meeting on 2/11 – 2/13.	The CUWG met to continue the review and validation of the fit assessment results. Voting members, with input from the Pilot sites, Tyler and the project team, are continuing to make decisions adjusting the prioritization and authorizing Tyler and the project team to move forward with the design of proposed solutions.
✓ Odyssey Case Manager Workshop completed (2/3-2/7).	The SC-CMS project team received training from Tyler regarding the configuration of the Case Manager Product center. The team learned to configure items such as Case Types, Case Event Types, Statistical Closure Types, G/L Accounts, Hearing Session Types, and many more. There are 396 configuration items in the Case Manager Product center (this includes accounting/financial configuration items).

✓ Odyssey Financial Manager Workshop completed (2/18-2/21).	The SC-CMS project team received training from Tyler regarding the configuration of the Financial Manager Product center. The team learned to configure items such as Banks, Payment Types, Back/Future Date, and many more.
✓ Odyssey Supervision Workshop completed (2/24-2/28).	The SC-CMS project team received training from Tyler regarding the configuration of the Supervision Product center. The team learned to configure items such as Case Flags, Reporting Categories, Case Statuses, and many more.
✓ Requirements meeting with Clerks held (2/25-2/26).	Additional meetings were organized and held to expedite the review of the remaining gap items.
Organizational Change Management Team	
✓ Facilitated February Business and Technical Town Hall Meetings, which had 11 and 8 attendees, respectively.	Increase awareness and buy-in by providing accurate, relevant project information to external stakeholders.
✓ Coordinated Odyssey Demonstrations for Pilot Site County Clerks (five 2-hour sessions).	Mitigate stakeholder resistance to change by increasing awareness and understanding of Odyssey's capabilities and features.
✓ Utilized the SC-CMS_INFO listserv (25 subscribers as of 2/26/14), in addition to existing court and county clerk listservs, to distribute information about the February Town Hall Meetings.	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 February CUWG meeting.	Maintain awareness of OCM activities on the project.
✓ Initiated development of an Implementation Toolkit, which includes training on leading employees through change and a planning checklist.	Develop long-term champions of the changes brought about by implementing Odyssey by increasing the knowledge and skills of court and county clerk leadership.
✓ Continued development of the Pilot Site communications plan.	Maintain buy-in by keeping stakeholders appropriately informed of implementation planning activities and needs.
Business Analyst Team	
✓ Contributed to the review of the court business processes being conducted by the CBO 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.
✓ 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.
✓ Reviewed and commented on "Met" items on Traceability Matrix.	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.
✓ 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.).	Determined whether AOC agreed or disagreed with Tyler. All of the items will be reviewed by the CUWG members at their monthly meetings.
✓ Participated in several design calls with Tyler.	To share information with Tyler on how our current applications support certain court processes.
✓ Attended training on the Odyssey system related to Configuration (4 ½ days for Case Manager, 3 ½ days for Financial Manager, and 4 days for Supervision).	Continuing to learning the ins and outs of the Odyssey system and began performing configurations.
Help Desk Team	
✓ Attended monthly CUWG meeting.	Participated in discussion of Fit Analysis Results, Case Numbers and Case Types
✓ Reviewed Tyler Fit Assessment Deliverables, Traceability Matrix.	Reviewed if Tyler's solutions met our requirements and gaps.
✓ Attended JIS Codes Committee Meeting.	Listened to the committee approved new codes, discussed new code requests, etc.
✓ Participated in design calls.	Participated in discussions with Tyler developers/analysts with requirements/processes questions.
✓ Participated in the Subject Matter Expert Workshop.	Learned different Odyssey functionalities.
Training Team	
✓ Met, discussed and made revisions to Implementation Training Plan.	Outlines and organizes training roles, schedules and responsibilities.
✓ Participated in additional phone conference discussion with CUWG members.	Approval of Tyler development projects.
✓ Attended and participated in February CUWG Meetings.	Continues discussion of requirement fit documents and makes preliminary customization projects.

✓ Completed Odyssey configuration training for future Case Manager, Financial, Supervision Workshops.	Provides training, talking points and preliminary discussion of configuration and configuration decisions.
✓ Participated in weekly Tyler design call discussions.	Continues discussion of details of approved Tyler development projects.
✓ Gathered pilot org charts and office layout documents.	Provides staffing and role numbers for pilot courts in training planning and logistics.
Project Management Team	
✓ Responded to inquiries and issues around King County's decision to withdraw from the project including meeting with Legislators.	Project Control and Monitor.
✓ Worked with Tyler PM to evaluate and understand new statewide rollout approach in light of King County's announcement and develop a best strategy.	Project Control and Monitor.
✓ Presented project update at the 2/28/14 JISC meeting.	Project Communication.
✓ Presented project update and impacts to JCS at the WAJCA Conference in Olympia with AOC CIO on 2/4/2014.	Project Communication and Stakeholder Involvement.
✓ Participated in document management discussions with AOC Leadership Team and Tyler Technologies.	Project Planning.
✓ Drafted document management options with AOC CIO.	Project Planning.
✓ Provided project overview at AOC New Employee Orientation on 2/12/14.	Project Communication.
✓ Reviewed and provided draft edits to update Bluecrane's contract and statement of work for the next year.	Project Planning, Control and Monitor.
✓ Continued work with INH and COTS-P, identifying what work can be started at this time.	Project Control and Monitor.
✓ Participated in 3 day IPMA LeaderPath Training "Enabling Change".	Professional Development.
✓ Coordinated and communicated on progress, risks and issues with the independent quality assurance vendor (Bluecrane, Inc.).	Project Control and Monitor.
✓ Participated in Business Town Hall meeting (2/19/14) and Technical Town Hall meeting (2/20/14).	Project Communications.
✓ Participated in Pilot Site Visits.	Project Communication.
Activities Planned	**Impact/Value**
Court Business Office	
° Preparing for the March CUWG meeting (3/12 – 3/13).	The Court User Work Group will continue to review, validate and prioritize Tyler's fit assessment results.
° Odyssey configuration.	The SC-CMS project team will continue with their configuration work to reflect the business processes of the Washington Superior Court and County Clerk's Offices.
° Odyssey Clerk functions demonstration.	At the suggestion from the CUWG and request from the County Clerks, the SC-CMS project team will work with the County Clerk's to plan for a hands-on demonstration of specific functions in Odyssey to evaluate the user experience and usability.
° Continue to consolidate fit assessment gap items and resulting decisions into the traceability matrix.	Consolidation of this information provides a definitive source for tracking the requirements through the project.
° As time allows, the team will continue the "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.
Organizational Change Management Team	
° Facilitate March Business and Technical Town Hall Meetings.	Increase awareness and buy-in by providing accurate, relevant project information to external stakeholders.
° Facilitate March General Information Session for AOC staff.	Increase awareness and buy-in by providing accurate, relevant project information to internal AOC stakeholders.
° Draft quarterly article for AOC Employee newsletter.	Increase awareness and mitigate resistance by providing accurate, relevant project information to internal stakeholders.
° Attend the March CUWG meeting.	Increase awareness of OCM activities on the project.
° Obtain approval on communications plan for external impacted 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.
° Participate in Monthly CUWG meeting.	Share and consume information that will help enable a successful implementation of the SC-CMS effort.
° 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.	Continue to learn the ins and outs of the Odyssey system and perform further configurations.
° Participate in Design Calls with Tyler.	The Tyler team discusses the design they're developing and may show "mock up" screens to AOC Tiger Teams. The AOC Team may show Tyler Team current JIS functionality for further clarification on current court processes.
° Tiger Teams coordinate follow up work from the design calls for Tyler.	To further clarify processes and current functionality which may include screen shots, or current codes used by the Court Community. The Tyler Development Teams prepare the design documents for AOC Team review. If AOC Team agrees, the documents will go before the CUWG for final approval.
Help Desk Team	
° Continue participating in reviewing the Fit Assessment Deliverables/Traceability Matrix.	Learned different Odyssey functionalities.
° Attend monthly CUWG meetings.	Reviewed if Tyler's solutions met our requirements and gaps.
° Continue participating in design calls/tiger team discussions.	Participated in discussions with Tyler developers/analysts with requirements/processes questions.
° Attend meetings with Kathy Wyer & Ann Howard on the training phase of Odyssey.	Work with the Training Team to assist in planning the training activities.
° Continue exploring Odyssey functionalities/securities.	Learned different Odyssey functionalities.
Project Management Team	
° Conduct regularly scheduled SC-CMS Project Steering Committee meetings.	These meetings continue to address issues and concerns identified by various stakeholder groups during the procurement process.
° Work with Tyler team to develop the Design and Construction Plan.	Project Planning.
° Prepare and finalize Association of Washington Superior Court Administrators (AWSCA) presentation.	Project Communication and Stakeholder Engagement.
° Review and update Risk Log, Issues Log, Decisions Log and Change Control Log.	Project Control and Monitor.
° Participate in discussion with Project Steering Committee members regarding criteria for local implementation costs.	Project Planning.
° Facilitate and communicate integration decisions and recommendations between AOC and Tyler.	Project Communication.
° Continue development of change requests necessary for Integration work to begin.	Project Planning and Development.
° Participate in Statewide Business and Technical Town Hall Meetings.	Project Communications.
° Continue face to face meetings with Pilot Sites.	Project Planning and Communications.
° Prepare for JISC meeting on 4/25/14.	Project Communications.
° Participate in Pilot Demo of Odyssey with Pilot Sites.	Project Planning and Communications.

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 February 28, 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:

- Provide a web interface for external Court users and public,
- Support e Filing of Court documents, and
- Implement an automated workflow for processing Court documents.

The project will be completed in the following Phases:

- Phase 1 – Finalize Appellate Courts ECMS requirements,
- Phase 2 – Release an RFP to select an ECMS Vendor & system, and
- Phase 3 – Implement the Appellate Courts ECMS system.

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, and
- 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 February 1 – 28, 2014.

Progress

Project Phase	☐ Initiate	☐ Planning	X Execute	☐ Close

Schedule		
	Planned Start Date: 8/15/2011	**Planned Completion Date:** 7/23/2014
	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.	Improve the efficiency of document management for the Appellate Courts.

✓ The change request to incorporate Hyland OnBase WorkView into the solution was negotiated with ImageSoft and approved by the project executive steering committee and the Judicial Information Systems Committee.	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.
✓ The Appellate Courts Operations Architect registered for the prerequisite Hyland OnBase system administration classes.	Improve the efficiency of document management for the Appellate Courts.
✓ Connie Williams, Clair Bruggeman, Richard Kimball, and Dave Pearson attended Hyland's System Administration class.	Improve the efficiency of document management for the Appellate Courts.
✓ The Appellate Courts Operations Architect continued designing the changes to JIS Link and web access to appellate court data.	Improve the efficiency of document management for the Appellate Courts.
✓ The development of a work breakdown structure for court/AOC tasks began.	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.
° Develop and get approved a contract amendment to incorporate Hyland OnBase WorkView into the solution.	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.
° Connie Williams, Clair Bruggeman, Richard Kimball, and Dave Pearson will attend Hyland's Introduction to Workflow class.	Improve the efficiency of document management for the Appellate Courts.
° The development of a work breakdown structure for court/AOC tasks will continue.	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
Contract negotiations		9/9/13	9/9/13
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 February 28, 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 is currently in the Quality Assurance Test stage. The Quality Assurance Test Team needs to establish an updated test environment with restored CLJ cases from archives. The project is waiting for an estimate to complete that work. The project Schedule will slide the same amount of time on the calendar that it takes to complete that task. This may also impact the project budget.

Progress :

Project Phase	☐ Initiate	☐ Planning	**X** Execute	☐ Close
Schedule	**Planned Start Date:** 4/23/2012		**Planned Completion Date:** 1/27/15	
	Actual Start Date: 4/23/2012		**Actual Completion Date:** TBD	

Activities Completed	**Impact/Value**
✓ The Project Team finalized 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 (The Project Team calls this Iteration 1 – Preliminary rules are applied).	Provides faster viewing of the Courts of Limited Jurisdiction (CLJ) records.
✓ QA Test group produced estimated hours to complete work and high level schedule. Also evaluated test environment preparedness.	Provides faster viewing of the Courts of Limited Jurisdiction (CLJ) records.

✓ Project Steering Committee Meeting – Approved Next Project Steps: Pilot Court selection, Court Data Clean-up Plan, and Project Implementation Communications Plan.	Provides faster viewing of the Courts of Limited Jurisdiction (CLJ) records.
✓ Updated project status presentation at JISC meeting with Steering Committee approved direction, February 28, 2014.	Provides faster viewing of the Courts of Limited Jurisdiction (CLJ) records.
✓ Continued to develop Iteration 1 Communications Management Plan approach.	Provides faster viewing of the Courts of Limited Jurisdiction (CLJ) records.
Activities Planned	**Impact/Value**
° Continue to refine Iteration 1 Communications Management Plan approach.	Provides faster viewing of the Courts of Limited Jurisdiction (CLJ) records.
° Prepare updated project status presentation for April JISC meeting, as necessary.	Provides faster viewing of the Courts of Limited Jurisdiction (CLJ) records.
° Continue Quality Assurance Test Team to establish updated test environment with restored CLJ cases from archives.	Provides faster viewing of the Courts of Limited Jurisdiction (CLJ) records.
° Continue Quality Assurance Testing Preliminary Rules / Develop & Use Implementation Communications Plan.	Provides faster viewing of the Courts of Limited Jurisdiction (CLJ) records.
° Update Education/training preparation, onboarding plan, and pilot court deployment plan.	Provides faster viewing of the Courts of Limited Jurisdiction (CLJ) records.
° Develop and coordinate Iteration 1 Local Court data cleanup process.	Provides faster viewing of the Courts of Limited Jurisdiction (CLJ) records.
° Develop specific information on the implementation via the normal technical communications, notifications, eService Information and Customer Service line support.	Provides faster viewing of the Courts of Limited Jurisdiction (CLJ) records.
° Deploy Preliminary Rules to four (4) Pilot Courts.	Provides faster viewing of the Courts of Limited Jurisdiction (CLJ) records.
° Deploy Preliminary to all Courts.	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	2/26/14
Approval of Non-Functional Requirements by AOC Management (Restore Process)	10/7/13	1/10/14	1/10/14
Develop & Validate Code – Iteration 2 All New Rules	2/14/14	7/2/14	
Deploy Iteration 2 to Production	5/22/14	12/16/14	
Development complete	5/22/14	12/16/14	
Phase V – New Process Acceptance/On-going Planning	7/3/14	1/27/15	
Phase VI – Project Close Completed	7/3/14	1/27/14	
End Project	7/3/14	1/27/15	

ITG #087 / Security Project – JABS RACF Authentication

Reporting Period through February 28, 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: February - 60% (100%)

Phase	☐ Initiate	X Planning	☐ Execute	☐ Close

Schedule		
	Planned Start Date: 10/25/13	**Planned Completion Date:** 7/7/14
	Actual Start Date: 10/25/13	**Actual Completion:** TBD

Activities Completed	Impact/Value
✓ Finalized the work estimate for legacy changes.	Project planning.
✓ Revised and updated the resource assignments for Legacy and JAVA/Web changes.	Strengthens the JABS sign-in process and increases security of JIS data and systems.
✓ Proposed milestone dates of the project to the project team and finalized the milestone dates with the team's approval.	Project planning.
✓ Completed the design of the database changes, got it approved by the DBR team and got it deployed to the development region.	Project planning.
✓ Finalized the shell of the communication plan.	Project planning.
✓ Drafted a set of six letters. These letters will be sent to the stakeholders at various stages of the execution of the project. These letters state the goal, timeline, role of the stakeholders in setting up the RACFID for the successful implementation of the JABS logon process.	Communication planning.

Activities Planned	Impact/Value
° Finalize the letter to the stakeholders.	Communication planning.
° Start the communication with CLJ, Superior courts site coordinators and other stakeholders regarding the goal of the project, their role, implementation timeline, etc.	Communication.
° Identify new risks and/or issues.	Monitor the project.

Milestones Planned and Accomplished

Milestone	Original Date	Revised Date	Actual Date
Start Project	10/25/2013		10/25/2013
End Project	12/31/2014	7/7/14	

ISD Operational Area Status Reports

Operational Area: ISD Policy and Planning

William Cogswell, ISD Associate Director

Through February 28, 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 Security Team weekly meetings.	Data Breach support to Agency Director, CIO, Information Security Officer, ISD Associate Director, and ISD OPS Manager in Security Enhancement efforts.
✓ Participated in Environmental Management Committee meeting.	The Environment Management Committee (EMC) is chartered to provide a forum to coordinate changes affecting BizTalk environments. The EMC is to ensure ISD can effectively support all of its business needs and commitments related to these environments. The committee's mission is to ensure that significant changes to the environments are communicated and coordinated prior to implementation.

✓ Participated in SC-CMS Preparation and Integration Planning meetings.	Develop communications around risks, issues, and decisions impacting the implementation of SC-CMS, INH, and COTS-Prep.
✓ Participated in WA 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."
✓ Site visit with DES Change Manager.	Assess Change Management processes in other State Agencies. Understand IT Service Management tools & fit/purpose for supporting ITI Infrastructure Library (ITIL) processes. Determine & review implementation strategy & ITIL "quick wins".
✓ 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.
✓ 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.
✓ Drafted AOC Data Security Standard.	Support AOC's short term and strategic goals for IT Security enhancement due to Data Breach.
✓ Pursue vetting of my Military Security Clearance and new Information Security Officer with FBI upon request of ISD OPS Manager.	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 during a Data Breach or Cyber Incident.
✓ Participated in Cyber Security session.	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.
Enterprise Security	
✓ Data and Development Manager convened a meeting to plan communication about the Java/BOXI patch. The patch is being tested.	Provide instructions to site coordinators and administrators at all court levels to apply the Java patch.
✓ Data and Development Manager continued working with Stephanie Happold to develop the AOC Data Classification policy.	Provide a data classification structure to define how data in each classification is to be handled.
✓ The IT Security Officer worked with the ISD Server Team to configure the Nessus Scanner tool. Discovery scans were successfully completed.	Provides patch, configuration, and compliance auditing reports.
✓ The Security vendor, Intrinium, provided an overview of their final report and recommendations to the Chief Justice and Justice Fairhurst, AOC Leadership Team, AOC Management Team, AOC staff, and the JISC.	Provides an update on security work, findings and recommendations made by Intrinium.
Policy Development	
✓ Developed draft AOC policy for Release of Unauthorized Information Browsing Log Information	Establish policies, standards, procedures, and guidelines that define management intent.
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 System Availability Meetings.	Track future changes to AOC Applications & Services in Production Environment for potential impact and deconfliction.
° Continued Administration of Change and Release Calendar.	Provide AOC stakeholder's visibility and increased transparency for Changes to and Software Releases in Production Environment.
° Continued participation in Security Team weekly meetings.	Data Breach support to Agency Director, CIO, Information Security Officer, ISD Associate Director, and ISD OPS Manager in Security Enhancement efforts.
° Continued participation in Environmental Management Committee meeting.	The Environment Management Committee (EMC) is chartered to provide a forum to coordinate changes affecting BizTalk environments. The EMC is to ensure ISD can effectively support all of its business needs and commitments related to these environments. The committee's mission is to ensure that significant changes to the environments are communicated and coordinated prior to implementation.
° Continued participation 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 SC-CMS Preparation and Integration Planning meetings.	Develop communications around risks, issues, and decisions impacting the implementation of SC-CMS, INH, and COTS-Prep.
° Continued participation in WA 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."
° 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 participation in 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.
Enterprise Security	
° Deliver Java/BOXI patch communication.	Provide instructions to site coordinators and administrators at all court levels to apply the Java patch.
° Data and Development Manager will continue working with Stephanie Happold to develop the AOC Data Classification policy.	Provide a data classification structure to define how data in each classification is to be handled.
° The IT Security Officer will continue using the Nessus Scanner tool to identify opportunities to improve security.	Provides patch, configuration, and compliance auditing reports.

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 February 28, 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 JIS Codes Committee and staff in preparation for their monthly meeting. Consulted with other staff on follow-up items.	The JIS Codes Committee reviews code requests against established guidelines. It prioritizes implementation of those which are approved.
✓ Court User Work Group (CUWG): The Enterprise Business Architect, representing AOC, participated in the February CUWG meeting. During that 3-day event, review and validation of business gap analysis continued, including completion of the financial items. In addition, previously reviewed items which were prioritized for development by the King County implementation date were revisited to determine whether needed for statewide rollout or whether no longer necessary. Due to the press of time, monthly meetings are being supplemented by standing weekly teleconferences for review of Tyler's Conceptual Project Design (CPD) documents for the required Odyssey modifications.	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 JIS Long-Range Modernization Plan: Work continued on the drafting of a plan for JISC review and revision/approval, as a foundation for decision packages to be completed by September 2014.	Benefits: 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 • Providing predictable roadmap for customers
✓ COTS-Preparation ("COTS-Prep") Project for Integration with SC-CMS: (1) Legal Financial Obligation [LFO] Billing -- The scope of work for SC CMS and COTS-Prep for LFO billing has been defined and agreed upon. (2) Juvenile Court System [JCS] -- The initial analysis of JCS integration with SCOMIS and JIS was completed.	COTS Prep will ensure JCS will continue functioning for juvenile departments, LFO billing will continue to function for non-Odyssey courts, and the existing information exchange between the Department of Corrections (DOC) and AOC will remain the same for LFO billing.
✓ Participated in regular AOC Preparation and Integration Planning (PIP) meetings, as well as ad-hoc collaborative meetings, to facilitate coordination between program efforts working toward the SC-CMS pilot go-live date.	To be successful, the Odyssey pilot implementation rests on coordination between Tyler's development, the SC-CMS projects' business direction, and both the Information Network Hub (INH) and COTS-Preparation efforts to integrate Odyssey with existing JIS systems.
Activities Planned	**Business Value**
° Information Network Hub (INH): In preparation for coding, the Party Data Replication (PDR) solution will be moved from conceptual design through high-level design review to detailed design review. The queue of Tyler integration work items is being managed, including review of, and response to, delivered Conceptual Project Designs (CPD's) to enable Tyler development to start.	As the cornerstone of AOC's integration strategy, party and case-data replication is key to a successful SC-CMS pilot.
° COTS-Prep Project for Integration with SC-CMS: (1) LFO Billing -- Planned activity for the month of March is to begin the high-level solution development. (2) JCS -- Planned activity is to focus on financial-data needs for JCS.	COTS Prep will ensure JCS will continue functioning for juvenile departments, LFO billing will continue to function for non-Odyssey courts, and the existing information exchange between the Department of Corrections (DOC) and AOC will remain the same for LFO billing.

° Development of Long-Range Modernization Plan: Building on charter, strategy, and communications planning done in February, March activities will include application assessments and further plan development.	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 • Providing predictable roadmap for customers
° Court User Work Group (CUWG): The Enterprise Business Architect, representing AOC, will participate in the March meeting of the CUWG, at which review and validation of business gap analysis will continue. In addition, input to Conceptual Project Design (CPD) packages will be provided at weekly CUWG telephone conferences and in a special meeting of the judicial/administration members.	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).

Operational Area: Infrastructure

Dennis Longnecker, Infrastructure Manager

Through February 28, 2014

Includes: Desktop Unit, Network Unit, Server Unit, Support Unit and 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, data exchange 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.

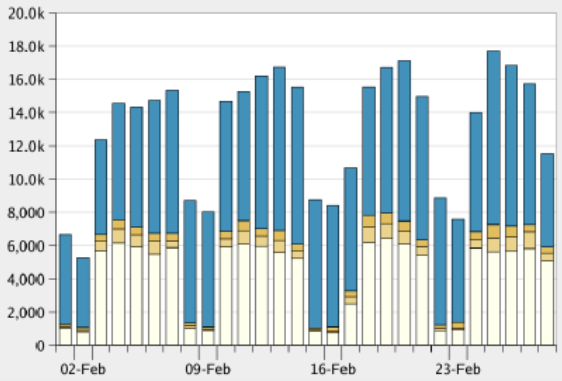
Activities Completed	Impact/Value
✓ Preparing for the March 8, 2014 Disaster Recovery Test.	Disaster Recovery is a JIS activity which ensures the JIS systems would be available in the event of a disaster (either localized or large).
✓ Implemented JIS security to only allow encrypted connections to the JIS systems. This was completed as of February 28, 2014.	Improving the security of JIS data.
✓ 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. Routers are now being deployed to the courts. The anticipated length of this activity is two (2) months.	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.
✓ Starting installation of DB2 Version 11. As of 02/02/2014 it is available in the system test areas. Planning for a September 1, 2014 installation.	Maintaining current and supported software levels ensures users are able to continue to work.
✓ Completed the install of WebSphere 8.5, which is the application server housing ACORDS, CAPS, and JABS.	Maintaining current and supported software levels ensures users are able to continue to work.

Various reports:

During the last 30 days, Spam Filtering prevented 242,791 e-mails from entering the system. Only 119,877 (33%) were valid e-mails. The charts below are generated by IronPort.

01 Feb 2014 00:00 to 28 Feb 2014 23:59 (GMT -08:00) — **Data in time range: 100.0 % complete**

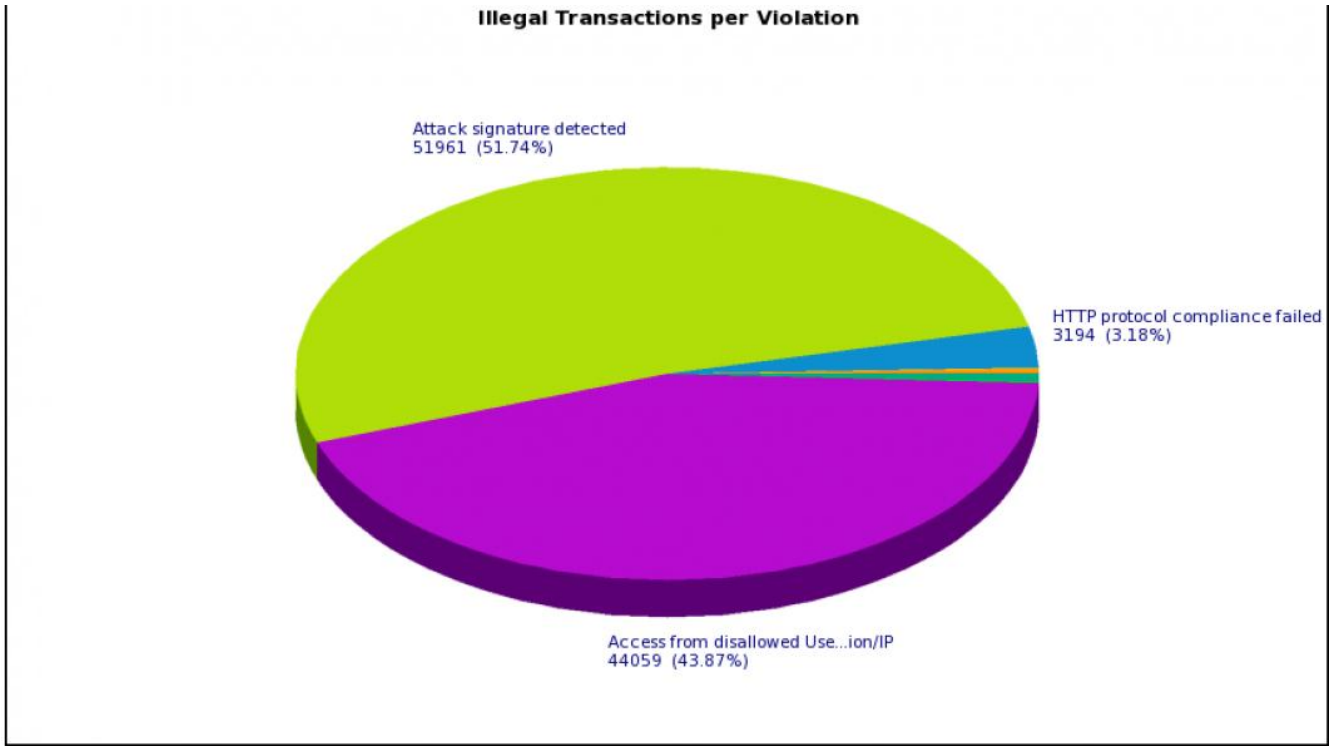
Incoming Mail Graph



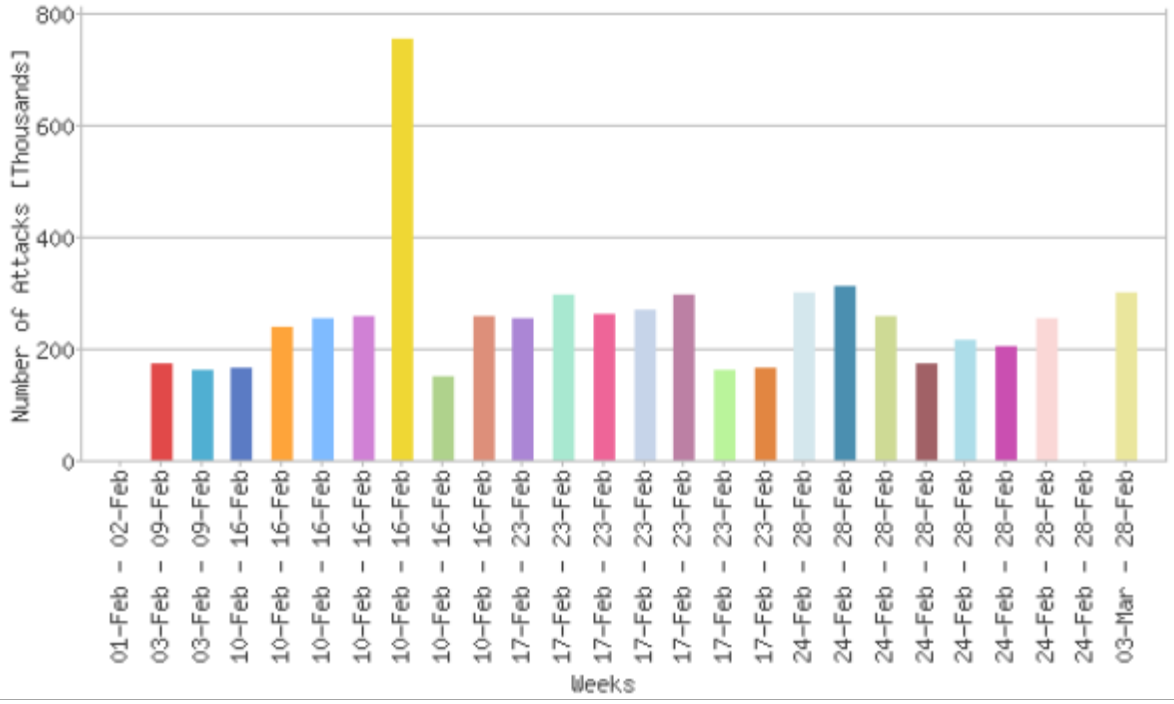
Incoming Mail Summary

Message Category	%	Messages
Stopped by Reputation Filtering	59.7%	216,536
Stopped as Invalid Recipients	0.0%	60
Spam Detected	3.3%	11,852
Virus Detected	0.0%	6
Stopped by Content Filter	4.0%	14,337
Total Threat Messages:	**66.9%**	**242,791**
Clean Messages	33.1%	119,877
Total Attempted Messages:		**362,668**

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 February 28, 2014

Includes: Data Warehouse Unit, Data Exchange/Development Unit, and Data Quality and Data 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	
✓	Completed CLJ 2013 yearly Caseload report.	Provide yearly data requirements.
✓	Completed Superior Court yearly 2013 Caseload report.	Provide yearly data requirements.
✓	Designed and coded REVQ reports for Snohomish Superior.	Provides required reports to customers.
✓	Designed, coded, and released REVQ universe changes for Snohomish Superior.	Provides required data to customers.
✓	Completed background analysis for WASIS data.	Provides required data to customers.
✓	NCSC Federal Caseload Report: Added 5 new tables to support this effort.	Provides required data for federal reporting.
✓	Designed, coded, tested, and verified 33 tables to the extract for SC-CMS.	Provides required data to customers.
✓	Drafted case-level charge tables.	Provides required data to customers.
✓	Completed review of documents for INH.	Provides required data to customers.
✓	Corrected error in FCT_CASE_STATUS_HISTORY for superior courts.	Provides required data to customers.
✓	Clarity upgrade training.	Routine maintenance.
✓	Fixed errors in accounting universe.	Provide additional features for the reporting tool.
✓	Completed design on a common change table.	Provide easier access.
✓	Continued training staff to serve as back-up universe designer.	Provide additional support in designing customer access to statistical data.
✓	Completed 10 Legislative bill sizing and impact analysis.	Provides required data from legislator for bill sizing.
✓	Completed 18 new report or enhancement request.	Provided customer solution.
✓	Completed 39 new or updated user request.	Provided customer solution.
✓	Completed 10 legislation request.	Provided customer solution.
✓	Completed 13 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.
✓ Deployed a new INH build 0.8.9 with bug fixes for QA testing.	Help with completing the QA testing of bugs created for the INH services.
✓ Coordinated and continue to coordinate with SC-CMS team and 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 Requirements for Integration effort.	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.
✓ Continued prototyping the applications required for Integrating Odyssey to the back end JIS databases.	Helps with CMS Integration effort.
✓ Continued 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.
✓ Worked with the Solutions Architect to help them create a Conceptual Design for Person Data replication.	Helps INH with designing an application for replicating Person/Party data between JIS and Odyssey.
✓ Had detailed technical discussion INH tech folks to help create a High Level Design Document for Person Data replication.	Helps INH with information for creating an application for replicating Person/Party data from JIS into Odyssey.
✓ Started dialogue with SC-CMS Business Analyst to help them create Business Requirements for INH Person/Party data replication between JIS and Odyssey.	Helps INH to move forward with designing and creating an application for replicating Person/Party data between JIS and Odyssey.
Data Quality and Governance	
✓ Review data designs for 17 requests supporting Federal Reporting, JABS security, Appellate Caseload Statistics, JCS, performance improvements and data quality. Lead the development of a Create, Read, Update, Delete (CRUD) Chart for documenting usage of 592 Reference Data tables (part of CTC and SFC), across our applications.	Change management of data designs.
✓ 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. Participated with WSP and State Auditor's Office. Document mapping for the XML packet sent to WSP as part of the WSP Disposition data feed. Met with WSP and State Auditor's Office to discuss planning and needs for the audit. In preparation for the audit, WSP WASIS and AOC have been working together to test data quality between JIS and WASIS, gather requirements to understand how the process may be causing data quality issues.	Discovery of data quality issues. Update internal documentation. Provide required data to customers. Collaboration with external partners.
✓ Continued to lead the exploration and resolution of the "Dropped tickets from eTrip" issue, assess impacts and formulate resolution.	Improved data quality.
✓ Washington State Traffic Records Assessment: Serve as Washington State "Lead/Coordinator" for multi-agency Citation and Adjudication Module Phase II gathering and approval of questions for the NHTSA/Washington State Traffic Records Assessment. Agencies coordinated for this module question gathering in this effort include AOC, DOL, WSP, WSDOT, WASPC and WTSC.	Impacts funding and prioritization for Washington State Traffic Records Projects such as eTrip, Improve system efficiency.
✓ Continued performing data comparison between JIS and WASIS relating to "Error/Test Case Issues" which resulted in erroneous disposition data transfer to WSP from JIS. Worked with WSP to resolve immediate WASIS WSP from JIS. Worked with WSP to resolve immediate WASIS.	Discovery and remediation of data quality issues.

✓	Continued to develop out Data Quality Process involving LEAN by utilizing A3 Forms to perform Root Cause analysis on 3 large Data Quality issues.	Improved data quality processes, improve data quality.
✓	Assist with planning for ITG 187 Data Quality work.	Improved data quality.
	Activities Planned	**Impact/Value**
	Data Warehouse Unit	
°	Continue Legislative bill sizing and impact analysis.	Provides required data from legislator for bill sizing.
°	Work on refining reporting architecture.	Routine maintenance.
°	Planning for BIT 3.1 SP6 upgrade.	Identify business impacts and security enhancements.
°	Continued working on WASIS data analysis.	Provides required data to customers.
°	Begin data analysis on AOC-WSP Criminal Data.	Provides required data to customers.
°	Continue analysis for redesign or appellate and juvenile data marts.	Routine maintenance.
°	Begin planning for SC-CMS impacts.	Provides required data to customers.
°	Complete reports and universe changes for RevQ.	Routine maintenance.
°	Complete Appellate 2013 yearly caseload report.	Provide yearly data requirements.
	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 for INH core component 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 Solutions Architect to help him approve the HLD document created for the Conceptual Design for Person/Party data replication.	Helps with designing a solution for Person data replication between the two systems.
°	Collaborate with the Solutions Architect to help him create an Application Design Document for Person/Party data replication.	Helps with designing a solution for Person data replication between the two systems.
°	Have technical discussions with the INH tech folks to help them create a Detailed Technical Design document for the Application Design that will be produced by the SA for Person/Party data replication.	Helps with designing a solution for Person data replication between the two systems.
°	Create a Detailed Technical Design document for Person/Party data replication.	Helps with writing application code for the solution for Person data replication between the two systems.
	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: Continue Coordination of Question Answering with the Citation and Adjudication Group.	Impacts funding and prioritization for Washington State Traffic Records Projects such as eTrip; improve system efficiency.

° 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 February 28, 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 - Continued gap analysis for INH functionality.	Continued 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 - 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.
✓ JCS - Completed 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.
✓ AOC_Disposition.	WSP_Disposition release 2.8 related to WebSphere upgrade 8.5.5.1, Java 7 and RAD 9.0.0 was released on 2-8-2014.
✓ COA Transfer.	COA Transfer release 1.5 related to WebSphere upgrade 8.5.5.1, Java 7 and RAD 9.0.0 was released on 2-8-2014.
✓ Legacy Maintenance – LFO Billing runs are changed from every 2 months to every 3 months.	Change LFO Billing runtimes from every 2 months to 3 months.
✓ Legacy Maintenance – Added new Superior Court docket codes and removed seven docket codes per JIS Codes Committee decision.	The new Docket codes are available for use on Superior Court case; effective February 18, 2014.
✓ Legacy Maintenance – New JIS Case Condition codes.	The new codes will be available in JIS effective 02/18/2013.
✓ Legacy Maintenance – Added new Language Code.	A new Language Code of MAM was created to identify the language of Mam, Northern which is generally spoken by people of Northern Guatemala.
✓ Legacy Maintenance – Added logic to translate mixed case to upper case when getting person records from the DOL ADR screen.	Save time in creating person records and prevent other problems with downstream processes.
✓ Legacy Maintenance – Upload SMC IT Local Law table to the JIS law table.	SMC now has access to FPSU to maintain their own local laws for SECTOR. It was requested to have AOC create an upload for SMC's local laws to reduce data entry time and errors. SMC provided a file of IT local laws to upload into the JIS LAW table.
✓ JABS – ITG 207 – Highlight Calendar.	Completed ITG 207, (RN140206-000000): Ability to reset a line highlight in JABS Calendar view.
✓ JABS – Plain Paper Print Sort.	Completed Plain Paper Print Warrant Printing New Search and Sort capability.
✓ JABS – PW Expired Message.	Completed JABS fix for CQ19951 Logon with expired password does not show expired password message.
✓ ETP – Language Code.	Completed ETP fix for CQ 19290, language code is not being included when ticket is processed.
✓ ETP – in support of ITG 41 Destruction of Records.	Completed ETP change for ITG 41, prevent tickets sent three years after the ticket's issued date.
✓ ETP – in support of ITG 156.	Completed ETP change for ITG 156, ETP Comparison Screen Changes.
✓ ETP – in support of ITG 176.	Completed ETP change for ITG 176, add capability to search tickets by court date and to display ticket's court dates on result screen.
✓ ETP – in support of ITG 191.	Completed ETP change for ITG 191, add last DOL & JIS address update dates on ETP processing screens.
✓ JAVA – Upgrade WebSphere.	Completed WebSphere 8.5.5 upgrade tasks.

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 - Complete 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 - Begin testing 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.
° Legacy Maintenance – JABS Authentication project – Design research.	Improve application security.
° Legacy Maintenance – Plain Paper Warrants (ITG 58/37/79).	Continue onboarding JIS courts to new plain paper warrant process.
° Legacy Maintenance – ITG 41 Destruction of Records.	Continue integration testing.
° Legacy Maintenance – RN Court support for JIS/SCOMIS.	Continued support for JIS and SCOMIS courts.
° Legacy Maintenance – Natural/CICS upgrade.	Continue testing Natural CICS upgrade. Production planned implementation date is 4/12/2014.
° Legacy Maintenance – Fix JIS DCH screen error when clerk navigates to CFHS screen.	DCH screen successfully navigates to CFHS screen.
° Legacy Maintenance – COTS Prep.	Continue working with SCCMS and COTS prep to determine how LFO billing process will integrate with JIS.
° Legacy Maintenance – Add PCN (WSP Fingerprint #) to JIS screens NCCD and NCC.	The Process Control Number (PCN) is not visible on the Case Filing Inquiry/Update (NCC) or Case Filing Delete (NCCD) screen which has resulted in errors in reporting criminal case dispositions to the Washington State Patrol (WSP).
° Legacy Maintenance – WSP Disposition.	Continue support of WSP disposition process.
° Legacy Maintenance – DOC LFO job scheduling.	Update DOC/LFO jobs to run on different times to support DOC's changes.
° DX – VRV On-boarding of Puyallup, Des Moines municipal courts.	Vehicle-related violation tickets can be sent electronically from LEA to JIS directly, saving court manual ticket entry.

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