Judicial Information System Committee (JISC)

Friday, February 28, 2014 (10:00 a.m. – 2:00 p.m.)
CALL IN NUMBER: ***800-591-2259 PC: 288483***
SeaTac Facility: *18000 INTERNATIONAL BLVD, SUITE 1106, SEATAC, WA 98188*

AGENDA

1.	**Call to Order** a. Introductions b. New Member Introduction c. Approval of Minutes	Justice Mary Fairhurst	10:00 – 10:10	Tab 1
2.	**JIS Priority Project #2 (ITG 2):** **Superior Court Case Management Update** a. Project Update b. King County Impacts c. Independent QA Report	Ms. Maribeth Sapinoso, PMP Ms. Vonnie Diseth, ISD Director Mr. Allen Mills, Bluecrane	10:10 – 10:55	Tab 2
3.	**JIS Priority Project #3 (ITG 45):** **Appellate Court ECMS** a. Project Update b. **Decision Point** **a. Increase in Project Allocation**	Mr. Martin Kravik Ms. Vonnie Diseth, ISD Director	10:55– 11:15	Tab 3
4.	**CIO Report** a. State Data Center Analysis b. CLJ Summit Summary	Ms. Vonnie Diseth, ISD Director	11:15 – 11:45	Tab 4
5.	**IT Governance Update** a. Introduction of new IT Service Delivery Coordinator b. IT Governance Report c. **Decision Point** **a. Reprioritize or Return ITG 27** **b. Letters**	Mr. Bill Cogswell, ISD Assoc. Dir. Mr. Morris Volkov, IT Srv Del Coor Ms. Vonnie Diseth, ISD Director	11:45 – 12:00	Tab 5
	Lunch – Working		12:00 - 12:20	
6.	**Security Update** a. New Security Officer Introduction b. Summary of Activities c. Intrinium Security Final Report	Ms. Vonnie Diseth, ISD Director Ms. Vonnie Diseth, ISD Director Mr. Gary Blosser, Intrinium	12:20 – 12:50	
7.	**JIS Budget Update** a. 13-15 Budget Update b. 2014 Supplemental Budget Update c. Revenue Forecast	Mr. Ramsey Radwan, MSD Director	12:50 – 1:10	Tab 6
8.	**Legislative Update**	Ms. Mellani McAleenan, Assoc. Dir	1:10 – 1:25	Tab 7
9.	**JIS Priority Project Updates** a. Information Networking Hub (INH) b. #5 (ITG 41) – CLJ Revised Computer Records Retention/ Destruction Process	Mr. Dan Belles, PMP Ms. Kate Kruller, PMP	1:25 – 1:50	Tab 8

10.	**Committee Reports** a. Data Dissemination Committee b. Data Management Steering Committee	Judge Thomas Wynne Mr. Rich Johnson	1:50 – 1:55	
11.	**Meeting Wrap-Up**	Justice Mary Fairhurst	1:55 – 2:00	
12.	**Information Materials** a. ISD Monthly Report			Tab 9
Persons with a disability, who require accommodation, should notify Pam Payne at 360-705-5277 Pam.Payne@courts.wa.gov to request or discuss accommodations. While notice 5 days prior to the event is preferred, every effort will be made to provide accommodations, when requested.				

Future Meetings:

2014 – Schedule

April 25, 2014

June 27, 2014

September 5, 2014

October 24, 2014

December 5, 2014

JUDICIAL INFORMATION SYSTEM COMMITTEE

Oct 25, 2013
9:00 a.m. to 3:00 p.m.
AOC Office, SeaTac, WA

DRAFT - Minutes

Members Present:
Mr. Larry Barker
Chief Robert Berg
Judge Jeanette Dalton
Ms. Callie Dietz
Justice Mary Fairhurst, Chair
Judge James Heller (phone)
Mr. William Holmes
Mr. Rich Johnson
Ms. Joan Kleinberg
Judge J. Robert Leach
Ms. Marti Maxwell
Judge Steven Rosen
Mr. Jon Tunheim
Judge Thomas J. Wynne

Members Absent:
Ms. Barb Miner
Ms. Aimee Vance
Ms. Yolande Williams

AOC/Temple Staff Present:
Mr. Kevin Ammons
Ms. Tammy Anderson
Ms. Kathy Bradley
Mr. Bill Cogswell
Ms. Vicky Cullinane
Ms. Vonnie Diseth
Ms. Stephanie Happold
Mr. Mike Keeling
Ms. Kate Kruller
Mr. Dirk Marler
Ms. Mellani McAleenan
Ms. Pam Payne
Mr. Ramsey Radwan
Ms. Maribeth Sapinoso
Mr. Mike Walsh
Ms. Heather Williams (phone)

Guests Present:
Mr. Ken Arnold
Mr. Tom Bartel
Mr. Paul Emhoff
Ms. Lea Ennis
Mr. Paul Farrow
Ms. Vanessa Torres Hernandez
Ms. Ann Howard
Mr. Allen Mills
Mr. Roland Thompson
Ms. Kristen Wheeler
Ms. Kathy Wyer

Call to Order

Justice Mary Fairhurst called the meeting to order at 9:00 a.m. and introductions were made.

September 6, 2013 Meeting Minutes

Justice Fairhurst asked if there were any additions or corrections to the September 6 meeting minutes, hearing none, Justice Fairhurst deemed them approved with corrections.

JIS Budget Update (13-15 Biennium)

Mr. Ramsey Radwan provided the budget update for the 2013-2015 biennium. The green sheet, representing the amount allocated for projects listed, shows the expenditures and current allocations for the current biennium for the INH, SC-CMS, AC-ECMS, and the equipment replacement projects. A supplemental budget request is planned to fulfill the contract budget requirements for the AC-ECMS and SC-CMS projects. Expenditures levels look promising, with the greatest concern being focused on additional allocation of funds from the Legislature in the spring of 2014.

Mr. Radwan presented the JIS fund forecast to the members of the JISC. The addition of costs for the IT Security request, software and hardware maintenance, and the estimated costs for the King County phase of the SC-CMS project were included in the new forecast. The costs were netted out in comparison to the current biennial budget. The fund balance available decreased for the next several biennia as a result. Revenue due to infractions and filings has decreased as projected.

Data Dissemination Committee – GR 15

Judge Thomas Wynne presented the JISC with GR 15 amendments approved by the Data Dissemination Committee (DDC). Materials provided to the JISC included comments from stakeholders, a transcript from a DDC public hearing, and a memo explaining the reasoning behind the proposed amendments and the procedural process thus far. Goals in drafting the new amendments included: providing a basis for sealing non-conviction records, addressing juvenile offender records consistent with chapter 13.50 RCW, providing a basis for sealing non-conviction adult and juvenile court records, emphasizing that party names may not be redacted as the existence of a sealed or redacted adult case is always available to the public, and providing that Orders to Seal or Redact shall contain an expiration date unless specific to a juvenile record. Furthermore, the proposed draft provides that a notation of "nonconviction" will be used in the public indices for certain cases and a process to unredact records as well as unseal them. The proposed rule takes no position on using Ishikawa factors for sealing juvenile records. Judge Wynne also mentioned that the legal community wanted direction in GR 15 to address non-conviction records which the draft provides.

The JISC undertook consideration of the following amendments.

Judge Wynne discussed GR 15(f) and presented an amendment to move GR 15(f)(2)(C) to GR 15(f)(1)(B).

Motion: Judge Leach
Second: Judge Dalton
Vote: Unanimous except Justice Fairhurst, who abstained. She explained that she was abstaining on all the GR15 votes because she will consider it when it goes to the WA Supreme Court.

In GR 15(c)(2) additional language was proposed to the JISC based on the October 21, 2013, DMCJA letter.

Motion: Judge Leach
Second: Judge Rosen
Vote: Unanimous except Justice Fairhurst, who abstained.

The new GR 15(c)(2)(B) language was presented. Mr. Roland Thompson asked how notice would be provided and by whom. Ms. Vanessa Hernandez and numerous JISC members weighed in on who should provide the notice, how the notice should be provided, and what edits to the subsection should be made in order to provide clarity. Edits were proposed to GR 15(c)(2)(B)(ii) and the following comment.

Motion: Judge Leach
Second: Judge Dalton moved to amend Judge Leach's motion and amendment language
Vote: In Favor: Mr. Larry Barker, Chief Robert Berg, Judge Jeanette Dalton, Ms. Callie Dietz, Judge James Heller (phone), Judge J. Robert Leach, Mr. Jon Tunheim, and Judge Thomas Wynne.

Opposed: Judge Rosen, Rich Johnson, Marti Maxwell, William Holmes
Abstained: Justice Fairhurst

Judge Rosen suggested splitting GR 15(c)(5) into subsections (A) and (B) and moving some of the sentences.
Motion: Judge Rosen
Second: Judge Leach
Vote: Unanimous except Justice Fairhurst, who abstained

Judge Wynne suggested additional language to GR 15(8)(B) based on the DMCJA letter.
Motion: Judge Leach
Second: Judge Dalton
Vote: Unanimous except Justice Fairhurst, who abstained.

Judge Wynne presented the proposed changes to GR 15(c)(9) and reiterated that party names should not be redacted from a case and should remain visible to the public. This applies only to adult cases as sealed juvenile records currently in JIS systems are not available to the public. This amendment will not change current practice. Minor language edits were suggested for GR 15(c)(9). Judge Wynne previously discussed with Ms. Vonnie Diseth if any of the changes in GR 15 (c)(9) would require substantial ISD resources and time. Ms. Diseth stated that it would take approximately 200 hours to do the changes proposed.

Judge Wynne reviewed the proposed amendment and comment section in GR 15(i)(5)(B). He stated that due to issues raised by the Clerks and disagreements in the DDC about the language, the subsection should go back to the original language and the comment should be stricken.
Motion: Judge Wynne moved not to include the amendment and the comment, and to go back to the subsection's original language.
Second: Judge Leach
Vote: Unanimous except Justice Fairhurst, who abstained.

Justice Fairhurst provided the process if the proposed rule was to be approved and forwarded on to the Supreme Court.

Motion: Judge Thomas Wynne

I move to approve the DDC proposed GR 15 draft as amended this morning and to recommend adoption of the proposed GR 15 amendments by the Washington State Supreme Court on an expedited basis.

Second: Judge J. Robert Leach

Voting in Favor: Mr. Larry Barker, Chief Robert Berg, Judge Jeanette Dalton, Ms. Callie Dietz, Judge James Heller (phone), Mr. William Holmes, Judge J. Robert Leach, Ms. Marti Maxwell, Judge Steven Rosen, Mr. Jon Tunheim, and Judge Thomas Wynne.
Opposed: None
Abstain: Justice Fairhurst and Mr. Rich Johnson
Absent: Ms. Barb Miner, Ms. Aimee Vance, and Ms. Yolande Williams

ITG #2 - SC-CMS Update

Mr. Tom Bartel, Vice President of Professional Services for Tyler Technologies, Inc., presented

their kick-off presentation to the JISC members. Mr. Bartel introduced Tyler's key staff to the SC-CMS Project: Ms. Kristin Wheeler, Regional Project Manager – Western Region, and Mr. Paul Farrow, Project Manager. Mr. Bartel presented background information of Tyler as a corporation and of their Courts & Justice Division and included information about their case management system implementation throughout the United States, contract highlights, key business drivers, governance and project execution, and critical success factors.

Ms. Maribeth Sapinoso followed with her update of the Superior Court Case Management System (SC-CMS) Project. Ms. Sapinoso provided status of the kickoff activities presented early September to the Project Steering Committee, AOC Management and Staff, Court User Workgroup and the AOC Project Team. Ms. Sapinoso announced that the Pilot sites were selected by the Project Steering Committee on September 10, 2013. Eight counties that originally submitted interest as pilot candidates were automatically considered for Early Adopter candidates. The project requested response for interest of Early Adopters from all counties by Friday, November 1, 2013. To date, in addition to the original eight Pilot Candidates, the following counties have expressed interest as Early Adopters: Kitsap, Grays Harbor, Cowlitz, Klickitat, Walla Walla, and Spokane. Ms. Sapinoso expressed the map displaying Pierce County as opting out of the new CMS implementation; therefore, were not included in the final contract negotiations for statewide implementation which resulted in approximately $760,000 in savings.

Other project related activities include the Project Steering Committee Charter that was approved by the JISC on September 6, 2013, was finalized with all members' signatures. Project updates were presented to the following groups and associations: Washington Judicial Conference, AWSCA Fall Conference, WACO Conference, Access to Justice Committee, and the Association of County & City Information Systems (ACCIS). Tyler successfully delivered their two day Pre-Design Training in SeaTac early October. The purpose of the Pre-Design Training is to familiarize attendees with the Odyssey application in preparation for the Fit Assessment. This training was well attended by members of the Court User Workgroup, Subject Matter Experts (SME) from the Pilot sites including Financial SMES. The training also included a demonstration of their document management system that was demonstrated for the first time to the SMEs since this functionality was originally out of scope until negotiated in scope as a result of the final contract. The following week, Tyler successfully completed their two week Business Fit Assessment which included most of the same SMEs from the Pre-Design training. The purpose of the Business Fit Assessment discusses Washington Superior Court and County Clerk's Office business practices in much greater detail addressing whether or not the RFP requirements are being met in Odyssey. Next to come is the two week Technical Fit Assessment which discusses the statewide and local integration efforts.

Ms. Sapinoso and Mr. Allen Mills, representing Bluecrane, presented and discussed the three high risks outlined in the September 2013 report.

CIO Report

Ms. Vonnie Diseth presented the JISC with the report from the CIO. Ms. Diseth discussed the sources of IT requests, including ITG requests, legislative requests/mandates, infrastructure maintenance projects, and other unplanned activities that impact staff resources and availability. The IT Project list was reviewed, and Ms. Diseth described the process for allocating work and projects for the biennium with the AOC project managers. Ms. Diseth provided a summary of how AOC staff reviews requests with the ITG process, including an analysis of time and projected results. In addition, Ms. Diseth proposed that, in order to preserve resources, AOC adopt a policy

to screen out ITG requests that will be addressed within the scope of the SC-CMS project. She expressed that, with the JISC's blessing, it could be done as an internal AOC process. There was also a suggestion that the ITG groups be educated regarding the threshold. Justice Fairhurst inquired about the feasibility of establishing time periods for reviewing ITG requests. Justice Fairhurst asked the JISC membership to approve the establishment of an AOC screening process for ITG requests that will be addressed by SC-CMS, and to AOC sending a message to requesting groups regarding that policy. There were no objections.

CLJ Probation Case Management Inclusion in CLJ Case Management Project

Mr. Larry Barker provided the JISC with an overview of the history and proposal for CLJ Probation case management to be included in the CLJ Case Management project. Repeated attempts have been made over the past several decades to obtain a statewide case management system, which have fallen by the wayside due to a number of concerns. An ITG request has been started by the Washington State Misdemeanant Corrections Association (MCA) to revisit the issue of a statewide probation case management application. Mr. Barker noted the analysis conducted by the AOC included the possibility of a feasibility study. The CLJ-CLUG met and decided not to request a feasibility study, an expense that was felt to be too much. The MCA felt it would be beneficial to be involved in the process of developing the CLJ-CMS rather than initiating an individual process. The scope of the CLJ-CMS request has not changed as a result of this request. Juvenile probation matters would also be part of the process, since they have similar business processes. Additional review of the system being implemented by Tyler Technologies for the Superior Courts will be done as part of the evaluation, in particular the supervision piece of the Odyssey product. Ms. Vicky Cullinane noted that the CLJ-CLUG did not agree to the inclusion of juvenile probation within the CLJ-CMS. Mr. Barker agreed that this was not agreed to, rather it has been discussed outside of the ITG process.

JIS Data Dissemination Policy Amendment

Judge James Heller presented the JISC with an amendment regarding the JIS data dissemination policy on CLJ data destruction. After providing a brief history, Judge Heller described the results of the last meeting of the JISC workgroup tasked with bringing a new draft policy to the JISC. The workgroup discussed using the Adult Static Risk Assessment severity codes to categorize cases that should be kept in perpetuity. It was determined this would significantly more work for the ITG 41 project, both in terms of time and resources. Judge Steven Rosen observed there is a need to clean up the records in order to maintain a fair hearings and sentencing. Judge Rosen noted there were certain records that would need to be kept for extended periods, even if the cases are dismissed. Judge Rosen noted that the majority on the three-member committee were not in favor of carte-blanche destruction of records after the prescribed number of years as proposed in the current draft of the policy, unless certain charges or case types or severity codes, or a flag, are maintained. The question exists of how this should be handled with the resources available. Judge Heller noted the problem is with non-conviction data and the reasons for dismissals. A recommendation is not ready, the committee is only presenting options to the JISC and asking for guidance. Judge Jeanette Dalton asked if the retention scheduled is required by statute, and the answer was it is not mandated by statute; JISC Rule 8 allows AOC to establish retention schedules. Judge Dalton suggested the possibility that a retention schedule related more to the physical storage of paper records, and may not be relevant to digital records. Judge Rosen responded that screen cluttering could be cumbersome to navigate, and the presence of some dismissed case records could influence the opinion of a judge. Judge J. Robert Leach noted there is a fairness issue here, not just a matter of convenience for the courts. Justice Fairhurst

asked, from the perspective of the current methodology, which recommendation would work best, and Judge Heller replied that any of the recommendations, other than option six, would be a business decision on which would meet the needs best. Ms. Vicky Cullinane noted the original 2008 memorandum provided general direction, but more specific policy direction was requested. The memo directed that civil domestic violence cases be kept, but did not address criminal domestic violence cases in any manner, and a request was made to clarify the intent. A recommendation was made to maintain domestic violence records for 15 years, and there were no objections to the decision. Justice Fairhurst proposed flagging domestic violence records as permanent records. If the policy allows case-by-case flagging, Judge Rosen requested some criteria be established, either through the DMCJA or the DDC, and be publicly available. There were no objections to the proposal, if criteria are established. Ms. Stephanie Happold noted per JISC Rule 8, once the retention schedule and criteria are approved, they will go to the AOC for establishing the policy, and will be disseminated to court staff and the public.

Justice Fairhurst noted the recommendation is to proceed with Option 2 for destruction of records, with the exception for domestic violence cases being retained for 15 years, and establishing the ability for a judge to flag a case for permanent retention, pursuant to criteria to be developed. A friendly amendment was proposed to keep records set to be deleted after three years be held for five years, pending the results of the Judicial Needs Survey. Ms. Kate Kruller indicated this would have no significant impact on the project.

Motion: Judge James Heller

I move to adopt Option 2, which is to destroy records as originally proposed by the Data Dissemination Committee, with the exception that domestic violence case will be retained for 15 years, including the ability for a judge to flag individual cases for permanent retention, after consideration of guidelines that will be proposed by the DMCJA, then approved by the Data Dissemination Committee and the JISC. The approved guidelines will be proposed to AOC, which will write and publish them. Records set to be deleted after three years would be held for five years, until the data needs for the Judicial Needs Estimate are resolved, then records will be deleted after three years.

Second: Judge Steven Rosen

Voting in Favor: Mr. Larry Barker, Ms. Callie Dietz, Judge James Heller, Mr. William Holmes, Ms. Joan Kleinberg, Judge J. Robert Leach, Judge Steven Rosen, Judge Thomas J. Wynne, Justice Fairhurst, and Mr. Rich Johnson
Opposed: None
Absent: Chief Robert Berg, Judge Jeanette Dalton, Ms. Marti Maxwell, Ms. Barb Miner, Ms. Aimee Vance, and Ms. Yolande Williams

JIS Priority Project #3 (ITG 45) Appellate Court ECMS

Mr. Kevin Ammons provided an update for the AC-EMCS Project. Mr. Ammons informed the committee that the contract with ImageSoft was executed on September 13th and that the kickoff meeting for the project was scheduled to be conducted on October 28th. Finally, Mr. Ammons provided a high level project schedule.

ITG #121 Superior Court Data Exchange Update

Mr. Mike Walsh presented a close-out report on the Superior Court Data Exchange (SCDX) Project. Pierce County went live on September 3, 2013 with the six services provided, and the AOC is transitioning to a support role. Mr. Walsh will provide an update on the function of the SCDX during the first few months at the scheduled February JISC meeting.

Information Networking Hub

Mr. Ammons then gave the update on the INH project. He informed the JISC that the INH team is currently working with the SC-CMS team and Tyler to begin determining how INH will be used to integrate Odyssey with the JIS systems.

ITG #41 Remove CLJ Archiving and Purge Certain Records

There was no discussion regarding the information provided for ITG #41 during the meeting.

Committee Reports

Data Dissemination Committee:
No Report.

Data Management Steering Committee:
No Report.

AOC Re-Organization

Ms. Callie Dietz provided the JISC with a review of the AOC re-organization. A goal of the re-organization was to facilitate communication and collaboration between divisions at the AOC. The final result was produced utilizing input from recommendations and information from stakeholders, court officials, internal employees, and observations. Ms. Dietz detailed what areas of the agency were moved and how roles may have changed as a result.

Adjournment

The meeting was adjourned by Justice Fairhurst at 3:00 p.m.

Next Meeting

The next meeting will be December 6, 2013, at the AOC SeaTac Facility; from 10:00 a.m. to 2:00 p.m. – (Meeting was canceled)

Action Items

	Action Item – From October 7th 2011 Meeting	Owner	Status
1	Confer with the BJA on JISC bylaw amendment regarding JISC communication with the legislature.	Justice Fairhurst	

Superior Court Case Management System (SC-CMS)
Project Update

Maribeth Sapinoso, AOC Project Manager
Marie Constantineau, AOC Deputy Project Manager

February 28, 2014

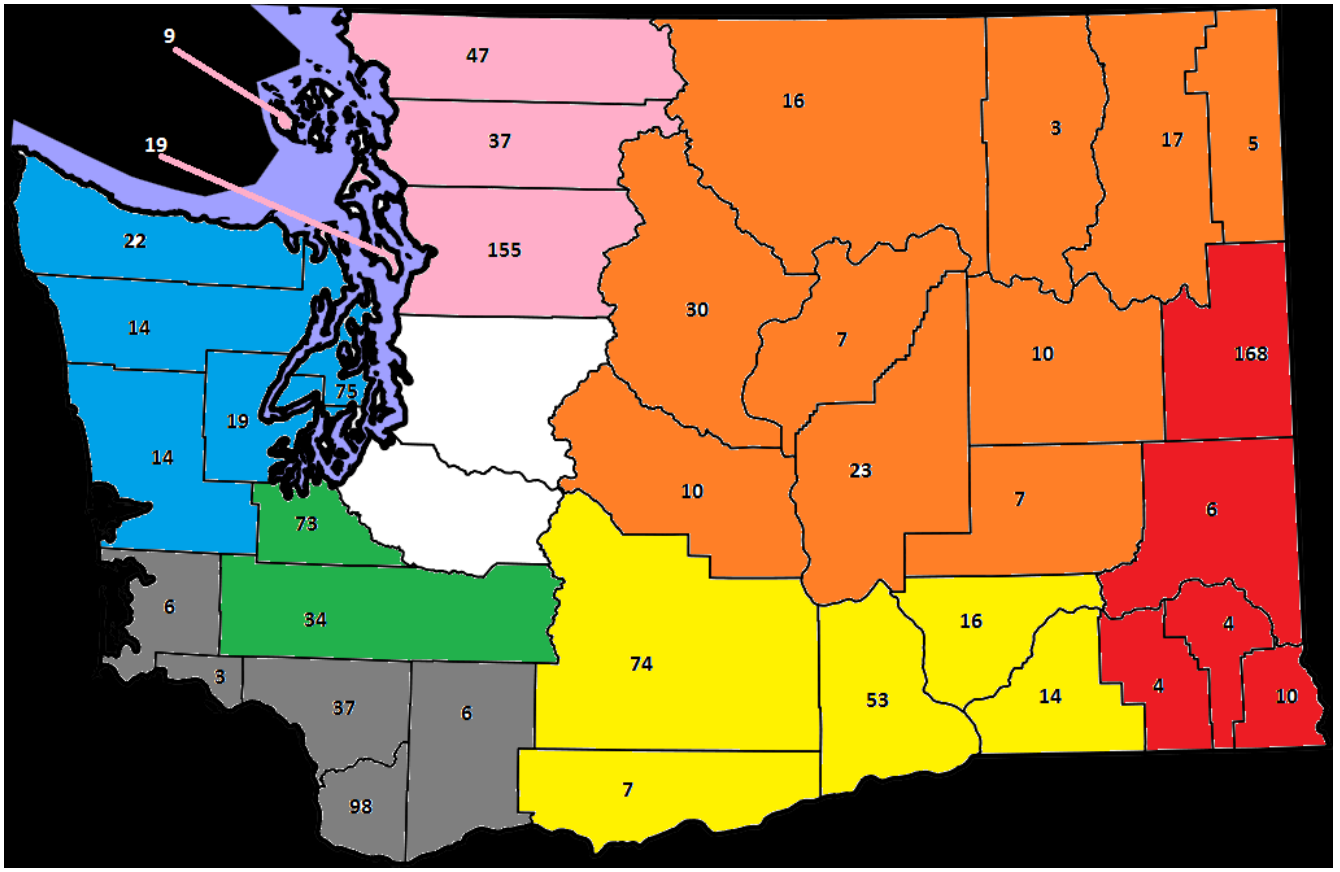
Recent Activities

- ✓ Marie Constantineau as New Deputy Project Manager – November 2013
- ✓ Submitted First Data Extracts for the Two Pilot Sites – November 2013
- ✓ Completed the Business and Technical "Fit Assessments" with the Court User Work Group (CUWG) and AOC
- ✓ Installed Odyssey Test and Conversion Environments at AOC – December 2013

Project Steering Committee Activities

- ✓ Finalized Project Legislative Fact Sheet and Talking Points
- ✓ Adopted Tyler's Statewide Implementation Approach – December 3, 2013
  - ✓ Early Adopters unanimously selected:
    - ❖ Yakima
    - ❖ Klickitat
    - ❖ Benton
    - ❖ Franklin
    - ❖ Walla Walla

Statewide Implementation Approach



Pilot Sites

Early Adopter Sites

Opted to not implement Odyssey

Project Information

- ✓ Conducted First Town Hall Meetings - January 2014
- ✓ Contacted 31 State Agencies That May Be Impacted by the SC-CMS Implementation
- ✓ Presented at Washington Association of Juvenile Court Administrators (WAJCA) Conference – February 4, 2014
- ✓ Subscribe to SC-CMS_INFO ListServ – e-mail your request to Pam.Payne@courts.wa.gov
- ✓ Visit Project Websites
  - https://inside.courts.wa.gov/sc-cms
  - www.courts.wa.gov/sc-cms

King County Decision to Withdraw

- ✓ Project Team Notified by AOC Legislative Liaison - January 23, 2013
- ✓ Emergency Project Steering Committee Meeting Called by Justice Fairhurst – January 25, 2013
- ✓ Prepared Legislative Talking Points Regarding King County's Decision with Representatives of:

  (SCJA, WSACC, AWSCA, King County, JISC, and AOC)
- ✓ Analyzing Impacts to Scope, Schedule, Budget

Document Management

- Risk Mitigation
  - ✓ Project Steering Committee met to understand WSACC concerns and primary business need for Document Management – November 13, 2013
    - Invited Guests:

      Justice Mary Fairhurst, Facilitator
      Judge Charles Snyder, SCJA President
      Sonya Kraski, WSACC President
      Judge Thomas Wynne
      Judge Bruce Spanner
    - Outcome: TBD

Next Steps

- Local Cost Categories
  - Definitions Drafted
- Begin Configuration of Statewide Baseline System
- Complete Review of Business and Technical “Fit Assessment” Results

Active Project Risks

Total Project Risks			
Low Exposure	**Medium Exposure**	**High Exposure**	**Closed**
0	0	4	0

Significant Risks Status

Risk	Probability/Impact	Mitigation
King County's decision to withdraw from the project presents an extreme risk that funding for the entire SC-CMS project will be significantly reduced or withdrawn completely.	High/High	Analyze the impact of the withdrawal of King County from the SC-CMS project in terms of budget, scope, schedule, and overall success of the project, and then provide a recommendation to the legislature that the project continue to be funded at the current level of funding.

Significant Risks Status

Risk	Probability/Impact	Mitigation
If counties or courts continue to develop or purchase systems with overlapping functionality to Odyssey the cost, scope and complexity of SC-CMS will increase.	High/High	Adopt a policy regarding the implementation of ancillary systems by counties that provide duplicative functionality of systems being implemented by AOC. Work with counties to compare and contrast functionality, integration, and cost advantages of using Odyssey components.

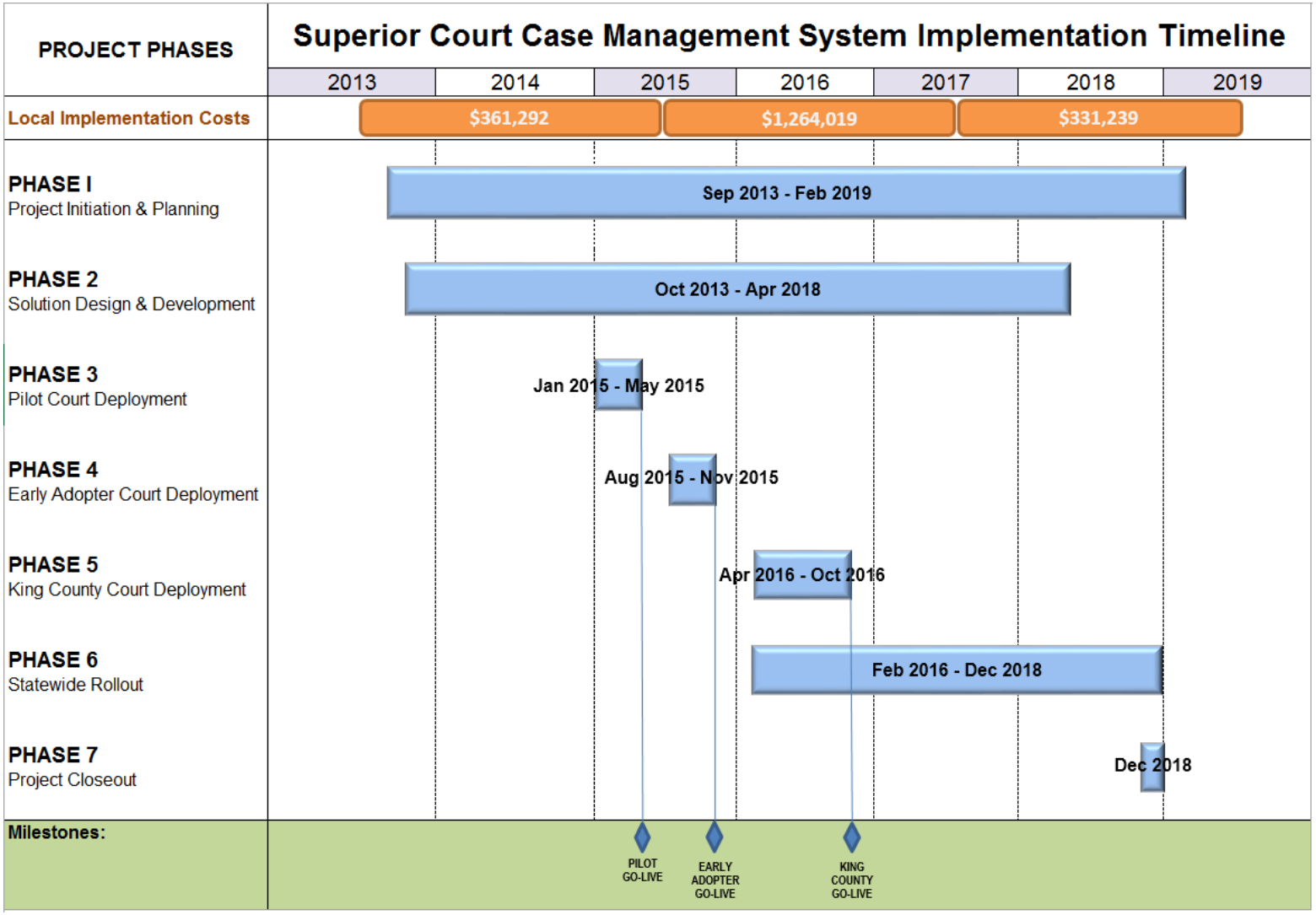
Significant Risks Status

Risk	Probability/Impact	Mitigation
Discussions are underway to determine the level of AOC support for local preparation and implementation costs. Cost could exceed the $1.9 million currently allocated for local implementation.	High/High	Determine alternatives for the resolving the issue. The recommendation along with alternatives for resolving this issue should be documented with an analysis of advantages and disadvantages, impacts, and costs from both a local and statewide perspective.

Significant Risks Status

Risk	Probability/Impact	Mitigation
Clerks position on the Odyssey document management functionality is that it doesn't meet their needs for local document storage and control.	High/High	AOC, the Project Steering Committee and other stakeholders met on November 13th to discuss this issue further and determine a path forward. AOC is working with Tyler to identify options.

SC-CMS High Level Implementation



Phase 1 – Project Initiation and Planning

MILESTONES or PROJECT DELIVERABLES	CURRENT PLAN DATE
✓ Project Kickoff	September 2013
✓ Review and Certify Equipment Specification	October 2013
✓ Complete Fit Analysis Documentation	October 2013
✓ Complete Pre-Design Training	October 2013
✓ Complete Fit Analysis Workshops	November 2013
✓ Results of Requirements Fit Analysis	December 2013
• SC-CMS Core Training Plan (under review)	February 2014
• Project Management Plan (under review)	February 2014
SC-CMS Design and Construction Plan	February 2014
Complete Pilot and Early Adopter Deployment Plan	February 2014
Complete Long Term Deployment Plan	May 2014

2014 Legislative Session
Talking Points
(Regarding King County's Decision)

How does King County's decision to not implement the Superior Court Case Management System (SC-CMS) Project impact the project and remaining 37 counties?

a. COMMITMENT BY PROJECT STAKEHOLDERS:

- Superior Court Judges, Court Administrators, County Clerks and the Administrative Office of the Courts are still committed to implementing Odyssey.
- SCOMIS, a 37 year old legacy system, still needs to be replaced.
- Washington State Courts still have the need for a modern case management system
- All stakeholders, including King and Pierce counties, are committed to sharing court data statewide.
- Pilot and Early Adopter Courts are still committed, engaged and excited about implementing Odyssey.
- Tyler Technologies is a national information technology firm with court case management solutions in over 400 counties in 20 states.

b. SCOPE:

- This is still a statewide implementation of a case management system. Odyssey will be used in 37 of 39 counties, and King and Pierce County data will be brought into the system by data exchange. Therefore, court data from all 39 counties would eventually still be available statewide.
- There is no change to the overall business and system functionality requirements of the statewide configuration.

c. SCHEDULE:

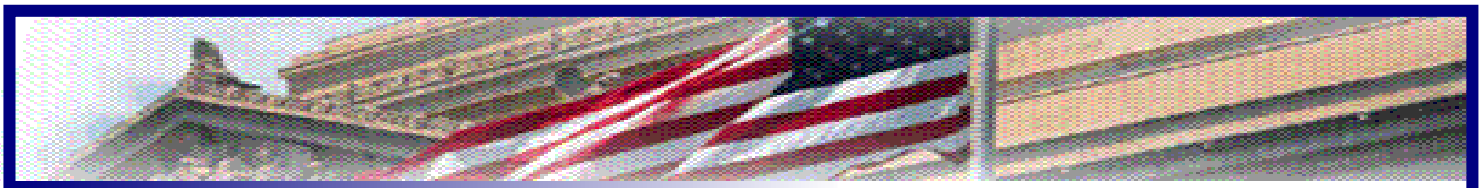
- The existing project plan will need to be revised to reflect the removal of King County from the deployment timeline which includes configuration, readiness, training, and data conversion. It is not anticipated that the deployment timeline will be adversely effected.

d. CONTRACT WITH TYLER TECHNOLOGIES:

- The contract with Tyler Technologies will need to be amended to reflect the withdrawal of King County in the deployment schedule of the new system.

e. BUDGET:

- Continued funding for the SC-CMS project is critical. A new case management system is desperately needed by all remaining counties throughout the state.
- The SC-CMS project is the only opportunity that most medium and small counties have to obtain a modern, well-functioning case management system. Most of these counties lack the resources to develop or purchase a case management system on their own.



Management Consulting

for

State and Local

Governments

Quality Assurance (QA)

Project Oversight

Independent Verification and Validation (IV&V)

Project Management

Risk Reduction

Technology Alignment

Quality Assurance Assessment

for the

State of Washington

Administrative Office of the Courts (AOC)

SC-CMS Project

January 31, 2014

Prepared by

Bluecrane, Inc.

bluecrane ®

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Executive Summary 1

bluecrane QA Assessment Dashboard 3

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Part 1: Executive Summary and Assessment Dashboard

Executive Summary

This report provides the January 2014 quality assurance (QA) assessment by Bluecrane, Inc. ("*bluecrane*") for the State of Washington Administrative Office of the Courts (AOC) Superior Court – Case Management System (SC-CMS) Project.

Our report is organized by assessments in the project areas of:

- Project Management and Sponsorship
- People
- Application
- Data
- Infrastructure

The risks we assess as rising to a level of concern noteworthy of tracking in our monthly report to project Executive Sponsors are the following three:

- **Budget risk.** Over the past few months, we have raised a budget risk with respect to local costs. This month, we assess the level of budget risk as "Extreme," given the recent withdrawal of King County from the SC-CMS project. In their approval of funding for the project, the legislature included a provision that requires SC-CMS to meet the requirements of all counties. Assuming the project is able to continue in spite of King County's withdrawal, there is a risk that funding for the entire SC-CMS project will be drastically reduced or reduced by some portion that is thought to reflect the King County portion of implementation.

  If SC-CMS funding is ***drastically reduced***, then the financial impact to the project will be catastrophic. Although King County represents a disproportionally large share of the case volume in Washington, the cost of implementing SC-CMS is not proportionally more than other counties. Whether King County participates or not, the purchase and implementation of the foundational software and infrastructure for SC-CMS is still required. Similarly, the project management costs to implement the foundational elements will not be reduced on a pure pro rata basis correlated to county caseload.

  On the other hand, if the funding ***allocated specifically to the King County implementation is removed*** from the budget, then the project will be able to continue. However, the most advisable course of action is to preserve the original funding, if possible, for at least two reasons. First, there are currently unmet requirements that have been delayed to subsequent phases of the project that could be funded using the King County allocation. Second, discoveries are often made during the implementation of a large system that require additional funding. Preserving the original project funding increases the likelihood of a successful SC-CMS implementation in the remaining 37 counties.

- **Application architecture risk.** With respect to the design and implementation of document management, if clerks do not use Odyssey to store copies of documents, then some document management functionality may not be available in Odyssey including statewide viewing of documents.

  In December, the State Court Administrator offered to provide the clerks with a legal agreement stating that clerks would have complete security control over viewing, modifying, and deleting copies of the documents stored on the centralized Odyssey document server.

  Alternative approaches to document management, including business process implications as well as technological considerations, are continuing to be vetted as this report is written in early February.

- **County ancillary systems that duplicate the functionality of Odyssey.** Counties purchase of products that provide the same functionality as Odyssey components results in duplicated functionality and costs, and needs to be addressed by AOC, and potentially, the JISC. AOC is developing a policy with regards to ancillary systems.

bluecrane QA Assessment Dashboard

Area of Assessment	Urgency	Nov 2013	Dec 2013	Jan 2014	Summary Status/Recommendations
Project Management and Sponsorship					
Governance	**Urgent Consideration**	Risk	Risk	Risk Being Addressed	Currently, AOC does not have a policy regarding the support of county ancillary systems that duplicate the functionality of AOC systems that are in the process of being implemented. Counties purchase of products that provide the same functionality as Odyssey components duplicate functionality and costs. This is a risk that should be addressed by AOC, and potentially, the JISC. If counties or courts continue to implement custom-developed or purchased systems that have overlapping functionality with SC-CMS, then the scope, complexity, and cost of SC-CMS will almost certainly increase, adding risk to the project. Counties would bear not only the one-time implementation costs of the one-off, stand-alone software, but would have on-going maintenance costs for the software as well. Likewise, AOC would incur on-going maintenance costs for custom interfaces if one-off, stand-alone systems are implemented. Failure to mitigate this risk now with a defined policy and approach fosters a continuing high degree of uncertainty. AOC is developing an ancillary system policy that will provide guidance to counties on the implementation of software that provides overlapping functionality.

Area of Assessment	Urgency	Nov 2013	Dec 2013	Jan 2014	Summary Status/Recommendations
Scope	Urgent Consideration	Risk	Risk	Risk	The risk of duplicated functionality (and associated costs) discussed above under Governance, has ramifications related to Scope as well. Replacement of these ancillary systems with SC-CMS functionality is an important aspect of the SC-CMS implementation in order to realize cost savings and improved reliability inherent in an integrated system. If counties continue to implement custom-developed or purchased systems that have overlapping functionality with SC-CMS, then the scope, complexity, and cost of the SC-CMS project will almost certainly increase, adding risk to the project.
Schedule	N/A	No Risk Identified	No Risk Identified	No Risk Identified	The SC-CMS Deputy Project Manager has developed an integrated project schedule that will be used to manage high-level milestones and near-term project activities.
Budget	Urgent Consideration	Risk	Risk	Extreme Risk	In late January, King County announced their withdrawal from the SC-CMS project. In their approval of funding for the project, the legislature included a provision that requires SC-CMS to meet the requirements of all counties. Assuming the project is able to continue in spite of King County's withdrawal, there is a risk that funding for the entire SC-CMS project will be drastically reduced or reduced by some portion that is thought to reflect the King County portion of implementation. If SC-CMS funding is ***drastically reduced***, then the financial impact to the project will be catastrophic. The cost of implementing SC-CMS in King County is not proportionally more than other counties. The project costs to implement the foundational elements will not be reduced on a pure pro rata basis correlated to county caseload. On the other hand, if the funding ***allocated specifically to the King County implementation is removed*** from the budget, then the project will be able to continue. However, the most advisable course of action is to preserve the original funding, if possible, for unmet requirements that have been delayed to subsequent phases and for discoveries that are likely to

Area of Assessment	Urgency	Nov 2013	Dec 2013	Jan 2014	Summary Status/Recommendations
					be made during the implementation. *bluecrane* agrees with the approach taken by the project and Steering Committee to first analyze the impact of the withdrawal of King County from the SC-CMS project in terms of budget, scope, schedule, and overall success of the project, and then provide a recommendation to the legislature that the project continue to be funded at the current level of funding.
Communication	**N/A**	No Risk Identified	No Risk Identified	No Risk Identified	The project utilizes several approaches to communicate information to project stakeholders. Project status is communicated to AOC management, project team members, and other AOC stakeholders in multiple weekly meetings. Project Steering Committee Meetings are conducted weekly. Information is provided to representatives of the Judges, Clerks, and Administrators associations who pass information to the association members through their normal communication paths.
Staffing and Project Facilities	**N/A**	No Risk Identified	No Risk Identified	No Risk Identified	All staff required for this timeframe are in place. Pilot SMEs have been identified. Work is in progress to identify the SMEs for the early adopter counties.
Change Management	**N/A**	No Risk Identified	No Risk Identified	No Risk Identified	The scope and budget have been baselined.
Risk Management	**N/A**	No Risk Identified	No Risk Identified	No Risk Identified	Consistent with the Risk Management Plan, the project is identifying and managing risks.
Issue Management	**N/A**	No Risk Identified	No Risk Identified	No Risk Identified	Consistent with the Issue Management Plan, the project team is identifying and tracking issues.

Area of Assessment	Urgency	Nov 2013	Dec 2013	Jan 2014	Summary Status/Recommendations
Quality Management	N/A	No Risk Identified	No Risk Identified	No Risk Identified	The project team has developed a Quality Management Plan.
People					
Stakeholder Engagement	N/A	No Risk Identified	No Risk Identified	No Risk Identified	Stakeholder engagement and organizational change management activities are underway. Thurston and Lewis counties have been selected to participate in the project as “pilot sites”. Yakima, Klickitat, Benton, Franklin, and Walla Walla were selected as “early adopter” counties in December. Counties selected as an “early adopter” will implement the solution after the pilot counties have been implemented.
Business Processes/ System Functionality	N/A	No Risk Identified	No Risk Identified	No Risk Identified	Process flows that represent the current state of court business processes have been developed and reviewed by the CUWG. The business processes will be utilized configuration activities to identify how Washington courts processes will be supported by Odyssey.
Vendor Procurement	N/A	No Risk Identified	No Risk Identified	No Risk Identified	No other vendor procurements are planned at this time.
Contract Management / Deliverables Management	N/A	No Risk Identified	No Risk Identified	No Risk Identified	The list and schedule of vendor deliverables are identified in the Tyler contract and are being managed by the project team.

Area of Assessment	Urgency	Nov 2013	Dec 2013	Jan 2014	Summary Status/Recommendations
Application					
Application Architecture	**Urgent Consideration**	Risk	Risk	Risk	County clerks have expressed concerns with using the integrated Odyssey document management solution that the State is offering through the SC-CMS Project because a copy of documents will be stored on one or more centralized servers in the AOC data center. The clerks are concerned that they would lose control over documents that are not stored on a local county server. However, in the SC-CMS Odyssey implementation, clerks would have security rights over all access to the documents in the centralized server. If the clerks do not use Odyssey to store copies of documents, then some document management functionality may not be available in Odyssey. For example, judges may not be able to view documents in other counties without some modified functionality. Additionally, counties will have to pay license, implementation, and infrastructure costs for the local implementation of their document management system.
Requirements Management	**N/A**	No Risk Identified	No Risk Identified	No Risk Identified	The CBO and CUWG will document Use Cases for the To-Be processes as needed.
Application Interfaces	**N/A**	No Risk Identified	No Risk Identified	No Risk Identified	The Information Networking Hub (INH) and COTS-Prep Application projects have been defining and preparing AOC interfaces using SC-CMS information that was available prior to and in the SC-CMS request for proposal (RFP). Now that the Odyssey implementation is underway, further definition of the interfaces has been started.

Area of Assessment	Urgency	Nov 2013	Dec 2013	Jan 2014	Summary Status/Recommendations
Data					
Data Preparation	**N/A**	No Risk Identified	No Risk Identified	No Risk Identified	The AOC Data Quality Coordinator will coordinate preparation of data in AOC and local court applications. One of the activities is the development of a data profiling report which will identify anomalies in data stored in JIS.
Data Conversion	**N/A**	No Risk Identified	No Risk Identified	No Risk Identified	The first conversion extract of data from SCOMIS was executed ahead of schedule in November. Subsequent data extracts have been planned.
Infrastructure					
Statewide Infrastructure	**N/A**	No Risk Identified	No Risk Identified	No Risk Identified	The statewide sever infrastructure was installed in the AOC data center in November ahead of schedule.
Local Infrastructure	**N/A**	Not Started	Not Started	Not Started	This activity has not yet started.

Part 2: Review of *bluecrane* Approach

We began our Quality Assurance engagement for the AOC SC-CMS Project by developing an understanding of the project at a macro level. We started by analyzing the following five "Project Areas":

- ***Project Management and Sponsorship***
- ***People***
- ***Application***
- ***Data***
- ***Infrastructure***

It is not our practice to duplicate Project Management activities by following and analyzing each task and each deliverable that our clients are tracking in their project management software (such as Microsoft Project). Rather, we identify those groups of tasks and deliverables that are key "signposts" in the project. While there are numerous tasks that may slip a few days or even weeks, get rescheduled, and not have a major impact on the project, there are always a number of significant "task groups" and deliverables which should be tracked over time because any risk to those items – in terms of schedule, scope, or cost – have a potentially significant impact on project success.

We de-compose the five Project Areas listed above into the next lower level of our assessment taxonomy. We refer to this next lower level as the "area of assessment" level. The list of areas of assessment grows over the life of the project. The following list is provided as an example of typical areas of assessment:

- ***Project Management and Sponsorship***
    - Governance
    - Scope
    - Schedule
    - Budget
    - Communication
    - Staffing and Project Facilities
    - Change Management
    - Risk Management
    - Issue Management
    - Quality Management
- ***People***
    - Stakeholder Engagement

  - Business Processes/System Functionality
  - Vendor Procurement
  - Contract Management/Deliverables Management
  - Training and Training Facilities
  - Local Court Preparation
  - User Support
- ***Application***
  - Application Architecture
  - Requirements Management
  - Implementation
  - Application Interfaces
  - Application Infrastructure
  - Reporting
  - Testing
  - Tools
- ***Data***
  - Data Preparation
  - Data Conversion
  - Data Security
- ***Infrastructure***
  - Statewide Infrastructure
  - Local Infrastructure
  - Technical Help Desk

For each area of assessment within a Project Area, we document in our QA Dashboard our observations, any issues and/or risks that we have assessed, and our recommendations. For each area we assess activities in the following three stages of delivery:

- **Planning** – is the project doing an acceptable level of planning?
- **Executing** – assuming adequate planning has been done, is the project performing tasks in alignment with the plans the project has established?
- **Results** – are the expected results being realized? (A project that does a good job of planning and executing those plans, but does not realize the results expected by stakeholders, is a less than successful project. Ultimately, r*esults are what the project is all about!*)

Assessed status is rated at a macro-level using the scale shown in the table below.

Assessed Status	Meaning
Extreme Risk	**Extreme Risk:** a risk that project management must address or the entire project is at risk of failure; these risks are "show-stoppers"
Risk	**Risk:** a risk that is significant enough to merit management attention but not one that is deemed a "show-stopper"
Risk Being Addressed	**Risk Being Addressed:** a risk item in this category is one that was formerly red or yellow, but in our opinion, is now being addressed adequately and should be reviewed at the next assessment with an expectation that this item becomes green at that time
No Identified Risk	**No Risk:** "All Systems Go" for this item
Not Started	**Not Started:** this particular item has not started yet or is not yet assessed
Completed or Not Applicable	**Completed/Not Applicable:** this particular item has been completed or has been deemed "not applicable" but remains a part of the assessment for traceability purposes.

We recognize that simultaneously addressing all risk areas identified at any given time is a daunting task – and not advisable. Therefore, we prioritize risk items in our monthly reports as:

1. Very Urgent Consideration
2. Urgent Consideration
3. Serious Consideration

Given the current phase of the SC-CMS Project, these priorities translate to:

1. Very Urgent Consideration – Potential Impact to Configuration of the System
2. Urgent Consideration – Potential Impact to Project's Readiness for Implementation
3. Serious Consideration – Potential Impact to the Successful Management of the Project

Rating risks at the macro-level using the assessed status and urgency scales described above provides a method for creating a snapshot that project personnel and executive management can review quickly, getting an immediate sense of project risks. The macro-level ratings are further refined by describing in detail what the risk/issue is and what remedial actions are being taken/should be taken to address the risk/issue. The result is a framework for AOC SC-CMS management to evaluate project risks – in terms of business objectives and traditional project management tasks.

We summarize the *bluecrane* QA Dashboard in Part 1 of our monthly report for review with client executives and project management. Part 3 of our monthly report provides the detailed QA Dashboard with all of the elements described above.

Part 3: *bluecrane* Detailed Assessment Report for January 2014

bluecrane Quality Assurance Dashboard for the Washington AOC SC-CMS Project	
Project Area Summary	
Project Area	**Highest Level of Assessed Risk**
Project Management and Sponsorship	**Extreme Risk**
People	**No Risk Identified**
Application	**Risk**
Data	**No Risk Identified**
Infrastructure	**No Risk Identified**

		Nov 2013	Dec 2013	Jan 2014
Category:	**Project Management and Sponsorship**			
Area of Assessment:	**Governance**	**Risk**	**Risk**	**Risk Being Addressed**
Urgency:	**Urgent Consideration**			

Observation/Risk: Currently, AOC does not have a policy regarding the support of county ancillary systems that duplicate the functionality of AOC systems that are in the process of being implemented. T Counties purchase of products that provide the same functionality as Odyssey components duplicate functionality and costs. This is a risk that should be addressed by AOC, and potentially, the JISC.

Risk/Impact: If counties or courts continue to implement custom-developed or purchased systems that have overlapping functionality with SC-CMS, then the scope, complexity, and cost of SC-CMS will almost certainly increase, adding risk to the project. Counties would bear not only the one-time implementation costs of the one-off, stand-alone software, but would have on-going maintenance costs for the software as well. Likewise, AOC would incur on-going maintenance costs for custom interfaces if one-off, stand-alone systems are implemented. Failure to mitigate this risk now with a defined policy and approach fosters a continuing high degree of uncertainty.

Recommendation: AOC and/or the JISC should adopt a policy regarding the implementation of ancillary systems by counties that provide duplicative functionality of systems being implemented by AOC. Existing policies should be reviewed to see if modification of a current policy would provide the necessary guidance for counties. If an existing policy cannot be modified, then a new policy should be adopted to outline the AOC support guidelines for county systems.

Status: AOC is developing an ancillary system policy that will provide guidance to counties on the implementation of software that provides overlapping functionality.

		Nov 2013	Dec 2013	Jan 2014
Category:	**Project Management and Sponsorship**	**Risk**	**Risk**	**Risk Being Addressed**
Area of Assessment:	**Scope**			
Urgency:	**Urgent Consideration**			

Observation/Risk 1: The scope of the SC-CMS project is established in the SC-CMS RFP requirements and deliverables as established by the SC-CMS contract with Tyler Technologies. The risk of duplicated functionality (and associated costs) discussed above under Governance has ramifications related to project scope as well.

Risk/Impact: Over time, several Washington counties have implemented ancillary systems to supplement the lack of functionality in the legacy systems that SC-CMS will replace. Replacement of these ancillary systems with SC-CMS functionality is an important aspect of the SC-CMS implementation in order to realize cost savings and improved reliability inherent in an integrated system. If counties continue to implement custom-developed or purchased systems that have overlapping functionality with SC-CMS, then the scope, complexity, and cost of the SC-CMS project will almost certainly increase, adding risk to the project. Duration of the project may also have to be extended. Counties will bear not only the one-time implementation costs of the one-off, stand-alone software, but will have on-going maintenance costs for the software. Likewise, AOC will incur on-going maintenance costs for custom interfaces if one-off, stand-alone systems are implemented.

Recommendation: AOC should work with counties to help them understand the capabilities of Odyssey components, including SessionWorks Judges Edition and the functionality, integration, and cost advantages of using Odyssey components.

Status: AOC is developing an ancillary system policy that would provide guidance to counties on the implementation of software that provides overlapping functionality. I

Observation 2: Project scope was increased during contract negotiations with the inclusion of Odyssey document management, financial management, and e-filing modules in the SC-CMS implementation. AOC had planned for resources to implement and support the SC-CMS project based on the scope currently defined in the SC-CMS RFP. These additional modules will increase the resources required to complete the project successfully. The planning for resources to support the additional scope is underway. (See Staffing and Project Facilities below.)

		Nov 2013	Dec 2013	Jan 2014
Category:	**Project Management and Sponsorship**	**No Risk Identified**	**No Risk Identified**	**No Risk Identified**
Area of Assessment:	**Schedule**			
Urgency:	**N/A**			

Observation: The SC-CMS Deputy Project Manager has developed an integrated project schedule that will be used to manage high-level milestones and near-term project activities.

		Nov 2013	Dec 2013	Jan 2014
Category:	**Project Management and Sponsorship**			
Area of Assessment:	**Budget**	**Risk**	**Risk**	**Extreme Risk**
Urgency:	**Urgent Consideration**			

Observation/Risk 1 Withdrawal of King County: In late January, King County announced their withdrawal from the SC-CMS project. The reasons provided for their withdrawal are that, although SC-CMS meets 95% of their needs, they believe SC-CMS will not be as good as their current system and that SC-CMS will not be flexible enough to meet their future needs, which are rapidly changing and evolving. In their approval of funding for the project, the legislature included a provision that requires SC-CMS to meet the requirements of all counties. In light of King County's withdrawal, there is a risk that funding for the entire SC-CMS project will be significantly reduced or withdrawn completely.

Impact: If SC-CMS funding is ***drastically reduced***, then the financial impact to the project will be catastrophic. Although King County represents a disproportionally large share of the case volume in Washington, the cost of implementing SC-CMS is not proportionally more than other counties. Whether King County participates or not, the purchase and implementation of the foundational software and infrastructure for SC-CMS is still required. Similarly, the project management costs to implement the foundational elements will not be reduced on a pure pro rata basis correlated to county caseload.

On the other hand, if the funding ***allocated specifically to the King County implementation is removed*** from the budget, then the project will be able to continue. However, the most advisable course of action is to preserve the original funding, if possible, for at least two reasons. First, there are currently unmet requirements that have been delayed to subsequent phases of the project that could be funded using the King County allocation. Second, discoveries are often made during the implementation of a large system that require additional funding. Preserving the original project funding increases the likelihood of a successful SC-CMS implementation in the remaining 37 counties.

Recommendation: *bluecrane* agrees with the approach taken by the project and Steering Committee to first analyze the impact of the withdrawal of King County from the SC-CMS project in terms of budget, scope, schedule, and overall success of the project, and then provide a recommendation to the legislature that the project continue to be funded at the current level of funding. As King County noted in their withdrawal notification letter, the likelihood of a successful project may be increased with the removal of King County because their organization and processes were designed to meet the high volume demands of their county. The remaining counties (Pierce County had been previously excluded from the project) have similar volume demands, and similar organizations and processes. *bluecrane* agrees with this assessment and has, along with the project leadership and other stakeholders, recognized the risk of implementing King County too early in the rollout of counties. Although the deployment of a new system in any organization bears a certain amount of risk, the risk is increased with the size of the organization. Additionally, *bluecrane* is aware of similar situations where large counties or large divisions of an organization initially did not participate in the implementation of a new system but later joined the consortium of participants after the system had been proven. So although King County may not participate in this round of deployments, they may be more motivated to join at a later date.

Observation/Risk 2 Local Costs: Discussions are underway to determine the level of AOC support for local preparation and implementation costs. A list of potential categories of costs has been developed. The SC-CMS Feasibility Study estimated the costs for local preparation and implementation costs to be approximately $1.9 million dollars, and this amount of funding has been allocated to the project budget over the implementation timeframe. Estimating local implementation costs is difficult because of varying county needs. Although it is reasonable for counties to receive some assistance in implementation costs, it is also reasonable that counties would incur some of the preparation and implementation costs based on the benefit that they will derive from the implementation since the software license fees and overall implementation costs for the statewide system are being waived for all counties.

Impact: If a decision is made to fund the local costs that exceed the $1.9 million currently allocated for local implementation, then additional funding will have to be transferred from elsewhere such as reduction of SC-CMS scope, additional appropriation from the legislature, or reduction of funding for other AOC projects.

Recommendation: The alternatives for resolving this issue should be documented with an analysis of advantages and disadvantages, impacts, and costs from both a local and statewide perspective. This analysis should include the likelihood of each alternative being implemented. For example, although reduction of SC-CMS scope may be an alternative, the likelihood of being able to reduce scope may be low. The project team should develop a recommendation and vet the decision through the SC-CMS governance structure. It is important to adopt an approach soon in order to reduce the uncertainty of future costs (and likely ripple effects to SC-CMS scope and timeline) that not addressing this risk perpetuates.

Status: The SC-CMS Steering Committee reached agreement on cost categories in December, and there was further discussion of estimated costs associated with each category in the January Steering Committee meetings. Further analysis will be performed in February to estimate county costs associated with the cost categories, including estimating the number of county systems that require conversion and the cost for typical conversions. The project and Steering Committee will work towards making a recommendation at the April JISC meeting.

		Nov 2013	Dec 2013	Jan 2014
Category:	**Project Management and Sponsorship**	**No Risk Identified**	**No Risk Identified**	**No Risk Identified**
Area of Assessment:	**Project Communications**			
Urgency:	**N/A**			

Observation: The project utilizes several approaches to communicate information to project stakeholders. Project status is communicated to AOC management, project team members, and other AOC stakeholders in multiple weekly meetings. Project Steering Committee Meetings are conducted weekly. Information is provided to representatives of the Judges, Clerks, and Administrators associations who pass information to the association members through their normal communication paths.

Status: The SC-CMS project publishes a monthly internal status report, and Tyler provides a monthly status report as well.

Recommendation: Although there are multiple approaches to communicating project status and organizational change management information, it would be advisable for the project to conduct periodic surveys to determine the effectiveness of the various forms of communication being utilized. Effectiveness could be measured by gauging the project-related knowledge of internal and external stakeholders at all levels. Based on the results of surveys, approaches to project communications can be revised. Some approaches may be eliminated if they are found to be ineffective, or supplemental communications may be necessary to augment the current forms of communications.

		Nov 2013	Dec 2013	Jan 2014
Category:	**Project Management and Sponsorship**	**No Risk Identified**	**No Risk Identified**	**No Risk Identified**
Area of Assessment:	**Staffing and Project Facilities**			
Urgency:	**N/A**			

Observation:

The Project Staff Log is used to track current and planned staffing assignments. All staff needed for this timeframe are in place. The remainder of the technical team positions in support of the SC-CMS integrations are currently being planned to be filled starting in March.

The Configuration Plan identifies roles for AOC Subject Matter Experts (SMEs) and Local SMEs. The AOC SMEs have been identified. Pilot SMEs have been identified. Work is in progress to identify the SMEs for the early adopter counties.

Category:	**Project Management and Sponsorship**	**Nov 2013**	**Dec 2013**	**Jan 2014**
Area of Assessment:	**Change Management**	**No Risk Identified**	**No Risk Identified**	**No Risk Identified**
Urgency:	**N/A**			

Observation: The scope and budget have been baselined. All requests for changes to scope or budget will go through the SC-CMS change management process.

Category:	**Project Management and Sponsorship**	**Nov 2013**	**Dec 2013**	**Jan 2014**
Area of Assessment:	**Risk Management**	**No Risk Identified**	**No Risk Identified**	**No Risk Identified**
Urgency:	**N/A**			

Observation: Consistent with the Risk Management Plan, the project is identifying and managing risks.

Category:	**Project Management and Sponsorship**	**Nov 2013**	**Dec 2013**	**Jan 2014**
Area of Assessment:	**Issue Management**	**No Risk Identified**	**No Risk Identified**	**No Risk Identified**
Urgency:	**N/A**			

Observation: Consistent with the Issue Management Plan, the project team is identifying and tracking issues.

Category:	Project Management and Sponsorship	Nov 2013	Dec 2013	Jan 2014
Area of Assessment:	Quality Management	No Risk Identified	No Risk Identified	No Risk Identified
Urgency:	N/A			

Observation: The project team has developed a Quality Management Plan.

Category:	People	Nov 2013	Dec 2013	Jan 2014
Area of Assessment:	Stakeholder Engagement	No Risk Identified	No Risk Identified	No Risk Identified
Urgency:	N/A			

Observation: Stakeholder engagement and organizational change management activities are underway. Thurston and Lewis counties have been selected to participate in the project as “pilot sites”. Yakima, Klickitat, Benton, Franklin, and Walla Walla were selected as “early adopter” counties in December. Counties selected as an “early adopter” will implement the solution after the pilot counties have been implemented.

Category:	People	Nov 2013	Dec 2013	Jan 2014
Area of Assessment:	Business Processes / System Functionality	No Risk Identified	No Risk Identified	No Risk Identified
Urgency:	N/A			

Observation: Process flows that represent the current state of court business processes have been developed and reviewed by the CUWG. The business processes will be utilized configuration activities to identify how Washington courts processes will be supported by Odyssey.

		Nov 2013	Dec 2013	Jan 2014
Category:	**People**	**No Risk Identified**	**No Risk Identified**	**No Risk Identified**
Area of Assessment:	**Vendor Procurement**			
Urgency:	**N/A**			

Observation: The SC-CMS contract with Tyler Technologies was executed in July, 2013. No other vendor procurements are planned at this time.

		Nov 2013	Dec 2013	Jan 2014
Category:	**People**	**No Risk Identified**	**No Risk Identified**	**No Risk Identified**
Area of Assessment:	**Contract Management / Deliverables Management**			
Urgency:	**N/A**			

Observation/Risk: The list and schedule of vendor deliverables are identified in the Tyler contract and are being managed by the project team.

		Nov 2013	Dec 2013	Jan 2014
Category:	**Application**	**Risk**	**Risk**	**Risk**
Area of Assessment:	**Application Architecture**			
Urgency:	**Urgent Consideration**			

Observation/Risk: County clerks have expressed concerns with using the integrated Odyssey document management solution that the State is offering through the SC-CMS Project because a copy of documents will be stored on one or more centralized servers in the AOC data center. The clerks are concerned that they would lose control over documents that are not stored on a local county server. However, in the SC-CMS Odyssey implementation, clerks would have security rights over all access to the documents in the centralized server.

Impact: If the clerks do not use Odyssey to store copies of documents, then some document management functionality may not be available in Odyssey. For example, judges may not be able to view documents in other counties without some modified functionality. Additionally, counties will have to pay license, implementation, and infrastructure costs for the local implementation of their document management system.

Status: In mid-November, a meeting was held at SeaTac with representatives from the judges, clerks, and administrative associations present. Although there were further discussions on the advantages and disadvantages of various options, an agreement as to the direction of the project was not reached.

In December, the State Court Administrator offered to provide the clerks with a legal agreement stating that clerks would have complete security control over viewing, modifying, and deleting copies of the documents stored on the centralized Odyssey document server. It is anticipated that this alternative will be discussed in the next document management meeting.

Alternatives for implementation of document management in SC-CMS were further analyzed in January. There is a follow-up meeting scheduled for early February to move closer to a policy decision on this topic.

Recommendation: The alternatives for mitigating this risk should be documented with an analysis of advantages and disadvantages, impacts, and costs from both a local and statewide perspective. This analysis should be used in subsequent discussions of the risk. Once a decision has been reached on the selected alternative, the decision should be documented along with the reasoning upon which the decision was based.

		Nov 2013	Dec 2013	Jan 2014
Category:	**Application**	**No Risk Identified**	**No Risk Identified**	**No Risk Identified**
Area of Assessment:	**Requirements Management**			
Urgency:	**N/A**			

Observation: The project's business analysts have loaded the SC-CMS requirements into the Rational Requirements Composer (RRC) requirements management tool that is being used to document requirements and for traceability. The CBO and CUWG will document Use Cases for the To-Be processes as needed.

		Nov 2013	Dec 2013	Jan 2014
Category:	**Application**	**No Risk Identified**	**No Risk Identified**	**No Risk Identified**
Area of Assessment:	**Application Interfaces**			
Urgency:	**N/A**			

Observation: The Information Networking Hub (INH) and COTS-Prep Application projects have been defining and preparing AOC interfaces using SC-CMS information that was available prior to and in the SC-CMS request for proposal (RFP). Now that the Odyssey implementation is underway, further definition of the interfaces has been started. The interface work began with a series of integration sessions in November that identified and documented the details of the work necessary to integrate Odyssey with the state systems at AOC and local systems in each of the counties. AOC and Tyler will collaborate on a collection of translation messages that will be constructed to bridge the AOC INH to Odyssey.

Category:	Data	Nov 2013	Dec 2013	Jan 2014
Area of Assessment:	Data Preparation	No Risk Identified	No Risk Identified	No Risk Identified
Urgency:	N/A			

Observation: The AOC Data Quality Coordinator will coordinate preparation of data in AOC and local court applications. One of the activities is the development of a data profiling report which will identify anomalies in data stored in JIS.

The AOC System Support Technician will prepare and extract SCOMIS data for each superior court and county clerk office in the format that Tyler can import into Odyssey.

Category:	Data	Nov 2013	Dec 2013	Jan 2014
Area of Assessment:	Data Conversion	No Risk Identified	No Risk Identified	No Risk Identified
Urgency:	N/A			

Observation: The first conversion extract of data from SCOMIS was executed ahead of schedule in November. Subsequent data extracts have been planned.

Category:	Infrastructure	Nov 2013	Dec 2013	Jan 2014
Area of Assessment:	Statewide Infrastructure	No Risk Identified	No Risk Identified	No Risk Identified
Urgency:	N/A			

Observation: The statewide sever infrastructure was installed in the AOC data center in November ahead of schedule.

Category:	Infrastructure	Nov 2013	Dec 2013	Jan 2014
Area of Assessment:	Local Infrastructure	Not Started	Not Started	Not Started
Urgency:	N/A			

Observation: This activity has not yet started.

ITG Request 45 – Appellate Courts Enterprise Content Management System (AC-ECMS)

Project Update

Martin Kravik, Project Manager

February 28, 2014

Recent Activities

- ✓ Court of Appeals business process analysis sessions occurred during the week of November 18, 2013
- ✓ Supreme Court business process analysis sessions occurred during the week of December 2, 2013
- ✓ As-is analysis of JIS Link and the web portal into ACORDS information completed
- ✓ Technical training for the AOC/Court staff who are going to be involved in system configuration has started
- Functional specification development has started
- Design for changes to JIS Link, web access to Appellate Court information and e-filing has started

Active Project Risks

Total Project Risks		
Low Exposure	Medium Exposure	High Exposure
1	0	0

Significant Risk Status

Risk	Probability/Impact	Mitigation
0	0	0

Active Project Issues

Total Project Issues			
Low Urgency	Medium Urgency	High Urgency	Closed
1	0	1	5

Significant Issues Status

Issue	Urgency/Impact	Action
Level of customization in proposed solution	High/High	Negotiating a change request with ImageSoft

Significant Issues Status (cont.)

- During analysis/design we learned the degree of custom coding was more than expected
- AOC solution analyst discovered another Hyland OnBase module that appeared to perform the same functionality as ImageSoft's custom code
- Many conversations with ImageSoft confirmed this to be correct and a change request was developed by AOC
- ImageSoft's cost analysis was $55,920 for licenses, and $13,200 for an additional 80 hours of professional services

Project Milestones

Milestone	Date
Functional Specification Document delivered	March 2014
System development complete	November 2014
Document Mapping Chart delivered	December 2014
User training (train-the-trainer) provided	January 2015
Technical training provided	January 2015
System testing complete	February 2015
Document conversion complete	March 2015
Production (Go Live) complete	May 2015

Decision Point

Judicial Information System Committee Meeting February 28, 2014

DECISION POINT – Appellate Court Enterprise Content Management System Change Request Approval

MOTION:

I move to adopt the Appellate Court ECMS Project Executive Steering Committee recommendation to authorize a contract amendment to purchase Hyland's OnBase WorkView module to replace custom coded HTML applications in the AC-ECMS solution. The cost increase for licenses, sales tax, and professional services is $72,000.

I. BACKGROUND

The Washington appellate courts currently have no common electronic document management system. The Supreme Court uses a paper-based system, and each division of the Court of Appeals uses its own system. The appellate courts require a statewide enterprise content management system that provides robust document management, allows for the creation of user configurable business workflows, and provides integration with other business tools such as Microsoft Outlook.

In 2011, the JISC approved the purchase of an Electronic Document Management System (later renamed Enterprise Content Management System, ECMS) for the Court of Appeals and the Supreme Court, with an estimated cost of $980,000. The system's requirements were refined, and in June, 2012, the JISC approved an integrated enterprise content management system that would provide document management, business workflow, and include the functionality of the Appellate Courts Records and Data System (ACORDS). With the information available at that time, it was believed that an integrated system could be acquired within the previously approved allocation.

In November, 2012, AOC released a request for proposals (RFP) for an appellate ECMS. This RFP had a cost cap of $850,000. Two vendors responded to the RFP, and neither response met the minimum qualifications. The project Executive Steering Committee removed the cost cap, refined and clarified the RFP requirements, and released a second RFP on January 29, 2013.

On February 22, 2013, the JISC approved an increase in the project funding allocation to $1.5 million dollars to cover contractual costs.

On March 4, 2013, the JISC approved the selection of ImageSoft as the Apparent Successful Vendor.

A contract was signed with ImageSoft Inc. on September 13, 2013 with a maximum amount of $1,420,070 excluding applicable taxes.

II. DISCUSSION

During the initial analysis/design activity the project team learned the degree of custom coding was more than expected.

The AOC solution analyst discovered another Hyland OnBase module called WorkView that appeared to perform the same functionality as ImageSoft's custom code.

Many conversations with ImageSoft confirmed this to be correct and a change request was initiated.

ImageSoft's cost analysis is $61,000 for licenses (including sales tax), and $11,000 for an additional 80 hours of professional services.

On February 18, 2014, the Appellate Court Enterprise Content Management System Project Executive Steering Committee voted unanimously to recommend that the JISC approve a change request to incorporate Hyland OnBase WorkView into the AC-ECMS solution for the amount of $72,000.

This decision was predicated on the following:

- The use of WorkView will result in a solution that is based more on configuration and less on custom coding
- The solution will be more maintainable by non-technical staff
- WorkView will more easily facilitate complex business processes in the future
- AC-ECMS data will be more easily accessible to external interfaces
- ImageSoft recommended going to WorkView based on what they had learned in the Discovery sessions with the Court of Appeals and the Supreme Court.

Appellate ECMS Steering Committee Recommendation

The Appellate Enterprise Content Management System Project Executive Steering Committee recommends to the Judicial Information System Committee that the change request to incorporate Hyland OnBase WorkView into the AC-ECMS solution for the amount of $72,000 be approved.

OUTCOME IF NOT PASSED –

The appellate courts expectation of a predominately configurable system will not be met and the ability to maintain or enhance the AC-ECMS will be lessened to a degree. It is reasonable to expect that the migration to WorkView will occur in the future as the system is modified to meet changing business needs. The cost for doing this at a later date would likely be higher.

Analysis of Moving the Judicial Branch IT Equipment into the State Data Center

Status Update

Recent Activity

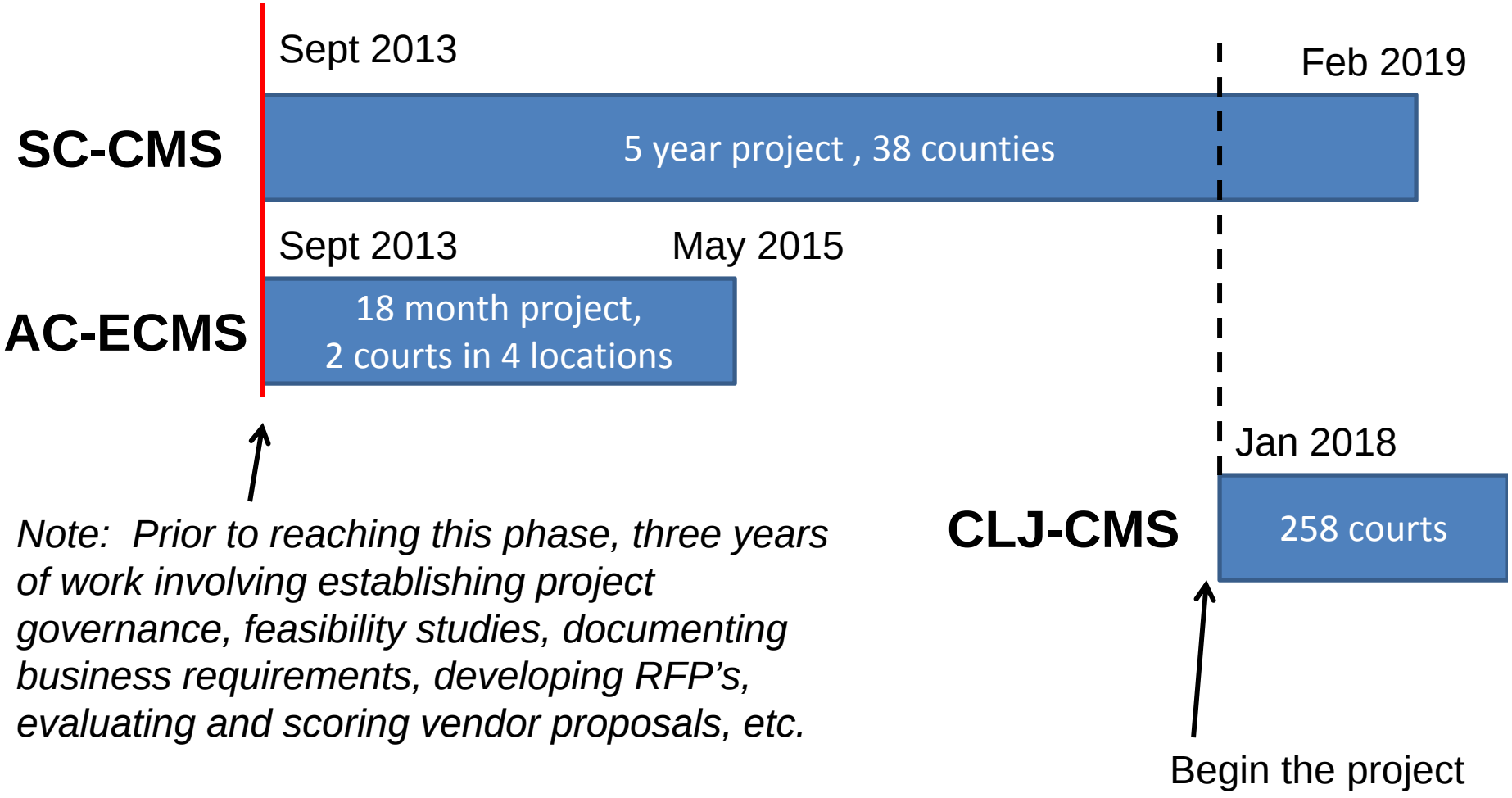
Activity	Date
✓ AOC Project Manager assigned to lead this effort.	November 2013
✓ AOC Leadership toured the State Data Center.	December 10, 2013
✓ AOC Leadership met with the CIO and representatives of CTS to discuss our plan for proceeding with the analysis.	December 16, 2013
✓ AOC Information Services Division (ISD) Managers toured the State Data Center.	December 18, 2013
➢ Gathering/Documenting AOC Business Requirements and identifying potential costs	Underway

Courts of Limited Jurisdiction Request for a Case Management System

December 13, 2013

Original Plan for CLJ - CMS

Configuration and Implementation Phase



Note: Prior to reaching this phase, three years of work involving establishing project governance, feasibility studies, documenting business requirements, developing RFP's, evaluating and scoring vendor proposals, etc.

JISC Priorities

Priority	ITG #	Request Name	Status	CLUG Importance
1	121	Superior Court Data Exchange (SC-DX)	In Progress	High
2	002	Superior Court Case Management System (SC-CMS)	In Progress	High
3	045	Appellate Court Enterprise Content Management System (AC-ECMS)	In Progress	High
4	041	CLJ Revised Computer Records and Destruction Process	In Progress	High
5	027	Expanded Seattle Muni Case Data Transfer	Not Started	High
6	102	New Case Management System to Replace JIS	Not Started	High
7	062	Automate Courts DCXT Table Entries	Not Started	Medium

Courts of Limited Jurisdiction CLUG Priorities of IT Requests

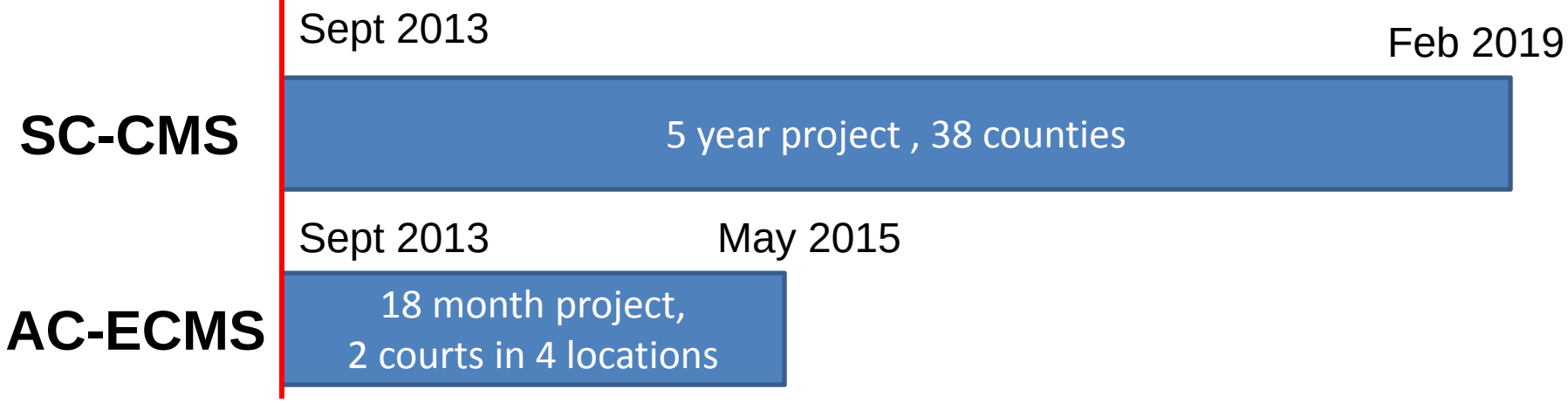
Priority	ITG #	Request Name	Status	CLUG Priority
1	027	Expanded Seattle Muni Case Data Transfer	Not Started	High
2	102	New Case Management System to Replace JIS	Not Started	High
3	174	CLJ Probation Case Management System	Not Started	Medium
4	156	Court Notification When Critical Identifiers Change	In Progress	High
5	041	CLJ Revised Computer Records Retention and Destruction Process	In Progress	High
6	058	CLJ Warrant – Print Page	In Progress	High
7	037	CLJ Warrant – Comment Line	In Progress	Medium
8	079	WRO Screen Change Under Bail Options	In Progress	High

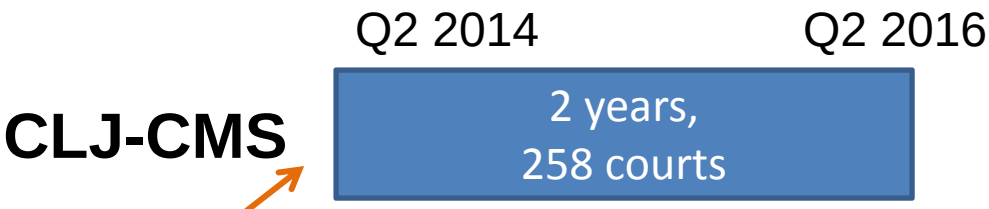
Prior Discussions & Agreements

DMCJA & DMCMA	Meeting Dates
Callie Dietz, Dirk Marler, and Vonnie Diseth met with the DMCJA Board regarding concerns about the timeline and available funding to begin work on ITG #102. Options were presented to shorten the timeline. AOC agreed that business requirements gathering could start in 2014 – subject to funding and staff availability.	February 8, 2013
Callie Dietz received a letter from DMCMA President, LaTricia Kinlow, documenting their commitment to support a commercial off the shelf (COTS) case management system for the CLJ's.	March 14, 2013
Callie Dietz received a letter from DMCJA President, Judge Sara Derr, documenting their commitment to support a commercial off the shelf (COTS) case management system for the CLJ's.	April 24, 2013

Current Project Timelines

Configuration and Implementation Phase





Business Process and Requirements Capture

- Establish Governance Structure – 3 months
- Requirements Management Plan – 1 month
- Document Current State – 8 months
- Document Future State – 3 months
- Develop RFP for Acquisition – 10 months

Recent Events and Discussions

King County District Court	Meeting Dates
E-mail from Judge Harn to Chief Justice Madsen, Justice Fairhurst, and Callie Dietz requesting a meeting.	Sept. 22, 2013
Meeting w/Judge Harn, Council Member Lambert, KCDC Court Administrator, and Judge Svaren. ➢ They don't want to go off on their own, but need action soon or they will have to. ➢ They have money to buy a new system for King County. ➢ What can they do now?	Oct. 31, 2013
Follow-up meeting with King County District Court and DMCMA representatives on the SC-CMS Project.	Nov. 26, 2013

Recent Events and Discussions (continued)

Activity	Dates
Courts of Limited Jurisdiction CMS Summit to discuss a strategy for working together toward a *statewide* case management system.	Jan. 24, 2014
Letter from Yakima County District Court stating their intention to implement their own CMS.	Feb. 5, 2014
Letter from the Seattle Municipal Court stating they are not comfortable embracing a statewide CMS project given their current and anticipated future needs.	Feb. 12, 2014
Letter from the Seattle Municipal Court stating their court's technology direction.	Feb. 13, 2014
Letter from the District and Municipal Court Judges' Association stating they want to reprioritize ITG #102 to CLJ's highest priority IT request.	Feb. 14, 2014

Some Considerations

Staffing:

- AOC capacity issues.
- Numerous projects with limited resources to do the work.

Financial - JIS Account:

- Numerous projects with limited funding.
- The outcome of some decisions made with current projects could have a substantial impact on the availability of JIS funds for the CLJ CMS.

Technical:

- Need for maintaining a focus on providing “statewide” systems that benefit all.
- AOC does not have the resource capacity to work individually with each court to integrate their own case management systems.
- Integration work is complex, time consuming, risky, and expensive.

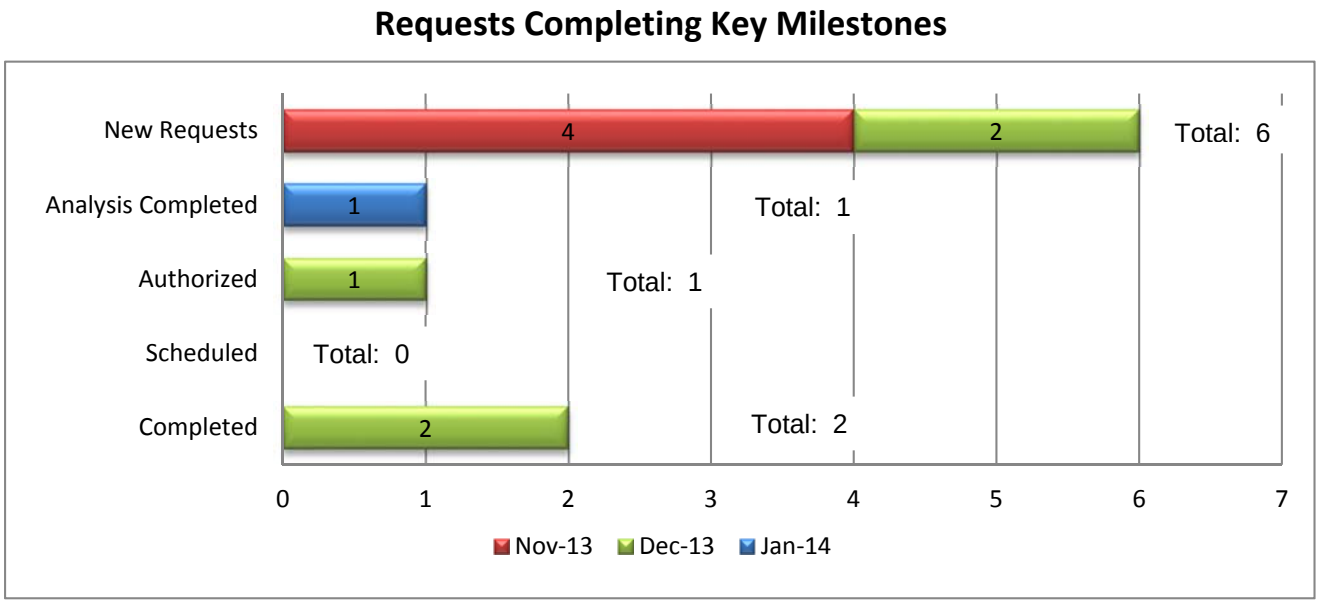
Next Steps

- JISC Decision Point to Return/Reprioritize the CLJ ITG requests – Feb. 28, 2014.
- AOC begin development of Business Requirements – spring of 2014 (*subject to funding and staff availability*).
- Begin planning for a Decision Package Request for the 15-17 Biennium.

Completed JIS IT Governance Requests

No requests were completed during the month of January.

Status Charts



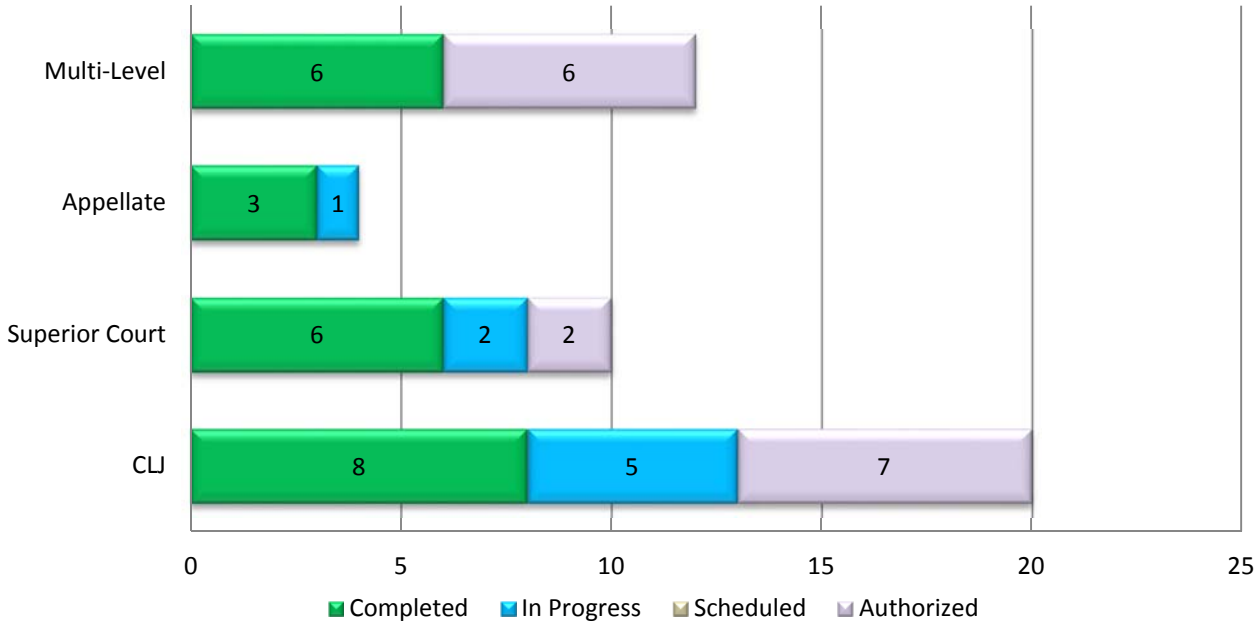
Current Active Requests by:

Endorsing Group			
Court of Appeals Executive Committee	1	**District & Municipal Court Management Association**	22
Superior Court Judges Association	5	**Data Management Steering Committee**	0
Washington State Association of County Clerks	7	**Data Dissemination Committee**	1
Washington State Association of Juvenile Court Administrators	4	**Codes Committee**	2
District & Municipal Court Judges Association	6	**Administrative Office of the Courts**	4
Misdemeanant Corrections Association	1		

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

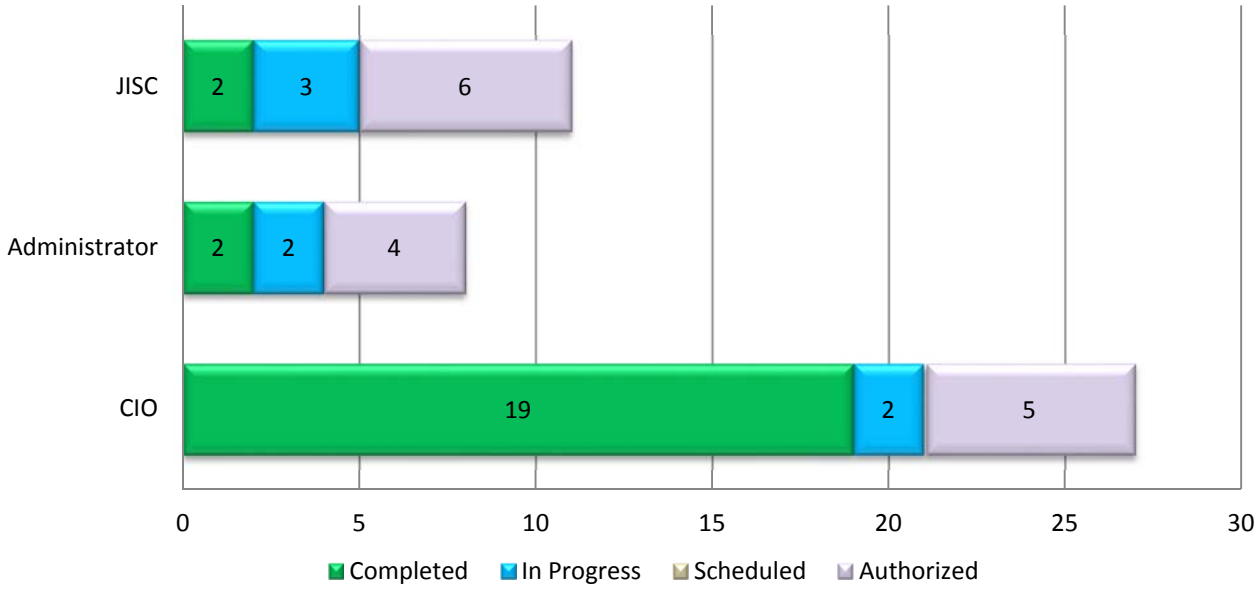
Status of Requests by CLUG

Since ITG Inception



Status of Requests by Authorizing Authority

Since ITG Inception



JISC Priorities

Priority	ITG #	Request Name	Status	Approving Authority	CLUG Importance
1	002	Superior Court Case Management System	In Progress	JISC	High
2	045	Appellate Court ECMS	In Progress	JISC	High
3	041	CLJ Revised Computer Records and Destruction Process	In Progress	JISC	High
4	027	Expanded Seattle Municipal Court Case Data Transfer	Authorized	JISC	High
5	102	Request for new Case Management System to replace JIS (ITG 174 – CLJ Probation Case Management Included)	Authorized	JISC	High
6	062	Automate Courts DCXT Table Entries	Authorized	JISC	Medium
7	007	SCOMIS Field for CPG Number	Authorized	JISC	High
8	026	Prioritize Restitution recipients	Authorized	JISC	Medium
9	031	Combine True Name and Aliases for Timepay	Authorized	JISC	Medium

Current as of January 31, 2014

Appellate CLUG Priorities

Priority	ITG #	Request Name	Status	Approving Authority	CLUG Importance
1	045	Appellate Courts ECMS	In Progress	JISC	High

Superior CLUG Priorities

Priority	ITG #	Request Name	Status	Approving Authority	CLUG Importance
1	107	PACT Domain 1 Integration	Authorized	Administrator	High
2	007	SCOMIS Field for CPG Number	Authorized	JISC	High
Non-Prioritized Requests					
N/A	002	Superior Court Case Management System	In Progress	JISC	High

Courts of Limited Jurisdiction CLUG Priorities

Priority	ITG #	Request Name	Status	Approving Authority	CLUG Importance
1	102	New Case Management System to Replace JIS	Authorized	JISC	High
2	027	Expanded Seattle Muni Case Data Transfer	Authorized	JISC	High
3	174	CLJ Probation Case Management System	Awaiting Auth.	CIO	High
4	156	Court Notification when Critical Identifiers changed	In Progress	Administrator	High
5	041	CLJ Revised Computer Records Retention and Destruction Process	In Progress	JISC	High
6	058	CLJ Warrant – Print Page	In Progress	CIO	High
7	037	CLJ Warrant – Comment Line	In Progress	Administrator	Medium
8	079	WRO Screen Change under Bail Options	In Progress	Administrator	High
9	032	Batch Enter Attorneys to Multiple Cases	Authorized	CIO	Medium
10	068	Full Print on Docket Public View	Authorized	Administrator	Medium
11	046	CAR Screen in JIS	Authorized	CIO	Medium
12	171	Connect CDT and AKA	Authorized	CIO	Medium
13	031	Combine True Name & Aliases for Time Pay	Authorized	JISC	Medium
14	026	Prioritize Restitution Recipients	Authorized	JISC	Medium

Current as of January 31, 2014

Multi Court Level CLUG Priorities					
Priority	**ITG #**	**Request Name**	**Status**	**Approving Authority**	**CLUG Importance**
1	152	DCH and Sealed Juvenile Cases	Authorized	CIO	High
2	087	Allow JIS Password to be Changed in JABS	Authorized	CIO	Medium
3	178	Race & Ethnicity Data Fields	Awaiting Auth.	Administrator	Medium
4	116	Display of Charge Title Without Modifier of Attempt	Authorized	Administrator	Medium
5	062	Automate Courts DCXT Table Entries	Authorized	JISC	Medium
6	141	Add Bond Transferred Disposition Code	Authorized	CIO	Medium
Non-Prioritized Requests					
N/A	003	Imaging and Viewing of Court Documents	Authorized	Administrator	Not Specified

Current as of January 31, 2014

Judicial Information System Committee Meeting, February 28, 2014

DECISION POINT –Reprioritize/Return ITG 27 – Expanded Seattle Municipal Data Transfer

MOTION:

I move that the JISC reprioritize or return IT Governance Request 27, the Expanded Seattle Municipal Court Data Transfer, to the CLJ Court Level User Group, and make ITG 102, the CLJ Case Management System, the top priority for courts of limited jurisdiction.

I. BACKGROUND

In 2010, Seattle Municipal Court requested a two-way data exchange with AOC's system, IT Governance Request 27. The request was endorsed by the District and Municipal Court Judges' Association (DMCJA) Board of Governors, which was the DMCJA's IT Governance (ITG) Endorsing Group at the time. On April 14, 2011, the Courts of Limited Jurisdiction (CLJ) Court Level User Group (CLUG) recommended ITG Request 27 to the JISC and gave it the highest priority on their list. The JISC authorized the request, and made it the number 5 priority, on May 6, 2011. On June 23, 2011, AOC projected that it would start work on ITG 27 on February 1, 2012 and complete work by January 31, 2013.

On July 8, 2011, the District and Municipal Court Management Association (DMCMA) submitted a request for a new CLJ case management system (CMS), ITG Request 102. The DMCMA President also sent a letter to the JISC Chair requesting that the JISC allocate resources for a new case management system.

On November 16, 2011, the DMCJA President sent a letter to the JISC Chair and Vice-Chair supporting the DMCMA request for a CLJ case management system.

The CLJ case management system request was prioritized number 2 by the CLJ CLUG on October 20, 2011, based on the knowledge that AOC planned to start work on ITG 27 in 2012, and a CLJ case management system was a longer term project that would take a number of years to complete. The JISC authorized ITG 102 (CLJ Case Management System) on December 2, 2011.

Subsequently, AOC reassessed resources, and determined that it did not have the capacity to start ITG 27 (Expanded Seattle Municipal Data Transfer) in 2012. ITG 27 has not yet been started, and it is unknown when AOC will have resources to work on it.

On February 8, 2013, AOC leadership met with the DMCJA Board of Governors, which expressed concerns about the timeline and available funding to work on a CLJ case management system. AOC agreed that business requirements gathering could start in 2014, subject to funding and staff availability.

On March 14, 2013, the DMCMA President wrote a letter to the State Court Administrator expressing DMCMA's commitment to support a commercial off-the-shelf (COTS) CLJ case management system, with the understanding that courts of limited jurisdiction could begin developing business and technical requirements in late 2013 or early 2014, subject to funding and staff availability.

On April 24, 2013, the DMCJA President wrote a letter to the State Court Administrator indicating that the DMCJA Board of Governors had prioritized support of a new CLJ case management system, and authorized support of a COTS system, allowing AOC to bypass the traditional feasibility study and speeding up its ability to provide a new case management system.

In November, 2013, AOC and the presidents of the DMCJA and DMCMA became aware that a number of limited jurisdiction courts were considering acquiring their own case management systems. The presidents sent a joint letter to their members indicating their joint support for making a statewide case management system a priority, and asking courts considering or planning to acquire their own systems to attend a meeting to discuss a strategy for working together toward a statewide CLJ case management system. That meeting was held January 24, 2014.

On February 12 and February 13, 2014, Honorable C. Kimi Kondo, Presiding Judge for Seattle Municipal Court, wrote to Justice Fairhurst and the presidents of the DMCJA and DMCMA, communicating that Seattle Municipal Court will not embrace the statewide CLJ CMS project, and that resources should be devoted to the SMC data exchange project.

On February 14, 2014, the DMCJA Board of Governors requested that the JISC withdraw ITG 27 and reprioritize ITG 102, the CLJ CMS, to number one CLJ priority.

On February 19, 2014, the DMCMA Executive Board requested that the CLJ case management system, ITG 102, be reprioritized above ITG 27, but that ITG 27 remain on the list of prioritized requests.

On February 19, 2014, the Misdemeanant Corrections Association (MCA) Board of Governors asked the JISC to reprioritize the CLJ case management system request ahead of ITG 27.

On February 19, 2014, the CLJ Court Level User Group voted unanimously to request that the JISC reprioritize ITG Request 102 to JISC Priority 4, and move ITG 27 to JISC Priority 5.

II. DISCUSSION

The ITG Framework provides that the JISC has the authority to reverse a previous decision. It can “schedule, pend, or return any request to the IT Review Committee [AKA the CLUG] for additional consideration” (ITG Framework, Page 47). The JIS ITG Policy says “requests that have been prioritized by the JISC, but not started by AOC, can be reprioritized as necessary.” (JIS ITG Policy (7)(k)).

The DMCJA, DMCMA, MCA, and CLJ CLUG have requested that the JISC either reprioritize or return ITG 27, and move ITG 102, the CLJ case management system, to the top of the CLJ priorities.

III. OUTCOME IF NOT PASSED –

If the JISC does not return or reprioritize ITG 27, AOC will be unable to start on business requirements gathering for the CLJ CMS in the second quarter of 2014.

DISTRICT AND MUNICIPAL COURT MANAGEMENT ASSOCIATION

PRESIDENT Aimee Vance
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P.O. Box 678
Kirkland, WA 98083-0678
(425) 587-3163
Fax (425) 587-3161
avance@kirklandwa.gov

PRESIDENT- ELECT Suzanne Elsner
Marysville Municipal Court
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Fax: 360-657-2960
selsner@marysvillewa.gov

VICE PRESIDENT Linda Baker
Poulsbo Municipal Court
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TREASURER Kelly Martin
Franklin County District Court
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Fax (509) 545-3588
lbaker@cityofpoulsbo.com

SECRETARY Cathy Pashon
Sumner Municipal Court
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Fax: 253-299-5629
cathyp@ci.sumner.wa.us

PAST PRESIDENT LaTricia Kinlow
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Fax (206) 433-7160
trish.kinlow@tukwila.wa.gov

February 19, 2014

Honorable Justice Mary E. Fairhurst
Washington State Supreme Court
JISC Chair
PO Box 40929
Olympia, WA 98504-0929

Dear Justice Fairhurst,

RE: Reprioritizing of IT Governance (ITG) requests 27 and 102

In July 2011, the District and Municipal Court Management Association (DMCMA) Technology Committee endorsed ITG 102 (New Case Management System to Replace JIS). In March 2013, a letter from the DMCMA was sent to the JISC supporting a commercial off the shelf (COTS) solution.

A new case management system to replace JIS has always been the number one priority of the DMCMA but we recognized that prioritization of projects by the CLUG was based on multiple factors, including budget and resource constraints at the Administrative Office of the Courts (AOC).

The DMCMA Executive Board requests that ITG 102 be reprioritized above ITG 27 (Expanded Seattle Muni Case Data Transfer). We are requesting that ITG 27 remain on the list of prioritized requests however, prioritized one step below ITG 102.

The JISC's support of this reprioritization is critical in order for the courts of limited jurisdiction to utilize the AOC resources available now to start the process of documenting business requirements for a new case management system.

Sincerely,

Aimee R. Vance
DMCMA President

Cc: Ms. Callie T. Dietz, Sate Court Administrator

Payne, Pamela

From: Cynthia Marr <cmarr@co.pierce.wa.us>
Sent: Wednesday, February 19, 2014 12:56 PM
To: Fairhurst, Justice Mary
Cc: Dietz, Callie; Diseth, Veronica; 'Aimee Vance' (AVance@kirklandwa.gov); Cullinane, Vicky; Cynthia Marr; Judge Mark Eide; Judge Tracy Staab; Larry Barker; 'Lynne Campeau'; 'Melanie Vanek'; Pardee, Michelle; Volkov, Morris; Payne, Pamela
Subject: Reprioritizing of IT Governance (ITG) requests 27 and 102

Dear Justice Fairhurst,

The CLJ Court Level User Group met today and unanimously voted to request that the JISC reprioritize IT Governance Request 102, CLJ Case Management System, to JISC Priority 4, and move ITG 27, the Expanded Seattle Municipal Data Exchange, to JISC Priority 5.

Sincerely,
Cynthia Marr
Chair, CLJ Court Level User Group

Pierce County District Court

Misdemeanant Corrections Association

February 19, 2014

President
Deena Kaelin
Probation Officer
Puyallup Municipal
253-770-3347

Honorable Justice Mary E. Fairhurst
Washington State Supreme Court
JISC Chair
PO Box 40929
Olympia, WA 98504-0929

RE: Reprioritizing of IT Governance (ITG) requests

Vice President
Skip Stover
Probation Officer
Chelan District Court
509-667-6239

Dear Justice Fairhurst,

The Misdemeanant Corrections Association (MCA) Board of Governors voted yesterday to ask the JISC to reprioritize the CLJ Case management System request ahead of the Seattle Municipal Data Exchange. Case management is a top priority for the MCA, which is why in 2013 the MCA requested ITG 174, a CLJ case management system. The MCA Board is looking to move forward on gathering business requirements for the new case management system in 2014.

Treasurer
Chris Hornung
Probation Officer
Marysville Municipal
360-363-8064

Sincerely,

Deena Kaelin
MCA President

Secretary
Debbie Noland
Probation Officer
Pasco Municipal
509-545-3848

WASHINGTON COURTS

District and Municipal Court Judges' Association

President
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President-Elect
JUDGE VERONICA ALICEA-GALVAN
Des Moines Municipal Court
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(206) 878-4597

Vice-President
JUDGE DAVID STEINER
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February 14, 2014

Honorable Justice Mary E. Fairhurst
Washington State Supreme Court
JISC Chair
PO Box 40929
Olympia, WA 98504-0929

Dear Justice Fairhurst,

RE: Reprioritizing of IT Governance (ITG) requests

In April 2013, the District and Municipal Court Judges' Association (DMCJA) Board of Governors supported a COTS solution to support the expediency of the process for an improved case management system for the Courts of Limited Jurisdiction.

The DMCJA Board of Governors have continued to discuss the importance of promoting the process for a new case management system to the Courts of Limited Jurisdiction.

An additional step to advance the Administrative Office of the Courts' (AOC) ability to provide the Courts of Limited Jurisdiction with a new case management system is the reprioritizing of IT Governance (ITG) request 102 New Case Management System to Replace JIS to the number one priority.

Currently, ITG 027 Expanded Seattle Muni Case Data Transfer is listed as the number one priority. However, DMCJA Board of Governors requests the withdrawal of ITG 027 and the reprioritizing of ITG 102 to number one. The DMCJA Board of Governors hopes the Judicial Information System Committee (JISC) will support this association's request, and in doing so allowing AOC to focus its resources on the beginning of gathering of business requirements for a new case management system in 2014.

Sincerely,

Judge David A. Svaren
DMCJA President

cc: Ms. Callie T. Dietz, State Court Administrator

THE MUNICIPAL COURT OF SEATTLE

Kimi Kondo
Presiding Judge

Sent via Email

February 13, 2013

Honorable David Svaren, President DMCJA
dsvaren@co.skagit.wa.us

Ms. Aimee Vance, President DMCMA
avance@kirklandwa.gov

Re: The Future of Seattle Municipal Court's Information System (MCIS)

Dear Judge Svaren and Ms. Vance:

On behalf of the Judges of the Seattle Municipal Court (SMC), I am writing to communicate recent decisions made by the Judges related to MCIS, our court case management system. For more than 20 years, we have utilized MCIS to meet our case management needs, with countless enhancements and modifications as the needs of the court changed. At the February 6-7, 2014 SMC Judicial Retreat, the Judges agreed to continue on our current path of supporting electronic case filing and management of court records using the Municipal Court Information System.

SMC Judges discussed efforts underway by the Administrative Office of the Courts (AOC) to address the urgent case management needs of Courts of Limited Jurisdiction, the topic covered at the January 24, 2014 meeting which you both chaired. This meeting provided a valuable opportunity to hear from other courts considering solutions to meet their technology needs. AOC representatives also outlined an updated proposal, including an accelerated timeline, for creating the requirements needed to support the creation of a CLJ-CMS .

During our extensive retreat discussion, SMC Judges discussed our current and future technological initiatives, the impacts to the AOC surrounding the proposal to address the CLJ-CMS needs, and recent conversations with King County District Court (KCDC). We understand that KCDC plans to replace DISCIS within the next year. Our concern is that partnering with KCDC at this time will greatly impact our technology planning surrounding our Electronic Court Filing project (ECF) and would divert scarce internal technology resources. SMC Judges also discussed the potential impact of the recent decisions by King County Superior Court to opt out of the SC-CMS project. While implications of that decision are not entirely clear, we have concerns about the reliability of future funding sources used by AOC to support court technology. Additionally, the vendor for King County Superior Court was expected to deliver a

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product that might make adaptation to a CLJ-CMS system less financially burdensome on the district and municipal courts.

In 2010, when Seattle Municipal Court submitted it's data exchange request (known as the ITG #27), we offered that solution as an opportunity to provide non-MCIS courts more SMC case information. This would assist other state courts with defendants who often have cases in multiple jurisdictions. We believe this enhancement is still an important option to pursue while the AOC considers its technology future. Despite the recommendation of the DMCJA Technology Subcommittee, we still believe that devoting resources to completing this enhancement would be beneficial for two reasons: **First**, the public safety considerations to having extensive SMC criminal history information available to other state courts should not be kept on the 'back burner'. Domestic violence and driving under the influence offenders are often mobile and commit similar violations across state and tribal jurisdictions.

Secondly, we believe the ITG #27 project creates an opportunity for the entire state court system. We respectfully suggest that the AOC not attempt to be a case management provider for all courts. Priority should be given to developing a case management system for those medium and small jurisdictions who could benefit from AOC technical expertise in supporting an off the shelf product or a system built by AOC staff. The SMC data exchange project could serve as a pilot project to begin moving toward the concept of AOC being the central data repository for information flowing in from courts of all sizes. The ITG #27 project could be used to develop and create common data standards to send and receive information between courts and AOC.

AOC technology staff could work with our technology staff and IT staff from other courts to create the technological specifications for data transmission to (and from) AOC/JIS. AOC could then work with the leadership in DMCJA (and Superior Court Judges Association) to determine what substantive data elements everyone would be expected to push to a central data warehouse, with agreed protocols for scope and timeliness of transmission. This would allow scarce resources to be used to address the urgent needs of medium and small jurisdictions while still giving the rest of the state access to the extensive Seattle Municipal Court database.

We understand that a decision may be made to pursue a statewide data exchange as being more cost effective. This might be a reasonable approach after financial analysis. However, the concern from the point of view of SMC would be whether this would further delay access to SMC's criminal database information to the rest of the state while a larger scale data exchange is created. Additionally, working through technological challenges on a smaller scale might ultimately result in time and cost savings. However, we would defer to DMCJA and AOC to make the decision deemed in the best interests of all courts and would support any decision made.

Given the thoughts expressed by many of the larger jurisdictions at the meeting on January 24, 2014, it is clear that there will not be any consensus that AOC should continue to be the case management provider for all courts. Each jurisdiction has relatively unique requirements for

reporting to local criminal justice partners. The MCIS chart showing the flow of data to and from various agencies and city departments that we made available to meeting participants clearly illustrates the scope of our basic current requirements. As we move forward and our needs change, we will need a system that is nimble enough to respond rapidly to changing fiscal, legal, and political requirements at the local and state level.

In some respects this is the same position that SMC found itself in over twenty years ago when we were asked to partner with the AOC (then OAC) on a case management system. Now, as then, we would be happy to be able to do so if the needs of SMC could be met.

The Washington State Court System is once again at a critical juncture in the evolution of technology. We hope that all possible options are considered before embarking on a statewide CLJ-CMS, which may not be successful. The crisis afforded by the current environment should be taken as an opportunity to think creatively to develop solutions to meet the State court's technology needs. We hope that you will consider the SMC Data Exchange as a solution that could address both the short and long term needs of all the Washington courts.

Sincerely,

C. Kimi Kondo

Honorable C. Kimi Kondo
Presiding Judge

Cc: Chief Justice Barbara A. Madsen, Washington State Supreme Court
Justice Mary Fairhurst, Chair, Judicial Information System Committee
Callie Dietz, Washington State Court Administrator
Board Members, District and Municipal Court Judges Association
Board Members, District and Municipal Court Management Association
SMC Judges and Magistrates
Yolande E. Williams, SMC Court Administrator
Sam Kurle, SMC Technology Director
Corinna Harn, King County District Court Presiding Judge

THE MUNICIPAL COURT OF SEATTLE

Kimi Kondo
Presiding Judge

February 13, 2014

The Honorable Corinna Harn
Presiding Judge
King County District Court
W-1034, King County Courthouse
Seattle, WA 98104

RE: Seattle Municipal Court's Technology Direction

Dear Judge Harn:

Thank you for meeting with Yolande Williams, Court Administrator, at Seattle Municipal Court (SMC) on January 31, 2014, to discuss King County District Court's technology plans. We appreciate your interest in partnering with SMC as you identify a replacement case management system for DISCIS. After careful consideration by SMC Judges, SMC is not able to partner with KCDC in this effort at this time.

We understand that you intend to begin in 2014 to identify your requirements and system needs in order to secure a replacement case management system that is fully integrated and provides the functionality required by your court. While we understand and appreciate the need to move quickly, SMC judges believe that there are other factors impacting the State Administrative Office of the Court's (AOC) technology direction that could change in the next few months. This would likely have impacts on SMC's technology decisions.

During SMC's February 6-7, 2014 Judges Retreat, we discussed the status of our Municipal Court Information System (MCIS), and current efforts to introduce an Electronic Case Filing system for use by the court, attorneys, probation and treatment providers and the public. Once this system is fully functional we anticipate this will expand to an Electronic Court Records system which will result in significant improvements in the management of SMC cases. This will encompass delivery of discovery between attorneys and expanded capabilities which will enhance Public Access to the courts by all users. All of our technological capacity for the next six months or so is being directed to support these efforts.

We are interested in continuing to stay apprised of your technology plans moving forward, especially if the AOC accepts our recommendation to focus on developing a data exchange or interface. Under this proposal, we are recommending that AOC develop universal data exchange standards necessary to guide all courts in providing necessary case data to the JIS system. This includes case disposition and workload data. Additionally, our proposal would encourage AOC to support exchanges with other state agencies for infraction and criminal case

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outcomes. This proposal would change AOC's technology focus away from pursuing a single case management solution for courts to a limited, but potentially more successful, role of managing court data through a centralized warehouse. Should AOC redirect its focus, we would expect that technology divisions of all user courts would be given the opportunity to provide insight and input into creation of standards for the exchange of information.

We wish you success as you proceed with your plans for a DISCIS replacement. Feel free to contact me or Yolande at (206) 684-5614 if you have additional questions or concerns.

Sincerely,

C. Kimi Kondo

Honorable C. Kimi Kondo
Presiding Judge
Seattle Municipal Court

Cc: Chief Justice Barbara A. Madsen, Washington State Supreme Court
Justice Mary Fairhurst, Chair, Judicial Information System Committee
SMC Judges and Magistrates
Yolande E. Williams, Court Administrator
Sam Kurle, SMC Technology Director
DMCJA Board
DMCJA Technology Committee

THE MUNICIPAL COURT OF SEATTLE

Kimi Kondo
Presiding Judge

February 12, 2014

Justice Mary Fairhurst
Washington State Supreme Court
P.O. Box 40929
Olympia, WA 98504

Re: AOC Courts of Limited Jurisdiction Case Management System Proposal

Dear Justice Fairhurst:

Attached are letters send to Judge David Svaren, President of DMCJA and Ms. Aimee Vance, President of DMCMA. The Seattle Municipal Court regrets that we are not comfortable embracing this project given our current and anticipated future needs. The meeting on January 24, 2014 was very valuable however for providing a forum for attending courts to articulate their current time constraints and budget considerations.

The timetable set out by AOC for implementation of this project is clearly not one that will meet the needs of many other court systems in the state. We do understand that the needs of the medium and smaller jurisdictions must be met as their needs have become critical.

We believe that the proposal we have put forward to continue to develop common data exchange standards while focusing AOC on creating a smaller scale case management system is a reasonable approach. Repositioning AOC to become a statewide data warehouse will also enable the state to generate accurate reports internally and externally.

Please don't hesitate to contact me if you wish to discuss this further.

Sincerely,

C. Kimi Kondo
Presiding Judge
Seattle Municipal Court

Attachments

cc: Chief Justice Barbara Madsen
Callie Dietz, Administrative Office of the Courts
Seattle Municipal Court Judges
Yolande Williams, Seattle Municipal Court

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Yakima County District Court

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Judges
Kevin M. Roy
Donald W. Engel
Brian K. Sanderson
Alfred G. Schweppe

Court Commissioner
Kevin Eilmes

February 5, 2014

Justice Mary Fairhurst, Chair
Judicial Information Services Committee
PO Box 40929
Olympia, Washington 98501

Callie Dietz
Administrative Office of the Courts
PO Box 41170
Olympia, Washington 98504

Justice Fairhurst and Mrs. Dietz:

Pursuant to JISCR Rule 13, please be advised that Yakima County District Court intends to commence a project to implement a case management system that will address our operational needs and enhance the service we provide to the public, our law and justice partners as well as the court community.

As we indicated in the January 23, 2014 meeting with courts in similar situations as well as the AOC, we will continue to offer to work with the AOC in the development of the case management system for Courts of Limited Jurisdiction. We are fully aware of the statutory mandates to the AOC as outlined in RCW 2.68.050. We intend to develop a case management system that enables our court to enhance our processes and provide services to the community that is consistent with those statutory mandates.

Sincerely,

Donald Engel
Presiding Judge, Yakima County District Court

Cc: Judge Corinna Harn, King County District Court

Payne, Pamela

From: Aimee Vance <AVance@kirklandwa.gov>
Sent: Thursday, December 05, 2013 10:45 AM
To: Payne, Pamela
Subject: FW: [DMADMIN] Statewide case management system for Courts of Limited Jurisdiction

Aimee Vance

From: District and Municipal Court Administrators and Clerks [mailto:DMADMIN@LISTSERV.COURTS.WA.GOV] **On Behalf Of** Pardee, Michelle
Sent: Tuesday, November 19, 2013 5:23 PM
To: DMADMIN@LISTSERV.COURTS.WA.GOV
Subject: [DMADMIN] Statewide case management system for Courts of Limited Jurisdiction

This message is sent on behalf of Judge David A. Svaren, President DMCJA and Aimee Vance, President DMCMA.

Greetings District and Municipal Court Judges and Administrators,

As presidents of our respective associations, we have made acquisition of a new statewide case management system a priority. We have individually and jointly met with Callie Dietz, the State Court Administrator, and other representatives from AOC. At this point, AOC is preparing to start the first step of this process – development of business requirements. This is expected to commence in early 2014.

We are advised that some courts have grown impatient and are contemplating acquisition of their own case management systems. We are hoping to identify those courts at this juncture since none have provided notice of proposed development to the Judicial Information System Committee and AOC as provided in JISCR 13. It is our belief that a proliferation of individual stand-alone case management systems is counter-productive for a number of reasons.

We would like to convene a meeting in early January to develop a strategy for working together toward a statewide case management system for Courts of Limited Jurisdiction. This will include DMCJA and DMCMA representatives on JISC and members of the association technology committees. While there is no room large enough to accommodate all interested parties, we specifically encourage the attendance of representatives from the courts who are in the process of acquiring or looking into acquiring their own case management systems. If your court fits this description, please let us know so that you may be included.

David A. Svaren
President, DMCJA

Aimee Vance
President, DMCMA

WASHINGTON
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COMMISSIONER PETE SMILEY
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(360) 778-8150

April 24, 2013

Callie Dietz, State Court Administrator
Administrative Office of the Courts
PO Box 41170
Olympia, WA 98504-1170

Dear Ms. Dietz:

Thank you for including the District and Municipal Court Judges' Association (DMCJA) in the discussion regarding expedited planning for an improved case management system. The DMCJA Board of Governors has prioritized the support of a new CLJ case management system as a priority issue shortly after the initial request was entered into the IT Governance portal on July 8, 2011.

It is our understanding, as it has been represented by Ms. Callie Dietz, Ms. Vonnie Diseth, and Mr. Dirk Marler that a commitment to a commercial off the shelf (COTS) case management system will allow the Administrative Office of the Courts (AOC) to bypass the traditional feasibility study and therefore likely speed up the ability for AOC to provide a new case management system.

It is also our understanding that this commitment will in turn put in motion a plan for business requirements gathering subject to AOC funding and staff availability. The current projection for the beginning of business requirements gathering is 2014. On April 12, the DMCJA Board of Governors authorized support of pursuing a COTS solution to assist the expediency of the process. This general support of a COTS solution does not signal a commitment to a particular product for the courts of limited jurisdiction regardless of whether the product is selected by another court level or for another project.

We look forward to assisting AOC in the business requirements gathering process and are hopeful this process can begin as soon as practicable.

Sincerely,

Judge Sara B. Derr
DMCJA President

cc: Judge James Heller, DMCJA JISC Representative
Judge Steve Rosen, DMCJA JISC Representative and DMCJA Chair Technology Committee
Judge David Svaren, DMCJA President-Elect
Ms. Vonnie Diseth, AOC
Ms. Shannon Hinchcliffe, AOC
Ms. Vicky Marin, AOC

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March 14, 2013

Ms. Callie Dietz
State Court Administrator
State of Washington
P. O. Box 41174
Olympia, WA 98504-1174

Dear Ms. Dietz,

This letter serves as DMCMA's written commitment to support a commercial off the shelf (COTS) case management system for the courts of limited jurisdiction. Members of the DMCMA have actively participated in the original CMS project as well as the current SC-CMS project from the beginning. We are fully aware of the capabilities and functionality that a COTS package offers, and it is our belief that no additional information will be gained by conducting a feasibility study. It is our understanding that our commitment to support a COTS application:

- Positions courts of limited jurisdiction to begin developing business and technical requirements in late 2013 or early 2014 (subject to funding and staff availability);
- Does not forfeit the need for a detailed charter with multiple "go/no-go" opportunities, assessments and solutions for risks identified for the project, project plans, work plans, and schedules
- Is not a commitment by DMCMA or AOC to a particular vendor's product for the courts of limited jurisdiction regardless of whether the product is selected by another court level.

It is with great urgency that we submit this commitment in support of our joint effort with AOC in acquiring a system for courts of limited jurisdiction. We appreciate all efforts being made on our behalf, and we are willing to offer any and all support necessary to begin this much needed process. Thank you.

Sincerely,

LaTricia Kinlow
President

Cc: Judge Sara Derr, DMCJA President

District and Municipal Court Judges' Association

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November 16, 2011

Honorable Mary E. Fairhurst
Washington State Supreme Court
Temple of Justice
PO Box 40929
Olympia, WA 98504-0929

Honorable Thomas J. Wynne
Snohomish County Superior Court
3000 Rockefeller Ave, MS 502
Everett, WA 98201-4046

Dear Justice Fairhurst and Judge Wynne:

RE: REQUEST #102 – COURTS OF LIMITED JURISDICTION CASE MANAGEMENT SYSTEM FEASIBILITY STUDY

The District and Municipal Court Judges' Association (DMCJA) supports the District and Municipal Court Management Association (DMCMA) in its pursuit of a feasibility study for a new courts of limited jurisdiction case management system. We advocate for immediate review of the request in order to capitalize on the efficiencies that may be gained during the study for the new superior court case management system.

In 2010, courts of limited jurisdiction handled approximately 2.5 million filings, almost two million of which were traffic and parking infractions. These infractions require complex system support because of their relationship to other information systems, such as the Department of Licensing, Washington State Patrol, and local law enforcement agencies.

Accurate and timely reporting affects not only the individual user; these infractions are also a significant source of the funding for the Judicial Information System (JIS) account pursuant to RCW 2.68.040.

Throughout the last year, representatives of the courts of limited jurisdiction made several requests through the IT Governance process for enhancements to the current system. As a result of this process, it has

become apparent that continuing to invest money to enhance an outdated system is of decreasing value. We support DMCMA's request to study a new system.

Sincerely,

Judge Gregory J. Tripp
President, DMCJA

cc: Mr. Jeff Hall, AOC
Judge Steven Rosen, DMCJA Technology Committee Chair
Ms. Lynne Jacobs, DMCMA President
Ms. Shannon Hinchcliffe, AOC
Ms. Vicky Marin, AOC

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November 9, 2011

Honorable Justice Mary E. Fairhurst
Washington State Supreme Court
Temple of Justice
P.O. Box 40929
Olympia, WA 98504-0929

Honorable Thomas J. Wynne
Snohomish County Superior Court
3000 Rockefeller Ave, MS502
Everett, WA 98201-4046

Dear Justice Fairhurst and Judge Wynne:

Funding of Feasibility Study for Courts of Limited Jurisdiction Case Management System (ITG Request #102)

In July of this year, the District and Municipal Court Management Association made a formal request through the IT Governance process for a new cases management system to replace JIS.

AOC reviewed the request and determined that a feasibility study would be required, just as was done for the Superior Court request. The actual cash outlay for CLJ case management feasibility study is approximately $200,000. DMCMA is asking that the JISC allocate funds for this study from its small projects fund.

Since the IT Governance process was implemented, Courts of Limited Jurisdiction have made many requests for system fixes and upgrades to JIS. These requests have resulted in multiple projects that do not address the root problem and deplete valuable resources.

In the past year, Courts of Limited Jurisdiction have had difficulties reporting and transferring information to other agencies in a timely and accurate fashion. A new case management system could better interface with the Department of Licensing and the Washington State Patrol to reduce errors, provide up to date information for law enforcement, allow for quicker reporting of information and allow our courts to work more efficiently.

We are aware that Superior Court is conducting its own requirement gathering for an upcoming RFP, and know that there is hope the Superior Court system will work for Courts of Limited Jurisdiction as well. In its analysis, AOC reported in part that "high level requirement gathering will need to be completed in order to determine the CLJ business needs before establishing any scope for an implementation process. Work that has already been completed for the Superior Court study will be leveraged in support of this study".

DMCMA realizes that there may be some value in looking at the same product chosen by Superior Court, which is why it will be beneficial to begin requirement gathering as soon as possible. Given the Superior Court timeline of five to seven years before full implementation, we believe it is practical to utilize the resources and knowledge that the Superior Court study offers. We fear that delaying this process further will result in more than a ten year wait before a new case management system is in place for Courts of Limited Jurisdiction.

Sincerely,

Lynne Jacobs
President, DMCMA

Cc: Mr. Jeff Hall, AOC
Judge Gregory Tripp, DMCMA President
Judge Steven Rosen, DMCJA Technology Committee Chair
Ms. Shannon Hinchcliffe, AOC
Ms. Vicky Marin, AOC

DISTRICT AND MUNICIPAL COURT MANAGEMENT ASSOCIATION

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PRESIDENT–ELECT LaTricia Kinlow
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July 7, 2011

Honorable Justice Mary E. Fairhurst
Washington State Supreme Court
JISC Chair
P.O. Box 40929
Olympia, WA 98504

Dear Your Honor:

Request for Case Management System for Courts of Limited Jurisdiction

The Washington State District and Municipal Court Management Association has recently become aware of Spokane Municipal Court's request for a data exchange project that would allow their new case management software to exchange information with JIS. Our understanding is that this request is currently under consideration by the JISC. While DMCMA does not directly oppose this request, we do have concerns.

In 2007 Courts of Limited Jurisdiction were involved with the RFP, design and implementation of a new case management system that was to replace JIS/SCOMIS and be used by all courts in Washington State. At the time, CLJ's were told that the JIS system was reaching a point where it could no longer be maintained or supported properly by AOC and that there was a great need to replace our outdated system. Regrettably, the case management project was unable to be completed and four years later the CLJ's are still without a new case management system.

After the failure of the case management project, it was determined that the IT Governance process would allow for some updates and modifications to JIS. Our association has been committed to working this ITG process over the past year at the endorsement group level as well as on the CLUG. While the ITG process has been helpful in fixing small technical flaws of JIS, AOC has now advised our association that they have reached their capacity for

scheduling IT projects for at least the next 12 months, and once again Courts of Limited Jurisdiction will have to wait for any future modifications to an already antiquated system. DMCMA has come to realize that the ITG requests are too numerous and at too high of a cost to achieve the desired results that the ITG process was to provide.

The type of data exchange that Spokane Municipal is requesting may be beneficial to larger courts that have strong IT infrastructures and the funding to purchase their own systems. But because the majority of District and Municipal Courts in the state do not have the ability to purchase their own case management systems, we fear that the rest of the CLJ's will be left behind.

The DMCMA also believes that it is necessary to maintain the integrity of the defendant case history information that is contained within JIS. Allowing multiple District and Municipal Courts to run their own systems compromises that integrity. With multiple case management systems, judges, prosecutors and defense lawyers cannot be assured that the information they rely upon is the most current and accurate.

DMCMA realizes that the JISC has already approved ITG request number #27 that will allow for a similar data exchange with the Seattle Municipal Court and is also considering the Superior Court Case Management Feasibility Study. It is time to stop committing scarce resources to fixing an outdated system and find a more permanent solution. At this time, we would be requesting that the JISC consider allocating resources for a new case management system that would be beneficial to all Courts of Limited Jurisdiction, rather than the few courts that can afford to make upgrades.

DMCMA will contemporaneously be sending a formal request for a new case management system through the ITG Portal as required by AOC policy.

Sincerely,

Lynne Jacobs
President, DMCMA

cc: Honorable Judge Thomas Wynn, JISC Vice-Chair
Honorable Judge Gregory Tripp, DMCJA President
Ms. Vicky Marin, AOC

Administrative Office of the Courts
Information Services Division Project Allocation & Expenditure Update
2013-2015 Allocation

Expenditures and Encumbrances as of January 31, 2014

Initiatives--JIS Transition	ALLOTTED	EXPENDED	VARIANCE
Information Networking Hub (INH)			
Information Networking Hub (INH)	$1,500,000	$178,236	$1,321,764
Information Networking Hub (INH) - Subtotal	**$1,500,000**	**$178,236**	**$1,321,764**
Superior Court CMS			
Initial 13-15 Allocation *****	$8,400,000	$6,369,350	$2,030,650
COTS Prep	$2,900,000	$0	$2,900,000
Superior Court CMS Subtotal	**$11,300,000**	**$6,369,350**	**$4,930,650**
Enterprise Content Management System			
ECMS *****	$333,000	$333,000	$0
ECMS Subtotal	**$333,000**	**$333,000**	**$0**
Equipment Replacement			
Equipment Replacement - External	$1,199,000	$545,622	$653,378
Equipment Replacement - Internal	$2,138,000	$411,305	$1,726,695
Equipment Replacement Subtotal	**$3,337,000**	**$956,927**	**$2,380,073**
TOTAL 2013-15	**$16,470,000**	**$7,837,513**	**$8,632,487**

***** 2014 supplemental budget requests will be submitted for the SC-CMS ($5.3 m) and the ECMS ($1.1 m)

SC-CMS projected salaries and benefits for the remainder of the biennium: $3,114,011

Board for Judicial Administration
House of Origin Committee Cutoff Report

Current as of Wednesday, February 12, 2014

Today is the 31st day of the 60-day legislative session. Tuesday marked the 2nd major deadline of the session, when bills were required to pass out of the fiscal committees in their houses of origin. Those that did not should be considered dead unless they are deemed "necessary to implement the budget" (NTIB).

The house of origin cutoff is February 18th. Bills, other than budget bills, need to pass from their house of origin by 5 pm. The next week will be devoted largely to "floor action," moving bills from one chamber to the other.

Here are the highlights regarding bills BJA is tracking and other legislation of interest:

BJA Request Legislation

~~HB 2131~~ - Increases the number of superior court judges in Mason County.
Position - Request
Status – Died in House Appropriations General Government & IT.

SB 5981 - Increases the number of superior court judges in Mason County.
Position – Request
Status – Passed Senate 49-0.

SHB 1542 - Requires courts to appoint a certified or registered interpreter at public expense in all legal proceedings in which a non-English-speaking person is a party or is compelled to appear. Requires the state to pay 50 percent of the cost of interpreters beginning in January 2017. Requires courts to track and provide interpreter cost and usage data annually to the Administrative Office of the Courts. (Amended in House Appropriations to remove the 2017 deadline for state funding.)
Position – BJA Request
Status – 2013 - Passed House 54-42. Died in Senate Law & Justice.
2014 – House 3rd Reading Calendar

~~SB 5398~~ - Requires courts to appoint a certified or registered interpreter at public expense in all legal proceedings in which a non-English-speaking person is a party or is compelled to appear. Requires the state to pay 50 percent of the cost of interpreters beginning in January 2017. Requires courts to track and provide interpreter cost and usage data annually to the Administrative Office of the Courts.
Position – BJA Request
Status – Died in Senate Law & Justice

Data Dissemination/Access to Court Records

~~HB 1497~~ - Requests the Washington State Supreme Court to adopt court rules redacting or sealing nonconviction court records and, when technologically and economically feasible, providing a process for removing nonconviction information from public court indices. Prohibits employers and landlords from inquiring into, or receiving information through a criminal history background check, about nonconviction records and rejecting an applicant on the basis of nonconviction records. *This bill has significant JIS impact, resulting in 8,400 to 12,000 hours of programming time and a fiscal note ranging from $1,010,400 to $1,459,200.*
Position – No position
Status – Died in House Judiciary

SHB 1651 - Provides that juvenile offender records are confidential unless the juvenile has been adjudicated for a sex offense or a serious violent offense. The court may release juvenile records for inspection upon good cause shown. Provides that juvenile offender records may not be published, distributed, or sold. Amended in House Appropriations General Govt. & IT to take effect upon completion of SC CMS project, removing significant JIS impact.
Position – No position. (Prior - Concerns regarding JIS impact and costs.)
Status – House 2nd Reading Calendar

~~SB 5341~~ - Requests the Washington State Supreme Court to adopt court rules redacting or sealing nonconviction court records and, when technologically and economically feasible, providing a process for removing nonconviction information from public court indices. Prohibits employers and landlords from inquiring into, or receiving information through a criminal history background check, about nonconviction records and rejecting an applicant on the basis of nonconviction records. *This bill has significant JIS impact, resulting in 8,400 to 12,000 hours of programming time and a fiscal note ranging from $1,010,400 to $1,459,200.*
Position – No position
Status – Died in Senate Law & Justice

~~2SSB 5689~~ - Court records and public court indices containing nonadjudication or nonconviction information relating to the commission of juvenile offenses are restricted from public access. Nonadjudication or nonconviction information means information contained in records collected by the courts relating to arrest, probable cause hearings, citation, and charges that did not lead to an adjudication; charges resulting in a dismissal or acquittal; and charges dismissed pursuant to a diversion or deferred sentence. Access by agencies for research purposes, as provided elsewhere in statute and expressly permitted for sealed juvenile records is allowed. *This bill requires significant changes to JIS, resulting 8,400 to 12,000 hours of programming time and one-time costs ranging from $1.1 million to $1.4 million.*
Position – No position
Status – Died in Senate Rules

~~SB 6403~~ – Requires juvenile offender records be available for bulk distribution through JIS and on the public website.
Position – Watch
Status – Died in Senate Human Service & Corrections

~~SB 6469~~ – Requires sealing of juvenile records at disposition under certain conditions.
Position – Not Reviewed
Status – Died in Senate Human Service & Corrections

Bills Affecting AOC Employees and/or Judges

~~HB 2128~~ – Exempts GPS data that shows the residence of an employee or agent of a criminal justice agency from public disclosure.
Position – Support
Status – Died in House Govt. Operations

~~HB 2601~~ – Provides that a municipal court may only be terminated at the end of the term of the judge(s) of that court. DMCJA request legislation.
Position – Support
Status – Died in House Judiciary.

~~ESB 5860~~ - The Attorney General is not required to institute legal actions on behalf of Superior Court judges unless requested to do so by the Administrator for the Courts. Amended by the Senate to require AOC to bear half the legal costs and to institute a 90-day notice requirement and a 120-day period for alternative dispute resolution. Amended by House Judiciary to provide that the Attorney General is not required to institute actions over funding on behalf of superior court judges. ~~HB 2024~~ applies the same restrictions to all state officers.
Position – Oppose
Status – 2013 - Passed Senate 47-2. 2014 – Reintroduced and retained in present status.

~~SB 5867~~ – Reduces the size of the Supreme Court from 9 to 5 by lottery (drawing straws.)
Position – Watch
Status – Died in Senate Law & Justice.

SB 6012 – Prohibits the WSBA from charging a fee for judicial membership.
Position – Watch
Status – Senate Rules

SB 6088 - Reduces the size of the Supreme Court to 7 by attrition.
Position – Watch
Status – Senate Rules

SB 6305 – Creates a defined contribution retirement plan for elected officials. *Judges were removed via amendment in Senate Ways & Means.*
Position – Oppose
Status – Senate Rules

SB 6459 – Redefines compensation for use in calculating retirement benefits for elected service. *Amended to use the highest average over a consecutive 60 month period of elected service; all periods were used in the original bill.*
Position – Oppose
Status – Senate Rules

Elections

~~HB 2525~~ – Provides public funding for Supreme Court campaigns using a portion state bar association membership dues as a funding source.
Position – Watch
Status – Died in House Govt. Operations

SJR 8215 – Amends the state constitution so that only persons who are qualified voters in a county are elected or appointed to the office of judge for superior court of that county.
Position – No Position
Status – Senate Rules

Problem Solving Courts

SHB 2556 – Consolidates authorizing statutes for problem solving courts and implements the recommendations from the workgroup created by SB 5797 (2013).
Position – Support
Status – House Rules

Other

~~SHB 1098~~ – Amends professional conduct requirements of bail bond agents. Requires a court to notify the Administrative Office of Courts when the court revokes or reinstates the justification or certification of a bail bond agent to post bonds in the court.
Position - Support
Status - Passed House 92-0-6. Died in Senate Law & Justice.

SHB 1771 - Requires approval before public agencies can obtain a public unmanned aircraft system. Allows a public unmanned aircraft system to be operated, or information gained therefrom, to be disclosed pursuant to a judicial search warrant, if the use is not regulatory enforcement and is reasonably determined to be unlikely to collect personal information, or in an emergency. Includes reporting requirements similar to those for wiretaps. See also SB 5782 and SB 6172 regarding "drones."
Position – Watch
Status – House Rules.

HB 2111 – Removes the requirement that a citation issued by Sound Transit conform to the general requirements for a notice of civil infraction. See also SB 5961.
Position – Concerns
Status – House 2nd Readign Calendar

~~HB 2399~~ – Establishes a "certificate of restoration of opportunity," which can be sought by a person with a criminal record to eliminate any professional bar imposed solely as a result of the conviction.
Position – Watch
Status – Died in House Public Safety

~~HB 2497/SB 6249~~ – Increased certain fees to partially fund indigent defense services.
Position - Watch
Status – Died in fiscal committees.

~~HB 2751~~ – Creates the "Restitution First Act" and alters how legal financial obligations may be imposed and collected.
Position – Not yet reviewed
Status – Bill died in House Judiciary. Work session in House Public Safety.

SSB 5020 - The definition of indigent and able to contribute is changed to mean a person who, at any stage of a court proceeding, meets the criteria for indigency, but who is also found to also have available funds to pay a portion of the anticipated cost of counsel.
Position – Watch
Status – Senate Rules

2SSB 6126 – Requires an attorney be appointed for children in dependency proceedings at the expense of the county. Subject to funds appropriated, the state may reimburse up to one-half the cost. See also HB 1285.
Position – Not reviewed
Status – Senate Rules

Budget

HB 2185/SB 6002 – Making supplemental operating appropriations. Contains Supreme Court budget submission for judicial branch.
Position – Support as drafted for judicial branch budget.
Status – Appropriations/Ways & Means

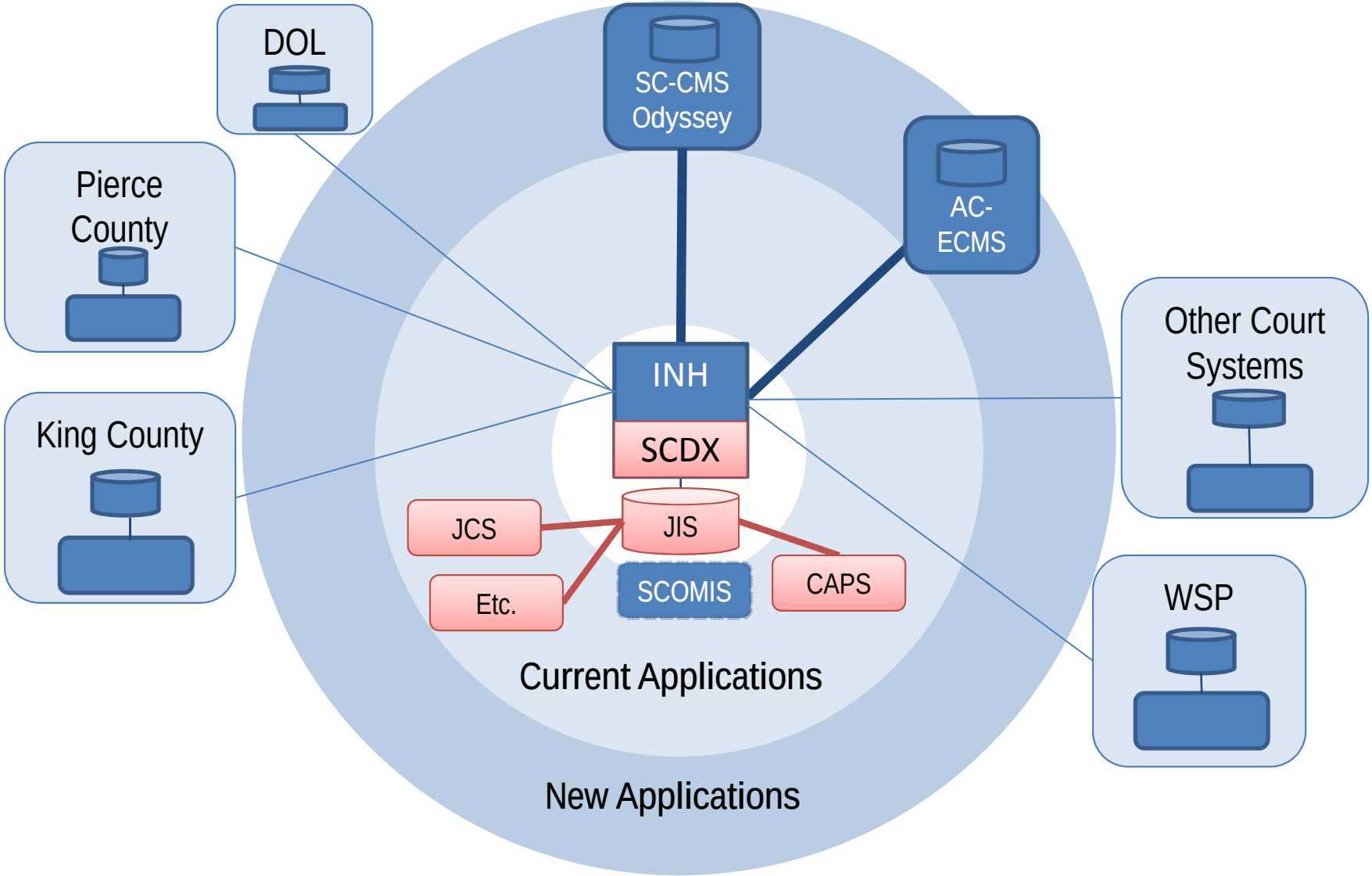
Information Networking Hub (INH)

Project Update

Dan Belles, PMP - Project Manager

February 28, 2013

AOC Data Exchange Environment - Future

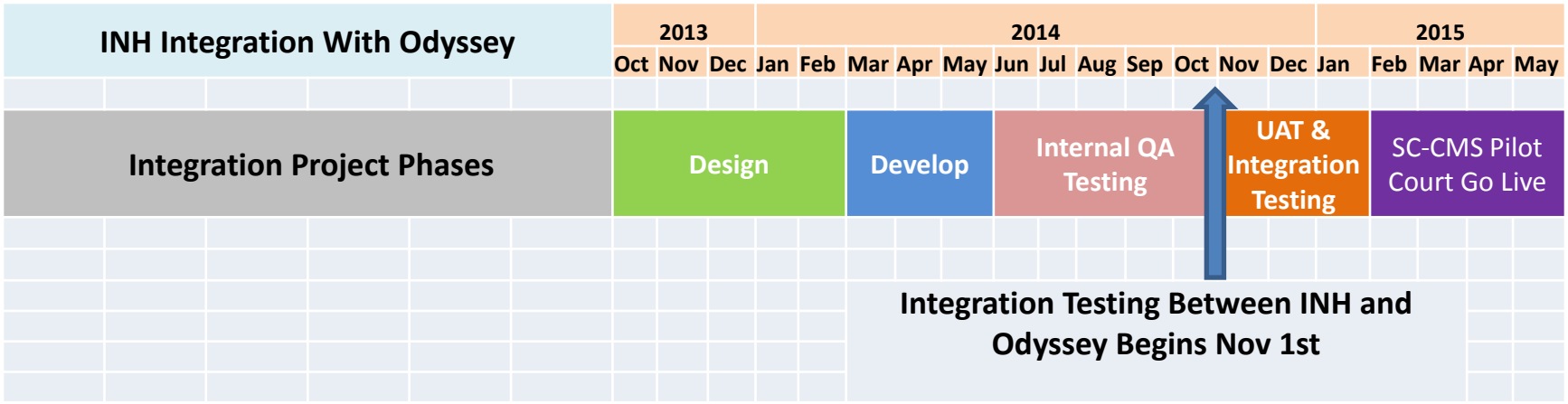


INH Integration With Odyssey* Recent Activities

- ✓ Integration Fit Analysis With Tyler – Recommendations
  - ❑ Statewide Case Data Replication To Be Done By Tyler
  - ❑ Statewide Person Data Replication To Be Done By AOC
- ➢ Focused on Pilot Court Readiness
  - ✓ Integration Design
  - Solution Development
  - Prepare Testing Strategy
  - Acquire additional resources

* Includes INH data exchange includes web services and a message transport component to support data replication between SCOMIS/JIS and Odyssey. This allows the data in the new and legacy systems to remain in synch.

Schedule


INH Integration With Odyssey
2013
2014
2015
Oct Nov Dec Jan Feb Mar Apr May Jun Jul Aug Sep Oct Nov Dec Jan Feb Mar Apr May
Integration Project Phases
Design
Develop
Internal QA Testing
UAT & Integration Testing
SC-CMS Pilot Court Go Live
Integration Testing Between INH and Odyssey Begins Nov 1st

Active Project Risks

Total Project Risks		
Low Exposure	Medium Exposure	High Exposure
0	0	2

Significant Risks Status

Risk	Probability/Impact	Mitigation
Critical Project Inter-dependencies	High/High	• Inter-dependent Project Coordination Team (IPCT)
INH Integration with Odyssey	High/High	• Collaborate with SC-CMS technical team and Tyler to develop an integration strategy
Services Testing/Deployment for Pilot Courts	High/High	•Collaborate with Tyler to coordinate services deployment

Risk #1: Critical Project Inter-dependencies

- Decisions made within the SC-CMS project and/or the COTS Prep project could have impacts on INH
- AOC is mitigating this risk through the Inter-Project Coordination Team (IPCT) to ensure frequent, substantive communications between all three projects and to track and address issues and risks identified

Risk #2: INH Integration with Odyssey

- Unforeseen differences between system logic/designs/data
- Differences in some functions caused issues in SCDX; the same could occur between Odyssey and JIS
- It may not be possible to readily translate some Odyssey or JIS data into a format that will work for both systems
- Legacy application integration requirements/impacts may be larger than can be handled in the amount of time available for pilots
- Local systems integration requirements/impacts may be larger than can be handled in the amount of time available for pilots
- AOC is mitigating some of this risk by deeply involving the INH team in integration planning with the SC-CMS (Odyssey) team

Risk #3: Services Testing and Deployment for Pilot Courts

- Deployment of 80+ INH production services at one time
- Unexpected issues in one or multiple services could negatively impact multiple functions in JIS/Odyssey making deployment difficult
- Some of this risk is being addressed by a long integration testing program prior to identify issues before Pilot courts begin using Odyssey

Active Project Issues

Total Project Issues			
Active	Monitor	Deferred	Closed
0	0	0	0

Significant Issues Status

Issue		Urgency/Impact	Action

Next Steps

INH Integration With SC-CMS (Odyssey)	
Milestone	Date
Integration Design - Complete	February 2014
Develop INH Integration Solution - Complete	May 2014
Test INH Solution/Resolve Defects - Complete	September 2014
UAT/Integration Testing With Odyssey Begins	***November 2014***
UAT/Integration Testing Complete	***January 2015***

ITG Request 41 - CLJ Revised Computer Records Retention and Destruction

Project Update

Kate Kruller, PMP - Project Manager

February 28, 2014

Project Objectives

- Eliminate all Courts of Limited Jurisdiction computer record archiving in JIS applications

- Revise destruction of case records processes in JIS, based upon the records retention policy from the Data Dissemination Committee

Recent Activity

- ✓ Provided Project consultation as needed for policy update:
  - ➢ Providing project information needed for JISC – CLJ Work Group policy deliberations
- ✓ Completed Preliminary Rules Development (including eTicket and VRV compliance rules) July 2013 – January 2014
- ✓ ITG 41 Project Steering Committee briefing
  - ➢ Proposed Pilot Courts: Everett Municipal Court, Thurston District Court, Yakima Municipal Court and Cowlitz District Court
  - ➢ Updated Project Schedule
  - ➢ Court Communication and collaboration

Active Project Risks

Total Project Risks		
Low Exposure	Medium Exposure	High Exposure
0	0	0

Significant Risk Status

Risk	Probability/Impact	Mitigation

Active Project Issues

Total Project Issues			
Active	Monitor	Deferred	Closed
0	0	0	0

Significant Issues Status

Issue	Urgency/Impact	Action

Next Steps

- Quality Assurance Test, February - June 2014
  - Preliminary Rules system testing prior to deployment
- Implement Preliminary Rules – Pilot, July - August, 2014
  - Restart destruction of records using preliminary rules applied to cases in Pilot Courts
  - Updated Destruction of Records Report (DORR)
- Implement Preliminary Rules - All Remaining CLJ Courts, September 2014 - March, 2015
- New Rules Iteration Development, August, 2014 – March 2015
  - New records retention and destruction rules programming

Washington State Administrative Office of the Courts

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

January 2014
(Report Period Ending January 31, 2014)

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Background

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

Under the direction of the Judicial Information System Committee (JISC), the Information Services Division (ISD) within AOC expends significant resources on the development, improvement and implementation of new systems in support of the Washington Courts. ISD resources also maintain and operate these information technology systems and infrastructures once they are in use. The systems and services provided by AOC are used by judges, court administrators and staff, county clerks, numerous government agencies, and the public.

As ISD embarks on the course of implementing the JISC's information technology priorities for Washington Courts, this report is a key to measuring and monitoring progress. It provides the JISC and AOC leadership with the current snapshot of information to keep them informed and prepared to communicate ISD accomplishments.

Initiatives & Project Plan Overview
January 2014

Planned
Actual

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

Initiatives	Schedule Status		CY12 Q1	CY12 Q2	CY12 Q3	CY12 Q4	CY13 Q1	CY13 Q2	CY13 Q3	CY13 Q4	CY14 Q1	CY14 Q2	CY14 Q3	CY14 Q4
7.6 Information Networking Hub (INH) Middleware	●	Planned												
		Actual												
SC-CMS Odyssey Implementation	●	Planned												
		Actual												
COTS Preparation - Restore SCOMIS Cases	✔	Planned												
		Actual								✔				
ITG #045 Appellate Court Enterprise Content Management System (ECMS)	▲	Planned												
		Actual												
ITG #009 Add Accounting Data to the Data Warehouse	✔	Planned												
		Actual							✔					
ITG #041 Revised CLJ Computer Records Retention and Destruction Project	●	Planned												
		Actual												
ITG #087 Security Project – JABS RACF Authentication	●	Planned												
		Actual												

Summary of Activities

Major Changes Since Last Report

This section provides a quick summary of initiatives or projects that have had major changes during the reporting period and includes operational areas or staffing changes that impact the work, timeline, or budget.

Initiatives & Major Projects Underway

- Superior Court Case Management System Implementation (SC-CMS) (ITG #002)
- Revised CLJ Computer Records Retention and Destruction Project (ITG #041)
- Appellate Courts Enterprise Content Management System (ITG #045)
- Security Project - JABS RACF Authentication (ITG #087)

Initiatives or Projects Completed

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

Initiative or Project Status Changes

- None

Staffing Changes in ISD

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

ISD welcomed the following new staff:

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

The following employees left ISD:

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

Employees transferring to the SC-CMS Project:

None.

ISD Staff Recognitions

Recognitions

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

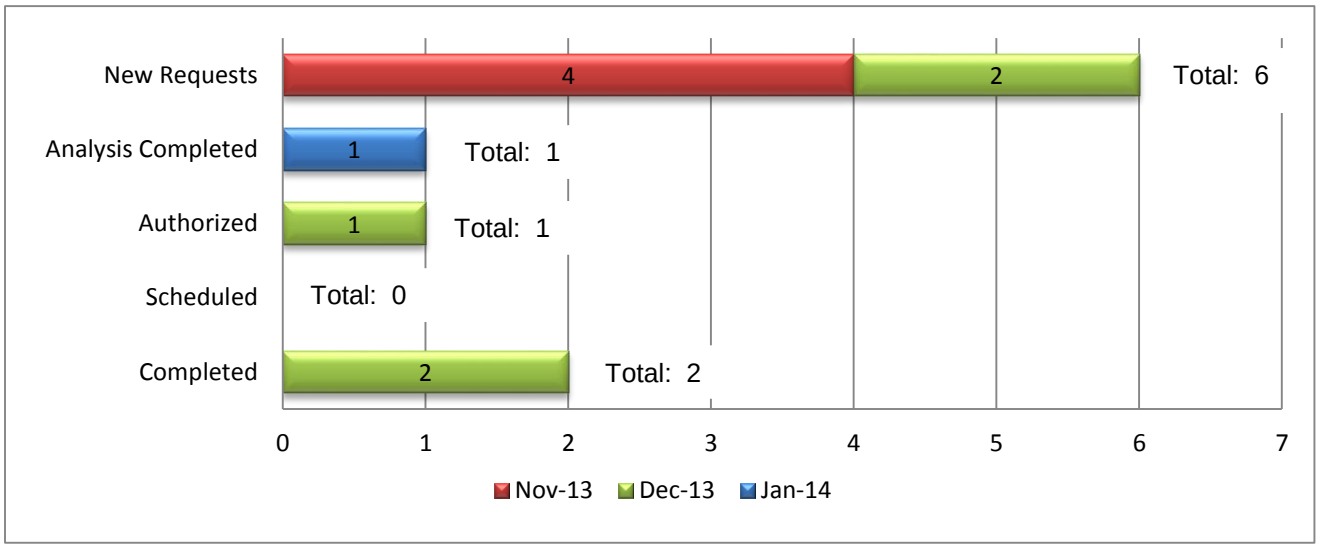
IT Governance Request Status

Completed JIS IT Requests in January 2014

No requests were completed during the month of January.

Status Charts

Requests Completing Key Milestones



Current Active Requests by:

Endorsing Group			
Court of Appeals Executive Committee	1	**District & Municipal Court Management Association**	22
Superior Court Judges Association	5	**Data Management Steering Committee**	0
Washington State Association of County Clerks	7	**Data Dissemination Committee**	1
Washington State Association of Juvenile Court Administrators	4	**Codes Committee**	2
District & Municipal Court Judges Association	6	**Administrative Office of the Courts**	4
Misdemeanant Corrections Association	1		

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

Initiative Summary

Summary of Activities January 2014

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

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

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

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

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

ITG #041 Revised CLJ Computer Records Retention and Destruction Process

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

ITG #087 / Security Project - JABS RACF Authentication

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

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

Detailed Status Reports

Status Update Key

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

Initiative Status Reports

Information Networking Hub (INH) Middleware Project

Reporting Period through January 31, 2014

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

Description:
The Information Networking Hub (INH) is being built to support the implementation of a Superior Court Case Management System (SC-CMS). It is also building a foundation for data exchanges with other COTS packages and local court systems.

The INH is the required future state architecture needed to support information exchanges between the JIS central database (new and existing) and local systems. This project involves a core team of resources with the experience and knowledge of AOC systems, "as is" and the "to be" future state to support the building a robust enterprise architecture capable of exchanging messages from disparate systems with one common messaging standard.

Business Benefit:

- Seamless integration of current and future as well as centralized and local applications that provides better customer experience.
- Near real-time information exchanges through "publish-subscribe" mechanisms that facilitates the sharing of data and dramatically reduces duplicate data entry.
- Modern architecture that aligns with latest technology trends to provide flexibility and the ability to deliver new customer requests in a timely manner.
- A centrally managed data repository governed by data standards and quality.
- A centralized security framework that can meet the needs for ensuring data is secure.
- Enhanced customer interfaces to improve productivity, advance decision-making capabilities and aid in access to justice.

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

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

Status Notes:

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

Progress

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

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

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

Milestones Planned and Accomplished

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

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

Reporting Period Through January 31, 2014

Executive Sponsor(s) *Judge Charles Snyder, President* Superior Court Judges Association (SCJA) *Sonya Kraski, President* Washington State Association of County Clerks (WSACC) *Jeff Amram, President* Association of Washington Superior Court Administrators (AWSCA)	**IT Project Manager:** Maribeth Sapinoso, PMP maribeth.sapinoso@courts.wa.gov **Consultant/Contracting Firm:** Tyler Technology, Inc. Bluecrane, Inc. **Business Manager** Vonnie Diseth, AOC- CIO/ISD Director Dirk Marler, AOC-JSD Director

Description:
The Superior Court Case Management System (SC CMS) Odyssey Implementation Project is intended to implement Tyler Technology, Inc. software application "Odyssey" enabling the AOC to support the business functions of state superior courts and county clerks in Superior Courts in the state. The SC CMS Odyssey solution will specifically support calendaring and caseflow management functions, along with participant/party information tracking, case records and relevant disposition services functions in support of judicial decision-making, scheduling, and case management.

Business Benefits: The Superior Court Case Management (SC CMS) will implement Tyler Technology, Inc. software application "Odyssey", a case management system, that (1) is consistent with the business and strategic plans approved by the JISC; (2) follows the JISC guidelines and priorities for IT decision making; (3) modernizes AOC technology; (4) works within planned technology architecture; (5) supports improvements in superior court operations; and (6) provides the opportunity and incentives to retire legacy systems such as SCOMIS.

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

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

Status Notes:

Progress

Project Phase	☐ Initiate	X Planning	☐ Execute	☐ Close

Schedule		
	Planned Start Date: 7/25/2013	**Planned Completion Date:** 7/1/2023
	Actual Start Date: 7/25/2013	**Actual Completion Date:** TBD

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

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

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

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

Milestones Planned and Accomplished

Milestone	Original Date	Revised Date	Actual Date or Status
Project Start	7/25/2013		7/25/2013
General Implementation Preparation Tasks	12/31/13		
Project Finish	2/1/2019	7/1/2023	

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

Reporting Period through January 31, 2014

Executive Sponsor(s)	**IT Project Manager:**
Appellate Courts Executive Steering Committee Justice Debra Stephens, Committee Chair Vonnie Diseth, CIO/ISD Director	Martin Kravik (360) 704-4148 martin.kravik@courts.wa.gov
	Consultant/Contracting Firm: ImageSoft
	Business Area Manager Vonnie Diseth, AOC- CIO/ISD Director

Description: The Appellate Courts Enterprise Content Management System (ECMS) project will implement a common ECMS for the Appellate Courts (Courts of Appeal and Supreme Court) that will support the following:

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

Business Benefits: The project will implement an Appellate Courts ECMS that will improve the efficiency of document management for the courts. To achieve this objective, all Appellate Courts need to use the same ECM application. Some of the benefits that will be gained are:

- Reduce the need and cost of converting paper documents to electronic documents
- Reduce the cost of storing hard copy official court documents
- Reduce the time of receiving documents through mail or personal delivery
- Reduce the misfiling of documents
- Eliminate staff time for duplicate data entry
- Reduce document distribution costs (mail, UPS, FedEx)
- Ability for cross court sharing/viewing of documents
- Reduce the time/cost of compiling documents since they will be digitally stored and will be searchable.

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

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

Status Notes:

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

Progress

Project Phase	☐ Initiate	☐ Planning	X Execute	☐ Close
Schedule	**Planned Start Date:** 8/15/2011		**Planned Completion Date:** 5/29/2015	
	Actual Start Date: 8/15/2011		**Actual Completion Date:** TBD	

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

✓ Washington staff have been registered for the required OnBase training.	Improve the efficiency of document management for the Appellate Courts.
✓ Finalized the change request to add the Appellate Courts Operations Architect to the list of trainees.	Improve the efficiency of document management for the Appellate Courts.
✓ The Appellate Courts Operations Architect started the design for the changes to JIS Link and web access to appellate court data.	Improve the efficiency of document management for the Appellate Courts.
✓ Finalized discussions on the custom code issue and started the change request process to incorporate Hyland's Work View product into the solution for case management and move away from an ImageSoft custom application.	Improve the efficiency of document management for the Appellate Courts.
✓ Continued to pursue the procurement of the Hyland OnBase Premium Education Subscription.	Improve the efficiency of document management for the Appellate Courts.
Activities Planned	**Impact/Value**
° The AOC project team and the appellate courts will continue to address additional requirements questions and requests for information from ImageSoft.	Improve the efficiency of document management for the Appellate Courts.
° ImageSoft will continue developing the Functional Design Specification.	Improve the efficiency of document management for the Appellate Courts.
° Get the Appellate Courts Operations Architect registered for the prerequisite Hyland OnBase classes.	Improve the efficiency of document management for the Appellate Courts.
° The Appellate Courts Operations Architect will continuing designing the changes to JIS Link and web access to appellate court data.	Improve the efficiency of document management for the Appellate Courts.
° Discuss the Work View change request internally and engage in negotiations with ImageSoft.	Improve the efficiency of document management for the Appellate Courts.
° Continue to pursue the procurement of the Hyland OnBase Premium Education Subscription.	Improve the efficiency of document management for the Appellate Courts.

Milestones Planned and Accomplished

Milestone	Original Date	Revised Date	Actual Date
Start Project	8/15/11		4/4/11
AC-ECMS Technical Requirements		8/3/12	8/3/12
AC-ECMS Business Requirements		9/12/12	9/12/12
AC-ECMS Web Portal Requirements		12/7/12	12/7/12
AC-ECMS Procurement Documents		3/20/13	3/20/13
Contract negotiations		9/9/13	9/9/13
End of Project	6/22/12	7/23/2014	

ITG #041 Revised CLJ Computer Records Retention and Destruction Project

Reporting Period through January 31, 2014

Executive Sponsor(s)	**IT Project Manager:**
Judge Thomas Wynne, Chair JISC Data Dissemination Committee (DDC) *Judge David Svaren, President* District and Municipal Court Judges Association (DCMJA) *Ms. Aimee Vance, President* District and Municipal Court Management Association (DMCMA)	Kate Kruller, MBA, PMP IT Project Manager 360 704 5503 (o) Kate.Kruller@courts.wa.gov
Business Area Manager: Mike Keeling, Operations Manager	**Consultant/Contracting Firm: N/A**

Description: The ITG 41 Project objectives are to eliminate all JIS archiving for the Courts of Limited Jurisdiction (CLJ) cases and apply new destruction rules to the CLJ JIS cases according to the revised policy developed by the Data Dissemination Committee for recommendation to the JISC. Any policy determinations to alter the policy are referred directly to the JISC - CLJ Policy Workgroup for deliberations (workgroup formed July 19). These activities are being handled by Stephanie Happold.
The current activity is to return archived records to the active database (i.e. no records will remain in archive). This will pave the way to implement the new rules. At the conclusion of this project, all JIS CLJ records will be retained according to the revised policy.

Business Benefit: Purging these records would remove their visibility from the public website. Removal of the archiving requirement will eliminate the option for court staff to restore archive records. This request was generated based on the JISC adopting the recommendations of the JISC Public Case Search Workgroup on August 18th, 2010. The work detailed in this request will fulfill Recommendation #3 from the report.

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

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

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

Progress :

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

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

✓ Determined Iteration 1 Proposed Pilot and Implementation Plan.	Provides faster viewing of the Courts of Limited Jurisdiction (CLJ) records.
✓ Developed and coordinated Iteration 1 Local Court data cleanup process plan.	Provides faster viewing of the Courts of Limited Jurisdiction (CLJ) records.
✓ Developed iteration 1 Communications Management Plan approach.	Provides faster viewing of the Courts of Limited Jurisdiction (CLJ) records.
Activities Planned	**Impact/Value**
° Project Steering Committee approved the Pilot Court selection, Court Data Cleanup Plan, and Project Implementation Communications Plan.	Provides faster viewing of the Courts of Limited Jurisdiction (CLJ) records.
° Quality Assurance Testing Preliminary Rules / Develop & Use Implementation Communications Plan.	Provides faster viewing of the Courts of Limited Jurisdiction (CLJ) records.

Milestones Planned and Accomplished

Milestone	Original Date	Revised Date	Actual Date
Start Project	8/1/11	8/1/11	8/1/11
Develop Technical Design/Produce Non-Functional Requirements Document	3/12/13	4/11/13	4/11/13
Deploy Iteration 1 to Production	11/13/13	1/31/14	
Approval of Non-Functional Requirements by AOC Management (Restore Process)	10/7/13	1/17/14	1/17/14
Develop & Validate Code – Iteration 2 All New Rules	2/14/14	5/23/14	
Deploy Iteration 2 to Production	5/22/14	7/30/14	
Development complete	5/22/14	7/30/14	
Phase V – New Process Acceptance/On-going Planning	7/3/14	9/10/14	
Phase VI – Project Close Completed	7/3/14	9/10/14	
End Project	7/3/14	9/10/14	

ITG #087 / Security Project – JABS RACF Authentication

Reporting Period through January 31, 2014

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

Description:

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

Business Benefit:

- Increases security of JIS data and systems.

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

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

Status Notes:

Project progress:

January 25%

100%

Phase	☐ Initiate	X Planning	☐ Execute	☐ Close
Schedule	**Planned Start Date:** 10/25/13		**Planned Completion Date:** 12/31/14	
	Actual Start Date: 10/25/13		**Actual Completion:** TBD	

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

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

Activities Planned	Impact/Value
° Finalize the work estimate for legacy changes.	Strengthens the JABS sign-in process and increases security of JIS data and systems.
° Revise/update resource assignments based finalized design and resource availability.	Project planning.
° Baseline the schedule.	Project planning.
° Start the development phase.	Plan communication to stakeholders about new processes.
° Identify new risks and/or issues.	Keep stakeholders informed.
° Finalize shell of the communication plan.	Keep stakeholders informed.
° Write and finalize the letters to stakeholders following the communication plan.	Keep stakeholders informed.

Milestones Planned and Accomplished

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

ISD Operational Area Status Reports

Operational Area: ISD Policy and Planning

William Cogswell, ISD Associate Director

Through January 31, 2014

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

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

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

✓ Participate in ISD Data Quality process improvement.	Increase in completeness of Process Control Number (PCN), Criminal Identification Number (measured by decrease in number of null values, higher percentage of matches between WA State Patrol). Increase in transfer accuracy and timeliness (amount of time from failure to successful transmission decrease, decrease in number of missing PCNs, etc.). Improved efficiency in resource allocations for courts, AOC and Implement a Data Quality process.
Security	
✓ Release and Change Coordinator's Top Secret / Secret Compartmentalized Information (TS/SCI) Military Security Clearance was vetted with Homeland Security and is valid until December 29, 2014.	This will allow the option to have an AOC Employee on a CYBER Incident Response Team who can effectively communicate with the FBI & Homeland Security during a Data Breach or Cyber Incident.
✓ The IT Security contractor, Intrinium, updated AOC staff on the work that has been done in the year following the security breach.	Keep staff informed about security changes and activities.
Organizational Change Management	
✓ Continued supporting the ISD policy review and development process and meetings.	Establish policies, standards, procedures, and guidelines that provide structure for the way work gets done in ISD.
✓ Develop and deliver communications to Clarity users about the Clarity upgrade.	Keep Clarity users informed about the change, how it impacts them, and what is expected of them.
Business Liaison	
✓ Continued participation in ECMS project meetings; attended ECMS Executive Steering Committee meetings.	Delivers a product that will meet the Court of Appeal's business needs. Creates a better understanding of the business processes used.
✓ Compiled a December monthly report of Appellate Court RightNow ticket information and distributed to the Clerks (Dave, Rich, Susan, and Renee). Also created a CLJ report of RightNow incidents for the CLJ Business Liaison.	Provides an overview of problems that have been reported to the AOC Service Desk by Appellate Court staff; the report identifies outstanding problems for resolution.
✓ Completed and implemented the communication plan regarding the WSBA one-time attorney information update. Coordinated the successful attorney table update and external communication.	The WSBA one-time update ensured that attorney information accessed by applications is up-to-date. This one-time update produced a larger-than-normal weekly text file for the COAs; the communication plan ensured that they were informed prior to receiving the larger file and that business processes were not interrupted.
✓ Coordinated the stakeholder input process for customers on ISD projects and IT Governance requests.	Direct customer input on IT projects helps ensure a successful project outcome.
✓ Provided information on ISD projects and activities to District and Municipal Court Judges' Association, District and Municipal Court Management Association, Misdemeanant Corrections Association other stakeholder groups on IT activities relating to courts of limited jurisdiction.	Direct communication and interaction with broader customer groups increases their understanding of ISD services and activities, and builds trust in AOC.
✓ Worked with Superior Court Case Management System (SC-CMS) project team, SC-CMS Management Advisory team, RFP Steering Committee and Court Business Office (CBO) to further the SC-CMS efforts.	Ensuring that the customer's concerns and ideas are included in the SC-CMS project will help to deliver a solution that meets the customers' needs.
✓ Worked with the Organizational Change Management (OCM) team on communications and talking points for the SC-CMS project.	Helping to provide a consistent message around the SC-CMS project to both internal and external stakeholders will help support the success of the project.
✓ Provided updates and reports to Superior Court Judges Association (SCJA), Association of Washington State Court Administrators (AWSCA), Washington Association of County Clerks (WACC), and Washington Association of Juvenile Court Administrators (WAJCA) on IT activities relating to the superior courts	Continued communications help customers to understand better the activities in ISD and for ISD to get valuable feedback to better meet the customer needs.
✓ Worked to address issues on concerns regarding IT Governance requests from customer groups	Customers who understand the ITG process are better positioned to understand how AOC works through ITG requests and how they are prioritized and scheduled.
✓ Worked with security team to provide timely and easy to understand communications about pending security changes.	Clear communications help customers to understand changes and ease rollout of new business processes.
✓ Represented AOC on the eTrip Operations Managers Team	Ensuring that the business and technical needs of the courts and AOC are considered when changes to the eTrip system are considered and implemented.

✓ Worked with the project team, Steering Committee, other stakeholders, and AOC staff on the Computer Records Retention and Destruction project.	Ensuring that customers are involved in the process and informed about the project, that their perspective is heard and their business needs are considered.
Activities Planned	**Impact/Value**
Resource Coordinator	
° Perform individual reviews with team members from each functional area to gather information on how time reporting against tasks/allocations is being performed. Goal is to cut down on generic "Core" use where possible.	Allows for a maximizing accuracy for data collection on project status and financial reporting information within specific projects.
° Review team/task timelines in Clarity to ensure all assignments and allocations are reportable in Clarity moving into 2014.	Discover, report, and correct discrepancies in Clarity to maintain accurate resourcing information.
° Continue work with functional teams on use of Weekly Planners to identify allocations and streamline task identification.	Provides useful point of reference for team members to identify weekly tasks.
° Identify training opportunities for Resource Coordination position.	Enhance performance and contribution to the Policy & Planning team.
Portfolio Coordinator	
° Participate with Architecture & Strategy updating the portfolio modernization strategy.	Provide a roadmap for modernizing the aging portfolio of JIS applications.
Service Delivery	
° Submit proposal on how on streamlining analysis phase of governance process.	Streamline (cut time that it takes) to produce ITG analysis.
° Prepare for and attend first JISC meeting.	Keep JISC informed on current governance issues.
Release/Change Management	
° Continued participation in ISD Data Quality process improvement.	Increase in completeness of Process Control Number (PCN), Criminal Identification Number (measured by decrease in number of null values, higher percentage of matches between WA State Patrol). Increase in transfer accuracy and timeliness (amount of time from failure to successful transmission decrease, decrease in number of missing PCNs, etc.). Improved efficiency in resource allocations for courts, AOC and Implement a Data Quality process.
° Develop Change and Release Calendar support documentation.	Provide framework & procedure for supporting the Change and Release Calendar.
° Continue development of automated Release Notes Process.	Increased efficiency & reduced process time in support of Software Release Notes for external customer consumption.
° Software Development Life Cycle Tool Evaluation.	Continued evaluation of Release Tool which may increase efficiency in Release & Deployment Management processes.
° Assist Portfolio Coordinator in developing a proposal to incorporate Software Tools into the IT Portfolio.	Deliver a single, up-to-date, and easily accessible list of Software Tools and related information to inform decision making.
° Coordinate with WA State Enterprise LEAN Consultant.	Explore LEAN Processes to support AOC initiatives for process improvement.
Security	
° Continue to lead and coordinate the AOC Security Team meetings and activities.	Provides a central coordination point for all AOC security activities.
Organizational Change Management	
° Continue supporting the ISD policy review and development process and meetings. Propose a revised process for 2014 that utilizes features of SharePoint 2010 and requires less meeting time.	Establish policies, standards, procedures, and guidelines that provide structure for the way work gets done in ISD.
° Assist with communication planning for effort to update the JIS Modernization Plan to publish on Inside Courts.	Communicates ISD strategy for modernizing JIS systems.
Business Liaison	
° Continue to represent AOC on the e-Trip Operations Managers Team.	Ensuring that the business and technical needs of the courts and AOC are considered when changes to the e-Trip system are considered and implemented.
° Continue to coordinate the stakeholder input process for customers on ISD projects.	Direct customer input on IT projects helps ensure a successful project outcome.
° Provide updates and reports to associations and other stakeholder groups on IT activities relating to courts of limited jurisdiction.	Direct communication and interaction with broader customer groups increases their understanding of ISD services and activities, and builds trust in AOC.

° Continue monitoring progress and provided input on ISD projects on behalf of customer groups.	Communicating customer perspective on ISD projects helps ensure that system changes meet customer needs.
° Continue staffing CLJ and multiple court level IT governance groups.	Assisting IT governance groups with the process enhances their ability to focus on decision making.
° Continue participation on AC-ECMS project and in project meetings.	Provides support to the project and project manager, as needed, to help the project meet its goals and objectives.
° Work with the Service Delivery Coordinator to implement the IT Governance site contact updates.	Provides accurate contact information for AOC staff and customers.

Operational Area: Architecture & Strategy

Kumar Yajamanam, Architecture & Strategy Manager

Through January 31, 2014

Includes: Enterprise Architecture and Solutions Management

Description: Architecture & Strategy is a group within ISD that is responsible for providing strategic technology guidance in support of all services provided by ISD. The functions provided by the group include enterprise architecture, solution management, service catalog development, vendor management, enterprise security and business continuity planning.

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

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

Operational Area: Infrastructure

Dennis Longnecker, Infrastructure Manager

Through January 31, 2014

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

Description: AOC ISD operates and supports the computer related operational needs of the AOC, Temple of Justice, and Court of Appeals, along with the Judicial Information System (JIS) applications, the Judicial Receipting System (JRS), Superior Court Information System (SCOMIS), Juvenile and Corrections System (JCS), Appellate Court System (ACORDS), JIS Calendaring (CAPS), e-Ticketing and web services, and applications. The infrastructure team in ISD supports the servers (hardware and operating systems) that run all the necessary software applications. Although existing user systems are dated, the systems they run on are current and state of the art. Having a state of the art infrastructure and a team dedicated to maintaining it ensures that the courts and partners throughout Washington State have access to the JIS systems, the data is secure and that downtime for system users is minimized.

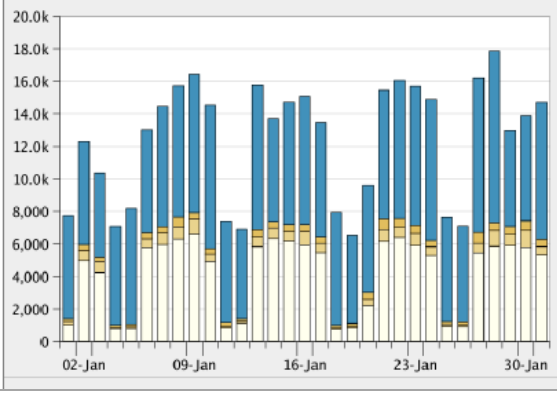
Activities Completed	Impact/Value
✓ Preparing for the March 8, 2014 Disaster Recovery Test.	Disaster Recovery is a JIS activity which ensures the JIS systems would be available in the event of a disaster (either localized or large).
✓ Implemented JIS security to only allow encrypted connections to the JIS systems. Still have three counties which have requested extensions to complete their migration work, so these are the sites that are left.	
✓ Completed Microsoft Office 2013 Upgrade for AOC staff.	Maintaining current and supported software levels ensures users are able to continue to work.
✓ Starting project to upgrade the network routers at most of the district and municipal courts. The current routers will be reaching end of life this year. Also implementing a redundant VPN for their access.	Maintaining current and supported software/hardware levels ensures users are able to continue to work.
✓ Waiting for testing of Natural 8.2.3 so we can migrate to production. Current version is unsupported by the vendor, and the JIS systems are put at risk not upgrading to supported versions. Software has been installed since **June 2012**, waiting for testing.	Maintaining current and supported software levels ensures users are able to continue to work.
✓ Waiting for testing of CICS/TS 5.1, which is the application server for SCOMIS and DISCIS, so we can migrate to production. Software has been installed since **June 2013**, waiting for testing.	Maintaining current and supported software levels ensures users are able to continue to work.
✓ Waiting for testing of WebSphere 8.5, which is the application server used by ACORDS, CAPS, and JABS. Product installed June 2013 and is being tested.	Maintaining current and supported software levels ensures users are able to continue to work.

Various reports:

During the last 30 days, Spam Filtering prevented 252,237 e-mails from entering the system. Only 131,050 (34%) were valid e-mails. The charts below are generated by IronPort.

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

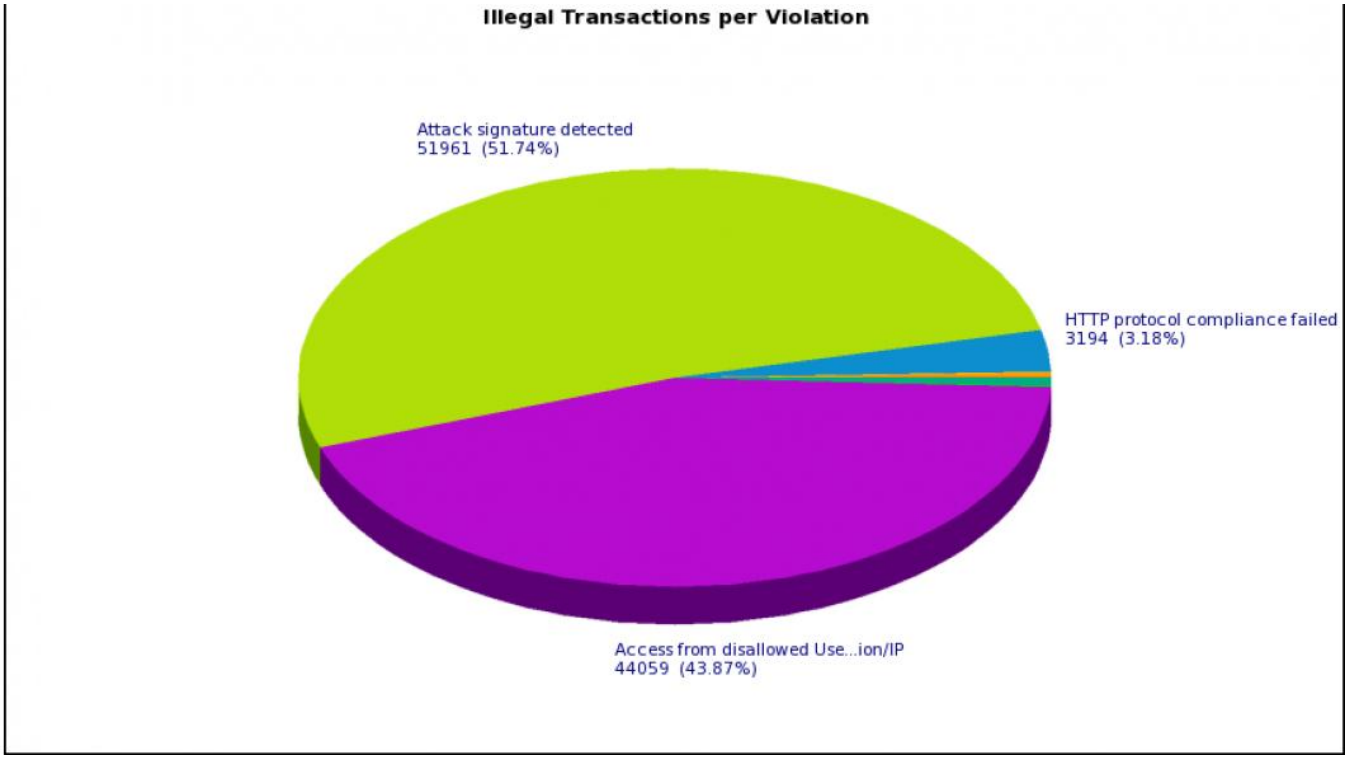
Incoming Mail Graph



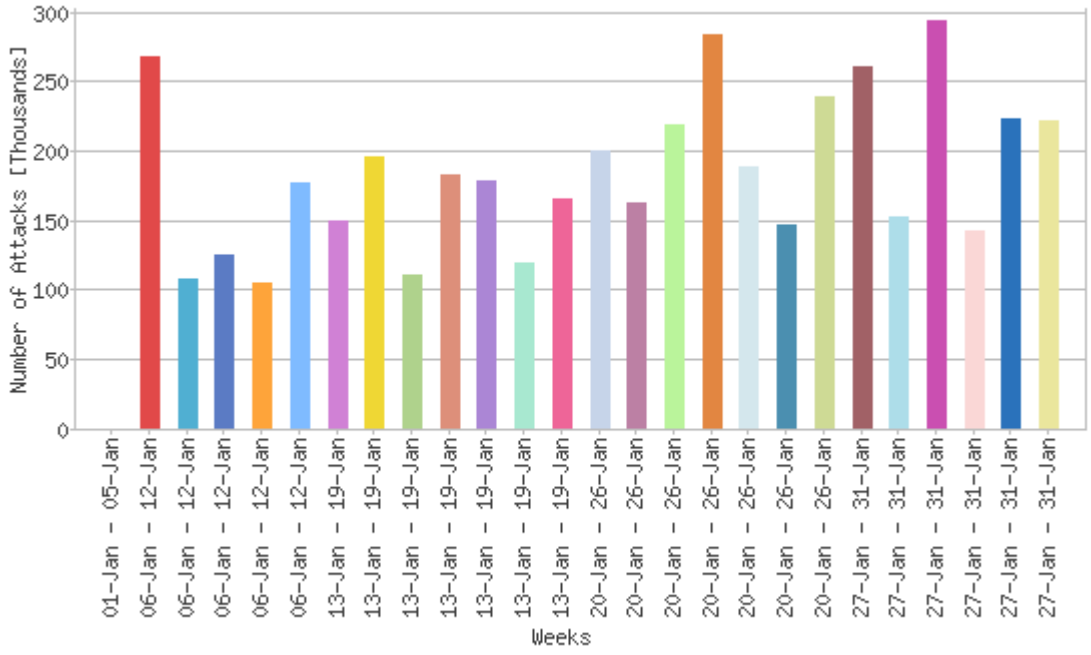
Incoming Mail Summary

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

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



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



Operational Area: Data & Development

Tamra Anderson, Data & Development Manager

Through January 31, 2014

Includes: Data Warehouse Unit, Data Exchange/Development Unit, and Data Quality & Governance Unit.

Description: *The Data & Development Section is comprised of three separate units:*

Data Warehouse: The enterprise data warehouse is a repository of historical information that allows courts to query data for managerial and historical reporting. Case and person data is consolidated from SCOMIS, JIS, ACORDS, and JCS for reporting across all court levels. Court specific data marts provide users the ability to query information by specific court level. The information in the warehouse is accessed using a query tool called Business Objects XI (AKA BOXI). The ability to run queries and reports on historical information on court data provides business intelligence and insight into patterns, trends, issues and gaps in that data that can be used for research analysis, improvement of business functions, risk assessment and other business needs. Reports from the enterprise data warehouse can be run on demand or scheduled on a preset basis and the output can be sent to the desktop, or sent to an email address or a file folder making the information easy to share and obtain.

Data Exchange/Development: The development team is tasked with staffing active projects. They complete requirements analysis, design specifications, service development, unit testing, and implementation to production of new application components. Work performed by the Development Unit is reported separately under the project(s) to which the staff is currently assigned.

Data Quality and Governance: Data maintained by business applications is viewed as an enterprise asset. In addition to supporting business operations, data is used to support strategic decisions and business process improvements. Data Governance will ensure data is complete, accurate, and timely so the Courts can improve decision making through the Data Quality Program. Data quality management exercises the defined governance processes, policies, and standards required throughout the data life cycle which will result in increased accuracy, consistency, and confidence in the enterprise data within the Washington State Courts System.

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

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

✓ Washington State Traffic Records Assessment: Successfully coordinated the assignment and gathering of questions and materials for the Citation and Adjudication Group in support of Round 1 of Questions. This includes some coordination outside AOC, such as Washington Traffic and Safety Commission (WTSC), Washington State Patrol (WSP) and Department of Licensing (DOL) on various traffic safety issues, many related to Data Quality. This included diagramming the technical flow of information between systems, and identifying system limitations in obtaining key data for researchers.	Impacts funding and prioritization for Washington State Traffic Records Projects such as eTRIP and Statewide Electronic Collision & Ticket Online Records (SECTOR), Improve system efficiency.
✓ Data Quality Technical Workgroup: Assessed a free tool to see if it would enhance improvement for database information and reference materials in support of Data Quality, Database Design, and Data Analysis.	Improve database information documentation.
Activities Planned	**Impact/Value**
Data Warehouse Unit	
° Continue Legislative bill sizing and impact analysis.	Provides required data from legislator for bill sizing.
° Continue annual caseload reports for all court levels.	Provides required data to customers.
° Begin data analysis on AOC-WSP Criminal Data.	Provides required data to customers.
° Completed testing and release for courts to enable exchange of data to a vendor application.	Provides required data to customers.
Data Exchange/Development Unit	
° Continue to support Quality Assurance (QA) testing for INH services.	Help with completing the QA testing of the deployed INH services.
° Continue to triage defects for INH services from QA testing.	Help with completing the QA testing of the deployed INH services.
° Deploy the next INH Build with the Defect fixes to QA.	Help with completing the development effort of INH web services.
° Continue the design and prototyping process for replicating Party information between JIS and Odyssey.	Helps with Person data replication between the two systems.
° Continue the discussion with the CMS team and Tyler to integrate Odyssey into AOC.	Helps AOC to move to Odyssey for Superior Case management system.
° Collaborate with the Architecture team to come up with a security model for the INH GET Services for a long term solution.	Helps secure the INH GET services so that it could be exposed to partners that are not on Odyssey.
° Continue to support QA testing for INH services.	Help with completing the QA testing of the deployed INH services.
Data Quality and Governance	
° Support Database Design Review requests.	Change Management of database designs (DDRT).
° Support Data Quality Data Profiling Project.	Research and analysis of data related issues.
° Support Metadata Repository framework.	Planning for better management of our metadata. Improve information about court databases and make information more visible and accessible.
° State Auditor's Office Audit of AOC/WSP Criminal Data: Continue to meet with WSP and State Auditor's Office. Identify common elements between systems, gather and provide information in support of State Auditor's needs, collaborate with State Auditor's Office.	Reduce risk to public safety, improve information quality and provide required data to customers.
° Support Data Quality Foreign Key Analysis Project.	Research and analysis of data related issues.
° Data Quality Routines: Began identifying current data quality-related existing processes and policy throughout AOC and examining ways to streamline for efficiency. Working to establish a Data Quality routine between AOC and WSP for JIS/WASIS Criminal Data.	Reduce risk to public safety, provide required data to customers and ensure efficiency in processes throughout AOC.
° Washington State Traffic Records Assessment: Coordinate Phase II of Question Answering with the Citation and Adjudication Group.	Impacts funding and prioritization for Washington State Traffic Records Projects such as eTRIP.
° Data Integration Subcommittee of the Washington State Traffic Records Committee. Examining linkages and data quality between JIS data and citation data relating to traffic safety issues such as DUI.	Improve ability to study traffic safety issues such as DUI through the system, provide required data to customers and improve information quality.

Operational Area: Operations

Mike Keeling, Operations Manager

Through January 31, 2014

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

Description: AOC ISD Operations teams support new projects and the ongoing maintenance of legacy systems including the Judicial Information System (JIS) application, the Judicial Receipting System (JRS), Superior Court Information System (SCOMIS), Juvenile and Corrections System (JCS), Appellate Court System (ACORDS), Judicial Access Browser System (JABS), e-Ticketing, Adult Static Risk Assessment (ASRA), and Data Exchanges.

Activities Completed	Impact/Value
✓ JCS - Began discussions surrounding integrating Odyssey Accounting functionality into JCS,	Odyssey accounting is being kept as a separate entity from JIS accounting and no synchronization of data will occur. Presenting Odyssey accounting data in JCS is key to maintaining juvenile court ability to see the larger picture of what a juvenile owes across all of the Superior and CLJ court cases filed against them.
✓ JCS - Began gap analysis for INH functionality.	Began a gap analysis with the INH team to determine on an item-by-item level within JCS where issues might occur related to data availability and synchronization. Key to ensuring continued functionality of JCS with no impacts when Odyssey pilot courts are live.
✓ JCS - Soft launch of JCS integration project with PMO.	JCS integration with Odyssey is now a formal project under the PMO. This project oversees all integration efforts between JCS and Odyssey.
✓ JCS - Continued testing of JCS version 2.56.	Version 2.56 will be a security fix release that addresses various security and application issues that have been identified as areas for improvement.
✓ DX – VRV On-boarding – Kent Municipal went live on Jan 13, 2014.	Vehicle-related violation tickets can be sent electronically from Law Enforcement Agency to JIS directly, saving court manual ticket entry.
✓ Java – WSP Disposition Transfer – Update to include disposition code “AS” for CLJ courts.	Improve ability to troubleshoot when problems are reported.
✓ Java – WebSphere upgrade – Completed update of all remaining Java applications so as to run under WebSphere 8.5.5.	Improve application performance, security and maintainability.
✓ Java – E-Ticketing – Completed work on ITGs 41, 156, 176, 191 and bug 19290. Updates are currently being tested.	Work as requested through ITG. Improve application usability and improve data reliability.
✓ Java – JABS Authentication project – Initial sizing, requirements gathering and screen mock-ups.	Improve application security.
✓ Java – Plain Paper Warrants (ITG 58/37/79). Completed work on updates to fix bugs and respond to feature requests from users.	Work as requested through ITG. Improve application usability.
✓ Legacy Maintenance – As a result of Information Technology Governance (ITG) request 186 made by District and Municipal Court Management Association representatives, court staff will be able to see additional information when completing a general search by case number only.	When a user searches by case number only, and more than one case exists in that court with the same case number, the system displays a list of cases which meet the criteria. The list includes the Case Number, Law Enforcement Agency, and Case Type for each case in that court with the matching case number. However, the list does not include the Defendant Name which is critical information in selecting the correct case. JIS will now include the defendant name when displaying the results of a search by case number only.
✓ Legacy Maintenance – Change wording on Warrant Order screen (WRO) and Court Docket (CDK) screens.	In response to a request from the pilot courts for the ITG 37/58 Plain Paper Print – Warrant Project, and in order to obtain uniformity in the reasons displayed for issuing a warrant, changes have been made to the WRO and CDK screens in JIS.
✓ Legacy Maintenance – Information for cases with finding/judgment code of Awaiting Sentencing (AS) was not being sent to Washington State Patrol (WSP) with the disposition transfers.	Information for cases with finding/judgment code of AS will now be sent to WSP in the disposition transfer.

✓ Legacy/Java – Plain Paper Warrants Installations	The plain paper warrants process is now being used by 26 courts.
Activities Planned	**Impact/Value**
° ASRA - Begin testing of ASRA version 1.05.	Version 1.05 will be a security fix release that addresses various security and application issues that have been identified as areas for improvement.
° JCS - Continue testing of JCS version 2.56.	Version 2.56 will be a security fix release that addresses various security and application issues that have been identified as areas for improvement.
° JCS - Continue development of JCS version 2.57.	Version 2.57 contains several minor user interface enhancements as well as new functionality intended to improve the ease of use of the application. Specific focus is being given to providing richer data entry.
° JCS - Continue gap analysis for INH functionality.	Gap analysis to determine on an item-by-item level within JCS where issues might occur related to data availability and synchronization. Key to ensuring continued functionality of JCS with no impacts when Odyssey pilot courts are live.
° Java – WSP Disposition Transfer – Update to improve audit logging.	Improve ability to troubleshoot when problems are reported.
° Java – WebSphere upgrade – Migrate production applications from WebSphere 7.0 to WebSphere 8.5.5.	Improve application performance, security and maintainability.
° Java – JABS Authentication project – Development work.	Improve application security.
° Java – Plain Paper Warrants (ITG 58/37/79). Application close-out and move to maintenance.	Work as requested through ITG. Improve application usability.
° Java – E-Ticketing – Release to production of updates to ETP to include ITGs 41, 156, 176, 191 and bug 19290.	Work as requested through ITG. Improve application usability and improve data reliability.
° Legacy Maintenance – Natural/CICS upgrade	Continue testing. Production planned implementation date is 2/8/2014.
° Legacy Maintenance – RN Court support for JIS/SCOMIS.	Continued support for JIS and SCOMIS courts.
° Legacy Maintenance – Washington State Patrol (WSP) Disposition.	Continued support for Washington State Patrol (WSP) disposition process.
° Legacy Maintenance – Plain Paper Warrants (ITG 58/37/79).	Continue onboarding JIS courts to new plain paper warrant process.
° Legacy Maintenance – JABS Authentication project – Design research.	Improve application security.
° Legacy Maintenance – New JIS/SCOMIS codes.	Prepare to implement new codes approved by the Codes Committee.
° Legacy Maintenance – ITG 41 Destruction of Records.	Continue integration testing.
° Legacy Maintenance – COTS prep support.	Support COTS prep.
° Legacy Maintenance – LFO Billing runs are changing from every 2 months to every 3 months.	Change LFO Billing runtimes from every 2 months to 3 months.

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