Washington State Administrative Office of the Courts

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

April 2014
(Report Period Ending April 30, 2014)

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Background

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

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

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

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

Initiatives & Project Plan Overview
April 2014

Planned
Actual

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

Initiatives	Schedule Status		CY13 Q1	CY13 Q2	CY13 Q3	CY13 Q4	CY14 Q1	CY14 Q2	CY14 Q3	CY14 Q4	CY15 Q1	CY15 Q2	CY15 Q3	CY15 Q4
7.6 Information Networking Hub (INH) Middleware	◆	Planned												
		Actual												
SC-CMS Odyssey Implementation	●	Planned												
		Actual												
ITG #045 Appellate Court Enterprise Content Management System (ECMS)	◆	Planned												
		Actual												
ITG #102 Courts of Limited Jurisdiction Case Management System	●	Planned												
		Actual												
ITG #041 Revised CLJ Computer Records Retention and Destruction Project	◆	Planned												
		Actual												
ITG #087 Security Project – JABS RACF Authentication	●	Planned												
		Actual												
COTS Prep – JCS	◆	Planned												
		Actual												
COTS Prep – LFO Billing to DOC	●	Planned												
		Actual												
COTS Prep – Statewide Viewer	●	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

- Information Networking Hub (INH) Middleware
- Superior Court Case Management System Implementation (SC-CMS) (ITG #002)
- Appellate Courts Enterprise Content Management System (ITG #045)
- Courts of Limited Jurisdiction Case Management System (ITG #102)
- Revised CLJ Computer Records Retention and Destruction Project (ITG #041)
- Security Project - JABS RACF Authentication (ITG #087)
- COTS Prep – JCS
- COTS Prep - LFO
- COTS Prep – Statewide Viewer

Initiatives or Projects Completed

- ITG 156 Court Notification when Critical Identifiers Change

Initiative or Project Status Changes

- ITG #102 Courts of Limited Jurisdiction Case Management System Project began in February 2014

Staffing Changes in ISD

During the reporting period of April 1 - 30, 2014:

ISD welcomed the following new staff:

- Robert Villanueva, System Support Analyst, ISD – Project Management/Quality Assurance, (4/15/2014)

The following employees left ISD:

- None.

Employees transferring to the SC-CMS Project:

None.

ISD Staff Recognitions

Recognitions

April 2014 – Sree Sundaram, ISD Project Manager JABS RACF Authentication (ITG #087) – was recognized by Vicky Cullinane for extra effort beyond his project manager duties to pull together the right people to meet and resolve a customer problem. Sree took on this task when the problem was brought to his attention even though it was not related to one of his projects. Great customer service!

April 2014 – Marcia Drake, Data Quality Coordinator – was recognized for the time and effort she expended to coordinate and facilitate the necessary information on Citation/Adjudication content from key individuals in multiple agencies, Law Enforcement Agencies, and AOC for the Traffic Records Program Assessment. AJ Rex and Tariq Rathore are recognized for providing data and dictionary information throughout the effort.

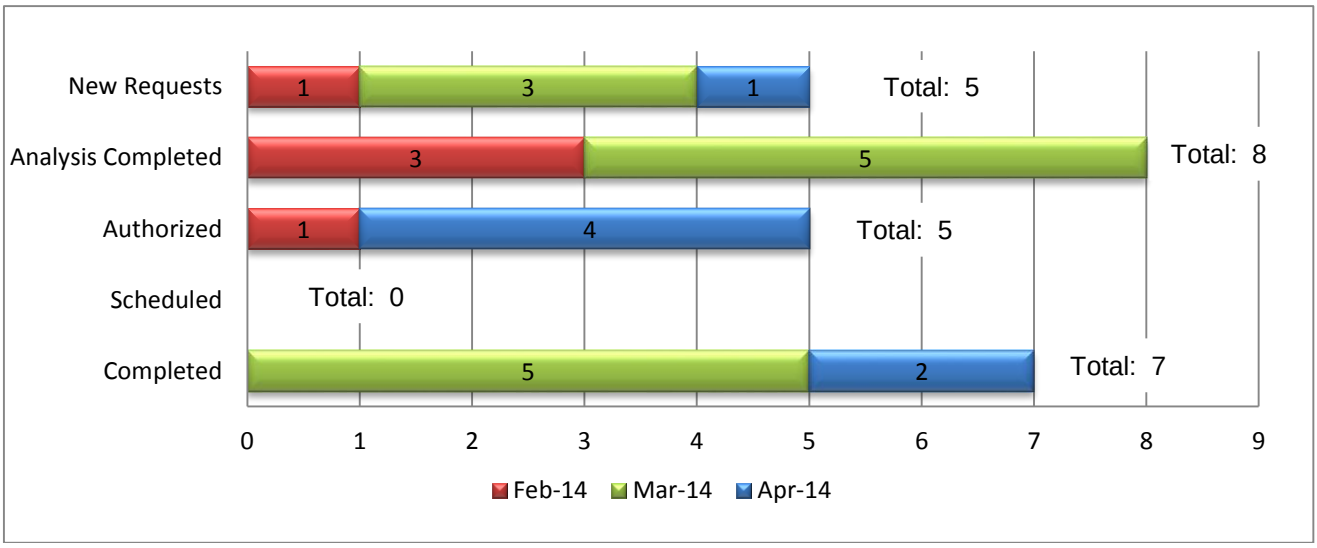
IT Governance Request Status

Completed JIS IT Requests in April 2014

- ITG 207 Ability to “reset” a line in JABS Calendar view.
- ITG 25, 55, 71, 118, and 168 were closed as they are being met by Odyssey for pilot application.

Status Charts

Requests Completing Key Milestones



Current Active Requests by:

Endorsing Group			
Court of Appeals Executive Committee	1	**District & Municipal Court Management Association**	19
Superior Court Judges Association	3	**Data Management Steering Committee**	0
Washington State Association of County Clerks	3	**Data Dissemination Committee**	1
Washington State Association of Juvenile Court Administrators	4	**Codes Committee**	2
District & Municipal Court Judges Association	5	**Administrative Office of the Courts**	9
Misdemeanant Corrections Association	1		

Court Level User Group	
Appellate Court	1
Superior Court	7
Courts of Limited Jurisdiction	14
Multi Court Level	10

Initiative Summary

Summary of Activities April 2014

Information Networking Hub (INH) Middleware Project	
Activities	***Impact/Value***
✓ Updated application design for the party data replication (PDR) components.	Provides INH data exchanges to fit Odyssey's requirements.
✓ Completed work on detailed PDR technical design documents that will be used for code development.	Provides INH data exchanges to fit Odyssey's requirements.
✓ Continued to work with SC-CMS and COTS Prep JCS project teams to identify requirements for party data replication solutions and new INH services that may be needed.	Provides INH data exchanges to fit Odyssey's requirements.
✓ Hired additional Quality Control Tester for the party data replication effort.	Provides INH data exchanges to fit Odyssey's requirements.
✓ Started development of Party Data Replication solutions.	Provides INH data exchanges to fit Odyssey's requirements.
✓ Worked with SC-CMS Project on Pilot Court document management system integration with Odyssey requirements.	Provides INH data exchanges to fit Odyssey's requirements.

ITG #002 Superior Court - Case Management System Odyssey Implementation	
Activities	***Impact/Value***
Court Business Office	
✓ Held April Court User Work Group (CUWG) Meeting.	The CUWG met to continue the review and validation of the fit assessment results. Voting members, with input from the Pilot sites, Tyler and the project team, are continuing to make decisions adjusting the priorities and authorizing Tyler and the project team to move forward with the design of proposed solutions.
✓ Conceptual Process Design (CPD) Document Review in Progress.	The Business Analysis (BA) and Business Process Engineer (BPE) teams continue to review the CPDs with the CUWG. There are currently 5 CPDs (8220, 8221, 8224, 8278, and 8660) in progress and 3 CPDs (8214, 8661, 8679) approved by the CUWG.
✓ Odyssey Configuration.	Configure the system according the business rules and needs of the superior court and county clerk's office. To date, the team has configured 11% of the system in total.
✓ Developed Juvenile Scope White Paper.	To minimize questions about JCS impact by Odyssey, a white paper was collaboratively developed with Scotty Jackson and Carol Vance and written by Dexter Mejia to further define what is IN scope and what is OUT of scope.
Technical Team	
✓ 3 remaining environments installed and stood up, including completing server specs document for Tyler.	Training, Staging and Production installed.
✓ Participated in discussions to define the purpose and responsible parties of the 5 environments.	Need to ensure there is a clear understanding of how the environments will be managed and maintained, as well as who will be performing what testing, with what kind of data in which environment.
✓ VPN alternative for Tyler to access Odyssey servers at AOC researched and decided upon.	BOMGAR is a secure remote desktop access tool used successfully by Tyler. The tool allows Tyler access to perform contractual maintenance and support. Vonnie and Terry Overton approved the use of BOMGAR for AOC.
Organizational Change Management Team (OCM)	
✓ Facilitated two April Town Hall Meetings, each of which had 8 participants. Business topic is status of Odyssey configuration work and the technical topic is data replication.	Increase awareness and buy-in by providing accurate, relevant project information to external stakeholders.
✓ Worked on project SharePoint migration.	Mitigate stakeholder resistance to change by increasing awareness and understanding of Odyssey's capabilities and features.
✓ Presented the Implementation Toolkit to the Pilot Sites. Current contents include: Project Team Contact List, Implementation Planning Checklist, and Instructions on how to join the Tyler Community information sharing forum.	This toolkit is a compilation of resources for implementing sites that will be housed on SharePoint and the external website.
✓ Worked with OCM team to develop Pilot Business and Technical readiness assessments to identify operational, technical and organizational gaps.	Mitigate stakeholder resistance to change by increasing awareness and understanding of Odyssey's capabilities and features.
✓ Attended the April CUWG meeting.	Maintain awareness of OCM activities on the project.
Business Analyst Team (BA)	
✓ Worked with Court Business Office to conduct the Court Users Work Group (CUWG) meetings (monthly in person, and weekly 1 hour phone conference meetings).	Review potential projects for the CUWG approval; review design documents for approved projects, and other information for the CUWG to approve (e.g. case number format, case types in Odyssey, accounting codes, etc.).

✓ Participate in Design Calls with Tyler.	The Tyler team discusses the design they're developing and may show "mock up" screens to AOC Tiger Teams. The AOC Team may show Tyler Team current JIS functionality for further clarification on current court processes.
✓ Tiger Teams coordinate follow up work from the design calls for Tyler.	Team Leads corresponds with the Tyler Team when follow up work is needed.
Help Desk Team	
✓ Attended monthly CUWG meeting.	Participated in discussing Fit Analysis Results/Deliverable, Gap, Decision needed.
✓ Participated in Design calls.	Participated in discussions with Tyler developers/and analysts with requirements/processes questions.
✓ Participated in the Subject Matter Expert (SME) Workshop.	Learned different Odyssey Forms, Code Mapping and Security functionalities.
Training Team	
✓ Continued working on updating training materials, Cheat sheets, Keyboard shortcuts Tyler University registration information. New training manual will be online within Odyssey.	Organizes training schedule, materials and matches curriculum to schedule.
✓ Prepared for upcoming SCOMIS training; gathered materials and reviewed current SCOMIS exercises.	Assists current court users with Basic SCOMIS training.
✓ Participated in additional phone conference discussion with CUWG members weekly.	Approval of Tyler development projects.
✓ Attended and participated in monthly CUWG Meetings.	Approval of Tyler development projects.
✓ Participated in weekly Tyler design call discussions.	Continued discussion of details of approved Tyler development projects.
✓ Continued gathering pilot org charts and office layout documents for early adopters.	Provided staffing and role numbers for pilot courts in training planning and logistics.
✓ Met with Tyler Implementation Specialist to discuss Power User training curriculum currently scheduled for July 2014.	Organizes training schedule and matches curriculum to schedule.
✓ Registered additional AOC users for Tyler University.	Introduces users to Tyler Odyssey Case Manager product and navigation.
✓ Participated in Telephone conference call with Tyler trainer re: training logistics.	Assists in understanding training roles and roll out for implementation of pilot courts.
Project Management Team	
✓ Reviewed and accepted March Monthly Status Report and Design and Construction Plan.	Project Control and Monitor.
✓ Working with Tyler PM to evaluate and understand new statewide rollout approach in light of King County's announcement and develop a best strategy.	Project Control and Monitor.
✓ Participated in document management discussions with AOC Leadership Team and Tyler Technologies.	Project Planning.
✓ Participated in meetings with Stakeholder Association groups to review document management options with AOC CIO.	Project Planning.
✓ Participated in JISC Presentation Prep Meetings.	Project Communication and Stakeholder Involvement.
✓ Provided project update at the 4/25 JISC Meeting.	Project Communication.
✓ Participate in ISD Leadership Meetings and AOC Management Team meeting.	Project Communication.
✓ Continued work with INH and COTS-Prep, identifying what work can be started at this time.	Project Control and Monitor.

✓ Attended regular scheduled meetings to coordinate with various non-project organizations • IPCT Meeting • Program Track Meeting • AOC Management Advisory Team Meeting • INH/SC-CMS technical review Meeting • PIP Meeting.	Interoffice coordination efforts.
✓ Attended regular scheduled internal project meetings • SC-CMS Project team Meetings • CBO Meeting • Project Sponsors Meeting • Risk/Issue & Change Control Meetings • Schedule review Meeting • OCM Meeting • Bluecrane Monthly Report Discussion.	Project Communications.
✓ Coordinated and communicated on progress, risks and issues with the independent quality assurance vendor (bluecrane, Inc.).	Project Control and Monitor.
✓ Conduct 1:1 weekly or biweekly meetings with staff including CBO Manager and Court Education Services Manager.	Project Communication.
✓ Participated in Lean/Six Sigma Green Belt Certificate training.	Professional Development.

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

Activities	***Impact/Value***
✓ The AOC project team and the appellate courts continued to address additional requirements questions and requests for information from ImageSoft.	Improve the efficiency of document management for the Appellate Courts.
✓ The contract amendment to incorporate Hyland OnBase WorkView into the solution is still in process. Contract terms have been agreed to, but a previously unknown issue regarding the inclusion of maintenance fees on the ImageSoft components was raised by ImageSoft. A meeting is scheduled with ImageSoft on May 1, 2014 to discuss.	Improve the efficiency of document management for the Appellate Courts.
✓ ImageSoft continued developing the Functional Specification. A schedule for reviewing the specification was proposed by ImageSoft and accepted by the courts with minor changes.	Improve the efficiency of document management for the Appellate Courts.
✓ In preparation for upcoming configuration tasks Connie Williams, Clair Bruggeman, Richard Kimball, and Dave Pearson attended Hyland's Introduction to Workflow class. Gary Guinotte attended both the System Administration and Introduction to Workflow classes.	Improve the efficiency of document management for the Appellate Courts.
✓ Ongoing AOC operations issues has put the sustainability of AOC provided solutions for e-filing and public access into question. The effort around designing the changes to JIS Link and web access to appellate court data has been diverted to a larger alternatives analysis. A demonstration of ImageSoft and Hyland products is scheduled for May 6, 2014. Because of this, the development of a work breakdown structure for court/AOC tasks did not conclude as anticipated.	Improve the efficiency of document management for the Appellate Courts.
✓ Project technical staff asked if a "vanilla" version of OnBase could be installed earlier than planned to give them an avenue to become better prepared for their configuration activities. ImageSoft agreed in principle. A meeting is scheduled for May 1, 2014 with ImageSoft to discuss the details. Pursuing the procurement of the Hyland OnBase Premium Education Subscription prior to license purchase will become a moot point if we are able to get an early installation.	Improve the efficiency of document management for the Appellate Courts.

ITG #102 Courts of Limited Jurisdiction Case Management System (CLJ CMS)

Activities	***Impact/Value***
✓ The Project Charter, Project Steering Committee Charter were approved by the JISC.	These tasks are working towards project approval, planning, and execution kickoff.

✓ AOC staff has been assigned to the project. Some key positions are not filled, including the Business Analyst and one Business Process Engineer.	These tasks are working towards project approval, planning, and execution kickoff.
✓ Drafts of the Project Management planning documents are done.	These tasks are working towards project approval, planning, and execution kickoff.

ITG #041 Revised CLJ Computer Records Retention and Destruction Process

Activities	***Impact/Value***
✓ Continued to refine Iteration 1 Communication Plan.	Provides faster viewing of the Courts of Limited Jurisdiction (CLJ) records.
✓ Continued working with Quality Assurance Test Team to establish updated test environment with restored CLJ cases from archives and refine court/case selections for testing.	Provides faster viewing of the Courts of Limited Jurisdiction (CLJ) records.
✓ Continued coordinating clean-up of local court data for Iteration 1.	Provides faster viewing of the Courts of Limited Jurisdiction (CLJ) records.

ITG #087 Security Project - JABS RACF Authentication

Activities	***Impact/Value***
✓ Completed the development of Legacy changes.	Strengthens the JABS sign-in process and increases security of JIS data and systems.
✓ Completed the unit testing Legacy changes.	Strengthens the JABS sign-in process and increases security of JIS data and systems.
✓ Resolved all integration test defects identified.	Strengthens the JABS sign-in process and increases security of JIS data and systems.
✓ Completed integration testing of Legacy changes.	Strengthens the JABS sign-in process and increases security of JIS data and systems.
✓ Promoted legacy changes to Production.	Strengthens the JABS sign-in process and increases security of JIS data and systems.
✓ Notified the JIS users of the legacy changes.	Strengthens the JABS sign-in process and increases security of JIS data and systems.
✓ Completed Java coding changes, unit testing, reviews.	Strengthens the JABS sign-in process and increases security of JIS data and systems.
✓ Deployed Java changes to test region.	Strengthens the JABS sign-in process and increases security of JIS data and systems.
✓ Completed 75% integration testing of Java changes.	Strengthens the JABS sign-in process and increases security of JIS data and systems.
✓ Sent notice #3 advising the Site Coordinators to setup the RACF IDs and associate the RACF IDs with JABS user IDs.	Strengthens the JABS sign-in process and increases security of JIS data and systems.

Detailed Status Reports

Status Update Key

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

Initiative Status Reports

Information Networking Hub (INH) Middleware Services Odyssey Integration Project

Reporting Period through April 30, 2014

Executive Sponsor(s) Vonnie Diseth, CIO/ISD Director	**IT Project Manager:** Dan Belles
Business Area Manager: Tamra Anderson, Data and Development Manager	**Consultant/Contracting Firm:** CodeSmart

Description:

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

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

Business Benefit:

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

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

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

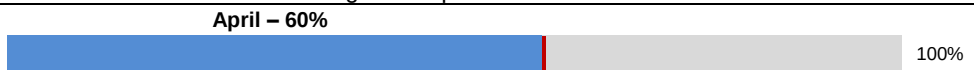
Status Notes:

The INH project is focused on developing two party (person) data replication solutions between JIS and the new SC-CMS Odyssey application in support of the Pilot Court Go Live, scheduled for February 2015. The INH Project is also working on supporting the integration of Odyssey with JCS and local DMS systems.

Requirements for Party Data Replication from SC-CMS and COTS Prep JCS Projects are behind schedule and are projected to delay final design, development and testing. Delivery of PDR solution by October 31 is at risk, unless requirements can be delivered before the end of May.

The schedule status indicator is red due to the decision from the SC-CMS Project to offer Pilot Courts a direct link between Odyssey and their local document management systems to view documents, will require additional web services to be built by the INH Project. It is not currently known how much work this change in scope will entail.

Progress



Phase	☐ Initiate	☐ Planning	X Execute	☐ Close
Schedule	**Planned Start Date:** 1/2012		**Planned Completion Date:** 2/16/15	
	Actual Start Date: 1/2012		**Actual Completion:** TBD	

Activities Completed	Impact/Value
✓ Updated application design for the party data replication (PDR) components.	Provides INH data exchanges to fit Odyssey's requirements.
✓ Completed work on detailed PDR technical design documents that will be used for code development.	Provides INH data exchanges to fit Odyssey's requirements.
✓ Continued to work with SC-CMS and COTS Prep JCS project teams to identify requirements for party data replication solutions and new INH services that may be needed.	Provides INH data exchanges to fit Odyssey's requirements.
✓ Hired additional Quality Control Tester for the party data replication effort.	Provides INH data exchanges to fit Odyssey's requirements.
✓ Started development of Party Data Replication solutions.	Provides INH data exchanges to fit Odyssey's requirements.
✓ Worked with SC-CMS Project on Pilot Court document management system integration with Odyssey requirements.	Provides INH data exchanges to fit Odyssey's requirements.
Activities Planned	**Impact/Value**
° Complete design work for statewide person data replication (PDR) solutions.	Provides INH data exchanges to fit Odyssey's requirements.
° Obtain the baseline requirements from SC-CMS and COTS-Prep JCS teams.	Provides INH data exchanges to fit Odyssey's requirements.
° Continue development of party data replication solution.	Provides INH data exchanges to fit Odyssey's requirements.
° Continue to work with SC-CMS on identifying requirements for Pilot Court local document management systems integration with Odyssey.	Provides INH data exchanges to fit Odyssey's requirements.

Milestones Planned and Accomplished

Milestone	Original Date	Revised Date	Actual Date
INH – Odyssey Integration	1/1/12	5/11/15	
Initiation complete	3/7/14	4/14/14	4/30/14
Planning complete	3/17/14	4/10/14	4/30/14
Odyssey data mapping	3/13/14	3/6/14	4/30/14
Analysis complete	3/13/14	4/30/14	4/30/14
Design complete	3/6/14	4/30/14	4/30/14
Development complete	5/27/14	10/31/14	
Functional Test	7/14/14	8/20/14	
Internal Test complete	10/23/14	10/28/14	
Deploy complete	10/31/14	10/31/14	
End Project	5/1/15	2/16/15	

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

Reporting Period Through April 30, 2014

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

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

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

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

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

Status Notes:

Progress

April – 50%

100%

Project Phase	☐ Initiate	☐ Planning	X Execute	☐ Close
Schedule	**Planned Start Date:** 7/25/2013		**Planned Completion Date:** 4/23/21	
	Actual Start Date: 7/25/2013		**Actual Completion Date:** TBD	

Activities Completed	Impact/Value
Court Business Office	
✓ Held April Court User Work Group (CUWG) Meeting.	The CUWG met to continue the review and validation of the fit assessment results. Voting members, with input from the Pilot sites, Tyler and the project team, are continuing to make decisions adjusting the priorities and authorizing Tyler and the project team to move forward with the design of proposed solutions.

✓ Conceptual Process Design (CPD) Document Review in Progress.	The Business Analysis (BA) and Business Process Engineer (BPE) teams continue to review the CPDs with the CUWG. There are currently 5 CPDs (8220, 8221, 8224, 8278, and 8660) in progress and 3 CPDs (8214, 8661, 8679) approved by the CUWG.
✓ Odyssey Configuration.	Configure the system according the business rules and needs of the superior court and county clerk's office. To date, the team has configured 11% of the system in total.
✓ Developed Juvenile Scope White Paper.	To minimize questions about JCS impact by Odyssey, a white paper was collaboratively developed with Scotty Jackson and Carol Vance and written by Dexter Mejia to further define what is IN scope and what is OUT of scope.
Technical Team	
✓ 3 remaining environments installed and stood up, including completing server specs document for Tyler.	Training, Staging and Production installed.
✓ Participated in discussions to define the purpose and responsible parties of the 5 environments.	Need to ensure there is a clear understanding of how the environments will be managed and maintained, as well as who will be performing what testing, with what kind of data in which environment.
✓ VPN alternative for Tyler to access Odyssey servers at AOC researched and decided upon.	BOMGAR is a secure remote desktop access tool used successfully by Tyler. The tool allows Tyler access to perform contractual maintenance and support. Vonnie and Terry Overton approved the use of BOMGAR for AOC.
Organizational Change Management Team (OCM)	
✓ Facilitated April Town Hall Meetings, each of which had 8 participants. Business topic is status of Odyssey configuration work and the technical topic is data replication.	Increase awareness and buy-in by providing accurate, relevant project information to external stakeholders.
✓ Worked on project SharePoint migration.	Mitigate stakeholder resistance to change by increasing awareness and understanding of Odyssey's capabilities and features.
✓ Presented the Implementation Toolkit to the Pilot Sites. Current contents include: Project Team Contact List, Implementation Planning Checklist, and Instructions on how to join the Tyler Community information sharing forum.	This toolkit is a compilation of resources for implementing sites that will be housed on SharePoint and the external website.
✓ Worked with OCM team to develop Pilot Business and Technical readiness assessments to identify operational, technical and organizational gaps.	Mitigate stakeholder resistance to change by increasing awareness and understanding of Odyssey's capabilities and features.
✓ Attended the April CUWG meeting.	Maintain awareness of OCM activities on the project.
Business Analyst Team (BA)	
✓ Worked with Court Business Office to conduct the Court Users Work Group (CUWG) meetings (monthly in person, and weekly 1 hour phone conference meetings).	Review potential projects for the CUWG approval; review design documents for approved projects, and other information for the CUWG to approve (e.g. case number format, case types in Odyssey, accounting codes, etc.).
✓ Participate in Design Calls with Tyler.	The Tyler team discusses the design they're developing and may show "mock up" screens to AOC Tiger Teams. The AOC Team may show Tyler Team current JIS functionality for further clarification on current court processes.
✓ Tiger Teams coordinate follow up work from the design calls for Tyler.	Team Leads corresponds with the Tyler Team when follow up work is needed.
Help Desk Team	
✓ Attended monthly CUWG meeting.	Participated in discussing Fit Analysis Results/Deliverable, Gap, Decision needed.
✓ Participated in Design calls.	Participated in discussions with Tyler developers/and analysts with requirements/processes questions.
✓ Participated in the Subject Matter Expert (SME) Workshop.	Learned different Odyssey Forms, Code Mapping and Security functionalities.
Training Team	

✓ Continued working on updating training materials, Cheat sheets, Keyboard shortcuts Tyler University registration information. New training manual will be online within Odyssey.	Organizes training schedule, materials and matches curriculum to schedule.
✓ Prepared for upcoming SCOMIS training; gathered materials and reviewed current SCOMIS exercises.	Assists current court users with Basic SCOMIS training.
✓ Participated in additional phone conference discussion with CUWG members weekly.	Approval of Tyler development projects.
✓ Attended and participated in monthly CUWG Meetings.	Approval of Tyler development projects.
✓ Participated in weekly Tyler design call discussions.	Continued discussion of details of approved Tyler development projects.
✓ Continued gathering pilot org charts and office layout documents for early adopters.	Provided staffing and role numbers for pilot courts in training planning and logistics.
✓ Met with Tyler Implementation Specialist to discuss Power User training curriculum currently scheduled for July 2014.	Organizes training schedule and matches curriculum to schedule.
✓ Registered additional AOC users for Tyler University.	Introduces users to Tyler Odyssey Case Manager product and navigation.
✓ Participated in Telephone conference call with Tyler trainer re: training logistics.	Assists in understanding training roles and roll out for implementation of pilot courts.
Project Management Team	
✓ Reviewed and accepted March Monthly Status Report and Design and Construction Plan.	Project Control and Monitor.
✓ Working with Tyler PM to evaluate and understand new statewide rollout approach in light of King County's announcement and develop a best strategy.	Project Control and Monitor.
✓ Participated in document management discussions with AOC Leadership Team and Tyler Technologies.	Project Planning.
✓ Participated in meetings with Stakeholder Association groups to review document management options with AOC CIO.	Project Planning.
✓ Participated in JISC Presentation Prep Meetings.	Project Communication and Stakeholder Involvement.
✓ Provided project update at the 4/25 JISC Meeting.	Project Communication.
✓ Participate in ISD Leadership Meetings and AOC Management Team meeting.	Project Communication.
✓ Continued work with INH and COTS-P, identifying what work can be started at this time.	Project Control and Monitor.
✓ Attended regular scheduled meetings to coordinate with various non-project organizations: • IPCT Meeting • Program Track Meeting • AOC Management Advisory Team Meeting • INH/SC-CMS technical review Meeting • PIP Meeting.	Interoffice coordination efforts.
✓ Attended regular scheduled internal project meetings • SC-CMS Project team Meetings • CBO Meeting • Project Sponsors Meeting • Risk/Issue & Change Control Meetings • Schedule review Meeting • OCM Meeting • Bluecrane Monthly Report Discussion.	Project Communications.
✓ Coordinated and communicated on progress, risks and issues with the independent quality assurance vendor (bluecrane, Inc.).	Project Control and Monitor.

✓ Conduct 1:1 weekly or biweekly meetings with staff including CBO Manager and Court Education Services Manager.	Project Communication.
✓ Participated in Lean/Six Sigma Green Belt Certificate training.	Professional Development.
Activities Planned	**Impact/Value**
Court Business Office	
° Beginning in April, the SC-CMS project team will configure Odyssey to reflect the business processes of the Washington Superior Court and County Clerk's Offices. The goal of the activity is to populate the configuration tables so that when data is pushed into Odyssey during the first data push, Odyssey can process the data and Odyssey behaves as specified by the business requirements and processes.	Odyssey Configuration.
° The integrations team have questions regarding aspects of person information that need to be replicated between Odyssey and JIS. The business will need to provide input and direction for the integrations team.	Party Replication Validation.
° The integrations team have questions regarding aspects of person information that need to be replicated between Odyssey and JIS. The business will need to provide input and direction for the integrations team.	Case Data Replication Validation.
° The purpose of code mapping is to take codes that exist in a Legacy system and map them to Odyssey so that they depict the same code name and description. The code mapping activity runs in parallel of the Odyssey configuration activity.	Code Mapping in Odyssey.
° Work group as recommended from the feasibility study will provide process guidance to the development of a baseline configuration and appropriate packages for deployment.	May CUWG Meeting (5/14 – 5/15).
° At the suggestion from the CUWG and request from the County Clerk's, the SC-CMS project team will work with the County Clerk's to plan for a hands-on demonstration of specific functions in Odyssey to evaluate the user experience and usability.	Odyssey Clerk functions hands-on demonstration.
° Beginning in May, the project BAs and BPEs will begin working with the Pilot sites to discuss and document local business processes for the purposes of configuring Odyssey specific to the pilot sites.	Business Reviews with the Pilot Sites.
° With the application projects identified, Tyler will create the CPDs to describe the proposed designs of the functions being sought. This is an ongoing process with the development work to be completed in October.	Conceptual Process Design (CPD) Document Reviews.
° Consolidation of this information provides a definitive source for tracking the requirements throughout the project.	Continue to consolidate fit assessment gap items and resulting decisions into the traceability matrix.
° Developing the "as-is" process models provides the project team and the CUWG a reference point for developing the future state processes for the superior courts.	As time allows, the team will continue the "as-is" process model creation and documentation.
Organizational Change Management Team	
° Facilitate May Business and Technical Town Hall Meetings.	Increase awareness and buy-in by providing accurate, relevant project information to external stakeholders.
° Facilitate May General Information Session for AOC staff.	Increase awareness and buy-in by providing accurate, relevant project information to internal stakeholders.
° Obtain approval on communications plan for external impacted agencies and justice partners.	Maximize awareness and mitigate impacts of SC-CMS implementation by appropriately targeting our communications approach to the needs of external agency stakeholders.
Business Analyst Team	

° Review data quality reports regarding Superior Court data.	Our business knowledge will assist with identifying issues, or needs in current data quality issues, and for future development of the CMS for Superior Courts. The intent is to assure that data used in the new CMS is clear, concise, and useful for the business.
° Participate in Monthly, and weekly CUWG meetings.	Share and consume information that will help enable a successful implementation of the SC-CMS effort.
° Assist Test Team Group with coordination of the conversion data testing.	This is a group effort; AOC Tiger Team BA's to work with Tyler Team to coordinate testing of Odyssey once production data is converted to the conversion environment.
° Participate in Design Calls with Tyler.	The Tyler team discusses the design they're developing and may show "mock up" screens to AOC Tiger Teams. The AOC Team may show Tyler Team current JIS functionality for further clarification on current court processes.
° Tiger Teams coordinate follow up work from the design calls for Tyler.	To further clarify processes and current functionality; which may include screen shots, or current codes used by the Court Community. The Tyler Development Teams prepare the design documents for AOC Team review. If AOC Team agrees, the documents will go before the CUWG for final approval.
° Review Project Decision requests from INH team (to date total of 30 requests have been submitted to BA) related to Party Replication from JIS PER screen to Odyssey.	Recommend action to be taken by either project team or determine if item needs to be referred to the CUWG for final decision.
° Review of Financial Codes in Odyssey	Verified the financial splits on codes in Odyssey. Created Spreadsheets to compare financial codes in SCOMIS to Odyssey.
° Develop options for CUWG on Financial Codes.	Prepared proposal for CUWG that would compress some of the financial codes and make consistent with all numbers.
Help Desk Team	
° Attend monthly CUWG meetings.	Participated in discussing Fit Analysis Results/Deliverable, Gap, and Decision needed.
° Continue participating in design calls/tiger team discussions.	Participated in discussions with Tyler developers/and analysts with requirements/processes questions.
° Attend meetings with Kathy Wyer & Ann Howard on the training phase of Odyssey.	Learned different Odyssey Forms, Code Mapping and Security functionalities.
Training Team	
° Attend and participate in monthly CUWG meetings.	The Court User Work Group will continue to analyze and validate fit requirements.
° Continue working with project customer service SME re: compilation of WA Odyssey manuals and training plan for customer service staff.	Outlines a training plan for customer service staff as well as development of an Odyssey manual specific to Washington.
° Continue to participate in weekly Tyler design call discussions.	Began discussion of additional staffing needs.
° Continue to finalize pilot court staffing numbers and details to prepare LMS registration matrix.	Begins logistical discussion re: local or off site training facilities and scheduling for pilot courts.
° Reserved Computer lab for initial LSME training-July 2014 and for end user training March 2015.	Begins training processes for pilot courts.
° Review current Tyler training manuals and begin development of WA specific online training manuals.	User manual/materials development for initial/end user training.
° Develop communications of Tyler University registration processes for Pilot Sites.	Communication with pilot LSME's to begin the training process through Tyler University Registration details.
Project Management Team	
° Attend regular scheduled meetings to coordinate with various non-project organizations • IPCT Meeting • Program Track Meeting • AOC Management Advisory Team Meeting • OCB Meeting • INH/SC-CMS technical review Meeting • ISD Leadership Team Meeting • ISD Strategic Planning Session Meeting • AOC Management Team Meeting • PIP Meeting • Monthly Bluecrane Meeting • JISC Post Meeting Evaluation.	Interoffice coordination efforts.

° Attend regular scheduled internal project meetings • SC-CMS Project team Meetings • CBO Meeting • Project Sponsors Meeting • Risk/Issue & Change Control Meetings • Schedule review Meeting • OCM Meeting • Integration Test Planning Meeting • PM Weekly Check-In Meeting • Customer Services and SC-CMS.	Inter-project communication.
° Resume regularly scheduled SC-CMS Project Steering Committee meetings pending passing of proviso.	These meetings continue to address issues and concerns identified by various stakeholder groups during the procurement process.
° Review and update Risk Log, Issues Log, Decisions Log and Change Control Log.	Project Control and Monitor.
° Participate in discussion with Project Steering Committee members regarding criteria for local implementation costs.	Project Planning.
° Facilitate and communicate integration decisions and recommendations between AOC and Tyler.	Project Communication.
° Participate in Statewide Business and Technical Town Hall Meetings.	Project Communications.
° Continue face to face meetings with Pilot Sites.	Project Planning and Communications.
° Prepare agenda for the PSC meeting to review the Project Steering Committee Charter.	Project Planning, Stakeholder Engagement.

Milestones Planned and Accomplished

Milestone	Original Date	Revised Date	Actual Date or Status
Project Start	7/25/2013		7/25/2013
Project Management Plan	10/4/13		10/4/13
SC-CMS Core Training Plan	10/4/13		10/4/13
Certification of Equipment Specification	10/11/13		10/11/13
Validated Fit Analysis	09/20/13		09/20/13
Pre-Design Training Complete	10/18/13		10/18/13
Requirements Fit Analysis Results	03/10/14		4/7/14
Requirements Traceability Matrix	03/10/14		4/7/14
SC-CMS Design and Construction Plan	03/31/14		Not Started
Pilot, early adopter, deployment plan	02/28/14		02/28/14
Certification of Infrastructure Build	01/23/14		01/23/14
SC-CMS Interoperability Prototype	02/07/14		Not Started
Conceptual Process Design Docs START Date - Application Development	02/03/14		02/03/14
Conceptual Process Design Docs START date-Integration Development	2/12/14		2/12/14
SC-CMS User and Administrator Training	01/30/14		01/30/14
Case Manager Workshop Complete	2/7/14		2/7/14
Security Workshop Complete	3/28/14		3/28/14
Form Workshop Complete	3/7/14		3/7/14
Financial Workshop Complete	2/21/14		2/21/14
First Data Conversion Push – Parties Push	6/6/14		
Completion of Data Mapping	3/28/14		3/28/14
First Data Conversion Push	6/6/14		
System Administration and Support Training Complete	12/18/13		12/18/13
Odyssey Implementation Finish	11/27/20	4/23/21	
Project Finish	2/1/2019	4/23/21	

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

Reporting Period through April 30, 2014

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

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

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

The project will be completed in the following Phases:

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

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

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

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

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

Status Notes:`

Ongoing AOC operations issues has put the sustainability of AOC provided solutions for e-filing and public access into question. The effort around designing the changes to JIS Link and web access to appellate court data has been diverted to a larger alternatives analysis. A demonstration of ImageSoft and Hyland products is scheduled for May 6, 2014. Because of this, the development of a work breakdown structure for court/AOC tasks did not conclude as anticipated.

Progress

April – 94%

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.	Improve the efficiency of document management for the Appellate Courts.

✓ The contract amendment to incorporate Hyland OnBase WorkView into the solution is still in process. Contract terms have been agreed to, but a previously unknown issue regarding the inclusion of maintenance fees on the ImageSoft components was raised by ImageSoft. A meeting is scheduled with ImageSoft on May 1, 2014 to discuss.	Improve the efficiency of document management for the Appellate Courts.
✓ ImageSoft continued developing the Functional Specification. A schedule for reviewing the specification was proposed by ImageSoft and accepted by the courts with minor changes.	Improve the efficiency of document management for the Appellate Courts.
✓ In preparation for upcoming configuration tasks Connie Williams, Clair Bruggeman, Richard Kimball, and Dave Pearson attended Hyland's Introduction to Workflow class. Gary Guinotte attended both the System Administration and Introduction to Workflow classes.	Improve the efficiency of document management for the Appellate Courts.
✓ Ongoing AOC operations issues has put the sustainability of AOC provided solutions for e-filing and public access into question. The effort around designing the changes to JIS Link and web access to appellate court data has been diverted to a larger alternatives analysis. A demonstration of ImageSoft and Hyland products is scheduled for May 6, 2014. Because of this, the development of a work breakdown structure for court/AOC tasks did not conclude as anticipated.	Improve the efficiency of document management for the Appellate Courts.
✓ Project technical staff asked if a "vanilla" version of OnBase could be installed earlier than planned to give them an avenue to become better prepared for their configuration activities. ImageSoft agreed in principle. A meeting is scheduled for May 1, 2014 with ImageSoft to discuss the details. Pursuing the procurement of the Hyland OnBase Premium Education Subscription prior to license purchase will become a moot point if we are able to get an early installation.	Improve the efficiency of document management for the Appellate Courts.
Activities Planned	**Impact/Value**
° Review of the Functional Specification by the appellate courts and AOC will encompass all of May and June. ImageSoft will be on-site for two activities for each court: 1) Training on how to read the specification, and 2) review of our feedback to the specification.	Improve the efficiency of document management for the Appellate Courts.
° Work out the issue with ImageSoft component maintenance fees and finalize the contract amendment to incorporate Hyland OnBase WorkView into the solution.	Improve the efficiency of document management for the Appellate Courts.
° Finalize an agreement with ImageSoft relative to the early installation of an OnBase environment.	Improve the efficiency of document management for the Appellate Courts.
° Continue the alternatives analysis on solutions for e-filing and public access to information.	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
MS: Project Management Plan Completed		11/08/13	11/08/13
MS: Hyland Standard Training		12/31/13	12/31/13
MS: Functional Specification Document Delivered		3/28/14	
MS: System Development Complete		11/01/14	
MS: Document Mapping Chart Delivered		12/31/14	
MS: Contractor Provided Training - AOC User Training		01/19/15	
MS: Contractor Provided Training - Technical Training		01/19/15	

MS: Converted Documents - DocuShare		01/30/15	
MS: Converted Documents - LaserFiche		02/27/15	
MS: Converted Documents - In-House DMS Solution		03/27/15	
MS: Production (Go Live) Complete		05/29/15	
MS – Project closing complete		05/29/15	
End Project		05/29/15	

ITG #102 Courts of Limited Jurisdiction Case Management System

Reporting Period through April 30, 2014

Executive Sponsor(s) Callie Dietz, State Court Administrator	**IT Project Manager:** Michael Walsh 360-705-5245 Michael.Walsh@courts.wa.gov
Business Area Manager(s):	**Consultant/Contracting Firm:** N/A

Description:

AOC will work with CLJ court customers to gather the business and technical requirements and develop a procurement plan for a commercial off-the-shelf (COTS) case management system.

Business Benefit:

A new system will provide the functionality to support the Courts of Limited Jurisdiction (CLJ). The majority of district and municipal courts in the state do not have the ability to purchase their own case management systems and need a common system that can be used by all of the courts. The request seeks a new case management system that would be beneficial to all courts.

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:

The project is getting traction as the project charters (project, steering committee, and CUWG) were approved by the JISC. Project Management Planning documents are in their review cycle and should be completed by the target date July 2014. The Business Process Engineer has started work on the project. The team building around the work activity of gathering requirements is underway. The start of the engagement with the court user work group is on target for July 2014.

Project progress: April - 1% (100%)

Phase	X Initiate	☐ Planning	☐ Execute	☐ Close

Schedule		
	Planned Start Date: 2/10/14	**Planned Completion Date:** 10/21/16
	Actual Start Date: 2/10/14	**Actual Completion:** TBD

Activities Completed	Impact/Value
✓ The Project Charter, Project Steering Committee Charter were approved by the JISC.	These tasks are working towards project approval, planning, and execution kickoff.
✓ AOC staff has been assigned to the project. Some key positions are not filled, including the Business Analyst and one Business Process Engineer.	These tasks are working towards project approval, planning, and execution kickoff.
✓ Drafts of the Project Management planning documents are done.	These tasks are working towards project approval, planning, and execution kickoff.

Activities Planned	Impact/Value
° In response to concerns that larger jurisdictions, such as King County District Court and Seattle Municipal Court, are not appropriately represented on the Steering Committee, the JISC has asked that the District and Municipal Court Judges Association (DMCJA), District and Municipal Court Management Association (DMCMA), and the Misdemeanant Corrections Association (MCA) reconsider their Steering Committee membership appointments. Any membership changes requested by the associations should be added to the charters and presented for re-approval to the JISC at their June meeting.	These tasks are working towards project approval, planning, and execution kickoff.

° Continue to work on Project Planning and team formation.	These tasks are working towards project approval, planning, and execution kickoff.
° Prepare for Project Steering Committee kickoff meeting.	These tasks are working towards project approval, planning, and execution kickoff.
° Prepare for CLJ Court User Work Group requirements gathering meetings.	These tasks are working towards project approval, planning, and execution kickoff.
° Revise the project schedule now that project team members are assigned and time commitments have been established.	These tasks are working towards project approval, planning, and execution kickoff.

Milestones Planned and Accomplished

Milestone	Original Date	Revised Date	Actual Date
Start Project	10/25/2013		
End Project	10/21/16		

ITG #041 Revised CLJ Computer Records Retention and Destruction Project

Reporting Period through April 30, 2014

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

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

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

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

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

Status Note:
The Project is currently in the Quality Assurance Test stage. An updated test environment needs to be established with restored CLJ cases from archives. The project's assigned Tester is leaving to take a new job at Dept. of Licensing. A new Tester has been assigned and the work is being transitioned. The project schedule has been adjusted to account for the transition time to the new Tester. Because the project end date has moved, the project progress calculation changed from 85% complete to 50% completed.

Progress :

Project Phase	☐ Initiate	☐ Planning	**X** Execute	☐ Close
Schedule	**Planned Start Date:** 4/23/2012		**Planned Completion Date:** 5/31/16	
	Actual Start Date: 4/23/2012		**Actual Completion Date:** TBD	

Activities Completed	**Impact/Value**
✓ Continued to refine Iteration 1 Communication Plan.	Provides faster viewing of the Courts of Limited Jurisdiction (CLJ) records.
✓ Continued working with Quality Assurance Test Team to establish updated test environment with restored CLJ cases from archives and refine court/case selections for testing.	Provides faster viewing of the Courts of Limited Jurisdiction (CLJ) records.

✓ Continued coordinating clean-up of local court data for Iteration 1.	Provides faster viewing of the Courts of Limited Jurisdiction (CLJ) records.
Activities Planned	**Impact/Value**
° Quality Assurance Team will continue testing preliminary rules.	Provides faster viewing of the Courts of Limited Jurisdiction (CLJ) records.
° Finalize the education/training plan, on-boarding plan, and pilot court deployment plan.	Provides faster viewing of the Courts of Limited Jurisdiction (CLJ) records.
° Finalize the coordinated Iteration 1 local court data cleanup process.	Provides faster viewing of the Courts of Limited Jurisdiction (CLJ) records.
° Finish developing specific information regarding implementation via the normal technical communications, notifications, eService Information and Customer Service line support.	Provides faster viewing of the Courts of Limited Jurisdiction (CLJ) records.

Milestones Planned and Accomplished

Milestone	Original Date	Revised Date	Actual Date
Start Project	8/1/11	8/1/11	8/1/11
ITR 1 – Develop Tech Design/Produce Non-Functional Requirements Document (NFRD)	3/12/13	4/11/13	4/11/13
ITR 1 – Deploy Iteration 1 to Production – Pilot Courts (4)	11/13/13	8/29/14	
ITR 2 - Develop & Validate Code - Iteration 2 All New Rules	10/7/13	11/13/13	11/13/13
ITR 2 – Deploy Iteration 2 to Production – Pilot Court (s)	2/14/14	8/28/15	
ITR 2 – Development Complete	5/22/14	4/5/16	
Phase V – New Process Acceptance/On-Going Planning	5/22/14	5/16/16	
Phase VI – Project Close Completed	7/3/14	5/31/16	
ITR 2 - Approval of Non-Functional Requirements by AOC Management (Restore Process)	7/3/14	1/10/14	1/10/14
End Project	7/3/14	5/31/16	

ITG #087 / Security Project – JABS RACF Authentication

Reporting Period through April 30, 2014

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

Description:

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

Business Benefit:

- Increases security of JIS data and systems.

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

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

Status Notes:

Project progress: April - 90% (100%)

Phase	☐ Initiate	X Planning	☐ Execute	☐ Close

Schedule		
	Planned Start Date: 10/25/13	**Planned Completion Date:** 7/8/14
	Actual Start Date: 10/25/13	**Actual Completion:** TBD

Activities Completed	Impact/Value
✓ Completed the development of Legacy changes.	Strengthens the JABS sign-in process and increases security of JIS data and systems.
✓ Completed the unit testing Legacy changes.	Strengthens the JABS sign-in process and increases security of JIS data and systems.
✓ Resolved all integration test defects identified.	Strengthens the JABS sign-in process and increases security of JIS data and systems.
✓ Completed integration testing of Legacy changes.	Strengthens the JABS sign-in process and increases security of JIS data and systems.
✓ Promoted legacy changes to Production.	Strengthens the JABS sign-in process and increases security of JIS data and systems.
✓ Notified the JIS users of the legacy changes.	Strengthens the JABS sign-in process and increases security of JIS data and systems.
✓ Completed Java coding changes, unit testing, reviews.	Strengthens the JABS sign-in process and increases security of JIS data and systems.
✓ Deployed Java changes to test region.	Strengthens the JABS sign-in process and increases security of JIS data and systems.
✓ Completed 75% integration testing of Java changes.	Strengthens the JABS sign-in process and increases security of JIS data and systems.
✓ Sent notice #3 advising the Site Coordinators to setup the RACF IDs and associate the RACF IDs with JABS user IDs.	Strengthens the JABS sign-in process and increases security of JIS data and systems.

Activities Planned	Impact/Value
° Send notice #3 advising the Site Coordinators to setup the RACF Ids and associate the RACF ids with JABS user Ids.	Strengthens the JABS sign-in process and increases security of JIS data and systems.

Milestones Planned and Accomplished

Milestone	Original Date	Revised Date	Actual Date
Start Project	10/25/2013		10/25/2013
INITIATING PHASE	11/22/13	11/22/13	11/22/13
MS - Planning process complete	2/21/14	2/21/14	02/19/14
MS – Roll out legacy changes to production	4/21/14	4/21/14	4/21/14
MS – Roll out JAVA/Web changes to production	5/19/14	5/29/14	
MS – Executing phase completed	5/30/14	6/25/14	
MS – Closing phase completed	7/7/14	7/8/14	
End Project	7/7/14	7/8/14	

ISD Operational Area Status Reports

Operational Area: ISD Policy and Planning

William Cogswell, ISD Associate Director

Through April 30, 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	
✓ Worked towards identifying and developing a more efficient and effective time-entry method in Clarity so increased participation by ISD time-reporting resources can be emphasized.	Provide a user-friendly, efficient method for ISD time-reporting resources to correctly identify and record time worked on applications and projects. Provides valuable data for project and portfolio management.
✓ Performed audit of ISD Resources in Clarity system. Identified updates to Clarity database and potential changes to ISD Org chart.	Ensure consistent data is reported regarding ISD resources.
✓ Updated reports on Monthly Core and Application time reporting to show Managers statistical data on time usage.	Provide visibility and increased value from data gathered through Clarity's time management program to help managers better utilize staff resources on projects and applications.
✓ Continued meetings with project leaders to update project plan activities and correct allocations as needed.	Effective management of staff resources by following the coordinating project resource assignments process developed by ISD management, project management and Policy and Planning.
Portfolio Coordinator	
✓ Assisted with facilitating strategic planning session with ISD Leadership Team. Began drafting the ISD Strategic Plan.	The ISD Strategic Plan will help set direction and priorities, get everyone on the same page and simplify decision making.
✓ Conducted quarterly project portfolio assessment.	Quarterly portfolio tri-fold report provides project and JIS application status at-a-glance.
✓ Updated project portfolio and prepared monthly portfolio reports.	The IT portfolio reports provide key project status information to ISD Management.
✓ Worked with Enterprise Architect and Clarity Administrator to design database portfolio.	Continue to build out the enterprise portfolio tool, Clarity, to support management decision-making regarding IT investments.
Service Delivery	
✓ Presented interview findings to the ISD Leadership team and facilitated first strategic planning session.	This has to do with development of a new strategic plan. The presentation reported back to the managers our findings and encouraged them to make some strategic decisions and priorities.
✓ OCB Charter modified (with OCB membership input) and sent in for final signatures.	This will clarify the role of the Operations Control Board and makes some necessary updates.
✓ Service Catalog proposal accepted by Associate Director.	Will be moved forward as a Policy and Planning Initiative.
✓ Presented Service Catalog concept demo and worked with Clarity administrator to develop catalog within Clarity. Also worked with SharePoint administrator to see if SharePoint 'connector' can display information from Clarity.	This will give us the ability to align and relate our services to other objects in Clarity such as applications, assets, and teams and possibly view information from SharePoint.
✓ Reviewed Data Exchange website with owners.	Validated that the website is indeed up-to-date.
✓ ITG requests that were processed: 1 new request, 4 authorized, 2 completed, and 7 closed.	Moving the ITG process along.
✓ Developed new ITG status spreadsheet and report.	This spreadsheet and report aligns with the new ITG Analysis sub process which gives better performance measurements and allows the clock to stop on situations that are out of our control.
Release/Change Management	

✓ Participated in weekly System Availability meeting.	Track future changes to AOC Applications & Services in Production Environment for potential impact and deconfliction.
✓ Administer Change and Release Calendar.	Provide AOC stakeholder's visibility and increased transparency for Changes to and Software Releases in Production Environment.
✓ Participated in Security Team weekly meetings.	Data Breach support to Agency Director, CIO, Information Security Officer, ISD Associate Director, and ISD OPS Manager in Security Enhancement efforts.
✓ Participated in Environmental Management Committee meeting.	The Environment Management Committee (EMC) is chartered to provide a forum to coordinate changes affecting BizTalk environments. The EMC is to ensure ISD can effectively support all of its business needs and commitments related to these environments. The committee's mission is to ensure that significant changes to the environments are communicated and coordinated prior to implementation.
✓ Participated in SC-CMS Preparation and Integration Planning meetings.	Develop communications around risks, issues, and decisions impacting the implementation of SC-CMS, INH, and COTS-Prep.
✓ Participated in WA Statewide Agency Lean Advisors 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.
Enterprise Security	
✓ Participated on AOC security team; attended weekly meetings.	Review and plan for improved security.
✓ Developed analysis paper for review and recommendation on all aspects of AOC Confidentiality Statements.	Ensure that the confidentiality statements conform to current security strategies.
✓ Recorded decision to provide specialized SANS training to all AOC IT developers.	Decision action to provide extra level of training to software developers.
✓ Verified actions on new Heartbleed virus	Protection and communication against new zero day virus.
Policy Development	
✓ Working on ISD Strategic Plan planning and document.	Provide ongoing guidance for ISD.
✓ Redesigned the ITG Analysis process to bring control back into ISD Policy and Planning.	Process improvement for ITG Policy.
✓ Worked on review of JIS Local Automated Court System standards.	Standards for locally owned case management systems need to be established so that courts have the instructions needed to keep up state-wide data.
Organizational Change Management	
✓ Drafted CLJ CMS Project Communication and Organizational Change Management (OCM) plans and route for review.	Prepare CLJ courts to participate in requirements gathering activities and keep stakeholders informed about project status.
✓ Participated in CLJ CMS team planning meetings to identify OCM tasks and activities.	Prepare CLJ courts to participate in requirements gathering activities and keep stakeholders informed about project status.
✓ Worked with Policy & Planning team members facilitate ISD Leadership Team strategic planning sessions.	Develop an ISD Strategic Plan that sets direction and priorities for ISD staff, get everyone on the same page, simplify decision-making, drive staff alignment, and communicate the message.
✓ Prepared April monthly JISC and ISD activity reports.	Communicate ISD activity to stakeholders.
✓ Continued to work on SharePoint migration tasks.	Make information easily available to staff.
✓ Participated in the SC-CMS OCM team.	Prepare ISD stakeholders for participation, implementation, and support of SC-CMS and Odyssey.
Business Liaison	

✓ Continued participation on SC-CMS project with Superior Court Associations and stakeholder groups.	Direct communication and interaction with stakeholder groups ensures the successful implementation of the Superior Court Case Management Project.
✓ Provided information on ISD projects and activities to Superior Court Judges' Association, Washington Association of State Court Administrators, Washington Association of Juvenile Court Administrators, County Clerks Association other stakeholder groups on IT activities relating to superior courts.	Direct communication and interaction with broader customer groups increases their understanding of ISD services and activities, and builds trust in AOC.
✓ Prepared information and presentations for association conferences regarding the SC-CMS Project.	Broad communication and interaction with stakeholder groups ensures the successful implementation of the Superior Court Case Management Project.
✓ Reviewed and coordinated efforts on ITG requests that cross over into SC-CMS project.	By consolidating ITG requests into SC-CMS where appropriate AOC can reduce resources and more effectively deliver solutions requested by customer groups.
✓ Staffed ITG governance groups and coordinated ITG requests through the process.	Ensuring that ISD's work is driven by the customer priority and that the court community's needs are being met through the IT Governance process.
✓ Continued participation in AC-ECMS project meetings and activities; attended AC-ECMS Executive Steering Committee meeting and Stakeholder meetings.	Delivery of a product that will meet the Appellate Court's business needs. Creates a better understanding of the business processes used.
✓ Court visitations have been scheduled with COA Division II and III.	Terry Overton, Lynne Alfasso and the ISD COA Business Liaison will meet with the Clerks and several judges to discuss IT Security changes and business impacts. Provides AOC staff with opportunity to better understand court business processes.
Activities Planned	**Impact/Value**
Resource Coordinator	
° Continue with evaluation on reports and tailoring information for greater utilization for management teams.	Provide visibility and increased value from data gathered through Clarity's time management program to help managers better utilize staff resources on projects and applications.
° Continue working with Functional Managers on project and application tracking and reporting efforts.	Better understanding of resource utilization for maximum management of staff assignments in accordance with processes developed by ISD management.
° Continue work on improving Clarity time-entry system.	Provide visibility and increased value from data gathered through Clarity's time management program to help managers better utilize staff resources on projects and applications.
° Finalize changes to ISD Resource Audit in Clarity application.	Provide consistent reporting information on ISD Resources.
Portfolio Coordinator	
° Participate in facilitating strategic planning workshops with the ISD Leadership Team. Continue drafting the ISD Strategic Plan.	The ISD Strategic Plan will help set direction and priorities, get everyone on the same page and simplify decision making.
° Begin updating the application portfolio information in Clarity.	The updated Application Portfolio information will be used to prepare the biennial IT Portfolio Report for the Legislature.
Service Delivery	
° Develop processes and formal interfaces between the ITG process and the PMO, COTs Prep, and SC-CMS.	This will align the work done through the ITG process which right now is mainly for legacy system work with the work being done to modernize the applications.
° Develop Strategic plan based on input from ISD Leadership.	A plan to guide ISD for the next 5 to 6 years.
° Develop initiative for development of Service Catalog.	The eventual catalog of all AOC ISD services.
° Participate in interviews for new Clarity Administrator.	Replace current administrator who is retiring.
° Create 'Master' data request for which all real time data requests can be associated.	Master request will help us think holistically and stop providing one-off solutions for individual data requests.
Release/Change Management	
° Continued participation in System Availability Meetings.	Track future changes to AOC Applications & Services in Production Environment for potential impact and deconfliction.
° Continued Administration of Change and Release Calendar.	Provide AOC stakeholder's visibility and increased transparency for Changes to and Software Releases in Production Environment.
° Continued participation in Security Team weekly meetings.	Data Breach support to Agency Director, CIO, Information Security Officer, ISD Associate Director, and ISD OPS Manager in Security Enhancement efforts.

° Continued participation in Environmental Management Committee meeting.	The Environment Management Committee (EMC) is chartered to provide a forum to coordinate changes affecting BizTalk environments. The EMC is to ensure ISD can effectively support all of its business needs and commitments related to these environments. The committee's mission is to ensure that significant changes to the environments are communicated and coordinated prior to implementation.
° Participated in SC-CMS Preparation and Integration Planning meetings.	Develop communications around risks, issues, and decisions impacting the implementation of SC-CMS, INH, and COTS-Prep.
° Continued participation in WA State LEAN Practitioner's Community of Practice meeting.	Represent AOC interest in supporting GOV Inslee's LEAN efforts. "Governor directed agencies throughout state government to use Lean principles and methods to improve value for taxpayers' money. Washington state is on a long-term journey to adapt Lean to state government."
° Continued participation in ISD Data Quality process improvement.	Increase in completeness of Process Control Number (PCN), Criminal Identification Number (measured by decrease in number of null values, higher percentage of matches between WA State Patrol). Increase in transfer accuracy and timeliness (amount of time from failure to successful transmission decrease, decrease in number of missing PCNs, etc.). Improved efficiency in resource allocations for courts, AOC and Implement a Data Quality process.
° Continued participation in Cyber Security sessions.	Education and information sharing on WA State CYBER and CYBER Incident Response activities. Become more aware of CYBER Resources available to AOC during a CYBER incident.
° Develop Change and Release Calendar support documentation.	Provide framework & procedure for supporting the Change and Release Calendar.
° Continue development of automated Release Notes Process.	Increased efficiency & reduced process time in support of Software Release Notes for external customer consumption.
° Software Development Life Cycle Tool Evaluation.	Continued evaluation of Release Tool which may increase efficiency in Release & Deployment Management processes.
° Coordinate with WA State Enterprise LEAN Consultant.	Explore LEAN Processes to support AOC initiatives for process improvement.
Enterprise Security	
° Set up for developer security training delivery.	Improved level of security awareness.
Policy Development	
° Continue work on ISD Strategic Plan; working on strategies for the goals set by ISD leadership team.	Planning for future at ISD.
° Reviewing plan to activate Architecture Review Board (ARB).	Improve processes within ISD.
° Continue to work on JIS standard for Local Automated Courts systems.	Standards for locally owned case management systems need to be established so that courts have the instructions needed to keep up state-wide data.
Organizational Change Management	
° Continue work on CLJ CMS Project Communication and Organizational Change Management (OCM) plans and route for review.	Prepare CLJ courts to participate in requirements gathering activities and keep stakeholders informed about project status.
° Continue to participate in CLJ CMS team planning meetings to identify OCM tasks and activities.	Prepare CLJ courts to participate in requirements gathering activities and keep stakeholders informed about project status.
° Continue to work with Policy & Planning team members facilitate ISD Leadership Team strategic planning sessions.	Develop an ISD Strategic Plan that sets direction and priorities for ISD staff, get everyone on the same page, simplify decision-making, drive staff alignment, and communicate the message.
° Prepare May monthly JISC and ISD activity reports.	Communicate ISD activity to stakeholders.
° Continue to work on SharePoint migration tasks.	Make information easily available to staff.
° Participate in the SC-CMS OCM team.	Prepare ISD stakeholders for participation, implementation, and support of SC-CMS and Odyssey.
Business Liaison	
° Continue participation on SC-CMS project with Superior Court Associations and stakeholder groups.	Direct communication and interaction with stakeholder groups ensures the successful implementation of the Superior Court Case Management Project.

° Provide information on ISD projects and activities to Superior Court Judges' Association, Washington Association of State Court Administrators, Washington Association of Juvenile Court Administrators, County Clerks Association other stakeholder groups on IT activities relating to superior courts.	Direct communication and interaction with broader customer groups increases their understanding of ISD services and activities, and builds trust in AOC.
° Staff ITG governance groups and coordinate ITG requests through the process.	Ensuring that ISD's work is driven by the customer priority and that the court community's needs are being met through the IT Governance process.
° Work with new SC-CMS Project Steering Committee members to develop local costs estimates and take back to the JISC for decision on funding local costs.	Analyzing and understanding the local costs to counties and courts will help the JISC to determine how best to handle funding of additional local costs in the SC-CMS project.
° Work with pilot sites on SC-CMS project to prepare for deployment in June of 2015.	Early preparation and communication with the counties who are pilots for the SC-CMS project will help ensure more successful outcomes for the pilot counties.
° Visit COA Divisions II and III.	Ensures a better understanding of Division business processes and the people who support them.
° Complete a RightNow monthly report of incidents for the Appellate Court and distribute to the Clerks.	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.
° Continued participation in AC-ECMS project meetings and activities.	Delivery of a product that will meet the Appellate Court's business needs. Creates a better understanding of the court's business processes.

Operational Area: Architecture & Strategy

Kumar Yajamanam, Architecture & Strategy Manager

Through April 30, 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
✓ JABS (Judicial Access Browser System) legacy security screens have been completed and promoted to the production environment. This allows site coordinators to make the appropriate security changes prior to the actual JABS changes being rolled out to production. JABS enhancements are complete and currently being tested. Only minor incidents have been identified, and are currently being addressed and retested. Project is on track for deployment during the month of May 2014.	The JABS security-enhancement design provides greater security for court data while giving judicial officers easier access to the various court data that they need.
✓ COTS-Prep Project for Integration with SC-CMS: (1) LFO Billing -- The high-level solution development has been completed. (2) JCS -- Documenting of solution options has begun.	COTS Prep projects will ensure that 1) Odyssey court accounting information will continue to be available to JCS. 2) LFO billing will continue to function for non-Odyssey courts, and the existing information exchange between the Department of Corrections (DOC) and AOC will remain the same for LFO billing.
✓ Standards for Local CMS (Case-Management Systems): Reviewed the draft Standards for Local CMS with ISD stakeholders and produced a final draft.	The standards are needed to provide guidance for what data needs to be shared between AOC centrally-hosted systems and local CMS systems.
✓ JIS Codes Committee: Enterprise Business Architect participated in the Committee's April meeting. Several requests were considered, ranging across JCS, SCOMIS, and JIS.	The JIS Codes Committee reviews code requests against established guidelines. It prioritizes implementation of those which are approved.
✓ Court User Work Group (CUWG): As AOC representative, the Enterprise Business Architect (EBA) reviewed materials for, and participated in the April CUWG meeting, during which review of Fit Assessment items was completed. In addition, review of Tyler Conceptual Project Design Documents (CPD's) for approved development projects began, with approval (contingent on agreed-upon revisions) of Odyssey Project #8278 (Capture Source for Party Address), and preliminary review of #8225 (Monetary Property Award Judgment Component). The EBA also participated in three weekly web-enabled telephone conferences (during which additional CPD's were reviewed and discussed) and in both technical- and business-focused monthly SC-CMS Town Hall meetings.	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).
Activities Planned	**Business Value**
° JIS Report Analysis: Statewide as well as court-specific reports will be identified. Available solution patterns will be identified to address each report as courts implement Odyssey.	JIS Report Analysis will ensure that statewide reports are not adversely affected as individual courts adopt Odyssey. The level of effort and resources required to minimize impact will be identified, so as to allow for necessary work.

° COTS-Prep Project for Integration with SC-CMS: (1) Continue providing technical support for Legal Financial Obligation [LFO] development effort. (2) Juvenile Court System [JCS] -- Complete documentation of solution options and present to the project team.	COTS-Prep projects will ensure that (1) Odyssey court accounting information will continue to be available to JCS (2) LFO billing will continue to function for non-Odyssey courts, and the existing information exchange between the Department of Corrections [DOC] and AOC will remain the same for LFO billing.
° Standards for Local CMS: Final draft will be reviewed and prepared for presentation at either the June or September JISC meetings. Research will be undertaken to determine what court case accounting information is needed to support AOC legislative analysis, financial reporting, and auditing.	The standards are needed to provide guidance for what data needs to be shared between AOC centrally-hosted systems and local CMS systems.
° Solution Analyses for outstanding ITG (Information Technology Governance) requests will be completed and presented to the Operations Control Board (OCB) for review and approval.	Solution analyses provide information so that requests can be processed though the governance process unlimitedly resulting in new capabilities being provided.
° Professional Development: (1) On an as-needed basis by individual, staff is participating in a series of weekly webinars sponsored by Washington's Office of the Chief Information Officer. These compact webinars address software development methods, including Agile, Lean, and Project Management. (2) Staff took advantage of the Information Processing Management Association's (IPMA's) educational event re: mobile-application development.	Common understanding of software development methods supports consideration, tailoring, and refinement of appropriate techniques within the AOC.
° Data Quality: Architectural perspective is being provided to the AOC's Data Quality Program.	AOC's Data Quality Program aims to ensure that: (Goal #1) Data owned and shared by the judicial branch is highly accurate; (Goal #2) Stakeholders can trust judicial branch data; and (Goal #3) Data quality is consistently measured and improved.
° Architecture and Strategy (A&S) Value Initiatives: Strategies to continually improve A&S services and products were brainstormed. The preliminary effort is to capture and identify architects' insights regarding opportunities, challenges, and suggestions for enhancing A&S operations.	Through assessment of performance, the Architecture and Strategy section of the Information Services Division (ISD) can promote continually improved A&S service delivery for greater benefit to ISD in service to the courts.
° Court User Work Group (CUWG): The Enterprise Business Architect, representing AOC, will participate in the May meeting of the CUWG and in weekly CUWG telephone conferences. In addition, participation and assistance in May SC-CMS Town Hall meetings is planned.	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).
° Architects continue to participate in regular AOC Preparation and Integration Planning (PIP) meetings, as well as various collaborative meetings, to facilitate coordination between projects working toward the SC-CMS pilot go-live date.	To be successful, the Odyssey pilot implementation rests on coordination between vendor's (Tyler's) development, the SC-CMS projects' business direction, and both the Information Network Hub (INH) and COTS-Preparation efforts to integrate Odyssey with existing JIS systems.

Operational Area: Infrastructure

Dennis Longnecker, Infrastructure Manager

Through April 30, 2014

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

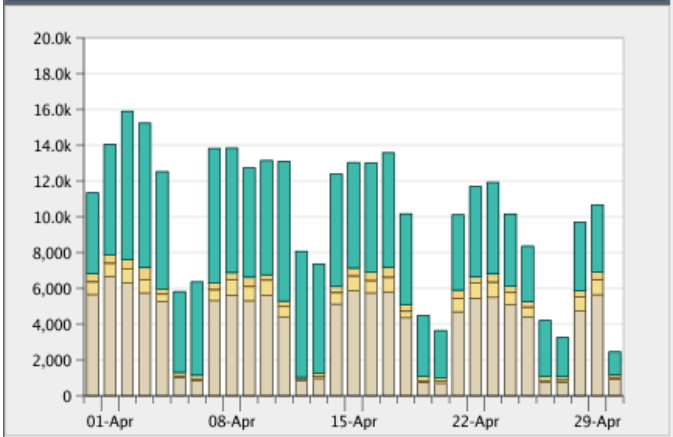
Description: AOC ISD operates and supports the computer related operational needs of the AOC, Temple of Justice, and Court of Appeals, along with the Judicial Information System (JIS) applications, the Judicial Receipting System (JRS), Superior Court Information System (SCOMIS), Juvenile and Corrections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

Activities Completed	Impact/Value
✓ Updating documentation from the last Disaster Recovery Test. Setting expectations for the fall 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).
✓ Completed Annual Maintenance on the Data Center Generator.	Maintaining current and supported software/hardware levels ensures users are able to continue to work.
✓ Continuing the project to upgrade the network routers at most of the district and municipal courts. The current routers will be reaching end of life this year. Also implementing a redundant VPN for their access. Routers are now being deployed to the courts. The anticipated length of this activity is two (2) months.	Maintaining current and supported software/hardware levels ensures users are able to continue to work.
✓ Waiting for testing of Natural 8.2.3 so we can migrate to production. Current version is unsupported by the vendor, and the JIS systems are put at risk not upgrading to supported versions. Software has been installed since **June 2012**, waiting for testing.	Maintaining current and supported software levels ensures users are able to continue to work.
✓ Waiting for testing of CICS/TS 5.1, which is the application server for SCOMIS and DISCIS, so we can migrate to production. Software has been installed since **June 2013**, waiting for testing.	Maintaining current and supported software levels ensures users are able to continue to work.
✓ Continuing installation of DB2 Version 11. As of 02/02/2014 it is available in the system test areas. Planning for a September 1, 2014 installation.	Maintaining current and supported software levels ensures users are able to continue to work.

During the last 30 days, Spam Filtering prevented 190,100 e-mails from entering the system. Only 125,800 (39%) were valid e-mails. The charts below are generated by IronPort.

31 Mar 2014 00:00 to 30 Apr 2014 07:46 (GMT -07:00) Data in time range:100.0 % complete

Overview > Incoming Mail Graph



Overview > Incoming Mail Summary

Message Category	%	Messages
Stopped by Reputation Filtering	51.4%	162.5k
Stopped as Invalid Recipients	0.0%	3
Spam Detected	3.5%	10.9k
Virus Detected	0.0%	3
Stopped by Content Filter	5.3%	16.8k
Total Threat Messages:	**60.2%**	**190.1k**
Clean Messages	39.8%	125.8k
Total Attempted Messages:		**315.9k**

Operational Area: Data & Development

Tamra Anderson, Data & Development Manager

Through April 30, 2014

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

Description: *The Data & Development Section is comprised of three separate units:*
Data Warehouse: The enterprise data warehouse is a repository of historical information that allows courts to query data for managerial and historical reporting. Case and person data is consolidated from SCOMIS, JIS, ACORDS, and JCS for reporting across all court levels. Court specific data marts provide users the ability to query information by specific court level. The information in the warehouse is accessed using a query tool called Business Objects XI (AKA BOXI). The ability to run queries and reports on historical information on court data provides business intelligence and insight into patterns, trends, issues and gaps in that data that can be used for research analysis, improvement of business functions, risk assessment and other business needs. Reports from the enterprise data warehouse can be run on demand or scheduled on a preset basis and the output can be sent to the desktop, or sent to an email address or a file folder making the information easy to share and obtain.
Data Exchange/Development: The development team is tasked with staffing active projects. They complete requirements analysis, design specifications, service development, unit testing, and implementation to production of new application components. Work performed by the Development Unit is reported separately under the project(s) to which the staff is currently assigned.
Data Quality and Governance: Data maintained by business applications is viewed as an enterprise asset. In addition to supporting business operations, data is used to support strategic decisions and business process improvements. Data Governance will ensure data is complete, accurate, and timely so the Courts can improve decision making through the Data Quality Program. Data quality management exercises the defined governance processes, policies, and standards required throughout the data life cycle which will result in increased accuracy, consistency, and confidence in the enterprise data within the Washington State Courts System.

	Activities Completed	Impact/Value
	Data Warehouse Unit	
✓	Resolved problem in BOXI FTP processing for some customers.	Provides required reports to customers.
✓	Fixed issue with the DIM_VEHICLE_LICENSE_XREF table.	Provide data requirements.
✓	Performed routine maintenances on tables.	Provide data requirements.
✓	Added objects to superior court caseload universe.	Provide additional features for the reporting tool.
✓	Completed 10 new report or enhancement request.	Provided customer solution.
✓	Completed 29 new or updated user requests.	Provided customer solution.
✓	Completed 1 legislation request.	Provided customer solution.
✓	Completed 20 data dissemination request.	Provided customer solution.
✓	Designed and implemented 3 new tables for the juvenile court universe.	Provide data requirements.
✓	Designed and tested 11 new tables to update caseload processing for appellate court.	Provide data requirements.
✓	Designed and implemented new caseload tables into appellate court universe. Also fixed issues with how tables were joined.	Provide data requirements.
✓	Exported SC-CMS of Person Data – first schedule of production data to determine timing.	Provide data requirements.
✓	Completed developing statement of work for RFQQ bidders.	Identify specific timelines and deliverables to fulfill RFQQ requirements Identify specific timelines and deliverables to fulfill RFQQ requirements.
✓	Completed questions for RFQQ review for Business Object 3.1 SP6 upgrade.	Obtain qualified vendors to assist with implementation.
✓	Answered vendor questions for RFQQ for Business Object 3.1 SP6 upgrade.	Obtain qualified vendors to assist with implementation.
✓	Participated in the SC-CMS database training.	Provide data for SC-CMS.

✓	Participated in the SC-CMS Enterprise Custom Reporting (ECR) training.	Provide reports for SC-CMS.
✓	Participated in Advanced SQL training.	Provide refinement of skills to help serve customers better.
✓	Completed planning for BIT 3.1 SP6 upgrade.	Identify business impacts and security enhancements.
✓	Assisted with WASIS data analysis and other data quality efforts.	Provide data requirements.
✓	Assisted with data request requirements for State Auditor's Audit of AOC/WSP Criminal Data.	Provide data requirements.
✓	Completed Court of Appeals' First quarter time in process report.	Provide data requirements.
✓	Reworked on report requirements for Supreme Court's Time in Process report. Met with Justice Wiggins to discuss proposed statistical measures.	Provided customer solution.
✓	Worked on requirements for legislative change for a new report for juvenile seal.	Provided customer solution.
✓	Completed legal request for definition for prior conviction and recidivism.	Provided customer solution.
✓	Answered questions from legal department to help in defining the requirements for prior conviction and recidivism.	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.
✓	Completed development of the last two INH services (Phase 2) for QA testing.	Helps to complete the development of all the planned INH services.
✓	Continue to triage INH service defect tickets for AOC development team.	Provides assistance to troubleshoot defect causes.
✓	Deployed a new Java build with bug fixes for QA testing of INH services.	Help with completing the QA testing of INH application.
✓	Coordinated and continue to coordinate with SC-CMS team and Tyler Technologies to help them understand the Integration points in AOC.	Support Tyler with implementing Odyssey for the Pilot courts.
✓	Coordinated with CMS team with analyzing and reviewing Requirements for Integration effort.	Support Tyler with implementing Odyssey for the Pilot courts.
✓	Started dialogue with Tyler to get an understanding of the integration/interaction of SCDX/INH web services with the Odyssey application.	Helps integrate Odyssey application with the rest of AOC's applications.
✓	Continued prototyping the applications required for Integrating Odyssey to the back end JIS databases.	Helps with CMS Integration effort.
✓	Continued prototyping options for triggering Person related change events occurring in JIS to replicate Person data into Odyssey.	Help with CMS integration effort for Person Data replication.
✓	Worked with the Solutions Architect to help them create an Application Design for Person Data replication.	Helps INH project with designing an application for replicating Person/Party data between JIS and Odyssey.
✓	Created a set of Detailed Technical Design Document for Person Data replication based on the High Level Design and Application Design documents.	Helps INH project with information for developing the application code for replicating Person/Party data between JIS and Odyssey.
✓	Added 10 more Decision packets (total at the time of this writing) for the SC-CMS Business Analyst to help them create Business Requirements for INH Person/Party data replication between JIS and Odyssey.	Helps INH project to move forward with designing and creating an application for replicating Person/Party data between JIS and Odyssey.
✓	Worked with the CMS Business Analyst on some of the Decision packets to help them understand the JIS and Odyssey applications and guided them to create Business Requirements for INH Person/Party data replication between JIS and Odyssey.	Helps INH project to move forward with designing and creating an application for replicating Person/Party data between JIS and Odyssey.
	Data Quality and Governance	
✓	Review data designs for 10 requests supporting Juvenile Reporting, JABS security, and data quality.	Change management of data designs.
✓	Creation of two new "A3" products: Person Name Data Quality and WSP WASIS Disposition Transfer.	Communicate data quality issues more efficiently.

✓	Submit an ITG request (#215) to identify issues created by the current method of data entry of Person Name in JIS and propose a solution.	Identify risks, process deficiencies and propose solutions.
✓	Analyze and document a duplicate records issue in Source Document table that requires corrective action and participate in the resolution of a Validation Rules issue with the Sentence table.	Identification and resolution of data quality issues.
✓	State Auditor's Office Audit of AOC/Washington State Patrol (WSP) Criminal Data. Participated with WSP and State Auditor's Office. Document mapping for the XML packet sent to WSP as part of the WSP Disposition data feed. Met with WSP and State Auditor's Office to discuss planning and needs for the audit. In preparation for the audit, Washington State Patrol Identification and Criminal History Section (WASIS) and AOC have been working together to test data quality between JIS and WASIS, gather requirements to understand how the process may be causing data quality issues.	Discovery of data quality issues related to data and process deficiencies. Update internal documentation. Support external reporting requirement through collaboration with external partners.
✓	Staff attended SC-CMS ECR (reporting tool) training.	Provide a high level understanding of the Odyssey reporting tool as an observer.
	Activities Planned	**Impact/Value**
	Data Warehouse Unit	
°	Work on refining reporting architecture.	Routine maintenance.
°	Continue working on WASIS data analysis.	Provides required data to customers.
°	Continue data analysis on AOC-WSP WASIS Criminal Data.	Provides required data to customers.
°	Continue supporting other data quality efforts.	Provides required data to customers.
°	Continue working on Supreme Court's Time in Process report.	Provides required data to customers.
°	Continue analysis for redesign or appellate and juvenile data marts.	Routine maintenance.
°	Begin planning for SC-CMS impacts.	Provides required data to customers.
°	Once changes for new appellate court caseload changes have been tested and approved, will remove 10 exiting tables.	Provides required data to customers.
°	Participate in SC-CMS reviews.	SC-CMS knowledge sharing.
°	Participate in CLJ-CMS reviews.	CLJ-CMS knowledge sharing.
°	Participate in AC-ECMS reviews.	AC-ECMS knowledge sharing.
	Data Exchange/Development Unit	
°	Continue to support QA testing for INH services and INH BizTalk core components.	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 Defect fixes for INH core component to QA.	Help with completing the development effort of INH web services.
°	Continue the design and prototyping process for replicating Party information between JIS and Odyssey.	Helps with Person data replication between the two systems.
°	Continue the discussion with the CMS team and Tyler to integrate Odyssey into AOC.	Helps AOC to move to Odyssey for Superior Case management system.
°	Collaborate with the Solutions Architect, Developers, CMS BAs and Tyler Technologies to help finalize the Business Requirements Person/Party replication project so that the application coding efforts could continue un-hindered.	Helps with developing the solution for Person data replication between the two systems.
°	Have technical discussions with the INH tech folks to help them baseline the Detailed Technical Design document for the Application Design that was produced by the SA for Person/Party data replication.	Helps with designing a solution for Person data replication between the two systems.
°	Develop application code and continue to keep the Detailed Technical Design document updated for Person/Party data replication.	Helps with writing application code for the solution for Person data replication between the two systems.

	Data Quality and Governance	
°	Support Database Design Review requests.	Change Management of database designs.
°	Oversee and support Data Quality/Data Profiling Project	Discovery and analysis of data related issues.
°	Support Metadata Repository Framework effort.	Planning for better management of our metadata. Improve information about court databases and make information more visible and accessible.
°	Continue developing framework for LEAN as it relates to Data Quality.	Process improvement for issue identification and resolution.
°	Continue development of eight “A3” Root-Cause Analysis products specific to Data Quality and Data and Development.	Communicate data quality issues more efficiently.
°	State Auditor’s Office Audit of AOC/Washington State Patrol 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 and reports to customers.
°	Data Quality Routines: Continue 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.

Operational Area: Operations

Mike Keeling, Operations Manager

Through April 30, 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
✓ Legacy Maintenance – Developed process for SC-CMS to identify reports and jobs where DB2 columns are used.	Easy way for SC-CMS project team to identify where DB2 columns are used in JIS/SCOMIS reports and jobs.
✓ Legacy Maintenance – Fixed SCOMIS Public Case index extract.	SCOMIS weekly case Index extract - Exclude the judgment cases with original case type 8 for all subscribers. (Refer ITG203 Req.), caused the year portion of the judgment case number to exchange with the year part of the original case numbers. Programs has been changed to move with actual year portion.
✓ Legacy Maintenance – The Judicial Access Browser System (JABS) authentication has been identified and prioritized as one of the vulnerable security areas. JABS sign on must become more secure by using RACF ID authentication instead of JIS User ID.	The ATH screens have been modified to accommodate the entry of RACF IDs for JABS users. A new DB2 table Multiple Court Access (MCA) was created to control and connect JABS authentication for a user. A new utility JXURACFV was created to validate a RACF ID entered on the ATH and ATHA screens.
✓ Legacy Maintenance (SC-CMS Project support) - There are three very old Sentence records in the database that have invalid values in the “Sentencing Deferred” field. These values need to be fixed and the edit program needs to be changed to prevent invalid values in the future.	The Sentence Screen Edit program is modified to prevent the entry of invalid values in the “Sentencing Deferred” field.
✓ Legacy Maintenance – (ITG 203) Weekly Public Case Index Program to exclude judgment cases with original case type 8.	The dissemination of juvenile offender court records maintained in the Judicial Information System shall be limited as follows: A. Juvenile offender court records shall be excluded from any bulk distribution of JIS records by the Administrative Office of the Courts otherwise authorized by GR 31(g), except for research purposes as permitted by statute or court rule. B. The Administrative Office of the Courts shall not display any information from an official juvenile offender court record on a publicly-accessible website that is a statewide index of court cases.
✓ Legacy Maintenance – ICH screen abends when selecting a person associated with a S7 case type.	ICH has been changed to add S7 case type to set up the DCM type code CV to eliminate the error. This change will be consistent with similar error messages displayed.
✓ CAPS – Fixed performance problem with Set Proceeding.	Enhance user experience.
✓ JABS – Released version 6.5 to production. Changes include enhancements to JABS Calendar view (ITG 207), additional search and sort capabilities in Print Warrants, and clearer error messaging for expired passwords.	Enhance user experience. Fulfill ITG 207 request.
✓ ETP – Released version 4.2.1 to production with a fix to accommodate changes in DOL eye color codes.	Updates software as external requirements change.
✓ Acords – Completed development of version 74.2.20140421. Changes include a security enhancement and two bug fixes.	Improve security and respond to customer service requests for changes.

✓ JCS - Completed 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. Release slated for either April 21, 2014 or May 19, 2014 (dependent upon technical factors).
✓ JCS - Began testing of JCS version 2.57.	Version 2.57 contains several minor user interface enhancements as well as new functionality intended to improve the ease of use of the application. Specific focus is being given to providing richer data entry. Testing start date dependent upon release date for JCS version 2.56.
✓ JCS - Attended JCS Referral and Admin training classes.	Attended JCS referral classes at the end of April. Helped teach the JCS administration class for site coordinators.
✓ JCS - Attended Odyssey database training classes.	Attended training classes provided by Tyler for Odyssey databases.
Activities Planned	**Impact/Value**
° Legacy Maintenance – ITG 41 Destruction of Records.	Continue Integration testing support.
° Legacy Maintenance – SC-CMS.	Continue SC-CMS support.
° Legacy Maintenance – LFO COTS.	Continue LFO COTS support. Currently developing a process to exclude processing SC-CMS courts from LFO billing process.
° Legacy Maintenance – RN Court Support for JIS/SCOMIS.	Support for JIS/SCOMIS courts.
° Legacy Maintenance – Natural/CICS upgrade.	Testing Natural/CICS upgrade in the TEST LPAR. Production implementation is planned for June 2014.
° Legacy Maintenance – WSP Disposition.	Continue support of WSP disposition process.
° Legacy Maintenance – RN 130411-000068 SCOMIS ORRDDS code.	Completed code and unit testing. Waiting for QA to system test.
° Legacy Maintenance – RN 140213-000056 VRV tickets have incorrect filing date.	Completed code and unit testing. Waiting for QA to system test.
° Legacy Maintenance – RN 131218-000009 CLP Collaborative docket code.	Completed code and unit testing. Waiting for QA to system test.
° Legacy Maintenance – RN 140310-000079 WSP Disposition SCOMIS guilty fix.	Completed code and unit testing. Waiting for QA to system test.
° Legacy Maintenance – ITG 112 Cell phone design, coding and unit testing.	Design completed with BA. Working on coding and unit testing.
° Legacy Maintenance – ITG 187 Person History pop up screen.	Design completed with BA. Working on coding and unit testing.
° DX – VRV On-boarding of Puyallup, Des Moines municipal courts.	Vehicle-related violation tickets can be sent electronically from LEA to JIS directly, saving court manual ticket entry.
° DX – Change share/access permissions on file drop folders used by eTrip BizTalk application.	Ensure eTrip application is properly secure.
° DX – Remove orphan source document XML files from VRV database.	Improve data quality for VRV data exchange operation.
° JABS – Complete work on JABS RACF authentication project.	Improvements to security in order to decrease the likelihood of unauthorized access of the system.
° JABS – Changes to include fixes to 3 plain paper warrant bugs, a plain paper warrant enhancement and some technical updates to improve maintainability.	Respond to requests for enhancements. Improve ability to respond to future requests quickly.
° Acords – Release version 74.2.20140421. Changes include a security enhancement and two bug fixes.	Improve security and respond to customer service requests for changes.
° ETP – Enhancement to add sort arrow to the File eTickets table.	Respond to user requests for enhancements.
° WSP Disposition Transfer – Technical updates to improve maintainability of software.	Improve ability to respond to future requests quickly. Make it easier to detect bugs before the application is released to production.
° JCS - Release 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. Release slated for either May 5, 2014 or May 19, 2014 (dependent upon technical factors).
° 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 2.57.	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. Testing start date dependent upon release date for JCS version 2.56.
° 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.

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