



Judicial Information System Committee (JISC)

Friday, September 05, 2014 (10:00 a.m. – 2:00 p.m.)

CALL IN NUMBER: 800-591-2259 PC: 288483

SeaTac Facility: 18000 INTERNATIONAL BLVD, SUITE 1106, SEATAC, WA 98188

AGENDA

1.	Call to Order a. Introductions b. Approval of Minutes	Justice Mary Fairhurst	10:00 – 10:10	Tab 1
2.	JIS Budget Update a. 13-15 Budget Update b. JIS Revenue Update c. Supreme Court Budget Comm Update	Mr. Ramsey Radwan, MSD Director	10:10 – 10:30	Tab 2
3.	JISC Rule and Policy Amendments Decision Points a. JIS General Policy 1. Approve JIS General Policy Amendment b. JIS Rule 13 2. Approve Rule 13 Amendment	Ms. Vicky Cullinane, Business Liaison	10:30 – 11:30	Tab 3
4.	JIS Priority Project #2 (ITG 2): Superior Court Case Management Update a. Project Update b. Independent QA Report c. JIS/SC-CMS Integration Update	Ms. Maribeth Sapinoso, PMP Mr. Allen Mills, Bluecrane Mr. Kumar Yajamanam	11:30 – 1:00	Tab 4
Lunch (Working)			12:00 – 12:20	
5.	JIS Data Standard a. Stakeholder Feedback Update	Mr. Eric Kruger, Architect	1:00 – 1:20	Tab 5
6.	CIO Report a. Staffing Update – Keith Curry, PMP b. SSN Update c. IT Security Assessment for the Appellate Courts d. Disaster Recovery Audit Report e. Response Letter to BJA	Ms. Vonnie Diseth, ISD Director	1:20 – 1:35	Tab 6
7.	Committee Report a. Data Dissemination Committee	Judge Thomas Wynne	1:35 – 1:45	
8.	Meeting Wrap-Up	Justice Mary Fairhurst	1:45 – 2:00	
9.	Information Materials a. ISD Monthly Report b. ITG Status Report c. IT Portfolio Report			Tab 7

Persons with a disability, who require accommodation, should notify Pam Payne at 360-705-5277 Pam.Payne@courts.wa.gov to request or discuss accommodations. While notice 5 days prior to the event is preferred, every effort will be made to provide accommodations, when requested.

Future Meetings:

2014 – Schedule

October 24, 2014

December 5, 2014

2015 – Draft Schedule

February 27, 2015 – Alternate March 6, 2015

April 24, 2015

June 26, 2015

August 28, 2015

October 23, 2015

December 4, 2015

JUDICIAL INFORMATION SYSTEM COMMITTEE

June 27, 2014
10:00 a.m. to 2:00 p.m.
AOC Office, SeaTac, WA

DRAFT - Minutes

Members Present:

Justice Mary Fairhurst, Chair
Mr. Larry Barker
Judge Jeanette Dalton
Ms. Callie Dietz
Ms. Delilah George
Judge James Heller
Mr. William Holmes
Mr. Rich Johnson
Ms. Joan Kleinberg
Judge J. Robert Leach
Ms. Barb Miner
Mr. Jon Tunheim
Ms. Aimee Vance
Ms. Yolande Williams
Judge Thomas J. Wynne

Members Absent:

Chief Robert Berg
Judge Steven Rosen

AOC/Temple Staff Present:

Mr. Kevin Ammons
Ms. Kathy Bradley
Ms. Marie Constantineau
Ms. Vicky Cullinane
Ms. Vonnie Diseth
Mr. Mike Keeling
Mr. Eric Kruger
Ms. Renee Lewis
Mr. Dirk Marler
Ms. Terry Overton
Ms. Pam Payne
Ms. Maribeth Sapinosa
Ms. Heather Stoffle
Mr. Mike Walsh
Mr. Kumar Yajamanam

Guests Present:

Mr. Allen Mills
Judge Veronica Alicea-Galvan
Judge Corina Harn
Brian Rowe
Othniel Palomino
Brooke Powell
Christine Cook
Enrique Kuttemplon
Judge Jeff Ramsdell (Phone)
Judge David Svaren (Phone)
Mike Killian (Phone)

Call to Order

Justice Mary Fairhurst called the meeting to order at 10:00 a.m. and introductions were made.

April 25, 2014 Meeting Minutes

Justice Fairhurst asked if there were any additions or corrections to the April 25, 2014 meeting minutes, hearing none, Justice Fairhurst deemed them approved.

JIS Budget Update (13-15 Biennium)

Ms. Renee Lewis provided the budget update for the 2013-2015 biennium. The green sheet, representing the amount allocated for projects listed, shows the expenditures and current allocations for the current biennium for the INH, SC-CMS, AC-ECMS, and the equipment replacement projects. Expenditures are on track and, staffing is at almost full capacity.

Ms. Lewis presented information on the 15-17 Preliminary JIS Decision Packages, indicating that the proposed budget requests will be forwarded from the Supreme Court to the legislature sometime in October or November 2014.

Motion: Judge Thomas J. Wynne

I move to pass the budget as presented in the JISC Decision Package.

Second: Judge J. Robert Leach

Voting in Favor: Justice Mary Fairhurst, Mr. Larry Barker, Ms. Callie Dietz, Ms. Delilah George, Judge James Heller, Mr. William Holmes, Mr. Rich Johnson, Ms. Joan Kleinberg, Judge J. Robert Leach, Ms. Barb Miner, Mr. Jon Tunheim, Ms. Aimee Vance, Ms. Yolande Williams, and Judge Thomas J. Wynne

Opposed: None

Absent: Chief Robert Berg, Judge Jeanette Dalton, and Judge Steven Rosen

IT Security

Mr. Terry Overton, Information Security Officer presented a "Change Request" to Section 4, of the JIS General Policies document. The suggested change regarded a current requirement that all personal computers connected to the JIS be configured with a password protected screensaver, that activates at 15 minutes of inactivity. The current policy, as worded, does not provide for any exceptions, so AOC cannot react to changing business conditions or evolving technology.

AOC had received requests to adjust computer configurations, allowing for a longer period of inactivity before applying the screensaver. The resultant change would reduce the frequency at which a user was required to re-enter their credentials, and "unlock" the computer. Attempting to predict scenarios where exceptions should be approved, and incorporating them into the policy (effectively pre-approving certain scenarios), was judged to be a cumbersome and temporary fix. The recommendation was therefore to delegate authority to the ISD CIO, to assess such requests and make a determination based on their merit and security impact.

The verbiage amends sections 4.1.6 and 4.4.1.3, and adds paragraph 4.1.6.1. The overall result is to reinforce the necessity and intent of the existing policy, reiterate that the control was essential and may not be disabled, and providing a process for evaluating business functions negatively impacted by the control and making reasonable adjustments.

Motion: Mr. Rich Johnson

I move to amend JIS General Policies, Sections 4.1.6, 4.1.6.1, and 4.4.1.3 as indicated in the attached draft.

Second: Ms. Yolande Williams

Voting in Favor: Justice Mary Fairhurst, Mr. Larry Barker, Ms. Callie Dietz, Ms. Delilah George, Mr. William Holmes, Mr. Rich Johnson, Ms. Joan Kleinberg, Judge J. Robert Leach, Ms. Barb Miner, Mr. Jon Tunheim, Ms. Aimee Vance, Ms. Yolande Williams, and Judge Thomas J. Wynne

Opposed: None

Absent: Chief Robert Berg, Judge Jeanette Dalton, Judge Heller, and Judge Steven Rosen

ITG #2 - SC-CMS Update

Ms. Maribeth Sapinoso provided an update on the SC-CMS project to the JISC. Ms. Sapinoso began with the most recent activities completed by the project team since the last JISC meeting followed by project activities that are currently in progress. Within the next few months, the project will continue to target completing outstanding contract amendments with Tyler Technologies, plan for technical readiness with the Early Adopters, and complete the first set of statewide person data and pilot site data conversion review. The Project will also conduct Odyssey Hands-On demonstration for the County Clerks at the AOC training lab in July followed by the first Odyssey training for the Pilot Sites' Power Users for a period of one week. Upcoming Odyssey webinars and DMS demonstrations were announced for the new few months.

Two Decision Points were presented to the JISC for vote:

1. Approve New Project Steering Committee Charter
2. Local Cost Implementation Rules

Motion: Judge J. Robert Leach

1. I move that the JISC approve the revised SC-CMS Project Steering Committee Charter, v2.0, dated June 5, 2014.

Second: Judge Thomas J. Wynne

Voting in Favor: Justice Mary Fairhurst, Mr. Larry Barker, Ms. Callie Dietz, Ms. Delilah George, Judge James Heller, Mr. William Holmes, Mr. Rich Johnson, Ms. Joan Kleinberg, Judge J. Robert Leach, Ms. Barb Miner, Mr. Jon Tunheim, Ms. Aimee Vance, Ms. Yolande Williams, and Judge Thomas J. Wynne

Opposed: None

Absent: Chief Robert Berg, Judge Jeanette Dalton, and Judge Steven Rosen

Motion: Justice Mary Fairhurst

3. I move that the JISC approve the SC-CMS Project Steering Committee's recommendation regarding state and local implementation costs subject to the parameters set forth in the attached addendum – "SC-CMS Implementation Cost Rules".
4. ***The motion was amended to include language that state resources to apply to SC-CMS are limited and require Legislative appropriations. There was discussion that if the State cost exceeds the available funds, funding may be subject to legislative appropriations.
5. ***The motion was amended to only be approved for pilot courts. There was discussion that the specific costs are currently not known for local implementation and that after the pilot courts implementation the project team will have a better idea of exactly what costs were incurred in each of the categories. It was agreed that after the pilot courts, the Project Steering Committee would re-visit the local implementation costs and bring back to the JISC a more specific estimate as to what local implementation costs may be for early adopters and statewide rollout.

6. After discussion, request was made to clarify the People Costs for "Travel". Recommendation was to break out state cost for travel reimbursement for required attendees while local costs applied to travel reimbursement for optional attendees.
7. Barb Miner said that on behalf of the clerks she would not be able to vote yes on this motion as originally written because of the costs added to the local counties in the cost categories. Members then reviewed the cost categories specifically about the state vs. local determination on the local integration costs for applications (i.e. document management systems and other non-DMS systems) as depicted in the chart being a local cost. ****After discussion, the members agreed that the motion was to include changing the cost category allocation under Technology – local application integration to read "TBD" in both state and local columns
8. The motion passed as stated with the amendments above; 1) restricting the approval to pilot courts only 2) changing the cost categories to "TBD" for local application integrations.

Second: Ms. Barb Miner

Voting in Favor: Justice Mary Fairhurst, Mr. Larry Barker, Judge Jeanette Dalton, Ms. Callie Dietz, Ms. Delilah George, Judge James Heller, Mr. William Holmes, Mr. Rich Johnson, Ms. Joan Kleinberg, Judge J. Robert Leach, Ms. Barb Miner, Mr. Jon Tunheim, Ms. Aimee Vance, Ms. Yolande Williams, and Judge Thomas J. Wynne

Opposed: None

Absent: Chief Robert Berg and Judge Steven Rosen

Mr. Allen Mills provided an update on the Independent Quality Assurance Report. With the project budget no longer in jeopardy, there are three concerns: 1) schedule management, particularly with the integrations components from INH and COTS Prep; 2) an application architecture risk from implementing document management for the SC-CMS Project; and 3) ancillary systems that duplicate the functionality of Odyssey (however, this risk has been tabled for the time being as other issues are worked on).

JIS Data Standard

Mr. Eric Kruger presented a summary of the Standards for Automated Court Record Systems as follows.

JISC Rule 13 requires that courts must request approval from JISC to leave the centralized JIS and to use a Local Court Automated Record System. Some courts are already using local systems and some courts are contemplating moving to a local system. The SC-CMS budget was approved with a proviso that requires that JISC and AOC develop statewide court data collection and exchange standards.

The purpose of the standards are to ensure the integrity and availability of statewide information on which all courts, judicial partners, AOC, and the public depend, and to provide guidance to courts for what is required if they chose to implement and operate a Local Court Automated Record System.

The primary approach to developing the standards was to minimize the impact to all stakeholders, both those that need to provide the data and those that need to use the data. The balance between data providers and data consumer's results in: collecting only the minimum set of data that is needed; collecting only data that has a clear business rationale; and standardizing data across court levels.

The standards are needed to: support state statutes; support judicial decision making; calculate judicial needs; continue data sharing with judicial partners; maintain caseload statistics; and support research and legislative analysis.

The lack of a standard has negative consequences. Public safety would be jeopardized by incomplete information being available for judicial decision making or data from different systems not being understood. Also, there would be extra work for court staff if multiple systems must be accessed to get the necessary information.

After the standards presentation, Ms. Vonnie Diseth presented the decision point recommending that the standards be approved. The JISC unanimously approved the proposed standards.

Judge Wynne moved to amend the RCW reference on page 6, subparagraph (A)(1)(e) from "10.97.050 to 10.97.045."

Motion: Justice Mary Fairhurst

I move that the JISC approve the attached JIS Standards for Local Automated Court Record Systems, as amended by Judge Wynne, subject to continuing input from concerned parties, with the expectation that the JISC will have as much back as possible by the next JISC meeting in September.

Second: Judge Thomas J. Wynne

Voting in Favor: Justice Mary Fairhurst, Mr. Larry Barker, Judge Jeanette Dalton, Ms. Callie Dietz, Ms. Delilah George, Judge James Heller, Mr. William Holmes, Mr. Rich Johnson, Ms. Joan Kleinberg, Judge J. Robert Leach, Ms. Barb Miner, Mr. Jon Tunheim, Ms. Aimee Vance, Ms. Yolande Williams, and Judge Thomas J. Wynne

Opposed: None

Absent: Chief Robert Berg and Judge Steven Rosen

ITG #4 – CLJ-CMS Project Initiation

Mr. Michael Walsh presented the project update on the Courts of Limited Jurisdiction Case Management System (CLJ-CMS) project. Recent activities included the kickoff of the Project Steering Committee meeting. At the initial meeting, Lynne Campeau was elected as Chairperson and the committee approved appointments of the Court User Work Group (CLJ-CMS CUWG) members. The first CUWG meeting is scheduled for July 30-31, 2014. The project team is determining assignments and creating work group materials in preparation for the meetings.

The Project Management Plan, which is a comprehensive list of the subsidiary project plans such as risk management, change management, and the project work schedule, is completed and under review by AOC Management.

A follow up from the last JISC meeting was for the DMCJA, DMCMA and the MCA to conduct a review of the project steering committee representation. The outcome of the review was the addition of Judge Donna Tucker to the Court User Work Group as a non-voting representative of the DMCJA.

The Governance Plan, which was reviewed and approved by the Project Steering Committee, was submitted to the JISC for their approval. The Committee approved the plan on the condition that the "Project Management Team" labeling be consistent between the Organization Chart, Escalation Tolerances table, and the Roles and Responsibilities chart.

During the discussion of Active Project Risk, Committee member Rich Johnson was confused by the explanation of Risk 1 – "The CLJs do not share a single vision of what services AOC should provide on a state-wide basis". The mitigation action did not seem to align to the project risk action. Mr. Walsh agreed that the statement, which was summarized from the project risk log, was not clear and that he would work to bring clarity to the statement for the next JISC meeting.

Two Decision Points were presented to the JISC for vote:

1. Approve the CLJ-CMS Project Charter, Steering Committee Charter, and Court User Work Group (CUWG) Charter
2. Appoint Steering Committee Members

Motion: Ms. Yolande Williams

I move that the JISC amend the Court User Workgroup (CUWG) Charter for the Courts of Limited Jurisdiction Case Management System Project to add a non-voting representative from the DMCJA from a court that has not committed to use the statewide case management solution provided by AOC.

Second: Ms. Aimee Vance

Voting in Favor: Justice Mary Fairhurst, Mr. Larry Barker, Ms. Callie Dietz, Ms. Delilah George, Judge James Heller, Mr. William Holmes, Mr. Rich Johnson, Ms. Joan Kleinberg, Judge J. Robert Leach, Ms. Barb Miner, Mr. Jon Tunheim, Ms. Aimee Vance, Ms. Yolande Williams, and Judge Thomas J. Wynne

Opposed: Judge Jeanette Dalton

Absent: Chief Robert Berg and Judge Steven Rosen

Motion: Ms. Callie Dietz

I move that the JISC approve the Governance Plan for the CLJ-CMS project as recommended by the CLJ-CMS Steering Committee.

Second: Judge James Heller

Voting in Favor: Justice Mary Fairhurst, Mr. Larry Barker, Ms. Callie Dietz, Ms. Delilah George, Judge James Heller, Mr. William Holmes, Mr. Rich Johnson, Ms. Joan Kleinberg,

Judge J. Robert Leach, Ms. Barb Miner, Mr. Jon Tunheim, Ms. Aimee Vance, Ms. Yolande Williams, and Judge Thomas J. Wynne

Opposed: None

Absent: Chief Robert Berg, Judge Jeanette Dalton, and Judge Steven Rosen

BJA Request

In March of 2014, the Board for Judicial Administration asked all judicial branch entities, including the JISC, to review their committees and look for opportunities to merge, restructure, or eliminate some groups to improve efficiency and effectiveness. The JISC discussed the request at its last meeting, and following that meeting Justice Fairhurst sent a questionnaire to the chairs of the JISC subcommittees. The chairs of each committee responded with their recommendations on whether the committee should continue to exist or be abolished. The recommendations were to continue the Accounting Workgroup, the JIS Codes Committee, the JISC Executive Committee, the Data Dissemination Committee, the IT Governance groups, and the project committees. The chairs recommended abolishing the Data Management Steering Committee, the JIS Local CMS Policy Workgroup, and the JISC Baseline Service Level Workgroup.

Motion:

I move that the JISC approve the JISC subcommittee Chair's recommendations, as stated in the attached *JIS Committee Recommendation Summary*, regarding whether or not their subcommittees should continue or be abolished; and that Justice Fairhurst respond to the Board for Judicial Administration on behalf of the JISC.

Second:

Voting in Favor: Justice Mary Fairhurst, Mr. Larry Barker, Ms. Callie Dietz, Ms. Delilah George, Judge James Heller, Mr. William Holmes, Mr. Rich Johnson, Ms. Joan Kleinberg, Judge J. Robert Leach, Ms. Barb Miner, Mr. Jon Tunheim, Ms. Aimee Vance, Ms. Yolande Williams, and Judge Thomas J. Wynne

Absent: Chief Robert Berg, Judge Jeanette Dalton, and Judge Steven Rosen

Social Security Numbers in JIS

AOC Data Dissemination Administrator, Ms. Stephanie Happold, requested further direction from the Committee regarding its 2008 policy about Social Security Numbers (SSNs) in the JIS database. Currently, JIS courts shall not collect social security numbers except when required by state or federal law. If collected, the JIS courts shall not disseminate the information except by court order, or to those state or federal agencies or courts that are allowed by law to receive the identifier.

In approving this policy in 2008, Committee members commented that SSNs should be removed from the system in the future or access to the field restricted. Ms. Happold asked the Committee to provide rules for collecting and retaining SSNs in the database and to determine who should be authorized to view the data.

Justice Fairhurst suggested that the Committee stick to the three questions posed in the accompanying memo to make its decisions concise. The first question was should SSNs be removed from JIS. Ms. Happold stated that courts put SSNs in the JIS database because of statutes requiring the identifier in pleadings or because courts need to provide it to other agencies, such as Employment Security. Barb Miner concurred, giving her office's procedures as an example. Justice Fairhurst then raised the next question of access to the SSN field being limited to certain court staff. Options such as creating a new SSN screen, allowing access to the field by user type, and starting data clean-up so that unnecessary SSNs are removed from incorrect data fields were discussed. Agreement was that SSNs should be viewable only to clerks and only for cases needing the identifier.

Justice Fairhurst stated that as there was a consensus that SSNs should remain in JIS, the Committee should then provide direction to AOC staff on how to limit access. Judge Leach stated there was not a consensus that the SSNs should remain in JIS. Justice Fairhurst called for a vote and made the motion:

Motion: Justice Fairhurst

1. Should Social Security Numbers be removed from JIS? – Yes.
2. Should AOC copy Social Security Numbers from JIS to Odyssey during the data replication process? – No.

Mike Keeling asked a clarifying question, whether that means they can take out the field in JIS. The answer was yes.

Second:

Voting in Favor: Justice Mary Fairhurst, Mr. Larry Barker, Ms. Delilah George, Mr. William Holmes, Ms. Joan Kleinberg, Judge J. Robert Leach, Ms. Barb Miner, Mr. Jon Tunheim, Ms. Aimee Vance, and Judge Thomas J. Wynne

Opposed: Barb Miner, Rich Johnson, Jon Tunheim, Justice Fairhurst

Absent: Chief Robert Berg, Judge Jeanette Dalton, Ms. Callie Dietz, Judge James Heller, Judge Steven Rosen, and Ms. Yolande Williams

Information Networking Hub Project Update

Mr. Dan Belles, Project Manager, provided a status update on the Information Networking Hub (INH) Project. Mr. Belles began by giving an overview of the current focus of the INH project, which is to develop a Party data replication solution between JIS and Odyssey. Mr. Belles stated that the long term goal for INH is still to become the central hub for all data exchanges from local court systems with a central data repository.

Mr. Belles then gave an update on current project activities that included work on design, development and test preparation of the person data replication solution. Mr. Belles stated that the timeline was developed to coincide with the SC-CMS schedule for the Pilot Court Go Live early in 2015. Mr. Belles stated that the goal was to have the party data replication solution completed and ready for UAT and integration testing by November 1st.

Mr. Belles then reviewed current project risks and mitigation strategies. Mr. Belles stated that there were three primary risks that were being mitigated: interdependent projects, integration

with Odyssey and testing and deployment of the INH services. Mr. Belles stated that the project continued to work with SC-CMS to get the requirements and design nailed down, so a solution for person data replication could be completed. Mr. Belles concluded his presentation by covering the next steps in the project. Mr. Belles stated that the INH project would continue to focus on a party data replication solution in support the SC-CMS Pilot Court rollout early next year.

ITG #45 AC-ECMS Project Update

Mr. Martin Kravik presented a status update on the AC-ECMS project. He reported that the review process for the Functional Specification is nearly complete. The business review completed on June 19, 2014 and the technical review would complete on June 30, 2014. Mr. Kravik thanked all the members of the Supreme Court, Court of Appeals and AOC who participated in this very difficult activity.

ImageSoft will send an updated version of the specification to AOC on July 21, 2014 and reviewers will take a week or two to verify the changes. Acceptance of the specification will push out to the end of July or early August.

As accounted for in the contract, the project schedule will be updated following the acceptance of the Functional Specification. Development will occur in four phases instead of one. This will allow the courts to have an earlier look at the solution and allow problems to be addressed sooner than later. Project milestones and dates will be updated when the amendment is approved.

ITG #41 - CLJ Revised Computer Records Retention/Destruction Process

Ms. Kruller reported that the project team hoped to begin the pilot courts implementation in July, but two or three events have caused the schedule to slide downstream to September. The project required a complete reset, and data update, in the test environment including getting all of the cases that were restored last year included in the test environment. This effort was completed at the end of March. As testing work began, there was a staffing change due to a person moving to another agency. Now the project has a new tester assigned, but that resource is shared with other projects so implementation of pilot courts has slipped to September.

Ms. Kruller continued by stating that AOC had been evaluating what is keeping cases from meeting destruction criteria in the test environments. The team discovered that a majority of them were due to uncashed checks. As a result, AOC determined that it's possible to contact and inform the CLJ Court Community - ahead of time - on how to reduce the potential size of exception reports when the ITG 41 Project applies rules to the active cases this autumn. The instruction is basically that courts may clear all outstanding check items on the Bank Account Reconciliation (BKR) Screen for old and new bank accounts. This is apparently is a best practice, but optional as each court determines their own approach to workflow. Now, AOC's Customer Services group is in the process of contacting each court to make sure courts understand this option.

Committee Report

Data Dissemination Committee: The Data Dissemination Committee met on the morning of June 27, 2014, and continued to discuss JIS access for non-court IT personnel. Ms. Stephanie Happold, DDA, presented some proposed guidelines that the Committee reviewed. Ms. Happold, Ms. Barb Miner, and Ms. Aimee Vance were tasked with creating a survey to send to clerks to find out why non-court IT personnel need a court RACFID and what JIS access is needed to complete the work. In the meantime, the Committee granted temporary access for some IT personnel requests.

The Committee also discussed social security numbers in JIS.

Data Management Steering Committee: No report.

Adjournment

The meeting was adjourned by Justice Fairhurst at 1:00 p.m.

Next Meeting

The next meeting will be September 5, 2014, at the AOC SeaTac Facility; from 10:00 a.m. to 2:00 p.m.

Recap of Motions from June 27, 2014

Motion Summary	Status
I move to pass the budget as presented in the JISC Decision Package.	Passed
I move to amend JIS General Policies, Sections 4.1.6, 4.1.6.1, and 4.4.1.3 as indicated in the attached draft	Passed
I move that the JISC approve the revised SC-CMS Project Steering Committee Charter, v2.0, dated June 5, 2014.	Passed
I move that the JISC approve the SC-CMS Project Steering Committee's recommendation regarding state and local implementation costs subject to the parameters set forth in the attached addendum – "SC-CMS Implementation Cost Rules".	Passed
I move that the JISC approve the attached JIS Standards for Local Automated Court Record Systems, as amended by Judge Wynne, with the understanding that revisions will come back to the JISC in the future.	Passed

<p>I move that the JISC amend the Court User Workgroup (CUWG) Charter for the Courts of Limited Jurisdiction Case Management System Project to add a non-voting representative from the DMCJA from a court that has not committed to use the statewide case management solution provided by AOC.</p>	<p>Passed</p>
<p>I move that the JISC approve the Governance Plan for the CLJ-CMS project as recommended by the CLJ-CMS Steering Committee.</p>	<p>Passed</p>
<p>I move that the JISC approve the JISC subcommittee Chair's recommendations, as stated in the attached <i>JIS Committee Recommendation Summary</i>, regarding whether or not their subcommittees should continue or be abolished; and that Justice Fairhurst respond to the Board for Judicial Administration on behalf of the JISC.</p>	<p>Passed</p>
<ol style="list-style-type: none"> 1. Should Social Security Numbers be removed from JIS? 2. If Social Security Numbers remain in JIS, should access to the SSN field be limited to certain court staff? 3. Should AOC copy Social Security Numbers from JIS to Odyssey during the data replication process? 	<p>Passed</p>

Action Items

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

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

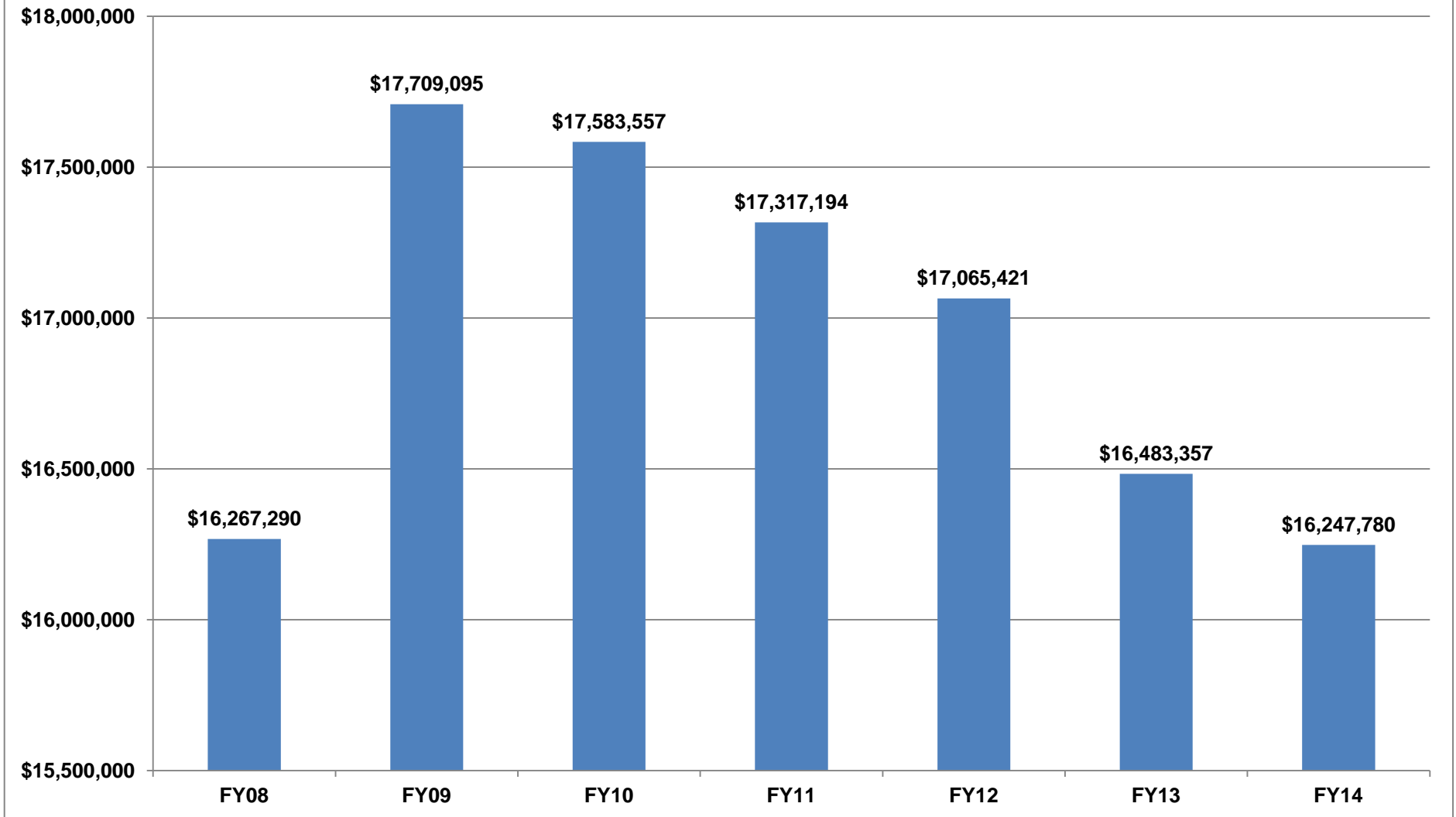
Expenditures and Encumbrances as of July 31, 2014

Initiatives--JIS Transition	ALLOTTED	EXPENDED	VARIANCE
Information Networking Hub (INH)			
Information Networking Hub (INH)	\$1,500,000	\$217,470	\$1,282,530
Information Networking Hub (INH) - Subtotal	\$1,500,000	\$217,470	\$1,282,530
Superior Court CMS			
13-15 Allocation *	\$13,706,000	\$9,480,016	\$4,225,984
COTS Prep	\$2,900,000	\$9,158	\$2,890,842
Superior Court CMS Subtotal	\$16,606,000	\$9,489,174	\$7,116,826
Enterprise Content Management System			
ECMS *	\$1,426,000	\$403,691	\$1,022,309
ECMS Subtotal	\$1,426,000	\$403,691	\$1,022,309
Equipment Replacement			
Equipment Replacement - External	\$1,199,000	\$654,347	\$544,653
Equipment Replacement - Internal	\$2,138,000	\$879,305	\$1,258,695
Equipment Replacement Subtotal	\$3,337,000	\$1,533,652	\$1,803,348
TOTAL 2013-15	\$22,869,000	\$11,643,987	\$11,225,013
* Includes 2014 supplemental budget request for the SC-CMS (\$5,306,000) and the ECMS (\$1,093,000).			

SC-CMS projected salaries and benefits for the remainder of the biennium: \$1,905,300

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JIS Assessment Revenue Collection History



Judicial Information System General Policies

With Comments Annotations

Amended by the Judicial Information System Committee on September 5, 2014.

1. EQUIPMENT

1.1 General

~~Amended by the Judicial Information System Committee on August 14, 2009.~~

COMMENT

Historically the JIS provided some end user equipment as each trial court system (SCOMIS, DISCIS, JUVIS) was implemented. The amount of equipment distributed depended on the available funds. With the implementation of the IP network and the need to replace “dumb” terminals with personal computers, the JIS initiated the first equipment replacement plan in 1996.

1.1.1 The Judicial Information System (JIS) is the system owned and maintained by the Administrative Office of the Courts (AOC). A JIS court is a court that uses the JIS to process its cases from filing to closure. A non-JIS court is a court that contributes information electronically to the statewide JIS database._

1.1.2 Subject to available funding, the AOC provides end-user equipment including personal computers and printers for court personnel and county clerks in JIS and non-JIS courts. The AOC does not provide equipment for users other than courts and county clerks.

COMMENT

The JIS is funded for equipment in the Judicial Branch and County Clerks (who are the clerks of the superior courts) only.

1.1.3 Subject to legislative funding, the number of JIS computers provided to courts is calculated at up to 75 percent (75%) of the FTEs from the most recent staffing report published by AOC~~The JIS standard is one personal computer per employee whose job requires one~~; one report printer per six administrative or clerical FTEs with a minimum of one report printer per court or clerk’s office; for limited jurisdiction courts, one receipt printer per cashier with a minimum of one receipt printer per court or clerk’s office; and for superior court clerks one cash drawer, slip printer and receipt printer per cashier with a minimum of one cash drawer, slip printer and receipt printer per court.

COMMENT

~~*The policy of JIS funding up to 75% of personal computers, based on FTE counts, was decided by the JIS Executive Committee on April 18, 2006, based on the principle of a need for local-state cooperation to share responsibility for equipment that is used for JIS applications and for local applications and tasks. principle of one personal computer per employee and the standards for printers and receipting equipment were established in a motion adopted by the JIS Committee on June 21, 1996. However, because of limited budgets, equipment supplied by the JIS has been limited to one for one replacement of existing end user equipment.*~~

1.1.4 Equipment is provided to the users defined in sub-sections 1.1.1 and 1.1.2 for the purpose of enabling judicial officers, clerks, court administrators, and clerks' and court administrators' staff to access and update the JIS, to do legal research, or for other court business purposes. JIS-owned equipment not used for court business purposes shall be returned to the AOC.

1.2 Replacement of Personal Computers, Printers, and Related Equipment

1.2.1 Basic Rule

Subject to legislative funding, the JIS provides a one for one replacement of JIS supplied and JIS funded equipment on a five year cycle.

COMMENT

~~*The five year standard was established with the first replacement cycle in 1996. The other branches of state government also use a five year cycle.*~~

1.2.2 Reimbursement for Locally Purchased Personal Computers

COMMENT

Because of the nature of the JIS network architecture, which often includes local jurisdictions' area networks, it is often desirable for local jurisdictions to buy and maintain equipment themselves. Therefore, the JIS provides for local purchase of JIS-funded court and county clerk equipment under reimbursement plans. This allows the local jurisdictions to maintain consistent equipment standards and simplifies maintenance.

1.2.2.1 If a local court or county clerk's office prefers to purchase its replacement computer equipment rather than use that supplied by the JIS, the JIS will reimburse the court or county clerk for the actual cost of the equipment or a specified amount based on current market prices per device, whichever is less.

- 1.2.2.2 The JIS will not provide maintenance coverage for locally purchased equipment covered by a reimbursement plan.
- 1.2.2.3 Computer equipment purchased under a reimbursement plan must meet current published JIS minimum standards.

COMMENT

In order to help ensure the efficient delivery of the JIS to the courts and county clerks, the JIS maintains, through the AOC, standards for personal computers. The standards include minimum requirements for processor speed, RAM capacity, hard drives, CD-ROM drives, display, sound, and web browser.

- 1.2.2.4 Inter-~~agency agreements~~ Local Cooperative Agreements (IGAs) will be used for reimbursements.

COMMENT

The JIS Committee approved the use of reimbursements and Inter-Local Cooperative Agreements to implement them on June 21, 1996. The Interlocal Cooperation Act, Chapter 39.34 RCW, provides for and governs the use of such agreements.

1.2.3 Retention of Old Equipment

Courts and county clerks may keep old JIS-owned equipment after it has been replaced. State inventory tags must be removed from the equipment and replaced equipment becomes locally owned. Repair and maintenance of this equipment is the responsibility of the court or county clerk.

In some instances, older computers may not be able to support up-to-date security controls or requirements. This is due to an inability to upgrade the chipsets or firmware, in order to mitigate newer threats. In such instances, where older hardware is incompatible with current security measures, AOC may disallow or block connection from obsolete devices.

~~The JIS does not allow courts or county clerks to keep old JIS-owned equipment after it has been replaced.~~

~~The retention of old equipment presents several regulatory maintenance, and resource problems. The JIS does not have funds budgeted to maintain such equipment. Moreover, as equipment ages it becomes more difficult to maintain and maintenance services and parts become less available. Because of State of Washington General Administration regulations for disposal of used assets, it is not practicable to simply transfer ownership to a local court or county clerk that would take over the maintenance responsibility. In addition, keeping such equipment in service would require that the JIS expend funds to add capacity to the switching equipment the JIS supplies for network connections.~~

1.2.4 New Judges and Employees

- 1.2.4.1 Equipment for court and county clerk staff who were added after a replacement cycle will be provided in the next cycle, provided sufficient funds are available.
- 1.2.4.2 Equipment for new judges will be provided at the time judgeships are funded and filled~~created~~, provided sufficient funds are available.

1.3 Locally Owned Equipment

- 1.3.1 Courts and county clerks may use locally owned personal computers to access and use the JIS.
- 1.3.2 An IBM-compatible PC is required for court county clerk connections to and use of the JIS.

1.4 Security and Care of JIS Owned Equipment

- 1.4.1 Courts and county clerks must exercise due care (1) to ensure that JIS-owned equipment is installed in locations that are secure, and (2) in their use of JIS-owned equipment. The JIS insures equipment against loss and theft. Damage due to negligence is the responsibility of the court or county clerk.
- 1.4.2 When connecting personal computers and printers to electrical power, courts and county clerks must use surge protectors that meet JIS standards.

1.5 Maintenance of Equipment; Service Calls

- 1.5.1 The JIS provides maintenance coverage for any JIS-owned equipment (subject to the exceptions identified in these policies).
- 1.5.2 The JIS pays repair costs for broken JIS-owned equipment and for the resolution of problems related to the JIS provided software when the problem is determined to be caused by defective hardware, or an act of nature (fire, storm damage, etc.). Costs for repairs related to negligence (e.g., damage resulting from spillage, falls, misuse, etc.) are the responsibility of the court or county clerk. Repair costs include parts, travel, and labor costs.
- 1.5.3 AOC Customer Services handles service calls from courts for JIS-owned hardware. Customer Services will only accept calls from authorized callers (those authorized by court or county clerk management), Site Coordinators, Administrators, or County Clerks.
- 1.5.4 AOC Customer Services handles service calls from courts and county clerks for court and county clerk-owned equipment when the court or county clerk has a maintenance contract with the same maintenance vendor as the JIS

(currently Cascade Computer Maintenance). In such cases, CCM will directly bill the court or county clerk for charges resulting from such calls.

COMMENT

Customer Services recommends that courts and county clerks discuss all hardware issues with their local Information Services departments, if they have one, prior to calling Customer Services for a service call. This will alleviate unnecessary service calls and subsequent billings at the court or county clerk's expense for local network settings that are handled at a local level.

1.6 Upgrades of JIS Owned Equipment

- 1.6.1** Unauthorized peripherals (monitors, keyboards, speakers, etc.) may not be attached to JIS-owned personal computers.

COMMENT

The attachment of such peripherals negates the PC warranty and complicates problem resolution and service provisions.

- 1.6.2** Unauthorized components (additional hard drives, memory, etc.) may not be installed in JIS-owned personal computers.

COMMENT

The addition of such components negates the PC warranty and complicates problem resolution and service provisions.

1.7 Equipment for Judges

COMMENT

Policies for judges' equipment were established by the JIS Equipment Subcommittee on October 13, 1998 and reviewed by the JIS Committee on October 23, 1998. The allocation policy for municipal court judges was established by the JIS Equipment Subcommittee on November 19, 1999. In the original distribution to municipal court judges, the standard was that the court have a minimum annual domestic violence case load of 48 cases, based on 1998 numbers.

- 1.7.1** Each superior and district court judge and each ~~full-time~~ commissioner employed .5 or more is eligible for one personal computer and one laser printer. ~~Full-time is defined as a .5 or more full time equivalent.~~

- 1.7.2** Judicial officers in Judicial Districts are eligible for one printer per courtroom at each court location.

1.7.3 Municipal court judges who are either full-time, or whose courts have a substantial domestic violence caseload, are eligible for one personal computer and one laser printer.

1.7.4 Judges' personal computers are eligible for reimbursement contracts/IGAs.

2 NETWORKS & CONNECTIVITY

2.1 General

2.1.1 The JIS will provide each court and county clerk with a network connection, including such required equipment as routers and switches, to the JIS systems and data base.

COMMENT

Historically, the JIS has provided the telecommunications network used to connect the JIS to the courts. The formal policy was approved in a motion adopted by the JIS Committee on June 21, 1996. Originally, the network consisted of dedicated circuits and the proprietary IBM SNA protocol. With the implementation of the TCP/IP protocol it became feasible to use shared network resources, including the state's backbone, the InterGovernmental Network, county and city area networks.

2.1.2 Other criminal justice users may use court network connections, provided no additional costs are incurred to enable their use.

Shared networks provide benefits both to users (more services are available) and to the JIS (costs are reduced).

2.1.3 Wherever possible, the JIS will use the state's InterGovernmental Network (IGN) to connect to local courts. In such cases, local criminal justice agencies which use the JIS may also use the IGN to connect, provided JIS security requirements are met. In the cases where the connection to a local court uses the IGN, the JIS pays the "anchor tenant" portion of the ~~DIS~~ charges. In such cases, counties or cities will be responsible for ~~DIS~~ local government connection charges.

COMMENT

State agencies are DIS charged ~~both~~ state agencies to which use the IGN ~~to deliver~~ production applications ("anchor tenants") and local governments are charged for the connection to IGN. Local charges are usually paid by the county or city government, not the courts or county clerks, and cover usage by all local government agencies.

2.1.4 The JIS will not provide support for the portion of the network connection that involves a local network (i.e., between a router [InterGovernmental Network or

JIS supplied] and a ~~hub or~~ switch used to connect devices in a court or county clerk's office).

COMMENT

This policy was approved in a motion adopted by the JIS Committee on June 21, 1996.

2.2 Network Security

COMMENT

Court and county clerk, and to some extent, local prosecutor and law enforcement, connections to the JIS are based on the Internet Protocol (IP) over shared networks or, in some cases, dedicated frame relay circuits. This section describes the requirements and architecture for connection to the JIS over an IP network using the state InterGovernmental Network, a county or city area network, a dedicated frame relay circuit, a local Ethernet, or a combination. These network architecture requirements are designed to enforce security by isolating JIS traffic from parts of networks where end user devices for non-criminal justice users are attached. In this scheme, courts, county clerks, law enforcement, and prosecutors are considered trusted and may be located in places on the network where JIS traffic is transmitted. Other local agency users ~~are not trusted and~~ may not access the local network ~~from the portions~~ connections dedicated to criminal justice.

- 2.2.1** The IP address assigned to a JIS workstation identifies the workstation and serves to distinguish between authorized and unauthorized workstations (or between secured and unsecured, or trusted and untrusted workstations).
- 2.2.2** When connections are made, courts and county clerks already connected to county or city networks shall retain the IP addresses they have obtained from their counties or cities. Courts and county clerks planning to connect to county or city networks, as well as to JIS, shall obtain subnet addresses from their county or city. AOC will provide a VPN connection in instances where the county or city does not have sufficient resources. ~~, except that, where the county or city does not have sufficient IP addresses, the JIS will provide IP addresses for personal computers and printers used by courts or county clerks to access the JIS. A two week turnaround is required when requesting IP addresses from AOC.~~
- 2.2.3** If the court or county clerk has no external connections to a county or city network, AOC will provide network resources via a VPN tunnel ~~IP addresses will be provided by AOC.~~
- 2.2.4** IP addresses shall be statically assigned to printers used to connect to the JIS. Workstation addresses may be dynamic where approved by AOC technical

staff. A network address translator (NAT) may also be used where approved by AOC technical staff.

~~2.2.5 When a county or city network is used to connect a court to the JIS and the network is not switched, the local network shall be segmented to isolate JIS traffic.~~

2.2.6 A county or city IP segment connected to the JIS network may consist of court, county, clerk, prosecutor, and/or law enforcement agency workstations. Workstations used by other agencies may not be connected to such segments.

~~2.2.7 JIS users may not connect computers that are members of the JIS Network to other networks via remote access software or hardware. Remote access applications, designed for this purpose, may not be installed on JIS computers. Modems may not be incorporated into or attached to any personal computer, regardless of whether the JIS or the court owns it, which connects to the JIS via a static IP connection.~~

COMMENT

~~*Remote access software or hardware Dial-up facilities (using software such as PC Anywhere) presents a significant risk to the JIS network and database. They potentially allow third parties to access a JIS user's PC and thereby the JIS itself.*~~

~~2.2.8 Modem pools may be connected to a local network used by JIS workstations on a case by case basis with the approval of the AOC. The local jurisdiction shall provide to the AOC the details of the security protection for such modem pools. AOC shall review such security schemes and approve the use of such modem pools only if the security is adequate.~~

~~*Modem pools attached to local networks present similar significant risks as modems incorporated into or attached to personal computers. However, because modem pools may be secured against such risks, their use is permitted subject to a security review.*~~

2.2.8 Wireless Networks

COMMENT

Because of the high risk of unauthorized access, this policy is designed to govern the use of wireless LANs for JIS access, except for public access subscribers. A wireless LAN could circumvent the network security architecture prescribed in this section. Unless there is stringent local network security that specifically addresses wireless LANs, it is easy to install an unauthorized wireless LAN and attach it to a local network without detection.

Without proper security, it is also easy for unauthorized users to connect through a wireless LAN even if it is authorized.

- 2.2.8.1** The AOC, at its discretion, may approve connections from personal computers on wireless networks, or on networks that include wireless segments provided the agency responsible for the wireless network certifies in writing that it has done the following:
 - 2.2.8.1.1** Complied with AOC standards for wireless networks.
 - 2.2.8.1.2** Establish, document, and communicate wireless access security practices within the agency.
 - 2.2.8.1.3** Implement a program to perform ~~an~~ audits ~~at on-a~~ regular intervals ~~basis~~ for the purpose of locating and removing ~~in order to locate any~~ rogue wireless devices.
- 2.2.8.2** Agencies approved access from wireless networks or networks including wireless segments shall certify at least once every two years to the AOC, in writing, that they are adhering to these wireless policies and applicable AOC technical standards. AOC may routinely monitor for unauthorized wireless devices, by use of network Host Intrusion Detection Systems (HIDS), and physical wireless surveys.
- 2.2.8.3** If the AOC implements a wireless network, it must comply with the requirements of this section.
- 2.2.8.4** Public access subscribers are not subject to policies on wireless networks.

COMMENT

Public access subscribers do not have access to confidential data and use Secure Sockets Layer (SSL) for encryption. In addition, public access subscribers will have to pay for any unauthorized transactions. It is up to them to control and police their networks.

~~2.3~~ **Dial Up Access**

~~2.3.1~~ ~~On request, judicial officers may be enabled for dial in access to the JIS.~~

3 SOFTWARE

3.1 Software on JIS Owned Equipment

- 3.1.1** The JIS will supply the operating system and a TN3270 terminal emulation program for all JIS-owned personal computers.

COMMENT

For PCs supplied by the JIS, the JIS provides software essential to operating the PC and obtaining JIS services. The JIS provides a Microsoft Windows operating system, which includes the Internet Explorer web browser.

Because JIS legacy systems use 3270 terminal protocols, a TN3270 client is required to access them in the IP environment. ~~The TN3270 client the JIS currently provides is Seagull Software Bluezone.~~

The JIS ~~provides a limited number of licenses for Brio (see Section 3.1.3, below) but~~ does not provide anti-virus checkers or other software. Because of the need to constantly update such products virus checkers, it is not feasible for the JIS to supply them. All courts and county clerks, including those which use JIS-owned equipment, are strongly advised to acquire and install anti-virus software checkers.

- 3.1.2** The JIS will supply a TN3270 terminal emulation program for any personal computer owned by a local court or county clerk and used to perform court work on the JIS.

COMMENT

For court and county clerk-owned PCs, the JIS provides the software essential to obtaining JIS services. However, because the operating system is so closely associated with the PC, it is the responsibility of the PC owner to provide it, including the web browser. The JIS does not provide virus checkers or other software.

3.1.3 — Brio

~~*Allocations of Brio licenses are based on funds available to buy and maintain the licenses.*~~

- ~~**3.1.3.1** Superior Courts are allocated three copies per court -- two copies for the clerk, one for the administrator. The clerk and administrator may also agree on a different distribution.~~

- ~~**3.1.3.2** Juvenile Courts are allocated three copies per court.~~

- ~~**3.1.3.3** Courts of Limited Jurisdiction are allocated one copy per court and, if additional copies are available, may obtain them on a first-come first-served basis.~~

3.1.3 Court-Provided Software

- 3.1.3.1** Courts and county clerks may install software (e.g., word processors, spreadsheets, etc.), provided they hold a valid license for it, on JIS-owned

personal computers, except for those personal computers used for the Judicial Receiving System (JRS).

- 3.1.3.2** Courts and county clerks may replace the operating system on JIS-owned personal computers with a system that meets the current JIS standard.

COMMENT

The AOC recommends that courts and county clerks not replace the operating system on JIS-owned PCs. The current standard requires a Microsoft Windows operating system. The AOC encourages the use of reimbursement funds during equipment replacement projects if other than standard AOC-issued operating systems are required.

- 3.1.3.3** Courts and county clerks are responsible for ~~bear the risk of~~ any problems associated with any locally installed software, and therefore, are liable for any maintenance costs related to incidents or outages caused by such products ~~it~~.

- 3.1.3.4** JIS users may not use software that allows remote viewing of, control of, or access to any personal computer that connects to the JIS. Courts and county clerks may allow their county and city information services providers to remote control PCs when required for technical support, and the user is notified that the remote control is happening.

COMMENT

Programs such as GoToMyPC that allow remote access of a personal computer present a significant security risk because of the potential ease of access by third parties when a user's PC is enabled for remote access. At the same time user technical support services need to be able to use programs such as Microsoft SMF for PC and software maintenance and troubleshooting.

3.2 Software Requirements for Use of the JIS

- 3.2.1** Windows users' browsers must be maintained at a version not older than the oldest version supported by the vendor ~~Internet Explorer 5.5 or higher~~. AOC may set more specific standards for browsers, applications and plugins, based on known usability and security issues.

COMMENT

For example, if a user has Internet Explorer (IE) version 5.5, and Microsoft no longer provides updates for IE versions below version 9.0, the browser must be upgraded at local cost to at least version 9.0.

- 3.2.2** Cookies must be enabled in browser properties.

4 SECURITY

4.1 Access Rules

4.1.1 Access To The JIS

Except for public access programs such as JIS-Link and the Washington Courts (www.courts.wa.gov) Internet website, access to the JIS computer systems is restricted to authorized personnel who have been assigned a JIS user account. For courts and county clerks, JIS Site Coordinators, under the direction of the county clerk or court administrator, are authorized to assign JIS accounts to individual court or county clerk employees. Such assignments shall be based on each employee's work responsibilities and business need for access and other privileges.

4.1.2 Update Privileges

Information in the JIS database may be updated by court and county clerks' office personnel only. All others shall be restricted to read-only access.

4.1.3 Court User IDs

Courts and county clerks may assign user IDs to their employees only. Only court employees may have court level access and update privileges associated with court user ids.

4.1.4 User Account Deactivation

It is the responsibility of the site coordinator to deactivate an employee's user account (user id and password) upon termination of the employee's employment. Such deactivation must be done at the time the employee last leaves the court or clerk's office premises, regardless of when the employee actually leaves the payroll.

4.1.5 User Responsibilities

Users shall respect the privacy of other JIS network users and the integrity of their data. Users shall not seek information on other users; obtain copies of or modify files, other data, or passwords belonging to other users; or represent themselves as another user.

4.1.6 Password Locked Screensavers

Password locked screensavers shall be used on all personal computers connected to the JIS from the courts, or connected to the AOC network and must be set to initiate the screensaver no more than 15 minutes after the last use.

COMMENT

This control is necessary to support guidance set forth in section 4.4.1.3 of this

policy. JIS connected computers will be configured in such a way that court users cannot change or disable this setting.

- 4.1.6.1** Password Locked Screensavers provide a critical safeguard and may not be disabled. However, in certain instances where business practices are sufficiently impacted, the 15 minute time limit may be extended. The AOC ISD Director will consider such extension requests on a case-by-case basis, and make the final determination after performing a thorough business impact and security analysis.

4.1.7 Reporting Misuse

Any JIS user who suspects misuse of his/her user account or workstation shall report such incidents to the JIS Site Coordinator. Site Coordinators shall report such incidents to AOC Customer Services.

4.1.8 Confidentiality Agreements

An employee of a court or county clerk's office may access the JIS only if he or she has signed a confidentiality agreement in a form approved by the AOC. Employees of courts or county clerks' offices shall review the confidentiality agreement annually.

4.1.9 Access bBy Vendors, Contractors, and Staff of Local Information Technology Departments

Vendors, contractors, and staff of local information technology departments may be granted security privileges for access to non-public data in the JIS if such access is needed in order to develop or maintain an information system for a court or the AOC. Such access shall be governed by written agreements between the AOC, the court or county clerk, and the vendor, contractor, or local information technology department. Such contracts shall require the employees of the vendor, contractor, or local information technology department to sign a confidentiality agreement, and for the court or county clerk to keep the signed copies and to certify to the AOC that such agreements have been executed.

4.2 Passwords

COMMENT

Passwords are an essential part of the JIS security. This section contains basic rules for passwords based on standards developed by the National Institute of Standards and Technology (NIST) and which are generally accepted best practices. Passwords are often the most vulnerable component part of an organization's security strategy scheme. Because they are subject to many kinds of attacks and are dependent on user behavior, strong

passwords, that are changed frequently, are required. See, for example, such sources as *NIST's Implementation Checklists*; *NIST Special Publication 800-53, Recommended Security Controls for Federal Information System*; *Federal Information Processing Standards Publication 112, Standard for Password Usage*; and *Gartner's Best Practices for Managing Passwords*.

- 4.2.1 User access to the JIS and to judicial branch networks is regulated through the use of user id's and passwords. User id's and passwords shall be assigned to individuals only. Group, or "generic" user accounts and credentials are not authorized for this purpose.
- 4.2.2 Each user is responsible for maintaining the confidentiality of his or her password and shall not reveal the password to anyone.
- 4.2.3 User id's and passwords shall not be shared.
- 4.2.4 Passwords shall not be recorded on paper or maintained in clear text files.
- 4.2.5 The JIS requires the use of passwords which have the following characteristics:
 - 4.2.5.1 Passwords must be exactly of 8 characters long.
 - 4.2.5.2 Passwords must contain at least one upper case letter, one lower case letter, and one numeral. Passwords may contain special characters that are compatible, as determined by AOC alphabetic and one numeric character.
 - 4.2.5.3 Passwords must not contain the user's login name, or any part of their full name.
- 4.2.6 JIS security software shall enforce the requirements for passwords and the following business rules:
 - 4.2.6.1 Passwords must be changed at least every 90 days.
 - 4.2.6.2 The last 10 passwords used by an individual must be unique.
 - 4.2.6.3 After five attempts to log in with an incorrect password, the user id must be revoked and the user must place a call to AOC Customer Services to reinstate the account.
- 4.3 **Control of Public Access Terminals**
 - 4.3.1 Public access terminals connected directly to the JIS must meet the access rules established by AOC. Public Access terminals connected to city or county networks and/or the IGN must meet the rules established for those networks as well as AOC.

4.3.2 Public access to the JIS from a court may be provided only from a PC dedicated to public access and set up for that purpose. Such PCs must meet standards for public access terminals established by the AOC.

4.3.3 Courts and county clerks shall employ only public access user ids (designed for public access) when logging into the JIS personal computers used as public access terminals. Other court or county clerk user ids may not be used on public access PCs. ~~All~~ Public access logons shall have be read only privileges.

4.4 Access to the AOC Network

COMMENT

The “AOC Network” is the group of interconnected Local Area Networks (LANs) used by the Supreme Court, Court of Appeals and AOC. It is the home of the JIS mainframe and servers. This policy section applies to all appellate court and AOC employees, contractors, consultants, temporary employees, and anyone else, including those affiliated with third parties, who accesses the AOC network. This section applies to access to the AOC network from personal computers on the network itself and to implementations of remote access that allow direct access to the AOC network from outside the AOC network. The Infrastructure Department has responsibility for monitoring access and for establishing procedures and technical standards. Requests for access to the AOC network must be made by submission to AOC Customer Services of a completed Network Access Request (NAR) form. The AOC Network Access Request form will denote authorization levels, which will vary depending on applicant and access purpose.

4.4.1. General Policy on Access to the AOC Network

COMMENT

These policy sections apply to all access and requests to access the AOC network regardless of whether the access is from a personal computer connected directly to the network or from a personal computer connected to the network from ~~at~~ a remote location ~~not on the network~~.

4.4.1.1. Approved AOC and appellate court employees and authorized third parties (consultants, vendors, etc.), when authorized by an appropriate authority, may be granted access to the AOC network:

- from personal computers directly connected to the network; and/or
- from personal computers using a secure remote access connection.

4.4.1.2. AOC employees may be authorized by their immediate manager, department manager, or the AOC Employee Services Section. Third parties under contract to the Administrative Office of the Courts may be authorized by the manager responsible for the contract. Supreme Court employees or third parties under contract to the Supreme Court may be authorized by a justice or department head. Court of Appeals employees or third parties under contract to the Court of Appeals may be authorized by a judge or the clerk of their division.

4.4.1.3. Access is controlled by user id and password authentication. Each user must have a unique account. Shared accounts are not permitted. The password must comply with Section 4.2 of this policy.

Once a user has successfully logged onto a computer connected to the JIS, they may not leave that computer unattended without first logging off or locking the terminal. This action is necessary to avoid unauthorized access to JIS data and preserve the integrity of security logs.

4.4.1.4. All users are subject to audit of their use of the network.

4.4.1.5. AOC network access for non-AOC or appellate court personnel is limited to the network resources to which they need access.

~~4.4.1.6. Users of the AOC network may use only AOC supplied or approved services to send and receive email. AOC mail servers provide numerous security mechanisms to combat malicious attachments and phishing attempts, and avoid unauthorized access to JIS and user information. To prevent the infiltration of viruses and other malicious software the AOC shall block access to other email services.~~

4.4.2. **Secure Remote Access to the AOC Network**

COMMENT

*These policy sections regulate remote access from personal computers not directly connected to the AOC network. The typical user is an employee connecting from home. **By using remote access technology with personal equipment, users must understand that their machines are a de facto extension of the AOC network, and as such are subject to the same rules and regulations that apply to AOC owned equipment. This means their machines must be configured to comply with all relevant security policies and requirements.***

Secure remote access is a "user managed" service. This means that the user is responsible for selecting an Internet Service Provider (ISP), coordinating installation, and installing any required software. Secure remote access is an IP (Internet Protocol) only resource. Other protocols are not supported.

- 4.4.2.1** Remote access users will be automatically disconnected from the AOC network after thirty minutes of inactivity. The user must then logon again to reconnect to the network. Devices or applications, designed to generate false activity, in order to keep the connection from timing out, Artificial network processes may not be used ~~to keep the connection open~~.
- 4.4.2.2** Violation of this policy may result in termination of service. Contracts with individuals and organizations who need secure remote access shall specify that the AOC or other judicial branch contracting entity may terminate the contract in the event of a violation of this policy.
- 4.4.2.3** If any suspicious activity is detected, the AOC may terminate a user's access without notice and, at its discretion, not reinstate access until the issue has been identified and resolved.
- 4.4.2.4** Users must comply with applicable AOC Infrastructure policies, procedures and technical standards.
- 4.4.2.5** Users requesting secure remote access must certify that they have read and understand this policy and applicable AOC Infrastructure policies, procedures and technical standards.
- 4.4.2.6** It is the responsibility of the employee or organization with secure remote access privileges to ensure that unauthorized users are not allowed access to AOC secure network.
- 4.4.2.7** All remote access gateways will be set up and managed by AOC Network Operations staff. User created gateways are not permitted on the secured network.
- 4.4.2.8** All computers remotely connected to AOC secure network must use up-to-date virus-scanning software with the most recent virus definitions. Computers or devices connected to AOC may require local installation of AOC supplied client software to monitor and enforce AOC security policies and practices.
- 4.4.2.9** The remote access user must keep the security patches up to date for the operating system of any personal computer used to connect to the AOC network ~~up to date~~. Computers or devices connected to AOC may require local installation of AOC supplied client software to monitor and enforce AOC security policies and practices.

- 4.4.2.10 Users of computers that are not the property of AOC must configure the equipment to comply with this policy and AOC Infrastructure security policy and technical standards.
- 4.4.2.11 Only AOC approved applications and procedures may be used to remotely access the AOC network by remote access users.
- 4.4.2.12 Users of remote access services are responsible for the procurement and cost associated with acquiring basic Internet connectivity and for resolving any associated service issues.

4.5 Data Security

COMMENT

The JIS contains sensitive and confidential information, including personally identifiable information (PII). PII is any information about an individual maintained by an agency that can distinguish or trace an individual's identity, or can create a link to an individual. Examples may include date of birth, place of birth, social security number, address, mother's maiden name, financial account numbers, credit card numbers, medical information and educational information. To ensure the security of sensitive and confidential information in JIS, personally identifiable information must only be contained in the appropriate part of the system. Personally identifiable information in inappropriate areas of JIS, such as text fields, are vulnerable to access by those not authorized to view the information.

- 4.5.1 No JIS users shall enter social security numbers into the Judicial Information System. Employer identification numbers may be entered for the purpose of reporting interest earned on accounts held in trust pending the outcome of a case.
- 4.5.2 The Judicial Information System will not contain social security numbers. Employer identification numbers are permissible for the purpose of reporting interest earned on accounts held in trust pending the outcome of a case.
- 4.5.3 Personally identifiable information in JIS shall only be in the fields identified for that information. Personally identifiable information shall not be contained in any other part of the JIS.

5 ON-LINE AND OTHER SERVICES

5.1 Access to Westlaw

The JIS provides no cost access for judicial officers and to court, county clerks' offices and judicial branch employees who need to do legal research to a standard set of Westlaw databases.

5.2 Email

5.2.1 Email for Judicial Officers

COMMENT

These policies on email for judges were established by the JIS Equipment Subcommittee on October 13, 1998 and reviewed by the JIS Committee on October 23, 1998.

5.2.1.1 The JIS provides email addresses and email client software to judicial officers who do not have county or city addresses.

5.2.1.2 The JIS provides email addresses to judicial officers who have county or city email services, and who are concerned about local policies that give control of email to the executive branch, or where local security of email is not adequate.

5.2.2 Listservers

5.2.2.1 The JIS provides a listserv~~er~~ to facilitate sending and receiving email to designated groups, such as judicial branch and association committees.

~~5.3 The Internet~~

~~5.3.1 The JIS does not provide Internet access for trial courts or county clerks.~~

~~5.3.2 Judges may access the JIS via the Internet.~~

5.3 The Extranet (Inside.Courts.Wa.Gov)

5.3.1 Access to the extranet is restricted to judicial officers, county clerks and their staffs, court employees, and other employees of the judicial branch.

5.3.2 Access to the extranet may be granted by the AOC Information Services Director on a temporary basis to city and county information technology department employees, or others in local government if it is necessary to perform services for the judicial branch or a court.

5.4 ~~Data Warehouses and Direct Access to the JIS Database~~

COMMENT

The data warehouse is a central repository of court data. Court data is uploaded nightly to the JIS data warehouse.

5.4.1 In all cases governed by Section 5.5, access will be appropriate to the user's case level security.

~~5.4.2 Courts and county clerks will be granted access to the JIS data warehouse using AOC supplied and maintained query software.~~

~~5.4.3 Requests for access to additional data elements must be submitted to AOC Customer Services.~~

~~5.4.1 Courts and county clerks will be granted access using AOC supplied query software to data warehouses containing JIS data.~~

~~Currently, the query software for the data warehouse is Brio Insight. The policy on the allocation of JIS-funded Brio licenses is in Section 3.1.3. The existing data warehouse contains limited jurisdiction court data only. Therefore, county clerks have been enabled to have direct access as provided in Section 5.5.2.~~

~~5.4.2 A court's or clerk's information technology staff, a local jurisdiction's information technology department, a vendor, or contractor may be granted direct access to the JIS database if the court or clerk approves the request in conjunction with services provided to the court or clerk to develop or maintain an information system.~~

~~Currently, direct access shall be through the use of ODBC (open data base connectivity). In the future, direct access to the production database will likely be replaced by access to an operational data store, which would be a duplicate of the production database.~~

~~The policy on Access By Vendors, Contractors and Staff of Local Information Technology Departments is in Section 4.1.9.~~

~~5.4.3 In all cases governed by Section 5.5, access will be restricted to the data related to cases filed in the local jurisdiction.~~

~~5.4.4 Data elements available via direct access will be controlled by AOC using database views. A court or county clerk who wants access to additional data must submit a change request.~~

~~5.4.5 The AOC shall provide a standard form contract for direct access arrangements that involve non-court entities such as local information technology departments, contractors, or vendors. Such contracts shall specify requirements for the protection and non-disclosure of confidential information as provided in Section 4.1.9.~~

6 USE OF CUSTOMER SERVICES

6.1 AOC Customer Services provides assistance to courts, county clerks, criminal justice and other public agency users, ~~and JIS-Link general subscribers.~~ It

does not provide assistance to third-party clients of JIS-Link subscribers and does not provide phone training in the JIS-Link application.

- 6.2 Only designated users may place calls to Customer Services. Designated users include judicial officers, including judges, county clerks, court administrators, and site coordinators, and court staff who are designated by their administrator as authorized callers.~~may place calls to Customer Services.~~

7 IMPLEMENTATION OF COURTS AS JIS USERS

COMMENT

This section reflects the notion that the JIS cannot provide resources unless its budget contains funding for them. New municipal courts are typically established outside of state budget cycles. The JIS does periodically plan and budget for implementation of existing non-JIS courts.

7.1 Newly Established Municipal Courts

- 7.1.1 The JIS will not supply end-user equipment (printers or personal computers).
- 7.1.2 Courts must acquire and use equipment which meets current JIS standards.
- 7.1.3 The JIS will provide equipment or reimbursement in future replacement cycles.
- 7.1.4 The JIS will provide network connections as described under “networking,” above.
- 7.1.5 The JIS will provide training and implementation services to the extent resources are available.
- 7.1.6 The JIS will provide limited telephone assistance on equipment and implementation issues.

7.2 Existing Courts Which Join JIS

- 7.2.1 The JIS will provide a full set of end user equipment at no cost to courts which join during AOC programs to add courts.
- 7.2.2 The JIS will provide a single set of equipment (PC and printer) at no cost to Courts which join at other times.
- 7.2.3 Equipment courts acquire and use must meet current JIS standards.
- 7.2.4 The JIS will provide equipment or reimbursement in future replacement cycles based on current allocation rules.
- 7.2.5 The JIS will provide network connections as described under “networking,” above.

8 NEW COURT OR COUNTY CLERK FACILITIES

COMMENT

This policy section reflects the notion that relocation decisions are made locally and therefore the local court should be responsible for their impacts.

Relocation requires coordination and advance planning with the AOC. The AOC requires eight weeks in advance notice so that appropriate connectivity can be established.

- 8.1 The JIS will not pay for the cost to relocate equipment and wiring.
- 8.2 The JIS will provide standard category 5 wire to courts needing such wire.
- 8.3 The JIS will be responsible for any required relocation of network connections.
- 8.4 The JIS does not provide equipment for additional new locations of existing JIS courts.

9 SUPPLIES

COMMENT

Historically, the JIS has supplied standard form paper and ribbons for printers dedicated to printing reports from JIS. The JIS has not supplied or paid for forms unique to a court, or for supplies related to laser printers which may be used for non-JIS purposes.

- 9.1 The JIS will supply standard form printer paper and ribbons for impact and dot matrix printers in the courts.
- 9.2 The JIS does not supply or cover the cost of special forms.
- 9.3 The JIS will not supply or cover the cost of toner, paper, or photo conductors for either court owned or JIS-owned laser printers.
- 9.4 The JIS will not replace batteries in laptops supplied to the courts.

10 JIS APPLICATIONS

10.1 Requests for JIS Application Service Change Management

- 10.1.1 Change Routine requests involving application access, use, security, or data quality must will be submitted through AOC Customer Services categorized according to the following scheme and will be managed by AOC.

Request Category	Time to Respond	Time to Resolve
Emergency Application Access (Problems with a database, communication lines, system releases, and other activity that impair the use and access to any judicial application and resource)	Level 1 (1 to 48 hours)	Level 1 (1 to 48 hours)
Security (Identified or possible breaches in authorized access to the system by court staff or other application users, changes to increase or decrease authorized access to any judicial application and resource)	Level 1 (1 to 48 hours)	Level 2 (1 to 72 hours)
Data Quality (Problems caused by corrupt, inconsistent, or erroneous data entered by application user or errors caused by application)	Level 3 (24 hours to 1 week)	Level 4 (2 weeks to 1 month)
Business Policy and Practices (Identifies policies and practices that degrade efficiency in judicial processes and the operation of an application)	Level 4 (2 weeks to 1 month)	Level 5 (Up to 2 months or more)
Application Enhancements (New or enhanced features and functionality to the judicial application)	Level 2 (1 to 72 hours)	Level 5 (Up to 2 months or more)
Legislative Mandates (Changes required by law)	Level 1 (1 to 48 hours)	Level 5 (Up to 2 months or more)

~~10.1.2 Level 1-3 requests are generally handled by AOC working with courts and involves no committee participation. Level 4 and 5 requests require AOC to coordinate with courts, committees, and other external agencies.~~

~~10.1.2 Requests involving business policy and practices, application enhancements or replacement, legislative or court rule mandates, and non-emergency data requests quality problems must be submitted through the IT Governance Portal to the JIS Advisory Committee and follow the IT Governance Framework and JIS IT Governance Policy, approved by the JISC JIS Change Request Guidelines.~~

10.2 Custom Local Systems, Interfaces, Reports and Services

10.2.1 Local jurisdiction supplemental systems will not be granted access to JIS systems except through standard AOC provided web services if the primary purpose is duplicative to state provided systems. AOC will not support, financially or through services, the acquisition, configuration, integration, or maintenance of duplicative local systems. Any exceptions to this policy must be approved by the JISC. If a policy exception is approved, the request must then be submitted through the IT Governance Process for prioritization and scheduling, based on available resources.

10.2.24 Courts may create their own custom user interfaces, reports or services (including data exchanges) consistent with the standard JIS application programming interfaces (API's) for business services or the JIS enterprise data warehouse.

10.2.32 Custom extensions developed to meet local needs do not require JIS Committee approval and will receive no JIS support.

Judicial Information System Committee Meeting

September 5, 2014

DECISION POINT – JIS General Policies

MOTION:

I move to amend the JIS General Policies as indicated in the attached draft.

I. BACKGROUND

JIS policies are adopted by the JISC by its authority under RCW 2.68 and JISC Rule 1. The JIS General policies have not been updated for many years and need many amendments to bring them up to date with changes in current technologies and practices.

The JIS General policies also need two substantive additions. The first is to reflect the June 27, 2014 decision of the JISC to remove social security numbers from the Judicial Information System. The second is to address the SC-CMS project risk identified by BlueCrane regarding support of local systems with functionality that duplicates that available in the statewide system.

II. DISCUSSION

The following list summarizes the proposed amendments to the JIS General Policies:

Section 1 reflects changes in JISC and state policies regarding equipment replacement.

Sections 2, 3 and 4 reflect updates in technology and security practices.

Section 4.5 is a new section 4.5 that codifies the June 27, 2014 JISC decision to eliminate social security numbers in JIS.

Section 5.5 is rewritten to update references to technology and practices regarding the data warehouse.

Section 6 clarifies access to Customer Services.

Section 10.1 is rewritten to reflect the changes in IT Governance since the adoption and implementation of the IT Governance process.

Section 10.2 is added to address the BlueCrane identified risk regarding support for systems with functionality that duplicates that available through the statewide system.

OUTCOME IF NOT PASSED –

If the amendments to the JIS General Policies are not passed, the policies will remain very out of date, the JISC's recent decision on social security numbers will not be incorporated, and the risk to the SC-CMS project will not be addressed.

RULE 13

LOCAL COURT SYSTEMS

- (a) An “electronic court record system” is any electronic court records technology system that is the source of data identified in the JIS Standards for Electronic Court Record Systems.
- (b) Counties or cities wishing to establish electronic automated court record systems must receive the approval of the Judicial Information System Committee. The presiding judge or county clerk or local legislative authority proposing such a system shall provide ~~advance~~-notice of the proposed development to the Judicial Information System Committee and the Administrative Office of the Courts ~~Office of the Administrator for the Courts~~ 12 months ~~90 days~~ prior to submitting the budget proposal to the local legislative authority or the purchase or acquisition of software or services. ~~the commencement of such projects for the purpose of review and approval.~~
- (c) Counties or cities with electronic court record systems must comply with the JIS Standards for Electronic Court Record Systems to be eligible for Judicial Information System (JIS) account funding or services and equipment funded by the JIS account.

Judicial Information System Committee Meeting

September 5, 2014

DECISION POINT – JISC Rule 13

MOTION:

I move to amend the JISC Rule 13 as indicated in the attached draft.

I. BACKGROUND

JISC Rule 1 states that AOC will operate a statewide Judicial Information System to serve the courts of Washington, under the direction of the JISC and with the approval of the Supreme Court pursuant to RCW 2.56. RCW 2.68.010 provides for the JISC to “determine all matters pertaining to the delivery of services available from the judicial information system.”

JISC Rule 13 governs JISC review and approval of local city or county automated court records systems. The rule was adopted in 1976, and has not been amended since. It does not reflect the current realities of technology system development.

The JISC recently adopted the JIS Standard for Local Automated Court Record Systems that provides guidance to courts operating their own systems regarding the minimum data that must be in the statewide judicial information system. The proposed amendments to JISC Rule 13 align the rule with the accompanying JIS Standard.

II. DISCUSSION

With some courts contemplating leaving the statewide Judicial Information System and implementing their own systems, it is crucial for those courts to have direction so they know their responsibilities and what to expect when making those decisions. It is also crucial to public safety for all Washington courts and justice partners to continue to have access to statewide judicial information.

OUTCOME IF NOT PASSED –

If JISCR 13 is not amended to reflect the current reality, Washington will no longer have a statewide system, as required by JISC Rule 1 and Chapters 2.56 and 2.68 RCW.

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

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

September 5, 2014

Recent Activities

- ✓ DMS Commitment/Intent Forms were sent to all 37 counties
- ✓ Responses requested by:
 - August 1, 2014 – Pilot Sites
 - September 1, 2014 – Early Adopter Sites
 - October 1, 2014 – Remaining 30 Counties
- ✓ Exception:
 - Thurston County Clerk's Office requested extension – August 8, 2014

Recent Activities *(cont'd)*

- ✓ Pilot Site DMS Decisions:
 - ✓ Lewis County has chosen to implement Odyssey DMS
 - Thurston County
 - Court: Odyssey DMS
 - Clerk: Link Only
 - Board of County Commissioners:
“Uncertain nature of the long term fiscal impacts preclude us from agreeing that we will accept responsibility for any applicable costs” for either DMS options.

Project Steering Committee Decision




- Motion:

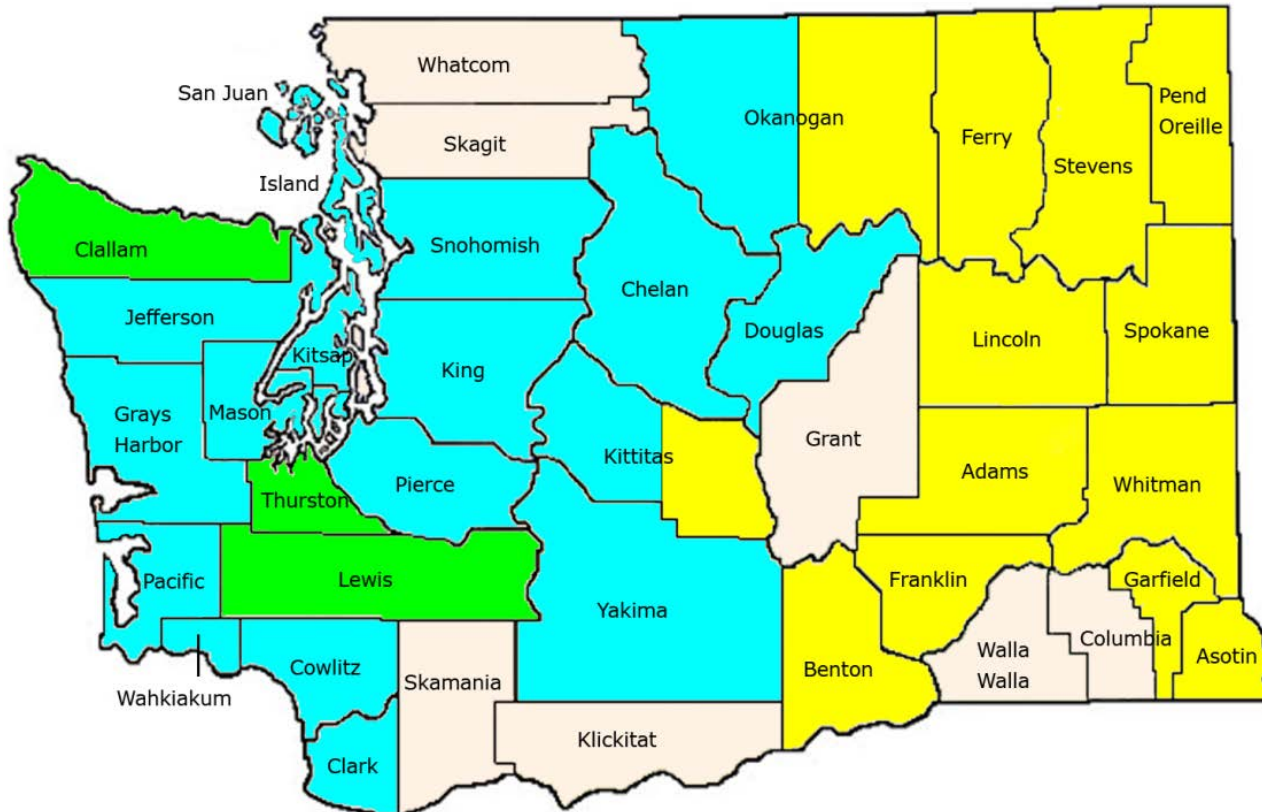
Move Thurston County from pilot status into early adopter status in order to allow the clerk's office and the third party vendor time to pursue upgrading and conversion from Liberty to the most current version of OnBase and local integrations.

- The Project Steering Committee (PSC) unanimously passed this motion – August 12, 2014
- AOC State Court Administrator notified Thurston County Court, County Clerk's Office, and Board of County Commissioners of decision – August 12, 2014

Recent Activities *(cont'd)*

- ✓ Completed Demonstration of the Odyssey Document Management System and Judge Edition:

 Spokane – July 22, 2014  SeaTac – August 19, 2014  Previous DMS Demo



Recent Activities *(cont'd)*

- ✓ Completed One Week Pilot Site Odyssey Training for Pilot Power Users – July 14-18
- ✓ Completed One Week Power User Training for AOC Educators, Customer Service Staff, and Business Analysts – July 21-25
- ✓ Completed Additional One Week Training for Those Unable to Attend Above Training – August 25-29

Work In Progress

- Compiling Results of Early Adopter Document Management System Intent for Implementation
- Beginning Local Configuration for Pilot Site
- Planning for Early Adopter Power Users Odyssey Training – January 2015
- Developing Curriculum and Schedule for Pilot Site End Users – May 2015

Next Steps

- Project Steering Committee will Re-Evaluate Early Adopter Sites bases on Modified Criteria
- Begin Document Conversion Process for Lewis County
- Begin Documenting Transition Plan Activities and Discussions
- Initiate Communication with 3rd Party Vendors for Link Only Approach

Active Project Risks – July 2014

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

Phase 1 – Project Initiation and Planning

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

Phase 2 – Solution Design & Development

MILESTONES or PROJECT DELIVERABLES	CURRENT PLAN DATE
✓ Certify Infrastructure Build	January 2014
✓ Complete Data Mapping	January 2014
✓ SC-CMS User & Administrator Training	January 2014
✓ Case Manager Workshop	February 2014
✓ Financial Workshop	February 2014
✓ Forms Workshop	March 2014
✓ Security Workshop	March 2014
✓ First Data Conversion Push	June 2014
✓ Pilot Integration Conceptual Process Design Documents	July 2014
✓ Pilot Application Conceptual Process Design Documents	August 2014

Phase 3 – Pilot Implementation

MILESTONES or PROJECT DELIVERABLES	CURRENT PLAN DATE
✓ Second Data Conversion Push	August 2014
DMS Intent decisions received	October 2014
Third Data Conversion Push	October 2014
Development (Customization & Integration) Work Completed	October 2014
Integration Testing Begins	November 2014
Fourth Data Conversion Push	January 2015
Local Court Configuration Completed	January 2015
Integration Testing Completed	February 2015
Pilot Mock Go-Live	February 2015
Pilot End User Training Complete	May 2015
Pilot Go-Live Conversion Activities Begin	June 2015



August 12, 2014

Callie T. Dietz
State Court Administrator

Honorable Carol Murphy, Presiding Judge
Thurston County Superior Court
2000 Lakeridge Drive SW, Building 2
Olympia, WA 98502

Honorable Betty Gould
Thurston County Clerk
2000 Lakeridge Drive SW, Building 2
Olympia, WA 98502

Honorable Karen Valenzuela, Chair
Thurston County Commission
2000 Lakeridge Drive SW, Building 1, Room 269
Olympia, WA 98502-6045

Dear Judge Murphy, Ms. Gould, and Commissioner Valenzuela:

Thank you all for responding to my request on behalf of the Superior Court Case Management System (SC-CMS) Project Steering Committee to determine Thurston County's preferred approach for document management in the new Odyssey Case Management System. In summary, we learned that 1) the court prefers to implement the integrated document management system (DMS) that is part of the state's contract for the Tyler Odyssey product; 2) the County Clerk prefers to remain with their current DMS product utilizing the Link-Only ("Pointer") option; and 3) the Board of County Commissioners needs more information about "the full financial impact of both options."

Judge Murphy said in her August 8, 2014 letter: "We are hopeful that we can move forward as a Pilot Site with the understanding that we will need to agree on one of the two imaging systems very soon." Unfortunately, there does not appear to be a clear path toward resolving this difference of opinion in the near term and time is of the essence.

The SC-CMS Steering Committee addressed the status of pilot site implementation this morning. The Steering Committee discussed the absence of agreement on the DMS approach at Thurston County and recent statements from the County Clerk's Office that the county will be unable to complete upgrades from Liberty to OnBase in time to meet project deadlines. After weighing the options, the Steering Committee unanimously decided that it is in the best interests of the statewide project to pilot Odyssey in Lewis County in June 2015 and move Thurston County into the next group of courts—the Early Adopters—that will "Go Live" in November 2015.

The Steering Committee concluded that moving Thurston County to the November implementation group will allow the County Clerk's office and the third party vendor more time to pursue upgrading and conversion from Liberty to the most current version of OnBase as well as local integrations. During this time, the Administrative Office of the Courts (AOC) will also work with third-party DMS vendors to gather more information about costs and timelines for implementing the Link-Only option statewide. This work with the third-party DMS vendors will help us gather additional detail about that option as requested by the Judicial Information System Committee and Commissioner Valenzuela. The Steering Committee's decision will also provide the additional time mentioned in Judge Murphy's letter to help Thurston County reach consensus on its DMS approach and ensure that all integration work has been identified and successfully completed before "Go Live."

Although this decision may be disappointing, we firmly believe it is the best way to keep the project on schedule to meet our contractual obligations with Tyler Technologies and ensure a successful Odyssey implementation for Thurston County and the rest of the state.

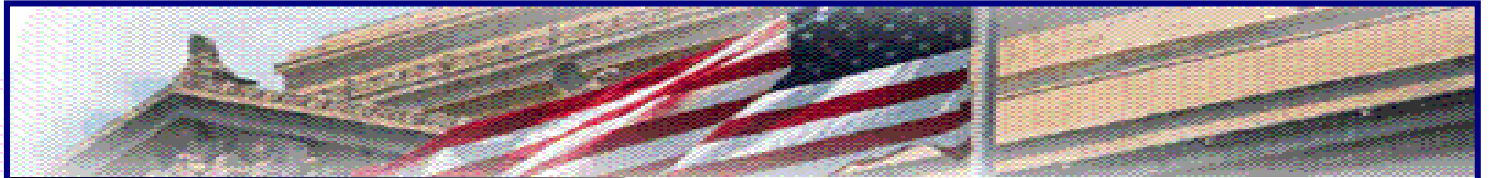
Thank you all for your hard work and dedication to this project. We look forward to continuing to work with you on this important case management system.

Sincerely,



Callie T. Dietz
State Court Administrator

cc: Hon. Mary Fairhurst, Chair, Judicial Information System Committee
SC-CMS Steering Committee Members
Hon. Jeffrey Ramsdell, President, Superior Court Judges' Association
Hon. Ruth Gordon, President, Washington State Association of County Clerks
Hon. Frank Maiocco, President, Association of Washington Superior Court Administrators



bluecrane
**MANAGEMENT CONSULTING
FOR STATE AND LOCAL
GOVERNMENTS**

EXECUTIVE ADVISEMENT

QUALITY ASSURANCE

PROJECT OVERSIGHT

PROJECT MANAGEMENT

*INDEPENDENT VERIFICATION AND
VALIDATION (IV&V)*

RISK REDUCTION

Quality Assurance Report

for the

State of Washington

Administrative Office of the Courts (AOC)

SC-CMS Project

July 31, 2014

Prepared by
Bluecrane, Inc.





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Part 1: Executive Summary and Assessment Dashboard

Executive Summary

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

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

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

For July, we continue to identify three risks that have been raised in prior months:

- **Schedule risk.** Successful completion of the SC-CMS Project requires the ability to estimate and plan the work required to complete the project, monitor the plan as the project progresses, and make adjustments to keep the project on track. Additionally, the SC-CMS Project has dependencies on integration components that are being developed as part of the Information Networking Hub (INH) Project as well as two projects under the umbrella effort known as Commercial-off-the-Shelf Preparation (COTS Prep). All of this project work must be planned and monitored, and adjustments made as needed to meet the pilot go-live date of June 2015. As an interim milestone, the construction and discrete testing of all components and system modifications must be completed by November 1, 2014.

In order to ensure adequate tracking of the AOC SC-CMS efforts, Tyler SC-CMS work, INH, and COTS Prep, it is necessary to have (1) project schedules for each individual project that are at a level of detail adequate to determine resource requirements to achieve timing commitments and (2) an integrated view of the schedules that provides a level of confidence that dependencies between and among the individual projects are being tracked and coordinated so that the overall combined efforts are on-track for timely completion.

Currently the project schedules do not contain an adequate level of detail and do not have adequate dependencies identified due to (1) a lack of schedule management resources, (2) schedule work being documented and tracked in different formats, and (3) related project work being tracked by different people.

In the past, resources allocated to project scheduling activities have been inadequate to provide the detailed information required for a high-level of confidence that the schedule is achievable. In July, the project allocated additional resources to scheduling activities, and we plan to review the results of the increased efforts in August.



As we've said in the past, we are *not* advocating that all of the project schedules (AOC SC-CMS tasks, Tyler work, INH, COTS Prep, and possibly other related efforts) be combined into a single, monolithic schedule. Creating and maintaining such a schedule is not likely to produce results worth the effort required. We suggest, in addition to developing detailed schedules for each project, that a single, integrated view of key milestones from each of the efforts needs to be created and maintained. The integrated view should also have frequent and regular management reviews conducted.

- **Application architecture risk.** As noted in our prior report, the alternatives to implementing document management for the SC-CMS project have been narrowed to two, one preferred by the Clerks' Association that utilizes third-party document management software and one preferred by the judges and administrators that uses the Odyssey document management feature. Pilot counties were requested to select their DMS option by August 1. Lewis County has selected Odyssey for their document management solution. Thurston County has requested an extension for the decision to complete their analysis. The early adopter counties have been requested to select a DMS option by September 1.
- **County ancillary systems that duplicate the functionality of Odyssey.** As noted in previous reports, the purchase by counties of products that provide the same functionality as Odyssey components results in duplicated functionality and costs, and needs to be addressed by AOC, and potentially, the JISC. A meeting with AOC IT managers was conducted in July to discuss the issue, and a policy has been developed that will be presented to the JISC in September.



bluecrane QA Assessment Dashboard

Area of Assessment	Urgency	May 2014	Jun 2014	Jul 2014	Summary Status/Recommendations
Project Management and Sponsorship					
Governance	Serious Consideration	Risk Being Addressed	Risk Being Addressed	Risk Being Addressed	<p>Currently, AOC does not have a policy regarding the support of county ancillary systems that duplicate the functionality of AOC systems that are in the process of being implemented. The purchase by counties of products that provide the same functionality as Odyssey components duplicate functionality and costs. This is a risk that should be addressed by AOC, and potentially, the JISC.</p> <p>If counties or courts continue to implement custom-developed or purchased systems that have overlapping functionality with SC-CMS, then the scope, complexity, and cost of SC-CMS will almost certainly increase, adding risk to the project. Counties would bear not only the one-time implementation costs of the one-off, stand-alone software, but would have on-going maintenance costs for the software as well. Likewise, AOC would incur on-going maintenance costs for custom interfaces if one-off, stand-alone systems are implemented. Failure to mitigate this risk now with a defined policy and approach fosters a continuing high degree of uncertainty.</p> <p>A meeting with AOC IT managers was conducted in July to discuss the issue, and a policy has been developed that will be presented to the JISC in September.</p>



Area of Assessment	Urgency	May 2014	Jun 2014	Jul 2014	Summary Status/Recommendations
Scope	Serious Consideration	Risk Being Addressed	Risk Being Addressed	Risk Being Addressed	<p>The risk of duplicated functionality (and associated costs) discussed above under Governance, has ramifications related to Scope as well. Replacement of these ancillary systems with SC-CMS functionality is an important aspect of the SC-CMS implementation in order to realize cost savings and improved reliability inherent in an integrated system. If counties continue to implement custom-developed or purchased systems that have overlapping functionality with SC-CMS, then the scope, complexity, and cost of the SC-CMS project will almost certainly increase, adding risk to the project.</p>
Schedule	Urgent Consideration	Risk	Risk	Risk	<p>Currently the project schedules do not contain an adequate level of detail and do not have adequate dependencies identified due to (1) a lack of schedule management resources, (2) schedule work being documented and tracked in different formats, and (3) related project work being tracked by different people.</p> <p>If project work is not adequately planned, the amount of work to complete project activities may be underestimated or resources may be over-allocated. If inaccurate estimates are not identified until late in a work activity, a delay in the completion of those components could result in a delay of the SC-CMS pilot go-live date.</p> <p>While each project currently has a schedule, we continue to be concerned that the amount of detail in some cases is not adequate to support the high-level of confidence of timely completion that the Executive Sponsors should have. Moreover, an integrated view with tracking of the interdependencies between the various projects is missing. In July, the project allocated additional resources to scheduling activities, and we plan to review the results of the increased efforts in August. We'll update our assessment of the risk in this area at that time.</p>



Area of Assessment	Urgency	May 2014	Jun 2014	Jul 2014	Summary Status/Recommendations
Budget	N/A	Risk Being Addressed	No Risk Identified	No Risk Identified	When information/results are available from the Pilot Court implementations, the Steering Committee will reassess the local cost framework.
Communication	N/A	No Risk Identified	No Risk Identified	No Risk Identified	The project utilizes several approaches to communicate information to project stakeholders. Project status is communicated to AOC management, project team members, and other AOC stakeholders in multiple weekly meetings. Project Steering Committee Meetings are conducted monthly. Information is provided to representatives of the Judges, Clerks, and Administrators associations who pass information to the association members through their normal communication paths.
Staffing and Project Facilities	Urgent Consideration	No Risk Identified	Risk	Risk	Resources allocated to project scheduling activities have been inadequate to provide the detailed information required for a high-level of confidence that the schedule is achievable. In July, the project allocated additional resources to scheduling activities, and we plan to review the results of the increased efforts in August.
Change Management	N/A	No Risk Identified	No Risk Identified	No Risk Identified	The scope and budget have been baselined.
Risk Management	N/A	No Risk Identified	No Risk Identified	No Risk Identified	The project risk log has a list of identified risks.
Issue Management	N/A	No Risk Identified	No Risk Identified	No Risk Identified	The project issue log has a list of identified issues.
Quality Management	N/A	No Risk Identified	No Risk Identified	No Risk Identified	The project team has developed a Quality Management Plan.



Area of Assessment	Urgency	May 2014	Jun 2014	Jul 2014	Summary Status/Recommendations
People					
Stakeholder Engagement	N/A	No Risk Identified	No Risk Identified	No Risk Identified	Stakeholder engagement and organizational change management activities are underway, however these activities are not being tracked in a project schedule.
Business Processes/ System Functionality	N/A	No Risk Identified	No Risk Identified	No Risk Identified	Process flows that represent the current state of court business processes have been developed and reviewed by the CUWG. The business processes will be utilized configuration activities to identify how Washington courts processes will be supported by Odyssey.
Contract Management / Deliverables Management	N/A	No Risk Identified	No Risk Identified	No Risk Identified	The list and schedule of vendor deliverables are identified in the Tyler contract and are being managed by the project team.



Area of Assessment	Urgency	May 2014	Jun 2014	Jul 2014	Summary Status/Recommendations
Application					
Application Architecture	Serious Consideration	Risk Being Addressed	Risk Being Addressed	Risk Being Addressed	<p>Two of the four document management implementation options have been identified by the representatives of the clerks, judges, and administrators as viable.</p> <p>If the courts do not use Odyssey to store copies of documents, then there will be additional costs to integrate third-party document management solutions. The integration of third-party solutions introduces additional risks (technical, schedule, and scope) to the SC-CMS Project. If, on the other hand, the Odyssey document management solution does not meet all of the identified document management needs of the courts, court personnel may experience the inability to efficiently perform their responsibilities.</p> <p>Lewis has selected to use Odyssey for document management. Thurston requested an extension for the decision to complete their analysis. The early adopter counties have been requested to select a DMS option by September 1.</p>
Requirements Management	N/A	No Risk Identified	No Risk Identified	No Risk Identified	The CBO and CUWG will document Use Cases for the To-Be processes as needed.



Area of Assessment	Urgency	May 2014	Jun 2014	Jul 2014	Summary Status/Recommendations
Application Interfaces	Urgent Consideration	Risk	Risk	Risk	<p>The Information Networking Hub (INH) and COTS-Prep Application projects are preparing AOC interfaces to Odyssey. AOC and Tyler will collaborate on a collection of translation components that will be constructed to facilitate the transfer of data between the SC-CMS Odyssey system and the AOC legacy systems.</p> <p>Integration work activities are being tracked in multiple schedules and lists by multiple project managers. In the past, the project schedules have not been sufficiently decomposed and dependencies have not been adequately tracked. In July, the project allocated additional resources to scheduling activities, and we plan to review the results of the increased efforts in August.</p>
Data					
Data Preparation	N/A	No Risk Identified	No Risk Identified	No Risk Identified	The pilot courts have communicated that they would like the opportunity to clean up their data prior to going live.
Data Conversion	N/A	No Risk Identified	No Risk Identified	No Risk Identified	Conversion activities continued in July.
Infrastructure					
Statewide Infrastructure	N/A	No Risk Identified	No Risk Identified	No Risk Identified	The statewide server infrastructure was installed in the AOC data center in November ahead of schedule.
Local Infrastructure	N/A	No Risk Identified	No Risk Identified	No Risk Identified	The project team has begun discussions with the pilot counties on local infrastructure readiness activities.



Part 2: Review of *bluecrane* Approach

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

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

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

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

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



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

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

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



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

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

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

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

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

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



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

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



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

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



Category:	Project Management and Sponsorship	May 2014	Jun 2014	Jul 2014
Area of Assessment:	Governance	Risk Being Addressed	Risk Being Addressed	Risk Being Addressed
Urgency:	Serious Consideration			

Observation/Risk 1: Currently, AOC does not have a policy regarding the support of county ancillary systems that duplicate the functionality of AOC systems that are in the process of being implemented. The purchase by counties of products that provide the same functionality as Odyssey components duplicates functionality and costs. This is a risk that should be addressed by AOC, and potentially, the JISC.

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

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

Status: A meeting with AOC IT managers was conducted in July to discuss the issue, and a policy has been developed that will be presented to the JISC in September.



Category:	Project Management and Sponsorship	May 2014	Jun 2014	Jul 2014
Area of Assessment:	Scope	Risk Being Addressed	Risk Being Addressed	Risk Being Addressed
Urgency:	Serious Consideration			

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

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

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

Status: A meeting was conducted in July with AOC IT managers to discuss the development of an ancillary system policy that will provide guidance to counties on the implementation of software that provides overlapping functionality.



Category:	Project Management and Sponsorship	May 2014	Jun 2014	Jul 2014
Area of Assessment:	Schedule	Risk	Risk	Risk
Urgency:	Urgent Consideration			

Observation/Risk – Lack of Schedule Decomposition and Integration: Successful on-time delivery of the SC-CMS Project requires the ability to estimate and plan the work required to complete the project, monitor the plan as the project progresses, and make adjustments to keep the project on track. Additionally, the SC-CMS Project has dependencies on integration components that are being developed as part of the Information Networking Hub (INH) Project as well as two projects under the umbrella effort known as Commercial-off-the-Shelf Preparation (COTS Prep). All of this project work must be planned, monitored, and adjustments made as needed to meet the pilot go-live date of June 2015. As an interim milestone, the construction and integration testing of all components and system modifications must be completed by November 1, 2014.

In order to ensure adequate tracking of the AOC SC-CMS efforts, Tyler SC-CMS work, INH, and COTS Prep, it is necessary to have (1) project schedules for each individual project that are at a level of detail adequate to determine resource requirements to achieve timing commitments and (2) an integrated view of the schedules that provides a level of confidence that dependencies between and among the individual projects are being tracked and coordinated so that the overall combined efforts are on-track for timely completion. Although quite a lot of the work has been identified at a high level, the project schedules and various tracking lists do not contain an adequate level of detail and do not have adequate dependencies identified between individual tasks to provide a high-level of confidence that project milestones including the June Go-Live date can be met. Additionally, the activities that are being tracked are lacking properties that have been identified in the SC-CMS Schedule Management Plan as necessary to adequately plan and track progress toward successful completion of project deliverables. Examples of schedule management variances include high level activities that do not have an assigned resource, and lack of a schedule baseline.

There are several causes to the current schedule situation:

- There is lack of resources to adequately develop and maintain the schedules to the level of detail required to use the schedules and lists to accurately determine the probability of meeting milestones leading up to pilot go-live in June.
- The schedule work is documented and tracked in different formats including Microsoft Project schedules, Excel spreadsheets, and the whiteboard in the project room. Related activities are tracked in different schedules and lists, making the tracking of dependencies very difficult.
- Related project work is being tracked by different people making it difficult to get a holistic view of the project work.



Impact: The amount of work to complete project activities may be underestimated or resources may be over-allocated. If inaccurate estimates are not identified until late in a work activity, a delay in the completion of those components could result in a delay of the SC-CMS pilot go-live date. Additionally, lack of identifying dependencies between work activities may result in delayed milestones or unintentional misrepresentation of scheduled activities.

Recommendation: A concentrated effort should be undertaken to identify the necessary work details to determine the achievability of the current timeline. The SC-CMS, INH, and COTS-Prep projects should complete detailed estimates of the development and implementation effort, and use the estimates to produce detailed project schedules. A detailed list of the tasks to complete the project work will allow AOC to determine the resource requirements necessary to complete the work on schedule and provide a detailed tracking capability to closely monitor progress of project activities.

Dedicated schedule management resources should be assigned to maintain the respective schedules and interdependencies between the schedules. The schedule managers should have intimate knowledge of the status of near-term project activities and overall knowledge of the detailed tasks needed to meet the pilot go-live schedule.

All of the detailed work for the various projects should be tracked together with linked dependencies. For example, all of the work required to complete the INH case and party replication should be tracked by one person in one format to provide a holistic view of the work and to easily identify interdependencies. This includes the activities to complete Party Replication Logs (PRLs), design, development, testing (unit, system, integration, performance, UAT), and deployment. Work performed by the BAs, CBO, SC-CMS project team, AOC testing team, AOC M&O team, AOC infrastructure team, and Tyler should be included.

To be clear, we are *not* advocating that all of the project schedules (AOC SC-CMS tasks, Tyler work, INH, COTS Prep, and possibly other related efforts) be combined into a single, monolithic schedule. Creating and maintaining such a schedule is not likely to produce results worth the effort required. We suggest, in addition to developing detailed schedules for each project, that a single, integrated view of key milestones from each of the efforts needs to be created and maintained. The integrated view should also have frequent and regular management reviews conducted.

Status: While each project currently has a schedule, we continue to be concerned that the amount of detail in some cases is not adequate to support the high-level of confidence of timely completion that the Executive Sponsors should have. Moreover, an integrated view with tracking of the interdependencies between the various projects is missing. In July, the project allocated additional resources to scheduling activities, and we plan to review the results of the increased efforts in August.



Category:	Project Management and Sponsorship	May 2014	Jun 2014	Jul 2014
Area of Assessment:	Budget	Risk Being Addressed	No Risk Identified	No Risk Identified
Urgency:	N/A			

Observation: When information/results are available from the Pilot Court implementations, the Steering Committee will reassess the local cost framework, potentially revise the framework based on the Pilot Court experiences, and then make a recommendation to the JISC for cost sharing between the State and the local levels for the next phase of SC-CMS.



Category:	Project Management and Sponsorship	May 2014	Jun 2014	Jul 2014
Area of Assessment:	Project Communications	No Risk Identified	No Risk Identified	No Risk Identified
Urgency:	N/A			

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

Status: The SC-CMS project publishes a weekly status report. Tyler provides a monthly status report.

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



Category:	Project Management and Sponsorship	May 2014	Jun 2014	Jul 2014
Area of Assessment:	Staffing and Project Facilities	No Risk Identified	Risk	Risk
Urgency:	Urgent Consideration			

Observation/Risk: Resources allocated to project scheduling activities are inadequate to provide the detailed information required for a high-level of confidence that the schedule is achievable.

Impact: As detailed in the Schedule assessment area, the lack of dedicated schedule management resources has resulted in inadequate tracking of project activities.

Recommendation: Additional resources should be allocated to develop the level of schedule detail required to adequately manage project activities and estimate resources and time required for future work. A temporary focused allocation of resources would result in the development of a detailed schedule. Schedule management resources could then be dropped to a lower level after the detailed schedule was in place.

The project work could be divided between several schedule managers. For example the INH Project Manager could be responsible for tracking all of the INH and Odyssey application integration work being performed by the AOC software developers, the Tyler software developers, the SC-CMS business analysts, the CBO business engineers, and the SC-CMS, and AOC testing analysts.

Status: In July, the project allocated additional resources to scheduling activities, and we plan to review the results of the increased efforts in August.

Category:	Project Management and Sponsorship	May 2014	Jun 2014	Jul 2014
Area of Assessment:	Change Management	No Risk Identified	No Risk Identified	No Risk Identified
Urgency:	N/A			

Observation: The scope and budget have been baselined. All requests for changes to scope or budget will go through the SC-CMS change management process. Many of the work activities in the project schedules have not been baselined.



Category:	Project Management and Sponsorship	May 2014	Jun 2014	Jul 2014
Area of Assessment:	Risk Management	No Risk Identified	No Risk Identified	No Risk Identified
Urgency:	N/A			

Observation: The project risk log has a list of identified risks.

Category:	Project Management and Sponsorship	May 2014	Jun 2014	Jul 2014
Area of Assessment:	Issue Management	No Risk Identified	No Risk Identified	No Risk Identified
Urgency:	N/A			

Observation: The project issue log has a list of identified issues.

Category:	Project Management and Sponsorship	May 2014	Jun 2014	Jul 2014
Area of Assessment:	Quality Management	No Risk Identified	No Risk Identified	No Risk Identified
Urgency:	N/A			

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



Category:	People	May 2014	Jun 2014	Jul 2014
Area of Assessment:	Stakeholder Engagement	No Risk Identified	No Risk Identified	No Risk Identified
Urgency:	N/A			

Observation: Stakeholder engagement and organizational change management activities are underway, however these activities are not being tracked in a project schedule.

Category:	People	May 2014	Jun 2014	Jul 2014
Area of Assessment:	Business Processes / System Functionality	No Risk Identified	No Risk Identified	No Risk Identified
Urgency:	N/A			

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

Category:	People	May 2014	Jun 2014	Jul 2014
Area of Assessment:	Contract Management / Deliverables Management	No Risk Identified	No Risk Identified	No Risk Identified
Urgency:	N/A			

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



Category:	Application	May 2014	Jun 2014	Jul 2014
Area of Assessment:	Application Architecture	Risk Being Addressed	Risk Being Addressed	Risk Being Addressed
Urgency:	Serious Consideration			

Observation/Risk: In the past several months, county clerks have expressed concerns with using the integrated Odyssey document management solution that the State is offering through the SC-CMS Project.

Impact: If the clerks do not use Odyssey to store copies of documents, then there will be additional costs to integrate third-party document management solutions. The integration of third-party solutions introduces additional risks (technical, schedule, and scope) to the SC-CMS Project. If, on the other hand, the Odyssey document management solution does not meet all of the identified document management needs of the courts, court personnel may experience the inability to efficiently perform their responsibilities.

Recommendation: The project team should ensure that the entire set of court document management requirements are understood and will be adequately met by the Odyssey document management solution.

Status: Four alternatives for the implementation of document management in SC-CMS that will meet the clerk’s requirements were developed in February and presented to representatives of the county clerks in March and to representatives of the judges and administrators in April. Two of the four options were identified by the representatives of the three groups as viable. One option is to use the Odyssey document management functionality as it exists in the product and another is to require existing, third-party document management solutions to be accessible within Odyssey via a “link.” The first option can be implemented with existing Odyssey functionality. The integration with third-party document management solutions is estimated to cost an additional \$150,000. Pilot counties were requested to select their DMS option by August 1. Lewis choose to use Odyssey for document management. Thurston requested an extension for the decision to complete their analysis. The early adopter counties have been requested to select a DMS option by September 1.



Category:	Application	May 2014	Jun 2014	Jul 2014
Area of Assessment:	Requirements Management	No Risk Identified	No Risk Identified	No Risk Identified
Urgency:	N/A	No Risk Identified	No Risk Identified	No Risk Identified

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



Category:	Application	May 2014	Jun 2014	Jul 2014
Area of Assessment:	Application Interfaces	Risk	Risk	Risk
Urgency:	Urgent Consideration			

Observation/Risk: The Information Networking Hub (INH) and COTS-Prep Application projects have been defining and preparing AOC interfaces using SC-CMS information that was available prior to the selection of Tyler as the SC-CMS vendor. Further definition of the interfaces started in November, 2013 with a series of integration sessions that resulted in design details for the integration of Odyssey with AOC and local county systems. A decision was made in 2013 that AOC and Tyler will collaborate on a collection of translation components that will be constructed to facilitate the transfer of data between the SC-CMS Odyssey system and the AOC legacy systems.

There is concern that the integration components will not be completed in time to begin User Acceptance Testing in November, 2014. The project schedules for each of the integration projects: SC-CMS, INH, COTS-Prep are not sufficiently decomposed and do not have adequate dependencies identified to determine if the planned schedule can be met.

Impact: If integration UAT does not begin on schedule, the planned go-live dates for pilot counties may not be met.

Recommendation: A planning meeting should be conducted to identify all of the detailed work packages required to implement the integration components. The estimates for completing work packages should be re-evaluated based on the effort required thus far to increase the accuracy of the planning. Based on the re-planning results, the remainder of the SC-CMS project should be re-planned as well to determine realistic milestone dates.

Status: Integration work activities are being tracked in multiple schedules and lists by multiple project managers. In the past, the project schedules have not been sufficiently decomposed and dependencies have not been adequately tracked. In July, the project allocated additional resources to scheduling activities, and we plan to review the results of the increased efforts in August.



Category:	Data	May 2014	Jun 2014	Jul 2014
Area of Assessment:	Data Preparation	No Risk Identified	No Risk Identified	No Risk Identified
Urgency:	N/A			

Observation: The AOC Data Quality Coordinator will coordinate preparation of data in AOC and local court applications. One of the activities is the development of a data profiling report which will identify anomalies in data stored in JIS. The AOC System Support Technician will prepare and extract SCOMIS data for each superior court and county clerk office in the format that Tyler can import into Odyssey.

Status: The pilot courts have communicated that they would like the opportunity to clean up their data prior to going live.

Category:	Data	May 2014	Jun 2014	Jul 2014
Area of Assessment:	Data Conversion	No Risk Identified	No Risk Identified	No Risk Identified
Urgency:	N/A			

Observation: Conversion activities for the pilot counties continued in July.



Category:	Infrastructure	May 2014	Jun 2014	Jul 2014
Area of Assessment:	Statewide Infrastructure	No Risk Identified	No Risk Identified	No Risk Identified
Urgency:	N/A	No Risk Identified	No Risk Identified	No Risk Identified

Observation: No infrastructure activities were planned for July.

Category:	Infrastructure	May 2014	Jun 2014	Jul 2014
Area of Assessment:	Local Infrastructure	No Risk Identified	No Risk Identified	No Risk Identified
Urgency:	N/A	No Risk Identified	No Risk Identified	No Risk Identified

Observation: The project team has begun discussions with the pilot counties on local infrastructure readiness activities.

SC-CMS, INH & Other JIS Integration

An Enterprise Modernization Perspective

Kumar Yajamanam, Manager, Office of Architecture & Strategy

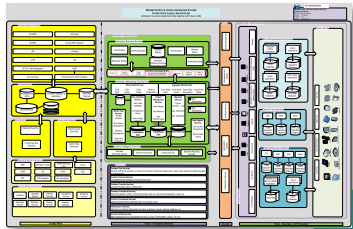
Dan Belles, PMP, INH Project

September 5, 2014

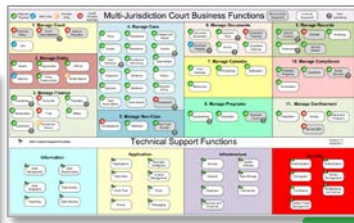
Agenda

- Enterprise Approach to JIS Modernization
- INH Roadmap
- SC-CMS Pilot Integration Efforts
- Other Court-Level wise Modernization Efforts
- Seven phases of JIS Modernization & Integration

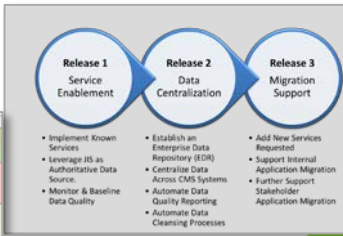
Background – Strategic Foundational Work



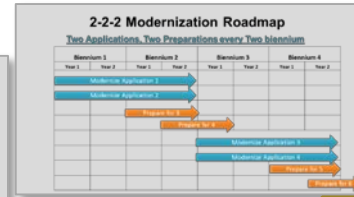
✓
Future State
Conceptual
Architecture



✓
JIS Baseline
Services



✓
Information
Networking
Hub Roadmap

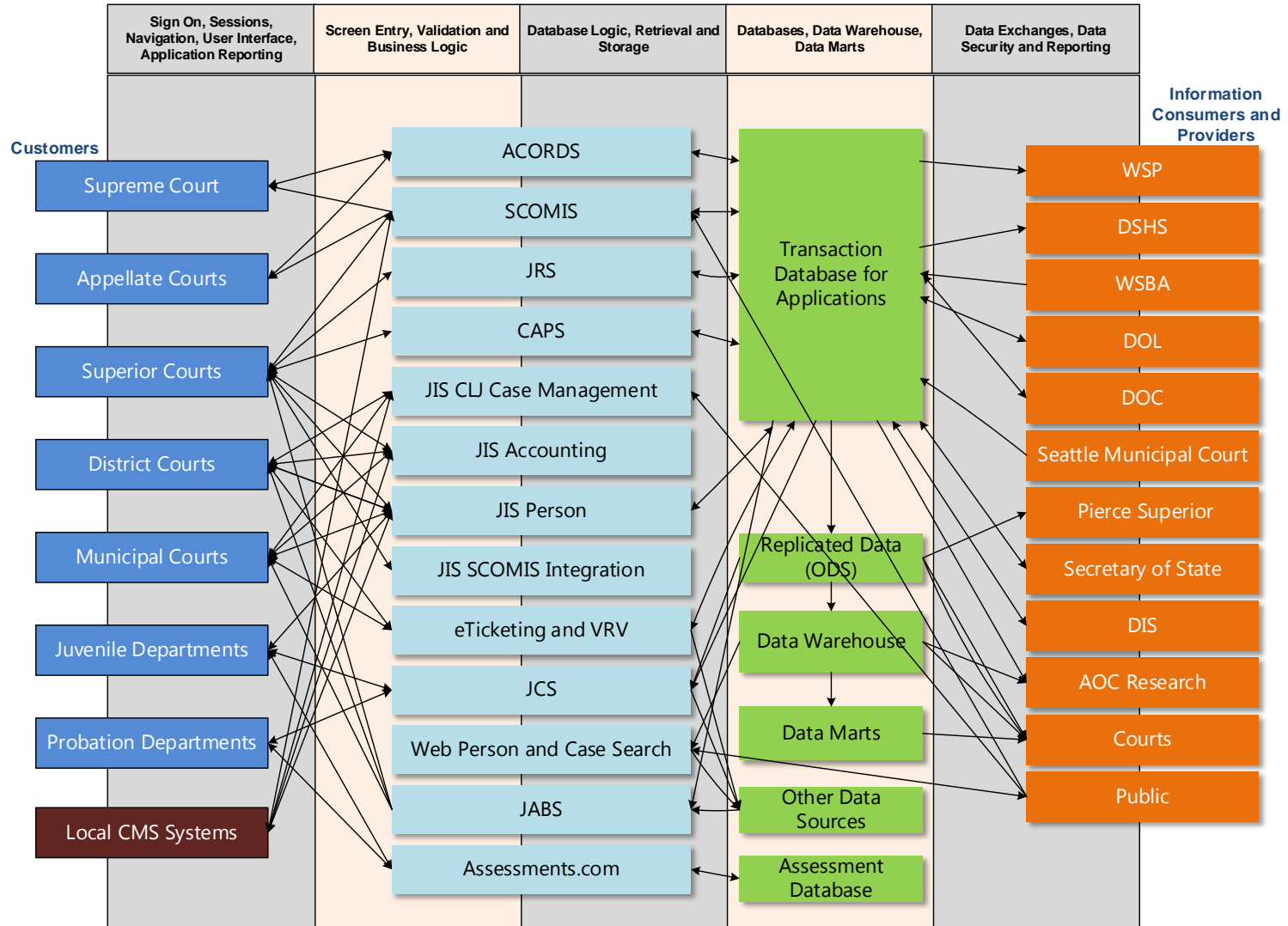


✓
JIS Portfolio
Modernization
Roadmap

JIS Standard	
Standard Name	Template for Local Jurisdiction Court Record Systems
Version 1.0	2014
Version 1.1	2014
Version 1.2	2014
Version 1.3	2014

✓
Local CMS
Data Standards

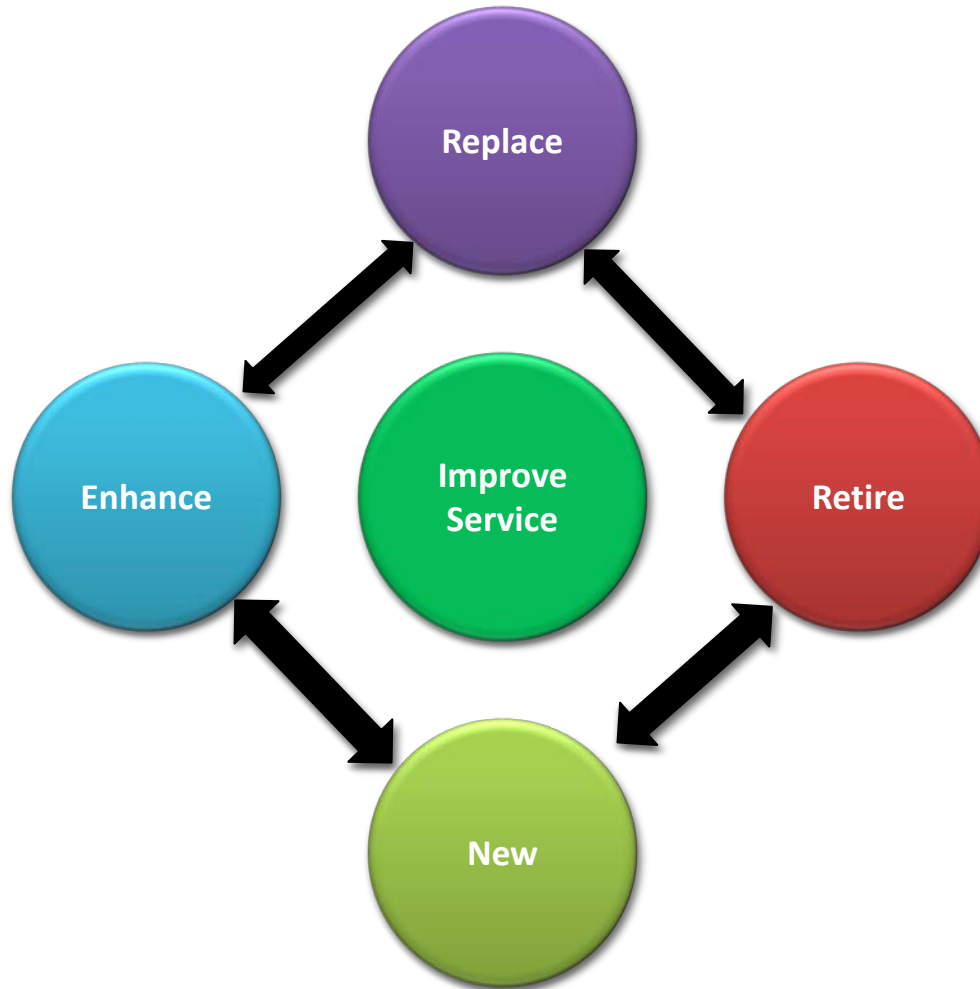
Current JIS Environment



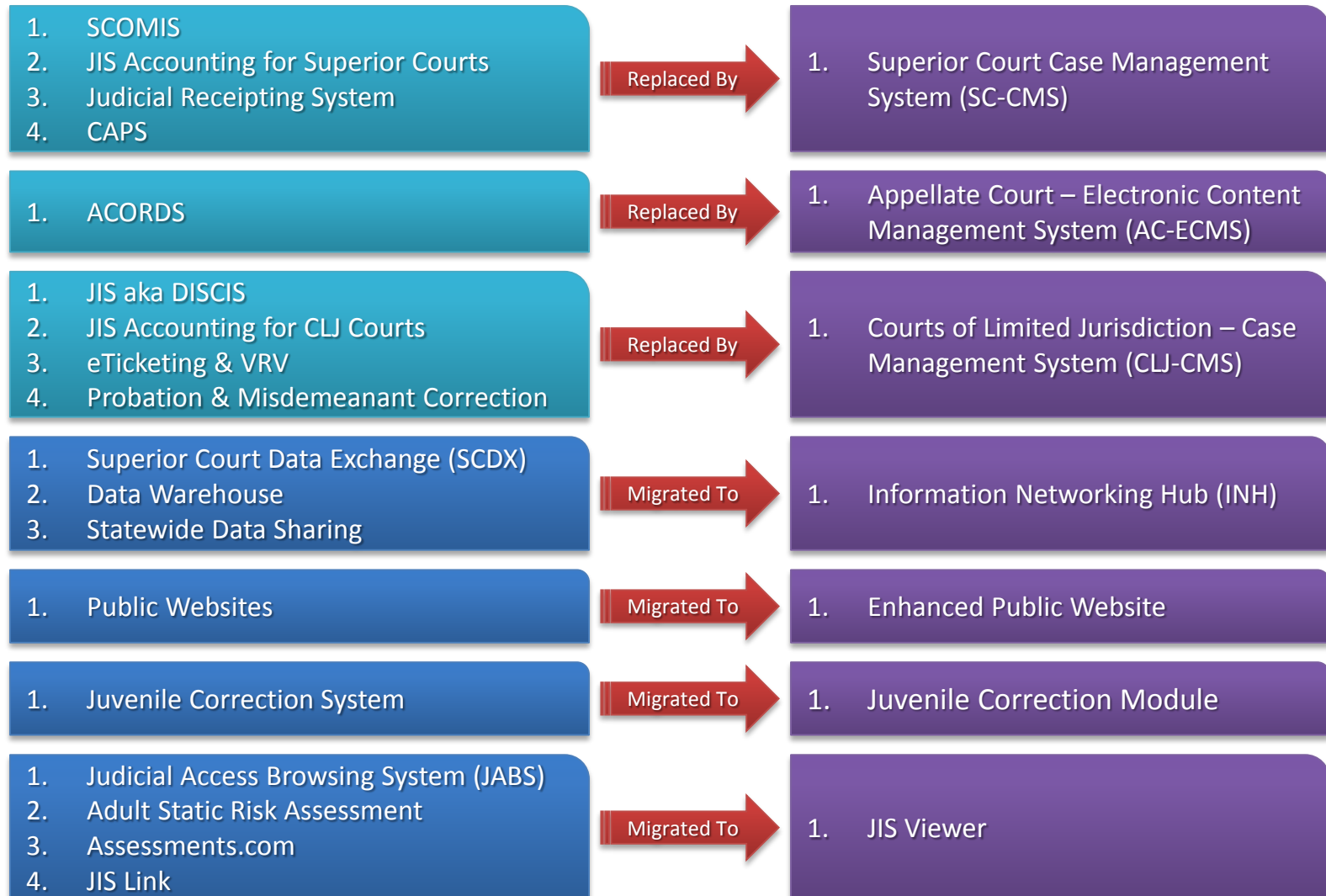
JIS Modernization Principles

- Provide sustainable applications that fulfill courts' business requirements
- Simplify JIS environment
- Minimize User Impact for each system
- Minimize Impact on other system users
- Maximize information sharing & access of statewide data
- Synchronize deployment timelines with major system rollouts
- Minimize deployment and maintenance costs & risks

JIS Portfolio Modernization

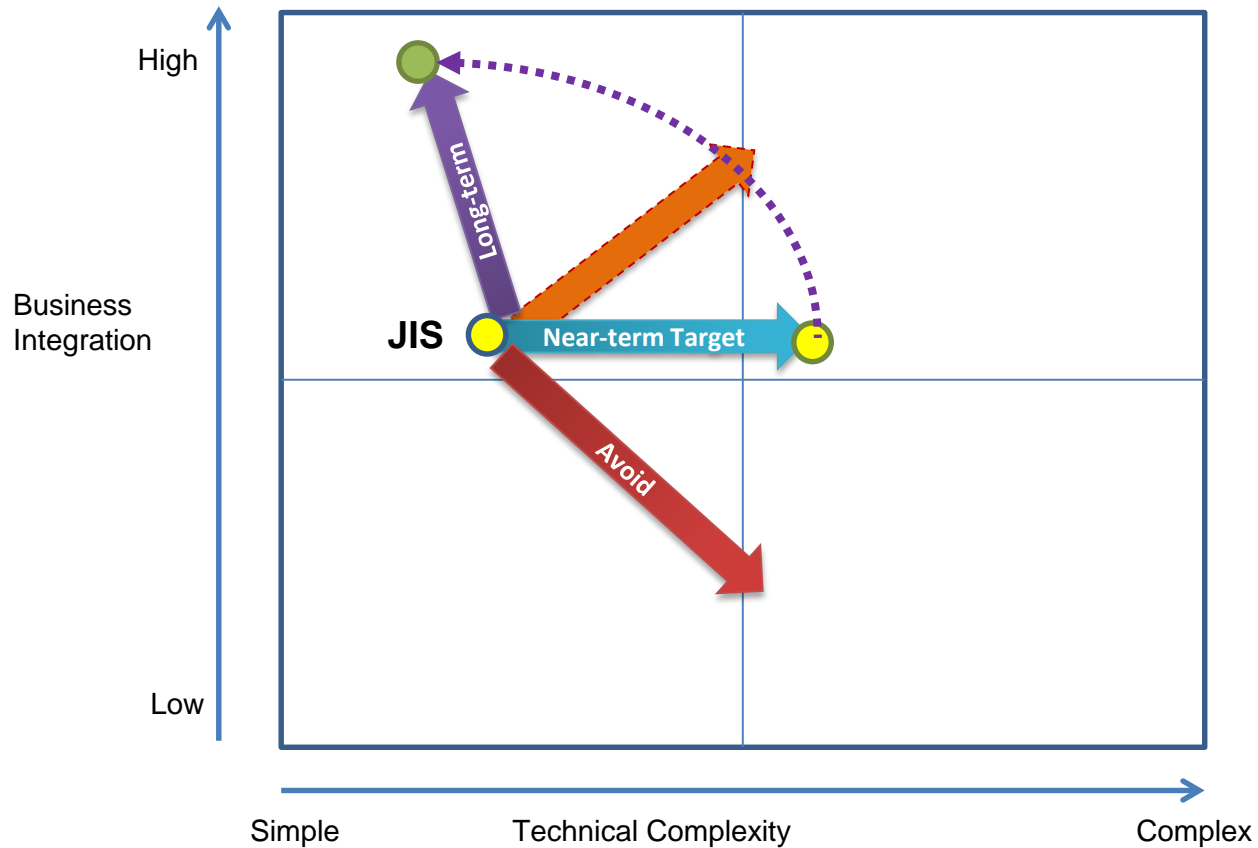


JIS Modernization Work

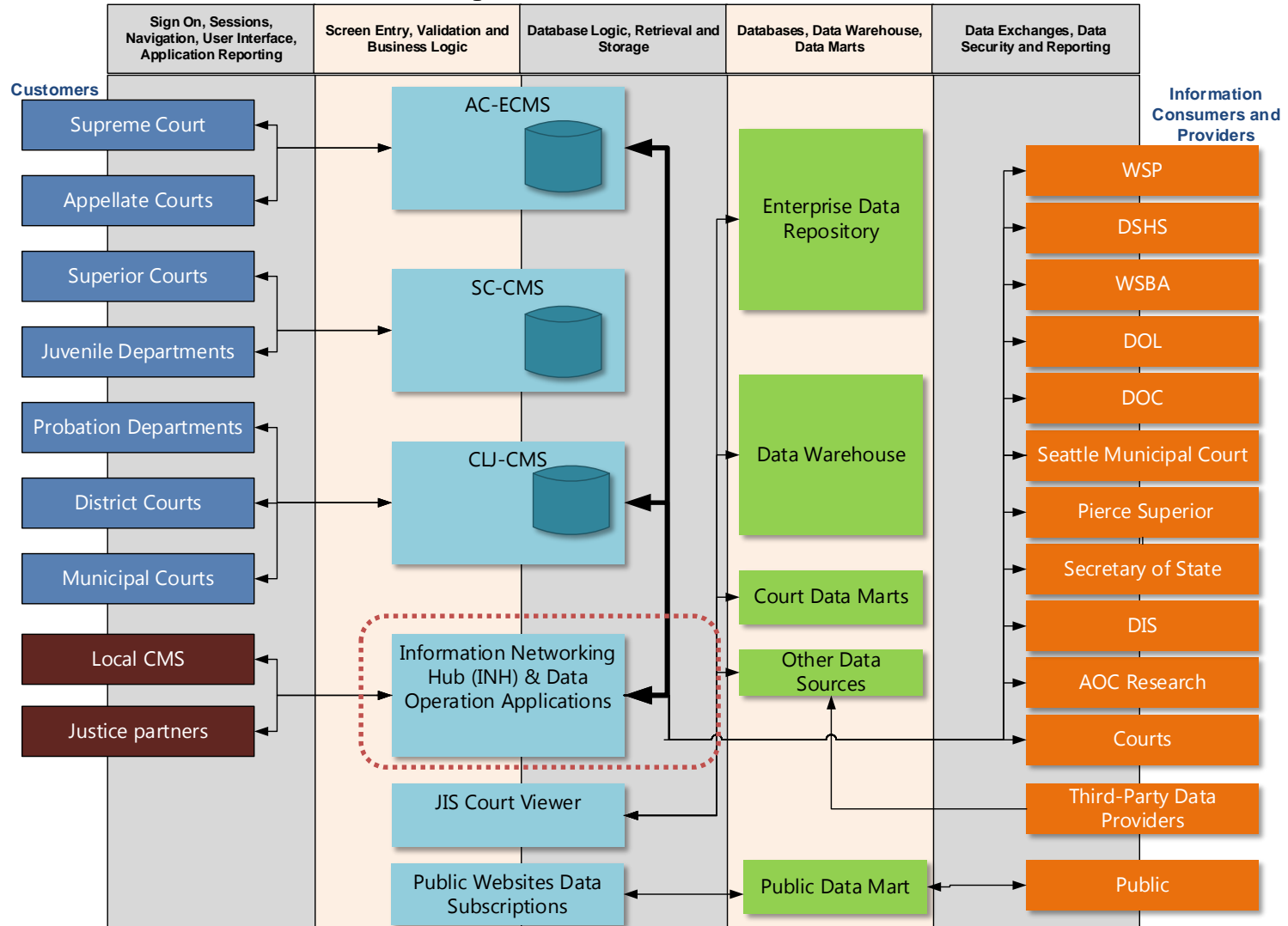


Maintain Business Value

JIS Environment will become more and more complex before it becomes simpler



Conceptual Future State





JIS Modernization – Information Networking Hub (INH)

Information Networking Hub - Goals

1. **System Integration**- Provide standard tools/services for other systems to access data in legacy AOC systems.
2. **Central Data Access** - Access statewide court data from a single place.
3. **Data Quality Automation** – Automate improvement of data contained in court records and resolve potential data conflicts.
4. **Centralize Justice Partner Integration** – Provide Single Point for integrating with state agency and local court systems.
5. **System Transition Support** – Enable systems to evolve and migrate off of legacy data sources.

INH High Level Components

Data Environment

- Enterprise Data Repository
- Data Synchronizations
- Business Rules
- Data Quality Rules
- Security/Dissemination
- Billing/Charging Models
- Customer Management

Data Access Methods

- Data feeds
- Web Services
- Reports
- Ad hoc Requests
- Other Methods

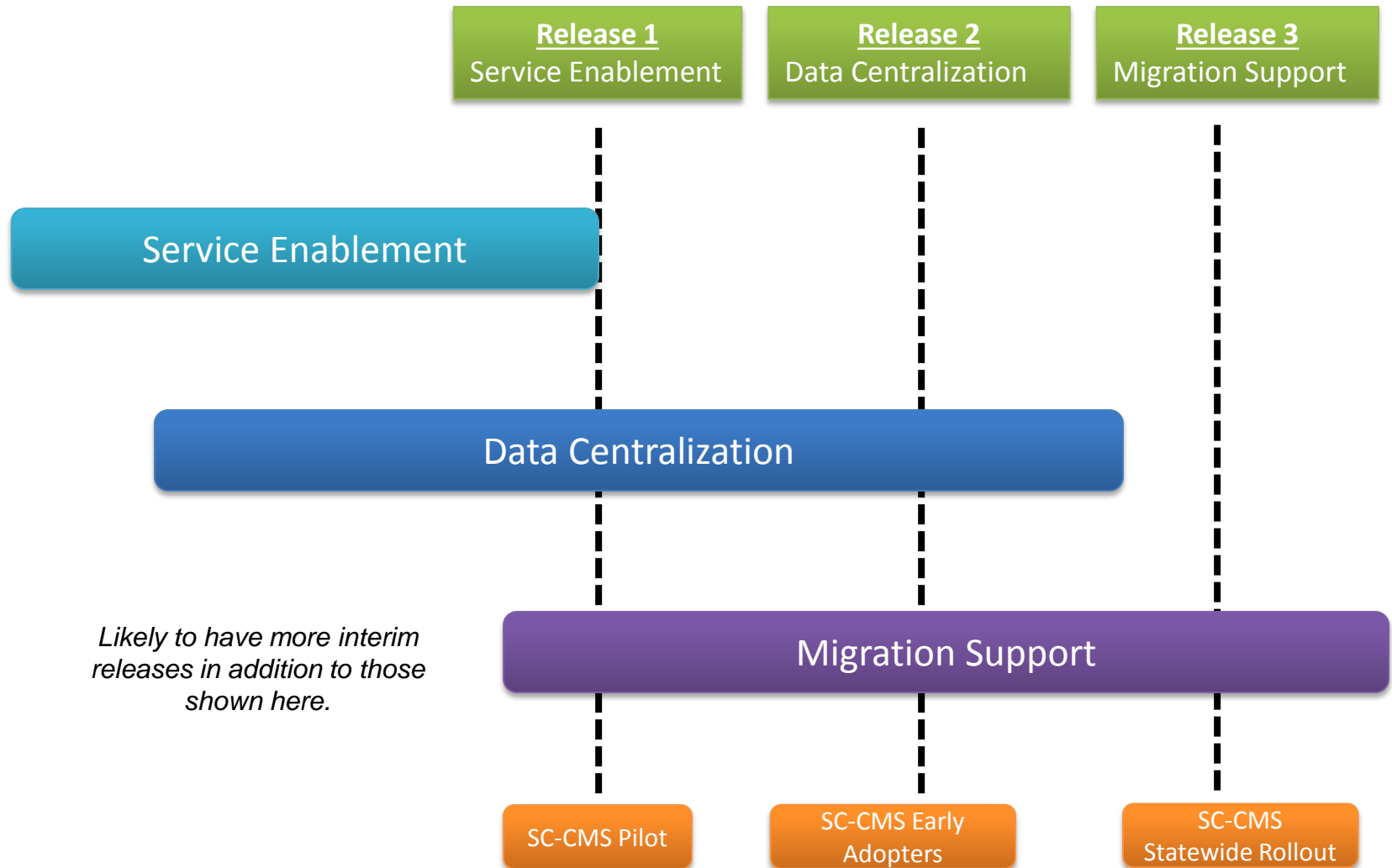
Data Governance

- Automated Data Correction
- Data Dissemination
- Statewide data/unified data model governance
- Data Stewardship assignments

Data Operations

- Ad hoc Request handling
- Error handling & Resubmissions
- Quality monitoring capability
- Rules Configuration & Maintenance
- Jobs/Batch Handling
- Customer onboarding
- External Partner interactions

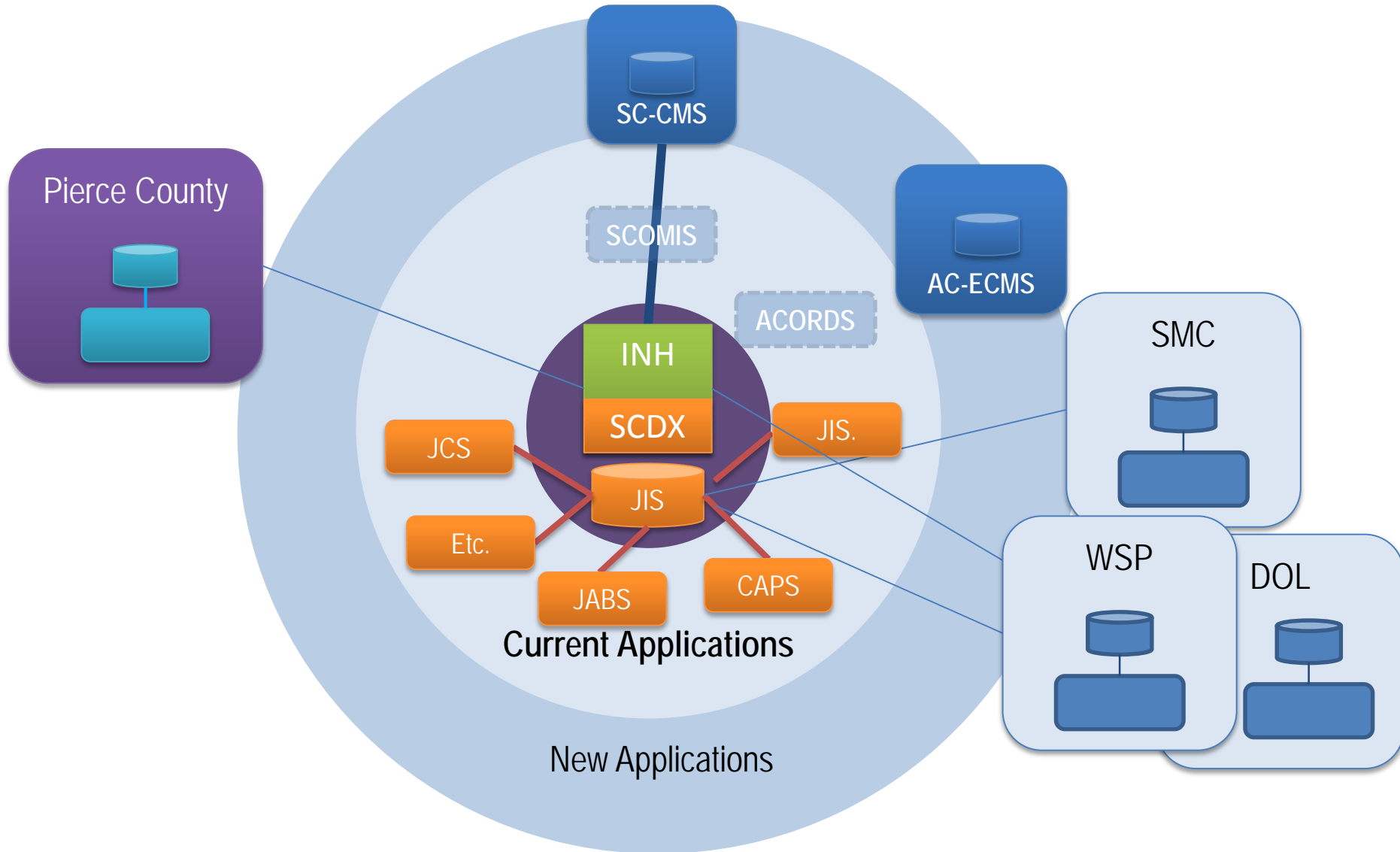
INH Release Approach



INH Release 1

- Support SC-CMS Integration by implement known services using SCDX baseline
- Leverage JIS as the authoritative data source.
- Monitor & baseline data quality

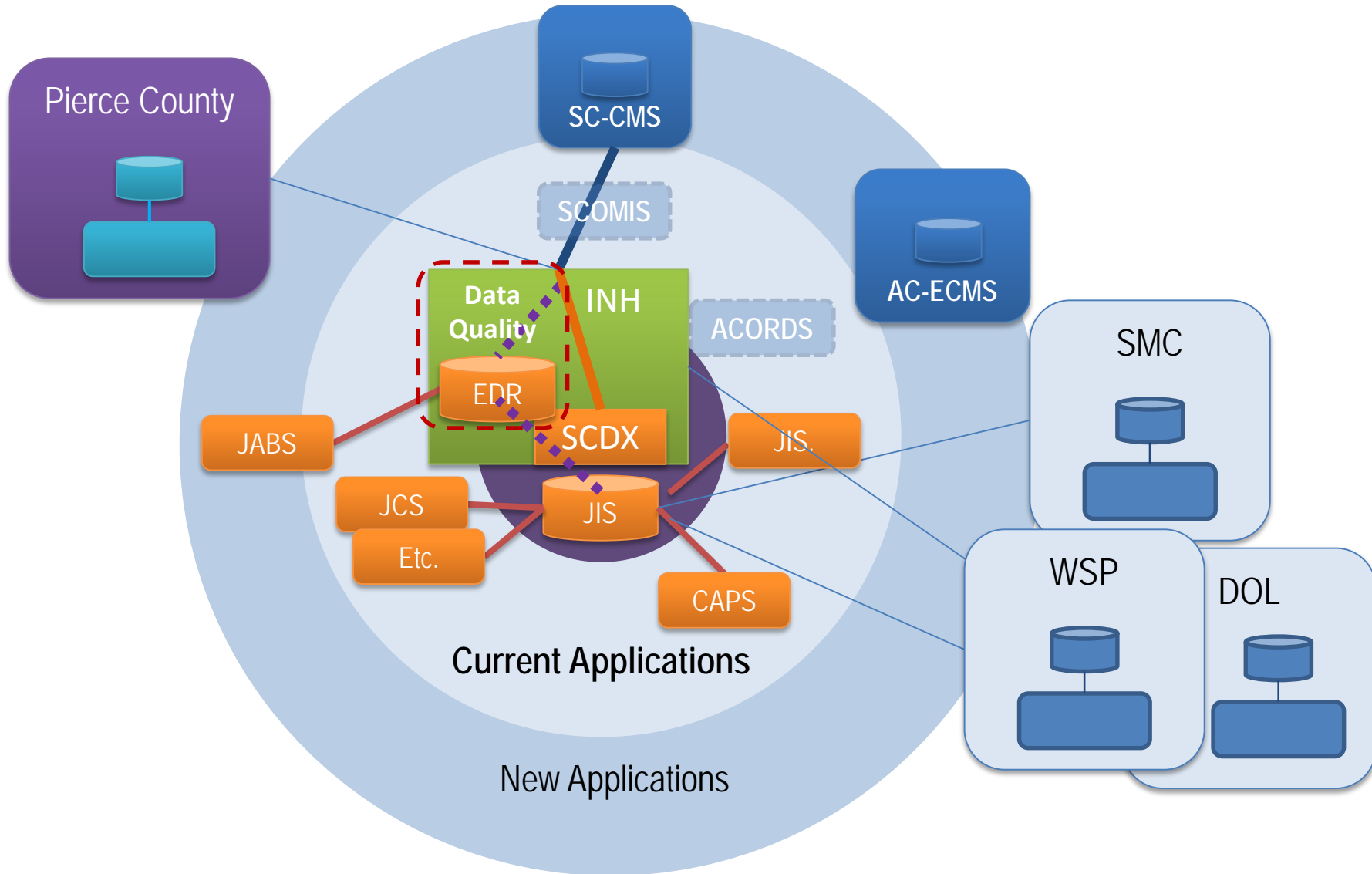
INH Release 1 – Service Enablement



INH Release 2

- Establish an Enterprise Data Repository (EDR) with business rules and data quality rules
- Data Synchronizations
- Security/ Dissemination
- Centralize Data Across CMS Systems
- Automate Data Quality Reporting
- Automate Data Cleansing Processes

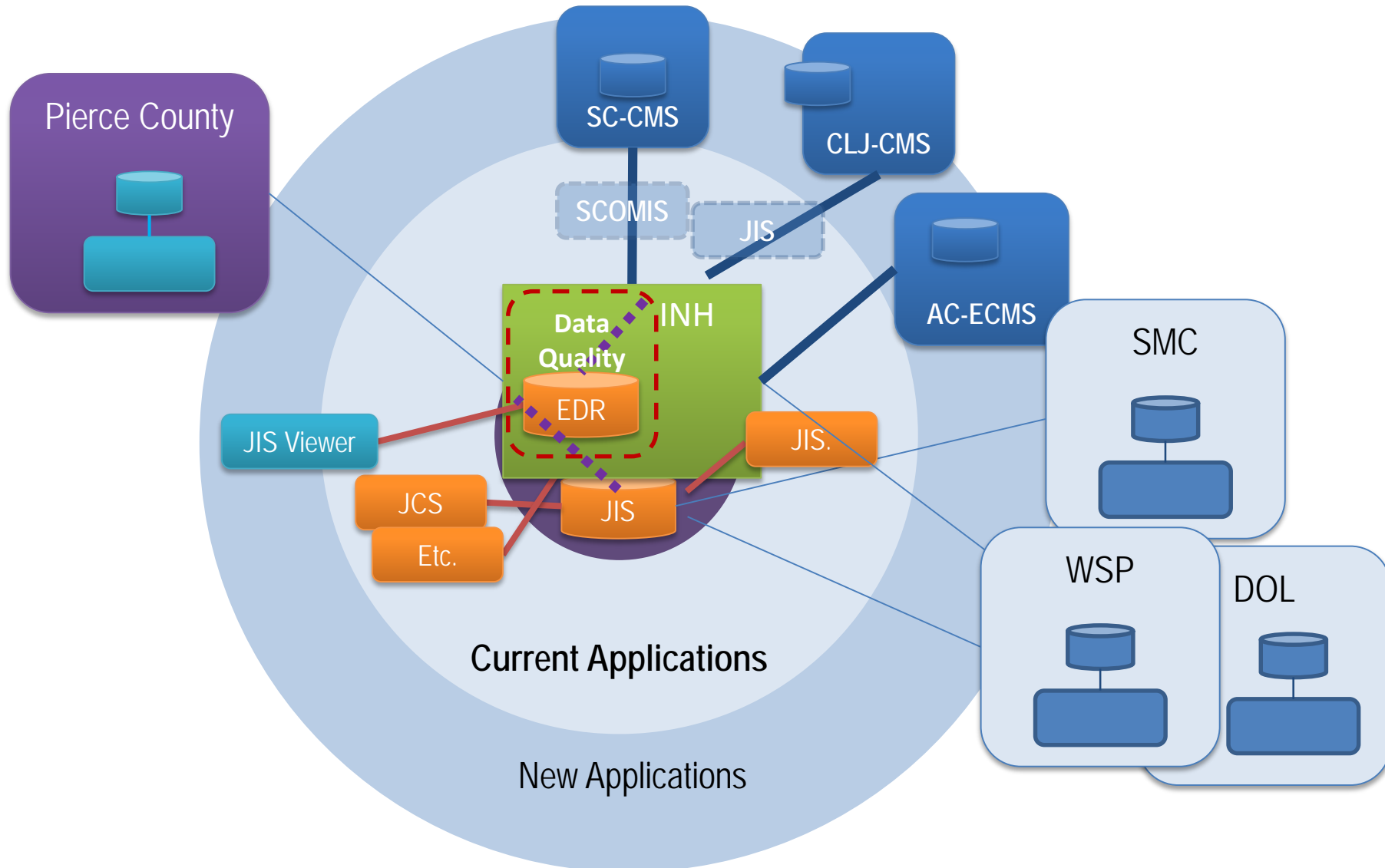
INH Release 2 – Data Centralization



INH Release 3

- Automated Data Correction
- Data Dissemination happens out of EDR
- Statewide data/unified data model governance
- Data Operation Applications and New Services
- Security/ Dissemination
- Paid and Unpaid Data Subscriptions and Customer Management
- Support Internal Application Migration
- Billing/Charging Models
- Further Support Stakeholder Application Migration

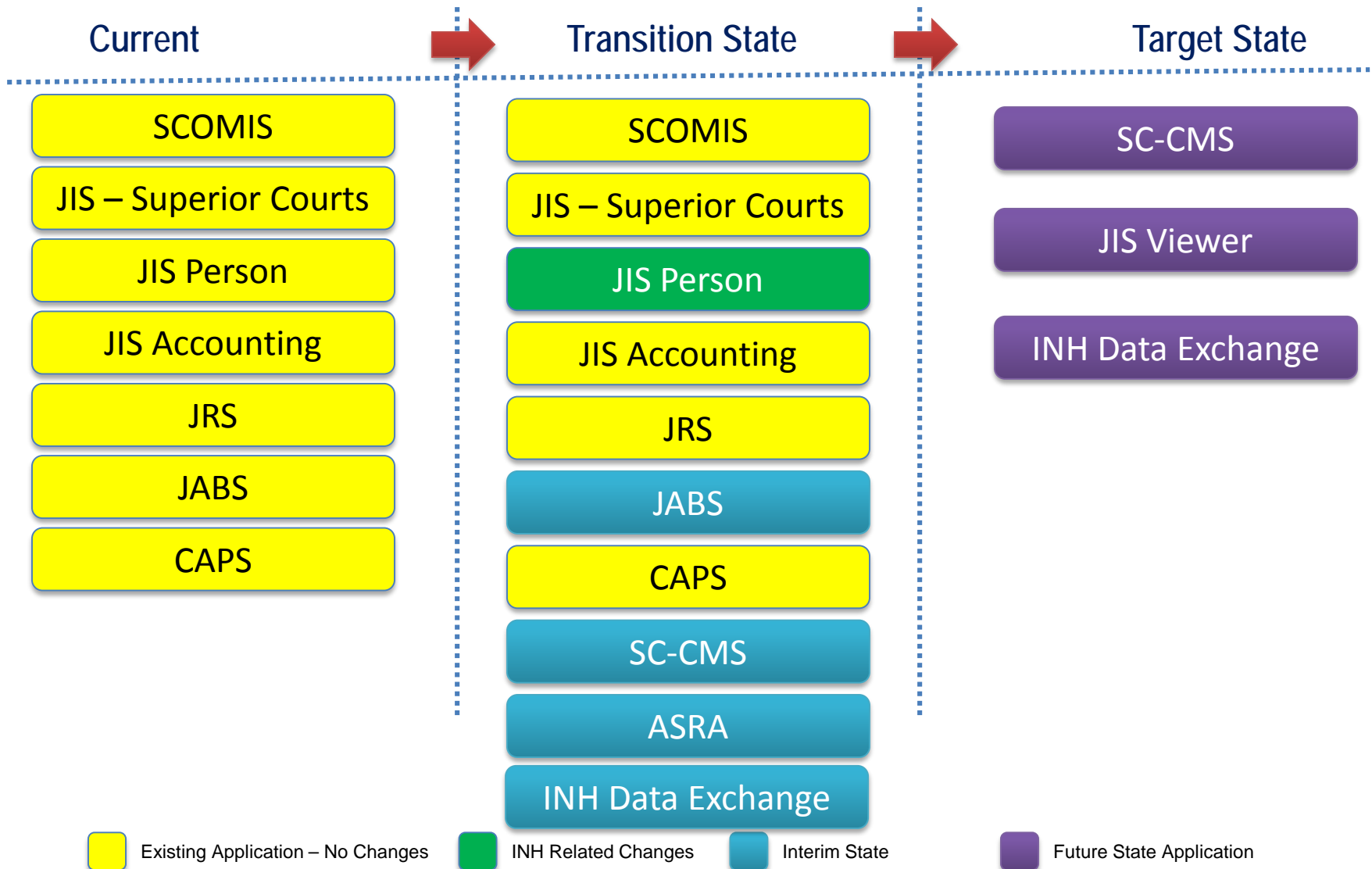
INH Release 3 – Migration Support





JIS Modernization – Superior Courts

Superior Courts



SC-CMS Integration Problem

It is a very complex problem to solve. Largest integration effort for Tyler as it is the first state that is moving from an existing statewide system to Odyssey



SC-CMS rollout will create a JIS application landscape in transition for many years



It is a complex problem with many moving components in a dynamic environment



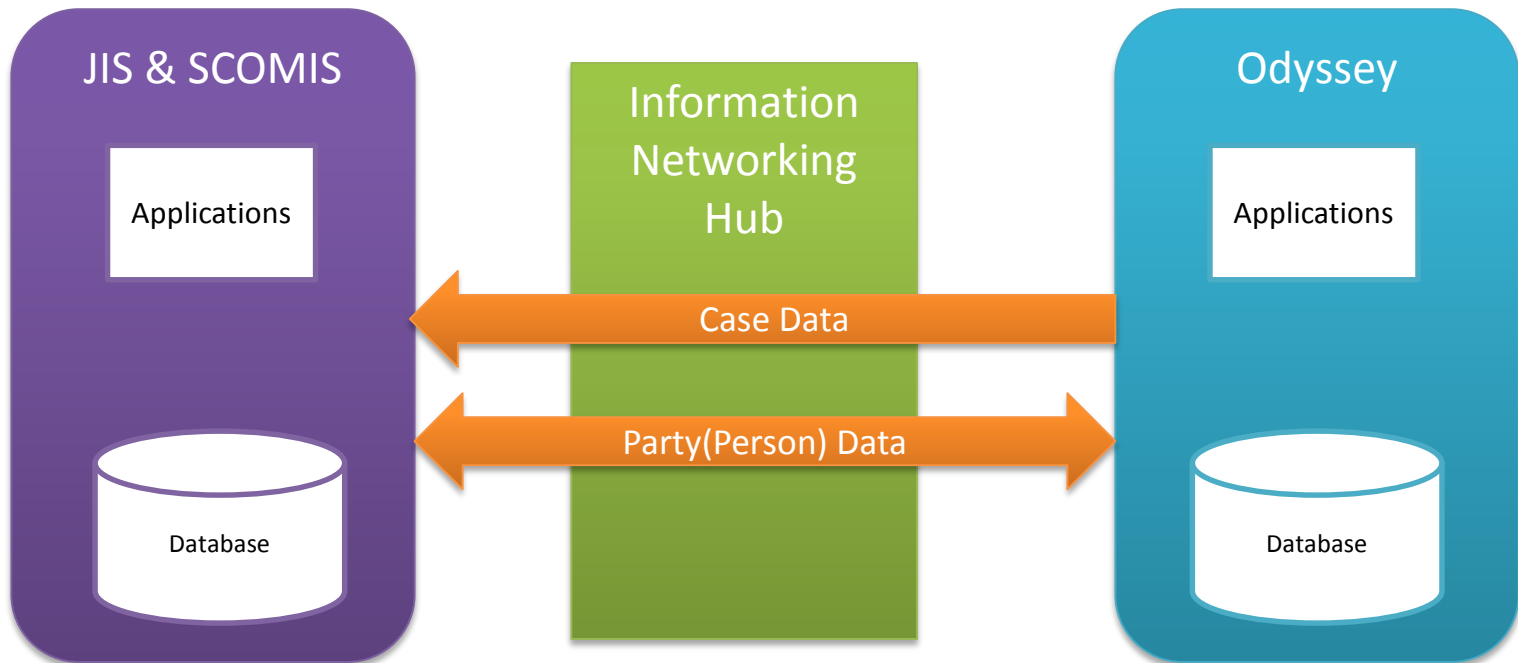
It requires careful coordination in several areas with an understanding of the long-term roadmap

Focus on Integration and interoperability with both central and local applications

Introduction of Odyssey Impacts All Courts & Users

<i>Application</i>	Case	People	Doc. Mgmt	Accounting	Reference	Dec. Support	Reporting
ACORDS	Impact						
AC-ECMS	Impact		TBD				
SCOMIS	Impact	Impact	Impact			Impact	Impact
JRS				Impact			
CAPS							
JIS CLJ Case Management		Impact				Impact	
JIS Accounting				Impact		Impact	Impact
JIS Person		Impact				Impact	Impact
JIS SCOMIS Integration		Impact				Impact	Impact
eTicketing							
JCS	Impact	Impact				Impact	Impact
JABS		Impact	TBD			Impact	
JIS Link						Impact	
Assessments.com							
ASRA						Impact	
VRV							
JIS Data Warehouse						Impact	Impact
Public Facing Web Sites						Impact	Impact
Public Data Warehouse						Impact	Impact
Internal Web Sites						Impact	Impact
Document Indexing Application			TBD				
Judicial Partner Data Exchanges		Impact		Impact			Impact
Data Exchanges with Courts						Impact	Impact
Odyssey	Impact	Impact	Impact			Impact	
JIS Statewide Reporting						Impact	

SC-CMS & JIS Integration Solution for Pilot



Coverage Provided by Solution

Application	Case	People	Doc. Mgmt	Accounting	Reference	Dec. Support	Reporting
ACORDS	INH-1						
AC-ECMS	INH-1						
SCOMIS	INH-1	INH-1				INH-1	INH-1
JRS							
CAPS							
JIS CLJ Case Management		INH-1				INH-1	
JIS Accounting				INH-1		INH-1	INH-1
JIS Person		INH-1				INH-1	INH-1
JIS SCOMIS Integration		INH-1				INH-1	INH-1
eTicketing							
JCS	INH-1	INH-1				INH-1	INH-1
JABS		INH-1				INH-1	
JIS Link						INH-1	
Assessments.com							
ASRA						INH-1	
VRV							
JIS Data Warehouse						INH-1	INH-1
Public Facing Web Sites						INH-1	INH-1
Public Data Warehouse						INH-1	INH-1
Internal Web Sites						INH-1	INH-1
Document Indexing Application							
Judicial Partner Data Exchanges		INH-1		INH-1			INH-1
Data Exchanges with Courts						INH-1	INH-1
Odyssey	INH-1	INH-1	ODY			JABS	
JIS Statewide Reporting						INH-1	

Pilot

1

Odyssey Case Data Replication in JIS

- Case data from courts that are using Odyssey will be replicated into the JIS system, via INH and using SCDX services.
- Allows all existing systems that rely on the JIS database to be a source of statewide data can continue to do so.
- This would be a temporary solution to allow more time to migrate existing applications to an alternate source for statewide data.
- Financial data through Odyssey would not be replicated into JIS

Pilot

2

Synchronize Party/Person Data in Odyssey

- Initial effort for managing person data across multiple operational systems. JIS Applications will use JIS person database to create, edit, and retrieve their person records.
- Odyssey uses its own party database to create, edit, and retrieve person records.
- The key elements of added/edited data in each system (minimal data, not all data) will replicate to the other system in near real time, in order to keep the two systems in sync.
- Integration via INH using the Odyssey Integration Toolkit.
- Party data synchronization is a long term requirement

Pilot

3

Statewide Information

- Enables a cross-court statewide data view (Local CMS Data Standards)
- JIS would remain a statewide case data source
- Allow the existing viewers such as JABS and JIS Link to operate as they do today
- JABS will be launched by Odyssey users as needed
- Financial data will be retrieved from JIS and Odyssey and displayed in JABS

Pilot

4

Other Applications

COTS-Prep Projects

- Integration of JCS financial data to Odyssey for courts that have moved to Odyssey
- Legal Financial Obligation (LFO) Billing to Department of Corrections (DOC) will be changed to include financial data for Odyssey courts from a new data source

AC-ECMS Project

- Existing ACORDS data will be available but AC-ECMS data will not be pushed into current JIS database

Pilot

5

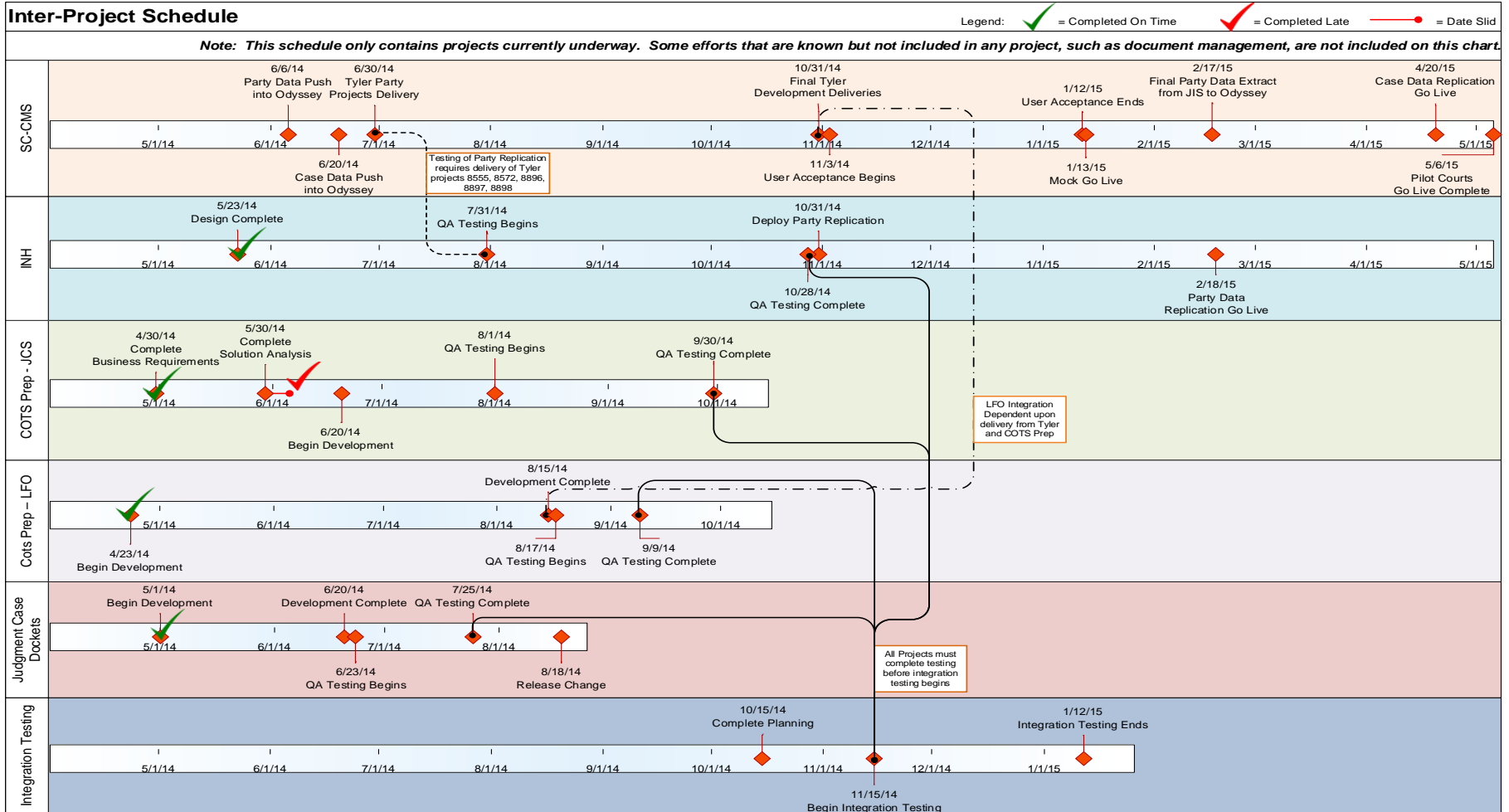
Justice Partner Exchanges Continue from JIS

- Department of Licensing (DOL) Firearms Integration
- Washington State Patrol (WSP) Dispositions
- Washington State Bar Association (WSBA) Attorney Cases Report
- Convicted Felon Notices to the Office of the Secretary of the State (OSOS)

Inter-Project Coordination Team (IPCT)

- Collaboration and Communication
- Schedule Coordination
- Risk Management and Mitigation
- Issue Management and Mitigation

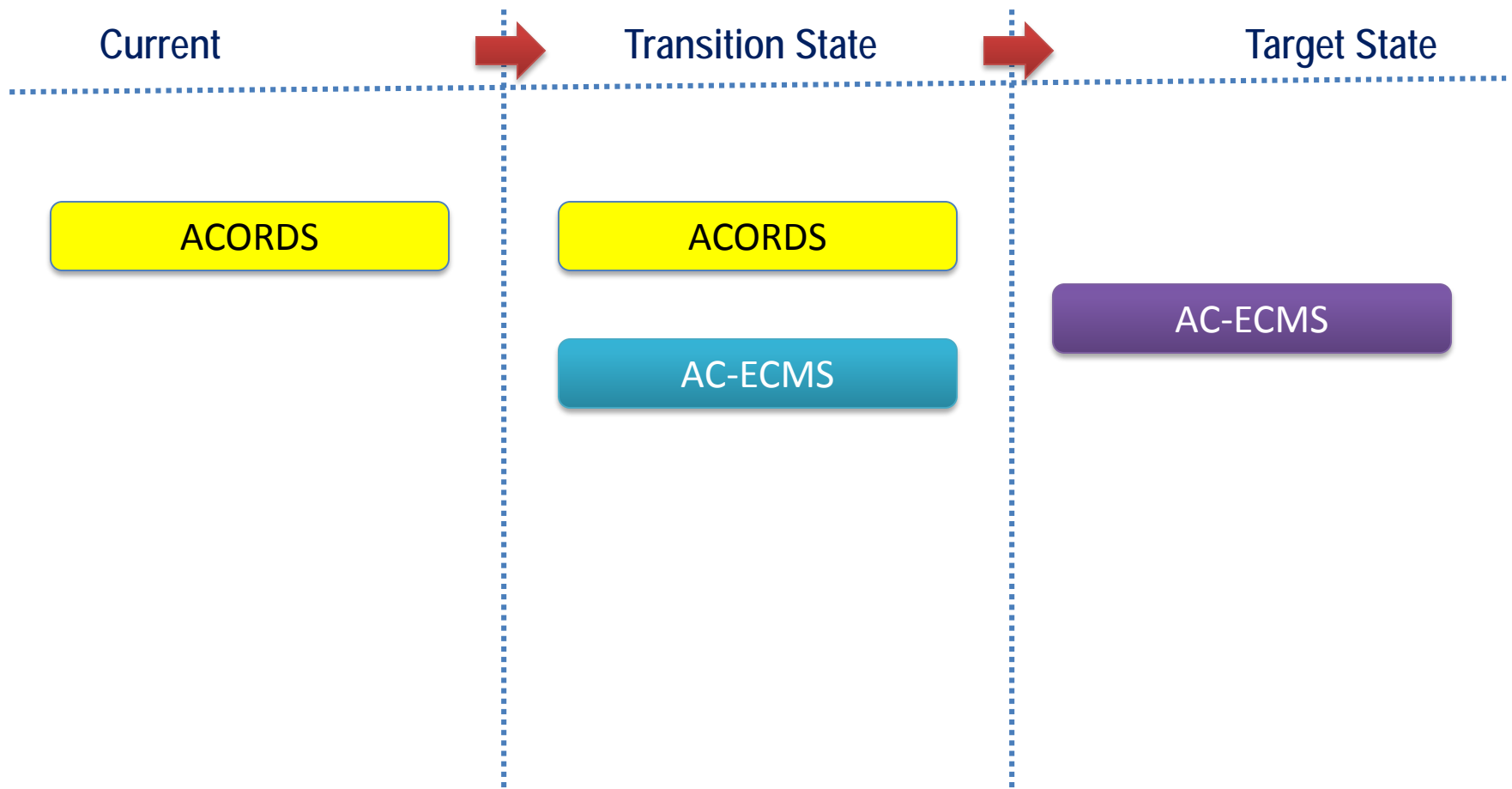
SC-CMS Inter-Project Coordination Schedule





JIS Modernization – Other Court-Level wise Modernization Efforts

Supreme Court & Court of Appeals



Existing Application – No Changes



INH Related Changes

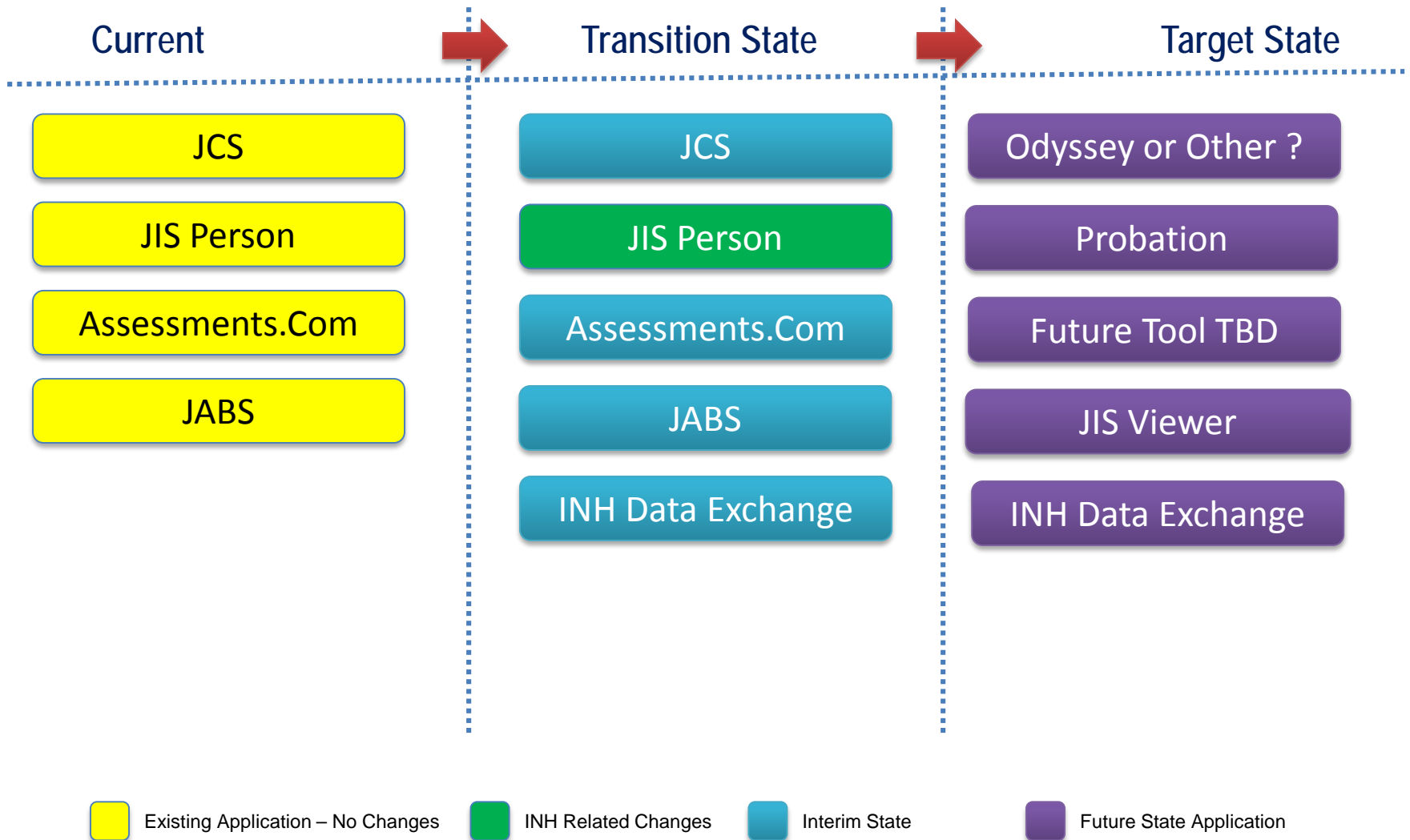


Interim State

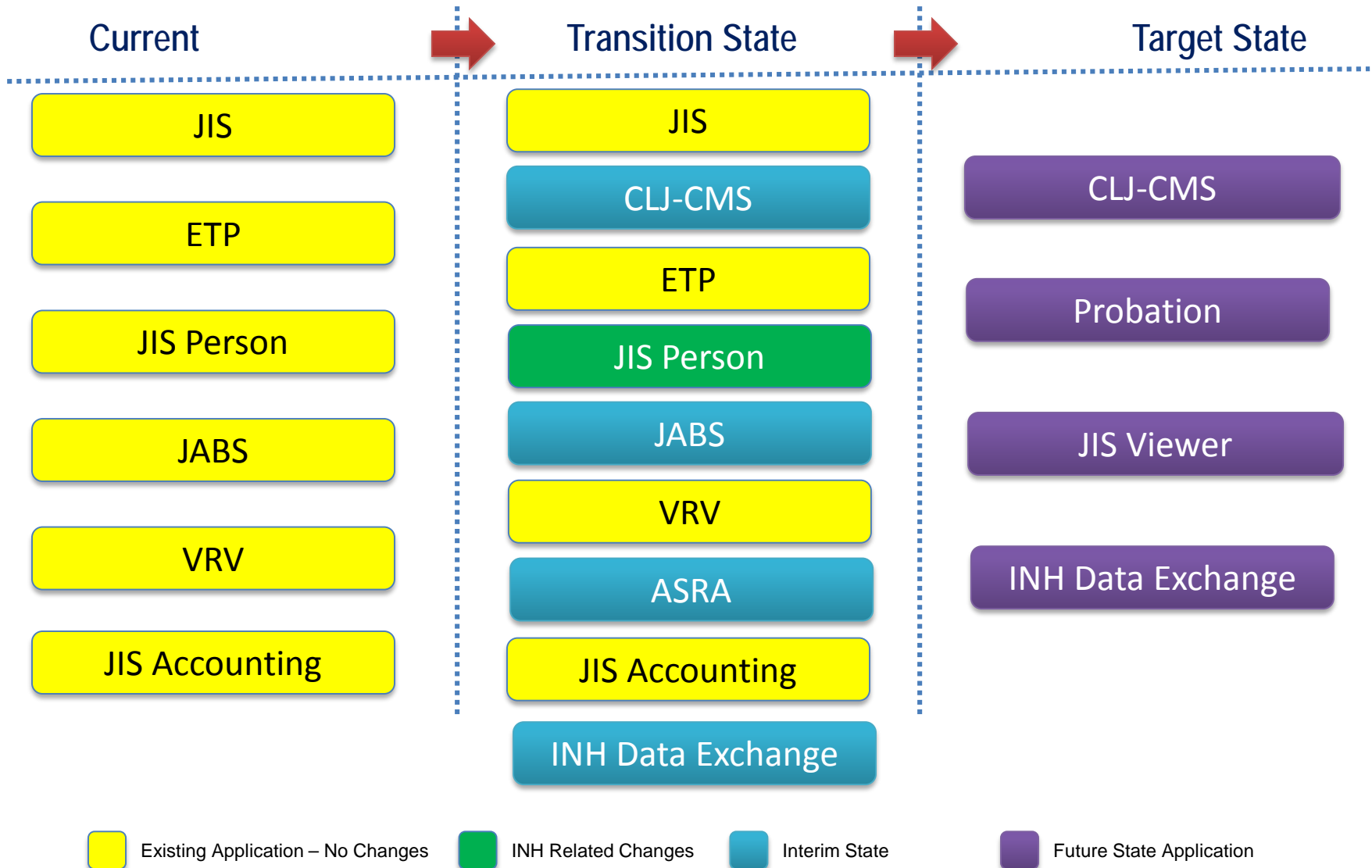


Future State Application

Juvenile Departments



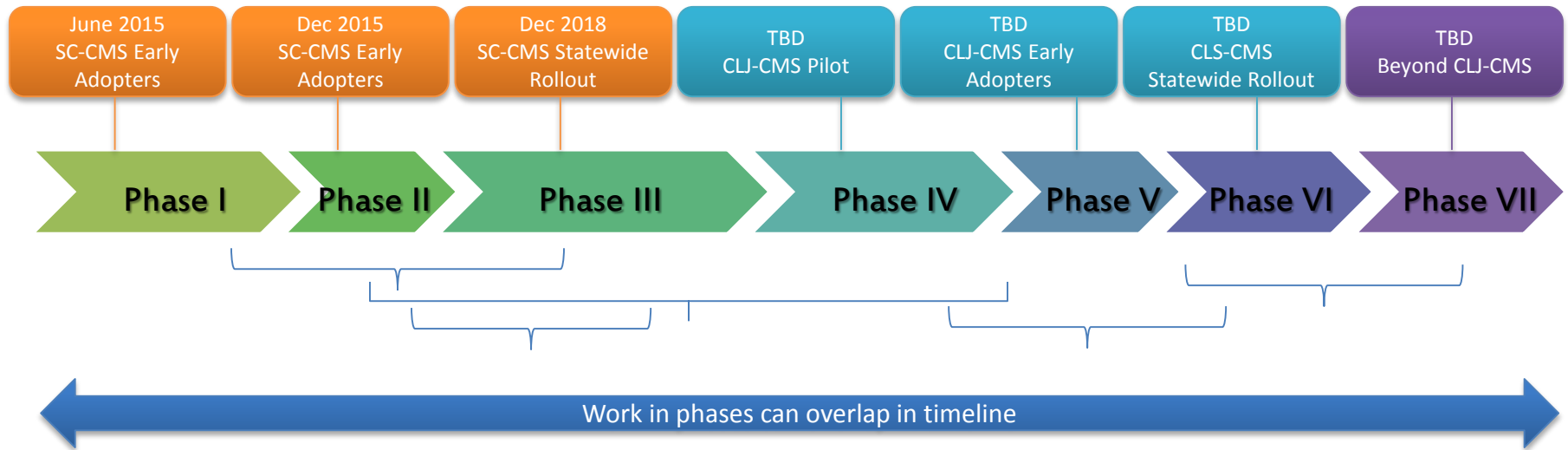
Courts of Limited Jurisdiction





Phases of JIS Modernization & Integration

JIS Modernization Roadmap



- *Although tied to a single major milestone, each phase contains work for multiple court-levels, projects & customers*
- *As customers and project steering committees make decisions, the roadmap will be enhanced & aligned*



JIS Modernization Phases - Details

Please see the handout...

Risks & Mitigation

Risks	Mitigation
Case Replication is a complex task	There are multiple mitigation paths including direct data access
Legislative and other changes can pose challenges to multiple environments	Scale system rollouts where feasible by enhancing resource support
Long term use of synchronization/replication of data can have the potential to reduce data quality	Data quality & Data Governance must be operationalized through coordinated effort statewide
Increasing number of Local CMS Systems	Governance and monitoring of Local CMS Deployments with implementation of Local CMS Data standards at the earliest

Summary

- JIS Modernization is a complex challenge that we are methodically planning & addressing
- Each phase of JIS Modernization sets the stage for next
- SC-CMS Pilot phase integration efforts are complex and the project team is coordinating with other project teams
- JIS Modernization will be accomplished via seven phases
- With diligence and an enduring commitment to the roadmap, JISC can oversee the modernization of the entire JIS application portfolio bringing tremendous value to their customers



“Sustaining a strategy is hard. It demands a consistency of thought, of purpose, and of action over a long period of time.”

Standards for Local Automated Court Record Systems

Eric Kruger, Enterprise Architect

September 5th, 2014

Status Update

- JISC approved standard sent to stakeholders for further review and feedback:
 - JISC member and stakeholders listservs
 - Presidents of SCJA, WSACC, AWSCA, WAJCA, DMCJA, DMCMA
 - Presiding Judges, Clerks, and Court Administrators for
 - **King County Superior Court**
 - **King County District Court**
 - **Seattle Municipal Court**
 - **Yakima District Court**
 - **Pierce County Superior Court**
 - **Federal Way Municipal Court**
 - **Spokane Municipal Court**

Status Update (Contd.)

- Provided two review and comment periods
- Developed written responses to stakeholder comments
- Scheduled and held review meetings with stakeholders:
 - August 12 – King County Clerk’s Office, Pierce County Clerk’s Office, and King County District Court
 - August 20 – King County Clerk and Superior Court, Seattle Municipal Court, and King County District Court
- Continued development of the procedures and guidelines for the standard

Next Steps

- Produce a revised standard based on stakeholder feedback for JISC approval October 24
- Develop procedures and guidelines document – draft scheduled for October 2014

The Supreme Court
State of Washington

MARY E. FAIRHURST
JUSTICE
TEMPLE OF JUSTICE
POST OFFICE BOX 40929
OLYMPIA, WASHINGTON
98504-0929



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August 15, 2014

Honorable Chief Justice Barbara Madsen
Board for Judicial Administration, Chair
Temple of Justice
415 12th Avenue SW
Olympia, WA 98504-0929

Honorable Judge Kevin Ringus
Board for Judicial Administration, Member-Chair
3737 Pacific Hwy. E
Fife, WA 98424-1135

Re: BJA Request for the JISC to Review JIS Committees and Workgroups.

Dear  Chief Justice Madsen and Judge Ringus:

As Chair of the Judicial Information Systems Committee (JISC), I am responding to your letter dated March 3, 2014, where you asked the Chairs of various committees being supported by the Administrative Office of the Courts (AOC) to re-examine the need for the committees and workgroups. The JISC is the authorizing entity for 29 various subcommittees and workgroups.

Your request was presented for discussion at the April 25 JISC meeting. At that meeting it was agreed that the Chairs of the various JIS subcommittees and workgroups would respond to the following questions regarding their committee's work along with a recommendation to either keep the committee going or to abolish it:

1. Do you have a current charter?
2. When was the last time you met as a committee?
3. What are the major products your committee has produced or what major decisions and/or recommendations have been made in the last year?
4. Has your committee fulfilled its intended purpose?

5. Do you recommend your committee continue or be abolished?
6. If your committee continues to exist, what are your goals or objectives for the next year?

AOC collected the information that was provided by the Chairs of the various committees and workgroups and presented the recommendations to the JISC at the June 27, 2014 meeting. Below is the recommendation that was approved by the JISC at that meeting:

Section A – these three committees and workgroups have completed their work, fulfilled their intended purpose, and will be abolished immediately.

Section B – these committees and workgroups all have current charters and will continue to exist as they are necessary and provide on-going value to the JIS court community and AOC.

Section C – These committees are all IT project related, have current charters, and will end once the IT project is completed.

Committee Name	Authorizing Entity	Current Charter	Committee Sunset Date	JISC Recommendation
Section A				
Data Management Steering Committee	JISC	No	Immediately	<i>Abolish</i>
JIS Local CMS Policy Workgroup	JISC	No	Immediately	<i>Abolish</i>
JISC Baseline Service Level Workgroup	JISC	No	Immediately	<i>Abolish</i>
Section B				
JISC Executive Committee	JISC	Yes	On-going	Continue
JIS Codes Committee	JISC	Yes	On-going	Continue
Data Dissemination Committee	JISC	Yes	On-going	Continue
Accounting Workgroup	JISC	Yes	On-going	Continue
Appellate Court Level User Group	JISC (IT Governance)	Yes	On-going	Continue
Superior Court Level User Group	JISC (IT Governance)	Yes	On-going	Continue
Courts of Limited Jurisdiction Level User Group	JISC (IT Governance)	Yes	On-going	Continue
Multiple Court Level User Group	JISC (IT Governance)	Yes	On-going	Continue

Supreme Court Endorsing Group	JISC (IT Governance)	Yes	On-going	Continue
Court of Appeals Executive Committee Endorsing Group	JISC (IT Governance)	Yes	On-going	Continue
Superior Court Judges' Association Endorsing Group	JISC (IT Governance)	Yes	On-going	Continue
Washington State Association of County Clerks Endorsing Group	JISC (IT Governance)	Yes	On-going	Continue
Association of Washington Superior Court Administrators Endorsing Group	JISC (IT Governance)	Yes	On-going	Continue
Superior Court Judges' Association – Family & Juvenile Law Committee	JISC (IT Governance)	Yes	On-going	Continue
Washington Association of Juvenile Court Administrators Endorsing Group	JISC (IT Governance)	Yes	On-going	Continue
District and Municipal Court Judges' Association Endorsing Group	JISC (IT Governance)	Yes	On-going	Continue
District and Municipal Court Management Association Endorsing Group	JISC (IT Governance)	Yes	On-going	Continue
Misdemeanant Corrections Association Endorsing Group	JISC (IT Governance)	Yes	On-going	Continue
Data Dissemination Committee Endorsing Group	JISC (IT Governance)	Yes	On-going	Continue
Data Management Steering Committee Endorsing Group	JISC (IT Governance)	Yes	On-going	Continue
Codes Committee Endorsing Group	JISC (IT Governance)	Yes	On-going	Continue
AOC Endorsing Group (endorses for non-court communities)	JISC (IT Governance)	Yes	On-going	Continue
<i>Section C</i>				
SC-CMS Project Steering Committee	JISC	Yes	End of Project	Continue
AC-ECMS Project Steering Committee	JISC	Yes	End of Project	Continue
SC-CMS Court User Workgroup	JISC	Yes	End of Project	Continue

Hon. Chief Justice Madsen and Hon. Judge Ringus

August 14, 2014

Page 4 of 4

ITG Request #41 – CLJ Data Destruction Project Steering Committee	JISC	Yes	End of Project	Continue
---	------	-----	----------------	----------

If you have any questions, please feel free to contact me at 360-357-2053.

Very truly yours,



MARY E. FAIRHURST

cc: Callie Dietz, State Court Administrator
Vonnie Diseth, CIO/Director, Information Services Division, AOC
Shannon Hinchcliffe, BJA Administrative Manager
JISC Members



Washington State Administrative Office of the Courts

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

July 2014
(Report Period Ending July 31, 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

July 2014

Planned

Actual

SCHEDULE STATUS KEY



= Active/on track



= Changes w/ Moderate impact



= Significant rework/risk



= Not active



= Completed

Initiatives	Schedule Status		CY13	CY13	CY13	CY13	CY14	CY14	CY14	CY14	CY15	CY15	CY15	CY15
			Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
7.6 Information Networking Hub (INH) Middleware Services Odyssey Integration Project	▲	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												
COTS Prep – Judgment Case Type Dockets	⊖	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 Services Odyssey Integration Project
- 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)
- COTS Prep – JCS
- COTS Prep - LFO
- COTS Prep – Statewide Viewer
- COTS-Prep – Judgment Case Type Dockets

Initiatives or Projects Completed

- Security Project - JABS RACF Authentication (ITG #087)

Initiative or Project Status Changes

- None

Staffing Changes in ISD

During the reporting period of July 1 – July 31, 2014:

ISD welcomed the following new staff:

- Keith Curry, Project Manager, (7/1/2014)
- Mark Mentzer, QA Tester, (7/1/2014)
- Winnie Sheeran, QA Tester, (7/1/2014)
- Huidong Zhang, Developer, (7/1/2014)
- Marsha Majors, SC-CMS Administrative Secretary – SC-CMS, (7/21/2014)
- Noa Moe, Desktop, (7/28/2014)

The following employees left ISD:

- Monica Santanicola, Server Administrator, (7/11/2014)
- Doug Whiting, QA Tester, (7/2/2014)

Employees transferring to the SC-CMS Program:

None.

ISD Staff Recognitions

Recognitions

Jenni Christopher became the first TOGAF certified architect in AOC. TOGAF stands for 'The Open Group Architect Framework Foundation'. This certification requires passing a very difficult exam that tests your mastery of the subject. This is quite an accomplishment!

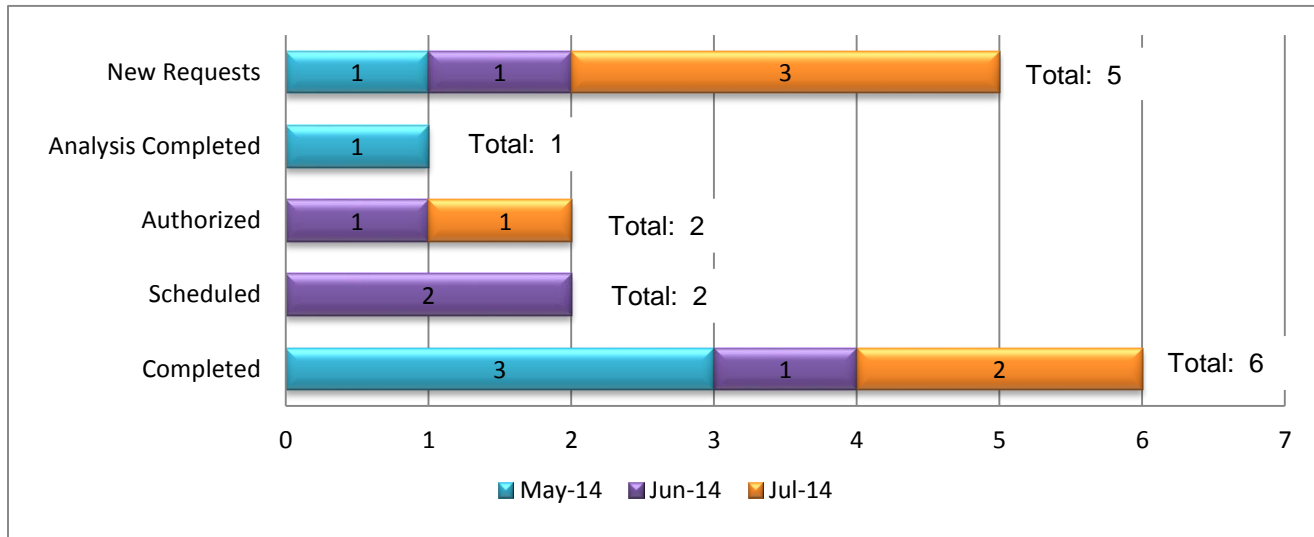
IT Governance Request Status

Completed JIS IT Requests in July 2014

- ITG 161/162 – Upgrade to Natural 8.2.2 and CICS 4.x
- Security Project - JABS RACF Authentication (ITG #087)
- ITG 137 – Upgrade CA Clarity to Version 13

Status Charts

Requests Completing Key Milestones



Current Active Requests by:

Endorsing Group	
Court of Appeals Executive Committee	1
Superior Court Judges Association	3
Washington State Association of County Clerks	3
Washington State Association of Juvenile Court Administrators	4
District & Municipal Court Judges Association	4
Misdemeanant Corrections Association	1
District & Municipal Court Management Association	15
Data Management Steering Committee	0
Data Dissemination Committee	1
Codes Committee	4
Administrative Office of the Courts	6

Court Level User Group	
Appellate Court	1
Superior Court	7
Courts of Limited Jurisdiction	11
Multi Court Level	11

Initiative Summary

Summary of Activities July 2014

Information Networking Hub (INH) Middleware Services Odyssey Integration Project	
Activities	Impact/Value
✓ Continued development of Party Data Replication solution.	Provides INH data exchanges to fit Odyssey's requirements.
✓ Continued to work with SC-CMS and COTS Prep JCS project teams to finalize requirements for party data replication and new INH web services that may be needed.	Provides INH data exchanges to fit Odyssey's requirements.

Approved JIS Projects Summary

ITG #002 Superior Court - Case Management System Odyssey Implementation	
<i>Activities</i>	<i>Impact/Value</i>
Court Business Office	
✓ Hosted a 2-day Hands On demo for County Clerk CUWG members at AOC in Olympia.	Provide knowledge and exposure to the Odyssey system.
Technical Team	
✓ Inventorying Reports and Forms needed by Pilot Sites and estimating technical efforts around token development.	Ensure report needs are met.
Organizational Change Management Team (OCM)	
✓ Provided OCM training for two Power User trainings (one for Pilot sites and one for AOC staff).	Increase awareness and buy-in by providing accurate, relevant project information to external stakeholders.
Business Analyst Team (BA)	
✓ The Schedule/Calendar Tiger Team is working on: <ul style="list-style-type: none"> Analyzing SCOMIS Calendar Codes and how to go forward with Hearing Types and Sessions, Configuration/Data Conversion, Reviewing Project 8330-Supervision. 	Fit Odyssey to business requirements.
✓ The Civil Tiger Team is working on: <ul style="list-style-type: none"> Led discussions and CPD review of new Arbitration functionality, Configuration/Data Conversion, Currently working with Thurston County Clerk's Office to conduct front counter trial at FJC (related to case number discussion). 	Fit Odyssey to business requirements.
✓ The Financial Tiger Team is working on: <ul style="list-style-type: none"> Analyzing financial data conversion to identify new post-data push results and validating previous defects fixes, Preparing final financial CPD, Project #8218 Auto Assess Accrued Interest on Case Fees, for validation with Tyler and then approval from CUWG, Configuration analysis and research (Juvenile Diversions and Trust), Creating Visio process flows for Fee Structures in Odyssey. 	Fit Odyssey to business requirements.
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.
Project Management Team	
✓ Participated in document management discussions with AOC Leadership Team and Tyler Technologies.	Project Planning.
✓ Coordinated and communicated on progress, risks and issues with the independent quality assurance vendor (Bluecrane, Inc.).	Project Communication.
✓ Participated in meetings with stakeholder association groups to review document management options with AOC Chief Information Officer.	Project Planning.
ITG #045 Appellate Court Enterprise Content Management System (AC-ECMS)	
<i>Activities</i>	<i>Impact/Value</i>

✓ ImageSoft returned an updated version of the Functional Specification on July 21st. The courts and AOC have spent the time since verifying the updates. The document was not approved by July 31st as planned by ImageSoft. The courts anticipate finishing by August 18th.	Improve the efficiency of document management for the Appellate Courts.
✓ ImageSoft created a change request revising the project schedule based on the finished specifications. They are recommending breaking configuration/development into four phases which will allow the courts an earlier look at the system in time to make any necessary revisions.	Improve the efficiency of document management for the Appellate Courts.
✓ License differences were discovered during review of technical team feedback to the Functional Specification. It is likely that some can be deleted, some need to be added, and some need to be changed. These are being packaged for delivery to ImageSoft for their response.	Improve the efficiency of document management for the Appellate Courts.

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




<i>Activities</i>	<i>Impact/Value</i>
✓ The CLJ-CMS Project Management Plan, consisting of the subsidiary plans for Governance, Risk, Issue, Staff Management, Requirements and the Project Schedule has been reviewed and approved by AOC Management.	Project Initiation and Planning phases are near complete.
✓ Court User Work Group (CUWG) meetings started this month and will continue for 16 months or until the Case Management System Business and Technical requirements are completed.	Project Initiation and Planning phases are near complete.

ITG #041 Revised CLJ Computer Records Retention and Destruction Process

<i>Activities</i>	<i>Impact/Value</i>
✓ Completed development and coordination of Iteration 1 Local Court data cleanup process. Restarted a subset of 192 CLJ courts that may not have been an accurate test DORR reports and exception reports for prior to going live.	Provides faster viewing of the Courts of Limited Jurisdiction (CLJ) records.
✓ Continued to develop specific information on the implementation via the normal technical communications, notifications, eService Information and Customer Service line support.	Provides faster viewing of the Courts of Limited Jurisdiction (CLJ) records.

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 Support Project					
Reporting Period through July 31, 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		
<p>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.</p> <p>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.</p>					
<p>Business Benefit:</p> <ul style="list-style-type: none"> 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 <input type="checkbox"/>	Improve Information Access <input checked="" type="checkbox"/>	Improve Service or efficiency <input type="checkbox"/>	Manage Risks <input type="checkbox"/>	
	Maintain the business <input type="checkbox"/>	Manage the costs <input type="checkbox"/>	Increase organizational capability <input type="checkbox"/>	Regulatory compliance or mandate <input type="checkbox"/>	
Current Status	Scope	▲	Schedule	●	Budget
<p>Status Notes:</p> <p>The INH project is developing a party (person) data replication solution between JIS and the new SC-CMS Odyssey application in support of the Pilot Court Go Live. INH will also support the integration of Odyssey with the JCS and local DMS systems.</p> <p>Obtaining the final set of requirements for the Person/Party Data Replication from SC-CMS and COTS Prep JCS Projects is behind schedule which will impact development and QA testing. Delivery of the PPDR solution by October 31 is currently at risk of delay.</p> <p>The schedule status indicator is yellow 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. This 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.</p>					
Progress	July – 60%				100%
Phase	<input type="checkbox"/> Initiate	<input type="checkbox"/> Planning	<input checked="" type="checkbox"/> Execute	<input type="checkbox"/> 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		
✓ Continued development of Party Data Replication solution.			Provides INH data exchanges to fit Odyssey's requirements.		

✓ Continued to work with SC-CMS and COTS Prep JCS project teams to finalize requirements for party data replication and new INH web services that may be needed.	Provides INH data exchanges to fit Odyssey's requirements.		
Activities Planned		Impact/Value	
◦ Continue development of party data replication solution.	Provides INH data exchanges to fit Odyssey's requirements.		
◦ Obtain the requirements from JCS for financial data exchanges between Odyssey and JIS.	Provides INH data exchanges to fit Odyssey's requirements.		
◦ Start work with the SC-CMS project team on the requirements for Pilot Court local document management systems integration with Odyssey.	Provides INH data exchanges to fit Odyssey's requirements.		
◦ Begin Quality Control test planning and preparation.	Provides INH data exchanges to fit Odyssey's requirements.		
Milestones Planned and Accomplished			
Milestone	Original Date	Revised Date	Actual Date
INH – Odyssey Integration Support	1/1/12	2/3/14	2/3/14
Initiation complete	3/7/14	5/28/14	6/30/14
Planning complete	3/17/14	6/9/14	6/20/14
Odyssey data mapping	3/13/14	3/6/14	4/30/14
Analysis complete	3/13/14	7/9/14	
Design complete	3/6/14	7/14/14	
Development complete	5/27/14	1/5/15	
Functional Test	7/14/14	9/18/14	
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 July 31, 2014								
Executive Sponsor(s) Superior Court Judges Association (SCJA) Washington State Association of County Clerks (WSACC) 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	<input type="checkbox"/>
Current Status		Scope	●	Schedule	▲	Budget	●	
Status Notes:								
Progress		July -21%  100%						
Project Phase	<input type="checkbox"/> Initiate	<input type="checkbox"/> Planning	<input checked="" type="checkbox"/> Execute	<input type="checkbox"/> 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								
✓	Hosted a 2-day Hands On demo for County Clerk CUWG members at AOC in Olympia.			Provide knowledge and exposure to the Odyssey system.				
Technical Team								
✓	Inventorying Reports and Forms needed by Pilot Sites and estimating technical efforts around token development.			Ensure report needs are met.				
Organizational Change Management Team (OCM)								
✓	Provided OCM training for two Power User trainings (one for Pilot sites and one for AOC staff).			Increase awareness and buy-in by providing accurate, relevant project information to external stakeholders.				
Business Analyst Team (BA)								

<ul style="list-style-type: none"> ✓ The Schedule/Calendar Tiger Team is working on: <ul style="list-style-type: none"> • Analyzing SCOMIS Calendar Codes and how to go forward with Hearing Types and Sessions, • Configuration/Data Conversion, • Reviewing Project 8330-Supervision. 	Fit Odyssey to business requirements.
<ul style="list-style-type: none"> ✓ The Civil Tiger Team is working on: <ul style="list-style-type: none"> • Led discussions and CPD review of new Arbitration functionality, • Configuration/Data Conversion, • Currently working with Thurston County Clerk's Office to conduct front counter trial at FJC (related to case number discussion). 	Fit Odyssey to business requirements.
<ul style="list-style-type: none"> ✓ The Financial Tiger Team is working on: <ul style="list-style-type: none"> • Analyzing financial data conversion to identify new post-data push results and validating previous defects fixes, • Preparing final financial CPD, Project #8218 Auto Assess Accrued Interest on Case Fees, for validation with Tyler and then approval from CUWG, • Configuration analysis and research (Juvenile Diversions and Trust), • Creating Visio process flows for Fee Structures in Odyssey. 	Fit Odyssey to business requirements.
Training Team	
<ul style="list-style-type: none"> ✓ 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.
Project Management Team	
<ul style="list-style-type: none"> ✓ Participated in document management discussions with AOC Leadership Team and Tyler Technologies. 	Project Planning.
<ul style="list-style-type: none"> ✓ Coordinated and communicated on progress, risks and issues with the independent quality assurance vendor (Bluecrane, Inc.). 	Project Communication.
<ul style="list-style-type: none"> ✓ Participated in meetings with stakeholder association groups to review document management options with AOC Chief Information Officer. 	Project Planning.
Activities Planned	
Impact/Value	
Court Business Office	
<ul style="list-style-type: none"> ◦ Continue the configuration of the Odyssey system to support the business rules and needs of the superior court and the county clerk's office. 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. 	Odyssey Configuration and Code Mapping.
Organizational Change Management Team	
<ul style="list-style-type: none"> ◦ Complete 3rd scheduled Power User OCM training session for Pilot Site and AOC staff on August 25th. 	Increase awareness and buy-in by providing accurate, relevant project information to external stakeholders.
<ul style="list-style-type: none"> ◦ Continue to work with Court Ed and Training to plan and conduct the August 20th and 26th live Odyssey webinars. 	Increase awareness and buy-in by providing accurate, relevant project information to internal and external stakeholders.
Business Analyst Team	
<ul style="list-style-type: none"> ◦ Planning the meeting with AOC stakeholders regarding Dependency in Supervision – CPD #8330 Modify Supervision to Support Non-Criminal Cases and present for CUWG vote. 	Prepare for CUWG decision making.
Training Team	
<ul style="list-style-type: none"> ◦ Prepare for August 25th Power User training session for Pilot Site and AOC staff. 	Provide knowledge of Odyssey.
Project Management Team	

◦ Facilitate discussion and decision with CIO, Infrastructure, Security, and Operations to allow the use of Active Directory for password authentication into Odyssey.	Project Execution.		
◦ Schedule first bi-weekly Pilot Executive Stakeholder meeting.	Project Execution.		
◦ Facilitate discussion and decision with CIO, Infrastructure, and Security to use Odyssey Access Request Form and the process/workflow in managing the roles and responsibilities for such requests at AOC.	Project Execution.		
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	4/7/14
Requirements Traceability Matrix	03/10/14	4/7/14	4/7/14
SC-CMS Design and Construction Plan	03/31/14		3/31/14
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		6/20/14
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 July 31, 2014

Executive Sponsor(s)
 Appellate Courts Executive Steering Committee
 Justice Debra Stephens, Committee Chair
 Vonnie Diseth, CIO/ISD Director

IT Project Manager:
 Martin Kravik (360) 704-4148
martin.kravik@courts.wa.gov

Consultant/Contracting Firm:
 ImageSoft Inc.

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.

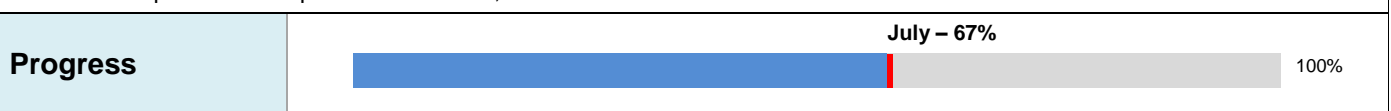
Business Benefits: The project will implement an Appellate Courts ECMS that will improve the efficiency of document management for the courts. To achieve this objective, all Appellate Courts need to use the same ECM application. Some of the benefits that will be gained are:

- 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	<input type="checkbox"/>
	Maintain the business	<input type="checkbox"/>	Manage the costs	X	Increase organizational capability	X	Regulatory compliance or mandate	<input type="checkbox"/>

Current Status	Scope	●	Schedule	●	Budget	●
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Status Notes:
 This status report is for the period June 1 - 30, 2014.



Project Phase	<input type="checkbox"/> Initiate	<input type="checkbox"/> Planning	<input checked="" type="checkbox"/> Execute	<input type="checkbox"/> Close
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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
✓ ImageSoft returned an updated version of the Functional Specification on July 21st. The courts and AOC have spent the time since verifying the updates. The document was not approved by July 31st as planned by ImageSoft. The courts anticipate finishing by August 18th.	Improve the efficiency of document management for the Appellate Courts.

✓	ImageSoft created a change request revising the project schedule based on the finished specifications. They are recommending breaking configuration/development into four phases which will allow the courts an earlier look at the system in time to make any necessary revisions.	Improve the efficiency of document management for the Appellate Courts.	
✓	License differences were discovered during review of technical team feedback to the Functional Specification. It is likely that some can be deleted, some need to be added, and some need to be changed. These are being packaged for delivery to ImageSoft for their response.	Improve the efficiency of document management for the Appellate Courts.	
Activities Planned		Impact/Value	
◦	Finalize and approve the Functional Specification.	Improve the efficiency of document management for the Appellate Courts.	
◦	Develop a contract amendment to incorporate the agreed upon outcome of ImageSoft's change request and the license discussion.	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	5/14/14
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 (CLJ-CMS)

Reporting Period through July 31, 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.

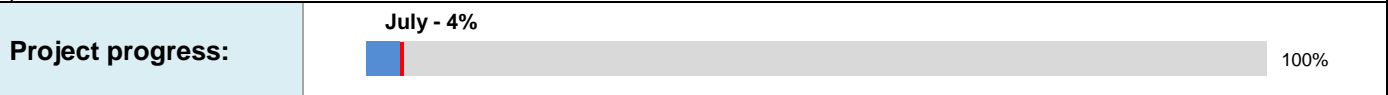
Business Drivers	Improve Decision Making	X	Improve Information Access	X	Improve Service or efficiency	X	Manage Risks	X
	Maintain the business	X	Manage the costs	X	Increase organizational capability	X	Regulatory compliance or mandate	<input type="checkbox"/>

Current Status	Scope	●	Schedule	●	Budget	●
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Status Notes:
The Project Management Plan, which includes the subsidiary plans for Risk, Issue, Change Management, Staff Management, Requirements, Schedule and Governance has been reviewed and approved by AOC Management.

In addition, the Organization Change management, Communication, and Quality Plans are at different stages of review and approval.

The Court Users Work Group (CUWG) initial meeting was held on July 30-31 kicking off the requirements gathering phase of the project. Current activities are focused on review and validation for the "current state" functionality of the legacy system and court processes.



Phase	<input type="checkbox"/> Initiate	<input checked="" type="checkbox"/> Planning	<input type="checkbox"/> Execute	<input type="checkbox"/> Close
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Schedule	Planned Start Date: 2/10/14	Planned Completion Date: 12/26/16 (for planning phase)
	Actual Start Date: 2/10/14	Actual Completion: TBD

Activities Completed	Impact/Value
✓ The CLJ-CMS Project Management Plan, consisting of the subsidiary plans for Governance, Risk, Issue, Staff Management, Requirements and the Project Schedule has been reviewed and approved by AOC Management.	Project Initiation and Planning phases are near complete.
✓ Court User Work Group (CUWG) meetings started this month and will continue for 16 months or until the Case Management System Business and Technical requirements are completed.	Project Initiation and Planning phases are near complete.

Activities Planned	Impact/Value
◦ Complete the project subsidiary plans for Organizational Change, Communication, and the Quality Management.	The project requirements gathering tasks have started and the project team is fully engaged in requirements gathering through the monthly CUWG meetings and follow up task assignments.

<ul style="list-style-type: none"> ◦ Continue the requirements gathering CUWG meetings. 	The project requirements gathering tasks have started and the project team is fully engaged in requirements gathering through the monthly CUWG meetings and follow up task assignments.		
Milestones Planned and Accomplished			
Milestone	Original Date	Revised Date	Actual Date
Start Project	10/25/13	2/10/14	2/10/14
End Project	10/21/16	12/26/16	

ITG #041 Revised CLJ Computer Records Retention and Destruction Project

Reporting Period through July 31, 2014

Executive Sponsor(s)

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)

IT Project Manager:

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.

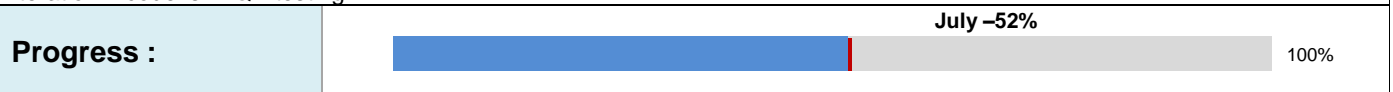
The current activity is to return archived records to the active database (i.e. no records will remain in archive). This will pave the way to implement the new rules. At the conclusion of this project, all JIS CLJ records will be retained according to the revised policy.

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 <input type="checkbox"/>	Improve Information Access <input type="checkbox"/>	Improve Service or efficiency <input type="checkbox"/>	Manage Risks <input type="checkbox"/>
	Maintain the business <input type="checkbox"/>	Manage the costs <input type="checkbox"/>	Increase organizational capability <input type="checkbox"/>	Regulatory compliance or mandate <input checked="" type="checkbox"/>

Current Status	Scope	●	Schedule	◆	Budget	●
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Status Note:
Iteration 1 code is in QA testing.



Project Phase	<input type="checkbox"/> Initiate	<input type="checkbox"/> Planning	<input checked="" type="checkbox"/> Execute	<input type="checkbox"/> Close
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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
✓ Completed development and coordination of Iteration 1 Local Court data cleanup process. Restarted a subset of 192 CLJ courts that may not have been an accurate test DORR reports and exception reports for prior to going live.	Provides faster viewing of the Courts of Limited Jurisdiction (CLJ) records.
✓ Continued to develop specific information on the implementation via the normal technical communications, notifications, eService Information and Customer Service line support.	Provides faster viewing of the Courts of Limited Jurisdiction (CLJ) records.

Activities Planned		Impact/Value	
° Prepare updated project status presentation for June 27 JISC meeting, as necessary.		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	3/6/15	
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	

ISD Operational Area Status Reports

Operational Area: ISD Policy and Planning

Mike Keeling, Interim ISD Associate Director

Through July 31, 2014

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

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

Activities Completed	Impact/Value
<u>Resource Coordinator</u>	
✓ Reviewed, updated and printed new version of ISD Desk Manual	Provide pertinent information for new ISD employees on organization, navigation and overall ISD organizational/operational structure.
✓ Trained incoming employees on Clarity timekeeping practices and presented ISD Desk Manual.	Inform and instruct ISD employees on purpose and impact of Clarity timekeeping, and to provide broad-range ISD information.
✓ Continued meetings with project and functional leaders to update project/application activities and correct allocations as needed.	Effective management of staff resources for IT projects.
✓ Worked with Clarity Administrator to update reports to provide more linear information for projects/resources.	Provide management measurement information on project/application time tracking.
<u>Portfolio Coordinator</u>	
✓ Prepared final draft of ISD Strategic Plan.	The ISD Strategic Plan will set direction and priorities, get managers and staff on the same page and simplify decision making.
✓ Prepared monthly portfolio reports.	Provide accurate and up-to-date portfolio information to ISD Leadership Team.
✓ Performed quarterly project portfolio assessment.	Provide accurate and up-to-date project-related information to ISD Leadership Team.
<u>Clarity Administrator</u>	
✓ Continued Clarity Training (on-going).	Goal is to be more productive in my new position as a Clarity Administrator.
✓ Processed Network Access Requests/Network Delete Requests (NAR/NDR).	Enhance existing Clarity documentation.
✓ Completed Clarity Foundations I & II classes.	Improved my knowledge and skill level as a Clarity Administrator.
✓ Improved process for weekly Clarity Sequence jobs.	Clarified some existing documented issues.
<u>Service Delivery</u>	
✓ Updated all ITG Portal 'help' screens.	Screens now have current contact information to help users better understand the process.
✓ Completed final draft of Strategic Plan.	A plan to guide ISD for the next 5 to 6 years.
✓ Worked with new DOC request (ITG 144)	Trying to satisfy customer requests.
✓ Successfully completed Lean Six Sigma Green Belt Certification.	Education on process improvement and eliminating waste in government.
✓ ITG requests that were processed: 3 new requests processed (ITG's 218, 219, 220), 2 requests completed (ITG's 161 and 162) and 1 request authorized (ITG 215).	Moving the ITG process along.
<u>Change & Release Management</u>	
✓ 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 Environment 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 WA State LEAN Practitioner's Community of Practice meeting.	Represent AOC interest in supporting GOV Insee'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."
✓ 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.
✓ Participate in ISD Data Quality process improvement utilizing LEAN methodologies.	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.
✓ Attended Lesson in Leadership speaker series.	These sessions provide attendees with expert advice, a connection to the private sector, an opportunity to deepen understanding of Lean principles and tools, and examples of what other organizations are doing - all for the purpose of building capacity in state leaders to deliver better value to more Washingtonians.
✓ Participated 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.
✓ Completed Dept. of Homeland Security/FBI Counter Intelligence course.	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.
<u>Organizational Change Management</u>	
✓ Finalizing CLJ-CMS Project Communication and Organizational Change Management (OCM) plans.	Prepare CLJ courts to participate in requirements gathering activities and keep stakeholders informed about project status.
✓ Conducted CLJ CUWG member interviews with voting members.	Gather information about CLJ CUWG members to help plan meetings and communicate effectively.
✓ Attended CLJ-CMS Project team meetings, Sponsor meetings, and Steering Committee meetings.	Communicate project status, have OCM presence at meetings.
✓ Working with web team to populate public-facing CLJ-CMS website.	Make CLJ-CMS project information available to all internal and external stakeholders.
✓ Enter RightNow ticket to create Inside Courts CLJ-CMS project website.	Make CLJ-CMS project information available to all internal and external stakeholders.
✓ Continued to work with Policy & Planning team members to 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.
✓ Continue participation in the SC-CMS OCM team.	Prepare ISD stakeholders for participation, implementation, and support of SC-CMS and Odyssey.
✓ Presented Organizational Change Management key concepts at CLJ-CMS CUWG meeting in July and assist with meeting facilitation.	Prepare CLJ courts to participate in requirements gathering activities and keep stakeholders informed about project status.
<u>Business Liaison</u>	

✓ 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.
✓ Worked with internal project teams for COTS-Prep and SC-CMS for a holistic view of customer input	Broad communication and interaction with internal groups and stakeholder groups ensures the successful implementation of the Superior Court Case Management Project.
✓ Worked with SC-CMS Project Steering Committee	Broad communication and interaction with internal groups and stakeholder groups ensures the successful implementation of the Superior Court Case Management Project.
✓ 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. Assisted with Functional Specification (FS) document changes and reviewed FS for discrepancies and changes between versions.	Delivery of a product that will meet the Appellate Court's business needs. Creates a better understanding of the business processes used.
✓ Completed monthly RightNow report of Appellate Court incidents and distributed to Clerks.	Provides information to the courts about the number, type, open and closed incidents that have been reported to the AOC Service Desk.
✓ Attended July Minority and Justice Commission meeting.	Provides ISD representation at the meeting and creates a communication bridge between the Commission and ISD.
✓ Began drafting updates on several JIS General Policies.	Ensures that policy content is accurate and applicable.
✓ Provided point of contact for Appellate Court staff to report problems or request follow-up.	Streamlines communication between the customer and ISD and keeps the customer informed of problems that may impact their business.
✓ Reported on the CLJ Case Management System project and numerous other IT improvements to the District and Municipal Court Judges' Association, the District and Municipal Court Management Association, and the Misdemeanor Corrections Association boards.	Direct communication and interaction with customer groups increases their understanding of ISD services and activities, and builds trust and credibility with customers.
Worked with project team, sponsors, and courts of limited jurisdiction stakeholders on the Courts of Limited Jurisdiction Case Management System project to prepare for and participate in the first Court User Work Group (CUWG).	Communication and involvement with project participants and stakeholders ensures successful implementation of the CLJ CMS project.
✓ Worked with DMCJA and DMCMA governing boards to ensure appropriate and sufficient judicial branch involvement in the ELIAS eWarrants project.	Facilitating appropriate judicial branch stakeholder involvement in projects affecting courts of limited jurisdiction ensures that IT innovations consider the impacts and needs of the courts when they are developed.
✓ Worked with AOC staff and leadership to further vet JIS Standards for Local Automated Court Record Systems with stakeholders.	Development and passage of data standards ensures that the statewide judicial database remains intact as some courts move to disparate systems.
✓ Worked with the project team, Steering Committee, other stakeholders, and AOC staff on the Computer Records Retention and Destruction project.	Ensuring that customers are involved in the process and informed about the project, that their perspective is heard and their business needs are considered.
✓ Represented AOC on the eTrip Operations Managers Team	Ensuring that the business and technical needs of the courts and AOC are considered when changes to the eTrip system are considered and implemented.
✓ Coordinated the stakeholder input process for customers on ISD projects and IT Governance requests.	Direct customer input on IT projects helps ensure a successful project outcome.
Activities Planned	Impact/Value
Resource Coordinator	
○ Continue looking at options for more effective/efficient time entry method.	Provide a user-friendly, efficient method for ISD time-reporting resources to correctly identify and record time worked on applications and projects.

<ul style="list-style-type: none"> ◦ Continue work with Clarity Admin on transition. 	Ensure continuity of service for ISD management and staff for Clarity resource management and time management system.
<u>Portfolio Coordinator</u>	
<ul style="list-style-type: none"> ◦ Finalize ISD Strategic Plan and implementation schedule. 	The ISD Strategic Plan will help set direction and priorities, get managers and staff on the same page and simplify decision making.
<ul style="list-style-type: none"> ◦ Develop draft of biennial IT Portfolio Report. 	The IT Portfolio Report is a legislatively mandated report on the current state of technology in the judicial branch and planned future investments in technology.
<u>Service Delivery</u>	
<ul style="list-style-type: none"> ◦ Work on developing Release Management Process. 	Planned releases and more timely and accurate communications to customers.
<ul style="list-style-type: none"> ◦ Get final approval and publish Strategic Plan. 	A plan to guide ISD for the next 5 to 6 years.
<ul style="list-style-type: none"> ◦ Capture more Service information. 	This advances the eventual catalog of all AOC ISD services.
<ul style="list-style-type: none"> ◦ Continue working with DOC request (ITG 144). 	Trying to satisfy customer request.
<ul style="list-style-type: none"> ◦ Work with team to update JIS interface and data policies. 	Policies are very outdated and need to be updated.
<u>Change & Release Management</u>	
<ul style="list-style-type: none"> ◦ Continue participation in System Availability Meetings. 	Track future changes to AOC Applications & Services in Production Environment for potential impact and deconfliction.
<ul style="list-style-type: none"> ◦ Continue Administration of Change and Release Calendar. 	Provide AOC stakeholder's visibility and increased transparency for Changes to and Software Releases in Production Environment.
<ul style="list-style-type: none"> ◦ Continue participation in Security Team weekly meetings. 	Support Agency Director, CIO, Information Security Officer, ISD Associate Director, and ISD OPS Manager in Security Enhancement efforts.
<ul style="list-style-type: none"> ◦ Continue 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.
<ul style="list-style-type: none"> ◦ Participate 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.
<ul style="list-style-type: none"> ◦ Continue participation in WA State LEAN Practitioner's Community of Practice meeting. 	Represent AOC interest in supporting Governor 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."
<ul style="list-style-type: none"> ◦ Continue participation in Lesson in Leadership speaker series. 	"These sessions provide attendees with expert advice, a connection to the private sector, an opportunity to deepen understanding of Lean principles and tools, and examples of what other organizations are doing - all for the purpose of building capacity in state leaders to deliver better value to more Washingtonians."
<ul style="list-style-type: none"> ◦ Continue 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.
<ul style="list-style-type: none"> ◦ Continue 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.
<ul style="list-style-type: none"> ◦ 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.
<u>Business Liaison</u>	
◦ 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.
◦ Continue to work with the SC-CMS project team, Steering Committee, other stakeholders, and AOC staff on the implementation of SC-CMS.	Ensuring that customers are involved in the process and informed about the project, that their perspective is heard and their business needs are considered.
◦ Continue participation on AC-ECMS project and in project meetings; continue to assist with documentation of Functional Specification changes and other documentation as needed.	Provides support to the project and project manager, as needed, to help the project meet its goals and objectives.
◦ Draft documentation on AOC internal process for a quick response to, and communication about, Appellate Court technical incidents.	Provides a holistic approach to incident troubleshooting and keeps the customer better informed.
◦ Complete monthly RightNow report of Appellate Court incidents and distribute to Clerks.	Provides information to the courts about the number, type, open and closed incidents that have been reported to the AOC Service Desk.
◦ Complete drafting updates on several JIS General Policies.	Ensures that policy content is accurate and applicable.
◦ Continue to work with project team, sponsors, and courts of limited jurisdiction stakeholders on the Courts of Limited Jurisdiction Case Management System project to assist them in development of the current state requirements.	Communication and involvement with project participants and stakeholders ensures successful implementation of the CLJ CMS project.
◦ Continue to work with DMCJA and DMCMA governing boards to ensure appropriate and sufficient judicial branch involvement in the eWarrants project.	Facilitating appropriate judicial branch stakeholder involvement in projects affecting courts of limited jurisdiction ensures that IT innovations consider the impacts and needs of the courts when they are developed.
◦ Work with staff throughout AOC to update the JIS General Policies for the approval of the JISC.	Updated JIS General Policies will reflect changes in policy, practice, and technology over the past several years.
◦ Continue to represent AOC on the eTrip Operations Managers Team.	Ensuring that the business and technical needs of the courts and AOC are considered when changes to the eTrip system are considered and implemented.
◦ Continue to coordinate the stakeholder input process for customers on ISD projects and IT Governance requests.	Direct customer input on IT projects helps ensure a successful project outcome.

Operational Area: Architecture & Strategy

Kumar Yajamanam, Architecture & Strategy Manager

Through July 31, 2014

Includes: Enterprise Architecture and Solutions Management

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

Activities Completed	Impact/Value
<ul style="list-style-type: none"> ✓ Enterprise Business Architect achieved certification in The Open Group Architecture Framework 9.1 (TOGAF). 	<p>An architecture framework provides a methodology for development of information-system architecture driven by, and responsive to, business needs and principles.</p>
<ul style="list-style-type: none"> ✓ Architecture and Strategy (A&S) Value Initiatives: During July, the A&S internal report on opportunities, challenges, and suggested improvements to A&S operations was finalized. 	<p>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.</p>
<ul style="list-style-type: none"> ✓ SC-CMS Court User Work Group (SC CUWG): As AOC representative, Enterprise Business Architect (EBA) reviewed materials for, and participated in weekly CUWG conference calls, during which feedback was provided to a number of Conceptual Project Designs (CPD's). In addition, EBA participated in the monthly SC-CMS business-focused Town Hall meeting. 	<p>The Superior Court Case-Management System (SC-CMS) 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).</p>
<ul style="list-style-type: none"> ✓ Preliminary testing and review of the SC_CMS case conversion (round 1) was completed. 	<p>Early detection of conversion issues will enhance the quality of conversion and increase success for pilot courts.</p>
<ul style="list-style-type: none"> ✓ ITG 219 – Remove SSN (Social Security Number) from JIS: Coordination of the preliminary analysis and initial design of all necessary JIS changes took place in July. 	<p>ITG (Information Technology Governance) analysis provides information to support planning for projects, including approach, project scope, and resourcing.</p>
<ul style="list-style-type: none"> ✓ CLJ-CMS Court User Work Group (CLJ CUWG): Enterprise Architect, as AOC representative, participated in the kick-off meeting. 	<p>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 CLJ Court Case Management System (CLJ-CMS).</p>
Activities Planned	Business Value
<ul style="list-style-type: none"> ◦ JIS Codes Committee: Enterprise Business Architect will review and provide insight for code requests, and will participate in the Committee's August meeting. 	<p>The JIS Codes Committee reviews code requests against established guidelines. It prioritizes implementation of those which are approved.</p>
<ul style="list-style-type: none"> ◦ SC-CMS Court User Work Group (CUWG): The Enterprise Business Architect, representing AOC, will participate in the August 13-14 meeting, plus weekly telephone conferences to continue reviewing Conceptual Project Designs (CPDs). 	<p>The Superior Court Case-Management System (SC-CMS) 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).</p>
<ul style="list-style-type: none"> ◦ Data Quality: Architectural perspective is being provided to the AOC's Data Quality Program. 	<p>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.</p>

<ul style="list-style-type: none"> ◦ JIS Modernization Plan: A high-level modernization plan for the Judicial Information System (JIS) applications will be drafted. The JIS is the collection of systems, managed by the AOC, that serve the courts, the corresponding databases, data exchanges, and electronic public data access. 	<p>The modernization plan will provide high level guidance to assist long range planning.</p>
<ul style="list-style-type: none"> ◦ CLJ-CMS Court User Work Group (CUWG): Enterprise Architect, as AOC representative will prepare for, and attend, the August CUWG meeting. The meeting will focus on reviewing and revising previous CLJ court business-process design documentation to create an as-is baseline. 	<p>The CLJ as-is baseline will serve as a roadmap that will assist with development of RFP requirements for a proposed new system.</p>
<ul style="list-style-type: none"> ◦ ITG 219 – Remove SSN (Social Security Number) from JIS: During August, the analysis and system-change design will be completed. 	<p>ITG (Information Technology Governance) analysis provides information to support planning for projects, including approach, project scope, and resourcing.</p>
<ul style="list-style-type: none"> ◦ Standards for Local Automated Court Record Systems: Prepared for second review and revision of the standards, to be presented to the JIS Committee at their September 5th meeting. Work is under way with jurisdictions that are currently planning on a local CMS (case-management system) to ensure an understanding of the standards and to collect additional feedback. 	<p>The second review will assist in courts gaining understanding so as to prepare for implementation of the standards.</p>

Operational Area: Infrastructure

Dennis Longnecker, Infrastructure Manager

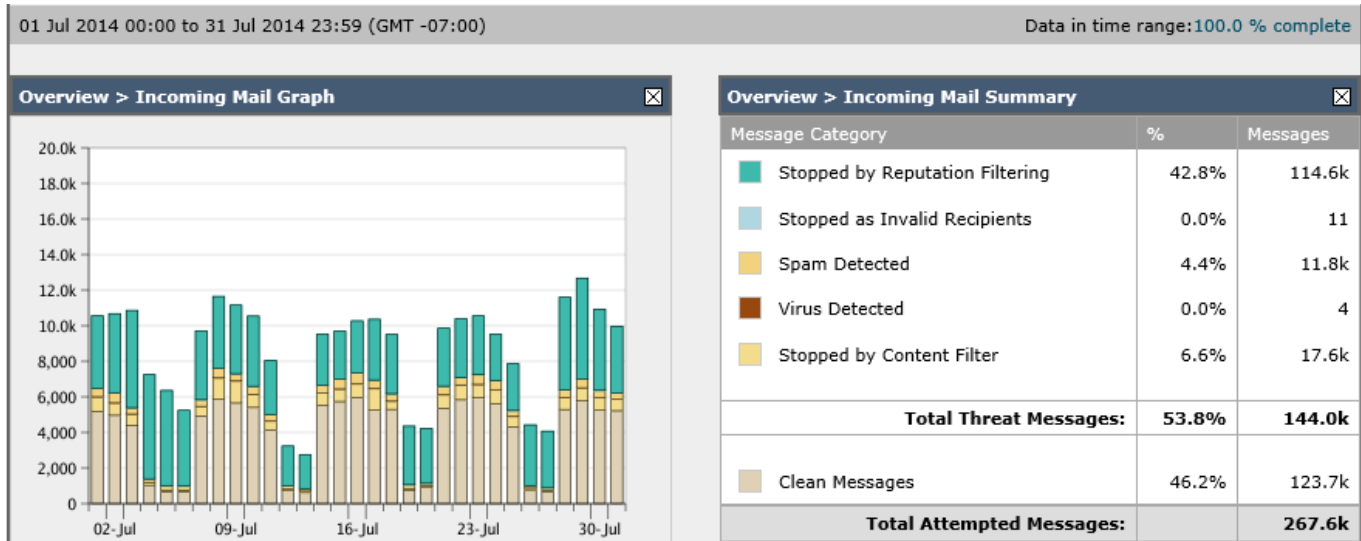
Through July 31, 2014

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 Receiving 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).
✓ Migrating all JIS Data to new Storage System. All JIS data has been migrated. Working on Windows Server storage now.	Maintaining current and supported software/hardware levels ensures users are able to continue to work.
✓ Natural 8.2.3 has been migrated to production.	Maintaining current and supported software levels ensures users are able to continue to work.
✓ CICS/TS 5.1, which is the application server for SCOMIS and DISCIS, has been migrated to production.	Maintaining current and supported software levels ensures users are able to continue to work.
✓ Installation of DB2 Version 11 complete. As of 02/02/2014 it is available in the system test areas. Planning for a June 2014 installation.	Maintaining current and supported software levels ensures users are able to continue to work.

During the last 30 days, Spam Filtering prevented 144,000 e-mails from entering the system. Only 123,700 (46.2%) were valid e-mails. The charts below are generated by IronPort.



Operational Area: Data & Development

Tamra Anderson, Data & Development Manager

Through July 31, 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
<u>Data Warehouse Unit</u>	
✓ Completed monthly Superior and CLJ Caseload reports.	Provide data requirements.
✓ Completed 21 new or updated user requests.	Provided customer solution.
✓ Completed 3 legislation requests.	Provided customer solution.
✓ Completed 18 data dissemination requests.	Provided customer solution.
✓ Meeting for ITG 181 for Kitsap county data feed to define requirements.	Provide data requirements.
✓ Fixed problem warrant and FTA tables.	Maintenance activity.
✓ Began work to enhance security views.	BO SP6 project task.
✓ Cleaned up and added caseload to the appellate universe.	Maintenance activity.
✓ Completed COA quarterly time in process report.	Maintenance activity.
✓ Continued work on Juvenile Cases Eligible for Sealing Report per SSHB 1651.	Provided customer solution.
✓ Manual fix for delete issue to CLJ and appellate case and participant.	Maintenance activity.
✓ Continued working on Washington State Patrol data quality discrepancies.	Maintenance activity.
✓ Met with customers for the Business Objects SP6 upgrade Kickoff meeting.	Business Objects SP6 project task.
✓ Loaded production Business Objects repository into new Development server	Business Objects SP6 project task.
<u>Data Exchange/Development Unit</u>	
✓ Supported QA testing effort for INH services and INH Core infrastructure.	Help with completing the QA testing of the first phase of INH project.
✓ Created BC, FS and IEPDs for a new INH service to meet the needs of Person/Party Replication project.	Helps to complete the development of Person/Party Replication Project for CMS Integration.

✓ Continue to triage INH service defect tickets for AOC development team.	Provides assistance to troubleshoot defect causes.
✓ Coordinated and continue to coordinate with SC-CMS team and Tyler Technologies to help them with Integration to JIS.	Support Tyler with implementing Odyssey for the Pilot courts.
✓ Coordinated with CMS team with analyzing and reviewing Requirements for Person/Party Data Integration effort.	Support Tyler with implementing Odyssey for the Pilot courts.
✓ Continued 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.
✓ Coordinated with CMS team with analyzing and reviewing Requirements for Document Management System Integration effort for Pilot courts.	Support Tyler with implementing Odyssey for the Pilot courts.
✓ Continued developing the transformation solution required for mapping JIS and Odyssey data for Integrating Odyssey to the back end JIS databases.	Helps with CMS Integration effort.
✓ Completed the application for triggering Person related change events occurring in JIS to replicate Person data into Odyssey.	Help with CMS integration effort for Person Data replication.
<u>Data Quality and Governance</u>	
✓ Review data designs for 5 requests supporting JCS, ACORDS, Reporting, and data quality.	Change management of data designs.
✓ Document the Data Warehouse Service Delivery Process.	Process documentation and assist with process improvement.
✓ Setup the DDRT Portal page on new SharePoint.	Process improvement.
✓ Worked on A3 #DQ00008 Criminal Data Transfer to WASIS. Met with Maintenance to discuss possible establishment of a Data Quality Routine and a possible slight modification to the java code to no longer omit cases that met all other criteria but failed transfer due to missing PCN numbers. WSP will be drafting a letter with a request for this minor modification.	Identify risks, process deficiencies and propose solutions.
✓ Worked on A3 #DQ00006 Law Data Management. Group met to discuss the discrepancy between WSP WASIS and JIS systems and how laws are being handled in the WSP disposition field. The group agreed to establish a comparison process, as well as explore some technical possibilities as a solution to the issue. Education at a future conference is also an idea.	Identify risks, process deficiencies and propose solutions.
✓ Presented to ISD CIO/Director on AOC/WSP Criminal Data Quality Issues AOC has some control over.	Provide communication on data quality issues. Improve data systems integrity and accuracy. Provide required data to customers. Reduce risk due to inaccurate data.
✓ Worked on A3 DQ00004. Met to discuss how Reference Data Management from multiple sources will look in the future state in light of JADE and Local Court Standards for Case Management Systems.	Improve data systems integrity and accuracy. Provide required data to customers. Improve reference data documentation.
✓ Worked on A3 DQ00001 Dropped Tickets from ETRIP. Drafted a roles and responsibilities matrix (RACI). This will be reviewed at a date in the near future by the eTRIP team. Data Quality monitoring points in the data flow (SECTOR back office, DES, BAM, and JIS) being discussed as well as protocol for handling issues both internally and between agencies.	Improve data systems integrity and accuracy. Provide required data to customers. Reduce risk of dropped or delayed tickets.
✓ Worked on A3 DQ00005 Person Name Field Data Quality. Attended meeting on ITG 219 regarding SSN in the Person Name field. Discussion about how to prevent bad data and clean the field. It has been proposed this become a project.	Improve data systems integrity and accuracy. Provide required data to customers. Reduce security risk of SSNs and other PII in the text fields in JIS.
✓ Modified DDRT SharePoint Site.	Improve internal communication.

✓ Attend regular LEAN daily efforts and briefings on strategy to include A3 reviews and trainings to improve root cause analysis.	Improve root-cause analysis in Data Quality Issues, improve processes, measure improvement.
✓ Attended the Traffic Records Committee Workgroup, and Data Integration Subcommittee.	Improve data systems and integration between systems in support of traffic safety.
✓ Attended Database Design Review Team meetings for JIS and EDW.	Approve data standards and manage documentation.
✓ Facilitated internal meetings for Data Quality Profiling Workgroup, Data Quality Technical Workgroup, and Data Quality Reference Data Workgroups.	Improve internal AOC processes in support of Data Quality. Establish a foundation for Data Quality.
Activities Planned	Impact/Value
<u>Data Warehouse Unit</u>	
◦ Continue Legislative bill sizing and impact analysis.	Provides required data from legislator for bill sizing.
◦ Work on refining reporting architecture.	Routine maintenance.
◦ Continue testing COA caseload universe.	Provides required data to customers.
◦ Continue supporting other data quality efforts.	Provides required data to customers.
◦ Continue analysis for redesign or appellate and juvenile data marts.	Routine maintenance.
◦ Continue BOXI upgrade.	BO SP6 project task.
◦ Continue working with State Auditor's JIS/SCOMIS data request.	Provides required data to customers.
◦ Continue working with Kitsap – gathering requirements on ITG181 request.	Provides required data to customers.
◦ Continue supporting data extract for Snohomish/REVQ effort.	Provides required data to customers.
<u>Data Exchange/Development Unit</u>	
◦ Continue to support QA testing for INH services and INH BizTalk core components.	Help with completing the QA testing of the deployed INH services and be ready for Tyler to perform Case Replication.
◦ Continue to triage defects for INH services from QA testing.	Help with completing the QA testing of the deployed INH services.
◦ Continue to create more Business Requirements questions for the CMS team to identify business process related answers.	Helps with designing a solution for Person data replication between the two systems.
◦ Continue the code development 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.
◦ Continue to work with the CMS Business Analyst to help with understanding the Requirement questions raised by the INH team and help them answer those requirements with appropriate meaningful business answer that is workable.	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.
<u>Data Quality and Governance</u>	
◦ Support Database Design Review requests.	Change Management of database designs (DDRT).
◦ Finalize documenting the Data Warehouse Service Delivery Process.	Process documentation and assist process improvement.
◦ Work together with business side to finalize Draft Data Quality Program Charter.	Formalize Data Quality Program.
◦ Prepare presentation for AOC Leadership Team on WASIS/AOC Criminal Data Transfer issues.	Improve communication, raise awareness of data quality issues, and reduce risk.
◦ Draft recommendations on the need for a data Audit Trail between systems as recommended by the Data Quality Technical Workgroup.	Improve data quality, improve security, reduce risk, and improve systems.

<ul style="list-style-type: none"> ◦ Continue to work on AOC Law Table Issues, and meet with Michelle Pardee and DOL on the issue of DOL and AOC law tables not matching which is causing issues in paper tickets. 	Reduce risk to public safety, provide required data to customers and ensure accuracy of data throughout the justice system.
<ul style="list-style-type: none"> ◦ Meet with Business Liaison and Data Dissemination Administrator to discuss SSN Data Quality Policy and future potential policies. 	Improve communication, improve data quality, and implement data quality policy.
<ul style="list-style-type: none"> ◦ Attend Traffic Records Oversight/Workgroup Combined Meeting, 	Improve communication, support data quality in traffic safety systems.
<ul style="list-style-type: none"> ◦ Work on ITG 220- Race Ethnicity. 	Improve data quality in systems.
<ul style="list-style-type: none"> ◦ Facilitate Data Quality Workgroups: Technical, Data Quality Profiling/Audit, and Reference Data Quality groups. 	Support internal AOC Data Quality Governance structure. Identify internal data stewards, improve data quality processes and coordination.

Operational Area: Operations

Mike Keeling, Operations Manager

Through July 31, 2014

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

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

Activities Completed	Impact/Value
✓ DX – VRV On-boarding - Des Moines municipal court went live	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 secured.
✓ Legacy Maintenance – Natural 8/CICS	Successfully Installed Natural 8/CICS upgrade.
✓ Legacy Maintenance – JIS Non-Civil Plea/Sentencing (PLS) screens	Allowed issues to be amended when there is money receipted on the case. The money needs to be backed out and re-receipted after the issue is amended. Produce an error message in PLS when amending an issue for cases with money receipted, D063511 "Money has been receipted for case, no amendments allowed". When there are more than 6 Conditions of Sentence (COS) multiple duplicate docket entries may be created whenever there is an update to any COS. Fix PLS bug where the code was using the wrong subscript when determining which COS needed docketing.
✓ Legacy Maintenance – JIS Non-Civil Plea/Sentencing Delete (PLSD) screen	Court users are able to delete the last issue on a case by using the F2 key, Add Issue, to bypass edits meant to prevent issueless cases. They should not be adding issues on the delete screen. Prevent the F2 key from being active for PLSD. Screen error when there was both an active warrant and FTA. Fix PLSD select to only pick one active warrant or FTA. Cannot delete an issue if there is a warrant or FTA which was ordered and cancelled. It was looking for the returned warrant date that would only be set for issued warrants or FTAs, not the cancelled/quashed date used when they are never issued. Add the cancelled/quashed date to the exclusion list when determining whether there are any active warrants or FTAs.
✓ Legacy Maintenance – VRV tickets processed by data exchange used the wrong filing date	If there are no dates in the local court calendar, the system should use the statewide calendar for the ticket receive date. Any time frames marked as 'E' or 'W' in the court calendar should be considered as "unavailable" and the system should look for the next "available" time.
✓ Legacy Maintenance – New case condition code	With the approval of the JIS Codes Committee on June 10, 2014, a new Case Condition Code was created. AJL (Alternative Jail Location).
✓ Legacy Maintenance: ITG 112 JIS Create Primary Phone Code on PER screen	Completed coding and unit testing. Waiting for QA testing.
✓ Legacy Maintenance: ITG 187 JIS Person Change History pop up screen	Completed coding and unit testing. Waiting for QA testing.
✓ WSP Disposition Transfer – Technical updates to improve maintainability of software. Updates completed. Application is now in QA.	Improve ability to respond to future requests quickly. Make it easier to detect bugs before the application is released to production.
✓ CAPS – Update to improve the performance of saving outcomes.	Enhance usability of application.
Activities Planned	Impact/Value

◦ DX – VRV On-boarding of Puyallup municipal court.	Vehicle-related violation tickets can be sent electronically from LEA to JIS directly, saving court manual ticket entry.
◦ 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: ITG 171 List AKA's on JIS CDT screen.	Coding changes to CDT screen to list AKA's.
◦ ETP – Release of enhancement to add sort arrow to the File eTickets table.	Respond to user requests for enhancements.
◦ ETP – Release of enhancement to allow tickets to be transferred between courts more than once.	Workflow enhancement so that customers can take care of a common problem themselves instead of contacting Customer Services.
◦ JABS – Release of 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.
◦ JABS: Improve logging of user activity.	Enhance security.
◦ JABS: Improve support for Internet Explorer 10.	Update application as environment changes.
◦ 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 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.
◦ JCS: Continue development of JCS version 3.00.	Version 3.00 encompasses the first pass at JCS integration with Odyssey, focusing specifically on accounting functionality identified as gaps needing filled by the JCS Commercial Off the Shelf Preparation (COTS-P) project. It adds a new accounting screen and ensures continued functionality of the Defendant Case History and Diversion Destruction Eligibility Report.



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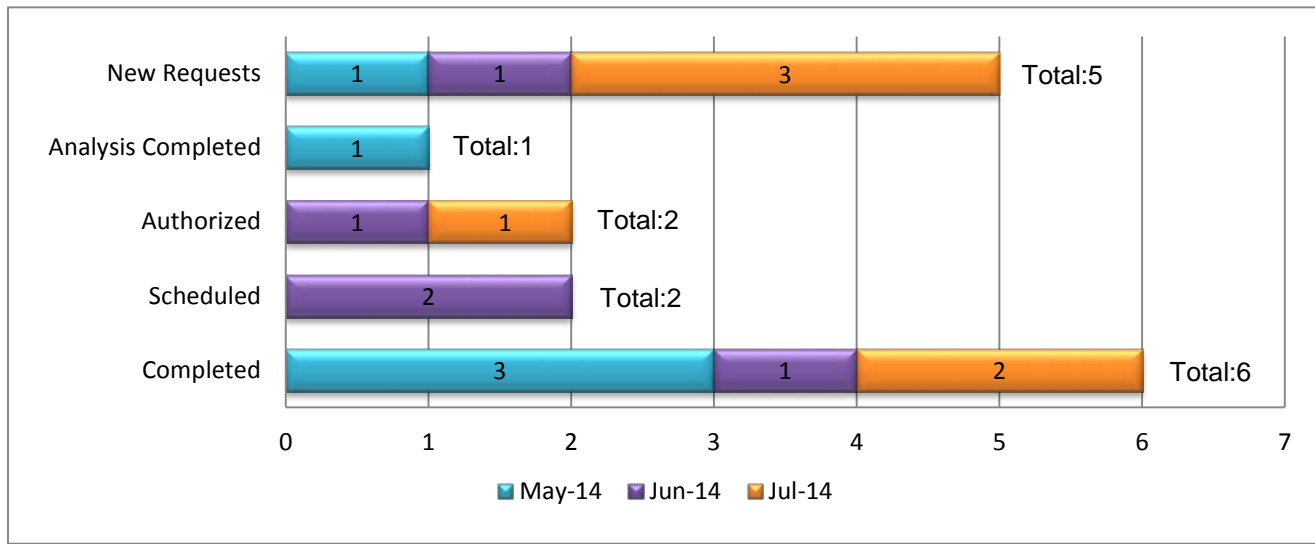
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Completed JIS IT Governance Requests

ITG Upgrade to Natural 8.2.2 (Non JIS), ITG 162 CICS Transaction Server (Non JIS)

Status Charts

Requests Completing Key Milestones



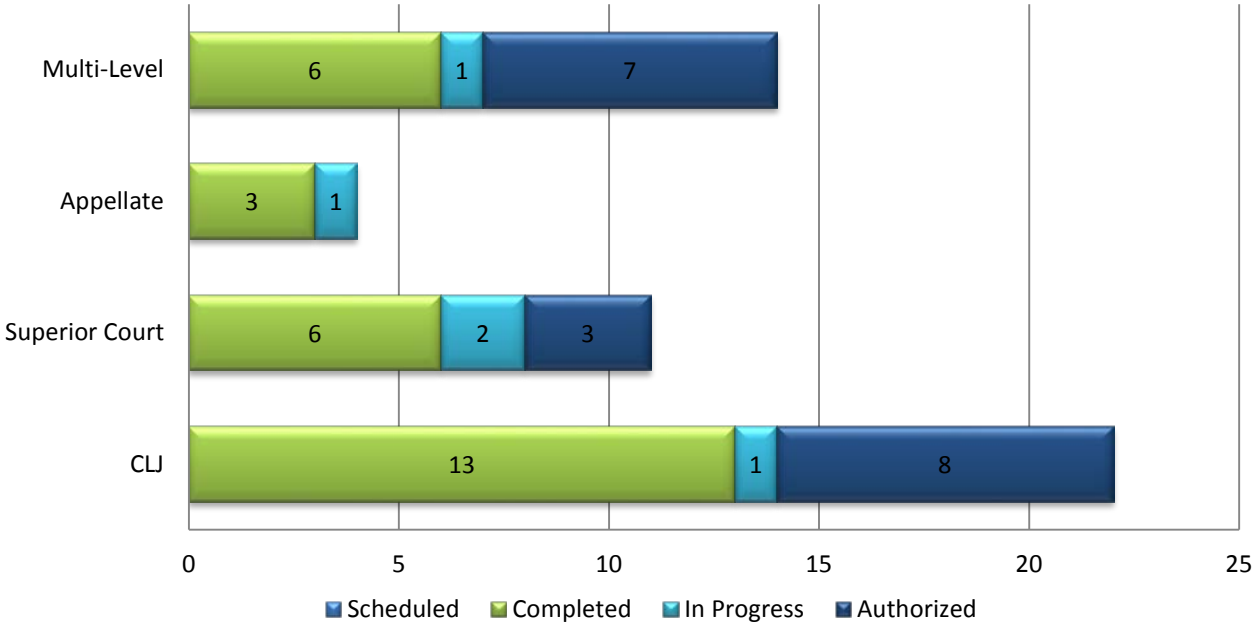
Current Active Requests by:

Endorsing Group			
Court of Appeals Executive Committee	1	District & Municipal Court Management Association	15
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	4
District & Municipal Court Judges Association	4	Administrative Office of the Courts	6
Misdemeanant Corrections Association	1		

Court Level User Group	
Appellate Court	1
Superior Court	7
Courts of Limited Jurisdiction	11
Multi Court Level	11

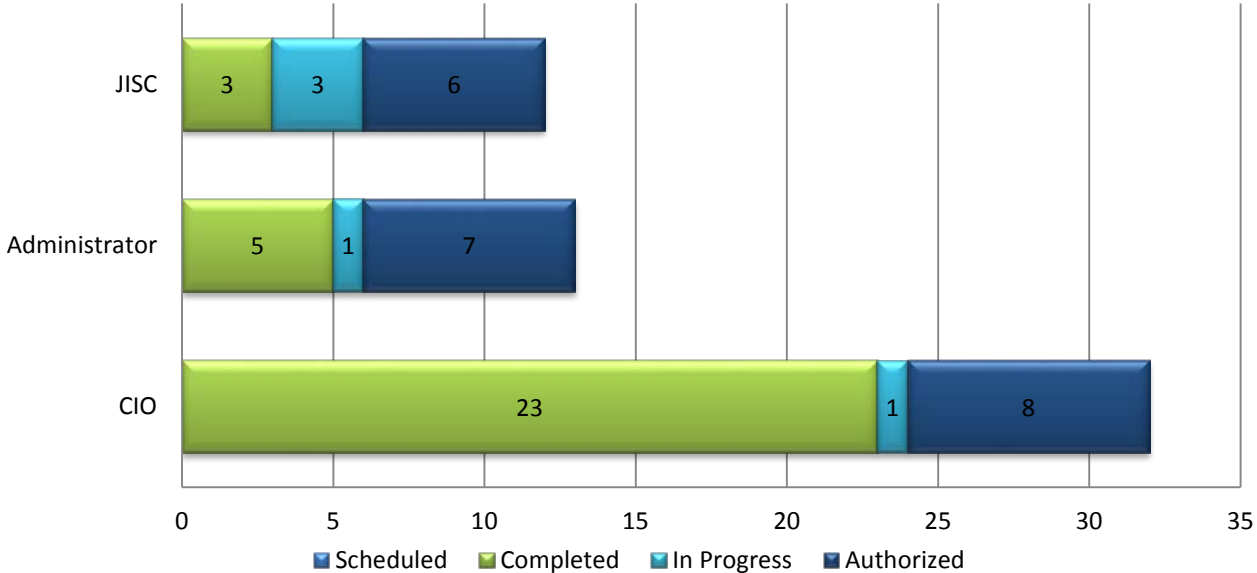
Status of Requests by CLUG

Since ITG Inception



Status of Requests by Authorizing Authority

Since ITG Inception



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

Appellate CLUG Priorities

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

Superior CLUG Priorities

Priority	ITG #	Request Name	Status	Approving Authority	CLUG Importance
1	107	PACT Domain 1 Integration	Authorized	Administrator	High
2	007	SCOMIS Field for CPG Number	Authorized	JISC	High
3	158	Implementation of MAYSI-2	Authorized	CIO	High
4	181	Kitsap SmartBench Export	Authorized	Administrator	High

Non-Prioritized Requests

N/A	002	Superior Court Case Management System	In Progress	JISC	High
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Courts of Limited Jurisdiction CLUG Priorities

Priority	ITG #	Request Name	Status	Approving Authority	CLUG Importance
1	102	New Case Management System to Replace JIS	Authorized	JISC	High
2	174	CLJ Probation Case Management System	Awaiting Auth.	CIO	High
3	027	Expanded Seattle Muni Case Data Transfer	Authorized	JISC	High
4	041	CLJ Revised Computer Records Retention and Destruction Process	In Progress	JISC	High
5	106	Allow Criminal Hearing Notices to Print on Plain Paper and Allow Entries	Awaiting Authorization	Administrator	Medium
6	032	Batch Enter Attorneys to Multiple Cases	Authorized	CIO	Medium
7	068	Full Print on Docket Public View	Authorized	Administrator	Medium
8	046	CAR Screen in JIS	Authorized	CIO	Medium
9	171	Connect CDT and AKA	Authorized	CIO	Medium
10	031	Combine True Name & Aliases for Time Pay	Authorized	JISC	Medium
11	026	Prioritize Restitution Recipients	Authorized	JISC	Medium

Multi Court Level CLUG Priorities					
Priority	ITG #	Request Name	Status	Approving Authority	CLUG Importance
1	152	DCH and Sealed Juvenile Cases	Authorized	CIO	High
2	087	Allow JIS Password to be Changed in JABS	Authorized	CIO	Medium
3	178	Race & Ethnicity Data Fields	Authorized	Administrator	Medium
4	116	Display of Charge Title Without Modifier of Attempt	Authorized	Administrator	Medium
5	062	Automate Courts DCXT Table Entries	Authorized	JISC	Medium
6	141	Add Bond Transferred Disposition Code	Authorized	CIO	Medium
Non-Prioritized Requests					
N/A	003	Imaging and Viewing of Court Documents	Authorized	Administrator	Not Specified
N/A	187	Person Change History	Authorized	CIO	Not Specified

Active Projects		
JISC	Planned Completion	Status
Superior Court Case Management System – Odyssey Implementation	Feb 2019	Refer to Bluecrane QA Report
Information Networking Hub (INH) – Odyssey Integration	Feb 2015	
COTS Prep – JCS Integration	Dec 2015	
COTS Prep – LFO Billing Integration	Jan 2015	
Statewide Viewer	TBD	
Appellate Courts ECMS	May 2015	
Courts of Limited Jurisdiction - Case Management System – (Reqmts & Procurement Plan)	Oct 2016	
CLJ Revised Computer Records Retention & Destruction Process	May 2016	
Kitsap Co. SmartBench Export	Sep 2014	
Connect CDT and AKA	Aug 2014	
AOC		
AOC Data Center Assessment	Dec 2014	
JABS/RACF Security Upgrade	Aug 2014	
Infrastructure upgrade - Natural & CICS	Jul 2014	
Infrastructure Upgrade – Sharepoint 2010 - Phase 1	Sep 2014	

Completed Projects 2013-15 Biennium	
Infrastructure Upgrade – z/OS Operating System	Jul 2013
SC-CMS RFP & System Acquisition	Sep 2013
Add Accounting Data to the Data Warehouse	Oct 2013
MANDATE – Limitations on Juvenile Records Access	Oct 2013
COTS Prep – Restore SCOMIS Cases	Dec 2013
Allow FTAs to Issue when AR is Zero	Dec 2013
Superior Court Data Exchange	Mar 2014
Infrastructure Upgrade – Websphere	Mar 2014
Infrastructure Upgrade – Clarity PPM	Apr 2014
Court Notification when Critical IDs Change (ITG 156, 176, 191)	Apr 2014
CLJ Warrant Print Page	May 2014
Infrastructure Upgrade – DB2 version 11	Jun 2014

Planned Projects	Planned Start
DCH and Sealed Juvenile Cases	TBD
PACT Domain 1 Integration	TBD
Guardian Application	TBD
SCOMIS Field for CPG Number	TBD
Event Manager	TBD
Expanded Seattle Municipal Court Case Data Transfer	TBD
Implementation of MAYSI 2	TBD
Race and Ethnicity Data Fields	TBD
Person Name – Data entry field issue	TBD
Transparent Audit trail on CKR for Jurisdiction Transfers	TBD
Display of Charge Title without Attempt Modifier	TBD
Automate Courts DCXT Table Entries	TBD
Batch enter attorney's to multiple cases	TBD
Add Bond Transferred Disposition Code	
Web-based Complaint Management Solution	TBD
New DOL ADR Format	TBD
Allow Full Print on Docket Public View	TBD
DOC Data Exchange Upgrade	TBD
CAR Screen in JIS	TBD
Combine true name and alias for time pay	TBD
Prioritize restitution Recipients	TBD
INH – Enterprise Data Repository	TBD
Imaging and viewing of court docs	TBD

Governance Requests	
As of July 31, 2014	
Endorsed	12
Recommended	2
Authorized	24
In Progress	7
Completed	53
Closed	97



IT Portfolio Quarterly Report

April - June
2014

For more information, please contact

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JIS Application Portfolio - Primary JIS Applications

Application	Description	Serving	Users ¹	Transactions per Month (average)	Support FTEs	Implementation Year	Architecture	IT Gov. Requests Authorized and/or Completed	Sustainability	Maintainability	Extensibility	
ACORDS	Appellate Court Records & Data System	Case management system used by the Supreme Court and courts of appeal. Case filing, event management, calendaring and management of opinions.	Appellate Courts	281	3,700	.7	2003	Mainframe Java DB2	0			
CAPS	Court Automated Proceeding System	Resource management and case event scheduling.	Superior Court (Yakima County only)	30	38,000	.1	2003	Mainframe Java DB2	0			
DW	Data Warehouse	Case information for querying and reporting.	All courts & public access	400	11,600,000	5	2008	Mainframe Informatica DB2 Server/BizTalk SQLServer	2			
ETP / VRV	Electronic Ticketing Process / Vehicle Related Violations	Used by the courts to process tickets filed electronically.	CLJ, Law Enforcement	300	Data not avail.	.6	2007 2011	Server / BizTalk Mainframe Java DB2	1			
JABS	Judicial Access Browser System	Simple view of criminal history/offender profile.	Superior Courts, CLJ, Juvenile	750	120,000	.6	2001	Mainframe Java DB2	5			
JCS	Juvenile & Corrections System	Juvenile referral and juvenile detention management system. Provides pre-case filing, juvenile sentencing, diversion and post adjudication probation support.	Juvenile	1131	350,000	3.1	2005	Server uniPaaS (Magic) DB2	1			
JIS (DISCIS)	Judicial Information System (DISCIS)	Provides a person-centric case management system. Primary case management and accounting system used by the district and municipal courts.	Superior Courts, CLJ, Juvenile	2792	18,200,000	4.75	1988	Mainframe COBOL/Natural DB2	19			
JRS	Judicial Receipting System	Receipting system used by the county clerks in support of the Superior Courts.	Superior Courts	56	480,000	1.7	1993	Mainframe Delphi SQLServer	0			
SCOMIS	Superior Court Management Information System	Primary docketing system for superior courts. Provides some case calendaring and case management functionality.	Superior Courts, Juvenile	1,824	6,800,000	2.75	1977	Mainframe COBOL DB2	1			

¹Based on number of User-ids

JIS Application Portfolio - Other Applications & Data Exchanges

Adult Static Risk Assessment	JIS-Link	Secretary of State Felon Reporting	Superior Court Data Exchange
Caseload Reports	Juvenile Risk Assessment	Public Case Search	WA Courts Data Exchange
Court Interpreter	Opinion Publishing	Washington Courts (Public Website)	Dept Licensing, Dept Correction Data Exchange
Guardianship	Positive Achievement Change Tool	Washington State Patrol Dispositions	

External WA state applications: HRMS, AFRS, ADDS, DRS, CAMS, Fiscal Note

LEGEND	Sustainability	Able to avoid negative impact on application or users	Green	Normally will be achieved at a level of effort consistent with standard industry practice
	Maintainability	Able to keep applications current in existing state	Yellow	Challenging to achieve at a level of effort consistent with standard industry practice
	Extensibility	Able to increase scope of the application	Red	Difficult to achieve at a level of effort consistent with standard industry practice