	Judicial Information System Committee (JISC) **Friday, June 26, 2015 (10:00 a.m. – 12:30 p.m.)** **CALL IN NUMBER:** *877-820-7831 PC: 572633#* **SeaTac Facility:** *18000 INTERNATIONAL BLVD, SUITE 1106, SEATAC, WA 98188*

AGENDA				
1.	**Call to Order** a. Introductions b. Approval of Minutes c. New Member Update	Justice Mary Fairhurst, Chair	10:00 – 10:10	Tab 1
2.	**JIS Budget Update** a. 13-15 Budget Update b. 15-17 Budget	Mr. Ramsey Radwan, MSD Director	10:10 – 10:40	Tab 2
3.	**Legislative Update**	Ms. Mellani McAleenan, Assoc. Dir. Judicial & Legislative Relations	10:40 – 10:50	
4.	**CIO Report** a. Appellate Court Security Assessment	Ms. Vonnie Diseth, ISD Director	10:50 – 10:55	
5.	**JIS General Policy Update** a. JIS Policy 3.2.1 **Decision Point:** Software Version Support	Ms. Vicky Cullinane, Business Liaison	10:55 – 11:00	Tab 3
6.	**JIS Priority Project #1:** **Superior Court Case Management Update** a. Project & Integrations Update b. **Decision Point:** Local Implementation Cost Rules • Early Adopter Courts	Ms. Maribeth Sapinoso, PMP Ms. Marie Constantineau, PMP Ms. Vonnie Diseth, ISD Director	11:00 – 11:40	Tab 4
7.	**Other JIS Priority Project Updates** a. AC-ECMS Project Update b. Priority Project #3 (ITG 41) – CLJ Revised Computer Records Retention/ Destruction Process c. Priority Project # 4 (ITG 102) CLJ-CMS d. INH/EDR Project Update	Mr. Martin Kravik Ms. Kate Kruller, PMP Mr. Mike Walsh, PMP Mr. Dan Belles, PMP	11:40 – 12:20	Tab 5
8.	**Committee Report** a. Data Dissemination Committee	Judge Thomas Wynne	12:20 – 12:30	
9.	**Meeting Wrap-Up**	Justice Mary Fairhurst	12:30 – 12:35	
10.	**Information Materials** a. ITG Status Report b. SC-CMS Bluecrane QA Report			Tab 6

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:

2015 – Schedule

August 28, 2015

October 23, 2015

December 4. 2015

JUDICIAL INFORMATION SYSTEM COMMITTEE

April 24, 2015
10:00 a.m. to 2:00 p.m.
AOC Office, SeaTac, WA

DRAFT - Minutes

Members Present:
Justice Mary Fairhurst, Chair
Mr. Larry Barker
Chief Robert Berg
Judge Jeanette Dalton
Ms. Callie Dietz
Ms. Delilah George – phone
Chief Ed Green
Judge James Heller
Mr. Rich Johnson
Judge J. Robert Leach
Ms. Barb Miner
Ms. Brooke Powell
Mr. Bob Taylor
Ms. Aimee Vance
Judge Thomas J. Wynne

Members Absent:
Judge Steven Rosen
Mr. Jon Tunheim
Ms. Yolande Williams

AOC/Temple Staff Present:
Mr. Kevin Ammons
Mr. Dan Belles
Ms. Kathy Bradley
Ms. Misty Butler
Ms. Marie Constantineau
Ms. Jennifer Creighton
Ms. Vicky Cullinane
Ms. Vonnie Diseth
Mr. Mike Keeling
Mr. Eric Kruger – phone
Mr. Dirk Marler
Ms. Mellani McAleenan – phone
Ms. Pam Payne
Mr. Ramsey Radwan
Ms. Maribeth Sapinoso
Ms. Heather Stoffle
Mr. Mike Walsh
Mr. Kumar Yajamanam

Guests Present:
Judge Donna Tucker
Judge Corinna Harn
Mr. Othniel Palomino
Mr. Bill Kehoe
Mr. Enrique Kuttemplon
Mr. Allen Mills
Mr. Roland Thompson

Call to Order

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

March 06, 2015 Meeting Minutes

Justice Fairhurst asked if there were any additional corrections to the March 6, 2015 meeting minutes. Hearing none, Justice Fairhurst deemed them approved.

JIS Budget Update (13-15 Biennium)

Mr. Ramsey Radwan reported on the allocated and expenditures for the projects. One adjustment to report on the green sheet, is a 2015 supplemental budget request to move $313,000 of ECMS funding to the ensuing biennium because the project is taking a bit longer than expected. That is not reflected yet, because they have not approved the request. It is in both the House and Senate 2015 supplemental budget proposals, the report will reflect the shift upon approval of the legislature. This will cover costs approved after June 2015.

Mr. Ramsey Radwan provided a: **State Revenue & Budget Update**
- The current economic and revenue operating environment in much the same as it was in November 2014 (the previous forecast date).

- o As of the February 20, 2015 forecast, general fund revenue is expected to increase by 8.7% to about $36.5 billion for the biennium ending June 30, 2017 and revenue for the biennium ending June 30, 2019 is expected to increase 9.1% to $39.8 billion ($3.3 b between biennia)

- o The increase in revenue for 2015-2017 is about $2.9 billion. The increase necessary to maintain and fund new and existing programs is $2.1 billion, leaving $800 million for policy additions. Almost 75% ($2.1 billion) of the new revenue will be used to fund programs and costs previously implemented by the state legislature.

- o There are definitional issues between what the Governor identifies as ongoing costs and what the Senate identifies as ongoing costs (about a $1.1 billion difference).

- o McCleary still needs to be funded at $1.5b - $2.0 billion.

- o Initiative 1351 is estimated to cost $2 billion during the 15-17 unless amended by the legislature.

- o Even though revenue is projected to increase, costs are also increasing at an equal or greater pace.

- The House released their version of the 2015-2017 budget on March 27, 2015. The overall budget being proposed by the House is favorable for the AOC. There are no budget reductions and all but a few requests are funded in the proposal. While the Interpreter and Family and Juvenile Court Improvement Program (FJCIP) requests aren't part of the House budget proposal, they were very interested in discussing both programs-which is a good sign. The House voted their version of the budget off the floor on April 2, 2015. Amendments included an additional $4.6 million to the Office of Public Defense (over and above what was included in the initial House budget) and an additional $3 million to the Office of Civil Legal Aid (over and above what was included in the initial House budget). There were no amendments to the Supreme Court, AOC, Law Library or Court of Appeals budgets.

- The Senate released their version of the 2015-2017 budget on March 31, 2015. The Senate proposal includes a number of budget reductions, not included in the House proposal. The Senate budget proposal would, if passed as is:
  - o Reduce the AOC general fund by approximately $10 million by:
    - Eliminating research,
    - Reducing judicial education,
    - Requiring $4.2 million in additional reductions
    - Eliminating LFO pass through funding to the county clerks and
    - Reduce pass through funding to Thurston County for the impact of cases that must be filed in Thurston County (superior court and county clerk).
  - o Not provide funding for the initiation of the CLJ-CMS project.
  - o Fund the King County data exchange solely from the JIS account rather than the state general fund.
  - o Implement a $2 million fund switch between the state general fund and the JIS account (decrease state general fund, increase the JIS account).

    o Not provide funding for a number of other budget request items.

- AOC has developed a list of talking points, draft letters and a strategy for courts and stakeholders to use to ensure that the Senate budget does not pass in its current form.

- There will be several more iterations of the House and Senate budget proposals over the next few weeks. The session officially ends April 26, 2015, however it is anticipated that the 2015-2017 budget will not be finalized by then necessitating one or more special legislative sessions.

Legislative Update

Ms. Mellani McAleenan provided an update on the current Legislative Session.

April 15th was the cutoff date for bills to be passed out of the opposite house or they died. The juvenile records bill is still moving, as are the clerks' bills and bills proposed by the DMCJA and SCJA. Bills with changes had to be agreed upon by the other house by *Sine Die.* Technically, all dead bills may reintroduced at the beginning of the special session, but they may not be acted on.

The plan is to adjourn on Friday 4/25 and begin a special session Wednesday 4/29.

Information Networking Hub – (INH)

Mr. Belles provided a brief status update on the Information Networking Hub (INH) Enterprise Data Repository (EDR) project. Mr. Belles stated that current activities included work being done on the database, data exchanges and recent meetings with King County court staff. Mr. Belles stated that the Enterprise Data Repository was being built to store statewide shared data in conformance with the approved JIS data standard and that local court data would remain in the local court case management systems. Mr. Belles stated that the project team was also working on an information portal that would assist courts in on-boarding and connecting to the Enterprise Data Repository. Mr. Belles stated that the rest of his report was based on the data exchange proposal developed in collaboration with King County court staff. Mr. Belles then gave an overview of the proposed timeline for completion of the Enterprise Data Repository in support of the King County Case Management System Go-Live project. Mr. Belles gave an overview of the major milestones beginning in 2015 through early 2017 including a high level chart showing the implementation of the Enterprise Data Repository in June 2016. Mr. Belles stated that the AOC was continuing to meet with the King County court staff to do planning activities and prepare for the kick-off of the project officially in July when funding becomes available.

Mr. Belles then presented the current project risks including legacy application risks, budget risks and project risks. Mr. Belles stated that there were at least eight risks identified as part of the King County data exchange proposal. He stated that the legacy risks included the risk of system failure at both AOC and King County, the budget risk included the risk of not having adequate funding for the project, and project risks that included the integration work necessary to connect AOC legacy applications to the EDR. Mr. Belles also stated that other project risks included the short timeline and the fact that adding resources would not necessarily solve the issue as some tasks could not be done by more than one or two people at a time. He also

stated that since the EDR was a new solution, there were significant unknowns in developing and implementing an EDR. Mr. Belles stated that the EDR was being built for all court levels and not just for King County. Judge Wynne asked if other courts would be able to use the EDR as built or would it have to be modified for the other courts to use it. Mr. Belles stated that yes, the EDR was being built to allow other courts to use it without making any changes to it.

Mr. Belles stated that there was one active issue, that involved resources with critical court business knowledge not being available to the project, and that it was being mitigated to the extent possible. Mr. Belles completed his project update by covering the next steps planned for the project in the coming weeks.

ITG #45 – AC-ECMS Update

Mr. Martin Kravik presented a status update on the AC-ECMS project. He reported that the third contract amendment was approved on November 11, 2014. This amendment partitioned development into four iterations: base document structure, case management and its associated workflows, judicial workflows, and the remaining Supreme Court workflows.

The first iteration was completed and accepted by the AC-ECMS Executive Steering Committee (ESC) on February 13, 2015.

On March 4, 2015 the vendor submitted a report regarding project scope. It estimated significant variance as compared to the original estimate. The report proposed a mix of scope reduction and increased cost to mitigate the issue.

Appellate court, AOC, and vendor staff met on March 11, 2015 to discuss the report. The vendor's president said the company was not walking away from the project but also declared that the functional specification they submitted to AOC was too large. The vendor stated their case for scope reduction and cost adjustment. The vendor then committed to doing a more comprehensive analysis of the specific scope issues and send a second report.

Prior to the arrival of the second report, the vendor dismissed their project manager assigned to the AC-ECMS project.

The second report was received on March 26th and detailed potential areas for scope reduction. AOC and appellate court staff met with the vendor on April 2nd and 3rd to walk through the report details. At our request, the vendor also provided a cursory look at the case management module.

The vendor president stated again that he does not want to abandon the project but does want to come to agreement on scope, design and cost. He also stated they do not do bait and switch and recognized that doing so would be damaging to their reputation.

The vendor walked through the details of dozens of individual system functionalities they feel are overdesigned. It was a thorough discussion and resulted in a better understanding of the issues. The vendor committed to refining the report based on the two-day discussion.

Following the April 2-3 meeting, the AOC/appellate court team met and discussed every item in the second vendor report and tentatively categorized them as "must have", "nice to have", and "can live without".

The vendor's third report arrived on April 20, 2015.

Next steps include developing a response the vendor's proposals and conducting an alternatives analysis in case we can't come to terms with the current vendor.

At this point in time work is still continuing on the project. However, the milestone dates in the April JISC Project Update represent the last approved scheduled and will likely be negatively impacted by recent events.

If we are able to come to terms with the vendor, there is a likelihood we would come back to the JISC with a request for additional funding.

Any recommendation involving significant changes to the contract cost/duration or a change in strategy will be brought before both the project Executive Steering Committee and the JISC.

ITG #2 – SC-CMS Update

Ms. Marie Constantineau began the SC-CMS Project update with a review of the Integrations Mock Go Live which was held at the AOC on March 24 – 26, 2015. A summary of the event included the review of 72 case replication development efforts and 20 party synchronization efforts. Ms. Constantineau also noted there were still 25 outstanding development efforts not yet verified. She explained that 19 of these were not scheduled to be delivered until end of April and that these efforts were identified as a result of developing the original Pilot efforts. There were no questions regarding this information.

Ms. Maribeth Sapinoso provided an update on the second Business Mock Go Live held at Lewis County on April 21-23, 2015. The first day of the Mock Go Live presented numerous challenges particularly with the noticeably slow response time while using Odyssey. The challenges provided the project to focus the remaining two days of the Mock Go Live on the issues and concerns expressed by Lewis County. The project was able to address and in some cases resolve those issues within the project's control and ability. It opened and ended the third day of the Mock Go Live with an overall perspective that while there were configuration, training, network, and integration issues to still resolve, there was agreement between the project and Lewis County that there were no showstoppers preventing all moving forward in going live as scheduled.

Ms. Maribeth Sapinoso continued with other recent activity updates including those currently in progress and next steps. The most critical activity the project is primarily focused on for the next two months is preparation for going live as scheduled with Lewis County

Other JIS Priority Project Updates

ITG 41 Priority Project #3 - CLJ Revised Computer Records Retention/Destruction Process:

Mr. Kevin Ammons provided the update for ITG 41 – CLJ Revised Computer Records Retention and Destruction Process. Mr. Ammons reported that the project manager, Ms. Kate Kruller, was

on leave. He continued by reporting that full system testing of the preliminary destruction rules was completed in March and the four pilot courts has been successfully completed in April. Based on these results, the project team has begun the implementation of all courts. As of the JISC meeting on April 24th, 10 courts had been completed, which was ahead of the planned schedule. Mr. Ammons reported that the test team was continuing to test the results of the destruction process on a daily basis to ensure all rules are being applied consistently and correctly. To date, the project team has not found any errors during the implementation process.

ITG 102 Priority Project #4 – Courts of Limited Jurisdiction Case Management Systems:

Mr. Michael Walsh presented the project update on the Courts of Limited Jurisdiction Case Management System (CLJ-CMS) project. Recent activities included the completion of the "current state" functional analysis and the on-going requirements gathering of the "Future state" needs. The project's Organization Change Management team members are increasing CLJ-CMS project awareness by sending letters to stakeholders requesting support from their legislatures. The project team has completed their second AOC all staff general information meeting to raise awareness and support through our AOC staff. AOC's Contract Office has been assisting the project team in our procurement planning and pre-initiation work activities. We continue to keep our project web content current with our most recent accomplishments, schedules, and plans.

One new risk and one ongoing issue were reported.

1. A concern was raised that the approval the AOC integration effort with the King County District Court (KCDC) Case Management System could impact funding and/or resources planned for the CLJ-CMS project.   The risk was considered of high urgency and a mitigation action was put in place. AOC requested the funding for the AOC participation in the KCDC project come from the State General Fund and not from the JIS Fund. This would mitigate the risk that the CLJ-CMS funding for INH costs and resources would be impacted.
2. A non-unified vision for the statewide case management solution may disrupt forward progress. King County District Court and Seattle Municipal Court continue to be well represented and maintain a unified vision at the CUWG meetings. The mitigation action for this risk is to continue to increase project awareness.

Committee Report

Data Dissemination Committee:
Driver History Information (DHI) presented its request for traffic infraction data with monthly updates. DDC approved with conditions similar to what was imposed on the Data Driven Safety Inc. (DDS) infraction data request.

Two media requests for financial data were approved with the AOC staff recommendations.

The Committee also reviewed the current JIS-LINK exemptions and requested AOC staff provide a draft policy at the next meeting on how to maintain the various exemptions. DDC also wants the policy to create a reapplication process for these exemptions. DDC then fielded questions from AOC staff about JIS security requirements for the various JIS-LINK users.

Adjournment

The meeting was adjourned by Justice Fairhurst at 1:45 p.m.

Next Meeting

The next meeting will be June 26, 2015, at the AOC SeaTac Facility; from 10:00 a.m. to 2:00 p.m.

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	
	Action Item – From September 5th 2014 Meeting		
2	Find out whether individual persons' SSNs are needed for the bank account process superior courts use on the BAA and BAS screens	Vicky Cullinane	

Administrative Office of the Courts			
Information Services Division Project Allocation & Expenditure Update			
2013-2015 Allocation			
Expenditures and Encumbrances as of May 31, 2015			
Initiatives--JIS Transition	**ALLOTTED**	**EXPENDED**	**VARIANCE**
Information Networking Hub (INH)			
Information Networking Hub (INH)	$1,500,000	$1,309,668	$190,332
Information Networking Hub (INH) - Subtotal	**$1,500,000**	**$1,309,668**	**$190,332**
Superior Court CMS			
13-15 Allocation	$13,706,000	$12,389,915	$1,316,085
COTS Prep	$2,900,000	$820,575	$2,079,425
Superior Court CMS Subtotal	**$16,606,000**	**$13,210,490**	**$3,395,510**
Enterprise Content Management System			
ECMS	$1,426,000	$1,426,000	$0
ECMS Subtotal	**$1,426,000**	**$1,426,000**	**$0**
Equipment Replacement			
Equipment Replacement - External	$1,199,000	$1,102,526	$96,474
Equipment Replacement - Internal	$2,138,000	$1,988,036	$149,964
Equipment Replacement Subtotal	**$3,337,000**	**$3,090,562**	**$246,438**
TOTAL 2013-15	**$22,869,000**	**$19,036,720**	**$3,832,280**

SC-CMS projected salaries and benefits for the remainder of the biennium: $263,863.

Judicial Information System Committee Meeting   June 26, 2015

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 were substantially updated in 2014 to bring them up to date with changes in current technologies and practices. Since that time, AOC has changed its practice regarding support of Microsoft Windows operating systems and Internet Explorer browser versions. AOC also requires encryption on its applications, which eliminates the need for the policy regarding wireless networks.

II. DISCUSSION

The attached proposal amends the JIS General Policies in three sections:

- Section 2.2.7, regarding wireless networks, is removed. Encryption of JIS applications eliminates the need for this section.

- Section 3.2 is rewritten to state that AOC will ensure JIS applications support new Windows operating systems and versions of Internet Explorer within six months of release. When manufacturers stop supporting operating systems and browser versions, JIS applications will no longer support them. Windows users must maintain their browsers at a version supported by JIS applications.

- A typo is fixed in Section 5.4, Data Warehouse.

OUTCOME IF NOT PASSED –

If the JIS General Policies are not amended, they will be out of synch with current AOC practice.

JIS General Policies

With Comments

Last Revised by the JISC: October 24, 2014

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Authority

RCW 2.68.010 gives the JISC the authority to "determine all matters pertaining to the delivery of services available from the judicial information system." JISC Rule 1 provides for AOC to operate the Judicial Information System (JIS) under the direction of the JISC and with the approval of the Supreme Court pursuant to RCW 2.56. RCW 2.68.050 directs the courts, through the JISC, to provide electronic access to judicial information.

Scope

These policies apply to all persons, organizations, or agencies that operate, manage, or use the portfolio of IT products and services provided by AOC.

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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.

<div align="center">COMMENT</div>

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 charges. In such cases, counties or cities will be responsible for local government connection charges.

<div align="center">COMMENT</div>

State agencies are charged to use the IGN 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 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 may not access the local network 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.

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.

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   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.

2.2.6   Users that are logged onto a JIS resource, by use of a RACF ID and password, may not use unauthorized applications or services that creates a

remote connection to another computer or network. Doing so would make available the same access to data and privileges the logged on JIS user has, to unknown and potentially untrusted individuals. Tools used by technical support personnel to remotely manage computers on their networks are not subject to this requirement. These types of remote sessions take place within the boundaries of the trusted network, and do not create "external" connections.

COMMENT

Products like PCAnywhere and Logmein install a product on a personal computer (PC) which continually ping a server. Users can connect to the server and create a tunnel to the PC with minimal credentials. Using a VPN to connect to the county network, and then using Microsoft Remote Desktop Connection, is acceptable, as that utilizes a secure tunnel and full credentials.

2.2.7 ~~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.~~

~~2.2.7.1~~   ~~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:~~

~~2.2.7.1.1~~ ~~Complied with AOC standards for wireless networks.~~

~~2.2.7.1.2~~ ~~Establish, document, and communicate wireless access security practices within the agency.~~

~~2.2.7.1.3~~ ~~Implement a program to perform audits at regular intervals for the purpose of locating and removing rogue wireless devices.~~

~~2.2.7.2~~   ~~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.

2.2.7.3 If the AOC implements a wireless network, it must comply with the requirements of this section.

2.2.7.4 Public access subscribers are not subject to policies on wireless networks.

<div align="center">COMMENT</div>

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.

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.

<div align="center">COMMENT</div>

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 JIS does not provide anti-virus or other software. Because of the need to constantly update such products, 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.

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.

<div align="center">COMMENT</div>

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   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 Receipting 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.

<div align="center">COMMENT</div>

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 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.

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.

<div align="center">COMMENT</div>

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   AOC is responsible for and will ensure that the JIS application(s) support new Microsoft Windows operating systems and Internet Explorer browser versions within six (6) months of general release. Subsequently, once operating systems and browser versions are no longer supported by the manufacturer, support for that version by the JIS application will cease.

3.2.2 Windows users' browsers must be maintained at a version supported by the JIS applications ~~not older than the oldest version supported by the vendor~~s. AOC may set more specific standards for browsers, applications and plugins, based on known usability and security issues.

<div align="center">COMMENT</div>

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.

Superior Court Case Management System (SC-CMS)

Project Update

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

June 26, 2015

Recent Activities
Pilot – Lewis County

Statewide Party/Person Go Live – June 1, 2015

✓ Party replication from JIS to Odyssey (one direction only) was implemented

✓ Verified replication of party information is working correctly

✓ Verified batch processes involving Legal Financial Obligation (LFO) billing, WSBA imports, and Department of Correction (DOC) payments are working correctly

Recent Activities *(cont'd)*
Pilot – Lewis County

✓ Implemented Local Government Network (LGN) – May/June 2015

✓ Completed end user training – May/June 2015

✓ Completed on-site training for Judicial Officers – June 2015

✓ Completed on-site Odyssey training labs – June 2015

✓ Converted LaserFiche documents to Odyssey

 ▪ Approximately 1.8 million images

✓ Judge Edition
 ▪ Implemented in four courtrooms conducting Superior Court business

Pilot Go Live – Lewis County
June 15 - 26, 2015

- ✓ Case Manager
- ✓ Financial Manager
- ✓ Odyssey Document Management System
- ✓ Odyssey Portal
- ✓ SessionWorks - Judge Edition
- ✓ Enterprise Custom Reporting
- ✓ Electronic Signatures
- ✓ Case Replication
- ✓ Party Synchronization
- ✓ External Agency Integrations

Recent Activities
Early Adopters
(Franklin, Thurston, Yakima)

- ✓ Project Steering Committee unanimously approved the recommended changes to the SC-CMS implementation cost rules for Early Adopters – April 14, 2015

- ✓ Power Users attended Pilot End User Training

Work In Progress

- Schedule post implementation training for Lewis County

- Conduct Early Adopters' first data conversion from SCOMIS to Odyssey – July 2015

- Conduct Early Adopters' first data conversion review by Power Users – July 2015

- Conduct Early Adopter business process reviews and configuration – July through September 2015

- Continue Early Adopter technical review and integration needs – July through October 2015

Work In Progress *(cont'd)*

- Conduct Judge Edition configuration assessment for Early Adopters – July 2015

- Conduct initial Odyssey demonstration to Snohomish County – July 2015

- Conduct initial technical review on site at Snohomish County - August 2015

- Coordinate with Snohomish power users to attend Early Adopter End User training

Next Steps

- Conduct Early Adopter end user training – Sept/Oct 2015

- Conduct Spokane kick off meeting – September 2015

- Early Adopter Go Live – October 31, 2015

Phase 4 – Early Adopter Implementation

MILESTONES or PROJECT DELIVERABLES	CURRENT PLAN DATE
✓ Early Adopter Kickoffs Completed	April 2015
✓ Early Adopter Bi-Weekly Technical Meetings Begin	April 2015
First Early Adopter Data Conversion Push & Review	July 2015
Early Adopter Business Process Review Discussion Begin	July 2015
Early Adopter Technical Integrations Requirements Gathering Begins	July 2015
Early Adopter Local Court Configurations Begin	July 2015
Early Adopter Power User Training Begins	July 2015
Second Early Adopter Data Conversion Push & Power User Review	August 2015
Early Adopter Document Image Extracts Completed	August 2015
Early Adopter Network Performance Test	August 2015
Early Adopter End User Training Begins	September 2015
Early Adopter 60 Day Go-Live Readiness Assessment	September 2015
Third Early Adopter Data Conversion Push & Power User Review	September 2015
Early Adopter End User Training Completed	October 2015
Early Adopter Counties Go Live	November 2015

Decision Point

- SC-CMS Cost Rules for Early Adopter Implementation – Franklin, Thurston, Yakima County

Judicial Information System Committee Meeting, June 26, 2015

DECISION POINT – Superior Court Case Management System – Implementation Cost Rules for Early Adopters (Franklin, Thurston, Yakima)

MOTION:

- I move that the JISC approve the SC-CMS Project Steering Committee's recommendation regarding state and local implementation costs for the Early Adopter sites (Franklin, Thurston, and Yakima counties) subject to the parameters set forth in the attached addendum – "SC-CMS Implementation Cost Rules for Early Adopters."

I. BACKGROUND

The State has limited resources to apply to the SC-CMS project and counties across the state have limited resources to participate in the Odyssey rollout. Smaller local courts and clerks' offices, in particular, may necessitate State funding and assistance to ensure that no court that wants Odyssey is left behind.

On June 27, 2014, the JISC approved the SC-CMS Project Steering Committee's recommendation regarding state and local cost rules for implementation. The JISC amended the SC-CMS Project Steering Committee's recommendation restricting approval of the implementation cost rules to Pilot site only and changing the cost categories to "TBD" for local application integrations. Since specific costs were not known at that time for local implementation, the JISC requested that the Project Steering Committee bring back to the JISC after Pilot Go Live a more specific estimate as to what the local implementation cost may be for early adopters and statewide rollout given the cost expended for the Pilot site implementation.

II. DISCUSSION

The limitations of available state and local funds to implement the SC-CMS may present a risk to the successful completion of the project. The Early Adopter sites need to know what costs they will be responsible for as soon as possible so that their needs can be identified and included in their county's budget cycle with enough lead-time to obtain the necessary funds. By identifying the cost categories (People, Technology, and Process) and the related project costs, each county can begin assessing the impact on their budgets and planning to address their financial needs prior to each county's rollout.

The SC-CMS Project has provided known expenditures for the Pilot site based on the cost categories of the SC-CMS Cost Rules for Pilot Implementation which has helped project expenditures for the Early Adopters sites. The SC-CMS cost rules for Early Adopter Implementation has also been revisited and revised from the original cost rules for the Pilot site by the Project Steering Committee based on the experience and needs for the Pilot Site implementation.

OUTCOME IF NOT PASSED –

This issue must be resolved <u>now</u>, so there are no schedule delays to the implementation of the early adopters. If this issue is not resolved; the continued lack of understanding of where state and local costs will reside prior to implementation will have a negative impact on whether or not the SC-CMS project can be successfully implemented in all 37 counties.

SC-CMS Implementation Cost Rules for Early Adopters (Franklin, Thurston, Yakima)
Projected Expenses

COST CATEGORIES	ASSUMPTIONS	PROJECT COSTS				
		State	Local	Franklin (EA)	Thurston (EA)	Yakima (EA)
General	1) The State resources to apply to SC-CMS are limited and require Legislative appropriations.					
	2) Counties across the State have limited resources to participate in the Odyssey rollout.					
	3) The 2014 Proviso states that the AOC and JISC shall develop statewide superior court data collection and exchange standards. Upon implementation, these standards must be met by each superior court in order to continue to receive JISC funding or equipment and services funded by the account. For those courts that do not use the statewide superior court vendor solution as chosen by the JISC, JISC funds may not be allocated for (a) the costs to meet the data collection and exchange standards developed by AOC and JISC, and (b) the costs to develop and implement local court case management systems.					
	4) All reimbursements will comply with State and AOC rules and regulations.					
	5) Smaller local courts and clerks' offices, in particular, may necessitate State funding and assistance to ensure that no court that wants Odyssey is left behind. *A process needs to be developed to determine any financial assistance.					
	6) Larger courts and clerks' offices, notably Snohomish and Spokane counties may require a different proportion of State funding assistance due to a higher number of existing local court and clerk applications.					
	7) ~~Local court and county clerk office implementation and planning (including budget analysis, IT and data assessments, communications, reporting, and change management for the Odyssey rollout) is factored into the category of "People Costs."~~					
	8) The costs associated with actual development and changes to existing local systems to work with Odyssey are factored into the category of "Technology Costs" under "Integration."					

SC-CMS Implementation Cost Rules for Early Adopters (Franklin, Thurston, Yakima)
Projected Expenses

COST CATEGORIES	ASSUMPTIONS	PROJECT COSTS				
		State	Local	Franklin (EA)	Thurston (EA)	Yakima (EA)
People Costs		**$8,600**	**$0**	**$8,600**	**$0**	**$0**
Travel	Travel costs include costs directly related to CMS planning & implementation meetings and/or training for required attendees only.	X $8,600		$8,600	$0	$0
	Travel costs include costs directly related to CMS planning & implementation meetings and/or training for optional attendees.		X			
~~Judges Pro Tem~~	~~Pro tem costs that are directly related to judicial officers who are attending CMS planning/implementation meetings and/or training.~~	~~X~~ ~~(50%)~~	~~X~~ ~~(50%)~~			
Backfills/Contracted Resources	1) Costs directly related to **regular staff overtime** and/or temporary staff to replace and/or supplement staff who are attending CMS planning/implementation/business process/change management meetings and/or training.	TBD				
	2) Costs directly related to additional contracted resources (local IT contractors, for example) that are necessary to facilitate local court planning/implementation of the Odyssey system.	X				
	3) Costs related to **local IT staff and/or** contracted local IT resources to facilitate integration and development of local side applications that are not part of the Odyssey system.		X			
~~Implementation Liaison~~	~~Staff hired by AOC will serve as a single-point-of contact between local court leadership, Tyler Technologies and AOC to coordinate communication, scheduling, training, business process changes, etc., from earliest planning stages through "go-live." Will follow Tyler & AOC implementation team(s) to subsequent implementation regions, gaining valuable experience with each phase.~~	~~X~~				

DRAFT
SC-CMS Implementation Cost Rules for Early Adopters (Franklin, Thurston, Yakima)
Projected Expenses

COST CATEGORIES	ASSUMPTIONS	PROJECT COSTS				
		State	Local	Franklin (EA)	Thurston (EA)	Yakima (EA)
Technology Costs		$29,400	$0	$4,200	$0	$25,200
Data Conversion						
SCOMIS	Conversion of all SCOMIS data into Odyssey.	X INCLUDED IN CONTRACT				
Local Court Applications	Includes data conversion where local court applications will be eliminated based upon Odyssey implementation, subject to prior approval by AOC.	X INCLUDED IN CONTRACT				
Internal Integrations (court and clerks offices)	1) Similar functionality does not exist in Odyssey. ~~Reimbursement is subject to prior approval by AOC.~~ *A process needs to be developed by the AOC and approved by the JISC.	~~TBD~~	~~TBD~~			
	2) Similar functionality exists in Odyssey and local court leaders choose to retain the local applications.	TBD	TBD			
Hardware/Networks						
Touch Screens-Odyssey DMS (SessionWorks: Judges Edition)	Touch screens are only required for those courts that wish to use SessionWorks for the judges. Primary use is to assist judges with access to document images on the bench where the judges have difficulty working with technology. In order to be state funded, touchscreens require SessionWorks **and** Odyssey DMS. Touchscreen replacement will be supported in accordance with the JISC equipment replacement policy.	X $29,400		2 court rooms $4,200	Will use existing monitors $0	12 court rooms $25,200
Touch Screens-3rd Party DMS (SessionWorks: Judges Edition)	Touch screens integrated with 3rd Party DMS will be locally funded.		NA			
Doc Mgmt scanning equipment	Counties that do not presently have document imaging systems or compatible equipment and want to use Odyssey's DMS - one time implementation cost.	X TBD				
Bar Code Printers-Odyssey DMS (Optional)	One time hardware implementation cost (2 maximum per county).	X TBD				
Laser Printers	Dot matrix printers for check printing will be eliminated and will need to be replaced with existing or new laser printers.		X			
Storage hardware for local storage of documents with Tyler's Remote Document Storage (RDS)	Counties that do not presently have document imaging systems and want to use Odyssey's DMS with Remote Document Storage (RDS) - one time implementation cost.	X TBD				
Software	Supported versions of Windows Operating Systems and Microsoft Office Software that are required to work with Odyssey.		X			
Network Bandwidth						
Central	Bandwidth requirements to optimize Odyssey response time as determined by AOC.	X TBD				
Bandwidth	For those counties who may require additional bandwidth to optimize Odyssey response time. *A process needs to be developed to determine any financial assistance.		X TBD			

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SC-CMS Implementation Cost Rules for Early Adopters (Franklin, Thurston, Yakima)

Projected Expenses

COST CATEGORIES	ASSUMPTIONS	PROJECT COSTS				
		State	Local	Franklin (EA)	Thurston (EA)	Yakima (EA)
Process Costs		**$5,350**	**$0**	$0	$0	$0
Training	Already contemplated in project costs.	X				
Go-Live "Ride Along Strategy" for next implementation site to observe Early Adopter activities	Funding necessary to send designated Snohomish County Power Users to an early adopter county end user training as well as observe an early adopter county at "go-live."	X $4,500	$0			
Go-Live "Ride Along Strategy" for last implementation site to support Early Adopters	Funding necessary to send designated Lewis County Power Users to an early adopter county at "go-live."	X $850	$0			
	GRAND TOTAL	$43,350	$0			

DRAFT
SC-CMS Cost Rules for Pilot Implementation - Lewis County Expenditures

COST CATEGORIES	ASSUMPTIONS	PROJECT COSTS	
		State	Local
General	1) The State resources to apply to SC-CMS are limited and require Legislative appropriations.		
	2) Counties across the State have limited resources to participate in the Odyssey rollout.		
	3) The 2014 Proviso states that the AOC and JISC shall develop statewide superior court data collection and exchange standards. Upon implementation, these standards must be met by each superior court in order to continue to receive JISC funding or equipment and services funded by the account. For those courts that do not use the statewide superior court vendor solution as chosen by the JISC, JISC funds may not be allocated for (a) the costs to meet the data collection and exchange standards developed by AOC and JISC, and (b) the costs to develop and implement local court case management systems.		
	4) All reimbursements will comply with State and AOC rules and regulations.		
	5) Smaller local courts and clerks' offices, in particular, may necessitate State funding and assistance to ensure that no court that wants Odyssey is left behind. *A process needs to be developed to determine any financial assistance.		
	6) Larger courts and clerks' offices, notably Snohomish and Spokane counties may require a different proportion of State funding assistance due to a higher number of existing local court and clerk applications.		
	7) Local court and county clerk office implementation and planning (including budget analysis, IT and data assessments, communications, reporting, and change management for the Odyssey rollout) is factored into the category of "People Costs."		
	8) The costs associated with actual development and changes to existing local systems to work with Odyssey are factored into the category of "Technology Costs" under "Integration."		

DRAFT
SC-CMS Cost Rules for Pilot Implementation - Lewis County
Expenditures

COST CATEGORIES	ASSUMPTIONS	PROJECT COSTS	
		State	**Local**
People Costs			
Travel	Travel costs include costs directly related to CMS planning & implementation meetings and/or training for required attendees only.	X $4,000	
	Travel costs include costs directly related to CMS planning & implementation meetings and/or training for optional attendees.		X
Judges Pro Tem	Pro tem costs that are directly related to judicial officers who are attending CMS planning/implementation meetings and/or training.	$0 (50%)	$0 (50%)
Backfills/Contracted Resources	1) Costs directly related to **regular staff overtime** and/or temporary staff to replace and/or supplement staff who are attending CMS planning/implementation/business process/change management meetings and/or training.	$2,800	
	2) Costs directly related to additional contracted resources (local IT contractors, for example) that are necessary to facilitate local court planning/implementation of the Odyssey system.	$0	
	3) Costs related to **local IT staff and/or** contracted local IT resources to facilitate integration and development of local side applications that are not part of the Odyssey system.		$0
Implementation Liaison	Staff hired by AOC will serve as a single-point-of-contact between local court leadership, Tyler Technologies and AOC to coordinate communication, scheduling, training, business process changes, etc., from earliest planning stages through "go-live." Will follow Tyler & AOC implementation team(s) to subsequent implementation regions, gaining valuable experience with each phase.	NA	

DRAFT
SC-CMS Cost Rules for Pilot Implementation - Lewis County
Expenditures

COST CATEGORIES	ASSUMPTIONS	PROJECT COSTS	
		State	Local
Technology Costs			
Data Conversion			
SCOMIS	Conversion of all SCOMIS data into Odyssey.	X Included in Contract	
Local Court Applications	Includes data conversion where local court applications will be eliminated based upon Odyssey implementation, subject to prior approval by AOC.	X Included in Contract	
Internal Integrations (court and clerks offices)	1) Similar functionality does not exist in Odyssey. Reimbursement is subject to prior approval by AOC. *A process needs to be developed.	NA	NA
	2) Similar functionality exists in Odyssey and local court leaders choose to retain the local applications.	NA	NA
Hardware/Networks			
Touch Screens-Odyssey DMS (SessionWorks: Judges Edition)	Touch screens are only required for those courts that wish to use SessionWorks for the judges. Primary use is to assist judges with access to document images on the bench where the judges have difficulty working with technology. In order to be state funded, touchscreens require SessionWorks **and** Odyssey DMS. Touchscreen replacement will be supported in accordance with the JISC equipment replacement policy.	**$7,300**	
Touch Screens-3rd Party DMS (SessionWorks: Judges Edition)	Touch screens integrated with 3rd Party DMS will be locally funded.		NA
Doc Mgmt scanning equipment	Counties that do not presently have document imaging systems or compatible equipment and want to use Odyssey's DMS - one time implementation cost.	$0	
Bar Code Printers-Odyssey DMS (Optional)	One time hardware implementation cost (2 maximum per county).	$0	
Laser Printers	Dot matrix printers for check printing will be eliminated and will need to be replaced with existing or new laser printers.		$0

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SC-CMS Cost Rules for Pilot Implementation - Lewis County
Expenditures

COST CATEGORIES	ASSUMPTIONS	PROJECT COSTS	
		State	Local
Technology Costs, Cont'd			
Storage hardware for local storage of documents with Tyler's Remote Document Storage (RDS)	Counties that do not presently have document imaging systems and want to use Odyssey's DMS with Remote Document Storage (RDS) - one time implementation cost.	$0	**$70**
Software	Supported versions of Windows Operating Systems and Microsoft Office Software that are required to work with Odyssey.		X **$600**
Network Bandwidth			
Central	Bandwidth requirements to optimize Odyssey response time as determined by AOC. **Increased IGN 3mb circuit to 10mb.** **Increase 10mb to 100mb using LGN.**	X **$1,700 Fee $2,000* $400****	
Bandwidth	For those counties who may require additional bandwidth to optimize Odyssey response time. *A process needs to be developed to determine any financial assistance.		X

COST CATEGORIES	ASSUMPTIONS	PROJECT COSTS	
		State	Local
Process Costs			
Training	Already contemplated in project costs.	X	
Go-Live - "Ride Along Strategy"	Funding necessary to back-fill positions in "home court" while designated court staff ride along in implementing court(s) at "go-live." **Early Adopter Power Users**	X **$3,900**	

		TOTAL	$22,100	$670

* $500 additional monthly fee (March 2015 - June 2015)

** $200 additional monthly fee (May 2015 - June 2015)

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

Project Update

Martin Kravik, Project Manager

June 26, 2015

Recent Activities

✓ Document Conversion Mapping Specification was completed and accepted.

• Configuration of Iteration B – WorkView and Associated Workflows continuing.

• Document Conversion is underway.

• eFiling modifications continuing.

• Requirements analysis for JIS Link/Appellate Court Data modifications continuing.

• The AOC/Court Stakeholder negotiation team continuing to resolve contract issue.

Next Steps

- Resolve contract issue.

- Complete Iteration B - WorkView and Associated Workflows.

- Begin Iteration C – Screening, Motion, and Judicial Workflows.

- Complete eFiling modifications.

- Begin JIS Link/Appellate Court Data modification design.

Project Milestone Schedule

Milestones	2013		2014													2015							
	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	
Functional Specification																							
Configuration Iterations																							
A – Base System and Document Structure																							
B – WorkView and Associated Workflows																							
C – Screening, Motion, and Judicial Workflows																							
D – Supreme Court Specific Workflows, iDocs																							
Document Conversion																							
Document Mapping Specification																							
COA Division I																							
COA Division II																							
COA Division III																							
eFiling Modifications																							
JIS Link Modifications																							
Production Implementation																							

Active Project Risks

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

Significant Risk Status

Risk	Probability/Impact	Mitigation
0	0	0

Active Project Issues

Total Project Issues			
Low Urgency	**Medium Urgency**	**High Urgency**	**Closed**
1	0	1	6

Significant Issues Status

Issue	Urgency/Impact	Action
Contract scope and cost issue raised by the vendor.	High/High	Understand the issue. Develop our stance. Negotiate the outcome with the vendor.

Significant Issues

- Vendor assigned a new project manager to the contract.

- A response was sent to ImageSoft regarding their project scope change request. ImageSoft responded with a counter proposal.

- The AOC/Court Stakeholder negotiation team developed a bottom line response and submitted it to ImageSoft.

Significant Issues (cont.)

- Vendor stopped working on core OnBase configuration tasks but continued working on document conversion activities.

- Meetings with the vendor occurred to negotiate a final resolution.

- Meetings occurred to keep Justice Fairhurst and the project executive steering committee up to date.

Project Milestones

Milestone	Date
✓ Functional Specification Document accepted	August 2014
✓ Iteration A - Base system and doc structure	December 2014
Iteration B – WorkView and Associated Workflows	April 2015
Iteration C – Screening, Motion, and Judicial Workflows	June 2015
Iteration D – Supreme Court Specific Workflows	August 2015
Document Mapping Specification	January 2015
Document Conversion – COA Division I	August 2015
Document Conversion – COA Division II	August 2015
Document Conversion – COA Division III	August 2015
eFiling Modifications	August 2015
JIS Link Modifications	August 2015
Production (Go Live) complete	August 2015

ITG Request 41 - CLJ Revised Computer Records Retention and Destruction

Project Update

Kate Kruller, PMP - Project Manager

June 26, 2015

Project Objectives

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

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

Recent Activity

✓ Completed Pilot Court implementation – April
  - o Everett Municipal Court, Yakima Municipal Court, Cowlitz District Court and Thurston District Court

✓ Brief project hold due to questions from King County May 6 – June 2

✓ Steering Committee Project Status Update - May 14

• Implementation in all remaining CLJ courts underway
  - o 35 Courts run to date; goal of half way by end of June
  - o Preliminary Rules deployment (including existing rules, plus eTicket and VRV compliance rules)

Active Project Risks

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

Significant Risk Status

Risk	Probability/Impact	Mitigation
Schedule Delay	Low	Project Executive Sponsor authorizes any ITG 41 Project delays, if necessary
ISD staff redirects away from the project	Low	Work with ISD Functional Managers and Leadership to resolve the conflict through negotiation or prioritization decisions

Active Project Issues

Total Project Issues			
Active	**Monitor**	**Deferred**	**Closed**
0	0	0	0

Significant Issues Status

Issue	Urgency/Impact	Action

Next Steps

- Continue to implement Preliminary Rules - All remaining CLJ courts: June 2015 - September 2015
  (Original schedule was March 2016)
  - o Restart destruction of records using preliminary rules applied to cases in pilot courts
  - o Updated Destruction of Records Report (DORR)

- New Rules Iteration Development: June 2015 - October 2015

Court of Limited Jurisdiction Case Management System (CLJ-CMS)

Project Update

Michael Walsh, PMP - Project Manager

June 26, 2015

Recent Activities

✓ Continue project awareness communications

  ✓ Added monthly CUWG meeting summaries

  ✓ Added project fact sheet

• Progressing through future state requirements definition and requirements tracking

• Continue procurement planning activities

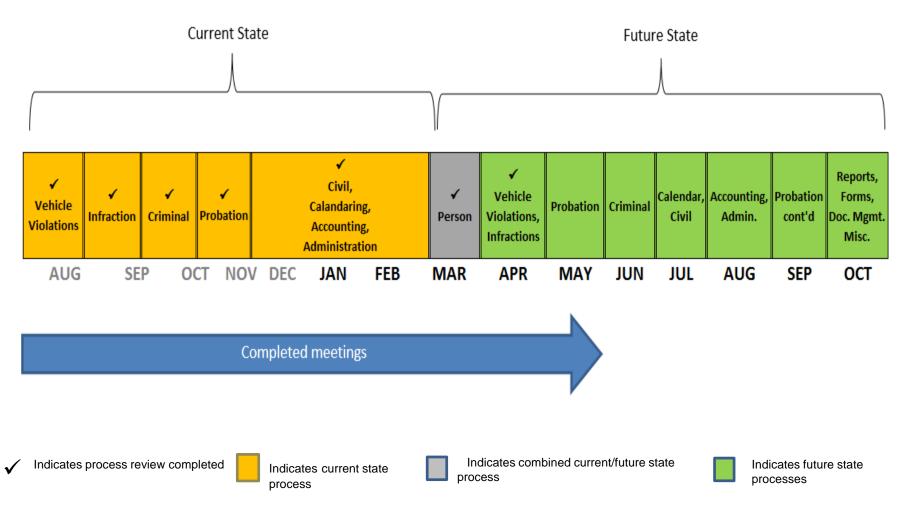 – Expecting to release a Request for Information (RFI) in July

Schedule

Milestones	2014										2015												2016											
	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec

CLJ-CMS Requirements Phase

Project Charter(s)

Project Planning

Requirements

    Team building and prep.

    Current state analysis

    Future state analysis

Procurement Strategy

Requirements Gathering Timeline

Active Project Risk

Low Urgency	Medium Urgency	High Urgency	Closed
0	1	1	0

High Urgency RiskStatus

	Urgency/Impact	Action
The approval of the INH project to support the Expedited Data Exchange could impact resources or JIS funding for the new statewide CLJ case management system.	High/High	Mitigation – AOC has requested the data exchange funding through the State General Fund and not the JIS account. Still waiting on funding decision

Active Project Issue

Low Urgency	Medium Urgency	High Urgency	Closed
0	0	1	0

High Urgency Issue Status

	Urgency/Impact	Action
Not all stakeholders agree on the priority of statewide JIS resources (e.g., statewide case management system or data exchange).	High/Med	Increase project awareness through: • Communications to CLJ courts stakeholders. • General information meetings with AOC staff. • Update project web sites with current Information.

Next Steps

Milestone	Date
Prepare to publish Request for Information (RFI)	July 2015
Continue "future state" requirements gathering	November 2015
Continue project awareness communication	On going

INH
Enterprise Data Repository

Project Update

Dan Belles, PMP - Project Manager

June 26, 2015

INH EDR
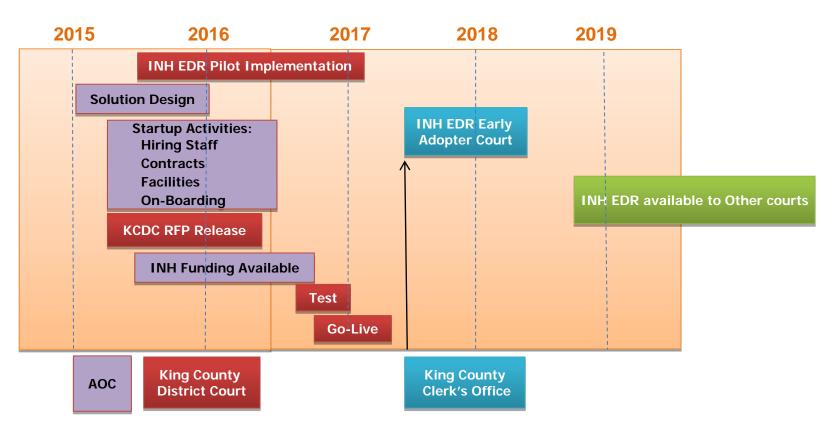# Recent Activities

EDR Database

- Planning and procurement documents
- Non-functional requirements and Use Cases
- Data Modeling – Developing the database
- Data Classification – Organizing the data
- Developing Security Model and User Classifications
- Gap Analysis – Mapping data to JIS standards
- Resource acquisition – Developers, Testers, BAs

Expedited Data Exchange

- AOC/KC Business/Technical Planning Discussions
- AOC/KC Sponsors Discussions

AOC/KC Proposed High-Level Schedule

Active Project Risks

Total Project Risks		
Low Exposure	**Medium Exposure**	**High Exposure**
0	0	8

Significant Risk Status

Risk	Probability/Impact	Mitigation
0	0	0

Risk Categories

Legacy Application Risk – The risk of not being able to support legacy systems at AOC and KC and keep them operational.

Budget Risk – The risk of inadequate or delayed funding.

Project Risk - The risk from integration work between old and new systems that is complex and not solvable by a COTS package.

Legacy Application Risks

- Operational failure of the King County District Court's numerous subsystems.

- Data conversion from AOC's legacy systems requires the knowledge and expertise of key AOC legacy programmers that are in high demand by other projects and have limited availability. Hiring new staff or contractors will not solve that problem. King County is facing the same situation.

Budget Risks

- Legislature does not provide sufficient funds from the General Fund for the data exchange work impeding the AOC's ability to move forward with this project.

- Legislative delay in passing a budget will delay the project implementation.

Project Risks

- Logistical issues such as the timeline for hiring consultants to assist with the EDR may cause the project to be delayed beyond when the King County District Court Case Management System goes into production.

- The estimate of the work effort is high-level with a lot of unknowns. The details will not be known until the project is further along.

- There may be critical tasks that take a certain amount of time to complete and adding resources will not make it happen sooner.

- EDR is being built with a systems architecture that has not been implemented for a statewide court project before. There may be factors which are unknowable at this point in the project that could have a major impact on scope, cost and timelines.

Active Project Issues

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

Significant Issues Status

Issue	Urgency/Impact	Action
Critical court business resources are not available due to assignment to other critical priority projects.	High/High	The project teams are coordinating the use of limited resources and adding resources where possible to mitigate impacts.

Next Steps

- Continue work on EDR Core planning documents
- Continue work on Non-Functional Requirements and Use Cases
- Complete data modeling
- Complete data classification
- Complete data mapping
- Continue database development
- Continue security model design
- Continue performance testing
- Complete resource acquisition and procurement
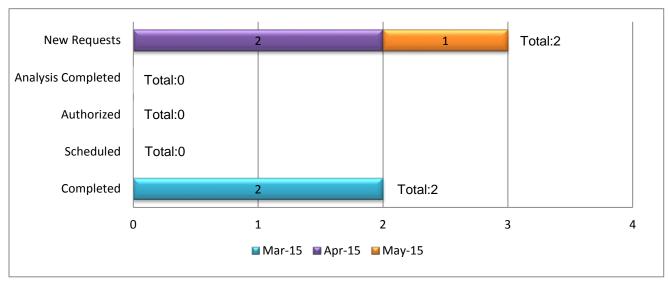- Complete planning and procurement activities - for planned KCDC Go Live

Project Milestones

Milestone	Date
Planning & Procurement Activities	Jun 2015
Project Kick Off	Jul 2015
EDR – Development Environment (Sandbox) Available	Aug 2015
EDR – QA Environment Available	Dec 2015
Development and Testing Complete – KCDC Go-Live	Jun 2016
Public Safety Data Exchanges Ready	Dec 2016
KCDC Go-Live/Roll-Out Support	Jan - Jul 2017
KC Clerk's Office – Begin	Aug 2017

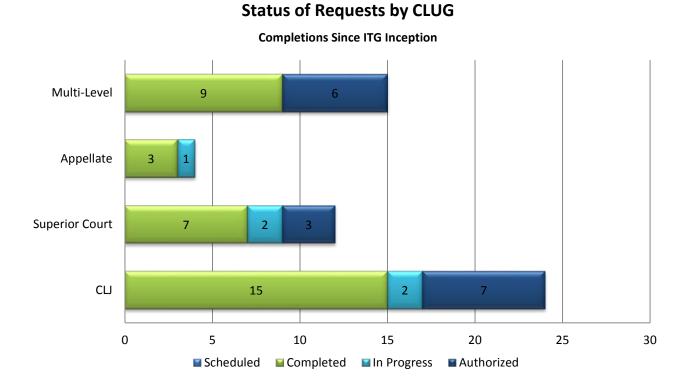*Completed JIS IT Governance Requests*

None

Status Charts

Requests Completing Key Milestones

New Requests	2 / 1 — Total:2
Analysis Completed	Total:0
Authorized	Total:0
Scheduled	Total:0
Completed	2 — Total:2

0 1 2 3 4

■ Mar-15 ■ Apr-15 ■ May-15

Current Active Requests by:
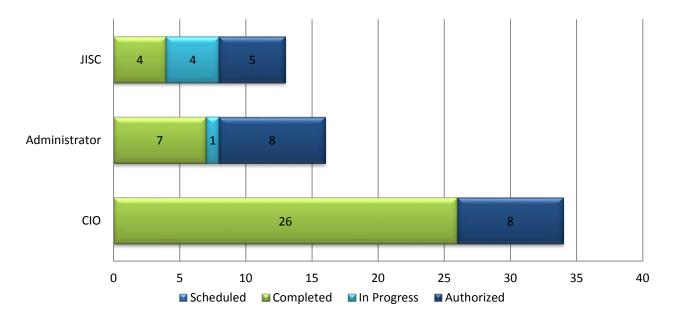
Endorsing Group			
Court of Appeals Executive Committee	1	District & Municipal Court Management Association	13
Superior Court Judges Association	3	Data Management Steering Committee	0
Washington State Association of County Clerks	2	Data Dissemination Committee	2
Washington State Association of Juvenile Court Administrators	4	Codes Committee	5
District & Municipal Court Judges Association	2	Administrative Office of the Courts	8
Misdemeanant Corrections Association	1		

Court Level User Group	
Appellate Court	1
Superior Court	6
Courts of Limited Jurisdiction	11
Multi Court Level	8

Status of Requests by CLUG

Completions Since ITG Inception

Legend: ■Scheduled ■Completed ■In Progress ■Authorized

Data:
- Multi-Level: Completed 9, Authorized 6
- Appellate: Completed 3, In Progress 1
- Superior Court: Completed 7, In Progress 2, Authorized 3
- CLJ: Completed 15, In Progress 2, Authorized 7

Status of Requests by Authorizing Authority

Completions Since ITG Inception

Legend: ■Scheduled ■Completed ■In Progress ■Authorized

Data:
- JISC: Completed 4, In Progress 4, Authorized 5
- Administrator: Completed 7, In Progress 1, Authorized 8
- CIO: Completed 26, Authorized 8

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)	In Progress	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

Current as of May 31, 2015

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
Non-Prioritized Requests					
N/A	002	Superior Court Case Management System	In Progress	JISC	High

Current as of May 31, 2015

Courts of Limited Jurisdiction CLUG Priorities

Priority	ITG #	Request Name	Status	Approving Authority	CLUG Importance
1	102	New Case Management System to Replace JIS	In Progress	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	Authorized	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	031	Combine True Name & Aliases for Time Pay	Authorized	JISC	Medium
10	026	Prioritize Restitution Recipients	Authorized	JISC	Medium

Current as of May 31, 2015

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	178	Race & Ethnicity Data Fields	Authorized	Administrator	Medium
3	116	Display of Charge Title Without Modifier of Attempt	Authorized	Administrator	Medium
4	062	Automate Courts DCXT Table Entries	Authorized	JISC	Medium
5	141	Add Bond Transferred Disposition Code	Authorized	CIO	Medium
Non-Prioritized Requests					
N/A	003	Imaging and Viewing of Court Documents	Authorized	Administrator	Not Specified

Current as of May 31, 2015

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

May 31, 2015

Prepared by
Bluecrane, Inc.

bluecrane
®

Table of Contents

Part 1: Executive Summary and Assessment Dashboard

Executive Summary

This report provides the May 2015 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.

Pilot (Lewis County) Go-Live Readiness

For this report, we have assessed "Pilot Go-Live Readiness" for each of the "Areas of Assessment" in the detailed section of this report. For this readiness assessment, we have used the following special assessment scale:

Green	No Identified Readiness Risks to Planned Go-Live Date
Blue	Some Readiness Limitations, but No Impact to Planned Go-Live Date
Yellow	Some Readiness Limitations with Potential Impact(s) to Planned Go-Live Date
Red	Serious Concerns Regarding Readiness for Planned Go-Live Date

We are pleased to report that we have found no concerns to indicate that the Pilot Go-Live date for Lewis County is at risk. We have assessed three areas of "Pilot Go-Live Readiness" as "blue"; all other areas are assessed as "green."

At this point, we believe AOC, the Project Team, and Lewis County are ready for Go-Live. Moreover, we believe the Project Team has appropriately set expectations with Lewis County, AOC, Tyler, the SC-CMS Steering Committee, and other stakeholders to help them understand that the implementation will very likely have a few bumps in the early days. Such is to be expected with any large systems implementation.

Resource Constraints

Late completion of data integration components, business processes, and other key deliverables have resulted from resource limitations in several areas of the project due to budgetary constraints and the difficulty in developing accurate estimates of effort for activities that are unfamiliar to the staff assigned to perform them. The project continues to make effective use of the resources allocated to the project and to utilize AOC resources outside of the project team to work towards a successful Pilot Go-Live. However, based on preliminary results from an evaluation by *bluecrane* of the resources required for implementing the remaining counties in the 2015 to 2017 timeframe, the current resource allocation appears to be insufficient to support the rollout of counties beyond Lewis County.

Schedule Risks Related to Integrations Work

We continue to note the schedule risk related to completion of the integrations between Odyssey and other AOC judicial information systems (JIS). Several of the integration components will not be ready for use until after the Lewis County Go-Live event. Additionally,

there may be production data problems if defects are not identified due to the late delivery of integration components prior to Lewis County Go-Live. It may be necessary for the Project Team to implement work-arounds involving manual manipulation of data in Odyssey, JIS, or both systems.

Risk of Data Center Move *If Conducted during the SC-CMS Implementation*

We learned in December 2014 that AOC has been asked to assess the viability of migrating server and network equipment currently residing in the AOC data center to the state Consolidated Technology Services (CTS) data center as part of the state data center consolidation initiative. The initiation of a project to migrate the AOC data center to the state data center *during the SC-CMS implementation* would create a significant risk to the success of the SC-CMS project. The SC-CMS project has very high visibility to the judicial, legislative, and executive branches of the state government. All unnecessary risks to the on-time completion of the SC-CMS project should be avoided to ensure the successful implementation of the new court system.

Executive Dashboard – Risks At-a-Glance

Category	Area of Assessment	Urgency	Noteworthy Risks/Comments
Extreme Risks			
(No Extreme Risks to Report)			
Noteworthy Risks			
People	Staffing	Urgent Consideration	• The current resource allocation appears to be insufficient to support the rollout of counties beyond the Pilot (Lewis County) in accordance with the currently planned schedule. A resource assessment is underway.
Infrastructure	Statewide Infrastructure	Serious Consideration	• AOC has been requested to assess the viability of migrating server and network equipment currently residing in the AOC data center to the state data center as part of the state data center consolidation initiative. The initiation of a project to migrate the AOC data center to the state data center *during the SC-CMS implementation* would create a significant risk to the success of the SC-CMS project.

Category	Area of Assessment	Urgency	Noteworthy Risks/Comments
Risks Being Addressed			
Project Management and Sponsorship	Schedule	Urgent Consideration	• Several of the integration components will not be ready for use until after the Lewis County Go-Live event.
People	Business Processes	Urgent Consideration	• Because of the continuation of constrained resources, completion of the business processes has been delayed. The evaluation of activities assigned to project staff is underway.
Application	Application Interfaces	Urgent Consideration	• Several of the integration components will not be ready for use until after the Lewis County Go-Live event.

Part 2: *bluecrane* Detailed Assessment Report for May 2015

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

Category:	**Project Management and Sponsorship**	**Mar 2015**	**Apr 2015**	**May 2015**
Area of Assessment:	**Governance**	**No Risk Identified**	**No Risk Identified**	**No Risk Identified**
Urgency:	**N/A**			

Observation: Governance is defined in the Project Charter and is being executed effectively by the Project Leadership, Executive Sponsors, Steering Committee, and JISC.

Pilot Go-Live Readiness – No Identified Readiness Risks to Planned Go-Live Date: The governance structure currently in place will continue to be used for Lewis County Go-Live.

Category:	**Project Management and Sponsorship**	**Mar 2015**	**Apr 2015**	**May 2015**
Area of Assessment:	**Scope**	**No Risk Identified**	**No Risk Identified**	**No Risk Identified**
Urgency:	**N/A**			

Observation: Scope is being managed effectively through the Requirements Traceability Matrix, Tyler contract deliverables, and the Project Change Management process.

A decision was made in March to increase the number of users of the system through the addition of court staff that work with juvenile cases who would be granted read-only access to some of the Superior Court case and party data. Training, user support, organizational change management, and infrastructure are being modified to accommodate the change in project scope.

Pilot Go-Live Readiness – No Identified Readiness Risks to Planned Go-Live Date: Although the decision to include juvenile staff in the implementation has required additional use of scarce project resources, the change was made under scope control. The project was able to absorb the impact of this change.

Category:	**Project Management and Sponsorship**		**Mar 2015**	**Apr 2015**	**May 2015**
Area of Assessment:	**Schedule**		**Risk Being Addressed**	**Risk Being Addressed**	**Risk Being Addressed**
Urgency:	**Urgent Consideration**				

Observation/Risk 1 – Integrations between Odyssey and JIS: We continue to note the schedule risk related to completion of the integrations between Odyssey and other AOC judicial information systems (JIS). Several of the integration components will not be ready for use until after the Lewis County Go-Live event. Additionally, there may be production data problems if defects are not identified during testing prior to Lewis County Go-Live.

Impact: Impacts to Lewis County and AOC and planned manual work-arounds will be identified prior to Lewis County Go-Live along with a timeframe for the work-arounds.

Recommendation: The remaining integration tasks should be prioritized in terms of the manual effort required to maintain any data between Odyssey and JIS that is not being processed through the automated interface with focus given to the integrations that will reduce the most manual effort following Go-Live.

Status: The project continued execution of contingency plans in May in response to the anticipated lack of several integration components for the Lewis County Go-Live event. The contingency plans include use of the SC-CMS Help Desk that will perform manual work-arounds in addition to monitoring and correcting integration transaction failures. Lessons learned from the three Mock Go-Lives have been incorporated into Lewis County Go-Live planning and deliverables.

Pilot Go-Live Readiness – Some Readiness Limitations, but No Impact to Planned Go-Live Date: Although it is clear that not all integrations with existing AOC and external systems will be in place, integration work-arounds are in place and all other project activities have been completed or will be completed in time for Lewis County Go-Live.

Category:	**Project Management and Sponsorship**	**Mar 2015**	**Apr 2015**	**May 2015**
Area of Assessment:	**Budget**	**No Risk Identified**	**No Risk Identified**	**No Risk Identified**
Urgency:	**N/A**			

Observation: The budget may be impacted through the addition of staff resources to support the roll-out of the remaining counties following the Lewis County Go-Live event.

Also, when information/results are available from the Lewis County implementation, the Steering Committee will reassess the local cost framework, potentially revise the framework based on the Lewis County experience, 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.

Pilot Go-Live Readiness – No Identified Readiness Risks to Planned Go-Live Date: The budget is adequate to support the Lewis County Go-Live.

Category:	**Project Management and Sponsorship**	**Mar 2015**	**Apr 2015**	**May 2015**
Area of Assessment:	**Staffing and Project Facilities**	**Risk Being Addressed**	**Risk Being Addressed**	**Risk**
Urgency:	**Serious Consideration**			

Observation/Risk: Late completion of data integration components, business processes, and other key deliverables have resulted from resource limitations in several areas of the project due to budgetary constraints and the difficulty in developing accurate estimates of effort for activities that are unfamiliar to the staff assigned to them. The project continues to make effective use of the resources allocated to the project and to utilize AOC resources outside of the project team to work towards a successful Lewis County Go-Live. However, based on preliminary results from an evaluation by *bluecrane* of the resources required for implementing the remaining counties in the 2015 to 2017 timeframe, the current resource allocation appears to be insufficient to support the rollout of counties beyond Lewis County.

Pilot Go-Live Readiness – No Identified Readiness Risks to Planned Go-Live Date: Although there are sufficient AOC and SC-CMS project resources available to support, preliminary results from our resource assessment point to the need for additional resources to sustain the rollout of Odyssey to the remaining counties.

Category:	Project Management and Sponsorship	Mar 2015	Apr 2015	May 2015
Area of Assessment:	PMO Processes: Change, Risk, Issue, Quality Management	No Risk Identified	No Risk Identified	No Risk Identified
Urgency:	N/A			

Observation: The project is performing project management and tracking processes at an appropriate level. Risks, issues, changes, and decisions are being identified, tracked, and managed. SC-CMS and Tyler provide monthly status reports and updates in weekly meetings.

Pilot Go-Live Readiness – No Identified Readiness Risks to Planned Go-Live Date: The Project Office processes utilized thus far in the project will continue to be used through the county rollout timeframe.

Category:	People	Mar 2015	Apr 2015	May 2015
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.

Pilot Go-Live Readiness – No Identified Readiness Risks to Planned Go-Live Date: As with any new system implementation there will be problems identified during the Lewis County Go-Live event. However, we believe the project team has appropriately set expectations with Lewis County, AOC, Tyler, the SC-CMS steering committee and other stakeholders that the implementation will not be without its snags and bumps. Lewis County staff have been appropriately trained and have participated in three Mock Go-Live events to provide awareness of how their work will be affected by the new system.

Category:	**People**		**Mar 2015**	**Apr 2015**	**May 2015**
Area of Assessment:	**Business Processes / System Functionality**		**Risk Being Addressed**	**Risk Being Addressed**	**Risk Being Addressed**
Urgency:	**Serious Consideration**				

Observation/Risk: The completion of the business processes for Lewis County Go-Live was initially scheduled for January and then, due to resource constraints, targeted for completion at the end of March. However, the business analysts assigned to developing the business processes are also assigned to completing the configuring of Odyssey and establishing rules for data conversion. Because of the continuation of constrained resources, the business processes completion due date was again missed in March but was subsequently completed in May.

Impact: If sufficient resources are not allocated to the completion of business process, system configuration, and conversion, one or more of the activities may not be completed in time for county go-lives or may be completed with less than desirable quality.

Recommendation: *bluecrane* will assess the resources required for completion of activities for roll-out of the remaining counties.

Pilot Go-Live Readiness – <mark>No Identified Readiness Risks to Planned Go-Live Date</mark>: The business processes for Lewis County have been appropriately documented and communicated to Lewis County management and staff.

Category:	**People**		**Mar 2015**	**Apr 2015**	**May 2015**
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.

Pilot Go-Live Readiness – No Identified Readiness Risks to Planned Go-Live Date: Vendor deliverables required for Lewis County Go-Live have been completed or will be completed on schedule.

Category:	**Application**		**Mar 2015**	**Apr 2015**	**May 2015**
Area of Assessment:	**Application Architecture**		**No Risk Identified**	**No Risk Identified**	**No Risk Identified**
Urgency:	**N/A**				

Observation: Application architecture has been developed and documented and is being implemented in the various project activities.

Pilot Go-Live Readiness – No Identified Readiness Risks to Planned Go-Live Date: The application architecture developed for the project will be implemented in Lewis County.

Category:	Application		Mar 2015	Apr 2015	May 2015
Area of Assessment:	Requirements Management		No Risk Identified	No Risk Identified	No Risk Identified
Urgency:	N/A				

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

Pilot Go-Live Readiness – No Identified Readiness Risks to Planned Go-Live Date: The requirements defined for the system will be validated with the implementation of Lewis County.

Category:	Application		Mar 2015	Apr 2015	May 2015
Area of Assessment:	Application Interfaces		Risk Being Addressed	Risk Being Addressed	Risk Being Addressed
Urgency:	Urgent Consideration				

Observation/Risk: In previous reports, we noted the risk that several of the integration components will not be ready for use until after the Lewis County Go-Live event.

Impact: See Schedule impact above.

Recommendation: See Schedule recommendation above.

Status: Several integration components will not be ready in time for Lewis County Go-Live. However, the implementation of work-arounds, as part of the contingency planning, have been established for the Lewis County Go-Live.

Pilot Go-Live Readiness – Some Readiness Limitations, but No Impact to Planned Go-Live Date: Although not all integrations with existing AOC and external systems will be in place for Lewis County Go-Live, integration work-arounds are being developed and are anticipated to be in place in time for Lewis County Go-Live.

Category:	Data		Mar 2015	Apr 2015	May 2015
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 Judicial Information System (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: AOC has begun identifying candidate areas in JIS that will be the focus of data cleansing activities. One of the areas of focus will be person data.

Pilot Go-Live Readiness – Some Readiness Limitations, but No Impact to Planned Go-Live Date: Although data preparation activities have been underway for some time, it is likely that some currently existing data quality problems will be transferred to the new system during conversion. Data quality issues may affect the synchronization and replication processes which could indirectly (or directly) impact court operations.

Category:	Data		Mar 2015	Apr 2015	May 2015
Area of Assessment:	Data Conversion		No Risk Identified	No Risk Identified	No Risk Identified
Urgency:	N/A				

Observation: Conversion activities for the Lewis County Go-Live continued in May.

Pilot Go-Live Readiness – No Identified Readiness Risks to Planned Go-Live Date: Four trial data conversions have been conducted for Lewis County. With each conversion, data mapping and data anomalies have been identified and resolved.

Category:	Infrastructure		Mar 2015	Apr 2015	May 2015
Area of Assessment:	Statewide Infrastructure		Risk	Risk	Risk
Urgency:	Serious Consideration				

Observation: AOC has been requested to assess the viability of migrating server and network equipment currently residing in the AOC data center to the state data center as part of the state data center consolidation initiative. The initiation of a project to migrate the AOC data center to the state data center *during the SC-CMS implementation* would create a significant risk to the success of the SC-CMS project. The Lewis County Go-Live date for the SC-CMS project is June 2015, with early-adopter counties scheduled for the following November and the remaining counties through 2018. The implementation for the Lewis County and Early-Adopter counties is very compressed with no schedule contingency.

Impact: A data center migration would result in two significant impacts to the SC-CMS project. First, the planning and execution of a data center migration would consume resources allocated to the SC-CMS implementation resulting in the delay of project deliverables and milestones that could impact the Go-Live dates for county implementations. The other potential impact would be to the availability of the statewide network or the availability of web, application, or data servers due to operational problems associated with a data center migration including performance, network, data, or security problems.

Recommendation: The SC-CMS project has very high visibility to the judicial, legislative, and executive branches of the state government. All unnecessary risks to the on-time completion of the SC-CMS project should be avoided to ensure the successful implementation of the new case management system.

Pilot Go-Live Readiness – No Identified Readiness Risks to Planned Go-Live Date: The Odyssey server infrastructure and state network infrastructure has been appropriately sized and tested for the Lewis County Go-live.

Category:	Infrastructure		Mar 2015	Apr 2015	May 2015
Area of Assessment:	Local Infrastructure		No Risk Identified	No Risk Identified	No Risk Identified
Urgency:	N/A				

Observation: Lewis County infrastructure activities have been completed. Early Adopter infrastructure readiness activities are underway.

Pilot Go-Live Readiness – No Identified Readiness Risks to Planned Go-Live Date: The local county network, server, printer, and scanner infrastructure has been appropriately sized and tested for the Lewis County Go-live.

Part 3: 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

- o Contract Management/Deliverables Management
- o Training and Training Facilities
- o Local Court Preparation
- o User Support

- *Application*
  - o Application Architecture
  - o Requirements Management
  - o Implementation
  - o Application Interfaces
  - o Application Infrastructure
  - o Reporting
  - o Testing
  - o Tools

- *Data*
  - o Data Preparation
  - o Data Conversion
  - o Data Security

- *Infrastructure*
  - o Statewide Infrastructure
  - o Local Infrastructure
  - o Technical Help Desk

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

- **Planning** – is the project doing an acceptable level of planning?

- **Executing** – assuming adequate planning has been done, is the project performing tasks in alignment with the plans the project has established?

- **Results** – are the expected results being realized? (A project that does a good job of planning and executing those plans, but does not realize the results expected by stakeholders, is a less than successful project. Ultimately, r*esults are what the project is all about!*)

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

Assessed Status	Meaning
Extreme Risk	**Extreme Risk:** a risk that project management must address or the entire project is at risk of failure; these risks are "show-stoppers"
Risk	**Risk:** a risk that is significant enough to merit management attention but not one that is deemed a "show-stopper"
Risk Being Addressed	**Risk Being Addressed:** a risk item in this category is one that was formerly red or yellow, but in our opinion, is now being addressed adequately and should be reviewed at the next assessment with an expectation that this item becomes green at that time
No Risk Identified	**No Risk Identified:** "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

the