Judicial Information System Committee (JISC)
Friday, April 22, 2016 (10:00 a.m. – 2:00 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	Justice Mary Fairhurst, Chair	10:00 – 10:10	Tab 1
2.	**JIS Budget Update** a. 15-17 Budget Update b. 2017-2019 Budget Request Review	Mr. Ramsey Radwan, MSD Director	10:10 – 10:30	Tab 2
3.	**CIO Report** a. Snohomish County Go-Live Update	Ms. Vonnie Diseth, ISD Director	10:30 – 10:45	
4.	**JIS Priority Project #1 (ITG 2):** **Superior Court Case Management Update** a. Project & Integrations Update b. SC-CMS Bluecrane QA Report	Ms. Maribeth Sapinoso, PMP Mr. Keith Curry, PMP Mr. Allen Mills	10:45 – 11:35	Tab 3
5.	**E-Filing Issues**	Justice Mary Fairhurst	11:35 – 11:45	
	Lunch (Working)		11:45 – 12:05	
6.	**AOC Expedited Data Exchange Pilot Implementation Project:** a. Project Update b. King County District Court Project Update King County Clerk's Office Update c. Integrated Solutions Group (ISG) Intro & 1st QA Report	Mr. Kevin Ammons, PMP Mr. Gary Myers KCDC Representative Ms. Barb Miner, King Co. Clerk Mr. Tom Boatright Ms. Gena Cruciani Mr. John Anderson	12:05 – 1:05	Tab 4
7.	**Other JIS Priority Project Updates** a. Priority Project # 2 (ITG 45) – 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	Mr. Martin Kravik Mr. Kevin Ammons, PMP Mr. Kevin Ammons, PMP	1:05 – 1:30	Tab 5

8.	**Committee Report** a. Data Dissemination Committee	Judge Thomas Wynne	1:30 – 1:45	
9.	**Meeting Wrap-Up**	Justice Mary Fairhurst, Chair	1:45 – 2:00	

10.	**Information Materials**
	   a. ITG Status Report
	   b. CLJ-CMS Internal 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:

2016 – Schedule

June 24, 2016

August 26, 2016

October 28, 2016

December 2, 2016

JUDICIAL INFORMATION SYSTEM COMMITTEE

February 26, 2016
8:30 a.m. to 11:30 a.m.
AOC Office, SeaTac, WA

DRAFT - Minutes

Members Present:
Justice Mary Fairhurst, Chair
Mr. Larry Barker
Ms. Lynne Campeau
Judge Jeanette Dalton - phone
Ms. Callie Dietz
Chief Ed Green
Mr. Rich Johnson
Judge J. Robert Leach
Mr. Frank Maiocco
Judge G. Scott Marinella
Ms. Barb Miner
Ms. Brooke Powell
Mr. Bob Taylor
Mr. Jon Tunheim
Ms. Aimee Vance - phone
Judge Thomas J. Wynne

Members Absent:
Judge David Svaren

AOC Staff Present:
Mr. Kevin Ammons
Ms. Kathy Bradley
Ms. Jennifer Creighton
Ms. Vicky Cullinane
Mr. Keith Curry
Ms. Vonnie Diseth
Mr. Mike Keeling
Mr. Dirk Marler
Mr. Gary Myers
Ms. Pam Payne
Mr. Ramsey Radwan
Ms. Maribeth Sapinoso

Guests Present:
Ms. Beth Baldwin
Judge Corrina Harn
Ms. Emily McReynolds
Mr. Allen Mills
Judge Donna Tucker

Call to Order

Justice Mary Fairhurst called the meeting to order at 8:30 a.m. and introductions were made.

December 4, 2015 Meeting Minutes

Justice Fairhurst asked if there were any corrections to the December 4, 2015 meeting minutes. Hearing none, Justice Fairhurst deemed them approved.

JIS Budget Update (15-17 Biennium)

Mr. Ramsey Radwan presented an update on the current budget for expenditure and allocations for the 15-17 biennium. Expenditure are in line with where we need to be for the biennium.

Mr. Radwan presented the 2016 Supplemental Budget Request Recommendation.

Legislative Update

No report was made.

CIO Report

Ms. Vonnie Diseth provided an update on the result of the final meeting between AOC, Tyler and members of the Washington State Association of County Clerks (WSACC) regarding the Clerks concerns with the Odyssey Implementation. This was part of a Legislative proviso.

On December 16, 2015, AOC, Tyler Technologies, and six County Clerk representatives met in person to continue discussion of remaining items. In addition, AOC invited the 3rd Party DMS vendors (Citiesdigital/Laserfiche; Techline/Liberty/OnBase; and Spokane County IT/Application Extender) for a work session on the "Link-Only" solution. It was a very good meeting with good discussion between all parties. A spreadsheet summarizing the issues and results was included in the handout materials.

On December 24, 2015, AOC responded to the Senate Ways and Means Committee and the House Appropriations Committee regarding the proviso. The letter was also included in the handout materials.

E-Filing Plan Approach

Ms. Vonnie Diseth presented an approach for moving forward with an E-Filing Plan. This came as a request of the JISC during the December 4th meeting.

Ms. Diseth explained why this is a statewide issue and shared many of the implications and impacts to the different stakeholders. The need for E-Filing spans all court levels.

Ms. Diseth outlined some of the policy issues such as having statewide consistency, the charging model, fiscal responsibilities, and identifying who is responsible for implementation and support. Other issues include whether E-Filing should be mandatory, and the need to identify impacts to statutes or court rules.

E-Filing is currently being utilized at the Superior Court level by five counties: King, Pierce, Thurston, Clark and Chelan. There are varying fees from no cost to $15 for new filings. A decision needs to be made regarding how E-Filing should be implemented in Washington State.   E-Filing is not an IT or project issue, it is a business issue. AOC is not in a position to staff or provide support for work on E-Filing research or activities at this time due to the many large projects that are already underway.

Mr. Jim Bamberger, Director of the Office of Civil Legal Aid (OCLA: www.ocla.wa.gov), presented an opportunity in response to the recent Civil Legal Need Study. OCLA is in the process of developing a comprehensive Civil Access to Justice Reinvestment Plan. That reinvestment plan is designed to address not only the need for expanded field staff capacity, expanded volunteer capacity, but to also develop new tools, some of which will be technology based tools, to bring the justice system closer to the people who need access to it. This includes automation of the newly published Family Law Forms, which when we get to the ability of E-Filing, can populate the case management system as appropriate in the manner that meets standards. Mr. Bamberger suggested to Justice Fairhurst and AOC Leadership that OCLA is prepared to take the lead to seek, secure and develop a plan to automate the new family forms and to bring those forms to the people who need them in a way they are: a: free, b: user friendly and c: ultimately capable of communicating into the system, when they system is available. The time frame for this project is approximately 20-24 months.

OCLA is in the process of determining the cost and working with consultants like Probono.net, a national nonprofit firm that has developed a highly sophisticated program for the development of

interactive forms development using a number of different platforms. OCLA would develop a stakeholder committee that would include members from all court communities.

Justice Mary Fairhurst asked where Mr. Bamberger thought the funding would come from.

Mr. Bamberger stated he has spoken to than 50 legislative members in both the House and Senate regarding the study's findings and the range of responses to address the problems documented in it. He also described the role of the bipartisan Civil Legal Aid Oversight Committee that includes four legislative members from each of the four caucus. Members are geared for a significant ask to the legislature over multiple biennia to solve the problems documented in the study. Mr. Bamberger explained further that part of the funding for this project will likely come from the state general fund, part may available through the Technology Innovation Grant Program at the federal Legal Services Corporation and part may come from grants made available through a new partnership between the National Center for State Courts and the DC-based Public Welfare Foundation, which is dedicated to funding initiatives such as these. Mr. Bamberger stated the initial cost estimate for the 24 month period would be about $500,000. Mr. Bamberger emphasized: "JIS Funds will not be accepted for this project. JIS funds are for technology infrastructure and support, and this is not a technology project. This is a usability and user access project and we will find funds elsewhere."
Justice Fairhurst asked whether this might preempt the conversation about e-filing that Vonnie Diseth discussed. Members expressed interest in and support for the family law forms project described by Mr. Bamberger. They also suggested that it was important to at least begin the conversation about if, where and how e-filing might move forward in Washington State. Mr. Bamberger suggested that a group of e-filing stakeholders might be convened to undertake an environmental scan of the potential technical, operational and policy issues the might be considered in a future, deeper investigation of e-filing for Washington State. He also said that he felt that the forms automation could go forward with an eye to ensuring that the platform chosen could, at some point in the future when Guide and File or other e-filing functions come on line, speak to Odyssey. The committee agreed that this conversation needs to begin.

Justice Mary Fairhurst asked each member to go back to their respective committees, groups and associations and ask them about the types of issues and policy questions that will need to be addressed relative to e-filing. This topic will be an agenda item for the next meeting but in the meantime, please send input directly to Justice Fairhurst.

ITG #2 – SC-CMS Update

Ms. Maribeth Sapinoso provided an update on the SC-CMS project beginning with the most recent activities with Event #3 (Snohomish County) and Event #4 (Asotin, Columbia, Garfield, Spokane, and Whitman counties). Ms. Sapinoso also provided recent activities for the Pilot and Early Adopter counties which included Odyssey forms training, Odyssey advanced financial training, and post implementation support for all four Odyssey courts/counties. The post implementation support included an on-site visits to Lewis, Franklin, Thurston, and Yakima counties to address training related issues, eService ticket resolution, and discussing general concerns related to post implementation.

In addition, Ms. Sapinoso updated the improvements made to the Odyssey Portal registration process as well as the planning for Supervision Go Live for Thurston and Lewis counties. Next, Ms. Sapinoso covered the challenges the project is currently facing now that four counties are live with Odyssey while continuing to move forward with the implementation rollout schedule. Lastly, the approval of Event #3 implementation cost rules by the Project Steering Committee was presented.

Motion: **Judge Thomas Wynne**

I move that the JISC approve the SC-CMS Project Steering Committee's recommendation regarding state and local implementation costs for Event #3 (Snohomish County) subject to the parameters set forth in the attached addendum – "*SC-CMS Implementation Cost Rules for Pilot, Early Adopter, and Event #3 (Snohomish County) – Actual and Projected Expenses*" -- not to exceed $145,000.

Second: **Judge Jeanette Dalton**

Voting in Favor: Justice Mary Fairhurst, Mr. Larry Barker, Ms. Lynne Campeau, Judge Jeanette Dalton, Ms. Callie Dietz, Chief Ed Green, Mr. Rich Johnson, Judge J. Robert Leach, Mr. Frank Maiocco, Judge G. Scott Marinella, Ms. Barb Miner, Ms. Brooke Powell, Mr. Jon Tunheim, Mr. Bob Taylor, Judge Thomas J. Wynne

Opposed: none.

Absent: Judge David Svaren

Mr. Ramsey Radwan presented the Overtime and Backfill Caps as a carryover item from the December 2015 JISC Meeting. The amounts listed in the material will be the limits placed on each county. Exceptions to exceed will require a return to the JISC for prior approval.

Motion: **Judge J. Robert Leach**

I move that the JISC approve the overtime and backfill limitations for the remainder of the SC-CMS project as detailed in the attached "Overtime and backfill reimbursement limitation recommendation.

Second: **Mr. Frank Maiocco**

Voting in Favor: Justice Mary Fairhurst, Mr. Larry Barker, Ms. Lynne Campeau, Judge Jeanette Dalton, Ms. Callie Dietz, Chief Ed Green, Mr. Rich Johnson, Judge J. Robert Leach, Mr. Frank Maiocco, Judge G. Scott Marinella, Ms. Barb Miner, Ms. Brooke Powell, Mr. Jon Tunheim, Mr. Bob Taylor, Judge Thomas J. Wynne

Opposed: none.

Absent: Judge David Svaren

Committee Report

Judge Thomas Wynne reported the Data Dissemination Committee (DDC) is in the process of re-writing the policy. The policy dates back to 1995 which is prior to GR31. The purpose is to bring the policy to current standards. After stakeholder review the DDC will bring the updated policy to the JISC for approval.

Adjournment

The meeting was adjourned by Justice Fairhurst at 11:40 a.m.

Next Meeting

The next meeting will be April 22, 2016, 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 August 28th 2015 Meeting		
2	Starting with the October JISC meeting, create a chart of all the provisos, and report progress on them to date.	Ramsey Radwan	**Ongoing**

Administrative Office of the Courts Information Services Division Project Allocation & Expenditure Update 2015--2017 Allocation			
Biennial Balances as of 3/31/2016			
Initiatives--JIS Transition	**ALLOTTED**	**EXPENDED**	**VARIANCE**
Information Networking Hub (INH)			
15-17 Allocation	$8,540,000	$1,100,753	$7,439,247
Information Networking Hub (INH) - Subtotal	**$8,540,000**	**$1,100,753**	**$7,439,247**
Superior Court CMS			
15-17 Allocation	$12,598,000	$9,914,980	$2,683,020
Superior Court CMS Subtotal	**$12,598,000**	**$9,914,980**	**$2,683,020**
Courts of Limited Jurisdiction CMS			
15-17 Allocation	$3,789,000	$27,284	$3,761,716
Courts of Limited Jurisdiction CMS - Subtotal	**$3,789,000**	**$27,284**	**$3,761,716**
Appellate Courts Enterprise CMS			
15-17 Allocation	$313,000	$292,171	$20,829
Appellate Courts Enterprise CMS - Subtotal	**$313,000**	**$292,171**	**$20,829**
Equipment Replacement			
15-17 Allocation	$2,365,000	$616,186	$1,748,814
Equipment Replacement Subtotal	**$2,365,000**	**$616,186**	**$1,748,814**
TOTAL 2015-2017	**$27,605,000**	**$11,951,374**	**$15,653,626**

The allotments do not include $492,000 for SC-CMS and $271,000 for Appellate Court Enterprise CMS that was requested in the supplemental and approved.

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

Maribeth Sapinoso, AOC Program Manager, PMP
Keith Curry, AOC Deputy Project Manager

April 22, 2016

Recent Activities

Event #3 – Snohomish County

- ✓ Completed end user training.

- ✓ Converted over 10.3 million documents to Odyssey.

- ✓ Presented Go Live plan to all staff

Recent Activities

Event #4 – Asotin, Columbia, Garfield, Spokane, Whitman Counties

- ✓ Power users participated in Event #3 (Snohomish County) end user training.

Post Implementation Support

Continue to provide operational support to Pilot and Early Adopter sites:

- ✓ Completed weekly Go Live issue tracking status meetings with the Early Adopter counties.

- ✓ Resolved 92% of Go Live issues from Early Adopters

- ✓ Resolved 80% of eService tickets from Pilot and Early Adopters

Odyssey Portal

- ✓ Upgraded Portal to 3.0 – new user interface

- ✓ Updated Portal User Guide

Supervision Module

✓ Completed go live for Lewis and Thurston counties the week of March 7, 2016

o Preparing for end user training and go live for Franklin County – July 2016

Project Steering Committee

✓ Special meeting took place on March 31, 2016

- o Stakeholders from Pilot, Early Adopters, Snohomish, and Spokane counties were participated.

✓ Follow up meeting scheduled for April 14, 2016

- o Reassess the status of Odyssey financial issues identified by Snohomish and Thurston counties as needing resolution prior to Snohomish Go Live.

Challenges

- AOC Staffing Resources
  - Project rollout
  - Operational support
- Known System Issues
  - Public access (Portal)
  - Data entry errors affecting JIS
  - Ability to generate Enterprise Custom Reports (ECR) in a timely manner
  - Statewide forms
- Time in Schedule to resolve Issues

Challenges (cont'd)

- AOC Staffing Resources
  - o 2016 Supplemental Budget request adds the following resources to operationally support SC-CMS:
    - 1 position Odyssey Portal Technical Administration
    - 2 positions Replication Team
    - 2 positions Business Team (Financials and ECR/Forms)
    - 2 positions Customer Services Support
    - 1 position ECR Development
  - o Existing AOC positions reallocated to support SC-CMS:
    - 2 positions for Operational Support
    - 1 position for Odyssey Portal Business Product Owner
    - 1 position for Replication Team

Challenges (cont'd)

KNOWN SYSTEM ISSUES

- Public Access (Portal)
  - Streamlined Odyssey Portal registration process – Jan 2016
  - Updated User Guide and Access Request Form
  - 2 dedicated positions to operationally support the Portal
- Data Entry Errors affecting JIS
  - Enhanced Training and Training Tools
  - Additional Report Utilities
  - Custom Business Rules
  - SCDX/INH Fixes
  - SCOMIS Edits
  - Doubled dedicated resources to replication
  - Odyssey Assistance / Webinars

Event 3 Snohomish Implementation

MILESTONES or PROJECT DELIVERABLES	CURRENT PLAN DATE
✓ Event 3 Kickoff Completed	October 2015
✓ Event 3 Local Court Configurations Begins	October 2015
✓ Event 3 First Data Conversion Push & Power User Review	November 2015
✓ Event 3 60 Day Go-Live Readiness Assessment	March 2016
✓ Event 3 30 Day Go-Live Readiness Assessment	April 2016
✓ Event 3 Document Image Extracts Completed	April 2016
✓ Event 3 End-User Training Completed	April 2016
Event 3 County Go-Live	May 2016

Expedited Data Exchange (EDE)

Program Update

Gary Myers
Project Manager

Kevin Ammons
PMO/QA Manager

April 22, 2016

Staffing and Vendor Updates

✓ Hired Project Manager – Gary Myers

✓ Hired Developer – Danny Springer

✓ Contracted Developer/Integrator

✓ Contracted Independent QA – Integrated Solutions Group

• Contracting vendor for security audit

• Preparing for release of RFP for integration vendor to define and deliver Data Integration solutions

Recent Activities (EDE Program)

✓ Conducted first user advisory group meeting

✓ Steering committee provisionally adopted an updated version of the JIS Data Standards

   ✓ This version will be utilized for KCDC go-live

✓ Data Integration completed Proof of Concept for JIS data replication supporting KCDC go-live

• Continuing analysis of JABS application and changes required for EDR

• Procurement development for multiple contractor solicitations

Recent Activities (EDR Core)

✓ EDR Portal updated with critical information and processes for on-boarding of courts

  ✓ https://edrp.courts.wa.gov/ is the key site for information related to the EDR

• Analyzing revised version of the JIS Data Standards to implement baseline production version of the EDR in June 2016

• Developing audit logging feature to document court access and transaction activity

• Conducting technical workshops with King County

Active Project Risks

Total Project Risks		
Low Exposure	**Medium Exposure**	**High Exposure**
6	3	10

Significant Risk Status

Risk	Probability/Impact	Mitigation
New Business Processes	High/High	Significant changes to JIS court business processes will be required due to required application changes
Partner Agency Interfaces	High/High	Work required with partner agencies may conflict with resource availability in the other agencies

Significant Risk Status (cont.)

Risk	Probability/Impact	Mitigation
Local Data Versus Statewide Data	High/High	Some data that has been identified as local data has been used statewide. This data will not be available statewide.
Data Validation Rules	High/High	The number of data validation rules implemented at pilot may not be sufficient to allow data from different systems to be comparable.
Codes and Governance	High/High	If there is not uniform governance of codes and other policies, changes in one system could result in significant complications with usage of that data from the EDR.

Active Project Issues

Total Project Issues			
Low Urgency	**Medium Urgency**	**High Urgency**	**Closed**
1	2	1	0

Significant Issues Status

| Issue	Urgency/Impact	Action
Resource Shortages amongst developers, business analysts, solution architects and others	High/High	Using project funds to recruit and contract, but finding a mix of required skills and knowledge of AOC systems is problematic
Procurement Time	High/High	The number of procurements occurring limits the ability to rapidly execute procurements

Project Milestones

Milestone	Date
KCDC System Selection/Procurement	*March 2016*
KCDC Pilot Go Live	*August 2017*
✓ *King County Clerk's Office RFP Published*	*August 2015*
King County Clerk's Office Go Live	*January 2018*

AOC Milestones	
✓ EDR Development Environment Available to King Co.	August 2015
✓ Contract QA Vendor	February 2016
✓ Freeze Standard Data Elements	March 2016
Issue Data Integration RFP	April 2016
EDR Baseline Development Complete	June 2016

King County District Court

Unified Case Management System

April, 2016

Major Milestones
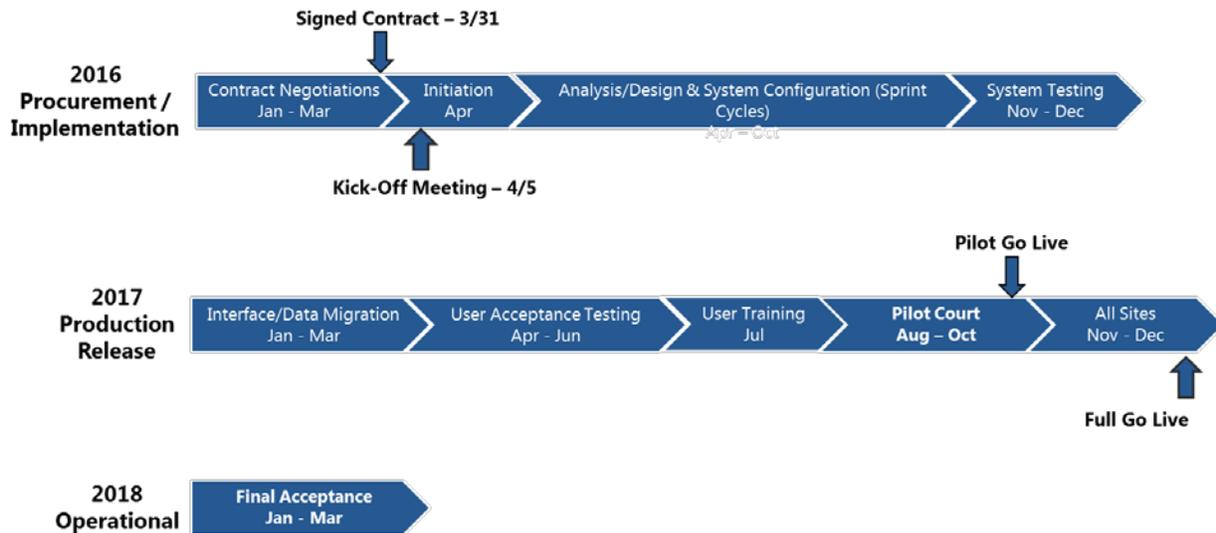
Description

In order to improve current functionality, King County District Court will implement a unified case management system, replacing outdated components in several areas, including case management, probation, and document management. Replacement of its outdated systems will allow court operations to improve customer service, automate and streamline existing business processes, and add new capabilities, including e-filing.

In Scope
- Core system replacement
- New functionality
- Updating of satellite systems
- Data Conversion
- Electronic Data Exchange
- External interfaces not covered through Data Exchange
- Internal systems integration

Out of Scope
- Video conferencing
- Audio recording
- Data Center activities
- Additional interfaces, not yet available

King County

Department of Judicial Administration
Barbara Miner
Director and Superior Court Clerk
(206) 296-9300   (206) 296-0100 TTY/TDD

King County Clerk's Office (KCCO)
Systems Replacement Project
April 2016

Major Milestones

Project Milestone	Planned Start Date	Planned Completion Date
Project Kick-off	April 6, 2016	April 7, 2016
Discovery & Design	April 2016	August 2016
Interface Development & Testing	July 2016	May 2017
Data Conversion Development & Testing	August 2016	July 2017
Final System Testing/Training	July 2017	November 2017
Final Data Conversion & Go-Live	November 2017	Jan 2, 2018

Description

KCCO's Systems Replacement Project (SRP) will deliver case and financial management systems to support the King County Clerk's Office (KCCO) business operations: 1) Case management functions will support case processing between case initiation and case closure; and 2) the financial management functions will support intake, accounting and public distribution of case funds, as well as management of various accounts associated with Superior Court cases.

In Scope

- Case Management functionality that replaces JIS/SCOMIS and functionality in 3 KCCO systems
- Financial Management functionality that replaces JRS and JASS
- Integrations with internal KCCO and King County systems, AOC, DOL, WSBA, ACH and Geofile

Out of Scope

- Replacement of document management system, eFiling application, and public-facing and partner-facing document viewers
- AOC application integrations & partner agency data exchanges

Seattle:
516 Third Avenue Room E609
Seattle, WA 98104-2386

Regional Justice Center:
401 Fourth Avenue North Room 2C
Kent, WA 98032-4429

Juvenile Division:
1211 East Alder Room 307
Seattle, WA 98122-5598

Administrative Office of the Courts

Quality Assurance Consulting Services

Integrated Solutions Group LLC

Judicial Information System Committee (JISC) Kickoff Presentation

April 15th, 2016

QA Engagement Overview

Presentation

- – Introduction of ISG and the QA team   5 min.

- – QA Project Approach   10 min.

- – Methodology and Framework   10 min.

- – Baseline and Periodic Assessment reports   10 min.

Closing/Questions

Background

- Large Scale IT Project Leadership
- Semi-Autonomous Project Stakeholder Engagement
- High Risk Project Mitigation
- Steering Committee Governance
- Funding/Legislative Support

1986
January 1986, IRM Services Group formed as a Sole Proprietorship. Later incorporated as IRM Services Group, LLC

1986 - 1997
Provided IT Consulting, Training and Project Management services to many WA State agencies, Federal agencies and Fortune 500 Companies

1997 - 2003
Project Management, Weyerhaeuser Co. – Claims Administration Transition Project, Employee Benefits Outsourcing Project, Employee Benefits Integration Project

1998 - 2003
Lead Consultant, Washington State Dept. of Health – Enterprise Business Area Analysis Project; Public Health Issues Management System Project (PHIMS)

1998 - 2003
Independent Quality Assurance services for State of Idaho Dept. of Health and Welfare, State of Wyoming Dept. of Health, and State of Washington. Health Care Authority

2003-2004
Test Management, Project Management, Stakeholder Outreach for the Washington State MMIS HIPAA Remediation Project

2004 - 2010
Project Management, DSHS MMIS Re-Procurement Project (ProviderOne, Phase 1)

2010 - 2016
Project Management, Washington State Health Care Authority (ProviderOne, Phase 2)

2011 - 2016
Project Management, PMO Leadership – Washington Health Benefit Exchange, Healthplanfinder Project

2013 - 2015
Project Management - Washington State Health Care Authority, ICD-10 Project

Experience

- Quality Assurance
- Requirements Verification, Business Analysis and Design
- Testing Management
- Deployment and Stabilization
- Initiation and Start-up
- Organizational Readiness
- Periodic Project Assessments
- Post Implementation Assessments
- Procurement Process Analysis, Design, Implementation
- Project Management
- Technical Writing

Team Qualifications

John Anderson

AOC - Overall Quality Assurance Program Oversight

- Certified Project Management Professional (PMP)
- Experienced stakeholder management and presentation skills for internal and external audiences at all levels
- Proven project manager with large-scale, enterprise projects in Washington State involving multiple agencies and stakeholder groups

Gena Cruciani

AOC - Lead Quality Assurance Consultant

- Certified Project Management Professional (PMP)
- Highly experienced in Quality Assurance (QA) services for government contracts in Washington, Oregon, Idaho and Wyoming
- Effective project manager with proven track record managing large-scale, high-profile, high-risk Washington State projects
- Excellent risk manager and problem solver focusing on practical, real life solutions
- Excellent communication and presentation skills for executives, managers and public constituencies

Tom Boatright

AOC - Quality Assurance Framework and Methodology Lead

- Extensive QA and Program Management experience
- Technical assessment and evaluation framework development expertise
- Information Management Systems expertise and experience
- Technical assessment process reporting and presentation expertise
- Enterprise Systems SDLC and development experience
- Vendor contract management expertise
- Professional services administration tools expertise

Project Approach

ISG Assessment Framework

- ❑ Planning Oversight
- ❑ Project Management
- ❑ Quality Management
- ❑ Training
- ❑ Requirements Management
- ❑ Operating Environment
- ❑ Development Environment
- ❑ Software Development
- ❑ System and Acceptance Testing
- ❑ Data Management
- ❑ Operations Oversight

1 Initiation

2 Requirements and Information Gathering

3 Quality Assurance Analysis

4 Quality Assurance Reporting

5 QA Outcomes and Recommendations

isg Integrated Solutions Group

Project Approach

Initiation Phase (March 7 – April 15)

- Conduct Steering Committee Kick-Off
- Develop QA Work Plan
- Review Steering Committee Charter
- Finalize QA Assessment Report Template

Assessment Phase - Baseline (March 14 – May 13)

- Gather Project Documentation and Information
- Conduct Interviews with Steering Committee and Critical Staff
- Draft Baseline Assessment based on proposed methodology
- Present Baseline Assessment to Steering Committee
- Finalize Baseline Assessment

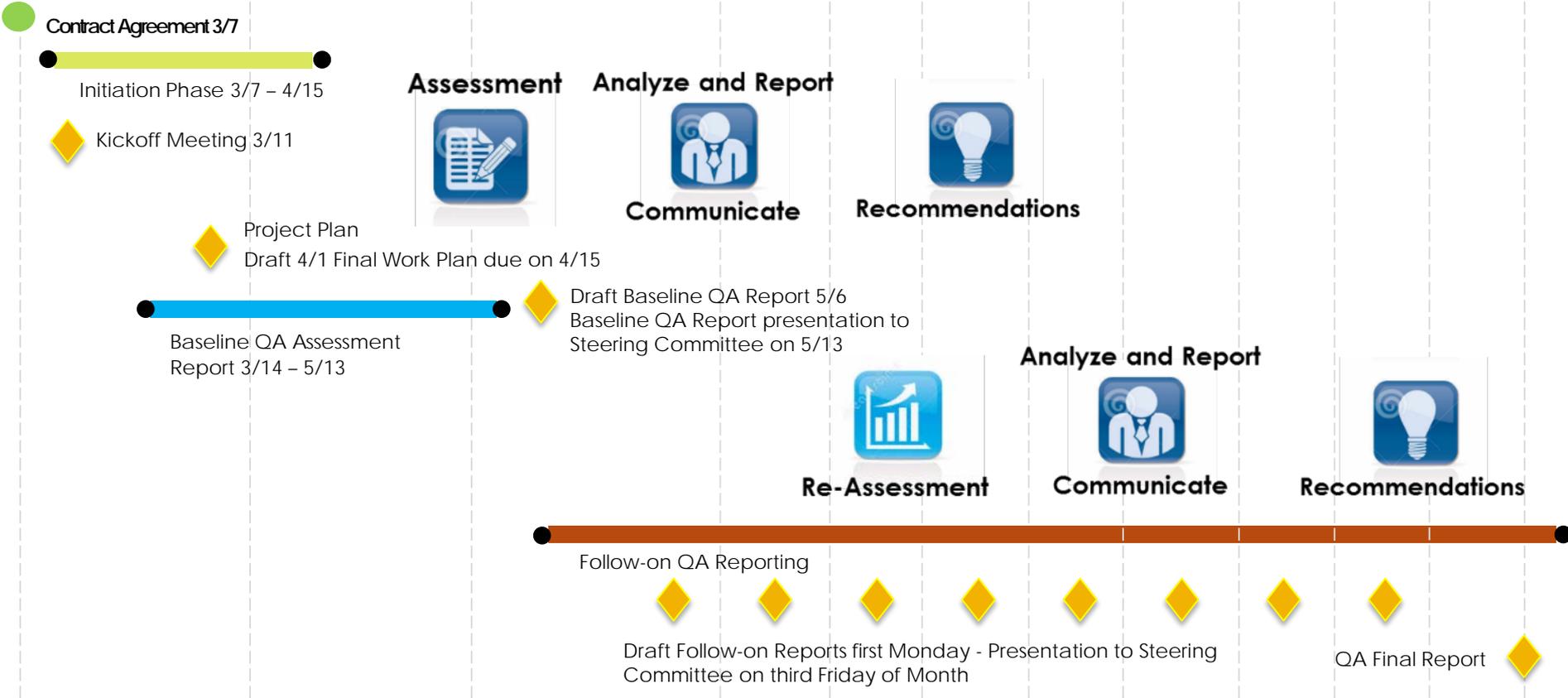**Assessment Phase** - On-Going Assessments #2 - #10 (thru June 2017)

- Re-evaluate project health
- Draft QA Assessments
- Present to Steering Committee and Finalize

High-level Schedule

Steering Committee Deliverable

ISG Integrated Solutions Group

March | April | May | June | July | September | November | January | March | April | May | June

Contract Agreement 3/7

Initiation Phase 3/7 – 4/15

Kickoff Meeting 3/11

Assessment

Analyze and Report

Communicate

Recommendations

Project Plan
Draft 4/1 Final Work Plan due on 4/15

Baseline QA Assessment
Report 3/14 – 5/13

Draft Baseline QA Report 5/6
Baseline QA Report presentation to
Steering Committee on 5/13

Re-Assessment

Analyze and Report

Communicate

Recommendations

Follow-on QA Reporting

Draft Follow-on Reports first Monday - Presentation to Steering
Committee on third Friday of Month

QA Final Report

● ━━━ Initiation Phase   ● ━━━ Baseline Assessment Phase   ● ━━━ Follow-on Reporting Phase

ISG QA Methodology

1. Initiation
2. Requirements and Information Gathering
3. Quality Assurance Analysis
4. Quality Assurance Reporting
5. QA Outcomes and Recommendations

QA Assessment Framework

- ❑ Planning Oversight
- ❑ Project Management
- ❑ Quality Management
- ❑ Training
- ❑ Requirements Management
- ❑ Operating Environment
- ❑ Development Environment
- ❑ Software Development
- ❑ System and Acceptance Testing
- ❑ Data Management
- ❑ Operations Oversight

✓ 11 categories, 48 sub-category, 168 evaluation elements

Assessment

Analyze and Report

Communicate

Recommendations

Re-Assessment
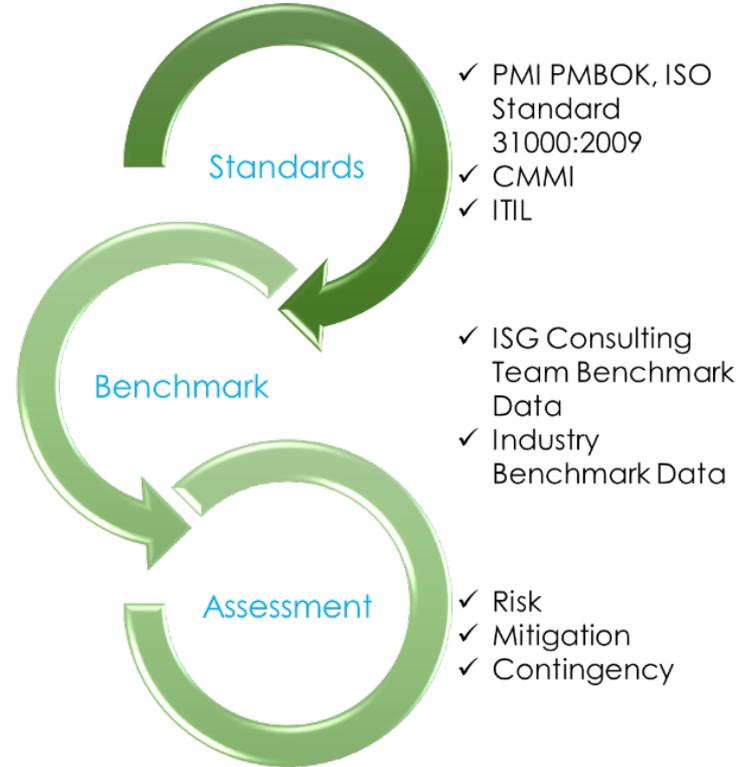
Standards
- ✓ PMI PMBOK, ISO Standard 31000:2009
- ✓ CMMI
- ✓ ITIL

Benchmark
- ✓ ISG Consulting Team Benchmark Data
- ✓ Industry Benchmark Data

Assessment
- ✓ Risk
- ✓ Mitigation
- ✓ Contingency

Baseline Assessment

QA Assessment Framework

- ❑ Planning Oversight
- ❑ Project Management
- ❑ Quality Management
- ❑ Training
- ❑ Requirements Management
- ❑ Operating Environment
- ❑ Development Environment
- ❑ Software Development
- ❑ System and Acceptance Testing
- ❑ Data Management
- ❑ Operations Oversight

Work Plan(s) – Comprehensive

✓ Quality Assurance Focused on INH EDE Project Management

Project Risk and Issues Management Plans

✓ Quantitative and Qualitative review of deliverables

Communications Plan

✓ Stakeholder/customer involvement and effectiveness

QA Report Format

1. ## Executive Summary
   - Summary Level (Budget, Scope, Schedule, Risk)
   - Trending w/metrics for high-risk areas

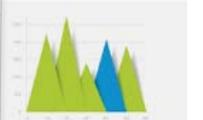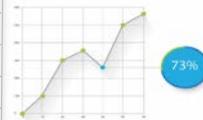2. ## Summary Category Reporting
   - Initial, trending, trending w/timeline (findings)

3. ## Detailed Category Reporting

Summary level narratives for (Scope, Schedule, Budget and Risk)

QA Category	Risk	Mitigation	Contingency	Actions
❑ Planning Oversight	🔴	Narrative for area	Narrative for area	Narrative for area
❑ Project Management	🟡	Narrative for area	Narrative for area	Narrative for area
❑ Quality Management	🟢	Narrative for area	Narrative for area	Narrative for area
❑ Training	🔴	Narrative for area	Narrative for area	Narrative for area
❑ Requirements Management	🔴	Narrative for area	Narrative for area	Narrative for area
❑ Operating Environment	🔴	Narrative for area	Narrative for area	Narrative for area
❑ Development Environment	🟢	Narrative for area	Narrative for area	Narrative for area
❑ Software Development	🟡	Narrative for area	Narrative for area	Narrative for area
❑ System and Acceptance Testing	🔴	Narrative for area	Narrative for area	Narrative for area
❑ Data Management	🟡	Narrative for area	Narrative for area	Narrative for area
❑ Operations Oversight	🔴	Narrative for area	Narrative for area	Narrative for area

Task Item	Task #	QA/IV&V Task Description	Risk	Mitigation	Contingency	Action(s) Recommended
Quality Assurance	QA-1	Evaluate and make recommendations on the project's Quality Assurance plans, procedures and organization.				
Quality Assurance	QA-2	Verify that QA has an appropriate level of independence from project management.				

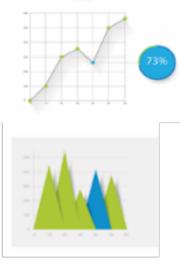|		
QA process has not identified issues for escalation with Project Plan.	QA process has identified issues for escalation with QA Project Plan - resolution in accordance with the project's Issue Escalation and Resolution Procedure.	QA process has identified critical issues for escalation with QA Project Plan - resolution in accordance with the project's Issue Escalation and Resolution Procedure.

Follow-on reporting

Baseline Report

INH EDE Project Management Team/Vendors

Summary level narratives for (Scope, Schedule, Budget and Risk)

QA Category	Risk	Previous	Trending
Planning Oversight			
Project Management			
Quality Management			
Training			
Requirements Management			
Operating Environment			
Development Environment			
Software Development			
System and Acceptance Testing			
Data Management			
Operations Oversight			

Task Item	Task #	QA/IV&V Task Description	Risk	Mitigation	Contingency	Action(s) Recommended
Quality Assurance	QA-1	Evaluate and make recommendations on the project's Quality Assurance plans, procedures and organization.				
Quality Assurance	QA-2	Verify that QA has an appropriate level of independence from project management.				

QA process has not identified issues for escalation with Project Plan.	QA process has identified issues for escalation with QA Project Plan - resolution in accordance with the project's Issue Escalation and Resolution Procedure.	QA process has identified critical issues for escalation with QA Project Plan - resolution in accordance with the project's Issue Escalation and Resolution Procedure.

ISG Assessment Framework

- ❑ Planning Oversight
- ❑ Project Management
- ❑ Quality Management
- ❑ Training
- ❑ Requirements Management
- ❑ Operating Environment
- ❑ Development Environment
- ❑ Software Development
- ❑ System and Acceptance Testing
- ❑ Data Management
- ❑ Operations Oversight

- ✓ Project Management performance effectiveness

- ✓ Deliverables produced by vendors contracted by AOC

- ✓ Stakeholder/ customer involvement and effectiveness

Close and Questions

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

Project Update

Martin Kravik, Project Manager

April 22, 2016

Recent Activities

Activity	Complete
Iteration A – Base System and Document Structure	Y
Iteration B – WorkView (Case Management) & Associated Workflows	Y
Iteration C – Motion, Petition, Judicial and Disposition Workflows	N
Iteration D – Remaining Workflows	N
Document Conversion	N
eFiling Modifications	Y
JIS Link Modifications	N

Recent Activities (cont.)

✓ The new eFiling application was completed and a pilot launched with a group of Supreme Court filers.

✓ Iteration B user acceptance testing concluded on January 22, 2016.

✓ Project Executive Steering Committee opted not to accept Iteration B. Vendor was informed of the decision.

✓ An analysis was launched to examine alternatives.

Recent Activities (cont.)

✓ A meeting was held with the vendor regarding the future of the contract. The three options discussed included:

1. End the contract.

2. Use OnBase for document and workflow management. Integrate with ACORDS.

3. Pursue additional funding for case management.

✓ Discussion eventually centered on Option 2.

Recent Activities (cont.)

✓ Both parties agreed the current project approach was not effective for this project and should be revised to one that is:

- Highly incremental which allows more frequent validation.

- Employs a single Washington/ImageSoft development team to better enable knowledge transfer.

Recent Activities (cont.)

✓ The respective project managers were authorized to further detail a new approach and develop a draft revised statement of work to be presented to the project Executive Steering Committee.

▪ The Washington team is conducting a proof of concept to validate the ability to integrate OnBase and ACORDS.

Active Project Risks

Total Project Risks		
Low Exposure	**Medium Exposure**	**High Exposure**
3	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**
0	0	1	6

Significant Issues Status

Issue	Urgency/Impact	Action
Contract scope and cost issue raised by the vendor.	High/High	Refer to issue timeline.

Issue Timeline

Event	Date
In a report, vendor raises an issue regarding scope and cost in a report.	March 2015
Appellate Court Clerks, AOC and the vendor discuss the report in a teleconference.	March 2015
Vendor dismisses project manager.	March 2015
A letter is sent from the project Executive Steering Committee to the vendor disagreeing with their findings.	March 2015
Appellate Court Clerks, AOC and the vendor meet in person for 2 days to discuss the issue.	April 2015
Vendor issues an updated report.	April 2015
Response is sent to the vendor maintaining disagreement with their conclusion.	May 2015
Contract is amended to reflect the agreement.	October 2015

Issue Timeline (Cont.)

Event	Date
Appellate courts ask for an in depth demonstration of case management. Vendor proposes placing the nearly finished Iteration B through training and user acceptance testing. Project Executive Steering Committee agrees.	June 2015
Contract is amended to reflect the agreement.	October 2015
Training for Iteration B is conducted.	November 2015
User acceptance testing for Iteration B is conducted.	December 2015 through January 2016
Vendor is notified of the Executive's Steering Committee decision to not accept Iteration B.	February 2016
AOC and the vendor develop a different approach for the project.	April 2016

Project Milestone Schedule

Milestones	2015												2016								
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep
Functional Specification	◆																				
Configuration Iterations	◆																				
A – Base System and Document Structure																					
B – WorkView and Associated Workflows	▬	▬		┈	┈	┈	┈	┈		▬	▬	▬									
C – Motion, Petition, & Judicial Workflows	▬	▬	▬	▬																	
D – Remaining Workflows	▬	▬	▬	▬	▬	▬															
Document Conversion																					
Document Mapping Specification	◆																				
COA Division I	▬	▬	▬	▬	▬	▬	▬														
COA Division II			▬	▬	▬	▬	▬	▬													
COA Division III				▬	▬	▬	▬	▬													
eFiling Modifications	▬	▬	▬	▬	▬	▬	▬	▬	▬	▬	▬	▬	▬	▬	▬	▬					
JIS Link Modifications	▬	▬	▬	▬	▬	▬	▬	▬													
Production Implementation							▬														
Re-plan Project Approach															▬	▬	▬				

Next Steps

- Present draft proposal to project Executive Steering Committee.

Project Milestones

Milestone	Date
✓ Functional Specification Document accepted	August 2014
✓ Iteration A - Base System and Document Structure	December 2014
Iteration B – WorkView and Associated Workflows	January 2016
Iteration C – Motion, Petition, & Judicial Workflows	June 2015
Iteration D – Remaining 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

April 22, 2016

Staffing Change

- Kate Kruller left AOC for another position effective April 8, 2016

Recent Activity

✓ AOC identified an issue that could cause some deferred prosecution (DP) cases to be deleted, so AOC put Iteration 2 on hold to address the issue.

Recent Activity

✓ ITG 41 Project Steering Committee met February 4 and decided:

- AOC will send pilot courts reports of cases that may have deferred prosecutions.

- To permanently retain non-conviction cases with uncompleted deferred prosecutions, AOC will create a new reason code of "deferred prosecution."

- Pilot courts will review the reports and estimate the time a court will need for identifying and marking the deferred prosecutions.

Recent Activity

- ✓ AOC created two reports for pilot courts to identify DP cases that may need to be marked for permanent retention.

- ✓ Pilot courts successfully completed the DP case identification and marking process. These courts advised a 2-month period of time for courts to complete this process.

- ✓ Courts may also ask AOC to perform a BOXI query to find open deferred prosecution cases that should be marked for retention, regardless of outcome.

Active Project Risks

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

Significant Risk Status

Risk	Probability/Impact	Mitigation
Schedule Delay	High/High	Project Executive Sponsor authorizes any ITG 41 Project delays, if necessary.
ISD Staff Moved Off Project	Medium/Medium	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**
1	0	0	0

Significant Issues Status

Issue	Urgency/Impact	Action
Deferred Prosecution Case Data Quality	High/High	Address prior to Iteration 2. Steering Committee authorized new code and time for courts to update or flag cases.

Next Steps

- Prior to April 30, 2016 AOC will make the two deferred prosecution reports available to 186 remaining courts, so they can correct data entry and/or flag cases.

- AOC will not run Iteration 2 New Rules in a court until it has completed the deferred prosecution case identification and marking process.

- AOC will run Iteration 2 New Rules in the order that courts complete the deferred prosecution case identification and marking process.

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

Project Update

Michael Walsh, PMP - Project Manager

April 22, 2016

# Recent Activities

✓ Finalized acquisition plan and schedule with Steering Committee

- Preparing RFP for review by AOC leadership and the project steering committee

- Hired four additional staff:

  ○ Three business process engineers

  ○ Project administrative secretary

- Procurement for a QA vendor (RFQQ)

- Continue to monitor resource capacity against project work activities

Acquisition Schedule
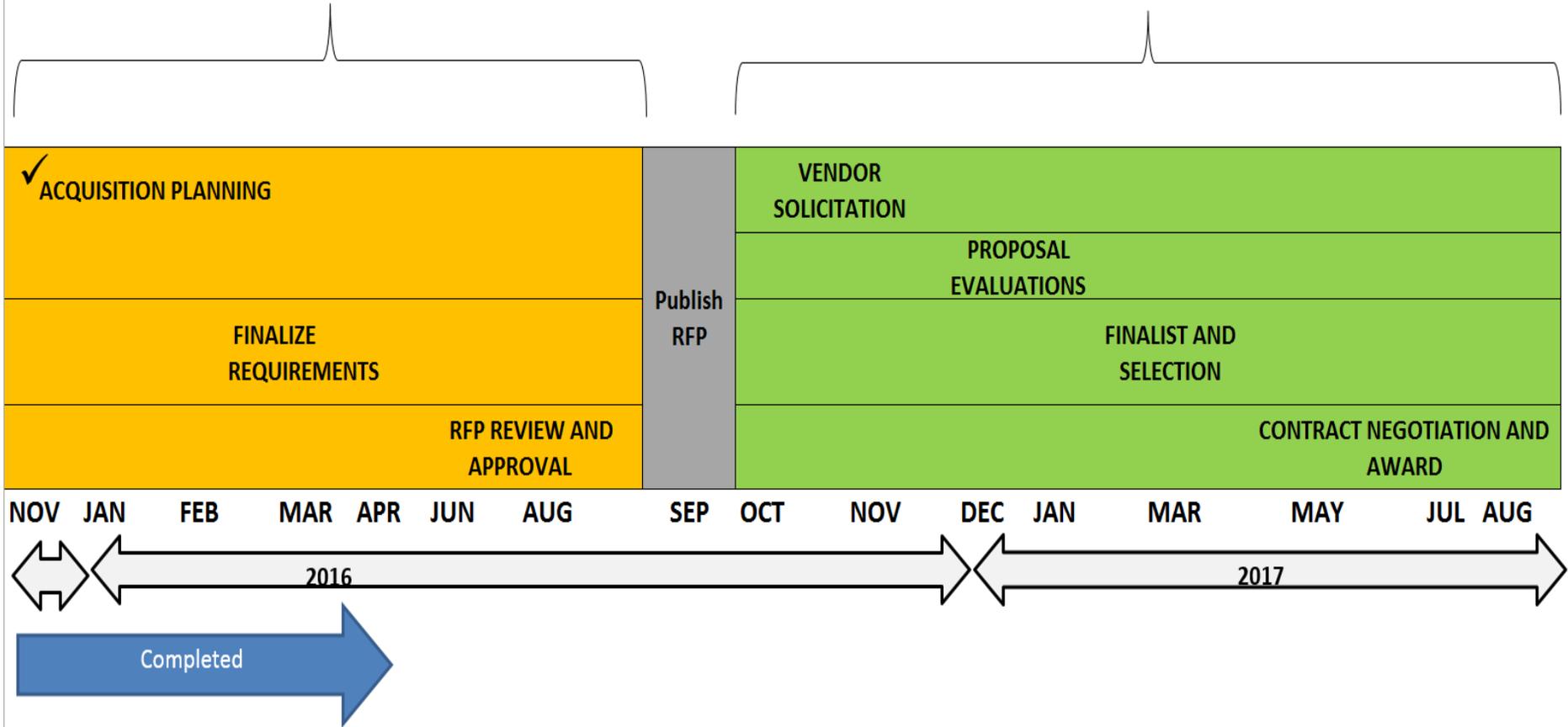
Project Risk Watch list

- Shared Resources, such as contract office staff and business unit subject matter experts (SME's), are in high demand and short supply

- Unproven systems integration model
  - We're monitoring EDE project for CMS integration readiness

- System deployment to 300 courts

Next Steps

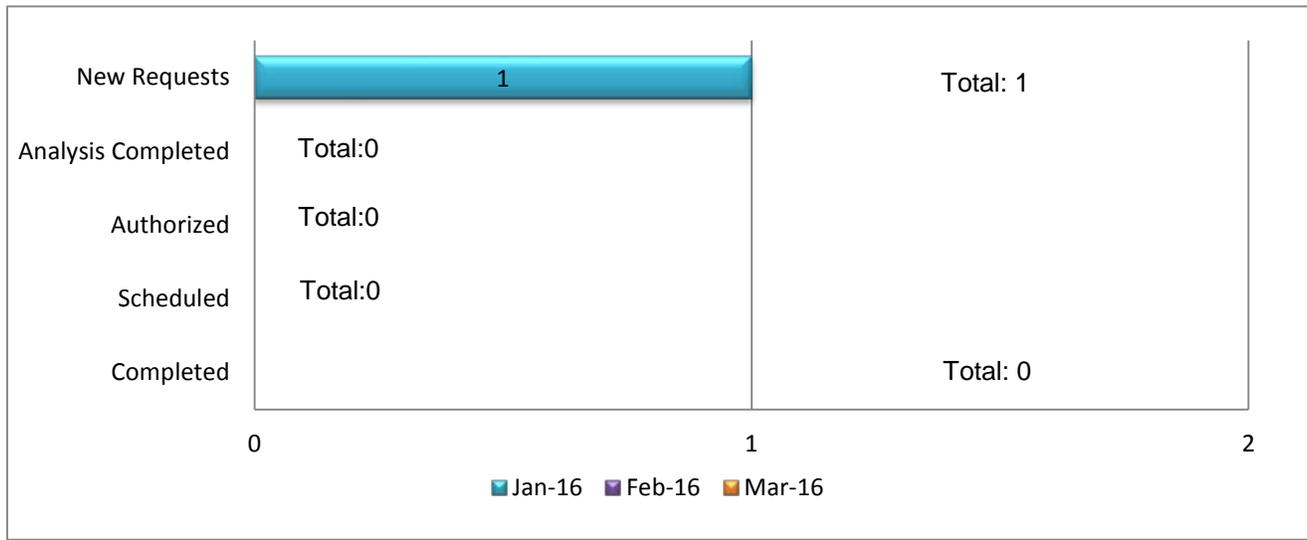| Milestone	Date
Start the RFP review and approval process	May 2016
Project Steering Committee review and recommendation to proceed with RFP	July 2016
JISC approval to proceed with RFP	August 2016
Publish RFP	September 2016

Completed JIS IT Governance Requests

No ITG requests completed

Status Charts
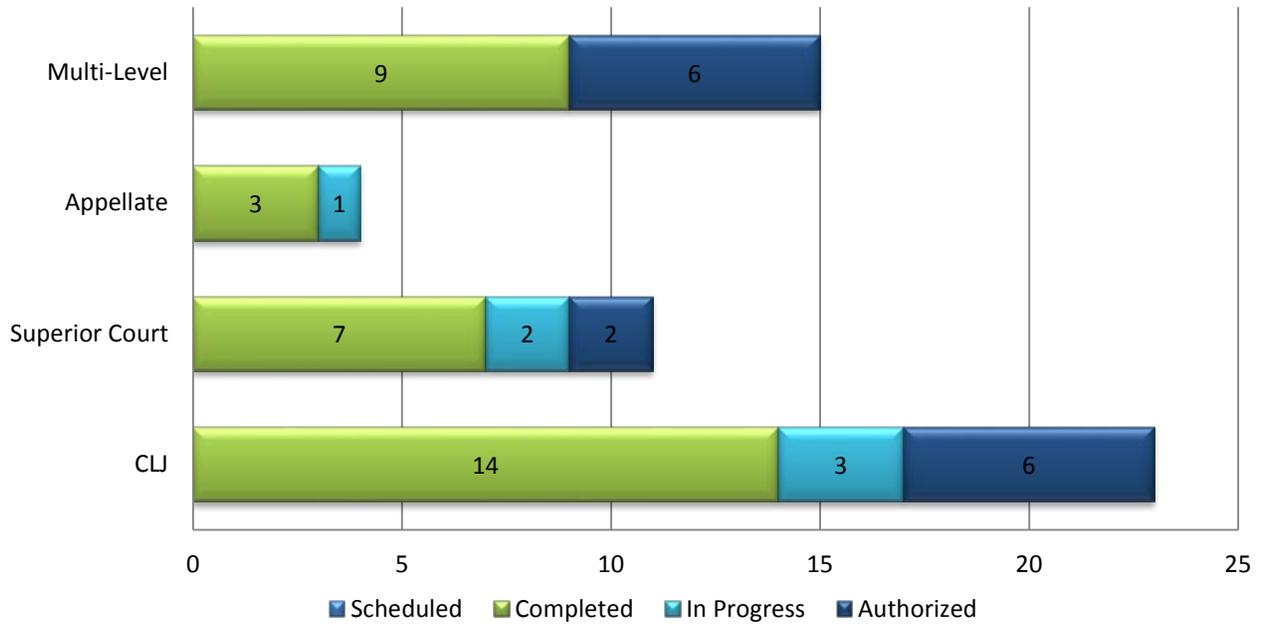
Requests Completing Key Milestones

New Requests	1	Total: 1
Analysis Completed	Total:0	
Authorized	Total:0	
Scheduled	Total:0	
Completed		Total: 0

0   1   2

■ Jan-16   ■ Feb-16   ■ Mar-16

Current Active Requests by:

Endorsing Group			
Court of Appeals Executive Committee	1	District & Municipal Court Management Association	12
Superior Court Judges Association	3	Data Management Steering Committee	0
Washington State Association of County Clerks	3	Data Dissemination Committee	2
Washington State Association of Juvenile Court Administrators	3	Codes Committee	5
District & Municipal Court Judges Association	3	Administrative Office of the Courts	5
Misdemeanant Corrections Association	0		

Court Level User Group	
Appellate Court	1
Superior Court	5
Courts of Limited Jurisdiction	10
Multi Court Level	8

Status of Requests by CLUG

Completions Since ITG Inception

CLUG	Scheduled	Completed	In Progress	Authorized
Multi-Level		9		6
Appellate		3	1	
Superior Court		7	2	2
CLJ		14	3	6

Status of Requests by Authorizing Authority

Completions Since ITG Inception

Authorizing Authority	Scheduled	Completed	In Progress	Authorized
JISC		3	4	5
Administrator		9	1	5
CIO		22	1	4
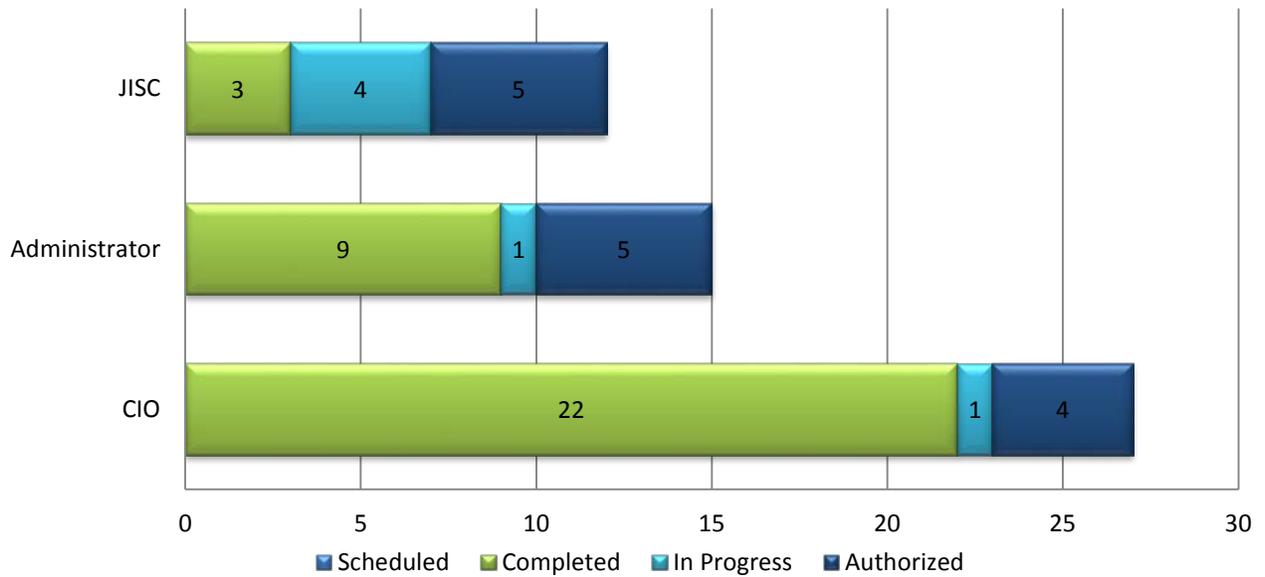
JISC Priorities

Priority	ITG #	Request Name	Status	Approving Authority	CLUG Importance
1	2	Superior Court Case Management System	In Progress	JISC	High
2	45	Appellate Court ECMS	In Progress	JISC	High
3	41	CLJ Revised Computer Records and Destruction Process	In Progress	JISC	High
4	102	Request for new Case Management System to replace JIS	In Progress	JISC	High
5	27	Expanded Seattle Municipal Court Case Data Transfer	Authorized	JISC	High
6	62	Automate Courts DCXT Table Entries	Authorized	JISC	Medium
7	7	SCOMIS Field for CPG Number	Authorized	JISC	High
8	26	Prioritize Restitution recipients	Authorized	JISC	Medium
9	31	Combine True Name and Aliases for Timepay	Authorized	JISC	Medium

Current as of March 31, 2016

WASHINGTON COURTS

Appellate CLUG Priorities

Priority	ITG #	Request Name	Status	Approving Authority	CLUG Importance
1	45	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	7	SCOMIS Field for CPG Number	Authorized	JISC	High
3	158	Implementation of MAYSI 2	In Progress	CIO	High
Non-Prioritized Requests					
N/A	2	Superior Court Case Management System	In Progress	JISC	High

Current as of March 31, 2016

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	27	Expanded Seattle Municipal Court Case Data Transfer	Authorized	JISC	High
3	41	CLJ Revised Computer Records Retention and Destruction Process	In Progress	JISC	High
4	106	Allow Criminal Hearing Notices to Print on Paper and allow edits	In Progress	Administrator	Medium
5	32	Batch Enter Attorney's to Multiple Cases	Authorized	CIO	Medium
6	68	Allow Full Print on Docket Public View Rather than Screen Prints	Authorized	Administrator	Medium
7	46	CAR Screen in JIS	Authorized	CIO	Medium
8	31	Combine True Name and Aliases for Timepay	Authorized	JISC	Medium
9	26	Prioritize Restitution Recipients	Authorized	JISC	Medium

Current as of March 31, 2016

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	62	Automate Courts DCXT Table Entries	Authorized	JISC	Medium
5	141	Add Bond Transferred Disposition Code	Authorized	CIO	Medium
		Non-Prioritized Requests			
N/A	3	Imaging and Viewing of Court Documents	Authorized	Administrator	Not Specified

Current as of March 31, 2016

WASHINGTON
COURTS

Administrative Office of the Courts
Quality Assurance Report
for the
Courts of Limited Jurisdiction
Case Management System Project
(CLJ-CMS Project)

April 1, 2016

Introduction

The Administrative Office of the Courts (AOC) received funding to begin the process of procuring and implementing a Commercial Off The Shelf (COTS) case management system for the Washington State Courts of Limited Jurisdiction (CLJ). The purpose of the CLJ-CMS project is to implement a modern case management system for the courts of limited jurisdiction. This project will replace the outdated AOC system, known as DISCIS, that has been in use by the courts since 1988.

Included in the 2015-2017 omnibus operating budget was a proviso that requires AOC to produce the first quarterly quality assurance (QA) report by April 1, 2016 and every quarter thereafter. Due to funding limitations imposed in the budget, AOC has just begun the process of developing a Request for Quotes and Qualifications (RFQQ) to hire a Quality Assurance vendor to conduct an independent assessment of the project. Until AOC has completed the RFQQ process and has select an independent vendor, the QA report will be developed internally.

Executive Summary

This is the first quarterly quality assurance report for the Courts of Limited Jurisdiction Case Management System (CLJ-CMS) Project. At this early stage of the project, everything is on schedule. The primary focus during the 2015-2017 biennium is to complete the procurement process to have a COTS case management system vendor on board by the end August 2017. The plan is to begin the configuration and implementation phases of the project during the 2017-2019 biennium.

Quality Assurance Report

The QA report will focus solely on those activities involved with the procurement stage of the project.

Project Governance	On Schedule

The project has established a strong project governance and oversight structure. The following structure is in place to guide decision-making for the project:

- **Judicial Information Systems Committee (JISC)** – governs the overall project budget, scope, and schedule. Changes to any of these items will require approval from the JISC. Project updates are provided to this committee at their bi-monthly meetings. In addition, the independent QA vendor will also provide their QA assessment to this group as well.

- **Executive Project Sponsors** – provide high-level project guidance, direction and issue resolution as needed. Justice Mary E. Fairhurst, the Chair of the JISC, and Callie T. Dietz, the AOC State Court Administrator, are the two Executive Project Sponsors.

- **AOC Project Sponsors** – provide the day-to-day project guidance and direction, and resolve issues as needed. The project sponsors represent both the business side as well as the technology side of the AOC. They function as co-project sponsors to ensure that the project meets the business needs of the courts of limited jurisdiction.

- **Project Steering Committee** – provides high-level project oversight, direction, and decision making in all phases of the project. The CLJ-CMS Project Steering Committee is the key body within the governance structure that is responsible to monitor the project to ensure that the schedule is adhered to and the business interests are being met. This group is comprised of ten (10) members: two (2) from the District and Municipal Court Judges Association, three (3) from the District and Municipal Court Managers Association, three (3) AOC Managers and two (2) misdemeanant corrections association members. This group meets monthly and monitors the project to ensure that the schedule is adhered to and the business interests are being met.

- **Court User Work Group (CUWG)** – provides direction and makes decisions regarding the functional business requirements for the new system. The project team works closely with this group to ensure the system is configured to meet the business needs of the courts.

Special Attorney General for Contract Negotiations	On Schedule

A Special Assistant Attorney General will be hired to provide advice regarding the RFP and to lead contract negotiations between AOC and the selected vendor.

Independent Quality Assurance Vendor RFQQ	On Schedule

AOC is in the process of developing a Request for Quotes and Qualifications (RFQQ) to hire a quality assurance firm to conduct an independent assessment of the project. Until AOC has completed the RFQQ process and has acquired an independent vendor, the QA report will be conducted internally.

Requirements Gathering	On Schedule

The project successfully completed the requirements gathering phase and finalized the business requirements with the Court User Work Group (CUWG).

COTS Procurement Process (RFP Development)	On Schedule

The project successfully completed the acquisition planning process with the Project Steering Committee. They are now in the process of finalizing the RFP requirements and preparing the actual Request for Proposal (RFP). It is anticipated that the Judicial Information System Committee (JISC) will review and approve the RFP at the August 26th meeting. The current project schedule calls for releasing the RFP in September 2016. Following the publishing of the RFP, staff will spend approximately one year performing the following activities: vendor solicitation, evaluation of proposals, selection of vendor, contract negotiations, and vendor integration. The project is currently on schedule to meet these planned dates.

Project Staffing	On Schedule

The project was funded to hire 11 FTE during the 2015-2017 biennium. The project is on schedule with the implementation of their staffing plan.

Risk and Issue Management	On Schedule

The project is appropriately identifying, documenting, mitigating, and monitoring all known project risks and issues. The risks and issues are being reported to the project sponsors, Project Steering Committee, and JISC as appropriate. The project sponsors are actively involved in the project and take appropriate actions to mitigate the risks and resolve any known issues.

Project Management Activities	On Schedule

Project management activities are being performed and tracked. A high-level schedule and timeline has been produced for this phase of the project. A detailed activity plan is being developed. Planning and stakeholder management and communication activities are well underway. In addition, the project structure has been established. There are no items of concern with the project management activities at this point in time.

Project Communications	On Schedule

A communication plan and matrix have been developed. An organizational change coordinator has been assigned to the project who is responsible for proactive communications regarding the status of the project. A project web site has been established where updates are posted on a regular basis. Key messaging is being developed and communicated as needed. Monthly internal project informational meetings are held within AOC to keep all AOC staff up-to-date on the status of the project.