	Judicial Information System Committee (JISC) **Friday, June 24, 2016 (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
		Justice Mary Fairhurst, Chair	10:00 – 10:10	Tab 1

2.	**JIS Budget Update**
	
	    a. 15-17 Budget Update
	    b. Proviso Reporting Update
	    c. Decision Point: 2017-2019 JIS Budget Request Approval
		Mr. Ramsey Radwan, MSD Director	10:10 – 10:40	Tab 2

3.	**CIO Report**
	    a. Snohomish County Go-Live Report
	    b. CLJ-CMS Project QA Vendor Update
		Ms. Vonnie Diseth, ISD Director/CIO	10:40 – 10:55	

4.	**JIS Priority Project #1 (ITG 2):** **Superior Court Case Management Update** a. Decision Point: Local Costs Approval for Remainder of Statewide Rollout	Ms. Vonnie Diseth, ISD Director/CIO	10:55 – 11:25	Tab 3

5.	**AOC Expedited Data Exchange Pilot Implementation Project:**
	
	    a. Decision Point: Approval of Updated EDE Project Steering Committee Charter
	
	    b. Decision Point: Approval of the JIS Systems Change Governance Committee Charter
		Mr. Kevin Ammons, PMO Manager	11:25 – 11:40	Tab 4

6.	**Other JIS Priority Project Updates**
	
	    a. Priority Project # 2 (ITG 45) – AC-ECMS Project
	    Decision Point: Approval of change to scope and schedule
	
	    b. Priority Project #3 (ITG 41) – CLJ Revised Computer Records Retention/ Destruction Process **Update**
		Mr. Martin Kravik, PM
		
		Mr. Kevin Ammons, PMO Manager
			11:40 – 12:05	Tab 5

7.	**Committee Reports** a. Data Dissemination Committee (DDC)	Judge J. Robert Leach	12:05 – 12:15	
8.	**Meeting Wrap-Up**	Justice Mary Fairhurst, Chair	12:15 – 12:30	

9.	**Information Materials**
	    a. ITG Status Report
	    b. SC-CMS Bluecrane QA Report
				Tab 6

Future Meetings:

2016 – Schedule

August 26, 2016

October 28, 2016

December 2, 2016

JUDICIAL INFORMATION SYSTEM COMMITTEE

April 22, 2016
10:00 a.m. to 2:00 p.m.
AOC Office, SeaTac, WA

DRAFT - Minutes

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

Members Absent:
Ms. Callie Dietz

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

Guests Present:
Mr. John Anderson
Ms. Beth Baldwin
Mr. Tom Boatright
Ms. Gina Cruciani
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.

February 22, 2016 Meeting Minutes

Justice Fairhurst asked if there were any corrections to the February 22, 2016 meeting minutes. With one correction to include Aimee Vance, Justice Fairhurst deemed them approved.

JIS Budget Update (15-17 Biennium)

Mr. Ramsey Radwan reported the green sheet which is summary of the amounts allocated and expended for the various projects. Spending is on track as expected. Not included is the supplemental allocation of the additional $492,000 for the SC-CMS project, and the $271,000 of carry over funding for the AC-ECMS project. They will be included in the next report.

Mr. Radwan also presented preliminary summary of decision packages that have been submitted for consideration. These will be presented for approval at the June 24 meeting.

CIO Report

Snohomish County Go-Live Update

On March 31, 2016, AOC hosted a "Special SC-CMS Project Steering Committee Meeting" and invited stakeholders from each of the four Odyssey courts. The issue in question was whether or not Snohomish County's Go-Live should be delayed. The purpose of the meeting was to provide an update on the current state of the project, receive input from the Pilot and Early Adopter counties, and to discuss the "readiness" for the Go-Live of Snohomish County on May 2nd. In particular, a number of financial issues (28 high priority) had been identified that needed resolution prior to Snohomish County going live on May 2nd. AOC proposed that Tyler, the AOC project team and the Snohomish and Thurston county financial teams get together to work through the issues to determine and agree on acceptable resolutions. Those meetings took place the following week; and they were able to make significant progress. So much so, that on April 12th, during the normally scheduled project meeting with the Snohomish stakeholders, Sonja Kraski and others agreed stated that based on the progress that had been made and the other resolutions that were in process; there were no other pending issues that would require delay to their implementation. So we are staying on track and going live with Snohomish County on May 2nd!

ISD Staff Changes

Kate Kruller – Kate's last day with AOC was April 5th. She accepted the offer to join Seattle Municipal Court's Court Technology Group. She began her new role with Seattle Municipal Court on April 6th. AOC will not be recruiting to fill Kate's position at this time.

Pam Payne – Applied for the position of Odyssey Portal Technical Administrator and was selected for the position. She begins her new role on May 1st. I will be recruiting for a new Administrative Assistant immediately. Please join me in congratulating Pam on her new job.

Jennifer Creighton – Applied for the position of Court Administrator for the Thurston County District Court and was selected for that position. She begins her new role with Thurston County on May 2nd as well. Being a Court Administrator has been a long time goal of Jennifer's and I am very happy for her – although she will be sorely missed in ISD. I will begin recruiting for a new Associate Director as well.

2016 Certification of the JIS IT Disaster Recovery Plan.

AOC conducted the 21st Disaster Recovery exercise on Easter weekend (March 25-26th). During testing, AOC staff followed published documentation/instructions to ensure all production JIS Case Management applications were functioning. This includes the Appellate Court Records and Data System (ACORDS), Superior Court Case Management Information System (SCOMIS), SC-CMS Odyssey application, Juvenile and Corrections System (JCS), and District and Municipal Court Information System (DISCIS). There was only one test that was not successful – the restore of the Public Government Network (PGN)/Internet which was due to deficient equipment. We are working with the vendor now to resolve that issue. Otherwise, it was a very successful exercise and we are extremely pleased with the results.

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 the post implementation support for the Odyssey Courts. Ms. Sapinoso also provided recent activities for the Odyssey Portal and Supervision Module.

Next, Ms. Sapinoso revisited the project challenges presented at the last JISC meeting and covered each in detail how the project is mitigating or addressing each of the challenges in preparation for the Snohomish Go Live.

Mr. Allen Mills shared the following points in the Bluecrane QA Report:

1. Look at the tremendous progress that's been made since the beginning of April. All parties need to continue working together. Look at the payoff when you do.
2. Tyler has been a good partner. They've really stepped up as necessary.
3. Now, there's experienced help from other counties. Take advantage of it. Take advantage of the facilities/forums/etc. that AOC has set-up for Odyssey users in the four counties where SC-CMS has been implemented to communicate with each other.
4. How many people have had their smartphone for over a year? Of those, how many feel like they know every feature and every capability of their phone, and never need help? Odyssey is a simple and straightforward product that's been proven in the field. However, it's "complex" in the sense that it has numerous features and capabilities. It will take a long time – perhaps years – for a user to feel like they know almost all of the features. Give yourself time to learn "it all."
5. Replication will be fixed eventually. We all wish the errors and process problems were at zero or near zero. They aren't there yet, but the downward trend has been remarkable. Don't be surprised if there's a bit of a surge after Snohomish Go Live. Regardless, it will get fixed. Give it time.
6. Finally, don't be pessimistic. But do be realistic. There *will* be problems. Lewis County and the three EA counties have helped identify many problems, and most of those problems have been fixed. But, there will be circumstances in Snohomish that didn't exist in Lewis or the EA counties. There are always differences. Expect some bumps. But (back to #1 above) keep working together and get through them. The risks are manageable.

E-Filing Issues

This has been closed for now.

AOC Expedited Data Exchange (EDE) Pilot Implementation Project

Integrated Systems Group (ISG) was introduced to the committee as the independent quality assurance evaluator for the Expedited Data Exchange project. Tom Boatright, John Anderson and Gena Cruciani presented an overview of ISG's methodology and briefly reviewed their results thus far.

Mr. Kevin Ammons updated the committee on the status of the Expedited Data Exchange (EDE) project. Mr. Ammons updated the committee on recent staffing actions, including hires and contracting activities. Mr. Ammons continued by reviewing the active risks and issues on the project and how discussing actions being taken to mitigate and address them.

The committee discussed the makeup of the current project steering committee. A motion was made to add a District and Municipal Court Management Association member to the committee to provide a statewide perspective on decisions. The motion was seconded and the chair called a vote, which passed.

Ms. Aimee Vance shared her renewed concern of the make-up of the EDE Steering Committee for this project. Only King County is on the project, when initially formed this was promised to be a technical committee that would be all high level discussions, but I continue to hear meeting after meeting that they are faced with policy questions and making decisions regarding certain things such as turning off the DCH screens that will affect all courts across the state and there are no other participants at the table to be part of that discussion.

Justice Fairhurst asked who is represented on these advisory groups – Ms. Cullinane responded: Judges, Administrators, court staff, prosecutors, and clerks from statewide.

Ms. Lynne Campeau agreed with Ms. Vance and stated that the steering committee doesn't have any other court voting participants than King County. She stated she would like to see a CLJ representative on the committee.

Judge Tom Wynne, commented that the DDC discussed the DCH screen in their meeting prior to the JISC meeting this morning, a lot of the issues that come up dealing with access to JIS data, record constraints are data quality are discussed with the DDC. The DDC recommended that the DCH screen be retired or done away with as it existed in DISCIS.

Ms. Vicky Cullinane commented the user advisory group for EDE will be discussing this at their May meeting. In preparing for the meeting AOC staff has done a lot of analysis of many different screens, but specifically to the DCH screen, what the best option would be. There are a lot of impacts that initially were unknown, that have to be taken into consideration.

Ms. Barb Miner commented the DDC worked on addressing the policy changes that would allow for public access to the screens which are limited now. DDC discussed the deficiency of the data in the DCH based on the data replication problems. DCH does not provide complete data at this time. That should be brought to the attention of the users via a warning or disabling that screen. If people think they are getting complete history, it may not be. There is not a public version of JABS and there is not an alternative.

Mr. Mike Keeling stated DCH and ICH screens are only available to higher level JIS and JIS Link users.

Justice Fairhurst summarized the importance of AOC and staff being aware of other groups and committees and what other groups are doing. It is important to have coordination and awareness of what is happening. Groups may need to come together to share. This also speaks to Aimee and Lynne's comment about how making decisions in one area can affect other areas.

Justice Fairhurst asked Lynne and Aimee in light of Barb Miner's statement that the steering committee would not be making those types of policy questions and decisions – there would be recommendations that would come to the JISC for final decisions, if that is sufficient to address their concerns.

Ms. Aimee Vance stated she stands by her request to have a voting member of their association on the committee outside of King County.

Judge Wynne and Ms. Brooke Powell shared that there is also another issue with JCS and how it ties into DCH. Ms. Powell shared not all juvenile users have access to JABS due to their RACFID

and is that going to be allowed because they have to look at criminal history and need accurate data?

Mr. Kevin Ammons replied the technical team is looking at the changes that are needed for JCS first, JSC already access that information. We have internal representation for JCS and Juvenile and these subject matter experts are participating in the design sessions.

Mr. Keeling asked Ms. Powell to clarify – are you asking whether Juvenile customers can use JABS. Ms. Powell said yes, she is unware if there are authorizations or access level agreements that need to be identified, but the "J" RACFID doesn't allow for access into JABS, an "S" RACFID, that is superior court. Juvenile users who do not have superior court level user access can still access JABS or if there is another application that has to feel JCS. Mr. Keeling said there should not be an issue unless there is a DDC rule preventing juvenile users from getting access to JABS.

Mr. Ammons stated, there are approximately 17-27 screens in DISCIS/SCOMIS that access statewide data. They pull across multiple jurisdictions. Those screens will need to have a warning that the data maybe incomplete, as it is missing data from courts that have moved to their own system and are using EDR or we need to shut down the screens, so we are not providing misleading information. The team is scrubbing the initial impact list. Mr. Keeling stated we currently have warnings for things like accounting data for the Odyssey Courts.

Justice Fairhurst asked Aimee to specifically state what she means by a member on the steering committee. Ms. Diseth shared that Ms. Cynthia Marr attends the meetings now, but she is not a "voting" member.

Judge Leach asked – do we solve the concern by having a voting member rather than an observer? Justice Fairhurst asked Aimee if that was her motion. Ms. Vance responded yes, every court level is impacted by decisions that are made about information coming and going out of JIS.

==Motion:== ***Ms. Aimee Vance***, *I move to have a voting member on the EDE Steering Committee.*

==Second==: **Ms. Lynne Campeau**

Judge Corrina Harn stated that this information was shared with the legislature, agreements have been made. My hope is the JISC will honor the agreements. CLJ courts do have a representative on the committee it is King County District Court, we intend to continue to fulfill our judiciary responsibility to the other courts to make sure what is implemented is beneficial to all courts across the state. I encourage you to let the committee move forward. This group itself has a significant amount of experience and they are doing an outstanding job to get us there both on the AOC side and the King County side. They are listening to all the concerns presented and addressing them. I would discourage you from making a change, because it is working and time is of the essence.

Ms. Vonnie Diseth stated that the purpose of the project team creating an Advisory Committee was to make decisions that impact the other courts who are staying on the JIS system. We knew the decisions needed to be discussed with the appropriate stakeholders. I agree that the steering committee has not made any decisions so far that impact anyone other than the two courts being worked with. If a recommendation or desire came from one of the advisory groups, the steering committee would listen to the request.

Judge J. Leach – how would adding this voting member in any way impair the steering committees work?

Answer: The charter would have to be re-written because the members are listed in the charter.

Ms. Aimee Vance stated she agreed with the work being done, she doesn't think any ill intent is going to happen, but when the committee was formed it was much more technical in nature, the concern was that policy things would come up and they have. They continue to come up and they are broader than just King County or adjoining cities. That is where my concern is – I know we have the advisory groups but they don't have decision making authority, so my biggest question is – who makes the larger policy decisions? I don't agree with it being at the EDE steering committee level.

Judge Corrina Harn responded that she feels adding someone will cause delay, it makes it difficult by having to explain all the technical things to a voting member who is not involved in the technical aspects. Policy decisions should not be made by the steering committee, they should come to the JISC. The technical decisions have to be made by this group and the voting members should be those who have to implement the technical decisions.

Justice Fairhurst asked the QA vendor, Integrated Solutions Group (ISG) if they had any comment or feedback on the discussion. Mr. Tom Boatright responded from past experience, broad representation is not a bad thing, if it helps to get to a better decision that is a good thing. If it can be worked into the governance process to make sure the governance process can support it. I don't see it as a negative thing.

Voting in Favor: Mr. Larry Barker, Ms. Lynne Campeau, Judge Jeanette Dalton, Chief Ed Green, Mr. Rich Johnson, Judge J. Robert Leach, Mr. Frank Maiocco, Judge G. Scott Marinella, Ms. Brooke Powell, Judge David Svaren, Mr. Jon Tunheim, Mr. Bob Taylor, Ms. Aimee Vance, Judge Thomas J. Wynne

Opposed: Justice Mary Fairhurst

Abstaining: Ms. Barb Miner

Absent: Ms. Callie Dietz

Motion Passed – to add a Courts of Limited Jurisdiction (non-King County) member to the EDE Project Steering Committee.

Ms. Barb Miner suggested at the next EDE steering committee to review the charge of the committees, I don't believe there is a problem to solve at this time. It would be better to show where the decision are being made and who is at the table for better clarity.

Justice Fairhurst stated it would be helpful to have the charter be presented at the next JISC meeting. There are groups we go to. This conversation raises a good point, who are all the people we are talking about influencing being asked about the data exchange – we know the DDC, the user advisory group, EDE steering committee and at some point the JISC will. It would be helpful to understand.

Ms. Vonnie Diseth summarized, based on the vote the steering committee needs to red-line the project steering committee charter and answer the questions and be more specific about what levels are making what decisions. Then bring the revised charter back to the JISC.

ITG #45 – AC-ECMS Update

Mr. Martin Kravik presented a status update on the AC-ECMS project. He reported that the revised appellate court eFiling application was completed by AOC and a pilot was launched with the Supreme Court. The pilot consists of fourteen filers in six offices.

Iteration B of the contract primarily consists of case management functions. User acceptance testing for Iteration B was concluded on January 22, 2016. The Iteration did not pass user acceptance and the vendor was informed of that decision. The main issue was poor general usability. A meeting was subsequently held with the vendor. Options offered by the vendor included (1) ending the contract, (2) using OnBase for document management only along with some integration between OnBase and the current ACORDS case management system, and (3) pursuing additional funding for finishing case management in OnBase. We emphasized the need to finish within the current contract amount which left the first and second options. That choice hinged on whether or not the vendor was willing to change their approach to the project. The vendor agreed that an approach which is highly incremental and allows more frequent validation would be best. The AOC and vendor project managers met several times to further define the new approach. Currently a draft, revised statement of work is being developed for the AC-ECMS Executive Steering Committee to review. The target is to present it to them during the May 2016 steering committee meeting.

In preparation for finishing the project, the AOC team has been performing proofs of concept to test the viability of integrating ACORDS and OnBase. Using a trial version of Hyland OnBase module, the team was able to verify that OnBase functions can be invoked from ACORDS. This was done in the form of using a case number on an ACORDS screen to launch a document search in OnBase. The team is still working on verifying if the ACORDS database can be updated from an OnBase function. An example would be the creation of a docket entry in ACORDS when a document is ingested in OnBase.

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

Mr. Kevin Ammons reported to the JISC that Kate Kruller, who had been the project manager on ITG 41, had left AOC for a position with Seattle Municipal Court. Mr. Ammons continued by informing the committee that the project had reached a stage where it could be managed as an operational implementation. Future reports to the JISC will be made by Mr. Ammons who will report on the status of the rules implementation in terms of jurisdictions processed.

Mr. Ammons then discussed an issue that had been discovered with deferred prosecution cases. He reported the actions AOC is taking to ensure courts have sufficient time to review cases with issues before the new rules are implemented. Mr. Ammons reported that approximately 30 jurisdictions had completed all necessary actions in preparation for the implementation.

ITG #102 – CLJ-CMS Update

Mr. Kevin Ammons reported on the status of the CLJ CMS project as the project manager, Mr. Mike Walsh, was on vacation. Mr. Ammons covered the schedule for publication of the RFP, including

planned dates for developing, reviewing, approving and publishing the RFP. AOC is anticipating that the RFP will be published sometime in September of 2016.

Data Dissemination Committee Report (DDC)

Judge Thomas Wynne reported the committee resolved a request from Yakima district court regarding an audit that is taking place. We considered a request by the Washington State Public Policy Board for access to dependency data for legislatively mandated study. A letter was received by the ACLU regarding outdated criminal history data that we discussed. As a result of that the committee will be looking at the recommended changes to the bulk distribution contract we have with users, and recommend audits take place with some of those user that have a fiscal implication.

We can't assure the data that is out there the third parties have from us is accurate and up to date without some audit functions being involved. How to fund this will need to be discussed.

The committee discussed the Odyssey Portal and the significant issues with regards to access. The Attorney General's ATG office will be one of the first to come up. They are considered a juvenile justice care agency that has access to certain non-offender juvenile cases such as truancy and dependencies; however the Portal role also allows them access to all cases, not just the ones they are assigned to while representing the state.

The clerks have determined with the portal they should not have that access, because it is too broad. We will need to come up with a resolution for access for the ATG's handling dependency cases. Currently their access is limited to attorney access using their bar number for case they are the attorney of record.

We also discussed the Data Dissemination Policy. One of the things in the DDC policy we will be bringing to the JISC is, no longer limiting access to compiled data. We are working to understand the implications to that with respect to the changes to the system. We don't want to give access to confidential or sealed records, but we need some means to provide the public access to the data authorized by the policy. Discussions will take place with technical staff at AOC to understand the practical implications. We will bring this to the JISC after we have a better understanding of those.

Adjournment

The meeting was adjourned by Justice Fairhurst at

Next Meeting

The next meeting will be June 24, 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**

DRAFT

Administrative Office of the Courts Information Services Division Project Allocation & Expenditure Update 2015-2017 Allocation			
Biennial Balances as of 5/31/2016			
Initiatives--JIS Transition	ALLOTTED	EXPENDED	VARIANCE
Information Networking Hub (INH)			
15-17 Allocation	$8,540,000	$1,090,442	$7,449,558
Information Networking Hub (INH) - Subtotal	**$8,540,000**	**$1,090,442**	**$7,449,558**
Superior Court CMS			
15-17 Allocation	$13,090,000	$10,473,881	$2,616,119
Superior Court CMS Subtotal	**$13,090,000**	**$10,473,881**	**$2,616,119**
Courts of Limited Jurisdiction CMS			
15-17 Allocation	$3,789,000	$206,266	$3,582,734
Courts of Limited Jurisdiction CMS - Subtotal	**$3,789,000**	**$206,266**	**$3,582,734**
Appellate Courts Enterprise CMS			
15-17 Allocation	$584,000	$509,002	$74,998
Appellate Courts Enterprise CMS - Subtotal	**$584,000**	**$509,002**	**$74,998**
Equipment Replacement			
15-17 Allocation	$2,365,000	$623,886	$1,741,114
Equipment Replacement Subtotal	**$2,365,000**	**$623,886**	**$1,741,114**
TOTAL 2015-2017	**$28,368,000**	**$12,903,477**	**$15,464,523**

Allotted amounts include $492,000 for SC-CMS and $271,000 for the AC-ECMS.

Select AOC Budget Provisos
2015-2017

Number	Proviso Language	Action	Date of Action/Update
1	$878,000 of the general fund – state appropriation for fiscal year 2016; $878,000 of the general fund – state appropriation for fiscal year 2017; and $6,784,000 of the judicial information systems account – state appropriation are provided solely for the information network hub project.	Fiscal staff will ensure funds are spent in accordance with the fiscal year split	6-1-16
2	$6,080,000 of the judicial information systems account – state appropriation for fiscal year 2016 is provided solely for continued implementation of the superior court case management system project.	Budget staff will determine the need for a 2017 supplemental budget request.	6-1-16
3	$6,518,000 of the judicial information systems account – state appropriation for fiscal year 2017 is provided solely for continued implementation of the superior court case management system.	Budget staff will determine the need for a 2017 supplemental budget request.	6-1-16
3A	The steering committee for the superior court case management system, the office of administrator of the courts, and county clerks shall work with the case management system vendor to develop cost estimates for modifications to the superior court case management system to address security and document management concerns raised by county clerks. If the cost estimates are not provided to the fiscal committees of the legislature by January 1, 2016, the amounts provided in this subsection shall lapse.	Letter sent to the legislature on Dec. 24, 2015 and presented to the JISC on Feb. 26, 2016 No further action required.	6-1-16
3B	Furthermore, the amounts provided in this subsection shall lapse if the superior court case management system is not live and fully functional in Franklin, Thurston, and Yakima counties by February 1, 2016.	The early adopter acceptance documents will be used to indicate that the system is fully functional. No further action required.	6-1-16
4	$3,789,000 of the judicial information systems account – state appropriation is provided solely for preparation and procurement activities related to the courts of limited jurisdiction case management system (CLJ-CMS) replacement project. The appropriations are further conditioned that the CLJ-CMS replacement project be funded entirely from judicial information system account funds in future biennia. The amounts provided in this subsection for the CLJ-CMS replacement project shall not be expended prior to January 1, 2016. In addition, if the following activities are not complete by the dates provided, no further funds appropriated in this subsection shall be expended on the CLJ-CMS replacement project.	Future funding note is not relevant. January 1, 2016 start is acceptable. No further action required.	

Select AOC Budget Provisos
2015-2017

Number	Proviso Language	Action	Date of Action/Update
4A	Beginning April 1, 2016, and each calendar quarter thereafter, quality assurance reports for the CLJ-CMS replacement project shall be provided to the office of chief information officer for review and for posting on its information technology project dashboard.	• April 1, 2016 date acceptable; • We will post reports to AOC website. • Report sent to OCIO on April 1, 2016. No further action required.	6-1-16
4B	No later than July 1, 2016, the CLJ-CMS replacement project steering committee shall provide a report to the legislature on the status of the procurement process for a CLJ-CMS replacement project, including an affirmation that the project is designed to meet the business processes and requirements of all thirty-nine counties. In addition, the report shall include a statement from each court of limited jurisdiction of its intended use of the CLJ-CMS.	• Status report and "intended use" statement being developed.	Mid-June 2016
4C	No later than January 1, 2017, the judicial information system committee must approve the publication of a request for proposal for the CLJ-CMS replacement project.	Date is okay. No further action necessary.	6-1-16
4D	Prior to any CLJ-CMS replacement project steering committee recommendation to the judicial information system committee of a preferred vendor and prior to the selection of an apparently successful vendor, the office of chief information officer must be allowed to review vendor submittals in response to the request for proposal. To better inform its selection, the office of chief information officer must provide to the CLJ-CMS replacement project steering committee an evaluation each vendor's proposed technology solution assessing its architecture, security, vendor experience and qualifications, project risks and risk management, and whether the technology solution represents the best value.	• Schedule a meeting with OCIO-in process.	6-1-16

Judicial Information System Committee Meeting   June 24, 2016

DECISION POINT – 2017-2019 Budget Request

MOTION:

I move that the JISC approve the 2017-2019 budget request as presented, with the understanding that the dollar amounts will change and that the final amount per request will be presented to the JISC once determined.

I.   BACKGROUND

RCW 2.68.010 provides that the JISC "shall determine all matters pertaining to the delivery of services available from the judicial information system."   RCW 2.68.020 provides that the Administrative Office of the Courts (AOC) shall maintain and administer the Judicial Information System (JIS) account. JISC Rule 1 requires the Administrator for the Courts to operate the JIS, under the direction of the JISC and with the approval of the Supreme Court. JISC Rule 4 requires the Administrator for the Courts to prepare funding requests, under the direction of the JISC and with the approval of the Supreme Court.

On April 22, 2016 a summary of the suggested 2017-2019 budget request was submitted to the JISC for consideration.

II.   DISCUSSION

The proposed 2017-2019 summary identifies those items, activities or projects that will most likely need ongoing, additional or new funding during the ensuing biennium. All projects have previously been approved by the JISC, the funding request for equipment replacement is consistent with JIS General Policy 1.1 through 1.7 and the request for EDE ongoing staff is consistent with RCW 2.68.010.

III.   PROPOSAL

AOC recommends that the JISC approve the 2017-2019 budget request items as submitted with the understanding that the amounts per request will change.

IV.   OUTCOME IF NOT PASSED

If not passed, the budget submittal could be delayed reducing the time available to market the requests to the legislature. Delay could jeopardize the availability of funding.

2017-2019 Preliminary Budget Request
AOC Information Services Division
June 2016

Administrative Office of the Courts – Information Technology <u>General Fund State Request</u>		
Title	**FTE**	**Preliminary Amount**
Expedited Data Exchange Carryover	**FTE TBD**	**$TBD**
Funding is requested to continue implementation of the expedited data exchange begun in the 2015-2017 biennium.		
Total Request- State General Fund	**FTE TBD**	**$TBD**

Administrative Office of the Courts - <u>JIS Requests</u>		
Title	**FTE**	**Preliminary Amount**
Superior Court-CMS	**FTE 15.0**	**$1,792,000**
Funding is requested to continue the statewide implementation of the Superior Court Case Management System (SC-CMS).		
Appellate Court-ECMS	**FTE 0.0**	**$347,000**
Funding is requested for integration purposes.		
Courts of Limited Jurisdiction-CMS	**FTE 36.0**	**$13,182,000**
Funding is requested to continue the implementation of the Courts of Limited Jurisdiction Case Management System (CLJ-CMS).		
Enterprise Data Repository	**FTE 5.0**	**$815,000**
Funding is requested to build the data exchange that will allow the SC-CMS to send data to the Enterprise Data Repository.		
Equipment Replacement	**FTE 0.0**	**$4,089,000**
Funding is requested to replace end of life equipment.		
Expedited Data Exchange On-Going	**FTE 4.0**	**$400,000**
Funding is requested to provide on-going maintenance for the Information Networking Hub (after EDE). Funding source may change.		
Total Request-JIS	**FTE 60.0**	**$20,625,000**
Total-All Sources	**FTE 60.0**	**$20,625,000** **(excluding general fund request-TBD)**

Judicial Information System Committee Meeting, June 24, 2016

DECISION POINT – **Superior Court Case Management System – Implementation Cost Rules for the Remainder of the Statewide Rollout of Odyssey.**

MOTION:

- I move that the JISC approve the SC-CMS Project Steering Committee's recommendation regarding state and local implementation costs for the remainder of the statewide rollout of Odyssey (32 counties) subject to the parameters set forth in the attached addendum – "SC-CMS Implementation Cost Rules."

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 unknown 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.

On August 28, 2015, AOC asked the JISC for authorization for the Project Steering Committee to have approval of the local cost expenditures up to a set amount to work within the defined criteria as outlined in the "Early Adopter Implementation Cost Rule and Projected Expenses" document. The JISC authorized AOC to spend up to $125,000.00 for expenses for the Early Adopters Implementation of the *Odyssey* system and authorized the Project Steering committee to resolve any disputes between AOC and the Counties regarding those expenses, without providing precedent for any county after the early adopters one way or another for anything related to the JISC.

On February 26, 2016, the JISC approved 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 "*SC-CMS Implementation Cost Rules for Pilot, Early Adopter, and Event #3 (Snohomish County) – Actual and Projected Expenses*" -- not to exceed $145,000. In addition, the JISC approved the overtime and backfill limitations for the remainder of the SC-CMS statewide rollout of Odyssey as defined in the "Overtime and backfill reimbursement limitation recommendation" document.

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. Counties 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 anticipated 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 Implementation Cost Rules" are based on the JISC approved cost categories. The SC-CMS project has provided all known expenditures for the first five county implementations of *Odyssey*. The projected or anticipated costs for the remaining statewide rollout are based on the roll out of *Odyssey* to five counties that represent small, medium, and large sized courts as identified below:

1. Small court – Pilot (Lewis County),
2. Medium courts - Early Adopters (Franklin, Thurston, and Yakima Counties), and
3. Large court - Snohomish County

OUTCOME IF NOT PASSED

The remaining counties will not know the local costs they need to plan for with enough lead time to request any needed funding via their county's budget processes. Advanced notice will help to ensure that there are no schedule delays to the statewide rollout schedule. The continued lack of understanding by counties 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 the remaining 32 counties.

DECISION POINT – Superior Court Case Management System – Implementation Cost Rules for the Remainder of the Statewide Rollout of Odyssey.

COST CATEGORIES		ASSUMPTIONS
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)	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."

COST CATEGORIES		ASSUMPTIONS	Pilot (1 county)	Early Adopters (3 counties)	Event 3 (1 county)	Event 4 (5 counties)	Event 5 (8 counties)	Event 6 (7 counties)	Event 7 (12 counties)
People Costs			**$5,000.00**	**$141,821**	**$73,100**	**$150,000**	**$255,000**	**$285,000**	**$300,000**
Travel		Travel costs include costs directly related to CMS planning & implementation meetings and/or training for required attendees only.	$3,000.00	$8,600	$0	$0	$0	$0	$0
		Travel costs include costs directly related to CMS planning & implementation meetings and/or training for optional attendees.	$0.00				$0	$0	$0
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.	$2,000.00	$133,221	$73,100	$150,000	$255,000	$285,000	$300,000
		1a) County Clerk	$2,000.00	$84,721	$59,100	$100,000	$170,000	$190,000	$200,000
		1b) Court Admin	$0.00	$42,500	$14,000	$50,000	$85,000	$95,000	$100,000
		1c) IT	$0.00	$6,000	$0	$0	$0	$0	$0
	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.	$0.00	$0	$0	$0	$0	$0	$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.	$0.00	$0	$0	$0	$0	$0	$0

COST CATEGORIES	ASSUMPTIONS	Pilot (1 county)	Early Adopters (3 counties)	Event 3 (1 county)	Event 4 (5 counties)	Event 5 (8 counties)	Event 6 (7 counties)	Event 7 (12 counties)
Technology Costs		**$5,000.00**	**$36,700**	**$36,600**	**$22,000**	**$68,250**	**$53,250**	**$52,250**
Data Conversion								
SCOMIS	Conversion of all SCOMIS data into Odyssey.	INCLUDED IN CONTRACT	INCLUDED IN CONTRACT	INCLUDED IN CONTRACT	INCLUDED IN CONTRACT	INCLUDED IN CONTRACT	INCLUDED IN CONTRACT	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.	INCLUDED IN CONTRACT	INCLUDED IN CONTRACT	INCLUDED IN CONTRACT	INCLUDED IN CONTRACT	INCLUDED IN CONTRACT	INCLUDED IN CONTRACT	INCLUDED IN CONTRACT
Internal Integrations (court and clerks offices)	1) Similar functionality does not exist in Odyssey. *A process needs to be developed by the AOC and approved by the JISC.	$0.00	$0	$0	$0	$0	$0	$0
	2) Similar functionality exists in Odyssey and local court leaders choose to retain the local applications.	$0.00	$0	$0	$0	$0	$0	$0
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.	$0.00	$29,400	$35,600	$9,000	$56,250	$47,250	$38,250
Touch Screens-3rd Party DMS (SessionWorks: Judges Edition)	Touch screens integrated with 3rd Party DMS will be locally funded.	$0.00	$0	$0	$0	$0	$0	$0
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.	$0.00	$0	$0	$0	$0	$0	$0
Bar Code Printers-Odyssey DMS (Optional)	One time hardware implementation cost (2 maximum per county).	$1,000.00	$2,000	$1,000	$8,000	$12,000	$6,000	$14,000
Laser Printers	Dot matrix printers for check printing will be eliminated and will need to be replaced with existing or new laser printers.	$0.00	$0	$0	$0	$0	$0	$0
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.	$0.00	$0	$0	$5,000	$0	$0	$0
Software	Supported versions of Windows Operating Systems and Microsoft Office Software that are required to work with Odyssey.	$0.00	$0	$0	$0	$0	$0	$0
Network Bandwidth					$0	$0	$0	$0
Central	Bandwidth requirements to optimize Odyssey response time as determined by AOC.	$0.00	$0	$0	$0	$0	$0	$0
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.	$5,300.00	$5,300	$0	$0	$0	$0	$0

COST CATEGORIES	ASSUMPTIONS	Pilot (1 county)	Early Adopters (3 counties)	Event 3 (1 county)	Event 4 (5 counties)	Event 5 (8 counties)	Event 6 (7 counties)	Event 7 (12 counties)
Process Costs		**$3,900.00**	**$5,350**	**$19,500.00**	**$46,800**	**$67,200**	**$62,400**	**$74,400**
Training	Already contemplated in project costs.	$0.00	$0	$0.00	$0	$0	$0	$0
Power User Training	Funding necessary to send designated future Power Users to the appropriate Go Live End User Training .	$3,900.00	$4,500	$12,500.00	$25,200	$38,400	$38,400	$43,200
Power User Ride Along	Funding necessary to send designated Odyssey Site Power Users to a respecitve "Go-Live."	$0.00	$850	$7,000.00	$21,600	$28,800	$24,000	$31,200
	EVENT GRAND TOTALS	**$15,200.00**	**$183,871**	**$129,200.00**	**$218,800**	**$390,450**	**$400,650**	**$426,650**
	PROJECT GRAND TOTAL	**$1,764,821**						

DECISION POINT – Superior Court Case Management System – Implementation Cost Rules for the Remainder of the Statewide Rollout of Odyssey.

COST CATEGORIES	ASSUMPTIONS
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) 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."

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.		
	Travel costs include costs directly related to CMS planning & implementation meetings and/or training for optional attendees.		X
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.	JISC Approved - Cap based on number of Judges	
	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.		
	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

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. *A process needs to be developed by the AOC and approved by the JISC.		
	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	
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.	Approved - one-time	
Bar Code Printers-Odyssey DMS (Optional)	One time hardware implementation cost (2 maximum per county).	Approved - one-time	
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.	Approved - one-time implementation	
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.	Approved - State	
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.		Local Cost (Local Area Network)

COST CATEGORIES	ASSUMPTIONS	PROJECT COSTS	
		State	Local
Process Costs			
Training	Already contemplated in project costs.	X	
Power User Training	Funding necessary to send designated future Power Users to the appropriate Go Live End User Training .	X	
Power User Ride Along	Funding necessary to send designated County Power Users to a county at "go-live."	X	

Judicial Information System Committee Meeting, June 24, 2016

DECISION POINT – Approval of the AOC Expedited Data Exchange Pilot Implementation – Project Steering Committee Charter

MOTIONS:

- I move that the JISC approve the amended AOC Expedited Data Exchange - Pilot Implementation Project Steering Committee charter.

- I move that the JISC approve the Expedited Data Exchange JIS Systems Change Governance Committee.

I. BACKGROUND

The Expedited Data Exchange Project is based on AOC's Information Networking Hub (INH) long-term strategy and will eventually be available for any court to use. King County District Court is planning to implement their own case management system in August 2017 and the King County Clerk's Office (a.k.a. the Department of Judicial Administration) is planning to implement their new system in January 2018. Both of these schedules drove the need to expedite AOC's INH development plans. On January 20, 2015, AOC was directed by Legislative Representatives to collaborate with King County on a proposal and cost estimate to expedite the development and implementation of the data exchanges for courts not planning to use the statewide case management systems provided by AOC. A proposal and cost estimate was provided to the Legislature on February 27, 2015. The project was funded ($7.1 million) for the 2015-2017 biennium.

II. DISCUSSION

At the April 22, 2016 JISC meeting, a concern was raised about there being no voting representation on the project steering from other courts that will be affected by changes to JIS applications as a result of this project. At that meeting, the JISC voted to add a member to the steering committee representing the District and Municipal Court Management Association. The steering committee charter must be amended to add that representative.

As a result of this project, King County District Court and King County Clerk's Office data will no longer be in the JIS applications. AOC recognized the need for feedback from JIS application (AKA DISCIS) users to mitigate the impacts on other courts' business processes. Court stakeholder associations appointed JIS application users to a user advisory group. As the project has progressed, it has become apparent that AOC needs more formal feedback from a group of JIS and JABS application users. The attached draft Expedited Data Exchange JIS Systems Change Governance Committee Charter adds JABS users to the membership, and creates more formal roles and voting processes.

III. OUTCOME IF NOT PASSED

If the new steering committee charter is not approved, there will be no formal record of the governance change decision made by the JISC on April 22, 2016.

If the proposed JIS Systems Change Governance Committee Charter is not approved, there will be no formal governance process for court stakeholders to provide feedback to AOC on the best ways to mitigate the impacts of King County data no longer being part of the statewide case management system.

WASHINGTON
COURTS

AOC Expedited Data Exchange
Pilot Implementation Program

Program Steering Committee Charter

Version 2.0
June 10, 2016

Prepared by
Vonnie Diseth
AOC Director/CIO of Information Services Division

Document Revision History

Author	Version	Date	Comments
Vonnie Diseth	1.0	04/28/15	Created Initial Draft
Vonnie Diseth	1.1	05/15/15	Included edits from King County
Vonnie Diseth	1.2	05/26/15	Included edits from Sriram Jayarama; Eric Kruger, Dan Belles: removed Stephen Bell from signature page
Vonnie Diseth	1.3	06/10/15	Included edits from the 5/29 Steering Committee discussion.
Vonnie Diseth	1.4	06/24/15	Included edits from the 6/11 Steering Committee discussion and the 6/16 meeting with the Executive Sponsors.
Vonnie Diseth	1.5	07/01/15	Accepted final round of edits from the 6/25 Steering Committee meeting.
Kevin Ammons	1.6	05/09/2016	Drafted revisions based on the decision at the April 22, 2016 JISC meeting to add a DMCMA representative.
Kevin Ammons	1.7	5/20/2016	Incorporating Steering Committee feedback.
Steering Committee	2.0	6/10/2016	Final for signature

Contents

1 Authorizing Signatures

This Program Steering Committee Charter for the AOC Expedited Data Exchange Pilot Implementation Program represents an agreement among the Administrative Office of the Courts (AOC), King County, and the District and Municipal Court Management Association (DMCMA) representatives as authorized by the Judicial Information System Committee (JISC). Signatures indicate that this Program Steering Committee Charter has been reviewed and the current members of the committee concur with its content.

Vonnie Diseth Date 6/10/2016

Vonnie Diseth
ISD Director/CIO
Administrative Office of the Courts

Bill Kehoe Date 6/10/16

Bill Kehoe
CIO
King County

Kevin Ammons Date 10 Jun 16

Kevin Ammons
INH EDE Program Manager (Interim)
Administrative Office of the Courts

Othniel D. Palomino Date 6/10/16

Othniel Palomino
Chief Administrative Officer
King County District Court

Dan Belles Date 6-10-2016

Dan Belles
EDR Project Manager
Administrative Office of the Courts

Date 6/10/16

Enrique Kuttemplon
IT Service Delivery Director
King County District Court

Cynthia Marr Date 6-10-2016

Cynthia Marr
Analytic Support Manager
Pierce County District Court

Date 6/10/16

Barbara Miner
King County Clerk
King County Clerk's Office

Date 6/10/2016

Andy Hill
IT Director
King County Superior Court

Date 6/10/2016

Shuyi Hu
Technology Division Manager
King County Clerk's Office

Courtesy copies provided to:

Justice Mary Fairhurst – Washington State Supreme Court/JISC Chair
Fred Jarrett, King County Deputy Executive
Judge Susan Craighead, Presiding Judge – King County Superior Court
Judge Donna Tucker, Presiding Judge – King County District Court
Paul Sherfey, Chief Administrative Officer – King County Superior Court

2 Glossary

INH EDE Program: The Information Networking Hub Expedited Data Exchange (INH EDE) is currently under development by the Administrative Office of the Courts (AOC). When complete, the INH EDE will perform a critical business function of providing access to statewide data, across jurisdictions so that continued public safety of Washington residents can be assured. The INH EDE will eventually replace a legacy data repository that contains statewide data from all thirty-nine Washington counties. The INH EDE Program is further defined as:

Information Networking Hub (INH) –The INH is a system of interrelated components that provide a suite of functionalities to enable the AOC modernization plan while sustaining existing systems. The suite of functionalities include a common system of services, functions, data, infrastructure, processes, and communication methods. The central purpose is to provide a mechanism for data sharing between disparate case-management systems. "The Information Networking Hub" should not be confused with any single implementation or specific technologies, as there are many possible alternative logical and physical Information-Networking-Hub designs.

Expedited Data Exchange (EDE) – The program funded by the legislature for the 2015 – 2017 biennium to expedite the delivery of the EDR and the minimum necessary changes at AOC to support the implementation of the local case management systems by King County District Court and King County Clerk's Office.

Enterprise Data Repository (EDR) – The portion of the INH that will serve as the repository for all shared statewide data regardless of the case management system on which the data originated. The EDR is comprised of a much smaller set of data elements than the originating CMS and is based on the JIS Data Standard for Alternative Electronic Court Record Systems that were approved by the JISC. The EDR consists of the database as well as the services required to interact with the database.

3 Authority

This Steering Committee will be chartered by the Judicial Information System Committee (JISC) which operates under Judicial Information System Committee Rules (JISCR) and RCW Chapter 2.68.

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.

4 Introduction

The AOC Expedited Data Exchange (EDE) Pilot Implementation Program Steering Committee is established to provide program oversight and strategic direction to ensure the effort is focused and responsive to meeting established program timelines. While the AOC EDE will ultimately be available for use by all courts and clerks who are planning to implement their own local case management systems; this "expedited" pilot implementation is urgent to meet the established timelines of King County's case management system replacement projects for both the District Court and Superior Court Clerk. For this reason, initial membership on the Steering Committee was limited to AOC and King County representatives. On April 22, 2016, the Judicial Information Systems Committee (JISC) decided to add a non-King County representative from the District and Municipal Court Management Association (DMCMA) to the Steering Committee. At a later time (after pilot implementation), the Steering Committee may be expanded to include other courts such as Seattle Municipal Court, Spokane Municipal Court and Pierce County Clerk who either have or are planning to implement their own local case management systems independent of the statewide case management initiatives.

5 Vision

This Program Steering Committee serves as a collaborative and effective decision-making team that speaks for the AOC and King County District Court, King County Superior Court, King County Clerk's Office, and the DMCMA in support of the following unified vision:

The Information Networking Hub (INH) and Enterprise Data Repository (EDR) will facilitate courts and clerks, using their own local case management systems, to electronically exchange statewide data with the AOC for access by other courts and clerks across the state.

The INH will:
- be comprised of an essential set of data exchange services, a central data repository (EDR), and infrastructure,
- enable the sharing of statewide data from existing JIS applications, the new SC-CMS application, and the proposed CLJ-CMS application,

- provide a mechanism to share data between courts and judicial partners like the Washington State Patrol (WSP), Department of Social and Health Services (DSHS), the Secretary of State (SOS), etc., through the Administrative Office of the Courts.

Plans for future INH development include data validation and integration with other AOC data sources following the successful implementation of the pilot.

The Expedited Data Exchange program will:
- make information sharing easier throughout the state for courts and clerks using their own local case management systems;
- use a centralized hub-and spoke model for the exchange of data;
- create a central repository for statewide shared court information based on the JISC approved Standard for Alternative Electronic Court Record Systems;
- expose a set of web services and other transaction interfaces for use by local courts and clerks for exchanging data.

The services provided are targeted for initial use by King County District Court; but are not being specifically developed for only one court. The services will be available for use by all applicable systems statewide.

6 Governance

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

- JISC – governs the overall program budget, scope, and schedule. Changes to any of these items will require approval from the JISC. Program 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 Program Sponsors – provide high-level program guidance, direction, and issue resolution as needed. Justice Mary E. Fairhurst, the Chair of the JISC, and Mr. Fred Jarrett, the Senior Deputy Executive of King County, are the two Executive Program Sponsors.

- Program Co-Sponsors – provide the day-to-day program guidance and direction, and resolve issues as needed. The program sponsors ensure that the program meets the business needs of the AOC, King County District Court (KCDC), and the King County Clerk's Office (KCCO). Vonnie Diseth, Director/CIO of the Information Services Division (ISD) of the AOC, and Bill Kehoe, CIO for King County, are the two Program Co-Sponsors.

- Program Steering Committee – provides high-level oversight, direction, and decision making throughout all phases of the program's lifecycle. The INH EDE

Program Steering Committee meets monthly and is the key body within the governance structure that is responsible to monitor the program to ensure that the schedule is adhered to and the business interests are being met. This group is comprised of ten (10) members: three (3) from the AOC, one (1) from the DMCMA, and six (6) from King County.

- JIS Systems Change Governance Committee – makes decisions on what changes should be made to the JIS applications based on recommendations and alternatives developed and presented by AOC staff. The AOC program team works closely with this group to ensure the changes made to the JIS applications will meet the business needs of the JIS courts.

7 Scope

The Program Steering Committee will actively support and provide careful oversight and guidance on the development and implementation of the data exchanges as part of the INH and EDR to ensure that it meets the needs of the King County District Court, Superior Court Clerk's Office, and the AOC.

The Program Steering Committee will be in effect throughout the duration of the AOC Expedited Data Exchange program including the following phases:

- Development of all components necessary to implement the EDR, adapt existing AOC applications and exchanges to use the EDR for statewide shared data, and for King County District Court and King County Clerk's Office to provide data to and retrieve data from the EDR
- Pilot Court Implementation – King County District Court
- Early Adopter Implementation – King County Clerk's Office

The Program Steering Committee will define the quality assurance scope, select a consulting company to perform quality assurance assessments, and approve the contract with the consulting company.

After the Pilot and Early Adopter Implementation Phases, the Steering Committee may be expanded to include other courts and County Clerks and will have the following additional responsibilities:

- On-boarding with Other Courts – (such as Seattle Municipal Court, Spokane Municipal Court, Pierce County Superior Court Clerk, etc.)
- Ongoing INH data governance oversight

In addition, the Program Steering Committee will select a consulting firm to perform independent quality assurance assessments; define the quality assurance scope, and approve the contract. The focus of the assessments will be on the King County District Court and County Clerk project schedules/timelines and all the integration touch points between King County and AOC. The quality assurance vendor will report to the Program Steering Committee on a schedule to be established by the Steering Committee. The quality assurance vendor will provide a *draft* of their report to the

committee for input prior to finalization of the report. A quorum must be present at all meetings with the quality assurance vendor. There will be no pre-briefings with individual committee members. The final report will be distributed to the Program Steering Committee members, Program Executive Sponsors, and JISC.

8   Governing Principles

The Program Steering Committee has identified and adopts the following principles critical to the success of the program:

- Be positive advocates for the program to other court users and stakeholders throughout the state.
- Focus on workable solutions and how to help each other to ensure these data exchanges and integrations projects are successful.
- Be open, honest, and transparent with each other.
- Make timely decisions in as unified a manner as is possible.
- Be respectful of all committee members and program team members.
- Collaborate with each other to solve problems and remove roadblocks for the program team.
- Ensure stakeholder buy-in of the vision and technology direction.
- Promote open communication between committee members, sponsors, and program leadership.
- Enlist active participation of all committee members.

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Program Steering Committee members should consistently attend all meetings so that timely decisions can be made. E-mail voting or proxy voting is allowed. In the event that a Program Steering Committee member cannot attend a meeting and someone attends on their behalf as a proxy, it is the Program Steering Committee member's responsibility to provide project background information to their proxy. The person standing in as a proxy for the Program Steering Committee member will have the authority to make decisions and give approval on behalf of the absent committee member when needed.

- Formal motions will be presented for all decisions put to the committee.
- Each member's vote will be recorded in the meeting minutes.
- A majority vote is enough to carry/pass a motion.
- Co-Chairs will have the ability to appeal the outcome of a vote or escalate concerns to the Executive Sponsors: JISC Chair Justice Fairhurst and Deputy King County Executive Fred Jarrett.

10 Committee Membership

Committee members must have the authority to make decisions and be committed to the success of the project. The Steering Committee will not exceed ten (10)

members. To demonstrate the partnership between AOC and King County, there will be two Co-Chairs, one from King County and one from AOC.

The Co-Chairs will be:
- AOC ISD Director/CIO
- King County CIO

The Committee Membership will be:
- AOC EDE Program Manager
- AOC EDR Project Manager
- King County District Court Chief Administrative Office
- King County District Court IT Service Delivery Director
- King County Clerk
- King County Clerk's Office Technology Division Manager
- King County Superior Court IT Director
- Non-King County – District and Municipal Court Manager

11 Roles and Responsibilities

The Co-Chairs of the Steering Committee will:

- Review and approve draft agendas and minutes.
- Conduct meetings according to the agendas.
- Ensure that all members are encouraged to provide input throughout the meetings.
- Mediate conflict among members.
- Ensure decisions or recommendations are adequately resolved and confirmed by the members.

The Program Steering Committee members will:

- Serve as program champions and leaders promoting the program to their colleagues and other stakeholders.
- Encourage and provide open, honest, and respectful communication between committee members, sponsors, and program leadership.
- Be committed to resolving issues in a timely manner so as to not adversely affect the program schedule and implementation timeline.
- Provide strategic direction and decision support when necessary.
- Communicate Program Steering Committee decisions to the groups they represent.
- Monitor and review the program health at monthly committee meetings.
- Control scope as emergent issues require changes to be considered and, if necessary, recommend significant schedule changes to the original plan to the JISC for final approval.
- Actively support the program funding and other resource requirements with association colleagues and legislators.

- Receive reports regarding the selection of any contractors or contracts associated with this program so that committee members can participate in the selection process if appropriate, or provide feedback.
- Executive Sponsors may, upon mutual agreement, escalate significant scope, schedule or budget changes, and risk mitigation strategies to the JISC.
- Address any issues and risks identified by the INH EDE Program Manager.
- Ensure program deliverables reasonably satisfy the business and technical needs at the local level.
- Promote continued stakeholder buy in of the vision and technology direction.
- Approve and ensure the availability of appropriate resources.
- Reconcile differences in opinion and approach and resolve disputes in a timely and constructive manner.
- Review and ensure the meeting minutes accurately reflect the decisions and discussions of the meeting, and provide feedback within three (3) business days of receiving meeting minutes if discrepancies or omissions are discovered.

The AOC INH EDE Program Manager will:

- Schedule the Program Steering Committee meetings.
- Prepare draft agendas and the documents associated with those agendas for consideration by the co-chairs at least five (5) days before the scheduled meeting.
- Draft and finalize meeting minutes to be sent to meeting participants within the same work week, when possible, following the meeting for review and comment.
- Make appropriate updates to the meeting minutes based on participant feedback.
- Provide agendas and documents associated with those agendas to the committee members at least four (4) business days before the scheduled meeting.
- Provide detailed budget information including actual and projected expenses.
- Provide reports regarding selection of any contractors associated with this program and allow members to participate in the selection process.
- Provide other information as requested by the Program Steering Committee.

12 Meetings

A quorum consists of six (6) voting members provided that there is at least one representative from King County District Court, one representative from King County Clerk's Office and one representative from the AOC.

Meeting Frequency

- Meetings will be scheduled monthly for the duration of the program, or more frequently if necessary. Unless otherwise noted, meetings will take place every second Friday at 9:00 am.
- Most meetings will be done in person at the AOC SeaTac Office as well as other locations as appropriate. On occasion, meetings via teleconference may need to be scheduled.
- The duration of each meeting will depend on the complexity of the agenda items.
- Any ad-hoc participants brought to the meeting by the members to provide expert information on a process or subject will be identified in advance to ensure they are included on the agenda and receive meeting materials.
- Optional attendees on meeting schedule notices will be considered observers.

Every attempt will be made to provide Steering Committee meeting participants with the agenda and meeting documents at least four (4) business days prior to the scheduled meeting.

The Program Steering Committee meeting agenda will typically include:

- Overall INH EDE Program Management Update
- King County District Court Project Update
- King County Clerk's Office Project Update
- AOC Enterprise Data Repository (EDR) Update
- AOC JIS Legacy Integrations Updates
- Budget Update
- Update on any issues affecting scope or schedule
- Update on any issues affecting strategic direction
- Update regarding the selection of any contractors or other contracts associated with this program.
- Other items as needed

All updates will be timely and of sufficient detail to fully inform the committee of the current state.

Special or Urgent Meetings:

- Special or urgent meetings may be called by any Steering Committee member.
- Special meetings may be called with (5) full business day's advance notice.
- Urgent meetings may be called ad hoc.

**AOC Expedited Data Exchange
Pilot Implementation Program**

Program Steering Committee Charter

Version 1.6
May 25, 2016

Prepared by
Vonnie Diseth
AOC Director/CIO of Information Services Division

Document Revision History

Author	Version	Date	Comments
Vonnie Diseth	1.0	04/28/15	Created Initial Draft
Vonnie Diseth	1.1	05/15/15	Included edits from King County
Vonnie Diseth	1.2	05/26/15	Included edits from Sriram Jayarama; Eric Kruger, Dan Belles: removed Stephen Bell from signature page
Vonnie Diseth	1.3	06/10/15	Included edits from the 5/29 Steering Committee discussion.
Vonnie Diseth	1.4	06/24/15	Included edits from the 6/11 Steering Committee discussion and the 6/16 meeting with the Executive Sponsors.
Vonnie Diseth	1.5	07/01/15	Accepted final round of edits from the 6/25 Steering Committee meeting.
Kevin Ammons	1.6	05/09/2016	Drafted revisions based on the decision at the April 22, 2016 JISC meeting to add a DMCMA representative.
Kevin Ammons	1.7	5/20/2016	Incorporating Steering Committee feedback.

Contents

1 Authorizing Signatures

This Program Steering Committee Charter for the AOC Expedited Data Exchange Pilot Implementation Program represents an agreement among the Administrative Office of the Courts (AOC), King County, and the District and Municipal Court Management Association (DMCMA) representatives as authorized by the Judicial Information System Committee (JISC). Signatures indicate that this Program Steering Committee Charter has been reviewed and the current members of the committee concur with its content.

_____ Date_____   _____ Date_____

Vonnie Diseth   Bill Kehoe
ISD Director/CIO   CIO
Administrative Office of the Courts   King County

_____ Date_____   _____ Date_____

Kevin Ammons   Othniel Palomino
INH EDE Program Manager (Interim)   Chief Administrative Officer
Administrative Office of the Courts   King County District Court

_____ Date_____   _____ Date_____

Dan Belles   Enrique Kuttemplon
EDR Project Manager   IT Service Delivery Director
Administrative Office of the Courts   King County District Court

_____ Date_____   _____ Date_____

Cynthia Marr   Barb Miner
Analytic Support Manager   King County Clerk
Pierce County District Court   King County Clerk's Office

_____ Date_____   _____ Date_____

Andy Hill   Shuyi Hu
IT Director   Technology Division Manager
King County Superior Court   King County Superior Court Administration

Courtesy copies provided to:

Justice Mary Fairhurst – Washington State Supreme Court/JISC Chair
Fred Jarrett, King County Deputy Executive
Judge Susan Craighead, Presiding Judge – King County Superior Court
Judge Donna Tucker, Presiding Judge – King County District Court
Paul Sherfey, Chief Administrative Officer – King County Superior Court

2 Glossary

INH EDE Program: The Information Networking Hub Expedited Data Exchange (INH EDE) is currently under development by the Administrative Office of the Courts (AOC). When complete, the INH EDE will perform a critical business function of providing access to offender data statewide, across jurisdictions so that continued public safety of Washington residents can be assured. The INH EDE will eventually replace a legacy data repository that contains offender data from all thirty-nine Washington counties. The INH EDE Program is further defined as:

Information Networking Hub (INH) – The INH is a system of interrelated components that provide a suite of functionalities to enable the AOC modernization plan while sustaining existing systems. The suite of functionalities include a common system of services, functions, data, infrastructure, processes, and communication methods. The central purpose is to provide a mechanism for data sharing between disparate case-management systems. "The Information Networking Hub" should not be confused with any single implementation or specific technologies, as there are many possible alternative logical and physical Information-Networking-Hub designs.

Expedited Data Exchange (EDE) – The program funded by the legislature for the 2015 – 2017 biennium to expedite the delivery of the EDR and the minimum necessary changes at AOC to support the implementation of the local case management systems by King County District Court and King County Clerk's Office.

Enterprise Data Repository (EDR) – The portion of the INH that will serve as the repository for all shared statewide data regardless of the case management system on which the data originated. The EDR is comprised of a much smaller set of data elements than the originating CMS and is based on the JIS Data Standard for Alternative Electronic Court Record Systems that were approved by the JISC. The EDR consists of the database as well as the services required to interact with the database.

3 Authority

This Steering Committee will be chartered by the Judicial Information System Committee (JISC) which operates under Judicial Information System Committee Rules (JISCR) and RCW Chapter 2.68.

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.

4 Introduction

The AOC Expedited Data Exchange (EDE) Pilot Implementation Program Steering Committee is established to provide program oversight and strategic direction to ensure the effort is focused and responsive to meeting established program timelines. While the AOC EDE will ultimately be available for use by all courts and clerks who are planning to implement their own local case management systems; this "expedited" pilot implementation is urgent to meet the established timelines of King County's case management system replacement projects for both the District Court and Superior Court Clerk. For this reason, initial membership on the Steering Committee was limited to AOC and King County representatives. On April 22, 2016, the Judicial Information Systems Committee (JISC) decided to add a non-King County representative from the District and Municipal Court Management Association (DMCMA) to the Steering Committee. At a later time (after pilot implementation), the Steering Committee may be expanded to include other courts such as Seattle Municipal Court, Spokane Municipal Court and Pierce County Clerk who either have or are planning to implement their own local case management systems independent of the statewide case management initiatives.

5 Vision

This Program Steering Committee serves as a collaborative and effective decision-making team that speaks for the AOC and King County District Court, King County Superior Court, King County Clerk's Office, and the DMCMA in support of the following unified vision:

The Information Networking Hub (INH) and Enterprise Data Repository (EDR) will facilitate courts and clerks, using their own local case management systems, to electronically exchange statewide data with the AOC for access by other courts and clerks across the state.

The INH will:
- be comprised of an essential set of data exchange services, a central data repository (EDR), and infrastructure,
- enable the sharing of statewide data from existing JIS applications, the new SC-CMS application, and the proposed CLJ-CMS application,

- provide a mechanism to share data between courts and judicial partners like the Washington State Patrol (WSP), Department of Social and Health Services (DSHS), the Secretary of State (SOS), etc., through the Administrative Office of the Courts.

Plans for future INH development include data validation and integration with other AOC data sources following the successful implementation of the pilot.

The Expedited Data Exchange program will:
- make information sharing easier throughout the state for courts and clerks using their own local case management systems;
- use a centralized hub-and spoke model for the exchange of data;
- create a central repository for statewide shared court information based on the JISC approved Standard for Alternative Electronic Court Record Systems;
- expose a set of web services and other transaction interfaces for use by local courts and clerks for exchanging data.

The services provided are targeted for initial use by King County District Court; but are not being specifically developed for only one court. The services will be available for use by all applicable systems statewide.

6   Governance

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

- JISC – governs the overall program budget, scope, and schedule. Changes to any of these items will require approval from the JISC. Program 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 Program Sponsors – provide high-level program guidance, direction, and issue resolution as needed. Justice Mary E. Fairhurst, the Chair of the JISC, and Mr. Fred Jarrett, the Senior Deputy Executive of King County, are the two Executive Program Sponsors.

- Co-Program Sponsors – provide the day-to-day program guidance and direction, and resolve issues as needed. The program sponsors ensure that the program meets the business needs of the AOC, King County District Court (KCDC), and the King County Clerk's Office (KCCO). Vonnie Diseth, Director/CIO of the Information Services Division (ISD) of the AOC, and Bill Kehoe, CIO for King County, are the two Co-Program Sponsors.

- Program Steering Committee – provides high-level oversight, direction, and decision making throughout all phases of the program's lifecycle. The INH EDE

Program Steering Committee meets monthly and is the key body within the governance structure that is responsible to monitor the program to ensure that the schedule is adhered to and the business interests are being met. This group is comprised of ten (10) members: three (3) from the AOC, one (1) from the DMCMA, and six (6) from King County.

- JIS Systems Change Governance Committee – makes decisions on what changes should be made to the JIS applications based on recommendations and alternatives developed and presented by AOC staff. The AOC program team works closely with this group to ensure the changes made to the JIS applications will meet the business needs of the JIS courts.

7 Scope

The Program Steering Committee will actively support and provide careful oversight and guidance on the development and implementation of the data exchanges as part of the INH and EDR to ensure that it meets the needs of the King County District Court, Superior Court Clerk's Office, and the AOC.

The Program Steering Committee will be in effect throughout the duration of the AOC Expedited Data Exchange program including the following phases:

- Development of all components necessary to implement the EDR, adapt existing AOC applications and exchanges to use the EDR for statewide shared data, and for King County District Court and King County Clerk's Office to provide data to and retrieve data from the EDR
- Pilot Court Implementation – King County District Court
- Early Adopter Implementation – King County Clerk's Office
-

The Program Steering Committee will define the quality assurance scope, select a consulting company to perform quality assurance assessments, and approve the contract with the consulting company.

After the Pilot and Early Adopter Implementation Phases, the Steering Committee may be expanded to include other courts and County Clerks and will have the following additional responsibilities:

- On-boarding with Other Courts – (such as Seattle Municipal Court, Spokane Municipal Court, Pierce County Superior Court Clerk, etc.)
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- King County CIO

The Committee Membership will be:
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- AOC EDR Project Manager
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- King County Superior Court IT Director
-
- Non-King County – District and Municipal Court Manager

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The Co-Chairs of the Steering Committee will:

- Review and approve draft agendas and minutes.
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- Provide reports regarding selection of any contractors associated with this program and allow members to participate in the selection process.
- Provide other information as requested by the Program Steering Committee.

12 Meetings

A quorum consists of six (6) voting members provided that there is at least one representative from King County District Court, one representative from King County Clerk's Office and one representative from the AOC.

Meeting Frequency

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- Meetings will be scheduled monthly for the duration of the program, or more frequently if necessary. Unless otherwise noted, meetings will take place every second Friday at 9:00 am.
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- Overall INH EDE Program Management Update
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- Budget Update
- Update on any issues affecting scope or schedule
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- Update regarding the selection of any contractors or other contracts associated with this program.
- Other items as needed

All updates will be timely and of sufficient detail to fully inform the committee of the current state.

Special or Urgent Meetings:

- Special or urgent meetings may be called by any Steering Committee member.
- Special meetings may be called with (5) full business day's advance notice.
- Urgent meetings may be called ad hoc.

Expedited Data Exchange
JIS Systems Changes
Governance Committee

Authored By:	Kevin Ammons
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	Olympia, WA 98504-1170
Date:	May 26, 2016

Document History

Author	Version	Date	Comments
Kevin Ammons	0.1	5/4/2016	Initial version
Kevin Ammons, Vicky Cullinane, Vonnie Diseth	0.2	5/6/2016	Revised version
Dirk Marler, Vonnie Diseth	0.3	5/26/2016	Revised version
Vicky Cullinane	0.4	6/3/2016	Technical edit and formatting
Kim Bush	0.5	6/10/2016	Technical edit and formatting
Kim Bush	0.6	6/13/2016	Revised version to add JABS screens

1. Introduction

King County District Court (KCDC) and King County Department of Judicial Administration (KC DJA) are currently implementing their own case management systems and will cease using the Judicial Information System (JIS) as their primary case management system. AOC, together with KCDC and KC DJA are conducting the Expedited Data Exchange (EDE) project which will create an Enterprise Data Repository (EDR) to serve as the single source of statewide case and person data. As part of these efforts, AOC will be required to modify the existing JIS applications due to the fact that complete statewide data will no longer be available in the current JIS database. These modifications will result in significant business process changes for system users and AOC requires governance of these modifications by the JIS user community. The purpose of this document is to define the governance and decision making process for making changes to the JIS applications as a result of the EDE project.

2. Scope

The EDE JIS Systems Change Governance Committee will make decisions based on recommendations and alternatives developed and presented by AOC staff. The committee will only make decisions resulting from the execution of the EDE project; changes to JIS applications required by other projects, legislation, mandates, or committees will not flow through this committee. All decisions must be constrained within the scope of the overall EDE project. This committee will not consider decisions related to the EDR or how non-JIS systems interact with the EDR. This committee will conclude at the end of the EDE project.

3. Governance Body

The governance body for this effort will be created by adding JABS users to the EDE User Advisory Group. The voting members of the committee are listed in Appendix A. The governance body will make decisions on options and recommendations provided by AOC to address impacts to the existing JIS systems. This will be the body to address impacts to JIS and JABS screens, person matching rules, and data validation rules. Due to the fact that changes to JIS applications will have a much longer impact on courts of limited jurisdiction, the committee membership includes more representatives from courts of limited jurisdiction. Other existing advisory groups and committees will provide feedback on impacts to other applications or codes.

During the first meeting of this committee, the members of the committee will select a chairperson. The chairperson's roles and responsibilities are described in section 5 of this document.

3.1. Quorum

A quorum consists of a majority (50% + 1) of the members in attendance.

4. Decision Making and Escalation Process

- The EDE JIS Systems Change Governance Committee should work towards unanimity, but make decisions based on majority vote.
- Voting by proxy is not allowed.
- Decisions made by the EDE JIS Systems Change Governance Committee are binding.
- Decisions must be made in a timely manner to ensure the successful progression of the project
- Issues that are not able to be resolved by the EDE JIS Systems Change Governance Committee will be referred to the Judicial Information System Committee (JISC) for a final decision.

5. Roles and Responsibilities

JIS Systems Change Governance Committee members are expected to:
- Participate in teleconference sessions
- Provide user feedback to the AOC EDE Project team primarily on impacts to JIS screens, person matching rules, and data validation rules
- Review materials before meetings to use time efficiently
- Contact the AOC project manager or meeting facilitator if unable to attend a meeting

The Chair of the committee will:
- Review and approve draft agendas and minutes
- Conduct meetings according to the agendas
- Ensure that all members are encouraged to provide input throughout the meetings
- Ensure decisions or recommendations are adequately resolved and confirmed by the members

AOC:
- Will distribute meeting agendas and documents one week before meetings
- Will, whenever possible, schedule meetings two months in advance to ensure maximum participation

- Will document and distribute feedback obtained and any meeting minutes within two weeks following each meeting

6. Meeting Schedule

The EDE JIS Systems Change Governance Committee will meet by teleconference approximately once per month through the course of the EDE project. The meetings are expected to be about two hours per session.

The Chair may call emergency committee meetings if necessary to avoid project delays.

7. Signatures

_____ Date_____   _____ Date _____

Vonnie Diseth   Dirk Marler
ISD Director/CIO   JSD Director
Administrative Office of the Courts   Administrative Office of the Courts

_____ Date_____

TBD
Committee Chairperson

Appendix A
Voting Membership

1. Judge Glenn Phillips
    Kent Municipal Court
    Representing DMCJA
    gphillips@ci.kent.wa.us
    (253)856-5734

2. Judge Kelley C. Olwell
    Yakima Municipal Court
    Representing DMCJA
    Kelley.olwell@yakimawa.gov
    (509)575-3050

3. Judge TBD
    Representing SCJA

4. Commissioner Indu Thomas
    Thurston County Superior Court
    Representing SCJA
    thomasi@co.thurston.wa.us
    (360)709-3232

5. Debbie Hunt, Administrator
    Port Orchard Municipal Court
    Representing DMCMA
    dhunt@cityofportorchard.us
    (360)876-1701

6. Alisa Hill, Court Operations Supervisor
    Tacoma Municipal Court
    Representing DMCMA
    ahill@ci.tacoma.wa.us
    (253)591-5234

7. Barb Simmons, Administrative Analyst

    Pierce County District Court

    Representing DMCMA

    b.simmon@co.pierce.wa.us

    (253) 798-2348

8. Bonnie Woodrow, Administrator

    Renton Municipal Court

    Representing DMCMA

    bwoodrow@rentonwa.gov
    (425)430-6531

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

Project Update

Martin Kravik, Project Manager

June 24, 2016

Recent Activities

✓ Draft project change request was developed with the vendor.

✓ The draft change request was approved by the project Executive Steering Committee on June 20, 2016. High-level elements include:

➢ Remove replacement of ACORDS from the project scope.

➢ Use a combined Washington/ImageSoft team for efficiency and better knowledge transfer.

➢ Use a development approach that is highly iterative to allow more frequent validation.

Project Impact

Project Scope (Reduced)	**Yes**
Project Schedule (Extended)	**Yes**
Project Budget	**No**

Issue Timeline

Event	Date
In a report, vendor raises an issue regarding scope and cost.	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

Issue Timeline (Cont.)

Event	Date
Appellate courts asked 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.	June 2016

Next Steps

- Get JISC approval to amend the contract.

- Finalize contract amendment with Imagesoft.

- Begin implementation of revised project activities.

Decision Point

Judicial Information System Committee Meeting   June 24, 2016

DECISION POINT – Appellate Court Enterprise Content Management System Change to Scope and Schedule

MOTION:

I move to adopt the Appellate Court ECMS Project Executive Steering Committee recommendation to authorize a contract amendment to remove case management from the project's scope and add 8 months to the project's schedule starting in July, 2016.

I.   BACKGROUND

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

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

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

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

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

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

II. DISCUSSION

In March 2015, during the configuration of Iteration B (case management and associated workflows), the Vendor raised a significant issue regarding scope and cost, mainly around the case management component. After months of discussion and attempts to both resolve the issue and understand the viability of using OnBase for case management, there was agreement to place Iteration B through user training and user acceptance. Ultimately Iteration B was not accepted by the appellate courts.

In subsequent discussions, the vendor suggested case management be removed from the project's scope. AOC and the appellate courts insisted that any continuation of the contract would have to involve a complete change to the way the project was being conducted. Both parties agreed that changing the approach to one that is highly iterative and employed a single, combined Washington/Vendor team would be more likely to succeed.

Using the iterative approach, the length of the schedule extension will consume the balance of the project budget.

The two-week iterations are grouped into three releases:
- Release 1 – Migrate documents from the three existing COA document management systems into OnBase. Finalize a document management system for the Supreme Court.
- Release 2 – Integration of OnBase and ACORDS.
- Release 3 – Added workflows for high-priority processes.

Appellate ECMS Steering Committee Recommendation

The Appellate Enterprise Content Management System Project Executive Steering Committee recommends to the Judicial Information System Committee that the change request to remove case management from the project and extend the project schedule be approved.

OUTCOME IF NOT PASSED –

The contract with the Vendor will end. The Court of Appeals Divisions will continue to use disparate document management systems. The Supreme Court will continue to be paper-based.

ITG Request 41 - CLJ Revised Computer Records Retention and Destruction

Project Update

June 24, 2016

Recent Activity

- Retention rules regarding Domestic violence (DV) are all implemented based on the JIS "DV Flag", but many cases exist where a Law # or Description includes the letters "DV" but the DV flag is No and they will not be retained per the "minimum 15 year" rule

- AOC is researching the issue to determine how many cases are impacted

  o Implementation of Iteration 2 New Rules has been put on hold until the issue is clarified and resolved

Next Steps

- AOC is evaluating records in JIS that are impacted by this issue and will begin to work with courts to correct the issue

- AOC is seeking clarification on the new rules from the Data Dissemination Committee

- A new implementation schedule will be developed when the issue is resolved

Completed JIS IT Governance Requests

No ITG requests completed

Status Charts

Requests Completing Key Milestones

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

0   1

🟦 Mar - 16 🟪 Apr -16 🟧 May - 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

Legend: ■ Scheduled ■ Completed ■ In Progress ■ Authorized

CLUG	Completed	In Progress	Authorized
Multi-Level	9		6
Appellate	3	1	
Superior Court	7	2	2
CLJ	14	3	6
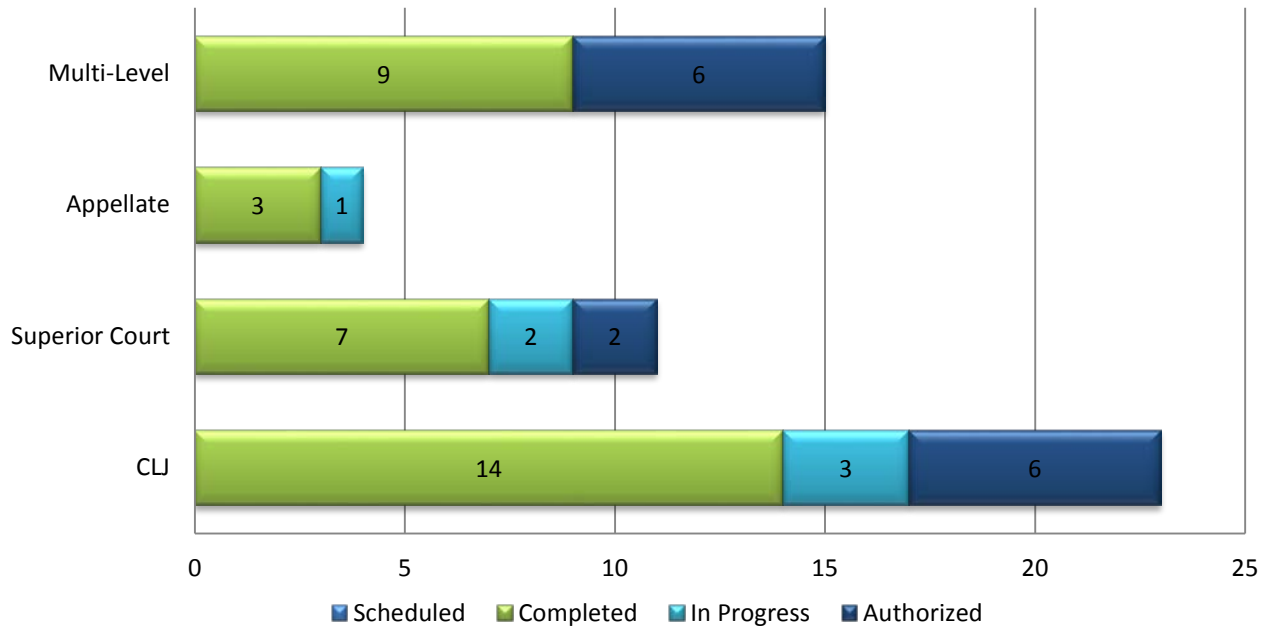
Status of Requests by Authorizing Authority

Completions Since ITG Inception

Legend: ■ Scheduled ■ Completed ■ In Progress ■ Authorized

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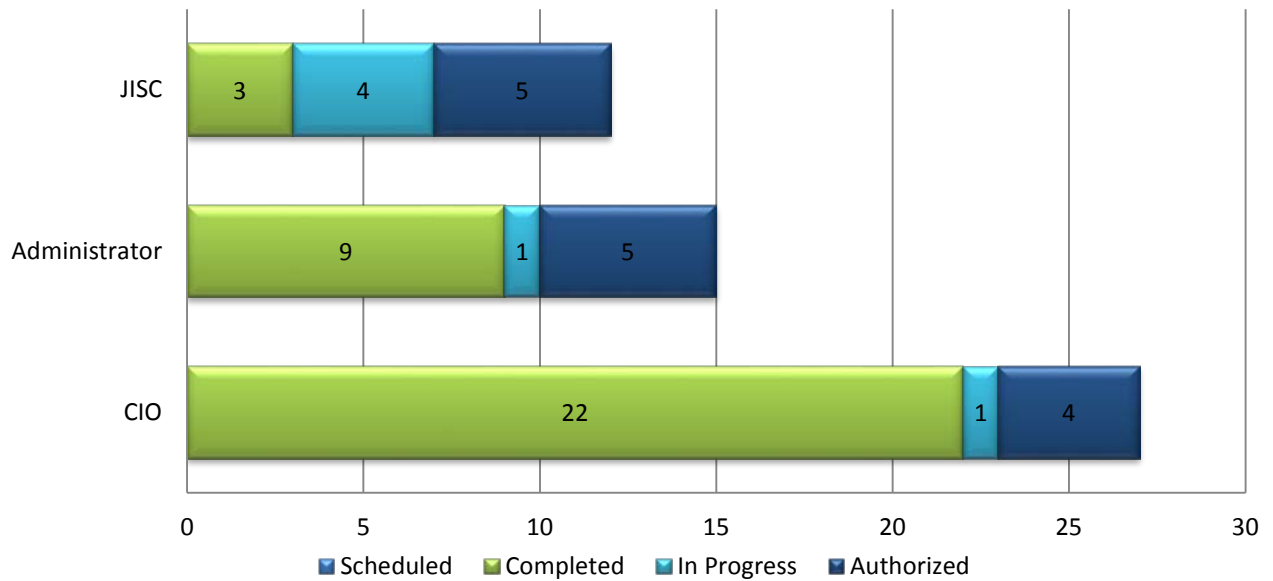
JISC Priorities

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 May 31, 2016

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 May 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 May 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 May 31, 2016

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, 2016

Prepared by
Bluecrane, Inc.

bluecrane ®

Table of Contents

Part 1: Executive Dashboard

Introduction

This report provides the May 2016 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.

Executive Summary

The month of May began with the successful Go-Live of Snohomish County bringing the total number of counties where Odyssey has been implemented to five. The Snohomish County implementation was a significant milestone in the SC-CMS Project as the single largest county in the statewide rollout. Leading up to May, concerns were expressed by Snohomish and the implemented counties regarding several areas including legacy system data replication, financials, and reporting, but the project team was able to address the issues and coordinate a successful implementation. Although some problems were encountered during the first weeks of the Snohomish implementation, there were no critical "show-stopper" problems and most of the identified problems were resolved within the first two weeks of Go-Live. Again, we extend congratulations to everyone involved in getting the five counties operational. Especially noteworthy have been (1) the effectiveness of the training and speed with which court staff have learned to use the new system correctly to prevent data replication errors, (2) the high degree of collaboration between AOC and the counties in resolving issues and preparing for the implementation and (3) the effectiveness of the Odyssey document management functionality in meeting the needs of the courts.

The risks we noted in prior reports related to resources and "integration" of Odyssey with other AOC judicial information systems remain our primary concerns. At this point, everyone is well-aware of these risks and much is being done to mitigate the risks to the extent practicable.

Resource Constraints

With respect to resources, there continue to be more demands on the SC-CMS Project team than there are resources to fulfill the needs – despite the influx of seven additional resources through an approved legislative funding increase in March. Six of the seven resources were allocated to operational support of Odyssey, including three allocated to helping manage data replication and two to Help Desk support. Additional steps have been taken to help reduce the risk of constrained resources, including plans to off-load operational support of counties where Odyssey has already been implemented to other operational teams within AOC and beginning to execute a revised Change Management Plan with specific activities aimed at leveraging so-called "super-users," County "champions," and other stakeholders with knowledge of Odyssey and other elements (e.g., new business processes) of the SC-CMS solution to assist during upcoming county rollouts and to support each other in resolving issues and implementing business practices.

Replication Errors

With respect to the integration risk, recall that although the integration components that synchronize case and party data are working properly, replication process errors were being generated primarily due to data entry errors in the counties that had implemented Odyssey prior to the Snohomish implementation. AOC was able to address a growing backlog of these process errors through a combination of augmented staff to

correct the errors and implementation of software enhancements, configuration changes, training, and manual processes to prevent the replication processing errors from occurring. The errors peaked in early March and were reduced through the remainder of March and April. Following the Snohomish implementation, the backlog, although still higher than desired, was stable at the end of May. If resources dedicated to error correction are needed elsewhere (see previous item in this Executive Summary), then the error backlog may creep higher again. This activity will require constant vigilance by the SC-CMS Project team until the backlog is significantly reduced.

County-Specific, Unique "Integrations"

Regarding integrations in general, it is worth reminding all readers that the SC-CMS Project should be wary of taking on integration activities to support unique needs in specific counties since those activities are significant drains on resources in terms of staff, budget, and time. Non-essential integration work is a prime example of project "scope creep" and should be avoided. Counties that are in the queue for SC-CMS implementations later in 2016 and throughout 2017 should work closely with the SC-CMS Project team to ensure any identified system and application integrations are truly necessary. In addition, counties should work with the SC-CMS Project team to ensure there is a common understanding and appreciation for what will surely be on-going operations and maintenance ("O&M") costs for any integrations that are developed and implemented now. The need to maintain those integrations, once implemented, will be an unending resource burden that will extend past the SC-CMS Project and into the future indefinitely. Counties (as well as AOC) need to understand what their share of the costs of these future integration maintenance activities is likely to be.

Changes to Risk Assessment since Previous Report

The following table lists the risks we have identified and summarizes (1) those areas where risks continue from the previous report, (2) those areas of assessment for which our risk ratings have changed since our previous report, and (3) new risks identified since the previous report.

Area of Assessment	Urgency	Jan 2016	Feb 2016	May 2016	New or Change Since Prior Report	Comments
1. Software						
Software Integrations	**Very Urgent Consideration**	**Risk**	**Risk**	**Risk Being Addressed**	**Risk Remains but Actions Taken to Address**	A backlog of replication processing problems began to develop in late 2015 and continued to grow until the first of March 2016. Because the backlog prevents the synchronization of Odyssey data with data in other AOC and state systems, there is the potential for legal problems if court decisions are made using stale data. AOC has addressed the problem by working with Odyssey counties to improve data entry procedures and through the addition of resources to resolve the process errors. Modifications to Odyssey are being implemented that will prevent future incorrect data entry. .*For detailed assessment, see:* #Integration

Area of Assessment	Urgency	Jan 2016	Feb 2016	May 2016	New or Change Since Prior Report	Comments
2. People						
Staffing	Urgent Consideration	Risk Being Addressed	Risk Being Addressed	Risk Being Addressed	Risk Remains but Actions Taken to Address	Project staffing continues to be a concern due to the increasing workload of supporting the five counties where Odyssey is now implemented while simultaneously planning and conducting implementation of Odyssey in additional counties in 2016. In April, AOC received additional funding for seven SC-CMS support positions from the legislature. Transition to AOC operational support is beginning to take place. *For detailed assessment, see:* #Staffing

Area of Assessment	Urgency	Jan 2016	Feb 2016	May 2016	New or Change Since Prior Report	Comments
2. People (continued)						
User Support and Operations	**Urgent Consideration**	**Risk**	**Risk Being Addressed**	**Risk Being Addressed**	**Risk Remains but Actions Taken to Address**	As noted above, support of counties where Odyssey has already been implemented, in addition to facilitating the rollout of Odyssey to other counties in the future, is stretching available resources. There have some delays in resolving issues that are occurring in Odyssey production counties. Work is underway to begin to transition support and maintenance of SC-CMS to the operational organization within AOC. *For detailed assessment, see:* #Support

Area of Assessment	Urgency	Jan 2016	Feb 2016	May 2016	New or Change Since Prior Report	Comments
2. People (continued)						
Stakeholder Engagement and Organizational Change Management	**Serious Consideration**	**Risk Being Addressed**	**Risk Being Addressed**	**Risk Being Addressed**	**Risk Remains but Actions Taken to Address**	Plans are moving forward to facilitate communication between counties to support each other with (1) a Washington specific area within Tyler Community for asking/answering questions, (2) automated email distribution lists, and (3) facilitated conference calls with the implemented counties. *For detailed assessment, see:* #OCM
Business Processes and System Functionality	**Serious Consideration**	**Risk Being Addressed**	**Risk Being Addressed**	**Risk Being Addressed**	**Risk Remains but Actions Taken to Address**	Staffing concerns extend to the ability to document business processes and complete the Odyssey configuration with quality results. *For detailed assessment, see:* #BusinessProcesses

Area of Assessment	Urgency	Jan 2016	Feb 2016	May 2016	New or Change Since Prior Report	Comments
3. Project Management and Sponsorship						
Project Schedule	Serious Consideration	Risk Being Addressed	Risk Being Addressed	Risk Being Addressed	Risk Remains but Actions Taken to Address	As noted in the Staffing area, funding for additional resources was approved by the legislature resulting in the allocation of seven resources to SC-CMS support and rollout activities. It may be necessary to decrease the scope of (or eliminate) some project and legacy system support activities. Expectations should be set accordingly with AOC and county stakeholders on the level of effort allocated to SC-CMS and legacy system activities. ***For detailed assessment, see:*** #Schedule

Area of Assessment	Urgency	Jan 2016	Feb 2016	May 2016	New or Change Since Prior Report	Comments
4. Data						
Data Preparation	**Serious Consideration**	**Risk Being Addressed**	**Risk Being Addressed**	**Risk Being Addressed**	**Risk Remains but Actions Taken to Address**	Data quality problems in the current system will be transferred to the new system during conversion unless addressed by counties prior to their Go-Live. *For detailed assessment, see:* #DataPreparation

Part 2: Detailed Assessment Report

®

Software

			Jan 2016	Feb 2016	May 2016
Category:	**Software**				
Area of Assessment:	**Software Integrations**		**Risk**	**Risk**	**Risk Being Addressed**
Urgency:	**Very Urgent Consideration**				

Observation/Risk 1: Although the integration components that synchronize case and party data between Odyssey and other AOC judicial information systems (JIS) are working correctly, replication process errors are generated if information is not entered into Odyssey in a specific sequence by the counties. Due to the resource constraints identified in the Staffing area, a backlog of replication process problems began to develop in late 2015 and continued to grow until the first of March 2016. The backlog prevents the synchronization of Odyssey data with data in other AOC and state systems. This has the potential to result in legal problems if court decisions are made using stale data.

Status: The following measures have been taken or are underway at AOC to address the replication process problems:

1. Provide upcoming and implemented Odyssey counties with additional education and work guides to prevent the incorrect data entry.
2. Allocate additional resources to address the backlog of replication process errors both short-term to "burn down" the backlog of process errors and long-term to prevent another backlog from occurring.
3. Implement modifications to Odyssey that will prevent future incorrect data entry, thus preventing the generation of replication process problems.
4. Remove restrictions from the SCOMIS legacy case management system that requires that data be entered in a specific sequence.
5. Communicate alternatives for viewing data to Odyssey counties.

Observation 2: AOC is working with counties and other stakeholders to develop a strategy to determine how best to implement the Odyssey e-Filing functionality.

To return to Executive Dashboard, click: #ExecDashboard

Category:	**Software**		**Jan 2016**	**Feb 2016**	**May 2016**
Area of Assessment:	**Software Development and Configuration**		**No Risk Identified**	**No Risk Identified**	**No Risk Identified**
Urgency:	**N/A**				

Observation Configuration of Odyssey for Snohomish was successfully completed for the May 2016 implementation. Configuration for Event 5 Counties that will be implemented in late 2016 is underway. It is anticipated that modifications to statewide and local configurations will be made for the Odyssey implemented counties as they become more familiar with the new system in the coming months. Significant changes to the configuration will be approved by the CUWG and will be processed through the Change Management process.

To return to Executive Dashboard, click: #ExecDashboard

Category:	**Software**		**Jan 2016**	**Feb 2016**	**May 2016**
Area of Assessment:	**Information Retrieval and Reporting**		**No Risk Identified**	**No Risk Identified**	**No Risk Identified**
Urgency:	**N/A**				

Observation: Requirements gathering, analysis, and development of SC-CMS reports has been on-going since the early stages of the project. A minimum set of reports was made available for the Pilot and Early Adopter Counties. Additional reports have been developed as needed to fulfill requirements as they have been identified for the upcoming and implemented counties. The project conducted an analysis to determine legacy system reports that can be replaced by Odyssey standard reports and those legacy reports which will require new reports developed using the Enterprise Custom Reports (ECR) tool.

The Odyssey Portal has been implemented to provide case information access to selected members of the public, including attorneys and title companies. There was a backlog for registration of access to the Portal for the Pilot and Early Adopter counties. Pre-registration activities prevented a similar backlog for the Snohomish implementation. Currently multiple Portal access IDs are required for those that need access to case information and documents from multiple counties. Alternatives to remediate this problem are being developed.

The public will continue to use JIS-Link to access case information for counties where Odyssey has yet to be implemented.

To return to Executive Dashboard, click: #ExecDashboard

People

Category:	People		Jan 2016	Feb 2016	May 2016
Area of Assessment:	**Staffing**				
Urgency:	**Urgent Consideration**		**Risk**	**Risk Being Addressed**	**Risk Being Addressed**

Observation/Risk: There has been significant effort by the SC-CMS Project Team and other AOC management and staff to facilitate and complete the implementation readiness activities for upcoming Counties and *at the same time* provide adequate support to the counties that have implemented Odyssey. The rollout of upcoming counties and support of counties that have implemented Odyssey requires sharing the limited AOC, Tyler, and County resources that (1) are knowledgeable and proficient in Odyssey functionality, and (2) have experience with deployment of the system. Some of the resource deficit can be attributed to increasing of the initial scope of the project with document management, financials, and other functionality while having to hold project staffing to align with approved legislative funding levels.

Odyssey support and operational needs have been increasing over the past year since the Pilot County (Lewis County) implementation with the rollout of Early Adopter and Snohomish counties and will continue to increase over the next several years as Odyssey is implemented in the remaining counties. These needs include first and second level Help Desk support, configuration support, business process support, on-going training, release testing and deployment, AOC system integration support, county system integration support, and infrastructure support. The SC-CMS rollout will create a "bubble" of demand for support and operational resources that should eventually subside as court personnel increase their knowledge and skills in utilization of Odyssey and as AOC and county resources are redirected from support of legacy systems to support of SC-CMS. If the support "bubble" is not addressed, counties may experience delays in obtaining support from AOC, and the quality of the SC-CMS rollout to the remaining counties may be affected as the project team attempts to participate in both rollout and operational support activities.

Status: In April, AOC received additional funding for SC-CMS support and implementation positions from the legislature. Seven additional positions were added to several areas at AOC to support SC-CMS including a Portal Administrator, three positions to support the integration with AOC systems, a Business Analyst, and two Help Desk positions.

AOC continues to mitigate the risks of constrained resources using the following approaches:

- AOC is beginning to transition operational support for the implemented SC-CMS counties to the groups in AOC that are responsible for operational support of the legacy systems. Due to the support bubble identified above, the level of operational support for legacy systems including SCOMIS will decrease as non-Project resources at AOC take on the operational support of SC-CMS. This approach is very typical

of new system implementations and necessary to ensure adequate resources are allocated to rollout and support of the new system. Support needs for legacy systems fall off sharply as a new replacement system is implemented since there is typically little value in allocating more than the minimum resource to keep the legacy system operating. Other support needs such has Help Desk and on-going training are not required because of the in-depth knowledge of the legacy system in the counties. This allows the remaining counties to be nearly self-supporting during the rollout of the new system.

- AOC is preparing "Power Users" in the counties where Odyssey will be implemented in 2016 to become very proficient in the use of Odyssey so that they can assist other staff during the ramp-up following Go-Live;

- Engaging upcoming county staff to assist with readiness activities;

- Engaging county staff from the four counties where Odyssey has now been implemented to assist each other and to help with future county implementations;

- Temporarily allocating staff from other areas of AOC to the SC-CMS project;

- Leveraging Tyler resources where possible;

- Leveraging business processes and Odyssey configurations from the implemented counties for the upcoming counties where Odyssey will be implemented; and

- Utilizing "Lessons Learned" from the Lewis and Early Adopter County implementations in order to help ensure that it will be unnecessary to repeat "course adjustments" made during those implementations.

To return to Executive Dashboard, click: #ExecDashboard

Category:	**People**		**Jan 2016**	**Feb 2016**	**May 2016**
Area of Assessment:	**User Support and Operations**		**Risk**	**Risk Being Addressed**	**Risk Being Addressed**
Urgency:	**Urgent Consideration**				

Observation: Project resources are being stretched for support and operations of counties where Odyssey has already been implemented in addition to facilitating the rollout of Odyssey to the remaining counties. As a result, there have been delays in resolving issues that are occurring in Odyssey production counties. Work is underway to transition support and maintenance of SC-CMS to the operational organization within AOC. Additionally, as identified in the Staffing area, funding for additional resources was provided by the legislature. However, even with these mitigations, it is likely that a resource deficit will exist during the rollout timeframe.

To return to Executive Dashboard, click: #ExecDashboard

Category:	**People**		**Jan 2016**	**Feb 2016**	**May 2016**
Area of Assessment:	**Stakeholder Engagement and Organizational Change Management**		**Risk Being Addressed**	**Risk Being Addressed**	**Risk Being Addressed**
Urgency:	**Serious Consideration**				

Observation/Risk: Although stakeholder engagement and organizational change management activities have been utilized to help prepare AOC and county staff for the transition to the new system, resource constraints have limited efforts in this area primarily to training activities. The project team continues to conduct periodic meetings with the counties that have implemented Odyssey to discuss operational issues and activities. The project team also meets with the next several counties who will implement Odyssey to discuss implementation activities. Although these meetings along with periodic Town Hall meetings and Odyssey training provide information to the counties, communications and engagement with stakeholders are limited. Additional organizational change management activities would help smooth the transition to the new system and business processes.

Recommendation: Additional resources should be allocated to stakeholder engagement and organizational change management activities using the SC-CMS Communication Plan as a guide to help smooth the transition through increased communication and awareness activities. These stakeholder activities should be coordinated with the business process activities identified in the Business Process / System Functionality area.

Status: The SC-CMS Project Manager and OCM/Training Lead are beginning to allocate more time to strategic planning and engagement activities with stakeholders. In February, the OCM/Training Lead began implementing the Stakeholder Engagement Plan that was developed in January. Plans are moving forward with to facilitate communication between counties to support each other with (1) a Washington specific area within Tyler Community for asking/answering questions, (2) automated email distribution lists, and (3) facilitated conference calls with the implemented counties.

To return to Executive Dashboard, click: #ExecDashboard

Category:	**People**		**Jan 2016**	**Feb 2016**	**May 2016**
Area of Assessment:	**Business Processes / System Functionality**		**Risk Being Addressed**	**Risk Being Addressed**	**Risk Being Addressed**
Urgency:	**Serious Consideration**				

Observation/Risk: The resource risk described above under "Staffing" has business process implications as well. Although the effort to review, revise, and document the business processes of the Early Adopter Counties was sufficient for the initial roll-out of SC-CMS, it is anticipated that additional effort will be needed to work with counties, both where Odyssey has already been implemented and those where implementation is planned, to complete the full analysis of the business processes.

Additionally, as the counties where Odyssey has already been implemented become more familiar with the solution in the months following their Go-Live events, modifications to business processes may be desired or required to improve efficiencies of the processes. For example, as the counties come to "trust" the system more, reliance on paper copies and forms may be reduced, along with any associated duplicate data entry.

As identified in the Staffing area, funding for one Business Analyst position was provided the Legislature. However, five Business Analysis positions remain unfunded.

To return to Executive Dashboard, click: #ExecDashboard

Category:	**People**	**Jan 2016**	**Feb 2016**	**May 2016**
Area of Assessment:	**Contract Management / Deliverables Management**	**No Risk Identified**	**No Risk Identified**	**No Risk Identified**
Urgency:	**N/A**			

Observation: The list and schedule of vendor deliverables are identified in the Tyler contract and are being managed by the project team. Vendor deliverables required for Early Adopter Counties Go-Live events were completed in time for the implementations.

To return to Executive Dashboard, click: #ExecDashboard

Project Management and Sponsorship

Category:	**Project Management and Sponsorship**	**Jan 2016**	**Feb 2016**	**May 2016**
Area of Assessment:	**Schedule**	**Risk Being Addressed**	**Risk Being Addressed**	**Risk Being Addressed**
Urgency:	**Serious Consideration**			

Observation/Risk: The resource risk described above under "Staffing" has schedule implications as well. As noted above, the SC-CMS Project is mitigating the resource risk through careful scheduling and execution of readiness activities for the remaining Odyssey counties while supporting the five counties where Odyssey has been implemented. In some areas, activities are limited to the minimum necessary to continue with the county implementation schedule. For example, business process and configuration work has been limited and some project management activities have not been performed to the full extent. Although work on project activities related to future county implementations is progressing on schedule, concerns remain with over-allocation of resources and the potential for problems related to quality of deliverables, including the possibility of incomplete deliverables.

Status: AOC conducted a planning exercise to assign priorities to the work that must be completed over the next two years to identify allocations of AOC, Tyler, and county resources to planned activities. As noted in the Staffing area, funding for additional resources was provided by the legislature while other positions remain unfunded. Additionally, it may be necessary to decrease the scope of some activities, postpone activities, or eliminate some of them all together. This reduction applies to both project and legacy system support activities. Expectations should be set accordingly with AOC and county stakeholders on the level of effort allocated to SC-CMS and legacy system activities.

To return to Executive Dashboard, click: #ExecDashboard

Category:	**Project Management and Sponsorship**	**Jan 2016**	**Feb 2016**	**May 2016**
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.

To return to Executive Dashboard, click: #ExecDashboard

Category:	**Project Management and Sponsorship**	**Jan 2016**	**Feb 2016**	**May 2016**
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.

It may be necessary to decrease the scope of some implementation activities to more effectively utilize the limited project resources allocated to the project.

To return to Executive Dashboard, click: #ExecDashboard

Category:	**Project Management and Sponsorship**	**Jan 2016**	**Feb 2016**	**May 2016**
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 a minimum level.

To return to Executive Dashboard, click: #ExecDashboard

Category:	**Project Management and Sponsorship**	**Jan 2016**	**Feb 2016**	**May 2016**
Area of Assessment:	**Budget**	**No Risk Identified**	**No Risk Identified**	**No Risk Identified**
Urgency:	**N/A**			

Observation: As noted in the Staffing section of this report, funding was approved by the legislature for additional AOC resources to support the Odyssey implemented counties and to support the continued rollout of the remaining counties.

To return to Executive Dashboard, click: #ExecDashboard

Data

Category:	**Data**		**Jan 2016**	**Feb 2016**	**May 2016**
Area of Assessment:	**Data Preparation**		**Risk Being Addressed**	**Risk Being Addressed**	**Risk Being Addressed**
Urgency:	**Serious Consideration**				

Observation/Risk: The AOC Data Quality Coordinator will coordinate preparation of data in AOC and local court applications. One of the preparation activities is the development of a data profiling report which will identify anomalies in data stored in the Judicial Information System (JIS) that will be used by counties to clean the data. The preparation of data for conversion is typically a long, tedious activity that should be started as early as possible since the county resources that are allocated to data clean-up also have daily operations responsibilities.

If counties do not allocate sufficient resources to data preparation activities, data problems will be transferred to the new system. Data quality issues may affect the synchronization and replication processes which could indirectly (or directly) impact court operations.

To return to Executive Dashboard, click: #ExecDashboard

Category:	Data		Jan 2016	Feb 2016	May 2016
Area of Assessment:	Data Conversion		No Risk Identified	No Risk Identified	No Risk Identified
Urgency:	N/A				

Observation: Conversion readiness activities including validation of converted data converting documents for incorporating into Odyssey are underway for Snohomish and Spokane Counties.

To return to Executive Dashboard, click: #ExecDashboard

Infrastructure

Category:	Infrastructure		Jan 2016	Feb 2016	May 2016
Area of Assessment:	Statewide Infrastructure		No Risk Identified	No Risk Identified	No Risk Identified
Urgency:	N/A				

Observation: The project continues readiness preparations to ensure sufficient capacity on the state network for the estimated volume of Odyssey and document management system transactions that will occur as counties are migrated into the production environment.

To return to Executive Dashboard, click: #ExecDashboard

Category:	Infrastructure		Jan 2016	Feb 2016	May 2016
Area of Assessment:	Local Infrastructure		No Risk Identified	No Risk Identified	No Risk Identified
Urgency:	N/A				

Observation: The SC-CMS project team is working with counties where Odyssey will be implemented in the future to ensure that the local county workstations have been configured correctly, and the county servers and network are appropriately sized to handle the volume at Go-Live. Purchases of additional workstation and server hardware are being made as needed to fulfill infrastructure requirements.

To return to Executive Dashboard, click: #ExecDashboard

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
  - PMO Processes: Change, Risk, Issue, Quality Management
- ***People***
  - Staffing
  - Stakeholder Engagement and Organizational Change Management
  - Business Processes / System Functionality
  - User Support and Operations
  - Contract Management / Deliverables Management
- ***Software***
  - Software Integrations
  - Software Development and Configuration

- o Information Retrieval and Reporting
- *Data*
  - o Data Preparation
  - o Data Conversion
- *Infrastructure*
  - o Statewide Infrastructure
  - o Local Infrastructure

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

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

We summarize the *bluecrane* QA Dashboard in Part 1 of our monthly report for review with client executives and project management. Part 2 of our monthly report provides the detailed QA Dashboard with all of the elements described above.