



Judicial Information System Committee (JISC)
 Friday, August 25, 2017 (10:00 a.m. – 12:00 p.m.)
 CALL IN NUMBER: 877-820-7831 PC: 394116#
TELEPHONIC MEETING

AGENDA

1.	Call to Order a. Introductions b. Approval of Minutes	Chief Justice Mary Fairhurst, Chair	10:00 – 10:10	Tab 1
2.	JIS Budget Update a. 2017-2019 Final JIS Budget Summary b. Decision Point: 2018 - Supplemental Budget	Mr. Ramsey Radwan, MSD Director	10:10 – 10:30	Tab 2
3.	2015-2017 ATJ Technology Principles Report to the Supreme Court a. Decision Point: Approve Report	Mr. Kumar Yajamanam, Architecture and Strategy Manager	10:30 – 10:40	Tab 3
4.	ITG Endorsing Group Update for Appellate Courts a. Decision Point: Approve amended IT Governance Policy	Ms. Kathy Bradley, JIS Business Liaison	10:40 – 10:50	Tab 4
Break			10:50 – 11:00	
5.	CIO Update	Ms. Vonnie Diseth, ISD Director	11:00 – 11:30	Tab 5
6.	Committee Reports: a. Data Dissemination Committee (DDC)	Judge Thomas Wynne, Vice Chair	11:30 – 11:45	
7.	BJA Committee Update	Chief Justice Mary Fairhurst, Chair	11:45 – 11:55	
8.	Meeting Wrap-Up	Chief Justice Mary Fairhurst, Chair	11:55 – 12:00	
9.	Information Materials a. ITG Status Report b. SeaTac Evacuation Map			Tab 6

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

Future Meetings:

2017 – Schedule

October 27, 2017

December 1, 2017

JUDICIAL INFORMATION SYSTEM COMMITTEE

June 23, 2017
10:00 a.m. to 12:30 p.m.
AOC Office, SeaTac, WA

Minutes

Members Present:

Mr. Larry Barker
Ms. Lynne Campeau - Phone
Ms. Callie Dietz
Mr. Rich Johnson
Mr. Frank Maiocco
Judge G. Scott Marinella
Chief Brad Moericke
Ms. Brooke Powell
Judge David Svaren - Phone
Mr. Bob Taylor - Phone
Ms. Aimee Vance
Judge Thomas J. Wynne

Members Absent:

Chief Justice Mary Fairhurst, Chair
Judge Jeanette Dalton
Judge J. Robert Leach
Ms. Barb Miner
Mr. Jon Tunheim

AOC Staff Present:

Ms. Charlene Allen
Mr. Kevin Ammons
Ms. Tammy Anderson
Ms. Kathy Bradley
Ms. Vicky Cullinane
Mr. Keith Curry
Ms. Vonnie Diseth
Mr. Brian Elvin
Mr. Brady Horenstein
Mr. Mike Keeling
Ms. Keturah Knutson
Mr. Martin Kravik
Ms. Renee Lewis
Mr. Dirk Marler
Ms. Cheryl Mills

Guests Present:

Ms. Beth Baldwin
Mr. Tom Boatright
Mr. Derek Byrne - Phone
Ms. Susan Carlson – Phone;
Ms. Gena Cruciani
Mr. Paul Farrow - Phone
Mr. Allen Mills
Mr. Othniel Palomino
Mr. Sart Rowe
Ms. Renee Townsley - Phone
Judge Donna Tucker
Ms. Melanie Vanek
Ms. Kim Walden

Call to Order

Judge Thomas Wynne called the meeting to order at 10:00 a.m. and introductions were made. Judge Wynne drew the committee's attention to tab one containing the reappointment letters of Judge Dalton, Judge Svaren, Brook Powell, Barbara Miner and John Tunheim. Each member was nominated by their respective association and reappointed by Chief Justice Fairhurst. Judge Wynne alerted the committee of his retirement at the end of October when his time on the committee would come to an end.

February 24, 2017 Meeting Minutes

Judge Wynne asked if there were any changes or corrections to the February 24, 2017 meeting minutes. Vonnie Diseth announced Chief Justice Fairhurst had a number of corrections she was going to mention at the meeting. Judge Wynne asked if the minutes could be approved with the exception of Chief Justice Fairhurst' edits; hearing no objections the minutes were approved pending Chief Justice Fairhurst' edits.

JIS Budget Update

Ms. Lewis, filling in for Mr. Ramsey Radwan, reported on the green sheet, a summary of the amounts allocated and expended thru May 31st, 2017 for the major information technology projects at AOC. All is going well with the spending with variance monies left over. These monies are expected to be used by projects, next biennium. Ms. Lewis reminded the committee that a budget has not been passed for 17-19 and referred to Mr. Brady Horenstein on the Legislative Update for more information.

Legislative Update

Mr. Horenstein gave the legislative update as it pertains to the legislative budget impasse. Mr. Horenstein stated there was still no resolution with many differing options, depending on whom you asked. Mr. Horenstein felt, the current situation mirrors the 15-17 process and if history is the best predictor of what will happen, then the legislature would reach a deal at the very end. News stories of the impending shutdown have been picking up in the past couple of days showing the impacts, of various kinds, to public services and will probably continue. The Senate is scheduled to be back Monday (26th) for marathon sessions with the budget negotiators currently continuing to meet.

On the policy side there are a number of issues that remain technically alive but are not anticipated to materialize or pass in the end. The issues include 1783 Legal Financial Obligations Reform bill, which would have a number of significant IT impacts to AOC, and is being kept alive by House Democrats. In addition, the Senate has kept the Tax Court Measure alive during the special session. However, with the costs associated in implementation, it appears unlikely to be included in any final budget and is not currently being considered in the House. Now, eight days from a shutdown the rhetoric has been amplified with the governor coming out with a strong statement on the need to pass a budget.

JIS Priority Project #4 CLJ-CMS Update

Mr. Michael Walsh, presented the project update on the Courts of Limited Jurisdiction Case Management System (CLJ-CMS) project. Regarding project activities, the project team has been primarily focused on stakeholder outreach and communicating the goals and objectives to court and probation staff who may not typically be seeking this type of communication. Additionally, the project team has been contributing to the EDE project as SME in the business and technical areas. The business team is preparing a requirements traceability matrix. This matrix provides an inventory for all project requirements along with a reference to configuration, custom development, reports, and interfaces. The matrix includes both processed and closed requirements.

The project procurement phase is nearing completion. The following activities have completed in the past six months.

- ✓ Written Proposal evaluation completed 1/17/17.

- ✓ Demonstration evaluation completed 3/7/17.
- ✓ On-site evaluations 4/24/17 & 4/26/17.
- ✓ Cost Proposal Evaluation reviewed 6/13/17.
- ✓ Project Steering Committee determines Apparent Successful Vendor (ASV) 6/13/17.
- ✓ JISC approves ASV 6/23/17

Next steps for the procurement phase of the project include:

Notification and debrief	July 2017
Contract negotiations	July – September 2017
Anticipated contract start	October 2017

A motion was presented to the JISC to accept the recommendation of eCourts, a COTS solution from Journal Technologies, Inc. The JISC voted to approve the recommendation.

Motion: Chief Brad Moericke

I move that the JISC approve the CLJ-CMS Steering Committee's recommendation that the Administrative Office of the Courts (AOC) should proceed with contract negotiations with the Apparent Successful Vendor for the purpose of securing a statewide case management system for courts of limited jurisdiction and probation departments.

Second: Judge Scott Marinella

Voting in Favor: Mr. Larry Barker, Ms. Lynne Campeau, Ms. Callie Dietz, Mr. Rich Johnson, Mr. Frank Maiocco, Judge G. Scott Marinella, Chief Brad Moericke, Ms. Brooke Powell, Judge David Svaren, Mr. Bob Taylor, Ms. Aimee Vance, and Judge Thomas J. Wynne.

Opposed: None

Absent: Chief Justice Fairhurst, Judge Jeanette Dalton, Judge J. Robert Leach, Ms. Barbara Miner, and Mr. John Tunheim.

JIS Priority Project #1 – SC-CMS Update

Ms. Maribeth Sapinoso provided the update for the SC-CMS project beginning with the most recent Go-Live event which was Event #5 (Cowlitz, Grays Harbor, Klickitat, Mason, Pacific, Skamania, and Wahkiakum Counties). Event #5 successfully went live on May 8, 2017. Ms. Sapinoso covered the summary of activities that took place for those seven counties including a summary of Go-Live issues during the two week period of on-site implementation of Odyssey as well as lessons learned and the on-site post implementation support provided by the AOC Customer Services Support section. Ms. Sapinoso also provided an update on the status of Klickitat and Skamania Counties 3rd Party DMS integration. Both counties have succeeded in completing Phase 1 of the Link Only option at the conclusion of the two week Go Live which means staff from their county are able to access documents

using their 3rd Party DMS. Pacific County, originally slated for the Link Only option, decided after their Odyssey implementation to go with the Odyssey DMS instead. Ms. Sapinosa reported as of today, Pacific County was successfully scanning and had the ability to access their documents in Odyssey. Ms. Sapinosa then discussed the status of the project's deployment being close to 50% complete with 21 counties remaining to implement Odyssey. A total of 16 counties are now live with Odyssey. Ms. Sapinosa continued with the project update providing recent activities for Event #6 (Clallam, Island, Jefferson, Kitsap, San Juan, Skagit, and Whatcom Counties) which are on track for the next Go-Live implementation in October 2017 and recent activities for Event #7 (Adams, Benton, Chelan, Douglas, Ferry, Grant, Kittitas, Lincoln, Okanogan, Pend Oreille, Stevens, and Walla Walla Counties) which are scheduled for the June 2018 implementation. Last, Mr. Keith Curry provided an update on the status of the audit functionality and a high level overview of the audit implementation schedule.

JIS Priority Project #2 (ITG 45) Update

Mr. Martin Kravik presented a status update on the AC-ECMS project. He reported that the team is currently in the last iteration of the project. The vendor contract is over on June 30th and the AC-ECMS document management system will be migrating to production mode using the same AOC/Court team.

Accomplishments since the last attended JISC meeting include:

- Developed the remainder of the planned document process workflows.
- Finalized the updated appellate court efilings system.
- Refined the data lookup to ACORDS to improve accuracy and response time.
- Conducted a hands-on functionality review with court staff.
- Planned document conversion.
- Developed a rollout schedule:
 - Supreme Court – May 15, 2017
 - Court of Appeals Division III – May 30, 2017
 - Court of Appeals Division II – June 12, 2017
 - Court of Appeals Division I – June 26, 2017

The Supreme Court, Court of Appeals Division III, and Court of Appeals Division II rolled out on schedule. Each rollout event consisted of:

- Training – primarily handled by the court with assistance from the project team.
- Deploying the client applications.
- Enabling documents from desktop scanners to be ingested into the new document management system.
- Document conversion.
- Pointing efilings to the new document management system.
- Resolving defects that came up.

Next steps include the Court of Appeals Division I rollout and moving the system into production mode.

AOC Expedited Data Exchange (EDE) Pilot Implementation Project Update

Mr. Kevin Ammons presented the update on the Expedited Data Exchange Project. Mr. Ammons began by reviewing the overall structure of the Expedited Data Exchange Program and providing a review of the purpose of the program. He updated the committee on the resource and scheduling issues reported during the April JISC meeting. Mr. Ammons reported that the critical shortage of business analysts had been resolved with the assignment of a Court Business Coordinator and formation of a dedicated business team.

Mr. Ammons reported that King County District Court plans to pilot their new system in August of 2107. The pilot will include civil case types without well identified persons. No data will be sent to the EDR at the time of the pilot. The King County Clerk's Office plans to implement their system and begin sending data to the EDR in January of 2018 and will be the first, non-JIS case management system to integrate with the EDR.

Mr. Othniel Palomino gave an update on King County District Court. Mr. Palomino gave a brief high level overview on what the project was, stating, they were replacing the case management probation system, document management, introducing e-filing and a public portal. King County District Court will be going live in three phases with the first scheduled for August 21st. This phase is being called *limited civil* described as the body of work for judges only doing civil work. Initial rollout will happen in three of the courthouses Issaquah, Seattle and Burien. The second go live is targeted for spring of next year and will be all of the civil work across all locations as well as introducing protection orders requiring integration with the EDR at that go live. The final go live is set for the summer of 2018 and will include criminal and infractions. At that point the entirety of the courts work will be within Journal's eCourt system.

BOXI upgrade – Business Intelligence Tool (BIT) Project Update

Ms. Charlene Allen presented on the Business Intelligence Tool (BIT). Ms. Allen reported the Business Intelligence Tool was upgraded from BOXI to BIT. Ms. Allen explained the project went through a name change so every time there was a new tool they would not have to go through a rebranding process. The project went live on June 19 the Monday prior to the JISC Meeting. There have been several issues the team has been working on and supporting thru daily live chat sessions in the morning. In addition, they are holding brown bag sessions for those wanting to experience the tool online, they have implemented an eLearning training for courts around the state without the need to travel to each court. Ms. Allen point to the End User Training tab in the presentation which was a result of the committees request for a hands on form of training, prior to the projects go live date, to ensure users learned the tool. As a result training manuals were developed, twenty-two training videos were created and four customer eLearning sessions were held where over 300 customers, statewide, participated. Ms. Charlene called attention to the slide, containing a list of interactive demos, allowing customers to gain hands on experience, stop the demo, work on an issue at their desk and be able to see the completed results. With the beginner training manual completed, work has begun on the intermediate and advanced manual for the end user.

For next steps the team will continue to hold brown bag sessions, complete the BIT user's manual, troubleshoot with the vendor on issues and begin training AOC staff on the administration and training of the tool. The specified risk to the project was closed due to the creation and implementation of the training program, as requested.

Ms. Allen reported to the committee on the milestones completed with the exception of Formal Customer Training available in August 2017, Vendor Support Cessation September 2017 and the Project Closure in October of 2017.

Data Dissemination Committee Report (DDC)

Judge Wynne reported the JIS Committee previously approved the proposed changes to the Data Dissemination Policy (DDP). Pursuant to JISC Rule 12, the policy was then sent to the Supreme Court for their action. In, En Banc, the Supreme Court discussed and sent a letter to the DDC with a number of concerns. One concern was the DDC providing enhanced access to the Attorney General's (AG) office in Section 8 without providing enhanced access to anybody from the other side. The second issue was with some language in paragraph 9 dealing with Public Purpose Agencies and contracts. Judge Wynne replied to the Supreme Court via letter that Section 9 of the DDC Policy was taken almost entirely from GR 31. The purpose of that was to implement GR 31 which had not been completely implemented and the Supreme Court accepted Judge Wynne's representation.

Judge Wynne alerted the committee to one change that had been made since the committee last saw the policy, located in Section 8. Enhanced access was granted to the Washington State Office of Civil and Legal Aid (OCLA) and the Office of Public Defense (OPD) in addition to the AG's office. The DDC found there was statutory authority to provide that access at the behest of OCLA, pursuant to RCW 13.50.010(14) and OPD pursuant to RCW 13.50.010(13). The proposed changes were then forwarded to the Supreme Court, a second time with the Supreme Court taking no action therefore putting the new policy into effect as of June 19th, 2017.

Judge Wynne pointed out some changes to the committee including: Court staff, county clerks and anybody receiving access from a court or county clerk's office must sign a confidentiality agreement by January 31st on a yearly basis, a statement of compliance must be submitted to AOC by March 31st that secondary staff and other users have executed the agreement. That requirement does not apply, however, to users of the Odyssey portal. The list of confidential data elements have also been updated with the addition of the addresses of parties. The policy is intended to protect the addresses of domestic violence victims. Rules on the dissemination of dates of birth of minor children is being implemented as a requirement of GR 31 which had not previously been completely implemented. In addition allowances were made for dissemination by local courts or county clerks as the policy does not apply to documents filed **with** local courts or county clerks' offices. Also local courts and county clerks are not precluded, by the policy, from providing the address of a party or well identified person to a state agency to meet requirements of law or court rules or for the purpose of conducting the court's or the county clerks business.

Does the JISC wish to receive BJA information at JISC Meetings?

Judge Wynne alerted the committee that Chief Justice Fairhurst wished to discuss whether the JISC would like to receive BJA information at JISC meetings. In Chief Justice Fairhurst's absence, Callie Dietz reported on the topic. Ms. Dietz explained the topic has come up for two reasons with the first being, the BJA is looked at as the policy making authority for the judiciary, represented by the three levels of the court, as members to it. Currently, the BJA and the JISC operate separately because the funding is separate. The JIS account pays for the technology projects but where some of the overlap is coming in, as there are more technology projects there is a depletion of funds in JISC. Consequently, there are times IT projects need to ask for general funds. Ms. Dietz clarified this is not due to overspending or not managing the account. However, there have been sweeps, of the account, by the legislature, in addition to new technology the AOC is implementing, that have collided, making it necessary to look at general fund money and other areas for the use in technology. Chief Justice Fairhurst, as the co-chair of the BJA and the chair of the JISC, thought it would be helpful to have both groups learn more about what the other is doing. The JISC would be able to learn more about policy issues, the campaigns they may be working on or addressing and conversely, the BJA would know more about the different IT projects that have been approved by the JISC. With this information the BJA would be able to make a more informed decision, when technology requests are received, on general fund monies as to competing projects, project conflict and priorities. To be clear Chief Justice Fairhurst is not asking BJA to have approval of JISC projects and JISC will not be asked to weigh in or prioritize BJA projects but more of an information sharing and full knowledge of both groups when there are competing interests against some of the same general fund monies.

Judge Wynne asked the JISC if there were any objections to including a BJA update during JISC meetings. Judge Wynne hearing no objections took it as the consent of the committee.

Adjournment

The meeting was adjourned by Judge Wynne at 12:20 pm.

Next Meeting

The next meeting will be August 25, 2017, at the AOC SeaTac Facility; from 10:00 a.m. to 2:00 p.m.

Action Items

	Action Items	Owner	Status

**Washington State Judicial Branch
2017-19 Biennial Budget Request Comparison
Budget Compromise Proposal
August 2017**

Administrative Office of the Courts – Information Technology General Fund State Requests			
Title	FTE	Amount Requested	Compromise Proposal
Policy Level Request State General Fund			
Expedited Data Exchange	FTE 0.0	\$1,005,000	\$0
Funding is requested to replenish the JIS Account for EDE project expenditures made during the 2015-2017 biennium. General Fund State.			
Expedited Data Exchange Carry Forward	FTE 3.0	\$4,339,000	\$4,339,000 (JIS)
Funding is requested to continue the Expedited Data Exchange. General Fund State.			
Total IT General Fund-State Request	FTE 3.0	\$5,344,000	\$0 SGF/\$4,339,000 JIS

Administrative Office of the Courts-JIS Requests			
Title	FTE	Amount Requested	Compromise Proposal
Odyssey Continuing Operations	FTE 8.0	\$938,000	*\$0
Funding is requested for ongoing staff to support Odyssey. <i>*See “Judicial Information Systems” item below.</i>			
SC-CMS	FTE 14.0	\$12,000,000	\$12,000,000
Funding is requested to continue the implementation of the commercial off the shelf (COTS) case management system for Superior Courts.			
CLJ-CMS	FTE 24.5	\$13,146,000	*0
Funding is requested to continue the implementation of the case management system replacement for the Courts of Limited Jurisdiction. <i>*See “Judicial Information Systems” item below.</i>			
External Equipment Replacement	FTE 0.0	\$1,226,000	*\$0
Funding is requested to replace end of life equipment in the courts and county clerk’s offices. <i>*See “Judicial Information Systems” item below.</i>			

**Washington State Judicial Branch
2017-19 Biennial Budget Request Comparison
Budget Compromise Proposal
August 2017**

Administrative Office of the Courts-JIS Requests			
Title	FTE	Amount Requested	Compromise Proposal
Judicial Information Systems	FTE 0.0	\$0	\$10,000,000
The compromise provided \$10,000,000 for CLJ-CMS and other priority JIS projects and activities.			
Total JIS Request	FTE 49.5	\$32,654,000	\$26,339,000

Judicial Information System Committee Meeting

August 25, 2017

DECISION POINT – 2018 Supplemental Budget Request

MOTION:

I move that the JISC approve the 2018 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.

II. DISCUSSION

The proposed 2018 summary identifies those items, activities or projects that will most likely need ongoing, additional or new funding during the current 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 requests for the continuation of the EDE and AC-ECMS projects are consistent with RCW 2.68.010.

III. PROPOSAL

AOC recommends that the JISC approve the 2018 supplemental 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 communicate the importance of the requests to the legislature. Delay could jeopardize the availability of funding.

**Administrative Office of the Courts
2018 Information Technology Supplemental Budget Requests
August 2017**

Administrative Office of the Courts – Information Technology <u>State General Fund Requests</u>		
Title	FTE	Amount Requested
EDE Carryover	FTE 0.0	\$4,339,000
Funding is requested to continue the Expedited Data Exchange. General Fund State.		
EDE Fund Shift	FTE 0.0	\$1,124,000
Funding is requested to replenish the JIS Account for EDE project expenditures made during the 2015-2017 biennium. General Fund State.		
Total Information Tech. Requests SGF	FTE 0.0	\$5,463,000

Administrative Office of the Courts – Information Technology <u>JIS Requests</u>		
Title	FTE	Amount Requested
Equipment Replacement	FTE 0.0	\$2,265,000
Funding is requested to replace aged computer equipment at the courts.		
AC-ECMS	FTE 0.0	\$390,000
Funding is requested for ongoing maintenance, maturation, and enhancement of the Appellate Court Enterprise Content Management System (AC-ECMS).		
Total Information Tech. Requests JIS	FTE 0.0	\$2,655,000
Total Request Information Tech. Request	FTE 0.0	\$8,118,000

Judicial Information System Committee Meeting

August 25, 2017

DECISION POINT – Access to Justice Technology Principles Report to the Supreme Court.

MOTION:

I move to approve the 2017 Access to Justice Technology Principles Report to the Supreme Court.

I. BACKGROUND

The Access to Justice Board developed the Access to Justice (ATJ) Technology Principles to ensure that technology increases opportunities and eliminates barriers to access to the justice system. The Washington State Supreme Court adopted the ATJ Technology Principles in 2004. It also ordered the Administrative Office of the Courts (AOC), in conjunction with the Access to Justice Board and the Judicial Information System Committee (JISC) to report annually to the Supreme Court on the use of the principles in the court system and by all other persons, agencies, and bodies under the authority of the Supreme Court. In 2013 the JISC recommended this report be submitted biennially and the Supreme Court accepted the recommendation.

The purpose of the report is to document the efforts of the Administrative Office of the Courts and the Access to Justice Board to implement and use technologies within Washington State's justice system in a manner that furthers the goals of the ATJ Technology Principles. ATJ Board members, ATJ Technology Committee members, ATJ staff, and AOC staff contributed to the report.

II. DISCUSSION

AOC prepared the 2017 ATJ Technology Principles report in collaboration with the Access to Justice Board Technology Committee. On August 11, the ATJ Board approved the report. The report requires JISC approval before it is submitted to the Supreme Court.

III. OUTCOME IF NOT PASSED

AOC and the ATJ Board will not be able to meet the reporting obligation to the Supreme Court on the use of the ATJ Technology Principles.



Administrative Office of the Courts

2015-2017 Access to Justice Technology Principles Report to the Supreme Court

August 10, 2017

AOC Mission:

“To advance the efficient and effective operation of the Washington judicial system.”

ATJ Board Mission:

“Recognizing that access to the civil justice system is a fundamental right, the Access to Justice Board works to achieve equal access for those facing economic and other significant barriers”

**Administrative Office of the Courts
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Table of Contents

Table of Contents.....	2
Introduction.....	3
Purpose.....	4
AOC Initiatives Supporting the ATJ Principles.....	4
1. Pro Se Plan Elements.....	4
2. Online Document Assembly Capability, Part of Phase 1 of the Pro Se Plan.....	5
3. Fillable PDF Forms.....	6
4. Interpreter Profile System.....	6
5. Information Networking Hub and Enterprise Data Repository.....	7
6. Superior Court Case Management System (SC-CMS).....	7
7. Appellate Courts Enterprise Content Management System (AC-ECMS).....	8
8. Courts of Limited Jurisdiction Case Management System (CLJ-CMS).....	8
ATJ Board Efforts Underway in Washington State.....	8
1. Symposiums and Workshops.....	9
2. Representation on Key Judicial System Bodies.....	10
3. Participation in National ATJ Issues.....	10
4. Technology Assisted Forms (TAF) Family Law automated document assembly system and E-Filing.....	10
5. ATJ Tech Principles Update Workgroup.....	11

Introduction

Washington State Administrative Office of the Courts (AOC) and the Washington State Access to Justice Board (ATJ) Technology Committee are pleased to present the Biennial Access to Justice Technology Principles Report for the period July 2015 to June 2017.

The Washington judicial system believes in and is committed to its duty to protect individual rights, be accountable to the Constitution, defend against political interference, and to serve the public through equal, fair and impartial access to justice. The AOC provides services that support justice and more broadly, maintain an effective court system in Washington.

Since the Supreme Court established ATJ in 1994, the ATJ has recognized that access to the civil justice system is a fundamental right and the ATJ Board works to achieve equal access for those facing economic and other significant barriers. In 2004, the Washington State Supreme Court adopted the ATJ Technology Principles that guide the use of technologies in the Washington State justice system which must protect and advance the fundamental right of equal access to and delivery of justice for all.

There are six principles, summarized as follows:

1. **Requirement of Access to Justice:** Use of technology must promote, and not reduce, equal access.
2. **Technology and Just Results:** The justice system must use technology to achieve the objective of a just result achieved through a just process and reject, minimize, or modify any use that impairs achieving it.
3. **Openness and Privacy:** Technology in the justice system should be designed and used to meet the dual responsibilities of being open to the public and protecting personal privacy.
4. **Assuring a Neutral Forum:** The justice system must ensure the existence of neutral, accessible and transparent forums which are compatible with new technologies, and discourage and reduce the demand for the use of those which are not.
5. **Maximizing Public Awareness and Use:** The justice system should promote public knowledge and understanding of the tools afforded by technology to access justice.
6. **Best Practices:** Those governed by the ATJ Technology Principles must use 'best practices to guide their use of technology so as to protect and enhance equal access to justice and fairness, including evaluation of the use of technology in doing so.

The full text of the Principles and their associated Comments may be found at www.courts.wa.gov and www.atjweb.org.

In addition, in its amended order adopting the ATJ Technology Principles, the Supreme Court also required the AOC and ATJ Board to report biennially on progress and activities related to

the Access to Justice Technology principles. This report has been prepared in compliance with that order.

Purpose

The purpose of this report is to document the progress and efforts of the Administrative Office of the Courts and the Access to Justice Board to implement and use technologies within Washington State's justice system in a manner that furthers the goals of the ATJ Technology Principles. It provides information on the progress made towards incorporating the ATJ technology principles in information technology projects and practices, special initiatives and technology governance processes.

ATJ Technology Committee members, ATJ staff and AOC staff contributed to this report. Both Judicial Information Systems Committee (JISC) and the ATJ Board have reviewed this report before presenting it to the Washington State Supreme Court.

This report is presented in the following sections:

- AOC Initiatives supporting the ATJ Board Mission and ATJ Technology Principles
- ATJ Board and Committee Efforts Underway in Washington State
- Conclusion

AOC Initiatives Supporting the ATJ Principles

AOC, through efforts of its Court Services, Management Services, Administrative Services and Information Services Divisions, has executed several projects and initiatives that support and further the ATJ Technology principles. This section describes efforts that have been completed in the last biennium or were started last biennium and are currently underway at AOC.

1. Pro Se Plan Elements

AOC was an active partner in the efforts of the ATJ Board through its Pro Se Project to convert all the Domestic Relations pattern forms to plain language.

The goal of the initiative is to:

Create simple, clear, user-friendly forms written in easy-to-understand "plain language" and presented in an intuitive easy-to-navigate format. With plain language forms, users understand the content more quickly, don't need to spend time asking for explanations, make fewer errors completing the forms, and when finished, feel that the process was fair and manageable. In turn, court personnel benefit as they answer fewer phone calls, write fewer explanatory letters or e-mails, and generally can assist the public in a more user-friendly manner. Good forms educate litigants

about the law and help them better present their cases, better inform other parties of claims and issues, provide the judicial officers with information on which to base their decisions, and lead to decisions and orders that are more specific, easier to enforce and result in greater compliance by the parties.

A large number of people, including AOC staff and Washington Pattern Forms Committee members, participated in the development of the plain language forms. The draft forms were completed in 2016. The final plain language forms, now called the Family Law forms, became mandatory forms on July 1, 2016.

AOC continues to be an active partner in the project through its support of the Washington Pattern Forms Committee (Committee). Maintenance of the Family Law forms returned to the Committee on July 1, 2016.

The Plain Language Forms initiative aligns with the Preamble of the ATJ Technology Principles in that, among other things, the plain language forms will help persons to assert a claim or defense and to create, enforce, modify, or discharge a legal obligation.

The Initiative also aligns with the Principles' requirement of enhancing Access to Justice in that the plain language forms use updated Microsoft Word features and page layout concepts that assist persons in navigating through the forms. These advance access and participation by making the forms easier to use and more effectively navigate.

Technology and Just Results: The language in the plain language forms assists persons in understanding what kind of information they need to provide. If parties present clearer and more relevant information, judicial officers and other decision-makers will have a better understanding of the issues and circumstances and are better able to make well-informed decisions.

2. Online Document Assembly Capability, Part of Phase 1 of the Pro Se Plan

As part of the Pro Se Plan, AOC is an active partner with the Access to Justice Board, Northwest Justice Project, and the Office of Civil Legal Aid in the Technology Assisted Forms (TAF) Advisory Committee which is developing an online document assembly system for the users. The goal of the online document assembly system is:

Along with plain language content and format, it is preferable that the online forms eventually be "interactive" which means that the user is "interviewed" and in fact coached in plain understandable language on necessary information in a logical format that assembles the document along the way. This interactive form technology walks the user through the process by using a graphical interface to assist in understanding and using legal terms. Users are able to preserve their information which will automatically populate the next form if the same information is called for. This interactive format could significantly benefit self-represented litigants through understandability, ease of usage, consistency of content and time savings.

The online document assembly system aligns with the ATJ Technology Principles, in particular, Requirement of Access to Justice, in that online forms will be accessible from home, libraries, kiosks, community centers, and many other convenient places with internet access. An online program will help people complete forms and advance access as well as participation by making it easier for persons to provide necessary information to the courts, and enable quicker, more efficient and more affordable court services.

3. Fillable PDF Forms

Within available resources, AOC is creating fillable PDF versions of the plain language Family Law forms.

The goal of the fillable PDF initiative is to:

Improve access for sight-impaired persons with visual and associated disabilities using screen readers which read the fillable PDF forms; make it easier for persons to complete forms, without needing to know how to use Microsoft Word; and ensure completed forms are legible and properly formatted when filed.

The fillable PDF project aligns with the ATJ Technology Principle of Requirement of Access to Justice in that use of the fillable PDF form increases access to justice by making the forms more accessible to persons with visual and associated disabilities and by making the forms easier for all persons to fill out.

4. Interpreter Profile System

The AOC implemented the Interpreter Profile System (IPS) web site. The Consortium for Language Access in Courts has recognized IPS with the award for the “Use of Technology and Software” to eliminate language barriers. AOC is planning to revise the Interpreter Program and Commission webpage content to enhance resource seeking opportunities for the courts and the public.

The goal of the system is to:

Automate and streamline a system for tracking interpreters’ languages, contact information, work areas, certification and continuing education credits. The IPS allows interpreters to update their own profiles online which provides for more accurate and up-to-date information.

The IPS web site serves the following Access to Justice Technology Principles:

Principle 1: Requirement of Access to Justice,
Principle 2: Technology and Just Results,
Principle 4: Assuring a Neutral Forum and,
Principle 6: Best Practices.

5. Information Networking Hub and Enterprise Data Repository

Since 2011, the AOC has undertaken an information exchange initiative called the Information Networking Hub (INH). In June 2015, the legislature approved funds for the Expedited Data Exchange (EDE) program for implementation of the next phase of the INH project. The EDE Program implements the Enterprise Data Repository (EDR) based on the statewide data sharing specified in the JIS Standard for Alternative Electronic Court Record Systems.

The INH project will provide AOC the capability to support data exchanges using a centralized database for information sharing among systems across the state. In addition, it enables building of the systems necessary to implement data validation, reporting, and data integration while maintaining existing applications and the data warehouse.

The goals of the project are to:

1. Provide a common repository for statewide shared court data
2. Provide services that enable receiving, storing and sharing of the statewide court data in accordance with the approved JIS Standard for Alternative Electronic Court Record Systems
3. Build integration with existing JIS applications that rely on statewide data

The timeline of this program is also tied to the procurement and deployment of the case management systems for King County District court and the King County Clerk's Office.

The INH EDR project serves the following Access to Justice Principles:

Principle 1: Requirement of Access to Justice

Principle 2: Technology and Just Results.

6. Superior Court Case Management System (SC-CMS)

AOC is currently implementing a new case management system, Odyssey, for Superior Courts and the County Clerks' offices.

The goal of the project is:

To replace the current system supporting the superior courts (SCOMIS) and provide new functions and capabilities that is needed by the Superior Courts and County Clerks' offices.

The SC-CMS project implemented the Odyssey case management system at the pilot site (Lewis County) on June 15, 2015. To date, Odyssey has been successfully implemented in 16 Counties. The remaining 21 counties will be implemented in a series of three more Go-Live events in 2017 and 2018. Included with the implementation is the Odyssey Portal and a method for sharing and viewing documents on a case.

In addition to the project team, AOC teams supporting the Court Business Office (CBO) and Enterprise Architecture continuously review the future state business processes for Superior Courts as well as the technology to ensure that it conforms to the ATJ Technology Principles. In

addition, the ATJ Board has a representative on the SC-CMS Court Users Work Group (CUWG).

The SC-CMS project incorporates all six ATJ Principles.

7. Appellate Courts Enterprise Content Management System (AC-ECMS)

AOC has recently implemented a new content management system for Appellate Courts.

The goal of this project is to centralize document and business workflow management into a common enterprise content management system for all appellate courts to use. AC-ECMS also provides an improved electronic filing system.

The AC-ECMS system has been deployed to the Supreme Court and all 3 Court of Appeals Divisions.

The AC-ECMS project will incorporate all six ATJ Technology Principles.

8. Courts of Limited Jurisdiction Case Management System (CLJ-CMS)

AOC is currently working on providing a new case management system for Courts of Limited Jurisdiction (CLJ).

The goal of the project is:

To replace the current system supporting the district and municipal courts (DISCIS or JIS) and provide new functions and capabilities that are needed by the CLJs.

The CLJ-CMS project began in January of 2016 and has been conducting work for procurement of a Commercial Off-the-Shelf case management system. The project recently announced an Apparent Successful Vendor (ASV) with the expectation to complete contract negotiations by October 2017, and work to begin shortly thereafter.

The CLJ-CMS project team, AOC teams supporting the Court Business Office (CBO), and Enterprise Architecture Team continuously review the future state for CLJ Courts' business processes as well as the technology to ensure that they meet and support the ATJ Technology Principles. In addition, the ATJ Board has a representative on the CLJ-CMS Court Users Work Group (CUWG).

The CLJ-CMS project will incorporate all six ATJ Principles.

ATJ Board Efforts Underway in Washington State

In addition to efforts previously described in this report, and among many other ongoing initiatives, some of the current efforts of the ATJ Board that further the ATJ Technology Principles are described below through the work of the Technology Committee.

The mission of the Access to Justice Board Technology Committee is to increase and improve access to the justice system by promoting efficient and effective inter-agency technology needs assessment, planning, collaboration and evaluation. The Committee oversees the implementation of the Access to Justice Technology Principles, adopted by order of the Washington Supreme Court. During the reporting period the Tech Committee has had two central priorities: (1) the update of the ATJ Technology Principles and (2) an associated Technology & Justice Symposium.

1. Symposiums and Workshops

1.1 Technology & Justice Symposium

The Access to Justice Board through the work of its Technology Committee organized and hosted the first Technology & Justice Symposium on September 9-10, 2016 at the University Of Washington School Of Law with the participation of the Seattle University School of Law. Nearly 100 people gathered together for the two-day event that focused on legal technology innovation, current court and legal system technology, and the Access to Justice Technology Principles. Washington State Supreme Court Chief Justice Barbara Madsen gave the opening remarks and was followed by Judge Don Horowitz (ret.) and Office of Civil Legal Aid Director Jim Bamberger who presented history of the Access to Justice Technology Principles and how they have been implemented to date. Other distinguished speakers included Justice Steven González, chair of the Supreme Court's Technology Committee, Internet co-founder Vint Cerf, and Self-Representation Litigation Network founder Richard Zorza. Many of the attendees walked away with ideas for innovative ways to address the justice gap, creating new networks among legal professionals and technologists, and opportunities to update and better implement the Access to Technology Principles.

Video from the Symposium is available at <http://www.atjweb.org/blog>.

1.2 Washington State Access to Justice Conferences

In June 2015 and 2017 the Access to Justice Board organized a statewide conference. In 2015, the Technology Committee organized a workshop called "Social Media for Movement Building" where conference participants learned best practices and hands-on skills to use social media for advocacy and outreach. In 2017, technology focused workshops offered best practices on how to leverage technology to better and more effectively deliver legal services to low-income clients. The Workshop topics included: Reaching and Communicating with Clients through Client-Centered Design; Social Media training; and using the Access to Justice Technology Principles in Real Time.

Speakers included ATJ Board Tech Committee members: Sart (Brian Rowe), Professor and Techie, Northwest Justice Project, University of Washington, Seattle University; Destinee Evers, Practicing Management Advisor, Washington State Bar Association; Miguel Willis, Program Director, Access to Justice Technology Fellowship Program; and Claudia Johnson, LawHelp Interactive Program Manager, Pro Bono Net. Lillian Kaide, Seattle University Frances Perkins Fellow at the Unemployment Law Project led the panel organization.

1.3 Social Justice Hackathon

In 2015, led by Seattle University School of Law student Miguel Willis, a two day hackathon was held to bring together technologists and legal aid organizations to build technical solutions to access to justice problems. The hackathon focused specifically on addressing the legal needs of the poor. The event contributed three new tech options for access to justice:

- **Paid It!** - A mobile app for clients facing eviction due to lack of evidence to present in legal cases.
- **Social Justice League** - A mobile-responsive webpage for volunteer lawyers to send self-help resources to clients.
- **Court Whisperer** - A mobile app enabling people to fill out court forms by speaking and producing a properly formatted court document.

2. Representation on Key Judicial System Bodies

The Washington State Administrative Office of the Courts (AOC) is developing two new statewide case management systems (CMS) that would enable the AOC to support the business functions of the state superior courts and county clerks, and the courts of limited jurisdiction, including the municipal and district courts, by acquiring and deploying a case management system. There are two ATJ Board representatives on the Court Users Work Groups (CUWGs), tasked with assisting in the development of the two systems. These representatives participate in the discussions from the perspective of potential public and self-represented litigant users. There is also an ATJ Board representative participating in meetings of the Judicial Information Systems Committee (JISC) and their Data Dissemination Committee.

3. Participation in National ATJ Issues

In 2015, the Access to Justice Board Tech Committee drafted comments per a solicitation by the Federal Communications Commission regarding the Lifeline Program. Stating that essential legal resources are moving online and into video formats that require broadband access in order to utilize them and that broadband access is also becoming essential for access to court records, the Access to Justice Board submitted comments to express its support of the proposal by the Federal Communications Commission to rebuild and modernize the Lifeline program so that all qualifying low-income consumers of Lifeline can utilize unlimited Internet.

4. Technology Assisted Forms (TAF) Family Law automated document assembly system and E-Filing

As referenced in AOC's section 2 above, "Online Document Assembly Capability, Part of Phase 1 of the Pro Se Plan," the Access to Justice Board, Northwest Justice Project, Office of Civil Legal Aid and AOC partnered together to form the Technology Assisted Forms (TAF) Advisory Committee to work on the development and implementation of an automated document assembly system for the new plain language forms. The committee includes representatives from the following organizations: ATJ Board, OCLA, AOC, JISC, Superior Court Judges Association's Family and Juvenile Law Committee, Association of County Clerks, Washington State Coalition for Language Access, Interpreter Commission, Northwest Justice Project, WSBA

and KCBA Family Law Sections, Pro Bono Council, Courthouse Facilitators, and Limited Legal License Technician Board.

The committee has been working on drafting the Business Requirements and Technology Principle Requirements documents as well as the Request for Statement of Interest and Capability. They have also begun researching potential vendors and communities where they can send the Requirements documents and Request for Statement of Interest and Capability to. The goal is identify a document assembly technology platform that has the ability to provide user-friendly access and uses a plain language, iterative sequential inquiry process capable of effectively operating across multiple technology platforms (including mobile platforms). The intention is that the platform be able to produce and transmit data in a manner that will appropriately populate Odyssey and other Superior Court CMS fields at such time as e-filing into Odyssey and these other platforms becomes available. The platform will be developed and implemented in accordance with the Supreme Court's Access to Justice Technology Principles. The Committee is also working on raising funding for this project. The Committee will meet regularly throughout 2017 to identify a platform and developed a plan for implementing a publicly accessible, user friendly, no-cost automated document assembly system within the FY 2017-19 biennium.

5. ATJ Tech Principles Update Workgroup

The Access to Justice Board and its Technology Committee have been working to assure that technology reduces or eliminates barriers and creates new pathways to equal and meaningful justice for more than 15 years. In 2004, the Access to Justice Technology Principles were adopted by the Washington State Supreme Court with that intent.

After 12 years of considerable change in the nature and use of technology in society generally, as well as technology's relationship with the justice system, it is time to evaluate and update the content and implementation of the ATJ Technology Principles. A workgroup has been established to begin the process of gathering input from stakeholders across Washington State and elsewhere. The ATJ board is collecting feedback on the ATJ Technology Principles through an online survey and through in person and online interviews with stakeholders. Following the information gathering period, the workgroup will move into revising the ATJ Technology Principles. The intention is to have a fully revised set of ATJ Technology Principles this biennium.

Conclusion

The 2015-2017 biennium has been a particularly active time for the ATJ Board, ATJ Technology Committee and AOC in advancing the ATJ Technology Principles. AOC and the ATJ Board continue to make significant progress in driving the implementation and usage of the technology principles through a variety of projects, programs and many new initiatives that continue to support access to and delivery of justice for all.

Judicial Information System Committee Meeting

August 25, 2017

DECISION POINT – JIS IT GOVERNANCE POLICY

MOTION:

I move that the JISC approve the JIS IT Governance Policy as amended.

I. BACKGROUND

On August 18, 2010, the JISC approved the JIS Information Technology (IT) Governance Policy, in keeping with the IT Governance Framework approved earlier that year, to establish a consistent process for IT investment decision-making. The policy was last amended March 4, 2011.

The IT Governance Policy currently has identified Endorsing Groups for the Supreme Court, the Court of Appeals Executive Committee, and the Data Management Steering Committee.

On June 27, 2014, the JISC voted to retire certain JISC subcommittees that were no longer active, which included the Data Management Steering Committee.

II. DISCUSSION

Since 2010, the governance for IT projects related to the appellate courts has consisted of two endorsing groups: The Supreme Court and the Court of Appeals Executive Committee.

Appellate court representatives recently met with AOC to discuss IT strategic planning for appellate court systems. As part of that planning, the AC-ECMS Executive Steering Committee recommended that the two appellate court endorsing groups be combined into one Appellate Courts Endorsing Group. Merging the two endorsing groups will ensure that the appropriate participants are involved in appellate court IT investment decisions.

In addition, the Data Management Steering Committee should be removed from the list of endorsing groups based on the June 2014 JISC decision to retire the Committee.

III. PROPOSAL

The JISC should approve the amended JIS IT Governance Policy that reflects the changes to the endorsing groups.

IV. OUTCOME IF NOT PASSED

If the JIS IT Governance Policy is not amended, it will not reflect the governance structure preferred by the Supreme Court and the Court of Appeals, and it will not be up to date with existing endorsing groups.

JIS Information Technology Governance Policy

Adopted by the Judicial Information System Committee (JISC) on June 25, 2010
Policy No: 1000 – P1

Effective Date: June 25, 2010

Revision Date: ~~March 4, 2011~~August 25, 2017 Definitions (add hyperlink)

Table of Contents

Purpose.....	1
Authority.....	1
Scope.....	1
Policy.....	2
Maintenance.....	4
Appendix A: Endorsing Groups.....	5
Appendix B: Court Level User Groups.....	5
Appendix C: JIS Delegation Matrix.....	6

Purpose

The purpose of this policy is to ensure that Judicial Information System (JIS) information technology (IT) resource investments are aligned with business objectives, add value to the IT portfolio (see JIS Policy 2000 – P1), mitigate risk, and deliver projects and services in a cost-effective manner.

The Judicial Information System Committee (JISC) needs a consistent and structured process for its IT governing bodies, so it can: make effective IT investment decisions; process IT requests associated with projects, applications, and services; and address IT governance challenges. The development and implementation of an ITG Framework for JIS applications and services will address this need.

IT governance provides the framework by which IT investment decisions are made, communicated, and overseen. IT governance focuses on the alignment of IT decisions with the overall organizational strategy and the delivery of the greatest value from those decisions.

Authority

RCW 2.68.010 gives the JISC the authority to “determine all matters pertaining to the delivery of services available from the judicial information system.” JISC Rule 1 provides for AOC to operate the Judicial Information System (JIS) under the direction of the JISC and with the approval of the Supreme Court pursuant to RCW 2.56.

Scope

For purposes of this policy, “IT governance” is defined as a structure for the JIS governing bodies to classify requests and apply criteria and thresholds to deliver the most value for IT investment decisions. IT governance includes, but is not limited to, policies, processes, tools,

and templates to identify, evaluate, prioritize, and authorize IT requests, and to communicate the status of those requests to the user communities affected. IT governance applies to all persons, organizations, or agencies that operate, manage, or use the portfolio of IT products and services provided by AOC (see JIS Portfolio Management Policy 2000 – P1).

Policy

1. It is the policy of the Judicial Information System Committee that the AOC implement a set of IT governance standards and processes that are driven by the JIS Business Plan and IT strategy, and provide clear guidance, repeatable processes, and measurable outcomes. The standards must address:
 - Maximizing business value and benefit
 - Minimizing impact of potential risks
 - Providing a cost-benefit analysis and the best return on investment
 - Leveraging existing IT portfolio assets and technology expertise
 - Aligning with enterprise architecture and other technology-related standards
 - Aligning with the JIS Business Plan and IT Strategy
2. The AOC shall implement an IT governance framework that is used to process all requests for IT investments. The framework shall contain a workflow that includes five steps:
 - Initiate an incident or project request.
 - Endorse – Affirm that the request is reasonable and viable.
 - Analyze – Assess the request prior to review by recommending bodies.
 - Recommend – Filter and score against pre-defined criteria to create and integrate with a prioritized list of IT requests.
 - Schedule – Compare all recommended requests to determine the scheduling of action, subject to delegated authority, resource availability, and approved budget.
3. The authority to initiate and endorse a request shall be vested in the court user community through the existing Endorsing Groups listed in Appendix A.
4. The authority to recommend requests to the JISC for scheduling shall be vested in the court user community through the establishment of Court Level User Groups (see Appendix B) representing the constituencies listed in Appendix A.
5. The Court Level User Groups shall adopt individual charters describing their composition, and rules of operation, provided that the charters adopted by the court level user groups shall state that requests may only be denied upon a unanimous vote of the membership and all other requests will move forward with either a unanimous or majority/minority recommendation for scheduling to the JISC.
6. A copy of each Court Level User Group charter shall be provided to the JISC.
7. The IT governance framework must meet these expectations:
 - a) Governance processes align with the business priorities and strategic direction of the JISC and the AOC.

- b) The IT governance process is as clear and simple as possible.
- c) The IT governance process supports the business needs of Washington courts.
- d) Decision makers and stakeholders understand their roles in the governance process and the roles of others.
- e) AOC takes ownership of the governance model and tools, and facilitates future reviews and improvements.
- f) Standards, policies, and procedures are created in collaboration with all affected stakeholder groups, based on acceptance of minimum AOC IT governance standards.
- g) A designated IT governance authority and governance structures establish priorities, manage key issues, and make decisions relating to the selection and management of requests, initiatives, and projects.
- h) Stakeholders, providers, and users participate in the development and adoption of the IT governance framework.
- i) AOC will provide staff support and management for initiatives, requests, or projects arising from stakeholder communities subject to delegated authority, resource availability, and approved budget.
- j) The JISC will prioritize requests so that AOC may schedule and manage requests, initiatives and projects subject to resource availability and approved budget.
- k) The JISC will promote stabilization of governance efforts by carefully considering impacts of reprioritization of projects on current work and resource efforts. Once an IT governance request is underway in a substantial way (charter approved, resources committed, deliverables being worked on), the project priority should not change, and the project work should be halted only under the most extreme circumstances, as determined by the JISC. Requests that have been prioritized by the JISC, but not started by AOC, can be reprioritized as necessary
- l) The governance bodies and other participants in the governance process operate in a clear and transparent way to promote trust in the process for managing requests and any resulting initiatives or projects.
- m) Participants are informed through each step of the process, equipping them with the appropriate information, tools, and resources needed to take each step.
- n) There is communication throughout the governance process to ensure greater visibility into the decision-making process.
- o) The range of participants and level of participation evolve over time as the IT governance framework is established.

8. Delegated authority for the State Court Administrator and the AOC Chief Information Officer is shown in the IT Governance Delegation Matrix in Appendix C. The JISC may review, increase, decrease, or revoke any previous delegation regarding acquisition of IT resources. All acquisitions conducted under delegated authority must comply with JIS IT Governance Policy and the JISC IT Governance Standards.
9. The Administrator for the Courts and the AOC CIO shall report to JISC on all decisions made under the delegation matrix at each regularly scheduled JISC meeting.
10. Decisions not to approve recommended requests by the State Court Administrator and the AOC CIO shall state the reasons for the denial and may be appealed to the JISC by the recommending court level user group.
11. Each biennium, the JISC shall allocate portions of the total available budget for IT governance requests approved by the State Court Administrator and the AOC Chief Information Officer under the delegation matrix.
12. The JISC shall take action on IT governance requests on an annual basis, scheduled to coincide with the legislative budget cycle, for projects that meet any of these criteria:
 - a) Projected to last more than one year; or
 - b) Estimated to cost over \$500,000.
13. The JISC shall take action on IT governance requests that do not meet any of the criteria listed in paragraph 12 at every other regularly scheduled meeting.
14. The JISC may review IT governance requests of an emergency nature or that are mandated by the Legislature on a more frequent basis.
15. Introducing a new service outside the AOC Baseline Services must be approved by the JISC.

Maintenance

The governance framework will be allowed to operate without changes for one year. The AOC, in collaboration with participants and stakeholders, will review its IT Governance standards and framework at least annually and make appropriate updates after any significant changes in its business or technology environment. Major policy changes will require the approval of the JISC.

Appendix A: Endorsing Groups

- ~~1. Court of Appeals Executive Committee~~
- ~~2.1. Appellate Judges and Clerks Courts~~
- ~~3.2. Superior Court Judges' Association~~
- ~~4.3. Washington Association of County Clerks~~
- ~~5.4. Association of Washington Superior Court Administrators~~
- ~~6.5. District and Municipal Court Judges' Association~~
- ~~7.6. District and Municipal Court Managers' Association~~
- ~~8.7. Misdemeanant Corrections Association~~
- ~~9.8. SCJA Family and Juvenile Law Committee~~
- ~~10.9. Washington Association of Juvenile Court Administrators~~
- ~~11.10. JISC Data Dissemination Committee~~
- ~~12. JISC Data Management Steering Committee~~
- ~~13.11. JISC Codes Committee~~
- ~~14.12. State Court Administrator – Endorses for other stakeholder communities~~

Appendix B: Court Level User Groups

1. Appellate Court Level User Group
2. Superior Court Level User Group
3. Courts of Limited Jurisdiction Level User Group
4. Multiple Court Level User Group

IT Governance

12 ENDORSING GROUPS (2nd Stage “Endorse”)

Superior Court Judges Association
Judge Jeanette Dalton – Kitsap Co.
Judge Harold Clarke – Spokane Co.

Appellate Courts
Chief Justice Mary Fairhurst
Justice Debra Stephens
Michael Johnston, Commissioner
Susan Carlson, Clerk – Supreme Court
Presiding Chief Judge Michael Spearman
Rich Johnson, Admin/Clerk – Div I
Derek Byrne, Admin/Clerk – Div II
Renee Townsley, Admin/Clerk – Div III

Superior Court Judges Association Family & Juvenile Law Committee
Judge Kitty-Ann van Doorninck – Pierce Co.
Judge Chuck Snyder – Whatcom Co.
Mark Gelman, Commissioner – Pierce Co.

Association of Washington Superior Court Administrators
Frank Maiocco – Kitsap Co.
Paul Sherfey – King Co.

Washington State Association of County Clerks
Barb Christensen, Pres. – Clallam Co.
Sonya Kraski – Snohomish Co.
Barbara Miner – King Co.

AOC (for non-court requests)
Dirk Marler, CSD Director
Shirley Bondon, Court Access Manager
Carl McCurley, Research Manager
Dexter Mejia, CBO Manager

Misdemeanor Corrections Association
Mindy Breiner – Tukwila Probation
Janene Johnstone – Kent Muni Probation
Larry Barker – Klickitat Co. Probation
Lisa Biffle, Program Manager – Clark County
Melanie Vanek – City of Issaquah

Washington Association of Juvenile Court Administrators
Mike Merringer, President – Kitsap Co.
Bonnie Bush – Spokane Co.
Brooke Powell – Snohomish Co.

District & Municipal Court Judges Association
Judge Scott K. Ahlf, President – Olympia Muni Crt
Judge Rebecca C. Robertson – Federal Way Muni Crt
Judge Samuel G. Meyer – Thurston Co. Dist Crt
Judge Michelle K. Gehlsen – Bothell Muni Crt
Judge G. Scott Marinella – Columbia Co. Dist Crt
Judge Karen Donohue – Seattle Muni Crt
Judge Douglas J. Fair – Snohomish Co. South Division
Judge Douglas B. Robinson – Whitman Co. Dist Crt
Judge Charles D. Short – Okanogan Co. Dist Crt
Judge Linda Coburn – Edmonds Muni Crt
Judge Melanie Dane – Black Diamond Muni Crt
Judge Michael Finkle – King Co. Dist Crt
Commissioner Rick Leo – Snohomish Co. Dist Crt
Judge Michael J. Lambo – Kirkland Muni Crt
Judge Damon G. Shadid – Seattle Muni Crt

Codes Committee
Kathy Martin, Clerk (Chair) – Walla Walla Co. (WSACC)
Kim Morrison – Chelan Co. (WSACC)
Patty Chester, Clerk – Stevens Co. (WSACC)
Pat Austin, Sup. Crt Admin – Benton/Franklin Co. (AWSA)
Jane M. Severin – San Juan Co. (AWSA)
Valerie Marino – Tukwila Muni Crt (DMCMA)
Kathy Seymour – Bonney Lake Muni Crt (DMCMA)
Barbara Smith – Grant Co. Dist Crt (DMCMA)
Angela Hollis, Probation Officer – Skamania Co. Juvenile Crt (JCS)
Carol Vance, Legal Process Supv. – Benton Co. Juv Crt (JCS)
Patsy Robinson – Mason Co. Dist Crt (DMCMA)
Tristen Worthen, Des. Alternate Rep. – Douglas Co. (WSACC)

District & Municipal Court Management Association
Aimee Vance – DMCMA
Lynne Campeau, Admin – Issaquah Muni
Rhiannon O'Neill – Lynwood Muni
Cynthia Marr, Analytic Supp Mgr – Pierce Co. Dist
Kris Thompson, Case Mgr – Whitman Co. Dist
Kathy Seymour, Admin – Bonney Lake Muni
Ann Dahlgren – King Co. Dist

Data Dissemination Committee
Judge Thomas Wynne, Chair – Everett Muni
Judge David Svaren – Skagit Co. Superior Crt
Brooke Powell, Asst. Admin – Snohomish Co. Juv Crt.
Judge J. Robert Leach – COA Div I
Judge G. Scott Marinella – Columbia Co. Dist Crt
Judge Jeanette Dalton – Kitsap Co. Sup Crt
Barbara Miner, Clerk – King Co.
Aimee Vance – DMCMA

*** Blue Text indicates that person is member of the JISC**

Note that the people listed are the main “contacts” for the endorsing group. The entire board or association or a sub-committee may weigh in on whether to endorse or not endorse a request as each endorsing group handles request differently.

IT Governance

Judicial Information System Committee (JISC) 5th Stage "Schedule" (approve)

Chief Justice Fairhurst
CHAIR
(Supreme Crt)

Judge Thomas Wynne
VICE -CHAIR
Everett Muni Crt.
(CLJ)

Larry Barker
Chief Probation Officer
Klickitat Co. Dist Crt.
(**Misdemeanant**
Corrections Assoc.)

Judge Jeanette Dalton
Kitsap C.o Sup
Crt (**Superior**
Crt)

Callie Dietz
State Court
Administrator
(**AOC**)

Frank Maiocco
Kitsap Co.
Administrator
(**Superior Crt**)

Chief Brad Moericke
Sumner Police
Department
(**WASPC**)

Judge David Svaren
Snohomish Co. Crt.
(**Superior Crt**)

Rich Johnson
COA Admin/Clerk
Div I
(**COA**)

Judge J. Robert Leach
COA Div I
(**COA**)

Barbara Miner
King Co. Clerk
(**WSACC**)

Brooke Powell
Snohomish Co.
Juvenile Crt
(**Superior Crt**)

Judge G. Scott Marinella
Columbia Co. Dist. Crt
(**CLJ**)

Robert Taylor
Attorney at Law
(**WSBA**)

Jon Tunheim
Thurston Co
Prosecutor
(**WAPA**)

Aimee Vance
(**DMCMA**)

Lynne Campeau
Issaquah Muni
Crt Admin
(**DMCMA**)

COURT LEVEL USER GROUPS (4th Stage "Recommend")

Appellate Level User Group 4th Stage "Recommend"

Appointed by Chief of the Supreme Court and COA Presiding Chief Judge

Justice Debra Stephens – Supreme Court
Michael Johnston, Commissioner – Sup Crt
Susan Carlson, Clerk – Supreme Court
Derek Byrne, Admin/Clerk – Div II
Renee Townsley, Admin/Clerk – Div III
Rich Johnson, Admin/Clerk – COA I
Judge J. Robert Leach – COA Div I

Members

Superior Court Level User Group 4th Stage "Recommend"

At least 1 member from each group below:

- Superior Court Judges Association (SJCA)
- Assoc. of WA Superior Court Administrators (AWSCA)
- WA Assoc. of County Clerks
- Superior Court Family & Juvenile Law Committee (FJLC)
- WA Assoc. of Juvenile Court Admin (WAJCA)

Judge Jeanette Dalton (Chair) – Kitsap Co.
Judge Kitty-Ann van Doorninck – Pierce Co
Paul Sherfey, Admin – King Co.
Kevin Stock, Clerk – Pierce Co.
Brooke Powell, Asst Admin – Snohomish Co.
Juvenile Crt
Frank Maiocco, Admin – Kitsap Co.

Members

Courts of Limited Jurisdiction User Group 4th Stage "Recommend"

At least 1 member from each group below:

- District & Municipal Court Judges Association
- District & Municipal Court Management Associations
- Misdemeanant Corrections Associations

Cynthia Marr (Chair), Analytic Support Mgr – Pierce Co. Dist Crt
Judge Tracy Staab – Spokane Muni Crt
Mark Eide – King Co. Dist Crt
Melanie Vanek – MCA
Larry Barker – MCA
Aimee Vance – DMCMA
Lynne Campeau, Admin – Issaquah Muni Crt

Members

Multi-Court Level User Group 4th Stage "Recommend"

At least 1 member from each group below, sub-committee members represent their court role

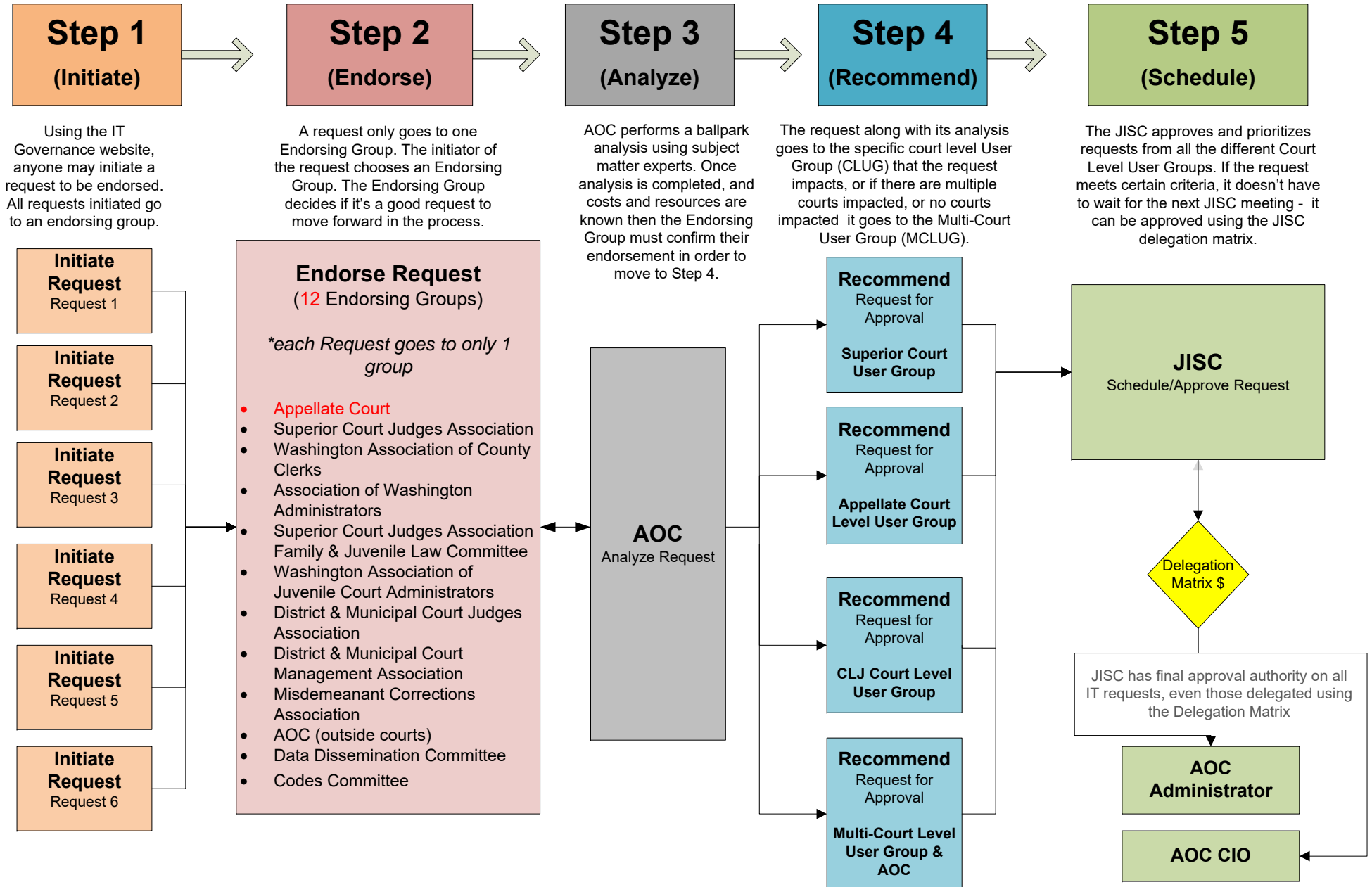
Appellate Court (judge or admin)
Superior Court (judge or admin)
Juvenile Administrator
County Clerk
2 CLJ Members (DMCMA, DMCJA)
AOC Judicial Services Director
*Chairs of 2 JISC Sub-Committees: Data Dissemination Committee, Codes Committee

Rich Johnson – Appellate Court Div I
Judge Thomas Wynne – Everett Muni & Data Dissemination Committee Chair
Brooke Powell, Asst Administrator – Snohomish Co. Juvenile Crt
Kathy Martin, Clerk – Walla Walla Co., Codes Committee Chair
Cynthia Marr – Pierce Co. Dist Crt, DMCMA
Judge Patricia Connolly Walker – Spokane County Dist Crt, DMCJA
Dirk Marler – CSD Director, AOC

Members

* Blue Text indicates that person is member of JISC
Updated 8/10/2017

IT Governance Process Flow



Judicial Information Systems Committee (JISC)
CIO Report
August 25, 2017

Appellate Court Enterprise Content Management System (AC-ECMS) Project (Phase 1)

At the last JISC meeting in June, Court of Appeals – Division 1 had not yet gone live with the new OnBase system. Since that time, all four implementations of OnBase to the Appellate Courts (Release 1) have been successfully completed. All Appellate Courts are now using a single common DMS. The contract with ImageSoft has ended. However, ImageSoft is continuing to work on a couple of system issues under the warranty period of the contract that involve document indexing and Optical Character Recognition (OCR):

During the next fiscal year (July 2017 – June 2018), AOC and the Appellate Courts will focus on the stabilization and continued maturation of the system (a.k.a. Release 2). Release 2 will be completed with the existing AOC support staff and does not require additional funding.

In addition, AOC and the Appellate Court Clerks developed an *Appellate Courts Technology Strategic Plan* that lays out a phased approach for the next five years for requesting funding to continue implementation of the long-term comprehensive vision for electronic Appellate Courts.

Courts of Limited Jurisdiction Case Management System (CLJ-CMS) Project – RFP & Contract Negotiation Status Update

On 6/23, the JISC approved the award of the CLJ-CMS RFP to the Apparent Successful Vendor (ASV) – Journal Technologies. Following that decision, AOC received two letters of protest from Tyler Technologies regarding the contract award to Journal Technologies. The first was received on 7/26 and the second on 8/2. According to the terms of the RFP, the protest went to the Deputy Commissioner of the Supreme Court for review and a decision on its validity. The Deputy Commissioner has 15 business days to review the protest and make a decision (unless more time is needed). Currently, the date for the decision has been extended to no later than August 24th due to the second protest letter (unless it is extended).

Meanwhile, AOC has continued preparations with our Contracts Office and our Special Assistant Attorney General, Rich Wyde, for contract negotiations with Journal Technologies. The first round of negotiations occurred August 8-10.

Expedited Data Exchange (EDE) Project

The EDE Program continues to prepare for the planned case management system implementations in King County. Since the last JISC meeting in June, there have been two noteworthy changes to report:

1. At the last Project Steering Committee meeting in July, King County District Court announced a schedule delay to their planned implementation date. The original implementation was planned for August 17 – 21, 2017 but is rescheduled for October 27 – 30, 2017. The planned Phase 1 implementation by King County District Court will consist of limited civil case, which includes civil cases that do not have well-identified persons.

The King County Clerk's Office (KCCO) planned implementation date for all King County Superior Court cases has not changed and is still scheduled for January 2, 2018.

2. AOC is in the process of simplifying the Enterprise Data Repository (EDR) data model to reduce the level of effort required to integrate with the EDR. There are many benefits to simplifying the data model; however, a significant amount of work remains to be completed to prepare the EDR, integrate the two King County case management systems, and modify the JIS applications and data exchanges to source data from the EDR. Even with the simplification underway, it presents a significant risk to the project because we are running out of time before the King County case

management systems are implemented. AOC is mitigating the risk by having project staff working closely together to identify and resolve roadblocks as early as possible.

Superior Court Case Management System (SC-CMS) Project

The SC-CMS project team is working hard to prepare for the next Go-Live Event 6 in October with seven counties (Clallam, Island, Jefferson, Kitsap, San Juan, Skagit, and Whatcom). In addition, the project team has started meeting with the Event 7 counties to begin planning for their implementations. The team is also continuing discussions with Spokane County to address their implementation needs. Project team continues to do a lot of traveling throughout the state to demonstrate *Odyssey* and meet with each county.

AOC Interfaces with Partner Agencies

AOC has a great working relationship with our agency partners. The CIO's and their Deputies from AOC, DOL, and WSP meet quarterly to discuss each agency's internal projects that will have an impact on partner agencies. Both DOL and WSP have been engaged in numerous internal projects to modernize/replace their legacy systems similar to AOC. Historically, AOC has been able to manage many of the hours required to make system changes without impacting other internal projects. However, the volume and timing of these interagency technology requests is becoming more and more of a concern as they may/will impact our internal staffing resources assigned to other high priority AOC projects. While AOC does not necessarily have control over the timing for when interagency work needs to be completed; many of these interagency system changes must take place to continue to keep the court systems functioning properly and sharing information.

Below is a list of known partner agency projects, their timelines, and ITG status:

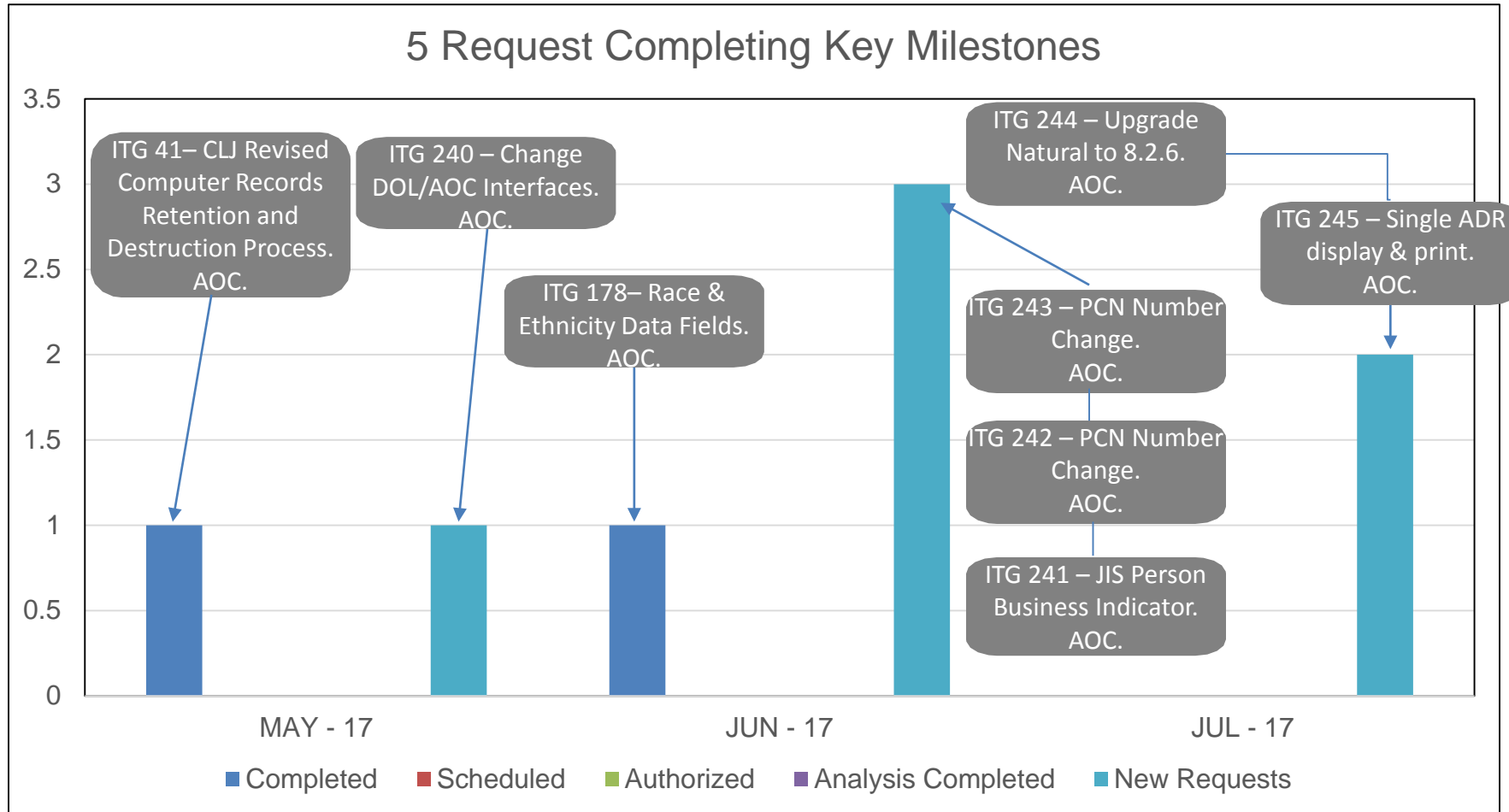
IT Governance Number	Agency	Project Name	Short Description	Implementation Date	Current Status
ITG 240	DOL	DRIVES (Phase 2) – Driver Licensing	<ul style="list-style-type: none"> Implement Driver Licensing functions in the new DRIVES COTS system. Real ID Compliance. Replace 90+ interfaces. 	9/2018	<ul style="list-style-type: none"> ✓ Initiated and Endorsed by AOC. • In Analysis.
ITG 242	WSP	PCN Number Change	<ul style="list-style-type: none"> Increase length of PCN from 9 digits to 16 digits. Check digit routine will also be changing 		<ul style="list-style-type: none"> ✓ Initiated and Endorsed by AOC. • In Analysis.
ITG 243	DOL	Random Driver Licenses Numbering Assignment	Personal Identification Code (PIC) Change to Random Driver License Numbers	9/2018	<ul style="list-style-type: none"> ✓ Initiated and Endorsed by AOC. • In Analysis.

JIS IT Governance Report
July 2017



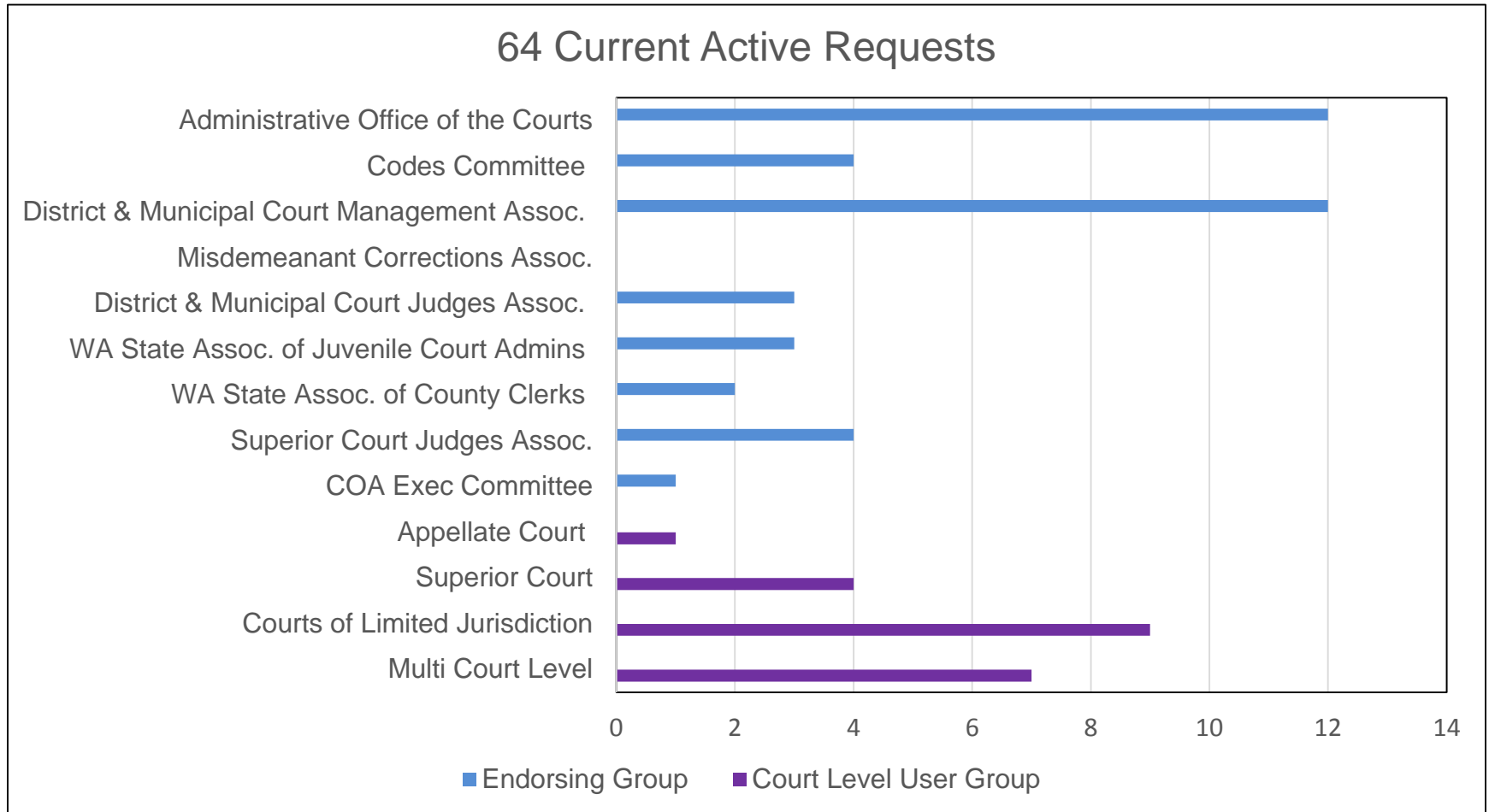
IT Governance

Executive Summary



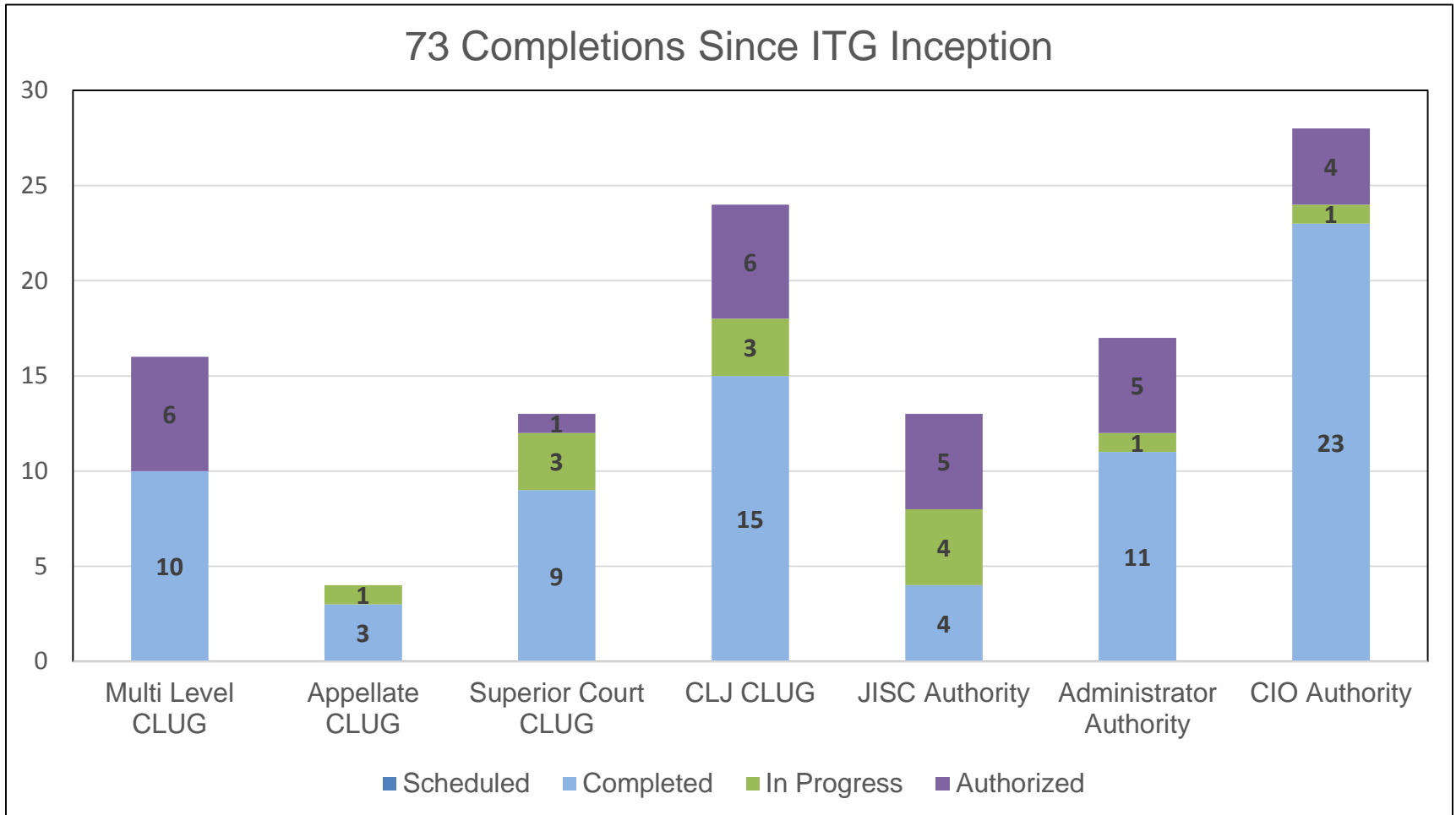
"IT Governance is the framework by which IT investment decisions are made, communicated and overseen."

Executive Summary (cont.)



"IT Governance is the framework by which IT investment decisions are made, communicated and overseen."

Executive Summary (cont.)



"IT Governance is the framework by which IT investment decisions are made, communicated and overseen."

Current ITG Priorities For the Court Level User Groups

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	102	Request for new Case Management System to replace JIS	In Progress	JISC	High
4	27	Expanded Seattle Municipal Court Case Data Transfer	Authorized	JISC	High
5	62	Automate Courts DCXT Table Entries	Authorized	JISC	Medium
6	7	SCOMIS Field for CPG Number	Authorized	JISC	High
7	26	Prioritize Restitution recipients	Authorized	JISC	Medium
8	31	Combine True Name and Aliases for Timepay	Authorized	JISC	Medium

Current ITG Priorities For the Court Level User Groups

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

Non-Prioritized Requests

N/A	2	Superior Court Case Management System	In Progress	JISC	High
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Current ITG Priorities For the Court Level User Groups

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	106	Allow Criminal Hearing Notices to Print on Paper and allow edits	In Progress	Administrator	Medium
4	32	Batch Enter Attorney's to Multiple Cases	Authorized	CIO	Medium
5	68	Allow Full Print on Docket Public View Rather than Screen Prints	Authorized	Administrator	Medium
6	46	CAR Screen in JIS	Authorized	CIO	Medium
7	31	Combine True Name and Aliases for Timepay	Authorized	JISC	Medium
8	26	Prioritize Restitution Recipients	Authorized	JISC	Medium

Current ITG Priorities For the Court Level User Groups

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	116	Display of Charge Title Without Modifier of Attempt	Authorized	Administrator	Medium
3	62	Automate Courts DCXT Table Entries	Authorized	JISC	Medium
4	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

