Judicial Information System Committee (JISC)

Friday, August 27, 2021 (10:00 a.m. – 11:35 a.m.)

Register in advance for this meeting:

August 27th JISC Meeting Registration Link

Once registered, you will receive a confirmation email with details on how to join the meeting. Additional Zoom tips and instructions may be found in the meeting packet.

AGENDA

1.	**Call to Order** a. Introductions b. Approval of Minutes	Justice Madsen, Chair	10:00 – 10:05	Tab 1
2.	**Introduction of New & Reappointed JISC Members**	Justice Madsen, Chair	10:05 – 10:10	
3.	**Updated JISC Executive Committee Members**	Justice Madsen, Chair	10:10 – 10:15	Tab 2
4.	**Introduction of AOC's New Management Services Division Director – Mr. Christopher Stanley**	Ms. Dawn Marie Rubio, State Court Administrator	10:15 – 10:20	
5.	**JIS Budget Update** a. 21-23 Budget Update b. 2022 Supplemental Budget Update	Mr. Christopher Stanley, MSD Director	10:20 – 10:35	Tab 3
6.	**JIS Priority Project #1 (ITG 102):** **Courts of Limited Jurisdiction Case Management System (CLJ-CMS)** a. Project Update b. QA Assessment Report	Ms. Cat Robinson, PMP Mr. Allen Mills, Bluecrane	10:35 – 11:05	Tab 4
7.	**HB 1320 Implementation Update**	Mr. Keith Curry, PM	11:05 – 11:15	Tab 5
8.	**Committee Reports** Data Dissemination Committee (DDC)	Judge John Hart, Chair	11:15 – 11:30	Tab 6
9.	**Meeting Wrap Up**	Justice Madsen, Chair	11:25 – 11:35	
10.	**Informational Materials** a. Board for Judicial Administration (BJA) Meeting Minutes b. ITG Status Report			Tab 6

Persons with a disability, who require accommodation, should notify Anya Prozora at Anya.Prozora@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, as requested.

Future Meetings:

2021 – Schedule

October 22, 2021

December 3, 2021

August 27th Judicial Information System Committee (JISC) Meeting

- All audio has been muted.
- Anya Prozora will start the meeting with roll call, and you will be asked to unmute yourself.
  - *Please mute your audio after roll call.*
- Only JISC Members should have their video feeds on for the duration of the meeting.
- Please leave your video feed **turned off unless you are asking a question and speaking.**
  - **Please mute yourself and turn off your video once you are done speaking.**
- Zoom allows you to hide non video participants should you wish, generally in "More" option on mobile devices or "**…**" next to a non video participant or in your video settings on a PC.
- If you join the meeting late please wait until you are asked to be identified.

JISC Zoom Meeting Instructions

When: August 27, 2021, 10:00 AM Pacific Time

Register in advance for this meeting:

August 27th JISC Meeting Registration Link

After registering, you will receive a confirmation email containing information about joining the meeting.

- In order to attend the Judicial Information System Committee (JISC) meeting you will be **required to register in advance.**
- After registration you will receive an email with your options to attend the meeting.
- You can attend via a computer, cellphone, or tablet
- **All video should be disabled** except for the JISC Chair, Vice Chair, and the presenters ***(please do not turn on your video feed during the meeting)***
- You can use the audio from your laptop, cellphone and tablet or use the dial in numbers provided in the registration email
- It is recommended you download the Zoom app for the best experience viewing the meeting materials
- You do **not have to sign in to join the meeting – Click "not now" if prompted**
- Once you have entered in the required information you will be placed on hold until admitted into the meeting.

1. **Attendance via laptop** – Using your laptop microphone and speakers
    a. Click on "Click Here to Join"
    b. Click "Open Zoom" or Cancel and Click "join browser" at the bottom of the screen
    c. Enter the meeting password from the registration email
    d. Laptops will generally ask to test your computer audio and microphone.
    e. Once you have confirmed your audio and microphone work you can close this window and wait for the meeting to start
    f. Once you have been admitted to the meeting you can choose to join with your Computer Audio or Phone Call
    g. Choose Computer Audio if your sound settings you tested worked
    h. Choose Phone Call
    i. Choose one of the numbers provide
    j. When prompted enter the meeting ID
    k. When prompted enter your **unique** participant ID
    l. **IF** prompted enter the meeting password (you may not be prompted to do this)
    m. Confirm you want to join with dial in rather than computer audio
2. **Attendance via Desktop** (No computer audio) – Using the dial in conference number
    a. Click on "Click Here to Join"
    b. Click "Open Zoom" or Cancel and Click "join browser" at the bottom of the screen
    c. Enter the meeting password from the registration email
    d. Choose "Phone Call" if prompted on the next screen
    e. Choose one of the numbers provide
    f. When prompted enter the meeting ID
    g. When prompted enter your **unique** participant ID
    h. **IF** prompted enter the meeting password (you may not be prompted to do this)

3. **Attendance via cellphone/tablet** – Download the Zoom app for IOS or Android

a. Make note of the password prior to clicking on the link from your phone or tablet
b. Click on “Click Here to Join”
c. Choose Zoom if the app does not automatically open
d. Enter the meeting password
e. Wait to be admitted to the meeting
f. IF not prompted once admitted to the meeting Click “Join Audio” at the bottom of the screen and choose “Call via Device Audio” (IOS users may see a different set up choose “Call using Internet Audio” if given the option)
g. At the bottom of the screen you will have the option to unmute yourself
h. If you wish to view the meeting on your phone/tablet **only** and choose to use your cell phone for audio, then choose the dial in option for Android or IOS and follow the steps in **#2 d through h above.**
i. If the audio and other options disappear, tap the screen and they will be available to edit

4. Attend via Dial in only

a. Choose one of the Telephone numbers listed on your registration email
b. Enter the Meeting ID when prompted
c. Enter # at the next prompt (you will **not** have a Participant ID when attending via telephone only
d. Enter the meeting Password when prompted
e. Wait to be admitted into the meeting

Below is a helpful YouTube tutorial on joining a Zoom Meeting.

https://www.youtube.com/watch?v=hIkCmbvAHQQ&feature=youtu.be

JUDICIAL INFORMATION SYSTEM COMMITTEE

June 25, 2021
10:00 a.m. to 12:00 p.m.
Online Zoom Meeting

Minutes

Members Present:
Justice Barbara A. Madsen, Chair
Judge Scott K. Ahlf
Mr. Derek Byrne
Judge John Hart
Judge Kathryn Loring
Mr. Frank Maiocco
Ms. Barb Miner
Chief Brad Moericke
Judge Robert Olson
Ms. Paulette Revoir
Mr. Dave Reynolds
Ms. Dawn Marie Rubio
Mr. Bob Taylor
Judge Lisa Worswick
Ms. Margaret Yetter

Members Absent:
Ms. Mindy Breiner
Mr. Joseph Brusic

AOC Staff Present:
Mr. Kevin Ammons
Mr. Phil Brady
Mr. Kevin Cottingham
Ms. Vicky Cullinane
Ms. Vonnie Diseth
Mr. Curtis Dunn
Mr. Rob Eby
Ms. Brittany Gregory
Ms. Christy Hunnefield
Mr. Sam Knutson
Mr. Dirk Marler
Ms. Anya Prozora
Ms. Cat Robinson
Mr. Garret Tanner
Ms. Jennifer Wagner

Guests Present:
Mr. Allen Mills
Mr. Terry Price
Mr. Christopher Shambro
Judge Kimberly Walden

Call to Order, Meeting Minutes, and Recognitions

Justice Barbara Madsen called the Judicial Information System Committee (JISC) meeting to order at 10:10 a.m. (There was a brief delay as the Data Dissemination Committee meeting, held prior to the JISC, ran longer than expected.) This meeting was held virtually on Zoom.

Justice Madsen asked if there were any changes or additions to be made to the April 2021 meeting minutes. Hearing none, the meeting minutes were approved by the Committee.

Justice Madsen recognized Mr. Bob Taylor, the Washington State Bar Association (WSBA) representative on the JISC, who will be stepping down from his position on the Committee. Justice Madsen thanked Mr. Taylor for his many years of service on the JISC, and all of his hard work and participation in several working groups including the Superior Court CMS Court User Workgroup (CUWG).

Justice Madsen also announced that Mr. Ramsey Radwan would be retiring at the end of July 2021, having served as AOC's Chief Financial Officer and Director of Management Services Division for nearly twenty years. Justice Madsen recognized and lauded Mr. Radwan's many years of dedicated service to the courts, the JISC, and AOC, including the crucial, integral roles he played in contract negotiations, audits, and being a fierce advocate for the courts and court funding. Ms. Dawn Marie Rubio stated that she will be introducing Mr. Radwan's successor, Mr. Christopher Stanley, at the next JISC meeting.

DRAFT

Ms. Rubio then introduced Ms. Brittany Gregory as the New Associate Director of the Office of Judicial and Legislative Relations. She was previously the Deputy Legislative Director at the Office of the Attorney General.

JIS Budget Update

Mr. Sam Knutson provided some brief remarks on the 19-21 budget, 21-23 JIS budget allocations, and the 2022 supplemental budget schedule. The JIS budget update materials can be found under Tab 2 of the meeting packet. Mr. Knutson said that everything is "in great shape" with regard to the 19-21 budget, where AOC is tracking unspent variances in the JIS account, which will roll over into the next biennium. Concerning the 21-23 budget allocations, Mr. Knutson noted AOC had a very successful budget process ensuring the judicial branch gets the funding it needs.

Decision Point: Proposed Amendment to JISC Bylaws Article 6 – Executive Committee

Ms. Vicky Cullinane gave a brief review of the proposed amendment to Article Six in the JISC Bylaws, and the discussion that took place on the matter at the April JISC meeting. The proposed changes were made to update the bylaw language to reflect the current functions of the Executive Committee, as well as to include in membership a superior court administrator and an administrator for courts of limited jurisdiction.

Justice Madsen asked if there was a motion to approve the amendment to the JISC Bylaws.

Motion: **Ms. Margaret Yetter**

I move to adopt the proposed amendment to the JISC Bylaws, Article Six.

Second: **Mr. Frank Maiocco**

Voting in Favor: Justice Barbara Madsen, Judge Scott Ahlf, Mr. Derek Byrne, Judge John Hart, Judge Kathryn Loring, Mr. Frank Maiocco, Ms. Barb Miner, Chief Brad Moericke, Judge Robert Olson, Ms. Paulette Revoir, Mr. Dave Reynolds, Ms. Dawn Marie Rubio, Mr. Bob Taylor, Judge Lisa Worswick, Ms. Margaret Yetter

Opposed: None.

Absent: Ms. Mindy Breiner, Mr. Joseph Brusic

The motion passed. Once finalized, the amended JISC Bylaws will be published on the Courts website.

JIS Priority Project #1 (ITG 102): Courts of Limited Jurisdiction – Case Management System (CLJ-CMS)

CLJ-CMS Project Update

Ms. Cat Robinson provided an update on the CLJ-CMS project. There have been some changes relating to the project's eFiling component (Odyssey File & Serve (OFS)). In May, the Pilot Court go-live date was changed to July 22, primarily due to some issues with the JIS integration. The Project

Steering Committee (PSC) also decided that eFiling will be mandatory for civil cases and fees will apply. Ms. Paulette Revoir added that the PSC has been hearing many concerns about OFS implementation. As such, the PSC very recently made the decision to delay the implementation of OFS so that it coincides with the Odyssey implementation in each region. Ms. Revoir reiterated that OFS will still be implemented as a major component of the CLJ-CMS project, but it will go live at a later point. This decision will not delay the rollout of the other project components (Odyssey and Tyler Supervision). Additionally, the project team has held many outreach workshops in preparation for OFS implementation and will hold a last check-in meeting with each region in light of the decision to delay eFiling. Odyssey 2019 has been installed on AOC servers to continue Odyssey configuration work. The project team are currently reviewing the Traceability Matrix (list of 1,400+ requirements outlined by the CLJs) to ensure its complete accuracy. The project has also presented at several spring conferences including DMCMA, MPA, and DMCJA.

Quality Assurance Assessment Report

Mr. Allen Mills, with the project's QA vendor Bluecrane, provided an overview of the May QA Assessment Report for the CLJ-CMS project. The full report can be found in the JISC meeting packet under Tab 4.

WSP Modernization Go-Live – W3 (ITG 242)

Mr. Ammons provided an update on the Washington State Patrol (WSP) System Modernization project. WSP successfully implemented their modernized system on June 2, 2021. From AOC's perspective, the implementation went very well, as work on AOC systems had been completed in February in readiness for the go-live. There were a few minor issues with systems not under AOCs or WSP's control. WSP has been working with the respective vendors to resolve these issues.

Data Dissemination Committee (DDC) Report

Judge John Hart provided an update on the work of the Data Dissemination Committee, which met earlier today. Meeting details and decisions can be found in the DDC minutes on the Washington Courts website.

Meeting Wrap Up & Adjournment

Justice Madsen adjourned the meeting at 10:59 am.

Next Meeting

The next meeting will be August 27, 2021, via Zoom from 10:00 a.m. to 12:00 p.m.

Action Items

	Action Items	Owner	Status

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Judicial Information System Committee Membership

Name	Representing / Terms
Justice Barbara A. Madsen * Chair	Supreme Court Open
Judge John Hart * Whitman County District Court Vice Chair	Court of Limited Jurisdiction 08-01-2021 to 7-31-2024
Judge Scott K. Ahlf Olympia Municipal Court	Courts of Limited Jurisdiction 08-01-2021 to 7-31-2024
Mindy Breiner Probation Officer Tukwila Municipal Court	Misdemeanant Probation Association 08-01-2019 to 7-31-2022
Joseph Brusic Yakima County Prosecutor	Washington State Association of Prosecuting Attorneys 08-01-2020 to 7-31-2023
Derek Byrne Clerk/Administrator – COA Div. II	Appellate Court 04-01-2021 to 07-31-2022
Judge Kathryn Loring * San Juan County Superior Court	Superior Court 08-01-2020 to 7-31-2023
Frank Maiocco Administrator Kitsap County Superior Court	Superior Court 08-01-2019 to 7-31-2022
Barb Miner * King County Clerk	Superior Court 08-01-2020 to 7-31-2023
Brad Moericke Sumner Police Department	Washington Association of Sherriff's and Police Chiefs 08-01-2021 to 7-31-2024
Judge Robert Olson Whatcom Superior Court	Superior Court 08-01-2020 to 7-31-2023
Paulette Revoir Administrator Lynnwood Municipal Court	Courts of Limited Jurisdiction 08-01-2019 to 7-31-2022
David L. Reynolds Juvenile Court Administrator Whatcom County Superior Court	Superior Court 08-01-2020 to 7-31-2023
Dawn Marie Rubio * State Court Administrator	Administrative Office of the Courts Open
VACANT [Attorney at Law]	Washington State Bar Association --2021 to 7-31-2024
Judge Lisa Worswick * Court of Appeals, Division II	Appellate Court 01-01-2021 to 07-31-2022
Margaret Yetter Administrator Kent Municipal Court	Courts of Limited Jurisdiction 03-03-2021 to 7-31-2024

Revised: August 16, 2021

**: Member of the Executive Committee*

JUDICIAL INFORMATION SYSTEM EXECUTIVE COMMITTEE

Name	Phone	Representing	Address
Madsen, Barbara A. **Justice Supreme Court, Chair** J_B.Madsen@courts.wa.gov	**(360) 357-2037**	Supreme Court	Temple of Justice PO Box 40929 Olympia WA 98504-0929
Hart, John, Vice-Chair **District Court Judge** john.hart@whitmancounty.net	**(509) 397-6260**	Courts of Limited Jurisdiction	Whitman County District Court PO Box 230 Colfax, WA 99111-0229
Loring, Kathryn **Superior Court Judge** kathrynL@sanjuanco.com	**(360) 336-9319**	Superior Court	Skagit County Superior Court 205 W. Kincaid, Room 202 Mt.Vernon, WA 98273-0340
Miner, Barb **King County Clerk** barbara.miner@kingcounty.gov	**(206) 477-0800**	Superior Court	King County Superior Court 516 3rd Ave, Rm E-609 Seattle, WA 98104-2361
Rubio, Dawn Marie **State Court Administrator** DawnMarie.Rubio@courts.wa.gov	**(360) 357-2120**	Supreme Court	Administrative Office of the Courts PO Box 41170 Olympia WA 98504-1170
Worswick, Lisa **Appellate Court Judge** J_L.Worswick@courts.wa.gov	**(253) 593-2817**	Court of Appeals	Court of Appeals, Division II 909 A St Ste 200 Tacoma, WA 98402-5115
Superior Court Administrator *(to be selected by JISC Chair)*			
Courts of Limited Jurisdiction Administrator *(to be selected by JISC Chair)*			

Revised: August 16, 2021

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

Project Update

Cat Robinson, PMP
CLJ-CMS Project Manager

August 27, 2021

Project Scope

Three components:

- eFiling - Odyssey File and Serve (OFS)
- Odyssey Case Management System (CMS)
- Tyler Supervision (TSUP)

Recent eFiling Project Activity

- Pilot court go-live date delayed for the foreseeable future
  - Project team provided the opportunity for all CLJ courts to ask questions about delay
- AOC technical team completed integrations with Tyler technology
- Change request submitted to Tyler requesting delay in eFiling go-live
  - Response received from Tyler; currently working with AOC contracts to come to an agreement

Recent CMS Project Activity

- ✓ Completed review of Requirements Traceability Matrix
- ✓ Completed review of all Project Design Deliverable Documents
- ✓ Data file submitted to Tyler to complete first data conversion from JIS to Odyssey

Project Outreach

- ✓ First monthly newsletter published in early August

Work in Progress

- Reviewing the first data conversion to validate that the data is accurately being transferred
- Continuing configuration of CLJ-CMS Odyssey

Active Project Risks – August 2021

Total Project Risks			
Low Risk	Medium Risk	High Risk	Closed
2	3	8	16

High Risks Status		
Risk	Probability/Impact	Mitigation
Local Rule – In order for eFiling to be mandatory courts need to enact a local rule. Some courts could choose not to enact the rule or make eFiling mandatory.	Likely/High	(June 9, 2021) The DMCMA/DMCJA are encouraging their associations to enact the rule.
Legality of charging for filings on cases – A question was posed if it was legal to charge for filings on cases.	Likely/High	(April 13, 2021) The PSC made a decision to make eFiling on criminal cases optional with a fee charged if used. AOC is considering a legal analysis on the questions raised.

Active Project Risks – August 2021

High Risks Status		
Risk	Probability/Impact	Mitigation
Tyler Supervision – Tyler has not done a statewide implementation of their new Supervision module. Previous implementations have always been with individual probation departments.	Likely/Major	(February 17, 2021) AOC PM and Tyler PM are working closely to best align the process for a statewide implementation vs. an individual one.
Tyler Supervision/Odyssey Integrations – The two products are not yet seamlessly integrated.	Likely/Moderate	(February 17, 2021) AOC PM and Tyler PM meeting regularly to discuss what is necessary for integrations.
Local Integrations – Some courts have their own systems that they would prefer be integrated with Odyssey.	Moderate/Moderate	(September 22, 2019) Integrations to local court applications is out of scope for the CLJ-CMS project. The project team will work with the courts to provide solutions that don't involve an integration wherever possible.

Active Project Risks – August 2021

High Risks Status		
Risk	Probability/Impact	Mitigation
Performance Issues – It is possible that users will feel that Odyssey works less efficiently than the legacy system due to changing processes and procedures.	Moderate/Moderate	(September 22, 2019) Working with the SC Team to understand the perceived issues. Focusing on messages to the courts. Educating the courts on ways to work with the new system
IT Constraints – When users experience technical difficulties IT support is not as readily available as if the user was working in the office.	Moderate/Moderate	(September 22, 2020) If users experience issues, encourage them to reach out to IT support and request assistance. If additional support is required, work with the infrastructure team to help.
Equipment Funding – Additional funds may be needed to assist some courts with the local equipment purchases.	Moderate/Moderate	(September 22, 2020) If the CLJ-CMS project uses a similar funding model to the SC-CMS, then there are additional complexities to consider. There are significantly more CLJ courts which adds to the need.

Next Steps

Milestone	Date
Approve data conversion push 1 of 5 (Pilot courts)	September 2021
Kick off for Pilot courts	January 2022
Go-live Pilot courts	Fall 2022

Independent Quality Assurance Update

Mr. Allen Mills
Bluecrane, Inc.

August 27, 2021

bluecrane

Management Consulting

for

State and Local

Governments

Quality Assurance

Executive Advisement

Project Oversight

Project Management

Independent Verification and Validation (IV&V)

Risk Reduction

Quality Assurance Assessment

for the

State of Washington

Administrative Office of the Courts (AOC)

CLJ-CMS Project

July 2021

Prepared by

Bluecrane, Inc.

bluecrane ®

Corporate Headquarters
655 Deep Valley Drive, Suite 300
Rolling Hills Estates, CA 90274
www.bluecranesolutions.com
310-793-0000

July 31, 2021

Honorable Barbara Madsen, Justice
Washington Supreme Court

Ms. Dawn Marie Rubio
Administrator, Administrative Office of the Courts

Dear Justice Madsen and Ms. Rubio:

bluecrane has completed its Quality Assurance Assessment of the CLJ-CMS Project for the month of July 2021.

This document is structured as follows:

1. Executive Summary and Assessment Dashboard.
2. A detailed report of our CLJ-CMS assessment as of July month-end.
3. An explanation of our approach for those readers that have not seen one of our assessments previously.

Please contact me with any questions or comments.

Sincerely,

Allen Mills

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Introductory Note on Project Structure

The Courts of Limited Jurisdiction – Case Management System (CLJ-CMS) Project consists of three primary areas of activity, namely:

- e-Filing
- Supervision
- Case Management

These three high-level “workstreams” or “sub-projects” ultimately combine to deliver an integrated solution for participating district and municipal courts (and some other entities such as violations bureaus). However, work in each sub-project is being planned and conducted as a separate activity with a keen awareness of interdependencies and the interrelationships that will eventually come into play. For these reasons, much of our risk analysis will assess the three sub-projects individually. For consistency in terminology, we will reserve the term “CLJ-CMS” to refer to the three combined sub-projects and use the terms “e-Filing,” “Supervision,” and “Case Management” to refer to the individual efforts.

1. Executive Summary

1.1 Executive Overview

While solid progress continued in many aspects of the CLJ-CMS Project, the month of July was one of re-grouping and initiating re-planning related to the e-Filing sub-project. After careful and lengthy consideration of comments received, and several productive discussions held with leaders in the District and Municipal Court Judges Association and the District and Municipal Court Managers Association, the CLJ-CMS Project Steering Committee made a unanimous decision to delay implementation of e-Filing in order to provide time to address the various issues that have arisen.

While this decision will necessarily require some re-planning and re-scheduling of the project's e-Filing activities, it does not prevent the project team from moving forward with CMS and Supervision tasks. In particular:

- Data conversion efforts continued through the month. Current conversion efforts are focused on data from the CMS and Supervision pilot courts. Achieving successful conversion early will position the project well for a smoother implementation effort when that time arrives.
- Certification of the single integration required for e-Filing continued. The integration has been completed and turned over to Tyler for certification. Regardless of the delay in e-Filing, the integration will be needed eventually. The goal is to leverage the work already done as well as the certification.
- Other activities in the technical, Organizational Change Management (OCM), training, and testing work streams for CMS and Supervision continued unabated.

We also want to commend the project for following its governance structure and processes with respect to the e-Filing decision. While the reader may think this is nothing unusual, we can state unequivocally from many, many experiences that this is not the case all too often with de facto decisions being made and eventually "rubber-stamped" by governance bodies after-the-fact. Such was not the case here. The project presented the issues clearly and explicitly, the Project Steering Committee had healthy debates, and Project Steering Committee decisions were made before actions were taken. This, in and of itself, is noteworthy.

With respect to e-Filing, communications have begun between AOC executive management and Tyler executive management about the change in timing. We expect that there will be more to say about this by the time of our August report. For now, the specific timing of e-Filing implementation is on hold.

The "good news" in all of this is that the Steering Committee has additional time to work through the policy issues with the court community. We encourage everyone involved to continue to work on the issues with a sense of urgency and to strive to achieve resolution of the most critical issues prior to e-Filing implementation work resuming.

1.2 Areas of Assessment

To determine the areas of highest priority risks for leadership as well as to identify risks that should be addressed at lower levels of the project, we have focused on 45 areas of assessment as depicted in Figure 1. We have grouped the areas into our familiar categories of:

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

In keeping with our dislike of “cookie cutter” approaches, we tailored the specific areas of assessment for relevance and importance to CLJ-CMS *at this stage of its program lifecycle*. Some of the areas noted in the diagram have been assessed at a relatively detailed level, while others are so early in their lifecycle that a more thorough assessment will come later.

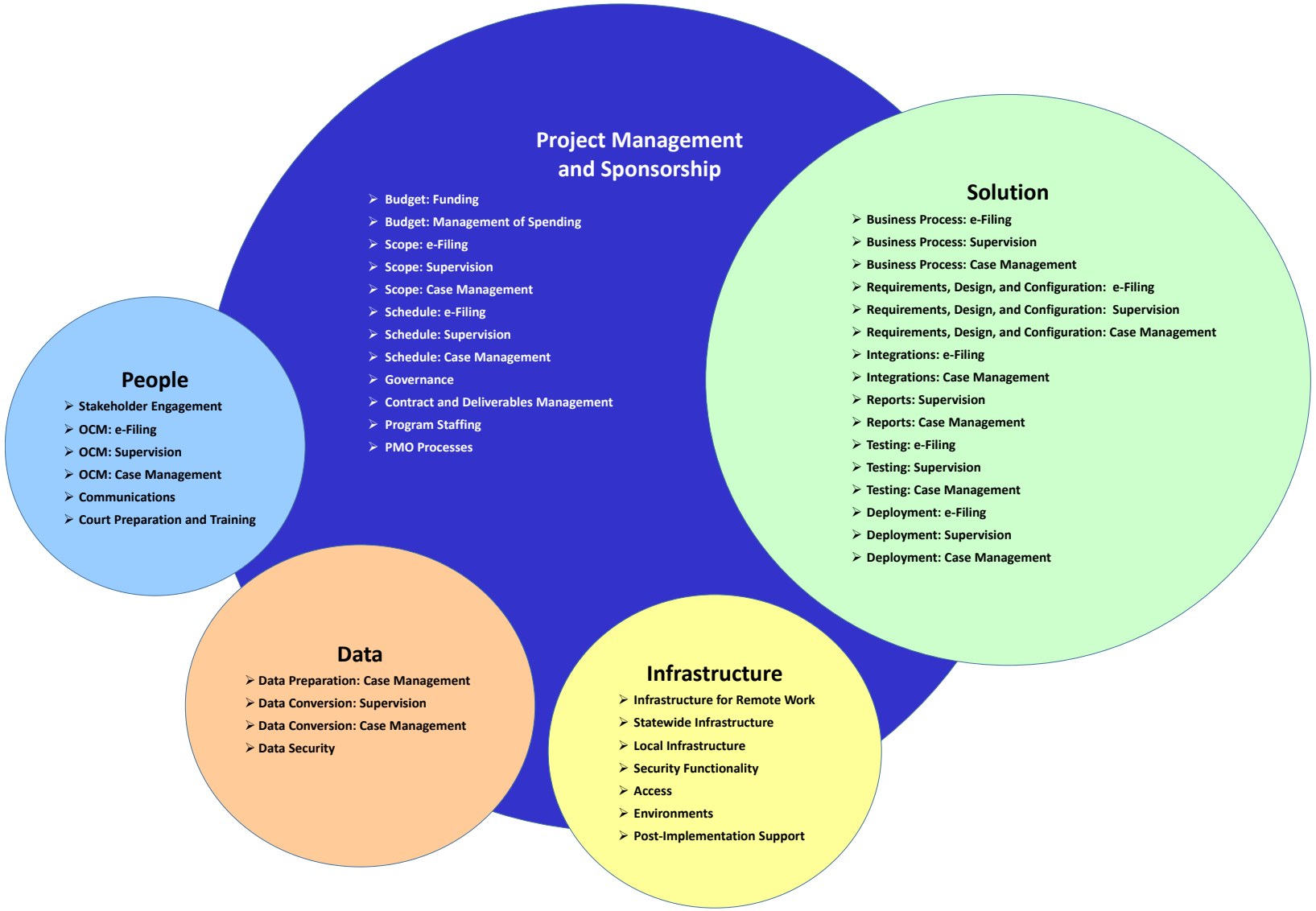


Figure 1. Areas of CLJ-CMS Project Assessed for Risks

1.3 Executive "At-a-Glance" QA Dashboard

The following table provides a summary of our risk assessment ratings for this month and the previous two months. Detailed findings, risk explanations, and recommendations for risk response are provided in Section 2 of this report. As a reminder to the reader, "blue" items indicate areas of ongoing risk; however, the mitigation and other response activities of the Program for blue items are assessed as adequate for the current review period.

Table 1. Summary Dashboard of QA Assessment Results

Project Management and Sponsorship			
Assessment Area	**July 2021**	**June 2021**	**May 2021**
Scope: e-Filing	Risk Being Managed	Risk	Risk
Scope: Case Management	No Risk Identified	No Risk Identified	No Risk Identified
Scope: Supervision	No Risk Identified	No Risk Identified	No Risk Identified
Schedule: e-Filing	Risk Being Managed	Risk Being Managed	Risk Being Managed
Schedule: Case Management	Risk Being Managed	Risk Being Managed	Risk Being Managed
Schedule: Supervision	Risk Being Managed	Risk Being Managed	Risk Being Managed
Budget: Funding	No Risk Identified	No Risk Identified	No Risk Identified
Budget: Management of Spending	No Risk Identified	No Risk Identified	No Risk Identified
Governance	No Risk Identified	No Risk Identified	No Risk Identified
Contract and Deliverables Management	No Risk Identified	No Risk Identified	Risk Being Managed

Project Management and Sponsorship			
Assessment Area	**July 2021**	**June 2021**	**May 2021**
Project Staffing	Risk Being Managed	Risk Being Managed	Risk Being Managed
PMO Processes	No Risk Identified	No Risk Identified	No Risk Identified

People			
Assessment Area	**July 2021**	**June 2021**	**May 2021**
Stakeholder Engagement	No Risk Identified	No Risk Identified	No Risk Identified
OCM: e-Filing	Risk	Risk	Risk
OCM: Case Management	No Risk Identified	No Risk Identified	No Risk Identified
OCM: Supervision	No Risk Identified	No Risk Identified	No Risk Identified
Communications	No Risk Identified	No Risk Identified	No Risk Identified
Court Preparation and Training	No Risk Identified	No Risk Identified	No Risk Identified

Solution			
Assessment Area	**July 2021**	**June 2021**	**May 2021**
Business Process: e-Filing	No Risk Identified	No Risk Identified	No Risk Identified

Solution			
Assessment Area	**July 2021**	**June 2021**	**May 2021**
Business Process: Case Management	No Risk Identified	No Risk Identified	No Risk Identified
Business Process: Supervision	No Risk Identified	No Risk Identified	No Risk Identified
Requirements, Design, and Configuration: e-Filing	No Risk Identified	No Risk Identified	No Risk Identified
Requirements, Design, and Configuration: Case Management	No Risk Identified	No Risk Identified	No Risk Identified
Requirements, Design, and Configuration: Supervision	No Risk Identified	No Risk Identified	No Risk Identified
Integrations: e-Filing	No Risk Identified	Risk Being Managed	Risk Being Managed
Integrations: Case Management	Risk Being Managed	Risk Being Managed	Risk Being Managed
Reports: Case Management	No Risk Identified	No Risk Identified	No Risk Identified
Reports: Supervision	No Risk Identified	No Risk Identified	No Risk Identified
Testing: e-Filing	No Risk Identified	No Risk Identified	No Risk Identified
Testing: Case Management	No Risk Identified	No Risk Identified	No Risk Identified
Testing: Supervision	No Risk Identified	No Risk Identified	No Risk Identified
Deployment: e-Filing	No Risk Identified	No Risk Identified	No Risk Identified
Deployment: Case Management	No Risk Identified	No Risk Identified	No Risk Identified

Solution			
Assessment Area	**July 2021**	**June 2021**	**May 2021**
Deployment: Supervision	No Risk Identified	No Risk Identified	No Risk Identified

Data			
Assessment Area	**July 2021**	**June 2021**	**May 2021**
Data Preparation: Case Management	No Risk Identified	No Risk Identified	No Risk Identified
Data Conversion: Case Management	Not Started	Not Started	Not Started
Data Conversion: Supervision	No Risk Identified	No Risk Identified	No Risk Identified
Data Security	No Risk Identified	No Risk Identified	No Risk Identified

Infrastructure			
Assessment Area	**July 2021**	**June 2021**	**May 2021**
Infrastructure for Remote Work	Risk Being Addressed	Risk Being Addressed	Risk Being Addressed
Statewide Infrastructure	No Risk Identified	No Risk Identified	No Risk Identified
Local Infrastructure	No Risk Identified	No Risk Identified	No Risk Identified
Security Functionality	No Risk Identified	No Risk Identified	No Risk Identified
Access	No Risk Identified	No Risk Identified	No Risk Identified

Infrastructure			
Assessment Area	**July 2021**	**June 2021**	**May 2021**
Environments	**No Risk Identified**	**No Risk Identified**	**No Risk Identified**
Post-Implementation Support	**No Risk Identified**	**No Risk Identified**	**No Risk Identified**

2. Detailed Assessment Report

2.1 Project Management and Sponsorship

2.1.1 Scope: e-Filing

Project Management and Sponsorship			
Scope: e-Filing	Three-Month Rolling Risk Levels		
	July 2021	June 2021	May 2021
	Risk Being Addressed	Risk	Risk

Findings

As noted in the Executive Summary of this report, the CLJ-CMS Project Steering Committee made a unanimous decision in July to delay implementation of e-Filing in order to provide time to address the various issues that have arisen.

While this decision will necessarily require some re-planning and re-scheduling of the project's e-Filing activities, it does not prevent the project team from moving forward with CMS and Supervision tasks. In addition, the work done to-date for e-Filing (such as the single integration and its certification by Tyler) will position the project well to resume e-Filing-specific tasks when appropriate.

Risks and Issues

The scope of the e-Filing activity is defined in the Tyler Statement of Work (SOW) and anticipates that e-Filing will be implemented in all CLJ courts within calendar year 2021, prior to the roll-out of supervision and case management.

With the recent decision to delay e-Filing implementation, there will be a need to amend the Tyler contract. Communications have begun between AOC executive management and Tyler executive management about the e-Filing change. We expect that there will be more to say about this by the time of our August report. For now, the specific timing, as well as the scope, of e-Filing implementation are on hold.

***bluecrane* Acknowledgement of Current Mitigation Activities**

The "good news" in all of this is that the Steering Committee has additional time to work through the policy issues with the court community. We encourage everyone involved to continue to work on the issues with a sense of urgency and to strive to achieve resolution of the most critical issues prior to e-Filing implementation work resuming.

2.1.2 Scope: Case Management

Project Management and Sponsorship			
Scope: Case Management	Three-Month Rolling Risk Levels		
	July 2021	June 2021	May 2021
	No Risk Identified	No Risk Identified	No Risk Identified

Findings

The scope of the CLJ-CMS Project is established in the deliverables defined in the SOW in the Tyler contract. The AOC, CUWG, and Tyler continue to validate requirements and to identify any requirements that require custom development by Tyler. Scope will be managed through the Requirements Traceability Matrix, system vendor contract deliverables, and the Project Change Management process.

2.1.3 Scope: Supervision

Project Management and Sponsorship			
Scope: Supervision	Three-Month Rolling Risk Levels		
	July 2021	June 2021	May 2021
	No Risk Identified	No Risk Identified	No Risk Identified

Findings

The scope of the supervision activity is defined in the Tyler SOW. A fit-gap analysis was conducted in early January by AOC, the CUWG, and Tyler to validate requirements and to identify any requirements that require custom development by Tyler. Scope will be managed through the Requirements Traceability Matrix, system vendor contract deliverables, and the Project Change Management process.

2.1.4 Schedule: e-Filing

Project Management and Sponsorship			
Schedule: e-Filing	Three-Month Rolling Risk Levels		
	July 2021	June 2021	May 2021
	Risk Being Addressed	Risk Being Addressed	Risk Being Addressed

Findings

As noted in the Executive Summary of this report, the CLJ-CMS Project Steering Committee made a unanimous decision in July to delay implementation of e-Filing in order to provide time to address the various issues that have arisen.

Risks and Issues

As noted above under "Scope: e-Filing," the Tyler Statement of Work (SOW) anticipates that e-Filing will be implemented in all CLJ courts within calendar year 2021, prior to the roll-out of supervision and case management.

With the recent decision to delay e-Filing implementation, there will be a need to amend the Tyler contract. Communications have begun between AOC executive management and Tyler executive management about the e-Filing change.

bluecrane Acknowledgement of Current Mitigation Activities

We support the Steering Committee's decision to delay e-Filing and address outstanding policy issues prior to implementation.

2.1.5 Schedule: Case Management

Project Management and Sponsorship			
Schedule: Case Management	Three-Month Rolling Risk Levels		
	July 2021	June 2021	May 2021
	Risk Being Addressed	Risk Being Addressed	Risk Being Addressed

Findings

Previous concerns with the project schedule have been largely addressed. However, until the revised timing of the e-Filing implementation is determined, the integrated project schedule cannot be baselined.

Regardless of this, the CMS tasks in the yet-to-be-baselined schedule are moving forward.

2.1.6 Schedule: Supervision

Project Management and Sponsorship			
Schedule: Supervision	Three-Month Rolling Risk Levels		
	July 2021	June 2021	May 2021
	Risk Being Addressed	Risk Being Addressed	Risk Being Addressed

Findings

Previous concerns with the project schedule have been largely addressed. However, until the revised timing of the e-Filing implementation is determined, the integrated project schedule cannot be baselined.

Regardless of this, the CMS tasks in the yet-to-be-baselined schedule are moving forward.

2.1.7 Budget: Funding

Project Management and Sponsorship			
Budget: Funding	Three-Month Rolling Risk Levels		
	July 2021	June 2021	May 2021
	No Risk Identified	No Risk Identified	No Risk Identified

Findings

Funding allocated to the project is consistent with the approved plan.

2.1.8 Budget: Management of Spending

Project Management and Sponsorship			
Budget: Management of Spending	Three-Month Rolling Risk Levels		
	July 2021	June 2021	May 2021
	No Risk Identified	No Risk Identified	No Risk Identified

Findings

The project is being managed within the approved budget.

2.1.9 Governance

Project Management and Sponsorship			
Governance	Three-Month Rolling Risk Levels		
	July 2021	June 2021	May 2021
	No Risk Identified	No Risk Identified	No Risk Identified

Findings

The implementation of the CLJ-CMS project involves and impacts many stakeholders at the courts, AOC, and other state agencies. The complexity of the diverse stakeholder community is a challenge to the efficient and effective decision-making that will be needed to keep the project progressing successfully through the implementation.

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

Business functionality governance is achieved through the Court User Workgroup (CUWG).

2.1.10 Contracts and Deliverables Management

Project Management and Sponsorship			
Contract and Deliverables Management	Three-Month Rolling Risk Levels		
	July 2021	June 2021	May 2021
	No Risk Identified	No Risk Identified	Risk Being Addressed

Findings

The “process” of deliverables management by the AOC contracts staff is appropriate and sufficient. The AOC staff are doing a diligent job of managing the Tyler contract, including addressing the

current situation with late deliverables. In addition, the project team is reviewing the contents of deliverables for compliance and quality.

2.1.11 Project Staffing

Project Management and Sponsorship			
Project Staffing	Three-Month Rolling Risk Levels		
	July 2021	June 2021	May 2021
	Risk Being Addressed	Risk Being Addressed	Risk Being Addressed

Findings

Staffing has been going well, despite the challenges posed by the current remote work environment.

Risks and Issues

If the challenges to recruiting and hiring in the COVID-19 remote work environment delay critical hires for the project team, then AOC may need to fill some positions with contractors (at least temporarily) or risk delays in the project's timeline.

bluecrane Acknowledgement of Current Mitigation Activities

The project team should continue to manage through the recruiting and hiring challenges.

bluecrane Recommendation

If specific positions pose hurdles, escalate the need to utilize contractors for those positions (at least temporarily) to AOC management as early as practical—and before the staff openings jeopardize the project's timeline.

2.1.12 PMO Processes

Project Management and Sponsorship			
PMO Processes	Three-Month Rolling Risk Levels		
	July 2021	June 2021	May 2021
	No Risk Identified	No Risk Identified	No Risk Identified

Findings

The project team is establishing processes, consistent with industry "best practices," to manage and track the project. Project communications are occurring at regularly scheduled project team, sponsor, and steering committee meetings.

2.2 People

2.2.1 Stakeholder Engagement

People			
Stakeholder Engagement	Three-Month Rolling Risk Levels		
	July 2021	June 2021	May 2021
	No Risk Identified	No Risk Identified	No Risk Identified

Findings

The OCM and Communications Lead for the CLJ-CMS Project, CLJ-CMS Business Liaison, and AOC leadership team are doing an admirable and diligent job of reaching out to and engaging with the diverse CLJ stakeholder community.

There is a need for continuing communications with stakeholders regarding the e-Filing implementation delay in order to ensure the court community has accurate information about the issues that need to be resolved.

2.2.2 OCM: e-Filing

People			
OCM: e-Filing	Three-Month Rolling Risk Levels		
	July 2021	June 2021	May 2021
	Risk	Risk	Risk

Findings

OCM is vital to ensuring that the court community is informed with accurate information about the e-Filing delay and the issues that need to be addressed.

Risks and Issues

In the absence of an informed stakeholder community, rumors and inaccurate information may fill the void.

bluecrane Acknowledgement of Current Mitigation Activities

We are supportive not only of the work being done by the project's OCM Lead and others but also of the outreach being performed by the Executive Sponsors, Sponsors, and the Project Steering Committee, all of whom are critical elements of a comprehensive OCM program.

2.2.3 OCM: Case Management

People			
OCM: Case Management	Three-Month Rolling Risk Levels		
	July 2021	June 2021	May 2021
	No Risk Identified	No Risk Identified	No Risk Identified

Findings

The OCM activities in this area are numerous, professional, and clear.

2.2.4 OCM: Supervision

People			
OCM: Supervision	Three-Month Rolling Risk Levels		
	July 2021	June 2021	May 2021
	No Risk Identified	No Risk Identified	No Risk Identified

Findings

The OCM activities in this area are numerous, professional, and clear.

2.2.5 Communications

People			
Communications	Three-Month Rolling Risk Levels		
	July 2021	June 2021	May 2021
	No Risk Identified	No Risk Identified	No Risk Identified

Findings

The OCM and Communications Lead for the CLJ-CMS Project, CLJ-CMS Business Liaison, and AOC leadership team are doing an admirable and diligent job of reaching out to and engaging with the diverse CLJ stakeholder community. Communications is an area of particular focus for the project Steering Committee, especially in sharing accurate information regarding the e-Filing delay.

2.2.6 Court Preparation and Training

People			
Communications	Three-Month Rolling Risk Levels		
	July 2021	June 2021	May 2021
	No Risk Identified	No Risk Identified	No Risk Identified

Findings

The project team is working with courts to systematically wrap up e-Filing activities and implementation tasks begun with pilot courts and Regions 1 through 5. The goal is to help ensure that work can resume from the point at which it was halted, minimizing the need for any re-work.

2.3 Solution

2.3.1 Business Process: e-Filing

Solution			
Business Process: e-Filing	Three-Month Rolling Risk Levels		
	July 2021	June 2021	May 2021
	No Risk Identified	No Risk Identified	No Risk Identified

Findings

The business processes for e-Filing are minimal and relatively procedural in nature.

2.3.2 Business Process: Case Management

Solution			
Business Process: Case Management	Three-Month Rolling Risk Levels		
	July 2021	June 2021	May 2021
	No Risk Identified	No Risk Identified	No Risk Identified

Findings

The business processes for case management are documented. The project is making any changes that are needed as a result of the CUWG's ongoing review of requirements.

2.3.3 Business Process: Supervision

Solution			
Business Process: Supervision	Three-Month Rolling Risk Levels		
	July 2021	June 2021	May 2021
	No Risk Identified	No Risk Identified	No Risk Identified

Findings

The business processes for supervision are documented. The project is making any changes that are needed as a result of the CUWG's ongoing review of requirements.

2.3.4 Requirements, Design, and Configuration: e-Filing

Solution			
Requirements, Design, and Configuration: e-Filing	Three-Month Rolling Risk Levels		
	July 2021	June 2021	May 2021
	No Risk Identified	No Risk Identified	No Risk Identified

Findings

Requirements for e-Filing are minimal and relatively procedural in nature.

2.3.5 Requirements, Design, and Configuration: Case Management

Solution			
Requirements, Design, and Configuration: Case Management	Three-Month Rolling Risk Levels		
	July 2021	June 2021	May 2021
	No Risk Identified	No Risk Identified	No Risk Identified

Findings

The CUWG conducted a fit-gap analysis with Tyler. Fifty-six requirements will need custom development by Tyler. The effort is estimated to be within the hours bid by Tyler for custom development work.

2.3.6 Requirements, Design, and Configuration: Supervision

Solution			
Requirements, Design, and Configuration: Supervision	Three-Month Rolling Risk Levels		
	July 2021	June 2021	May 2021
	No Risk Identified	No Risk Identified	No Risk Identified

Findings

Supervision requirements are included in the requirements reviews being conducted over time by the CUWG.

2.3.7 Integrations: e-Filing

Solution			
Integrations: e-Filing	Three-Month Rolling Risk Levels		
	July 2021	June 2021	May 2021
	No Risk Identified	Risk Being Addressed	Risk Being Addressed

Findings

The single integration required for e-Filing has been completed and turned over to Tyler for certification. Regardless of the delay in e-Filing, the integration will be needed eventually. The goal will be to leverage the work already done as well as the certification.

2.3.8 Integrations: Case Management

Solution			
Integrations: Case Management	Three-Month Rolling Risk Levels		
	July 2021	June 2021	May 2021
	Risk Being Addressed	Risk Being Addressed	Risk Being Addressed

Findings

On June 5, 2020, the AOC Architecture Review Board (ARB) made the decision to utilize a "middleware" approach to CLJ-CMS integrations rather than a "point-to-point" approach. Generally speaking, a middleware approach should be an efficient and effective approach since a point-to-point approach, while simple in nature, requires a software development effort for each integration and a middleware approach does not.

The issue is complicated by the fact that AOC's current middleware solution is a version of the product Biztalk that will be out-of-support *during the CLJ-CMS Project.* The AOC is currently considering whether to move to a newer version of Biztalk or to move to a more modern platform such as Amazon Web Services (AWS) or Microsoft's Azure solution. Moving to a new, modern middleware platform would require expertise that AOC does not currently possess.

Discussions related to the technical approach continue. While there are differences of opinion on a preferred approach, timing and budget may dictate the solution. At the present time, the risk is manageable

Risks and Issues

If the integration approach for CLJ-CMS changes during the project, there will be a need for re-work of the integrations done prior to the change.

bluecrane Recommendation

AOC should determine a single, consistent approach for integrations on all aspects of the CLJ-CMS Project.

2.3.9 Reports: Case Management

Solution			
Reports: Case Management	Three-Month Rolling Risk Levels		
	July 2021	June 2021	May 2021
	No Risk Identified	No Risk Identified	No Risk Identified

Findings

Case management reports are defined in the CLJ-CMS requirements.

2.3.10 Reports: Supervision

Solution			
Reports: Supervision	Three-Month Rolling Risk Levels		
	July 2021	June 2021	May 2021
	No Risk Identified	No Risk Identified	No Risk Identified

Findings

Supervision reports are defined in the CLJ-CMS requirements.

2.3.11 Testing: e-Filing

Solution			
Testing: e-Filing	Three-Month Rolling Risk Levels		
	July 2021	June 2021	May 2021
	No Risk Identified	No Risk Identified	No Risk Identified

Findings

Planning for e-Filing testing is underway.

2.3.12 Testing: Case Management

Solution			
Testing: Case Management	Three-Month Rolling Risk Levels		
	July 2021	June 2021	May 2021
	No Risk Identified	No Risk Identified	No Risk Identified

Findings

Planning for Case Management testing is underway.

2.3.13 Testing: Supervision

Solution			
Testing: Supervision	Three-Month Rolling Risk Levels		
	July 2021	June 2021	May 2021
	No Risk Identified	No Risk Identified	No Risk Identified

Findings

Planning for Supervision testing is underway.

2.3.14 Deployment: e-Filing

Solution			
Deployment: e-Filing	Three-Month Rolling Risk Levels		
	July 2021	June 2021	May 2021
	No Risk Identified	No Risk Identified	No Risk Identified

Findings

e-Filing deployment will be a critical subject of the re-planning that is taking place in response to the Project Steering Committee's decision to delay e-Filing.

2.3.15 Deployment: Case Management

Solution			
Deployment: Case Management	Three-Month Rolling Risk Levels		
	July 2021	June 2021	May 2021
	No Risk Identified	No Risk Identified	No Risk Identified

Findings

The CLJ-CMS Steering Committee has approved a regional rollout plan for case management and supervision.

2.3.16 Deployment: Supervision

Solution			
Deployment: Supervision	Three-Month Rolling Risk Levels		
	July 2021	June 2021	May 2021
	No Risk Identified	No Risk Identified	No Risk Identified

Findings

The CLJ-CMS Steering Committee has approved a regional rollout plan for case management and supervision.

2.4 Data

2.4.1 Data Preparation: Case Management

Data			
Data Preparation: Case Management	Three-Month Rolling Risk Levels		
	July 2021	June 2021	May 2021
	No Risk Identified	No Risk Identified	No Risk Identified

Findings

Business Analysts (BAs) on the CLJ-CMS Project team are sending reports to courts on a fairly regular basis, with requests that the courts review their data and clean it up as they are able. When the project's conversion begins, project technical staff will review data that is being converted and do additional clean-up at that time.

2.4.2 Data Conversion: Case Management

Data			
Data Conversion: Case Management	Three-Month Rolling Risk Levels		
	July 2021	June 2021	May 2021
	Not Started	Not Started	Not Started

Findings

As noted above, data clean-up activities are underway prior to conversion.

2.4.3 Data Conversion: Supervision

Data			
Data Conversion: Supervision	Three-Month Rolling Risk Levels		
	July 2021	June 2021	May 2021
	No Risk Identified	No Risk Identified	No Risk Identified

Findings

Thirteen courts are currently on the CaseLoad Pro probation system, 39 courts have “homegrown” solutions, and some number of courts are on Tyler’s supervision solution already. The data conversion plan for supervision is to ***not*** convert data from non-Tyler solutions. For the courts using Tyler’s supervision solution currently, their data is already housed at Tyler and will be transferred to the new CLJ-CMS supervision solution.

2.4.4 Data Security

Data			
Data Security	Three-Month Rolling Risk Levels		
	July 2021	June 2021	May 2021
	No Risk Identified	No Risk Identified	No Risk Identified

Findings

The CLJ-CMS Project Technical Lead is meeting with AOC security staff on a monthly basis and validating the CLJ-CMS solution’s security. In addition, he is currently working on a “Threat Model” which will be reviewed by AOC for approval prior to go-live.

2.5 Infrastructure

2.5.1 Infrastructure for Remote Work

Infrastructure			
Infrastructure for Remote Work	Three-Month Rolling Risk Levels		
	July 2021	June 2021	May 2021
	Risk Being Addressed	Risk Being Addressed	Risk Being Addressed

Findings

The CLJ-CMS Project has adapted well to the remote work environment implemented in response to the COVID-19 pandemic. While there are intermittent issues with bandwidth to/from certain geographic areas, the team has managed to move forward with project activities.

2.5.2 Statewide Infrastructure

Infrastructure			
Statewide Infrastructure	Three-Month Rolling Risk Levels		
	July 2021	June 2021	May 2021
	No Risk Identified	No Risk Identified	No Risk Identified

Findings

Because e-Filing and supervision will be delivered via a “Software-as-a-Service” (SaaS) approach, those applications will be accessible through an internet browser, requiring little technical infrastructure. The case management solution will require personal computers (desktops and laptops) and networking bandwidth adequate to support the application.

2.5.3 Local Infrastructure

Infrastructure			
Local Infrastructure	Three-Month Rolling Risk Levels		
	July 2021	June 2021	May 2021
	No Risk Identified	No Risk Identified	No Risk Identified

Findings

As noted above, the case management solution will require personal computers (desktops and laptops) and networking bandwidth adequate to support the application. The CLJ-CMS Project Manager has a list of technical infrastructure requirements that she will be sending out to the court community. In addition, she is starting conversations with AOC leadership regarding courts that have limited resources.

2.5.4 Security Functionality

Infrastructure			
Security Functionality	Three-Month Rolling Risk Levels		
	July 2021	June 2021	May 2021
	No Risk Identified	No Risk Identified	No Risk Identified

Findings

The security functionality of Odyssey has been approved previously by AOC for the Superior Court – Case Management System (SC-CMS).

As noted above under Data Security, the CLJ-CMS Project Technical Lead is meeting with AOC security staff on a monthly basis and validating the CLJ-CMS solution's security. In addition, he is currently working on a "Threat Model" which will be reviewed by AOC for approval prior to go-live.

2.5.5 Access

Infrastructure			
Access	Three-Month Rolling Risk Levels		
	July 2021	June 2021	May 2021
	No Risk Identified	No Risk Identified	No Risk Identified

Findings

e-Filing and supervision access will be via browser. A computer will be required for access to the case management solution.

2.5.6 Environments

Infrastructure			
Environments	Three-Month Rolling Risk Levels		
	July 2021	June 2021	May 2021
	No Risk Identified	No Risk Identified	No Risk Identified

Findings

An agreement has been reached on the number of environments.

2.5.7 Post-Implementation Support

Infrastructure			
Post-Implementation Support	Three-Month Rolling Risk Levels		
	July 2021	June 2021	May 2021
	No Risk Identified	No Risk Identified	No Risk Identified

Findings

Based on **“**Lessons Learned” from the Superior Court – Case Management System (SC-CMS) Project, the CLJ-CMS Project staffing plan includes having four Business Analysts on-board before going live with pilot courts. These BAs will be able to develop expertise with the new solution that will be essential to post-go-live support.

Appendix: Overview of *bluecrane* Risk Assessment Approach

For this Independent QA Assessment, we have focused on 45 areas of assessment as depicted in Figure 1 earlier in this report. We have grouped the areas into our familiar categories of :

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

In keeping with our dislike of "cookie cutter" approaches, we tailored the specific areas of assessment for relevance and importance to the CLJ-CMS Project *at this stage of its program lifecycle*.

Our risk ratings are summarized in Table 3 below.

Table 2. *bluecrane's* Risk Assessment Categorization

Assessed Risk Status	Meaning
No Risk Identified	Program activities in the area assessed are not encountering any risks
Risk Being Addressed	A risk that is being adequately mitigated. The risk may be ongoing with the expectation it will remain blue for an extended period of time, or it may be sufficiently addressed so that it becomes green as the results of the corrective actions are realized
Risk	A risk that is significant enough to merit management attention but not one that is deemed a "show-stopper"
High Risk	A risk that project management must address or the entire planning effort is at risk of failure; these risks are "show-stoppers"

Assessed Risk Status	Meaning
Not Started	This particular activity has not yet started or is not yet assessed
Completed or Not Applicable	This particular item has been completed or has been deemed “not applicable” but remains a part of the assessment for traceability purposes

HB 1320 – Improving Civil Protection Order Processes

Project Update

Keith Curry, PM
Project Manager

August 27, 2021

Overview

- E2SHB 1320 is intended to provide uniformity in rules and procedures for civil protection orders.

- The bill consolidates all six civil protection order case types (domestic violence, sexual assault, stalking, anti-harassment, vulnerable adult and extreme risk protection orders) under one new civil cause of action. The bill expands existing case types that can accept protection orders.
- Schedule – must be completed by June 30, 2022

Major Systems Impacted

- JIS/SCOMIS
- Superior Court Odyssey
- Case Replication
- CLJ Odyssey
- Enterprise Data Repository (EDR)
- Statewide Data Warehouse (SDW)
- JABS
- JCS
- JIS-LINK

AOC Key Staff

- Charlotte Jensen - Requirements
- Michelle Pardee – Law Table
- Wendy Lamar - Forms
- Winnie Sheeran – Testing

AOC Units Impacted

- ASD – Gender and Justice Commission
- CSD – Court Business Office
- CSD – Court Legal Services
- CSD – Court Business & Technology Integration
- ISD – Architecture and Strategy
- ISD – Data and Development
- ISD – Project Management and Quality Assurance
- ISD – Operations
- MSD – Financials
- MSD – Data Dissemination

Next Steps

- AOC is working to complete the requirements for JIS/SCOMIS.
- All other systems are dependent on the completion of the JIS/SCOMIS requirements.
- Modifications to impacted systems are scheduled to be completed by June 30, 2022.
  - The date may be impacted depending on when requirements can be completed and the scope of those requirements.
  - Large number of requirements/systems and limited AOC resources.

JISC DATA DISSEMINATION COMMITTEE
Friday, August 27, 2021, 8:30 a.m. – 9:55 a.m.
Zoom Teleconference
URL: provided via invite

AGENDA		
Call to Order	Judge John Hart	Agenda Items with documents are indicated with an *
ACTION ITEMS		
1. June 25, 2021, Meeting Minutes Action: Motion to approve the minutes	Judge Hart - All	*
2. Regarding the Washington National Guard's Elevated JIS-Link Site	Mr. Kevin Cottingham Mr. David Reynolds	*
3. Other Business	Judge Hart	

JIS IT Governance Report
June 2021

IT Governance

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

Summary of Changes Since Last Report

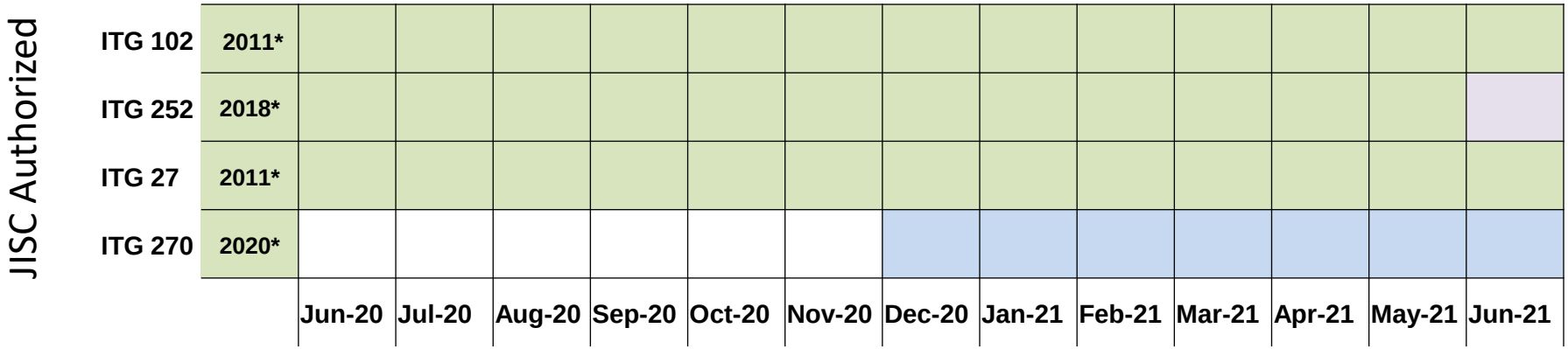
New Requests:	1325 - Appellate Court Online Credit Card Payment Portal (Appellate)
Endorsements:	1320 - Public Case Search Modernization (AOC)
	1323 - County Code Information (DMCMA)
	1324 - Appellate Court Electronic Record Retention (Appellate)
Analysis Completed:	1317 - BizTalk 2020 Upgrade (AOC)
Endorsement Confirmations:	241 - JIS Person Business Indicator (AOC)
	1317
CLUG Decision:	241 (Non-JIS)
	1317 (Non-JIS)
Authorized:	241 (CIO)
	1317 (CIO)
In Progress:	1317
Completed:	242 (Non-JIS)
	252 - Appellate Electronic Court Records
Closed:	None

JISC ITG Strategic Priorities

JISC Priorities				
Priority	**ITG#**	**Request Name**	**Status**	**Requesting CLUG**
1	102	Courts of Limited Jurisdiction Case Management System	In Progress	CLJ
2	252	Appellate Electronic Court Records	Completed	Appellate
3	27	Seattle Municipal Court CMS to EDR Data Exchange	In Progress	CLJ
4	270	Allow MH-JDAT data accessed through BIT from Data Warehouse	Authorized	Superior

Authorized In Progress Completed Withdrawn or Closed

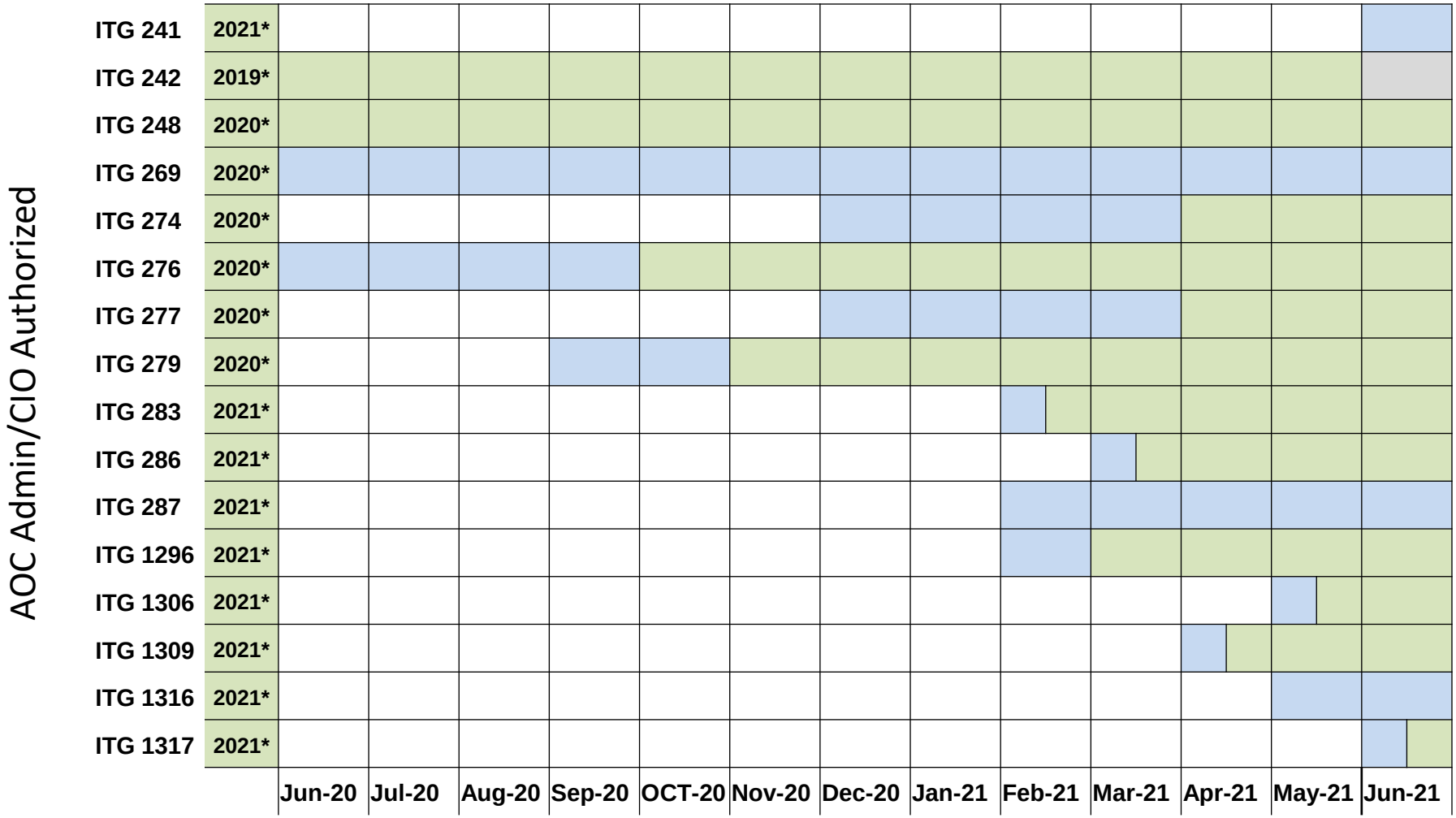
ITG Status Year in Review



* Year ITG authorized

Authorized In Progress Completed Withdrawn or Closed

ITG Status Year in Review



* Year ITG authorized

Current ITG Priorities by CLUG

Priority	ITG #	Request Name	Status	Approving Authority	Importance
Appellate CLUG					
1	252	Appellate Electronic Court Records	Completed	JISC	Unspecified
Superior CLUG					
1	248	Washington State Juvenile Court Assessment	In Progress	Administrator	High
2	270	Allow MH-JDAT data to be accessed through BIT from the Data Warehouse	Authorized	JISC	High
3	283	Modify Odyssey Supervision Probation Category to Support Non-Criminal Cases	In-Progress	Administrator	Medium
4	274	EFC Extended Foster Care-Dependency - Modify Required Party of PAR Parent	In-Progress	CIO	Medium
5	277	TRU Truancy - Modify Required Party of PAR Parent	In-Progress	CIO	Unspecified
6	269	Installation of Clerks Edition for Franklin County Superior Court Clerks Office	Authorized	CIO	Low
Courts of Limited Jurisdiction CLUG					
1	102	Courts of Limited Jurisdiction Case Management System	In Progress	JISC	High
2	27	Seattle Municipal Court CMS to EDR Data Exchange	In Progress	JISC	High

Authorized In Progress Completed Withdrawn or Closed

Current ITG Priorities by CLUG

Priority	ITG #	Request Name	Status	Approving Authority	Importance
Non-JIS CLUG					
N/A	241	JIS Person - Business Indicator	Authorized	CIO	Unspecified
N/A	242	WSP System Modernization	Completed	JISC	Completed
N/A	276	Parking Tickets issued in SECTOR - Interim resolution	In Progress	Administrator	Unspecified
N/A	279	JIS Name Field Upgrade	In Progress	Administrator	Unspecified
N/A	286	Statewide Reporting	In Progress	Administrator	Unspecified
N/A	287	OnBase Product Upgrade to v20.3	Authorized	CIO	Unspecified
N/A	1296	Superior Court Text Messaging and E-mail Notifications	In Progress	CIO	Unspecified
N/A	1306	RightNow Replacement	In Progress	CIO	Unspecified
N/A	1309	SQL Server Upgrade 2019 Upgrade	In Progress	CIO	Unspecified
N/A	1316	ColdFusion 2021 Upgrade	Authorized	CIO	Unspecified
N/A	1317	BizTalk 2020 Upgrade	Authorized	CIO	Unspecified

Authorized In Progress Completed Withdrawn or Closed

ITG Request Progress

Awaiting Endorsement	Awaiting Analysis	Awaiting Endorsement Confirmation	Awaiting CLUG Recommendation	Awaiting Authorization	Awaiting Scheduling
1325 Appellate Court Online Credit Card Payment Portal	**220**** Supplemental Race/Ethnicity Request **275*** Odyssey to EDR **284*** Criminal cases with HNO and DVP case types allow DV Y/N **1297*** Self-Represented Litigants (SRL) Access to SC & CLJ Courts **1307*** Law Data Project **1308**** Integrated eFiling for Odyssey DMS Superior Courts **1318*** Business Object Upgrade **1319*** Implementation of NeoGov for AOC Employment Recruitment **1320** Public Case Search Modernization **1321**** Send JCAT data to the Data Warehouse to Facilitate Reporting **1323** County Code Information **1324** Appellate Court Electronic Record Retention	**265** Kitsap District Court CMS to EDR Data Exchange **1313** Supreme Court Opinion Routing/Tracking System	**256** Spokane Municipal Court CMS to EDR Data Exchange	**None**	**241** JIS Person Business Indicator **269** Installation Of Clerks Edition For Franklin County Superior Court Clerks Office **270** Allow MH-JDAT/MAISI data to be accessed through BIT from the Data Warehouse **287** OnBase Product Upgrade to v20.3 **1316** ColdFusion 2021 Upgrade **1317** BizTalk 2020 Upgrade

* Analysis Underway ** On Hold