WASHINGTON COURTS

Entities Impacting the JIS Enterprise Applications

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Teams at AOC

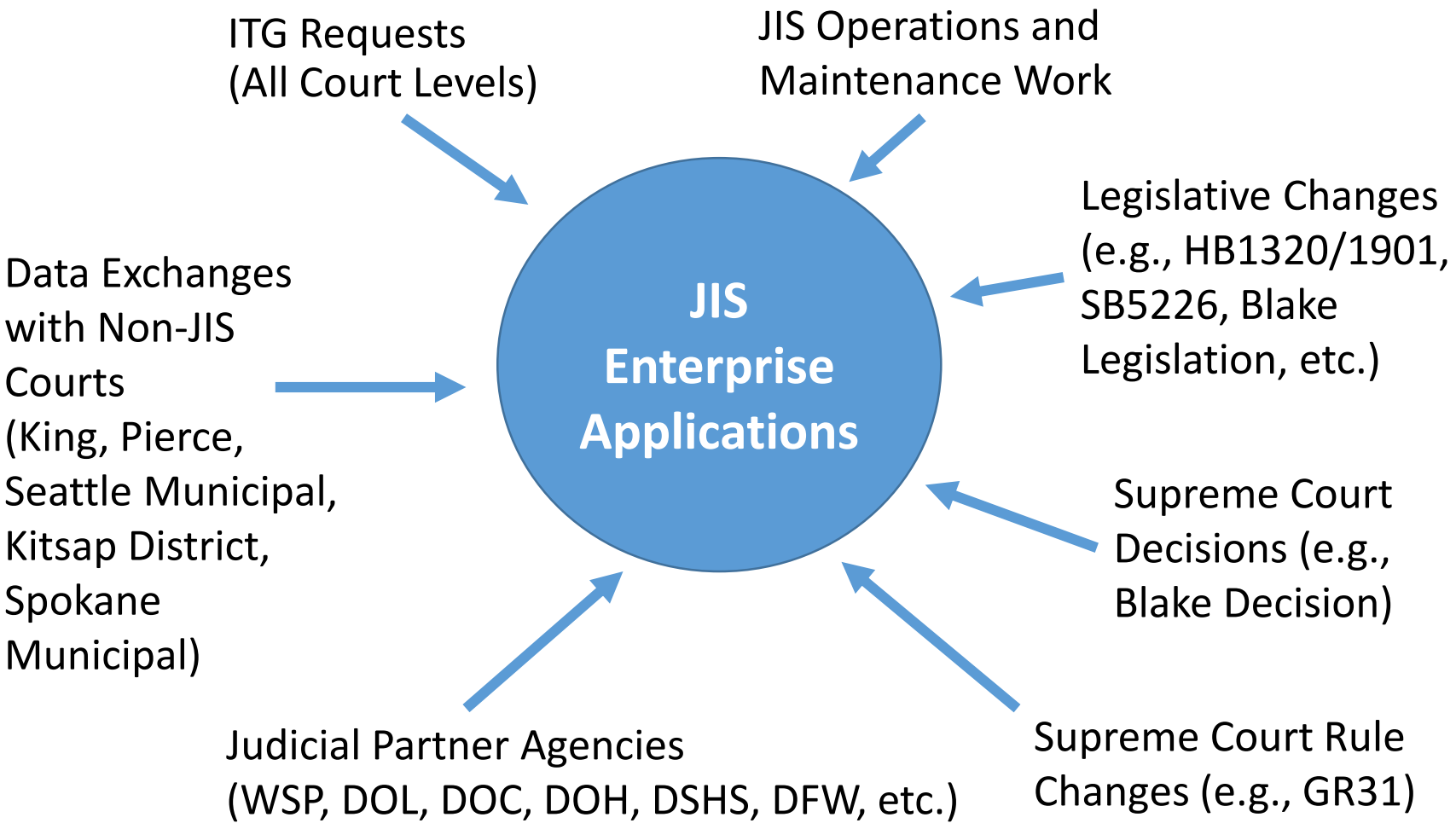
Some teams of business and technical staff are focused on supporting specific court levels, application, or lines of business. Because of their focus, they may not easily be reassigned to other areas.

- Appellate Court
- Superior Court
- CLJs
- Juvenile Court

Other teams support multiple court levels, applications, and lines of business. These staff often apply their expertise to support efforts in multiple areas.

- Infrastructure
- Software Quality Assurance
- Cyber Security
- Enterprise Data

Where Does Work Come From?



Current Superior Court Work

Mandates

- HB1320/1901 – Civil Protection Orders
- Approximately 15 bills from the legislative session that require changes to systems
- Changes to GR 31

Maintenance and Operations

- SQL Server Upgrade
- JCS Platform Migration
- RightNow Replacement
- Internet Explorer End of Life
- Multiple eService tickets received daily
- Routine patching of systems

ITGs

- ITG 248 – Juvenile Court Assessments
- ITG 274 – Extended Foster Care Changes
- ITG 277 – Truancy Changes
- ITG 283 – Modify Odyssey Probation Categories
- ITG 284 –Domestic Violence Flag Changes
- ITG 1296 – Text/Email Notifications

Prioritizing Work

- **Critical Situations**
  - Break/Fix on JIS Applications
  - IT security monitoring and responses
- **Mandated changes**
  - New legislation
  - Changes to Court Rules
  - Law changes resulting from court decisions
- **Maintenance and operations**
  - All action necessary to run the existing systems on a daily basis
  - Working with justice partners with whom we exchange data
  - Infrastructure and operating system upgrades
- **Stakeholder priorities (IT Governance)**
  - Each team has a finite amount of work available to dedicate to established ITG priorities

Why IT Governance?

- **Resources available to accomplish ITG requests are limited**
  - Some teams at AOC may have capacity while other teams are fully utilized
  - AOC seeks to fully utilize all resource to the greatest extent possible

- **Project scheduling is based on ITG prioritizations from the JISC and the Court Level User Groups**
  - Provides AOC flexibility to begin projects when resources are available on specific teams
  - AOC schedules work for teams with available capacity based on the ITG prioritization
  - Large projects like CLJ-CMS do not stop smaller efforts from proceeding

IT Governance Categories

- **Small** projects (Pebbles) = $500,000 or less
  - Recommended and prioritized by the court level(s) impacted
  - Authorized by the Chief Information Officer
  - Accomplished with existing resources

- **Medium** projects (Rocks) = >$500,000 but < $1 million
  - Recommended and prioritized by the court level(s) impacted
  - Authorized by the Administrator for the Courts
  - May be accomplished with existing resources, but may require Decision Packages

- **Large** projects (Boulders) = >$1 million
  - Authorized and prioritized by the JISC
  - Recommended by the court level(s) impacted
  - Always require Decision Packages to go to the Legislature
  - Are often multi-biennium projects