Judicial Information System Committee (JISC)
Friday, August 26, 2022 (10:00 a.m. – 12:00 p.m.)

Register in advance for this meeting:

August 26th 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 c. Welcome to New JISC Member Judge Beth Andrus (Court of Appeals)	Justice Barbara Madsen, Chair	10:00 – 10:10	Tab 1
2.	**JIS Budget Update** a. 21-23 Budget Update b. JIS Funding Subcommittee Update c. JIS 23-25 IT Decision Packages d. <mark>Decision Point:</mark> Approval of IT Decision Packages	Mr. Chris Stanley, MSD Director	10:10 – 11:00	Tab 2
3.	<mark>Decision Point:</mark> **CLJ-CMS Project Steering Committee Charter Update**	Judge Kimberly Walden, Acting CLJ-CMS Project Steering Committee Chair	11:00 – 11:10	Tab 3
4.	**JIS Architecture and Strategy ITG Request #1340 – Enterprise Integration Platform and External API** a. Background and Strategy b. <mark>Decision Point:</mark> Approval of ITG #1340 c. JISC Prioritization	Mr. Rob Eby, ISD IT Architecture & Strategy Manager Mr. Kevin Ammons, ISD Associate Director	11:10 – 11:30	Tab 4
5.	**JIS Priority Project #1 (ITG 102):** **Courts of Limited Jurisdiction Case Management System (CLJ-CMS)** a. Project Update b. QA Assessment Report	Mr. Garret Tanner, Project Manager Mr. Allen Mills, Bluecrane	11:30 – 11:45	Tab 5
6.	**Committee Reports** Data Dissemination Committee (DDC)	Judge John Hart, DDC Chair	11:45 – 11:55	
7.	**Meeting Wrap Up**	Justice Barbara Madsen, Chair	11:55 – 12:00	
8.	**Informational Materials**			Tab 6

a.	ITG Status Report			

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:

2022 – Schedule

October 28, 2022

December 2, 2022

August 26th 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 26, 2022, 10:00 AM Pacific Time

Register in advance for this meeting:

August 26th 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 24, 2022
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. Donald Graham
Judge John Hart, Vice-Chair
Judge Kathryn Loring
Mr. Frank Maiocco
Chief Brad Moericke
Judge Robert Olson
Ms. Paulette Revoir
Ms. Dawn Marie Rubio
Ms. Margaret Yetter

Members Absent:
Ms. Mindy Breiner
Mr. Joseph Brusic
Mr. Derek Byrne
Ms. Barb Miner
Mr. Dave Reynolds
Judge Lisa Worswick

AOC Staff Present:
Mr. Kevin Ammons
Mr. Kevin Cottingham
Ms. Vonnie Diseth
Mr. Rob Eby
Mr. Arsenio Escudero
Mr. Dirk Marler
Mr. Dexter Mejia
Ms. Anya Prozora
Mr. Chris Stanley
Mr. Garret Tanner

Guests Present:
Ms. Ellen Attebery
Judge Valerie Bouffiou
Ms. Gail Cannon
Judge Patti Connolly Walker
Ms. Kym Foster
Judge Pauline Freund
Mr. Matthew Gil
Judge Jessica Giner
Ms. Linda Hagert
Ms. Jennefer Johnson
Ms. LaTricia Kinlow
Judge Debra Lev
Ms. Stephanie Metcalf
Mr. Allen Mills
Judge Kara Murphy Richards
Ms. Kristine Nisco
Ms. Maryam Olson
Ms. Heidi Percy
Mr. Terry Price
Ms. Sonia Ramirez
Ms. Kathy Seymour
Mr. Christopher Shambro
Judge Charles Short
Judge N. Scott Stewart
Judge Kimberly Walden
Judge Krista White Swain
Ms. Bonnie Woodrow
Ms. Deana Wright

Call to Order & Approval of Meeting Minutes

Justice Barbara Madsen called the Judicial Information System Committee (JISC) meeting to order at 10:00 a.m. This meeting was held virtually on Zoom.

Justice Madsen asked if there were any changes or additions to be made to the April 2022 meeting minutes. Hearing none, the meeting minutes were approved as written.

Justice Madsen also made note that Judge Lisa Worswick would be stepping down from her position on the Committee at the end of her term on July 31, 2022. As such, the Court of Appeals will be nominating a new COA judge for appointment to the JISC.

JIS Budget Update & JIS Funding Subcommittee Update

Mr. Chris Stanley provided a brief 21-23 budget update. Currently, the JIS account is underspent by approximately $2.4 million, meaning the account deficit is reduced by that amount. Because account revenue continues to collapse, we are looking at a $10.8 million loss by the end of the biennium. This is after the $17.5 million the Legislature recently infused into the account. Mr. Stanley emphasized that these figures make the work of the JIS Funding Subcommittee all the more urgent. He added that this problem (declining/collapsing revenue) is not confined to just the JIS account; other associations and agencies with similarly-sourced accounts are also being affected. The subcommittee has tasked AOC will putting together a package that requests monies from the General Fund. Mr. Stanley will be speaking with the subcommittee in the coming month about what an approach to the Legislature requesting permanent General Fund funding would look like, as well as discussing other potential strategies for JIS funding.

Decision Point: JIS-Link Billing

Mr. Stanley reminded the JISC of the recent changes to the JIS-Link billing over the past year. In May 2021, AOC adopted the first JIS-Link fee increase since 2003, which set the fee at $0.145 per transaction in an attempt to align the fees more closely with the costs of maintaining the system. Shortly after adopting the increased per-transaction, AOC went live with the new, web-based JIS-Link (New JIS-Link) and adopted a temporary transitional billing model to permit JIS-Link users to continue using legacy JIS-Link and experiment with New JIS-Link without incurring additional cost as part of the new system rollout. The transitional billing model is a flat fee for each account based on the new per-transaction fee and a discounted calculation of that individual account's historic usage of the system. In October 2021, JISC reviewed and approved the fee increase and the updated click-through agreement. Members of the JISC also suggested that AOC should bring future fee changes to the JISC at its June meeting, so the effective date of any change could coincide with the new fiscal year.

Particularly over the last six months, AOC has received a number of complaints from users dissatisfied with the transitional billing model and asking to return to the transactional-based fee model. Transitional billing has served its purpose, users have had a chance to practice using both systems, and AOC is ready to return to the regular, transaction-based billing model. This would be in line with much of the feedback it has received from users of the systems. The transitional billing process was adopted to permit users of the JIS-Link system to explore the New JIS-Link system without incurring additional costs on top of their regular, on-going usage. New JIS-Link has been live for a sufficient time for users to experiment with and adjust to the new system. AOC is asking the JISC to approve ending transitional billing and returning to the normal, transaction-based fee model (currently $0.145 per transaction).

Following brief clarifying discussion, Justice Madsen then asked if there was a motion for approving this request.

Motion: **Judge Robert Olson**

I move that the JISC approve AOC ending transitional billing and returning to the regular, transaction-based fee model for JIS-Link and New JIS-Link.

Second: Ms. Dawn Marie Rubio

Voting in Favor: Judge Scott Ahlf, Mr. Donald Graham, Judge John Hart, Judge Kathryn Loring, Justice Barbara Madsen, Mr. Frank Maiocco, Chief Brad Moericke, Judge Robert Olson, Ms. Paulette Revoir, Ms. Dawn Marie Rubio, Ms. Margaret Yetter

Opposed: None.

Absent: Ms. Mindy Breiner, Mr. Joseph Brusic, Mr. Derek Byrne, Ms. Barb Miner, Mr. Dave Reynolds, Judge Lisa Worswick

The motion passed.

Decision Point: Approval of New CLJ-CMS Project Steering Committee Member

Judge Kimberly Walden spoke on behalf of the CLJ-CMS Project Steering Committee (PSC) and presented their request to appoint a new member to the PSC, who will represent the District and Municipal Court Management Association (DMCMA). This new member would replace outgoing member Ms. Paulette Revoir, who resigned her position from the committee. Judge Walden acknowledged Ms. Revoir and thanked her on behalf of the PSC for her "courageous leadership, her passion and commitment to sustaining and advancing the quality of service and the access to justice the CLJs provide our communities, customers, and justice partners". The DMCMA has nominated Mr. Frankie Peters, Court Executive Officer of Thurston County District Court, to the position. Judge Walden asked that the JISC approve this nomination and appoint Mr. Peters to the CLJ-CMS Project Steering Committee.

Justice Madsen then asked if there was a motion to approve this appointment.

Motion: **Ms. Margaret Yetter**

I move that the JISC appoint Mr. Frankie Peters, Court Executive Officer of Thurston County District Court, to the CLJ-CMS Project Steering Committee to replace outgoing committee member Ms. Paulette Revoir.

Second: Ms. Paulette Revoir

Voting in Favor: Judge Scott Ahlf, Mr. Donald Graham, Judge John Hart, Judge Kathryn Loring, Justice Barbara Madsen, Mr. Frank Maiocco, Chief Brad Moericke, Judge Robert Olson, Ms. Paulette Revoir, Ms. Dawn Marie Rubio, Ms. Margaret Yetter

Opposed: None.

Absent: Ms. Mindy Breiner, Mr. Joseph Brusic, Mr. Derek Byrne, Ms. Barb Miner, Mr. Dave Reynolds, Judge Lisa Worswick

The motion passed.

JIS Enterprise Impacts

Mr. Kevin Ammons gave a presentation on JIS Enterprise Impacts, which provided an overview of AOC's IT Governance, how it is used to maximize resources, and explained where work comes from and how it is prioritized. There are two types of teams at AOC: some teams of business and technical staff are focused on supporting specific court levels, application(s), or lines of business. Because of their focus, they may not easily be reassigned to other areas. Other teams support multiple court levels, applications, and lines of business. These staff often apply their expertise to support efforts in multiple areas. Work comes from many different sources, including operations and maintenance work, ITG requests, Legislative mandates, Supreme Court Decisions and Rule changes, data exchanges with non-JIS courts, and judicial partner agencies like Washington State Patrol (WSP) or Department of Licensing (DOL).

Work is prioritized based on critical situations, mandated changes, maintenance and operations, and stakeholder priorities (IT Governance). IT Governance is used for prioritizing projects as the resources available to accomplish ITG requests are limited. Project scheduling is based on ITG prioritizations form the JISC and the Court Level User Groups (CLUGs). There are three IT Governance categories: small projects ('Pebbles') which are $500,000 or less, medium projects ('Rocks') which are greater than $500,000 but less than $1 million, and large projects ('Boulders') which are greater than $1 million.

Some clarifying discussion followed.

HB 1320 Implementation Update

Mr. Ammons gave an update on the HB 1320 implementation project. This legislative mandate is intended to provide uniformity in rules ad procedures for civil protection orders. This includes consolidating all civil protection order case types under one new civil cause of action and expanding existing case types that can accept protection orders. Per the legislation, work must be completed by June 30, 2022. Mr. Ammons provided details on the impacts this will have on JIS, Superior courts, and other systems such as JABS and the Enterprise Data Repository (EDR). He also noted that all divisions of AOC were impacted by this legislation over the last year, and AOC has spent over 10,000 hours implementing it.

Some clarifying discussion followed.

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

CLJ-CMS Project Update
Mr. Garret Tanner provided an update on the CLJ-CMS project. The Pilot Courts have each filed a Local Court Rule to mandate eFiling, each rule filing is currently in its comment period. Data Push 5 of

5 is now complete and the project team has begun work on Data Review 5 and continues to prepare for Solution Validation. The Pilot Court environments have been configured based on the responses received from the Local Court Configuration Questionnaires earlier this year, and the Pilot Courts have also been trained to build Enterprise Justice and Enterprise Supervision forms. Mr. Tanner then reviewed the active project risks and next steps.

Further discussion followed relating to the Third-Party Integrations project risk, specifically if there was a plan for how this risk will be handled in the short-term while a long-term solution is being determined and developed. Justice Madsen noted that there have been discussions about an integration platform and a feasibility study has been completed. Legislative funding was not provided in the 2022 session for this work; a budget proposal for funding for this project is in development to submit as part of a decision package for the next Legislative budget cycle. However, this does not guarantee that funding will be provided. This topic will be brought to the JISC for discussion at the August meeting.

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.

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 11:50 p.m.

Next Meeting

The next meeting will be August 26, 2022, via Zoom from 10:00 a.m. to 12:00 p.m.

Action Items

	Action Items	Owner	Status

Judicial Information System Committee Meeting   August 26, 2022

DECISION POINT – 2023-2025 Budget Request

MOTION:

I move that the JISC approve the 2023-2025 budget request as presented, with the understanding that the dollar amounts and narrative may change slightly as the final submission is finalized later in September.

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 2023-2025 summary identifies those items, activities or projects that will most likely need ongoing, additional or new funding during the ensuing biennium.

III.   PROPOSAL

AOC recommends that the JISC approve the 2023-2025 budget request items as submitted with the understanding that the amounts per request may change slightly.

IV.   OUTCOME IF NOT PASSED

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

DECISION POINT – Amend the CLJ-CMS Project Steering Committee Charter

MOTION:

- I move that the Courts of Limited Jurisdiction Case Management System Project Steering Committee Charter be amended to include two co-equal Chairs, a Chair and a Co-Chair (replacing all mentions of Vice Chair in the Charter with Co-Chair) in which one shall be from the District & Municipal Court Judges' Association and the other from the District and Municipal Court Management Association.

I. BACKGROUND

The Judicial Information System Committee (JISC) approved the establishment of a governing body for the Courts of Limited Jurisdiction Case Management System (CLJ-CMS) Project in April 2014, called the CLJ-CMS Project Steering Committee.

The CLJ-CMS Project Steering Committee consists of representatives of the courts of limited jurisdiction who have expressed an intent to use the statewide case management solution provided for the AOC for the courts of limited jurisdiction. They provide project oversight and strategic direction for the CLJ-CMS project over the life of the project. The CLJ-CMS Project Steering Committee plays a key leadership role within the project governance structure and is responsible for business decisions regarding the project and for making project recommendations to the JISC.

II. DISCUSSION

Over the past several years, the CLJ-CMS Project Steering Committee has been operating with a Chair and a Vice Chair to fill in when the Chair was unavailable. As part of the discussion on the JISC Project Steering Committee held on August 2, 2022, the committee proposed formalizing having two co-equal Chairs, a Chair and a Co-Chair, one of which will be from the District & Municipal Court Judges' Association and the other from the District and Municipal Court Management Association. This was proposed to balance the responsibilities of the Chair when the Chair is unavailable in order for meetings to proceed.

III. OUTCOME IF NOT PASSED –

If the JISC declines to approve, the JISC Project Steering Committee meetings may not be able to proceed if the Chair is not available.

Administrative Office of the Courts

Project Steering Committee Charter for the Courts of Limited Jurisdiction Case Management System (CLJ-CMS)

ITG-102

Authored By: ~~Catherine Robinson~~Garret Tanner
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Date:

Document History

Author	Version	Date	Comments
Cat Robinson	0.01	3/5/2020	Initial Draft
Cat Robinson	1.0	4/16/2020	FINAL Version – as approved by the Project Steering Committee
Garret Tanner	1.1	8/9/2022	Amended at the request of the Project Steering Committee. Changing from one Chair of the committee to two co-Chairs – one each from the DMCMA and DMCJA.

Table of Contents

Authorizing Signatures

The Courts of Limited Jurisdiction Case Management System (CLJ-CMS) Project Steering Committee (PSC) Charter represents an agreement among the District and Municipal court representatives and the Administrative Office of the Courts as authorized by the Judicial Information System Committee (JISC). Signatures indicate that they have reviewed the CLJ-CMS PSC Charter and that the signer concurs with the content.

_____ Date:
~~2020~~2022
Justice Barbara A. Madsen
Chair
Judicial Information System Committee (JISC)
Justice
Washington State Supreme Court

_____ Date:
~~2020~~2022
Dawn Marie Rubio
Washington State Court Administrator
Administrative Office of the Courts

_____ Date:
~~2020~~2022
Vonnie Diseth
Director and CIO
Information Services Division
Administrative Office of the Courts

_____ Date:
~~2020~~2022
Dirk Marler
Director
Court Services Division
Administrative Office of the Courts

_____ Date:
~~2020~~2022
Honorable ~~Samuel G. Meyer~~Rick S. Leo
President
District and Municipal Court Judges Association (DMCJA)
~~Judge~~Commissioner
~~Olympia Municipal~~ Snohomish County District Court

_____ Date:
~~2020~~2022
~~Dawn M. Williams~~Ellen Attebery
President
District and Municipal Court Management Association (DMCMA)
Administrator
~~Puyallup and Milton Municipal Court~~Kitsap Municipal Courts: ~~Bremerton~~

_____ Date:
~~2020~~2022
~~Toni Farris~~Jennifer Crossen
President
Misdemeanant Probation Association (MPA)
Probation Officer
~~Skamania~~ Snohomish County District Court

Authority

The Judicial Information System Committee Rules (JISCR) and RCW Chapter 2.68 provide that the Administrative Office of the Courts is responsible for designing and implementing the statewide Judicial Information System under the direction of the Judicial Information System Committee.

Introduction

The Judicial Information System Committee (JISC) approved the establishment of a governing body for the Courts of Limited Jurisdiction Case Management System (CLJ-CMS) Project in April 2014, called the CLJ-CMS Project Steering Committee.

The CLJ-CMS Project Steering Committee consists of representatives of the courts of limited jurisdiction who have expressed an intent to use the statewide case management solution provided for the AOC for the courts of limited jurisdiction. They provide project oversight and strategic direction for the CLJ-CMS project over the life of the project. The CLJ-CMS Project Steering Committee plays a key leadership role within the project governance structure and is responsible for business decisions regarding the project and for making project recommendations to the JISC.

Mission

The CLJ-CMS Project Steering Committee serves as the business and strategic decision making team that speaks for the Washington State District and Municipal Courts, and the Probation Departments with a unified voice and vision.

Scope

The CLJ-CMS Project Steering Committee has oversight for all phases of the CLJ-CMS project which must meet the business and technical needs of the Washington State District and Municipal Courts, and the Probation Departments.

In scope for the CLJ-CMS Project Steering Committee:
- Make any go/no go decisions
- Provide oversight and guidance
- Make recommendations to the JISC regarding scope, schedule, or budget changes in accordance with the project governance document
- Recommend court rule or statutory changes
- Resolve issues and remove roadblocks for the project in accordance with the project governance document

Governing Principles

The CLJ-CMS Project Steering Committee has identified and adopts the following principles important to the success of the project.

- Be positive advocates for the project to other court users and stakeholders throughout the state
- Focus on workable solutions rather than perfection
- Maintain a high level of transparency
- Make timely decisions in as unified manner as is feasible
- Collaborate with partners and stakeholders
- Leverage the Court User Work Group (CUWG) to facilitate communication
- Continued stakeholder buy-in of the vision and technology direction
- Open communication between committee members, sponsors, and project leadership
- Active participation of all committee members
- Adherence to a consistent method for conducting project reviews and resolving issues

Project Steering Committee Success Criteria

- Project Steering Committee members make decisions consistent with the project imperatives
- All escalated scope questions, business requirements, issues, risks and changes are resolved clearly and timely to facilitate implementation of a case management system for the Washington State District and Municipal Courts, and probation officers
- Standards and business processes statewide are streamlined and standardized wherever possible
- District and Municipal courts receive a technically sound, secure, accurate and cost-effective modern case management system

Project Steering Committee Membership

Members must have the authority to make decisions on behalf of their constituent group and be committed to the success of the project. CLJ-CMS Project Steering Committee membership must be consistent to maintain continuity and minimize risk. Minimal substation is expected. The CLJ-CMS Project Steering Committee will not exceed ten members, appointed by the JISC. Members will elect a two co-Cchairs of the Committee from their membership, consisting of one representative from District and Municipal Court Management Association (DMCMA) and one representative from District and Municipal Court Judges Association (DMCJA). Current membership can be found on the Project Steering Committee website and will consist of:

- Two judicial officers nominated by the District and Municipal Judges Association

- Three court managers nominated by the District and Municipal Court Management Association
- Two Misdemeanant Probation Association representatives nominated by the Misdemeanant Probation Association
- Three Administrative Office of the Courts Members

Roles and Responsibilities

The CLJ-CMS Project Steering Committee and its members will:
- Act as an advocate for the project, the project manager, and the project team
- Foster positive communication outside of the committee regarding the project's progress and outcomes
- Provide decision support and strategic direction throughout the lifecycle of the project
- Communicate CLJ-CMS Project Steering Committee decisions to the groups they represent
- Express opinions openly during the meetings
- Actively participate in the meetings and maintain regular attendance
- Support funding and other resource requirements requested by the project
- Review project budget, schedule, and scope, and escalate significant scope, schedule or budget changes and risk management strategies, to the JISC through the AOC CIO consistent with the Project Governance Plan
- Authorize or decline requested changes to the project consistent with the Project Governance Plan as needed to provide direction, guidance, and monitor project progress
- Proactively monitor risks to the project and resolve issues in a timely manner
- Reconcile differences in opinion and approach within the project and resolve disputes
- Review meeting materials in advance of a Project Steering Committee meeting
- Review and ensure the meeting minutes accurately reflect the decisions and discussions of the meeting, and provide timely feedback if discrepancies or omissions are discovered
- Notify the co-Chairs and Project Manager in advance when a Project Steering Committee member cannot attend a CLJ-CMS Project Steering Committee meeting
- Notify the co-chair Chairs and the Project Manager in advance of a meeting when a proxy will be attending a CLJ-CMS Project Steering Committee meeting on a member's behalf

The co-chairChairs, or in his or her absence the vice chair, of the Steering Committee will:
- Review and approve draft agendas and minutes
- Conduct meetings according to the agendas
- Encourage members to provide input throughout the meetings
- Ensure a role call is conducted for motions with substantive content

- Ensure decisions or recommendations are adequately resolved and confirmed by the members
- Address attendance issues of members

The project manager will:
- Schedule monthly CLJ-CMS Project Steering Committee meetings
- Prepare meeting agendas and ensure their accuracy
- Send meeting notes to participants for review and comment in a timely manner
- Make appropriate updates to the meeting notes based on participant feedback
- Post final CLJ-CMS Project Steering Committee notes on the project website within seven (7) calendar days of their approval, and distribute copies to the CLJ-CMS Project Steering Committee members via e-mail
- Send documents in advance of the meetings for review ensuring adequate time for review
- Ensure that decisions and recommendations that are at the Project Steering Committee level are documented

Decision Process

The CLJ-CMS Project Steering Committee membership must be consistent to maintain continuity and minimize risk. Substitution of members and proxy voting is to be minima̶l̶u̶m̶.

- Five (5) voting members constitute a quorum for decision making, provided at least one voting member from each group (DMCJA, DMCMA, MPA, and AOC) is present in person, electronically, by written proxy, or by e-mail
- Formal motions will be presented for all decisions put to the committee
- Decisions will be made by majority rule
- In the event of a split or tiebreaker vote, the co-Chairs, at h̶i̶s̶ ̶o̶r̶ ̶h̶e̶r̶their discretion, can call for more discussion, a revote, or referral to the JISC

Meetings

Meeting information:
- Project Steering Committee meetings will generally fall on the afternoon of the 1̶s̶t̶ first Tuesday of the month in SeaTac̶.̶
- Project Steering Committee meetings will generally be scheduled one year in advance
- Remote access to attend via Phone Bridge and online access to see documents will be provided at all meetings
- The duration of each meeting will depend on the complexity of the agenda items̶.̶
- CLJ-CMS Project Steering Committee members are mandatory meeting attendees on meeting schedule notices and every effort will be made by the Project Manager to avoid scheduling conflicts by scheduling meetings in advance

- The person standing in as a proxy for the CLJ-CMS Project Steering Committee member must be a member of the Project Steering Committee, have the authority to make decisions, and give approval when needed
- The co-Chairs has have the option to cancel Project Steering Committee meetings as necessary

Attendance at Project Steering Committee meetings:
- In-person attendance is preferred; participation by phone or other means is available on a meeting-by-meeting basis
- If a member fails to attend three (3) consecutive meetings or fails to attend 60% of the meetings for the year, the co-Chairs may place a motion to the JISC to remove the member
- Replacement of a removed member shall be done in accordance with the established procedures to fill a vacant position

CLJ-CMS Project Steering Committee meeting participants will receive the following items within timely advance of a scheduled meeting:
- Agenda
- Minutes from the last meeting
- Supporting documents for agenda items

The CLJ-CMS Project Steering Committee meeting agenda will typically include:
- Review and approval of meeting minutes
- Project update
- Risks, issues and decisions
- Discussion of pertinent topics
- Next steps
- Confirmation of date, time and venue for the next meeting
- Quality Assurance Report
- Other items as needed

Special meetings:
- Special meetings may be called by the co-Chairs upon notice by mail, e-mail or phone
- Quorum attendance requirements are applicable for special meetings

Executive Session:
- Upon a majority vote, the co-Chairs may call an executive session to discuss matters deemed confidential as defined in RCW 42.52.010
- A motion to enter executive session shall set forth the general purpose of the executive session, which shall be included in the meeting minutes
- No active member of the Project Steering Committee shall be excluded from attending an executive session.
- Administrative Office of the Courts staff, or other invitees, may be present during an executive session at the discretion of the co-Chairs.
-

ITG 1340 - Enterprise Integration Platform and External API

Rob Eby
Architecture & Strategy Manager

August 26, 2022

Background of ITG 1340

- Courts implement third-party systems to gain efficiencies and automate processes that are <u>not</u> offered by AOC

- AOC's long-term strategy includes planning for how to securely allow third-party systems to integrate with JIS

  - This ITG request is to implement that strategy

  - 2023-2025 decision package will fund this effort

- When completed, the Enterprise Integration Platform and External API will be the method to allow third-party software to send data to and receive data from JIS applications

  - For example, OCourts to Enterprise Justice for CLJs

ITG 1340 Scope

Two components:

- Enterprise Integration Platform for JIS applications

  - This creates the platform to allow data to flow to and from applications like Enterprise Justice

  - It knows where to send data and where to get data

- External Applications Programming Interface (API)

  - This is where third-party software "plugs in" to integrate with JIS applications

  - Each application, like OCourts, would need to develop its connections to the API to achieve integration

Architecture
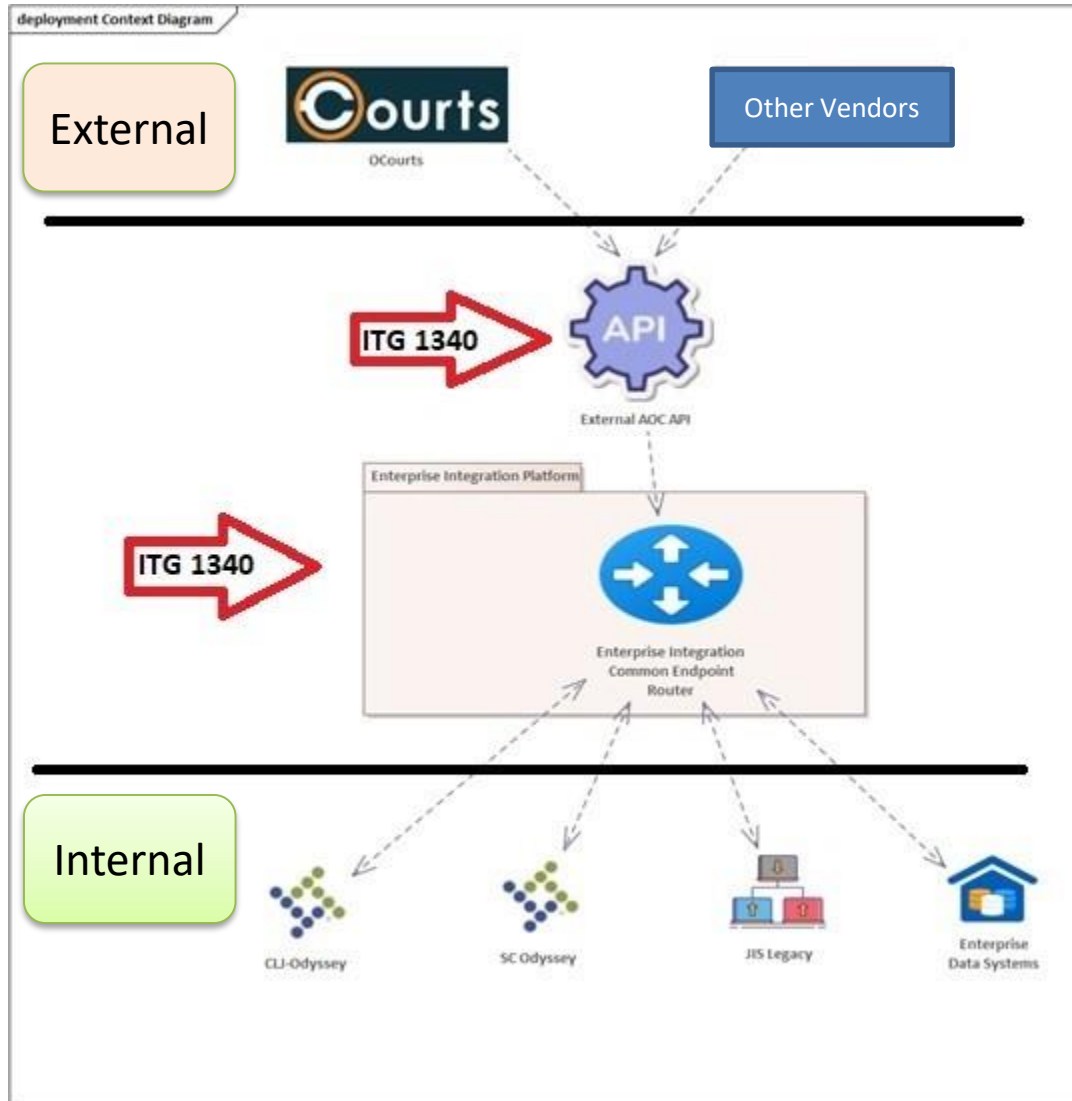
Technical Details

- Enterprise Integration Platform will be built on the Microsoft Azure Integration Platform which is a cloud based Software as a Service (SaaS) solution

- The External API will be built on the Microsoft Azure External Application Programming Interface (External API) Platform which is a cloud based Software as a Service (SaaS) solution that works directly with the Azure Integration Platform

Why This Direction?

- Provides a **secure** Integration Platform that will build off AOC's existing BizTalk solution

- Compatible with the Tyler's Enterprise Justice as well as other 3rd party systems

- Flexible, scalable, and will allow AOC utilize new features and other cloud-based services as they become available

- Does not use point-to-point integration, reducing overall complexity and risk

- Improved security, logging and monitoring of court data

Point to Point Connectivity

(a),(b),(c) Number of Connections for 2,3,4 computers respectively
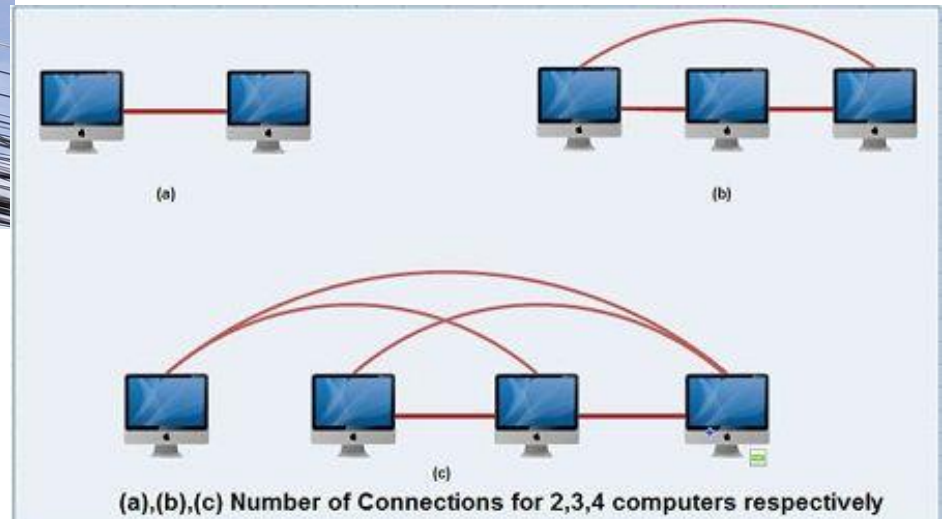
Integration Platform Connectivity

Service A   Service B   Service C

Enterprise Service Bus

Service D   Service E   Service F

Timeline

2020	2021	2022	2023	2024	2025	2026

AOC A&S Team

PreWork

Architecture and Business Strategy

OCourts

Tyler Technologies ES (Odyssey)

Standards and Policies

Reference Architecture Documents

Budget Concept Paper- DP

Prework Legislation Session

Legislation Session

Acquisition

Setup

Pilot

Production

Legacy Migration

Phase A

Phase B

Phase C

Today

How Does This Relate to the EDR?

- The Enterprise Data Repository (EDR) receives <u>statewide</u> data from all case management systems for data sharing statewide

  - AOC systems like Enterprise Justice

  - Local systems like KC Script for the King County Clerk's Office

- The Integration Platform and External API will send and receive <u>statewide and local</u> data between AOC case management systems and local systems like OCourts

- This is just another piece of the overall Information Networking Hub (INH)

How Does This Relate to the EDR?
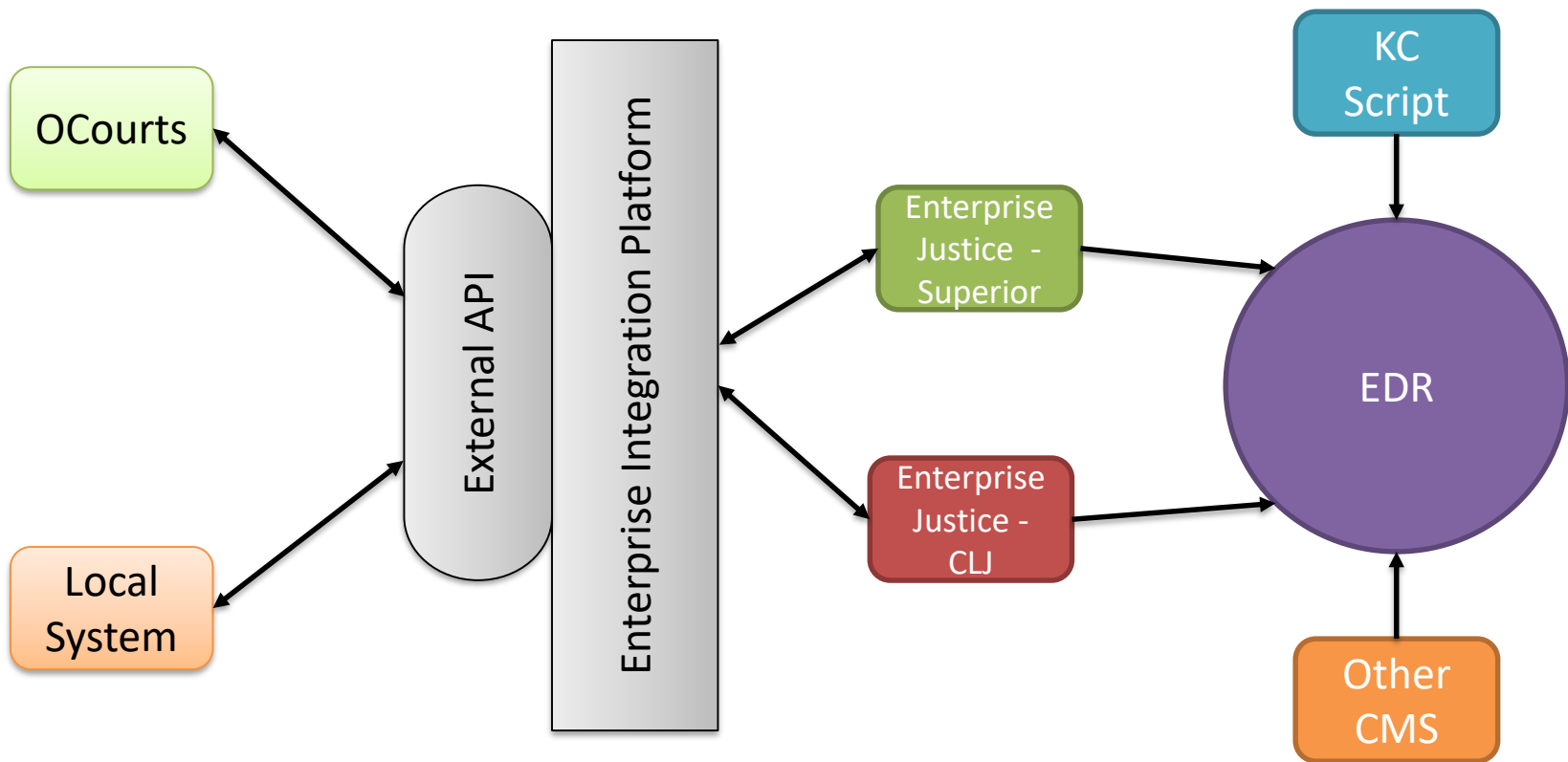
Current Activities

✓ Architecture staff and Court Services Division staff have been partnering in developing the requirements and architectural design

• ITG 1340 ready for authorization by the JISC

• Decision Package for ITG 1340 submitted

Next Steps

- Pre-project planning activities

- Begin development of RFP

- Conduct staff training

- Once funding is provided by the Legislature, begin project execution

Related ITG Request

- ITG 1345 - Integration of OCourts into CLJ-CMS has been submitted by DMCMA and is currently going through the ITG process

- This request could serve as the first system to utilize the Integration Platform and External API

Questions?

Decision Point

Judicial Information System Committee Meeting   August 26, 2022

DECISION POINT – IT Governance Request 1340

MOTION:

I move that the JISC:

a. approve *IT Governance Request 1340 - Enterprise Integration Platform and External API*, and

b. edit the JISC IT Governance Priority List to delete Priority #3: *IT Governance Request 270 - Allow MH-JDAT Data to be Accessed through BIT from the Data Warehouse* and replace it with: Enterprise Integration Platform and External API.

I. **BACKGROUND**

AOC is receiving an increased volume of requests to integrate with more vendor and partner systems. At the same time costs of supporting various lines of business have steadily increased over the years as data has needed to be exchanged between systems to support existing and new operational requirements. As the AOC attempts to meet many of these challenges with standardized commercial off-the-shelf software, AOC must integrate these new software packages with each other, our executive branch judicial partner agency systems and software solutions individual courts are adopting to meet their unique needs. A common, secure industry standard integration approach is required to reduce costs, be flexible, and increase deployment speed and agility to meet these existing and future integration demands.

II. **DISCUSSION**

The Enterprise Integration Platform will adopt a common communication standard for all systems thereby enabling new systems to be plugged into existing systems at a lower cost and with a much faster development time. It will also provide tools to enable systems to deal with surges in traffic on demand to reduce normal operational expenses. To create this Enterprise Integration Platform and the External API, AOC will use the Microsoft Azure Integration Platform as part of a larger effort to leverage more cloud computing resources.

This solution will also create a generic and unified API facing outside of AOC that 3rd Party Vendors, the courts, executive branch agencies and others can access

to interact with court systems. This external facing API will facilitate the following data interactions with authorized systems:

- Case Data: Listing of cases, their participants and their general details.

- Person Data: Basic information including a list of cases a given person is associated with for a given court.

- Court Resource Lists: Listing and details for resources within a court.

- Documents: The creation, updating and retrieval of court documents.

- Calendar Data: The schedules for a given person, court resource, court session, and hearing. Also, the ability to create, update and delete hearing information.

- Accounting Data: The list of account receivable charges and their details for a given party. Also, the ability to create, read, update and void payment information for a given party.

ITG Request 1340 is estimated to cost $2,073,212, which meets the threshold for requiring JISC approval.

The justification to reprioritize the JISC IT Governance Priority List is that there are two higher priority projects that are already underway and have resources dedicated to their completion.

The current Priority #3, *ITG 270 - Allow MH-JDAT Data to be Accessed through BIT from the Data Warehouse,* is a smaller project, and is on hold waiting for available resources. Additionally, under the current (revised) delegation matrix, it is far below the $1,000,000 threshold for requests to be prioritized by JISC, and, therefore, ITG Request 270 should be removed from the JISC priority list and still be considered an authorized request, ready for scheduling by AOC when resources become available.

III.   PROPOSAL

The JISC should approve IT Governance Request 1340 and prioritize it as #3 on the JISC IT Governance Priority List and remove IT Governance Request 270 and consider it authorized and ready for scheduling when resources are available.

IV.   OUTCOME IF NOT PASSED

If IT Governance Request 1340 is not approved, the AOC will not be able to plan the implementation of the Enterprise Integration Platform and External API while awaiting a funding decision from the legislature.

Courts of Limited Jurisdiction
Case Management System Integration
Feasibility and Cost Analysis

Contributors:
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Omiga Solutions
Tyler Technologies

Updated: April 7, 2022

Table of Contents

I. Executive Summary

The CLJ-CMS Project Steering Committee is requesting to integrate locally implemented court applications with the Tyler Technologies base applications being implemented by the CLJ-CMS project. The CLJ-CMS project is scheduled to implement Odyssey, Tyler Supervision, and Odyssey File & Serve in 2022 through 2026.

The CLJ-CMS Project Steering Committee raised a concern regarding unmet capabilities by the Tyler suite of applications and the loss of specific business capabilities and efficiencies currently provided by locally implemented applications. The unmet capabilities include virtual/remote courts, real-time forms management and signatures, scheduling hearings by clients, financial collections, and access by various devices (smart phones, tablets, etc.). Examples of locally implemented court applications include OCourt, LINX, Laserfiche, Legal Atoms, OnBase, Application Xtender, and Truefiling.

If these local capabilities are unmet by the Tyler applications, the courts will lose efficiencies that may result in manual workarounds and the need for additional staff resources. There are roughly 36 CLJ courts (10 District Courts and 26 Municipal Courts) that have implemented and use other court applications that may have a potential need to integrate with the Tyler applications.

To meet this need, to support other future integration requests, to protect the data and securely maintain the integrations, AOC is proposing utilizing Tyler's Application Programming Interfaces (APIs) and building an enterprise-grade integration platform and all associated services to expose the APIs to the courts and their application vendors. The proposed integration approach is designed to create a platform for which the courts and their vendors can connect with the Tyler applications to exchange data in a secure, standardized, repeatable, and organized manner regardless of the application. This will allow the local court applications to continue getting data from the enterprise Tyler applications and keep functioning as they do today while also sending data to the Tyler applications to keep the court records/data intact and complete.

Initial analysis of the effort will require four major phases to be completed:

- **AOC Enterprise Integration Platform Readiness**: All policies, standards and processes for operating the integration platform will need to be developed. Key foundational pieces in the AOC Azure tenant will be established.
- **External AOC API** (**EAA) Proof of Concept (POC) Completed**: Validate 3rd Party authentication and make a successful basic call to the EAA service retrieving a basic set of information from the service.
- **AOC Enterprise Integration Platform Live**: The enterprise integration platform has a secure and independent channel to the AOC data center, all core components of the platform are online and all existing internal web service API's are published through the proper API Management instances within the platform.
- **EAA Live**: All phase 1 endpoint methods have been developed, pushed into production and verifiably accessed by a 3rd party.

Further description of the phases and associated tasks are included in *Appendix A - External AOC API Roadmap.*

This proposed integration approach is not in scope of the CLJ-CMS implementation project. An integration of such large scale and impact was not contemplated nor planned during the initiation of the project and therefore there are no provisions for this work in the contract with Tyler Technologies. While there are integration requirements included in the scope of the CLJ-CMS implementation project, those requirements are limited in scope for simple transactions with known systems and judicial partner agencies such as the Enterprise Data Repository, JIS, and DOL respectively.

Completing the phases described above will require additional funds for staffing and software. Additional cost is also anticipated for any development work associated with the APIs by Tyler Technologies and development work by the court application vendors to connect to their system to the integration platform.

It is also important to note that the proposed approach necessitates the creation of a new service/capability to be provided by the AOC for the courts now and into the future.

For the purposes of this feasibility and costs study, the project steering committee requested a focus on OCourt as a proof of concept.

Cost Summary:
The following are assumptions considered during the analysis of the cost estimate:

- Cost does not include on-going maintenance and operational costs after completion of the initial proof of concept with OCourt.
- Cost estimates were provided by Omiga Solutions for OCourt and by Tyler Technologies for their anticipated tasks articulated in this paper.
- There will be additional costs for on-boarding other courts/vendors after the proof of concept with OCourt.
- The cost for the local court application integration to the AOC integration platform is the responsibility of the court and/or their vendor.

Integration Platform and OCourt Integration Cost Estimates (one-time cost, see section IX Cost Analysis for details):

Category	Description	Cost
Software Subscriptions	Microsoft Azure Integration Platform Subscriptions	$450,000
Contracted Integration and Development Services	Requirements analysis, Integration platform build, External API Authorization Service, API proof of concept, External API support, Testing, and deployment.	$1,106,108- $1,266,608
Tyler Technologies	Consultation and API gaps	$226,608
OCourt (Omiga Solutions) integration buildout	Build integrations to connect to AOC integration platform to access endpoints	$130,000
	Total	**$1,912,716 - $2,073,212**

On-boarding Cost Estimates (on-going cost):

On-going cost for on-boarding other court application vendors is dependent upon the scope of integrations. The following are assumptions considered during the analysis of the on-boarding cost estimate:

- The goal is to have a standard set of processes, task, and activities for any court and their vendor wanting to connect to the platform.
- The goal is to not modify or customize any APIs if at all possible. Any customizations will drive higher costs.
- The cost for the local court application integration is the responsibility of the court and/or their vendor.
- Cost for a court and their vendor is unknown and difficult to estimate due to the dependency on the scope of their requirements.

AOC Estimated On-Boarding Cost

Category	Description	Est Cost
Software Subscriptions	Azure Integration Platform	$100/month
AOC	On-boarding oversight	$85/hr.
Tyler	Consultation and potential development work to add, update or enhance APIs if needed	$188/hr.

Court Estimated On-Boarding Cost

Category	Description	Est Cost
Court Application Vendor	Build integrations to connect to AOC integration platform to access endpoints	$125 - $150/hr.

Draft Project Schedule Summary:
A project schedule for the integration work will need to be fully developed and related with the main CLJ-CMS implementation project identifying the inter-dependent tasks and milestones. It is also anticipated that the CLJ-CMS project schedule will need to be extended to accommodate the additional scope of integration development and onboarding for the courts who have a need to integrate other applications.

Below is a draft schedule for the integration project incorporated with the CLJ-CMS implementation schedule. A high-level schedule for the proposed integration project is available in section VI Proposed Schedule.

The following assumptions were used for the draft integrations schedule:

- The draft schedule visualizes a "happy path" scenario only. Further detailed planning will need to occur when the proposal is officially approved and underway.
- The draft schedule assumes funding will be made available in 2022.
- The draft schedule assumes Tyler and Omiga Solutions will make resources available to work on the project during the expected timeframes.

- Contracting resources carry additional and potentially significant time for recruitment and/or procurement processes.
- Due to the additional integration scope, the courts currently identified in the phases will need to be re-organized according to their integration needs and will require additional time.
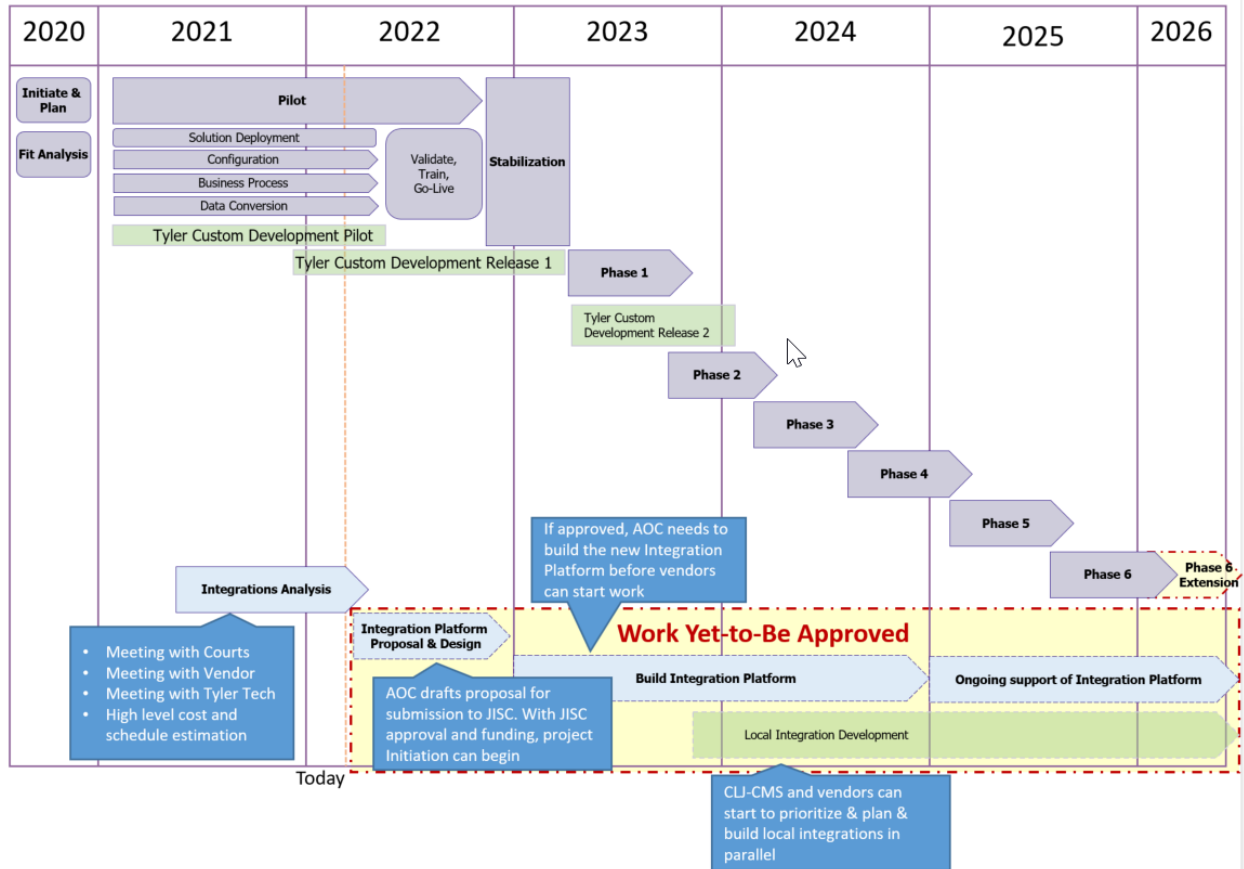
II. Overview

The AOC, at the request of the Court of Limited Jurisdiction, probation departments, and under the direction of the Judicial Information System Committee (JISC), is implementing a new commercial off-the-shelf (COTS) case management application to replace the aging JIS/DISCIS legacy application. Included in the COTS implementation is a case management application, an eFiling application, and a probation application from Tyler Technologies. Tyler in partnership with the AOC and the CLJ courts will implement the applications under the CLJ-CMS project and is scheduled to begin rollout in the fall of 2022 through the spring of 2026.

The current scope of the project expect courts and probation departments to implement and use the suite of Tyler applications with limited modifications as identified during the gap analysis. The Tyler applications were evaluated against 1,557 court business requirements. These requirements were assembled and written for the purposes of acquiring a COTS application. During the gap analysis activities, 297 requirements were identified as gaps. Out of the 297 identified gaps, the CLJ- CMS Court User Work Group narrowed the gap requirements down

6

to 64 requirements for which development projects were created and are currently in progress to be delivered before and after the pilot implementation.

With the project underway, some of the courts raised concerns pertaining to locally implemented court applications that support various functions such as forms generation, document management, calendaring, collections, and workflow functions that are not currently met by the contracted Tyler applications.

Fig. 1 - CLJ Courts with Locally Implemented Court Applications
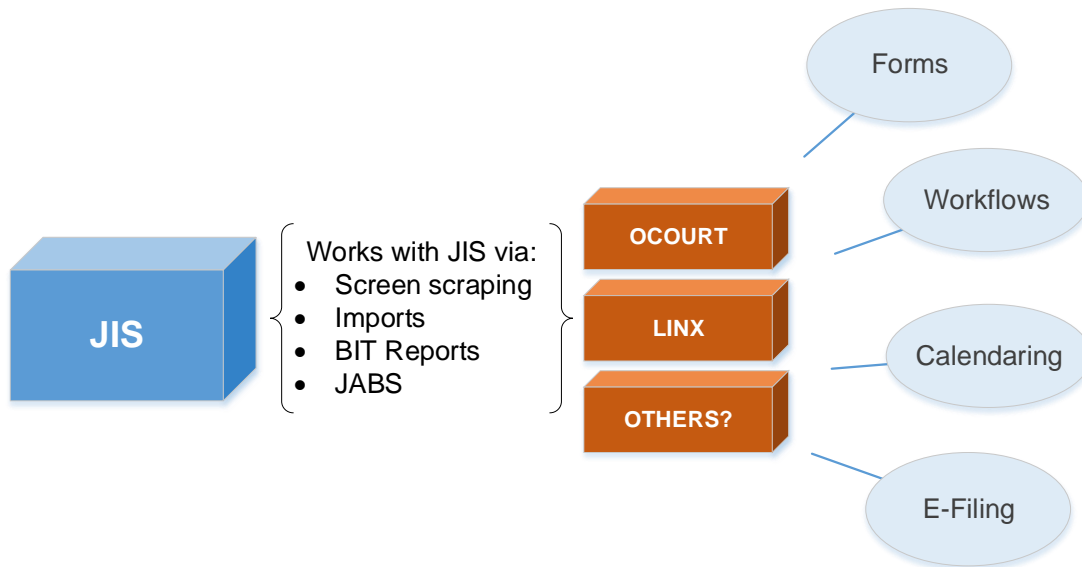
Upon review and discussion with some of the courts, it was determined that the locally implemented court applications highlight some gaps against the Tyler applications in the areas of remote/virtual courts, real-time forms management, electronic signatures, and scheduling hearings by clients. These capabilities provide efficiencies and value to the courts especially in the current pandemic situation.

The locally implemented court applications are reliant on data from JIS/DISCIS for which there are several methods being used including but not limited to imports via screen scraping technology and through reports created in the AOC provided Business Intelligence Tool (BIT) reporting tool or via local custom reports. With the replacement of JIS/DISCIS by the Tyler applications, the local court applications as they are implemented and configured today will no longer work. The data needed by the local applications will transition over to the Tyler applications via conversion and new data entry input will begin there as the CLJ courts install the new application.

There are a variety of locally implemented court applications currently used by some of the courts. The list below highlights some of the applications that were received from a survey that was completed in November of 2020 asking the CLJ courts about other systems/technologies used. See *Appendix C – CLJ-CMS Courts with Other Systems* for the survey results.

Application/System	Description
Multi-function Systems	
OCourt	OCourt is a suite of applications designed to support court operations in the areas of electronic forms/document preparation and distribution, scheduling proceedings, collections, jury management, and calendar display.
LINX	LINX is the Legal Information Network Exchange System developed and implemented by Pierce County providing an integrated justice solution for the county that includes case management for the Pierce County Superior Court, Jail roster and booking information, and eFiling.
Document Management Systems	
Laserfiche	Laserfiche a suite of document and record management tools enabling digital document storage, distribution, access, and workflow automation.
OnBase	OnBase is an enterprise platform for managing content.
Application Xtender	Application Xtender is a document management system.
E-Filing Systems	
LegalAtoms	LegalAtoms is a legal and court forms preparation application that helps users navigate court processes.
Truefiling	Truefiling is an eFiling system
Interpreter	
1Lingua	1Lingua is an interpreter resource scheduling/calendaring.

To address the concern regarding gaps in functionality and preserving the efficiencies gained by courts from their locally implemented support applications, the following options were considered:

1. Address the functional gaps between the local applications and Odyssey via custom development.
2. Allow the courts and their application vendors to integrate with Odyssey using Application Programming Interfaces (APIs).

After further examination of the above options, the project team determined the first option to be insupportable for the following reasons:

- The scope of functions to be examined is unknown. An in-depth analysis will need to be performed in order to establish an inventory of functions provided by the different local applications currently in place today and then perform a comprehensive comparative analysis with Odyssey's functions.
- The potential variability of functions between the known systems requiring one-off solutions will increase scope, complexity, and maintenance.

- Major overhaul of the contract, project schedule, and staffing to support potentially large custom development projects which also begins to erode the benefits and advantages of a COTS strategy.
- The potential of duplicating or extending functions that are not aligned with the vendor's roadmap will result in a dead-end.
- Updates to the functions will need to be supported by AOC, Tyler, the court and their vendor, creating more complexity to the support and maintenance of the overall system.

The second option of integrating via APIs is outlined in this document. The idea of integrating systems via APIs is not a new concept. It is a method widely used for connecting disparate systems to deliver a desired outcome or value. The benefits of this method are the following:

- Relative simplification of integrating systems. APIs provide a standard for systems to communicate.
- Shifts the focus from functions to the data needed by the local applications.
- Minimizes restrictions or decision making regarding which functions are necessary.
- Allows for easy management and security of future local court needs to complement the Odyssey solution.

III. High-level Requirements and Integration Scope w/OCourt

A high-level capability analysis was conducted by AOC with the courts utilizing OCourt provided by Omiga Solutions. The intent of the analysis was to determine the preliminary data points needed to be exchanged between the two systems so that cost and level of effort can be estimated. See *Appendix B – OCourt Capability Analysis* for the full details of the study. Additional analysis provided by OCourt regarding their current data mappings with JIS is included as *Appendix E – OCourt JIS Data Mapping.*

Application	Key Capabilities and Features	In Scope?
Schedule R	Calendar and hearing management.	Yes
EDocs and ESignatures	Forms creation, management, and signature capabilities.	Yes
Lobby Calendar Display	Ability to display the daily hearing schedule on a monitor at the courthouse, court's lobby, front counter area, or court website.	No. Calendar information is provided through ScheduleR. Further, Odyssey can also provide a calendar report that can be consumed by the lobby display applications.
Public Access Module – E-Filing	Provides public access to court forms and to file electronically.	Yes
Public Access Module – E-Hearings	Provides an electronic hearing process for infractions.	Yes

Collect R	Provides an automated receipting capability for collection payments.	TBD. Extensive custom CLJ-CMS development in progress to support collection requirements developed by the CUWG.
Vehicle Related Violations (VRV)	Provides a website for court sub-contractors to transfer files that are to be sent to JINDEX.	Yes. VRV will continue to interact with JINDEX in the same way as today. The CLJ-CMS project has a plan/integration project to intercept the messages received from JINDEX and route to Odyssey. It is included with the project's eCitation integration project.
Jury Management	Standalone application for jury management. Provides the ability to maintain and organize an accurate and up-to-date jury list, management summoning, qualification, and selection processes.	No. There is no reliance on data from the CMS.

OCourt User Clients and their Sub Jurisdictions
OCourt systems are currently implemented in the following courts: (Chart provided by OCourt).

Client	Sub Jurisdictions	Other Product
Bellingham	None	Collect R
Black Diamond	None	
Bonney Lake	Sumner, Eatonville, South Prairie	
Bremerton	None	VRV
Buckley	None	
Des Moines	Normandy Park	OSummons, nCourt, Collect R
Enumclaw	None	
Federal Way	None	
Fife	None	Collect R
Issaquah	North Bend, Snoqualmie, Duval	Public Access Module
Kent	Maple Valley	Collect R

Kirkland	Hunt's Point, Medina, Clyde Hill, Yarrow Point	VRV, nCourt, Collect R
Lakewood	University Place, Steilacoom, DuPont	Collect R,
Lake Forest Park	None	Public Access Module, OSummons, Collect R
Lynnwood	None	Collect R
Marysville	Lake Stevens	
Milton	None	Collect R, nCourt
Olympia	None	
Puyallup	None	Collect R, nCourt
Renton	None	OSummons, Collect R
SeaTac	None	Collect R, Public Access Module
Tukwila	None	Public Access Module
Yakima	None	
Yelm	None	

Other Clients and their Product Use

Benton County	Collect R
Clark County (Vancouver)	Probation, Collect R
East Klickitat County	nCourt
Everett	VRV, Collect R
Pierce County	nCourt
Thurston County	Collect R, nCourt

IV. Tyler Technologies and Odyssey APIs

Application Programming Interfaces or APIs are implemented as web services, called with a properly formatted XML message. APIs may be called in one of two ways, either as a single message, or as a compound transactional message with several component messages chained together as a single unit of work. This allows an external customer application to perform integration requests directly against the Odyssey system, in a synchronous manner.

Messages may be executed individually (using the "Message" operation), or concatenated together in an aggregate unit of work (using the "Transaction" operation).

Fig. 2 - API

External Application   Odyssey Server
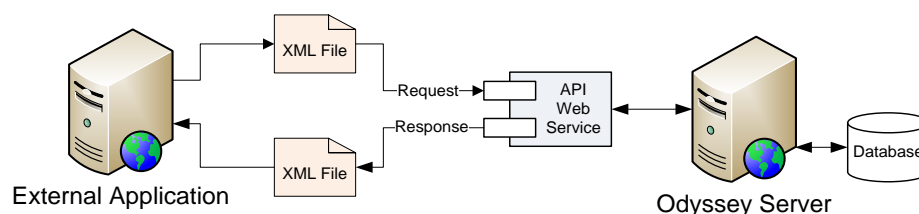
Odyssey File & Serve (eFiling system) - Odyssey File & Serve (eFiling system) – The Tyler eFiling system is comprised of two components: The Electronic Filing Service Provider (EFSP) and Electronic Filing Manager (EFM). Each component has its own set of APIs. The eFiling system is typically integrated with Odyssey, but is a stand-alone system that can be integrated with any court case management system using the appropriate set of APIs.

Electronic Filing Service Provider (EFSP)

An EFSP is an organization that builds a public web portal for the purpose of soliciting eFiling business from public attorneys. During certification Tyler Technologies will use the EFSP's portal to execute a variety of test cases while observing for correct behavior within the EFSP application, the EFM (for clerk review), as well as evaluation of EFM logs and database tables.

Electronic File Manager (EFM)

A Limited Service EFSP is an organization that integrates an internal case management system to the EFM. For instance, a Prosecutor's case management system, a Public Defender's case management system, or even a large law firm's case management system. Such integrations require a hybrid model of certification because they do not include a public facing portal whereby new users register, but rather, are more of a "closed system" with a finite number of named users.

Tyler certifies 3rd party integrations with OFS. Prior to requesting to initiate certification testing, each integrating organization must develop and self-test their integration. This is to reduce the possibility of failure. Also, each organization that integrates with the EFSP component must execute an EFSP Agreement with Tyler as well as any state specific agreements/SLAs/document prior to the completion of certification.

It is important to note that initial criminal filings are not in scope for Odyssey File and Serve implementation and contract.

Odyssey Navigator (Case Management System) – Tyler provides user guides and pertinent documentation (known as the API Toolkit) regarding available APIs for client-led integration development with the Odyssey case management system.

Tyler Supervision (Probation System) – Tyler Supervision is a newly acquired application by Tyler and therefore does not have the same level of API documentation available for client-led integration development. There are APIs available for Tyler Supervision integration work but will require involvement with Tyler Technologies

V. Technical Options Analysis

To bridge the functional gaps, the project steering committee directed the project team to explore the feasibility and costs for integrating Tyler applications and locally implemented court applications. The idea of integrating the applications was formulated due to the availability of Application Programming Interfaces (APIs) with the Tyler applications. An API is a method for allowing two applications to talk to each other and is a widely practiced approach. By using this integration methodology, the locally implemented court applications ca get data from the Tyler applications and courts can continue to use the local functions. Further, the locally implemented court applications will have the ability to send data back to the Tyler applications to keep the court case record intact in the official application of record. Further details are included in *Appendix A - External AOC API Roadmap.*

Service Oriented Architecture Integration Model

The API integration approach may seem like a simple solution to address functional gaps between systems. However, it carries some long-term impacts and a significant technical shift for the AOC. To reduce one-off integrations and to centralize and organize into a reusable and scalable framework, the AOC must establish and formalize **an integration platform**.

The long-term AOC enterprise system architectural direction is an integration-based Service Oriented Architecture. Taking this approach allows AOC to be more responsive to the evolving needs of the courts and make the enterprise architecture business focused. The diagram below is from the current enterprise reference architectural plan for the organization and it outlines the system architecture being shifted towards over the next 5-6 years. The centerpiece of this plan is a common integration platform that links all systems – internal and external – together.

Fig. 2 – Proposed Integration Approach (Service Oriented Architecture)
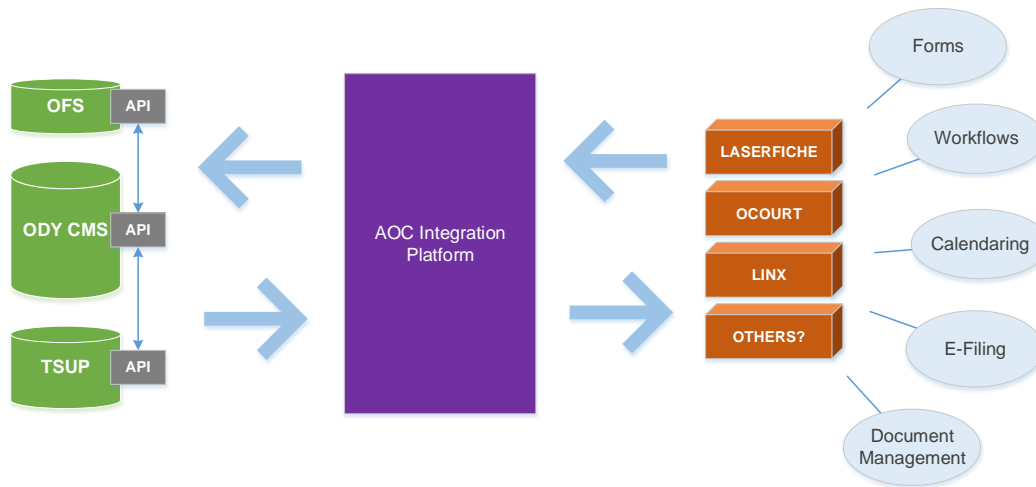
Pros

1. **Simplified architecture**: This approach provides a common pathway and support process for all requests, all vendors and all courts.

2. **De-coupling**: This approach decouples changes made by the vendor and/or the managed CMS system for a given court. AOC becomes responsible for ensuring

backwards compatibility to accessing vendor solutions with a long lead time before migrations must take place. This also provides a stable platform for all vendors to access the same court systems within their allowed security permissions.

3. **Granular control:** This allows for AOC to work with each individual court to manage the exact level of access a given vendor has to their court management system.

4. **Security**: This approach allows for an audit trail and more robust security around access to a court's CMS system. Further, it allows for access to be granted to vendor systems on a least privileged principle with active monitoring for if an attempt is made to exceed those privileges or abnormal/potentially disruptive behavior is being performed with those privileges.

5. **Standardization**: By providing a generic set of industry standardized API's any vendor can rapidly extend their automations for courts beyond initial set-ups without needing to involve AOC or its vendors as long as the extensions do not require increased security permissions. In the event that increased permissions are required, this becomes a relatively simple support task that can be accomplished within days as opposed to a development project to establish new connection pathways that can take months. It also provides for new vendors to quickly integrate into court systems since the provided API's will likely match up to automation interfaces the vendor already has.

6. **Easier to support:** All support falls to the AOC team who with a standardized and simplified architecture should not only be able to respond to emerging issues quickly, be better able to take a proactive stance and prevent such issues before they become impactful to court operations. To that end, this approach allows for improved monitoring techniques to allow AOC support staff to stay ahead of emerging issues that may impact court operations.

7. **Easier to scale:** As courts leverage vendor solutions to extend AOC managed CMS offerings, the demand on the AOC CMS API system will increase. This approach allows AOC to scale the integration solution to match increasing demand in hours or days as opposed to weeks or months. It also provides monitoring mechanisms to predict the need to scale the system long before existing deployments negatively impact court operations.

Cons
1. **Initial investment**: This approach requires development of API's with a broader array of requirements than may be needed by initial use cases in order to provide a robust and reliable set of API's that are ready to be consumed by more than just the initial vendor.

2. **Data sharing agreements:** As vendors work to increase feature set offerings to courts and/or courts look to leverage new vendors, an onboarding process will need to be in place to make sure the vendor integration team understands the API offered by AOC and agrees to adhere to strict security and data protection standards to ensure the safety of court systems and data.

Point-to-Point Integration Model
The AOC also considered point-to-point integrations between the Tyler base applications and 3rd party court applications. However, the landscape for a point-to-point integration is not ideal due to the multiple applications to be integrated and the known cons such as lack of scalability, higher security risk, and the constant need to monitor the individual applications.

Fig 3 – Point-to-point Integrations
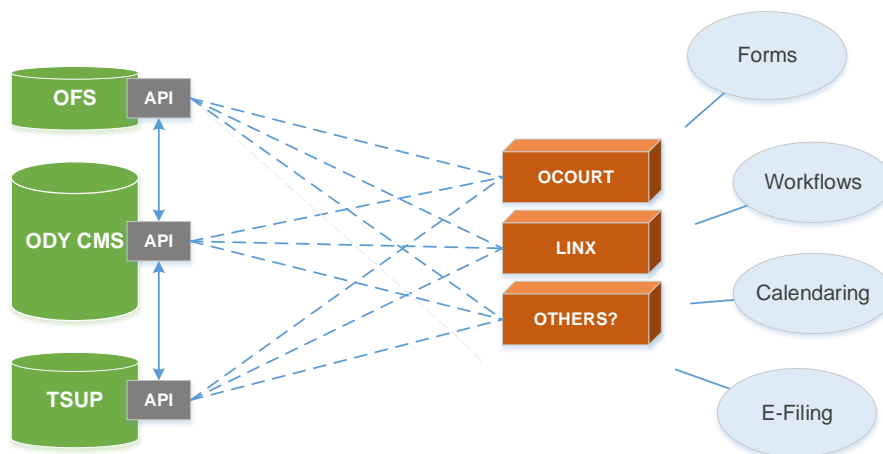
Pros:
1. **Slightly Shorter Timeline**: While firewalls and network portals to allow direct access to court CMS systems from vendors will need to be established. The need to develop AOC routers and security for those calls does not exist in a point-to-point approach. This likely shaves 6-9 months off of implementation timelines.

Cons:
1. **Tightly Coupled Systems**: Tightly coupled systems are strongly discouraged as a best practice in modern IT systems. Additionally, AOC System Architecture Principles are also against tightly coupled systems. This tightly coupled approach will increase costs to the courts and slow down feature additions/system improvements in the following ways:
    a. Whenever the court vendor or AOC vendor makes a change to their system AOC will need to make adjustments to the firewalls and network portals.
    b. All of the court vendors will need to make changes to their systems at the same time and pace as the vendors of AOC managed CMS solutions.
    c. It will also slow down timelines for updates in court vendor systems and AOC managed CMS system dramatically since all parties involved will need to upgrade at the same time.
    d. Makes court vendors susceptible to AOC vendor's software changes with no ability for AOC to provide work-arounds.

2. **Increased Onboarding Time**: Long term increases the time for a court to onboard a new vendor and/or a new feature set of an existing vendor since AOC would have to build out new dedicated point-to-point endpoints.

3. **Increased Risk of Security Breach**: Increases the complexity in keeping the court applications secure. This likely will lead to slower throughputs and an elevated security risk profile. Even with additional security protocols put in place at the network level, this more complicated approach is more difficult to monitor increasing the likelihood of inadvertent data exposures and other security breaches which may cause an interruption to court operations.

4. **Difficult to Scale**: When demand on the managed CMS API's outpaces the current infrastructures ability to support it in this approach it will require the AOC vendor either to implement software changes and/or AOC to procure additional IT infrastructure and implement it. Both of these processes takes weeks if not months. Additionally, it will be difficult to know when scaling must occur until the limits of the deployed infrastructure has a negative impact on court operations.

5. **Diverse IT Environment**: Instead of having a single interface to monitor, maintain and support this approach will generate a separate interface solution for every court vendor and court combination. This will require a significantly larger number of resources to achieve thereby reducing the number of resources available for AOC to leverage in meeting new challenges and needs of the courts

VI. Proposed Schedule

To provide context regarding the CLJ-CMS implementation, below is a high-level schedule that has been shared with the CLJ-CMS PSC and the JISC for status reporting purposes. See *Appendix D – CLJ-CMS Project Schedule PPT* for the full size graphics.

CLJ-CMS Implementation Schedule – current
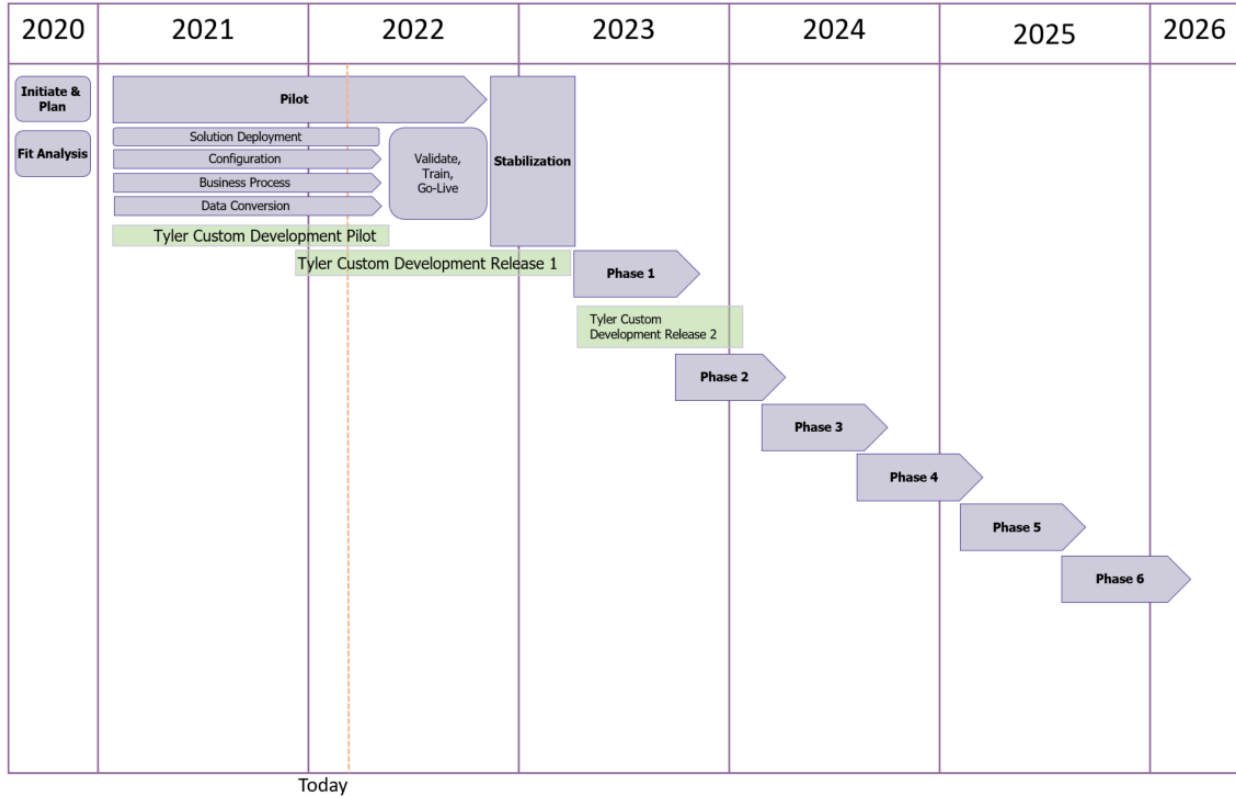
CLJ-CMS Implementation Schedule – modified to highlight the addition of the integration scope
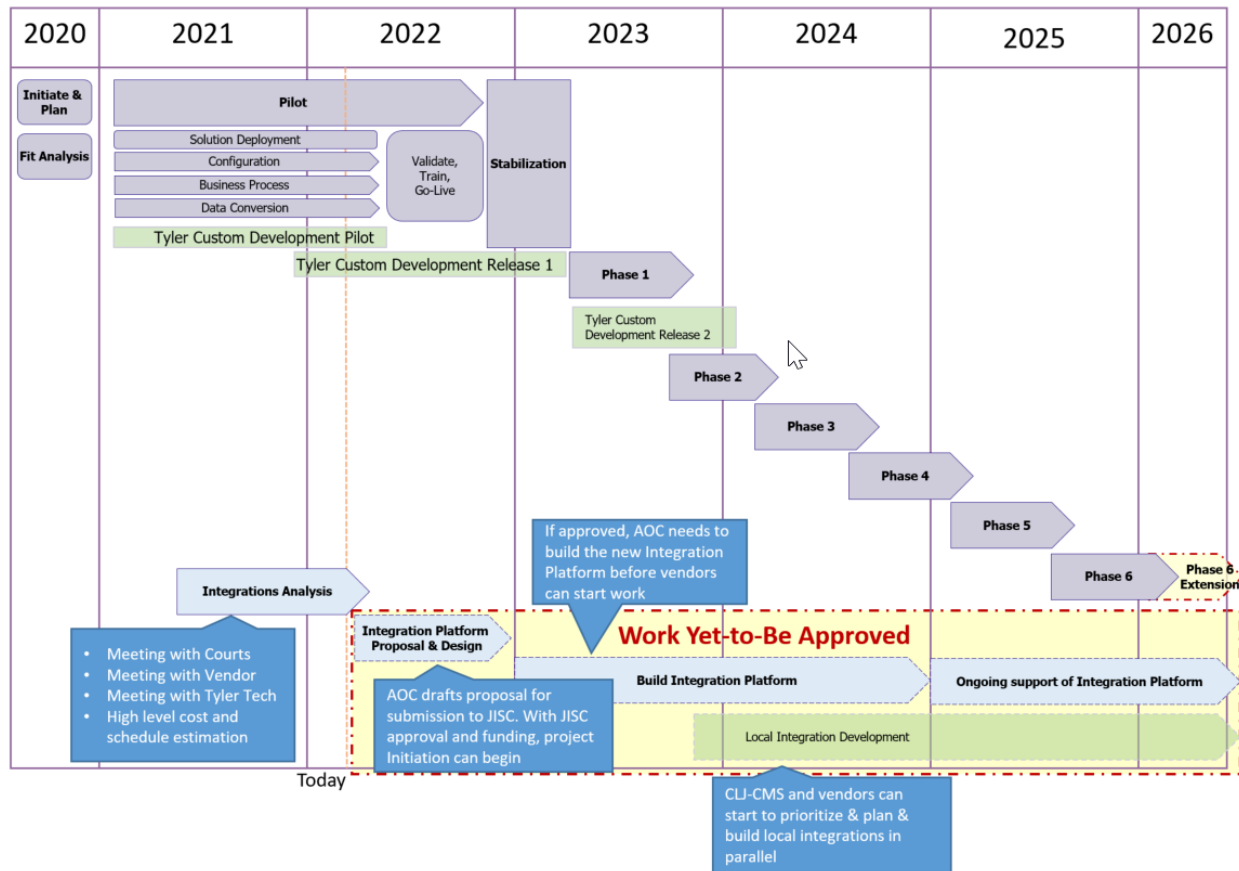
Integrations Draft Roadmap and Schedule

Below is a draft roadmap and schedule for the proposed integration project. The following assumptions were contemplated during the drafting of the integrations roadmap and schedule:

- The draft schedule visualizes a "happy path" scenario only. Further detailed planning will need to occur when the proposal is officially approved and initiated.
- The draft schedule assumes funding will be made available in 2022.
- The draft schedule assumes Tyler and Omiga Solutions will make resources available to work on the project during the expected timeframes.
- Contracting resources carry additional and potentially significant time for the recruitment and/or procurement processes.
- Any renegotiation or amendments to the existing project with Tyler will also add additional time.

	Q1 '22	Q2 '22	Q3'22	Q4'22	Q1'23	Q2'23	Q3'23	Q4'23	Q1'24	Q2'24	Q3'24	Q4'24

Milestones

Feasibility and Cost Estimate Completed

JISC Discussion and Approval

AOC Integration Platform Plan Ready

EAA Proof of Concept Complete

AOC Enterprise Integration Platform Live

EAA Live

Project Management Activities

Project Initiation Activities

Professional and Development Contracting Activities

Project Executuon

Transition to M&O

AOC Integration Platform Activities

AOC Integration Data & Messaging Contracts

AOC Integration Platform Processes

AOC Azure AD Hybridization

Integration Platform External Facing API Managers

AOC Internal Service Onboarding to Enterprise Platform

CLJ-CMS APIs Exposed

CLJ Orchestrations Migrated

Integration Platform Internal API Management Bus

Establish Direct Cloud to AOC Datacenter Connection

AOC External API Activities

Odyssey and OCourt GAP Analysis

Establish and Verify Initial Endpoint List

EAA Authorization Service

EAA Endpoint Interfaces Developed

Endpoint 1   Endpoint 3   Endpoint 5

Endpoint 2   Endpoint 4   Endpoint 6

OCourt Initial Secure Connections Established

OCourt Verify Consumption of Endpoints

Develop General External API Onboarding Process

19

VII. Integrations Project Structure and Organization

It is highly recommended that the integration effort, if approved, be managed as a partner project to the CLJ-CMS project. The integration project will still remain under the purview of the current project governance structure, however a different team of resources will be assembled with a focus on completing the integration tasks. The chart below depicts the recommended project structure with the added scope of integrations.
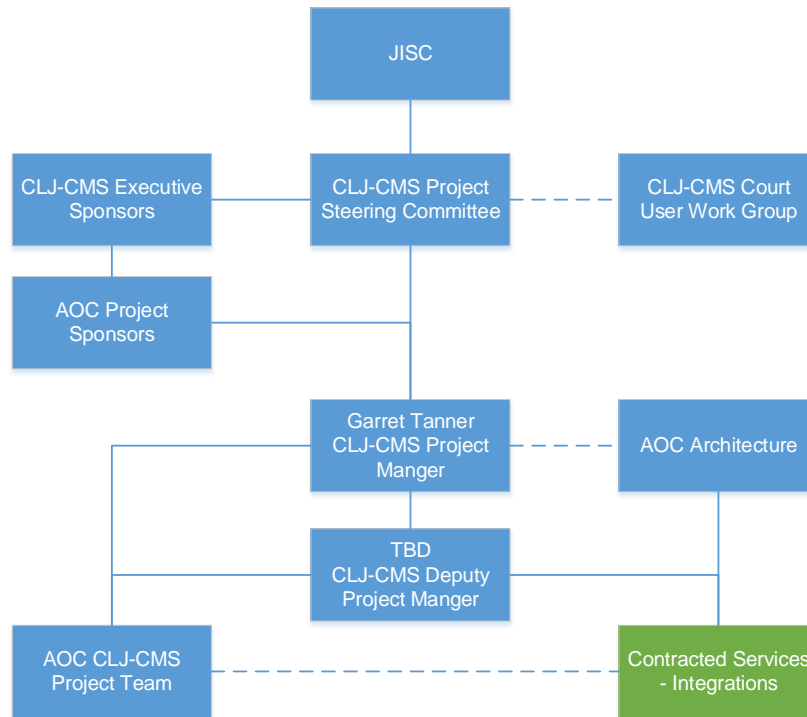
VIII. On-boarding framework

After completing the build-out of the integration platform, the new service will be ready. The diagram below depicts the general process for on-boarding courts with integration requirements. On-boarding process details and documentation will be developed during the integration project's timeline.
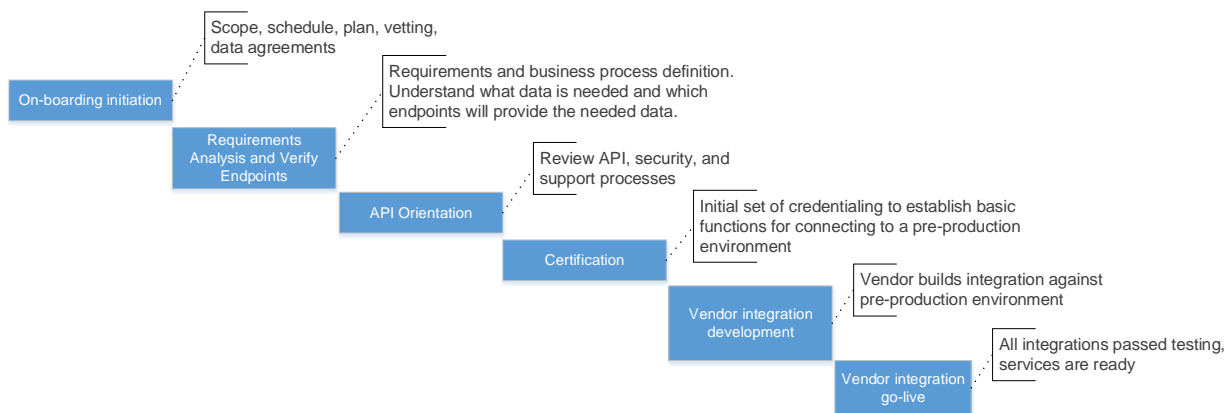
IX. Cost Analysis

At the present time, AOC does not have the needed resources to develop the proposed integration platform. Recruiting the necessary resources will add significant time to the schedule due to the recruiting challenges currently faced by many organizations. As such, it is recommended to contract development and professional services to work on the integration project.

Assumptions:

- Cost estimates based on contracted services
- Cost analysis does not include on-going support and on-boarding costs after the OCourt proof of concept and readiness
- Cost analysis does not include CLJ-CMS project schedule extensions

Totals

Task	Hours	Est Cost
Integration platform build, OCourt integrations	8,716	$1,912,716 - $2,073,212

Phase 1 – Integration Platform Build

	Task	Est Hours	Rate	Est Cost
1	Azure Integration Platform Subscription	First 2 years		$450,000
2	Establish AOC Data & Messaging Contracts	200	$125 - $150/hr.	$25,000 - $30,000
3	Establish Integration Platform Processes	400	$125 - $150/hr.	$50,000 - $60,000
3	Establish Primary API Managers	240	$125 - $150/hr.	$30,000 - $36,000
4	Enterprise Data Services APIs	240	$125 - $150/hr.	$30,000 - $36,000
5	Migrate CLJ BizTalk	240	$125 - $150/hr.	$30,000 - $36,000
6	CLJ Managed CMS APIs	120	$125 - $150/hr.	$15,000 - $18,000
7	Routing Services	400	$125 - $150/hr.	$50,000 - $60,000
8	Project Management Tasks	300	$85 - $100/hr.	$25,500 - $30,000
9	Enterprise Oversight Tasks (Architecture, Infrastructure, Security)	200	$85 - $100/hr.	$17,000 - $20,000
	Total	**2,340 hrs.**		**$732,500 - $776,000**

Phase 2 – External API Build

	Task	Est Hours	Rate	Est Cost
1	Requirements and Gap Analysis	180	$125 - $150/hr.	$22,500 - $27,000
2	External AOC API (EAA) Authorization Services	620	$125 - $150/hr.	$77,500 - $93,000
3	EAA Node Set - Case	620	$125 - $150/hr.	$77,500 - $93,000
4	EAA Node Set - Object Details	620	$125 - $150/hr.	$77,500 - $93,000
5	EAA Node Set - Accounting	960	$125 - $150/hr.	$120,000 - $144,000
6	EAA Node Set - Calendar	960	$125 - $150/hr.	$120,000 - $144,000
7	Odyssey API Extensions	1,216	$188/hr.	$226,608
8	Omiga Solutions integration tasks	Not provided	Not provided	$130,000
9	Project Management Tasks	600	$85 - $100/hr.	$51,000 - $60,000
10	Enterprise Oversight Tasks (Architecture, Infrastructure, Security)	600	$85 - $100/hr.	$51,000 - $60,000
	Total	**6,376 hrs.**		**$953,608 - $1,070,608**

X. Risks

- Impact to the CLJ Odyssey implementation project timelines. This is being mitigated by working in concert with that project team to have courts needing this integration to be on boarded towards the end of the CLJ Odyssey project.
- May draw too much on limited CLJ development resources. This will be mitigated by bringing on an independent team of contractors to do most of the work related to this project.
- Odyssey's API's may not provide sufficient functionality to meet the initial needs of this external API. We will work with Tyler to identify potential gaps and include with this project Tyler enhancements to Odyssey to close those gaps.
- Vendors may potentially have access to sensitive court data, and could retain data beyond retention schedules or use it in ways that are either unanticipated or not permitted. This will be mitigated by having accurate records of data access requests, strict data sharing agreements and strong security controls. Security controls will include rapid off-boarding of vendor access when a court no longer requires it.
- Skill sets required for integration development may not be available at the court or from the vendor. This project will work to mitigate this by ensuring that the API's are based on industry standards.

The risks in not taking on this project include:

- Not being able to support local court operations that leverage 3rd party solutions not currently covered by the Odyssey solution.
- Fewer CLJ courts adopting the AOC managed CMS solution (Odyssey) since it does not meet all of their needs.

- Courts will have to implement workarounds and/or may need to secure additional resources to support the workload as a result from loss of functionalities.

XI. Decision Point – CLJ-CMS Integrations

MOTION:

- I move that the JISC approve and authorize AOC to build an integration platform to enable the exchange of data between the Tyler applications to be implemented by the CLJ-CMS project and the court's locally implemented court applications.

1. BACKGROUND

DISCIS has served the case management needs of the CLJs for almost four decades. Over time and to support the growing and changing needs of efficiently managing court cases, courts implemented supporting applications at the local level. These applications and their capabilities range from document management including document signing, routing, workflows, and public access, eFiling, financial collections management, lobby display of court calendars, and court participant (i.e., Interpreters, Pro Se) scheduling.

The court implemented local applications provide additional capabilities outside of DISCIS and in support of enhancing specific court processes currently not provided by the State system. The local applications are reliant on data from DISCIS to operate.

AOC is in progress to replace DISCIS with a suite of modern applications that include eFiling, probation case tracking, and court case management. Tyler Technologies is contracted to provide Odyssey File & Serve, Odyssey Navigator, and Tyler Supervision to the CLJ and Probation departments in a statewide implementation project.

With the replacement of DISCIS by the Odyssey suite, the local applications and associated processes as they are constructed or configured today will no longer work. The data needed by the local applications will transition over to Odyssey via conversion and new data entry input will begin in Odyssey as the CLJ courts install the new system. Further, there are some gaps in functionality between Odyssey and the local court applications. If those gaps are not mitigated, the impact on the court will be significant.

As such, the agency recommends constructing an enterprise integration platform and using Application Programming Interfaces (API) available from Tyler, to allow the courts and their vendors to connect their local court systems in a standardized way with the Odyssey suite to exchange specific data points and enabling the continued use of the local court applications while using Odyssey as the new case management system for the Courts of Limited Jurisdiction.

2. OUTCOME IF NOT PASSED

If the proposed integration platform build and proof of concept integration with OCourt and Tyler is not approved, the courts using local court applications will lose value-added capabilities not currently available in the Odyssey suite and will have to create work-arounds and/or secure additional personnel to support the loss of functionalities. This may also result in some courts not participating in the statewide case management system implementation.

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	27	Seattle Municipal Court CMS to EDR Data Exchange	In Progress	CLJ
3	270	Allow MH-JDAT data accessed through BIT from Data Warehouse	Authorized	Superior

■ Authorized   ■ In Progress   ■ Completed   ■ Withdrawn or Closed

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

Project Update

Garret Tanner
CLJ-CMS Project Manager

August 26, 2022

Project Scope

Three components:

- eFile & Serve (Odyssey File & Serve)
- Enterprise Justice (Odyssey)
- Enterprise Supervision (Tyler Supervision)

Go Live Delay

Pilot Court Go Live event delayed from October 17, 2022

- COVID-19
- Unique processes & development projects
- Enterprise Justice → Enterprise Supervision

Next Steps

- Complete Solution Validation (end-to-end test) to ensure the system meets the needs of CLJs
- Complete Data Exchanges with Justice Partners
  - Enterprise Data Repository
  - DOL / Person Lookup
  - eCitation & VRV
  - Etc.
- Review Go Live tasks and assumptions to identify a new date for Pilot Court Go Live

Project Timeline
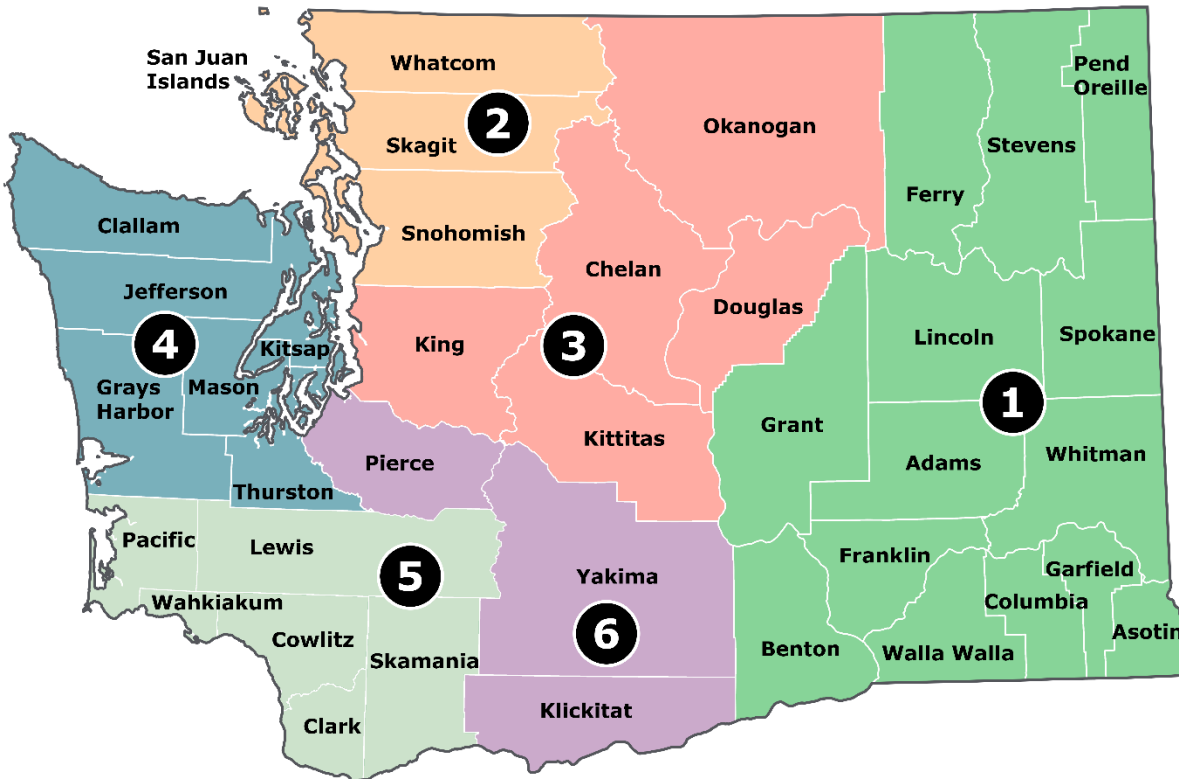
Counties by Phase

Pilot Courts
Pierce District, Tacoma Municipal,
Gig Harbor Municipal, Fircrest/Ruston Municipal

Phase 1
Eastern Washington - Adams, Asotin, Benton,
Columbia, Ferry, Franklin, Garfield, Grant, Lincoln,
Pend Oreille, Spokane, Stevens, Walla Walla, and Whitman

Phase 2
North Washington - Island, San Juan, Skagit,
Snohomish, and Whatcom

Phase 3
North Central Washington - Chelan, Douglas,
King Municipals, Kittitas, and Okanogan

Phase 4
Western Washington - Clallam, Grays Harbor,
Jefferson, Kitsap, Mason, and Thurston

Phase 5
Southwest Washington - Clark, Cowlitz,
Lewis, Pacific, Skamania, and Wahkiakum

Phase 6
South Central Washington - Klickitat,
remainder of Pierce Municipals, and Yakima

Project Timeline
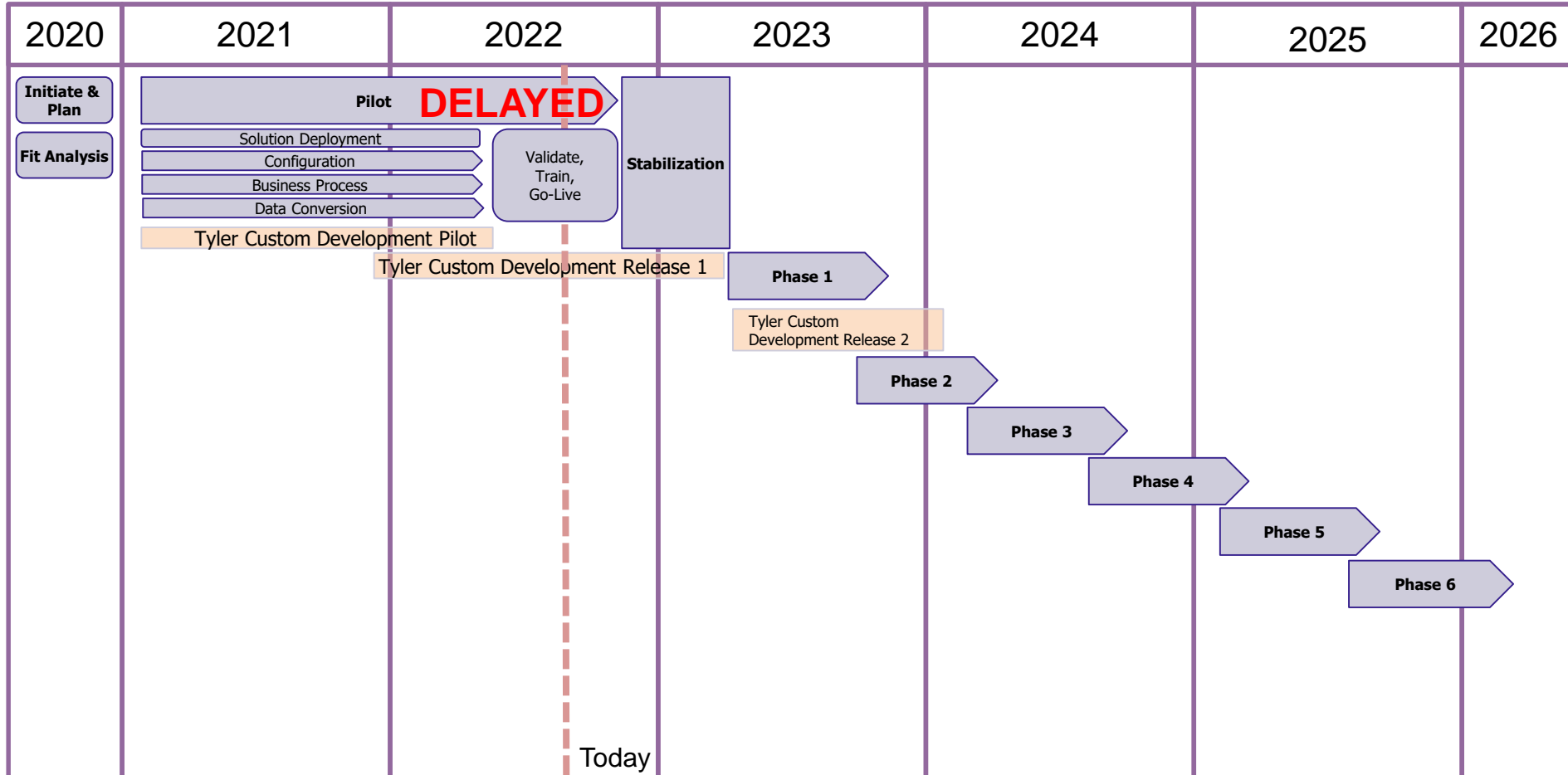
Solution Validation Status

Focus Area	Status
eFile & Serve	Ready
Development Enterprise Justice	Awaiting Fixes
Development Enterprise Supervision*	Awaiting Fixes
Configuration Enterprise Justice	Ready
Configuration Supervision*	Awaiting Fixes
Data Conversion Enterprise Justice	Ready
Data Conversion Enterprise Supervision	Awaiting Fixes
Data Exchanges (EDR)	In Development
Data Exchanges (Other)	In Development
Enterprise Justice Financials	Ready
Enterprise Justice Reporting	In Development
Enterprise Supervision Reporting	Testing
Pilot Court Readiness	Ready

Recent eFiling Activity

- ✓ Pilot Courts have submitted eFile rule to AOC
- ✓ CLJ-CMS and Pilot Courts reviewing eFiling configuration from last year
- ✓ CLJ-CMS configure eFile based on Pilot Court feedback
- ❖ eFile testing for all Pilot Courts

Recent CMS Activity

- ✓ Data Push 5 completed
  - ✓ Pilot Courts participating in Data Review 5
- ✓ Pilot Courts configured based on responses from Local Court Configuration Questionnaires
- ❖ Pilot Courts building forms for local use
- ❖ Data Push 6 Pending

Project Outreach

✓ Project Manager message to DMCJA, DMCMA, MPA, and others re: AOC's Integrations Platform Project sent 8/1/2022

❖ Website changes underway

  ❖ eFileWA

  ❖ Project website

❖ Continue project outreach and promotion

Work in Progress

- Continue working Solution Validation "punch list"

- Prepare for Data Push 6 for Solution Validation

- Continue testing Pilot Development from Tyler Technologies

  - eFile

  ✓ Enterprise Justice

  - Enterprise Supervision

Project Issues – August 2022

Active Issues	
Issue	Mitigation
Solution Validation (Pilot) – Delaying Solution Validation could delay Pilot Go Live and beyond.	**(July 25, 2022) Tyler / AOC working and estimating remaining "punch list" items for Solution Validation and Go Live before determining impact to Go Live. Additional AOC resources have been re-assigned to CLJ-CMS.**
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.	(April 5, 2022) DMCJA is championing a Statewide rule for mandatory eFiling. Pilot Courts will need to enact a local rule in the meantime.
Enterprise Justice version to be used (Pilot) – In November 2021, Tyler determined that Enterprise Justice 2019 would not be compatible with some of the mandatory requirements.	(February 1, 2022) In January the vendor formally recommend Enterprise Justice version 2022.1 be used for Pilot Court Go-Live. Version 2022.1 has been installed on our Development environment and is currently being reviewed by our Quality Assurance and Business Analyst teams.
Enterprise Supervision/Enterprise Justice Integrations – The two products are not yet seamlessly integrated.	(May 25, 2022) Tyler Technologies provided a demo of "Alliance" project showing data exchange between Enterprise Justice and Enterprise Supervision. A lot of configuration still needs to be done, and this will not be completed for Solution Validation.

Project Issues – August 2022

Active Issues	
Issue	Mitigation
Staffing / Hiring – CLJ-CMS has been unable to fill several key positions. As of August 2022, CLJ-CMS has 9 project positions open. If these positions are not filled there may be impacts to the schedule.	**(August 1, 2022) Four new hires since June. Additional AOC resources have been re-assigned to CLJ-CMS.**

Project Risks – August 2022

Total Project Risks			
Low Probability	Moderate Probability	High Probability	Closed
1	2	3	18

High Risks Status		
Risk	Probability/Impact	Mitigation
Court IT Constraints – When court users experience technical difficulties IT support is not as readily available as if the user was working in the office.	Low/Low	(June 1, 2022) Court and IT Staff have adopted hybrid and remote work environments and have proven capable of operating in such environments. Impact and probability reduced to Low/Low.
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.

Project Risks – August 2022

High Risks Status		
Risk	Probability/Impact	Mitigation
Enterprise Supervision – Tyler has not done a statewide implementation of their new Supervision module. Previous implementations have always been with individual probation departments.	High/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.
Third Party Integrations – Some courts have local systems that they would like integrated with Enterprise Justice.	High/High	**(June 25, 2022) AOC has submitted a decision package for ITG 1340 to build an enterprise integration platform. ITG 1345 has been submitted to pilot OCourts integration.**
Enterprise Justice version to be used (Phase 1) – In November 2021, Tyler determined that Enterprise Justice 2019 would not be compatible with some of the mandatory requirements.	High/High	(May 31, 2022) Upgrade to version 2023.x ahead of Phase 1 needs to be analyzed and planned for.

Project Risks – August 2022

High Risks Status		
Risk	Probability/Impact	Mitigation
Performance Issues – It is possible that users will feel that Enterprise Justice works less efficiently than the legacy system due to changing processes and procedures.	Moderate/Moderate	**(August 1, 2022) Performance of version 2022.1.x is improved over 2019.x. Concerns that the system will be slower than Legacy systems are still present and will be addressed with training and change management activities. CLJ-CMS benchmark testing scheduled.**
Efficiency Concerns – It is expected that some users will be experience short-term reduced efficiencies when compared against legacy systems.	Moderate/Moderate	(May 17, 2022) It is well documented that it is common to experience a short-term efficiency slump when introducing new systems or business processes. Concerns that working in the new system will be slower than legacy systems are still present and will be addressed through training and change management activities.

Next Steps

Milestone	Date
Begin Solution Validation	TBD
Go-live Pilot courts	TBD

Independent Quality Assurance Update

Mr. Allen Mills

Bluecrane, Inc.
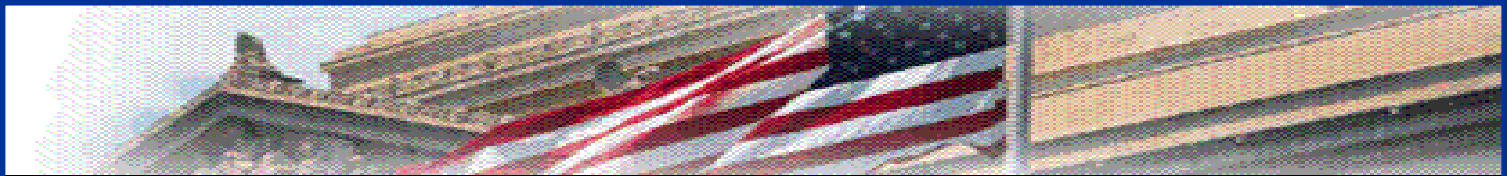
bluecrane

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 2022

Prepared by

Bluecrane, Inc.

bluecrane ®

July 31, 2022

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 2022.

This document is structured as follows:

1. Executive Summary and Assessment Dashboard.

2. A detailed report of our CLJ-CMS assessment for the current reporting period.

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:

➢ eFiling

➢ Case Management

➢ Supervision

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 "eFiling," "Supervision," and "Case Management" to refer to the individual efforts.

1. Executive Summary

1.1 Executive Overview

The CLJ-CMS Project continued to make good progress in July. The current focus of the project is on the Pilot Court implementations which are now approximately three months away.

In July, Tyler Technologies (Tyler) spent time on-site at AOC in Olympia. Executives from Tyler met with the AOC executive management team and Tyler staff met with the AOC project staff. From all reports, these meetings were good and confirmed alignment on the Pilot Court effort and the project going forward.

Over the past several months, our primary concerns have been in the areas of Staffing and (Project) Governance, Scope, and Schedule. A number of noteworthy accomplishments related to staffing occurred in July. These include:

- A new product support business analyst started work in mid-July

- An offer was extended and accepted for a new administrative assistant for the project

- First round interviews were conducted for a Deputy Project Manager

- AOC Human Resources has informed the CLJ-CMS Project Manager that they have capacity at this time to focus on other, outstanding CLJ-CMS Project openings

Despite this progress, Staffing continues to be a risk for the CLJ-CMS Project. Labor market challenges that are beyond AOC's control continue to be a challenge. *bluecrane* does not expect this risk to abate in the foreseeable future. For now, the project team is monitoring the project schedule carefully and taking all reasonable measures to ensure that the Pilot Court timeline is not impacted by staff shortages.

Our April 2022 monthly report provided fairly extensive details on the risks to project governance, scope, and schedule due to the expansion of project scope that is being contemplated by the Project Steering Committee (PSC). At this time, the risks continue. We encourage all parties to follow the project governance processes that were approved at project initiation and the higher-level governance processes that are in place within Washington Courts. We believe the additional needs of the CLJ courts can be addressed through appropriate governance processes without jeopardizing the performance and delivery of the CLJ-CMS Project.

As we reported last month, in June, the AOC CIO presented an overview of the current Washington Courts' governance approach which was an excellent reminder of context and process. The presentation included specific information on how to proceed expeditiously with submitting requests through the Washington Courts' governance process for (1) an integration platform solution and (2) an OCourt integration using the integration platform. AOC intends to submit a request for an integration platform solution through the governance process in August. The Decision Package (DP) for the request has already been completed.

As a reminder, an integration platform is essential to protect the state's network, servers, and systems from unauthorized access and intrusion when third-party systems are allowed to retrieve and update data that is protected for confidentiality purposes. An integration platform should provide logging, auditability, and support features, including reporting and tracking mechanisms for problem resolution. As noted on page 4 of the April 17, 2022 document entitled *Courts of Limited Jurisdiction Case Management System Integration Feasibility and Cost Analysis*, while there are requirements for migrating existing legacy data exchanges included in the scope of the CLJ-CMS implementation project, those requirements are "limited in scope for simple transactions with known systems and judicial partner agencies such as the Enterprise Data Repository, JIS, and DOL, respectively." The existing legacy data exchanges that *were* included in the scope of the CLJ-CMS Project do not require an integration platform to provide access and security features that are essential for "true" integrations that include access, updating, and other functionality across two or more disparate systems.

With respect to the existing legacy data exchanges whose migration to the new CLJ-CMS solution is included in the project's scope, concerns emerged in July about the completion of all required work by Pilot Court go-live. In light of these concerns, the project team is assessing progress on the data exchanges, both internally at AOC and with judicial partner agencies. Until the project team completes their assessment, we are reserving judgment on how serious a risk there is to finishing the required work prior to Pilot Court go-live.

1.2 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 2022**	**June 2022**	**May 2022**
Governance	**Risk**	**Risk** *(Risk Increasing)*	**Risk** *(Risk Increasing)*
Scope: eFiling	**Risk**	**Risk** *(Risk Increasing)*	**Risk** *(Risk Increasing)*
Scope: Case Management	**Risk**	**Risk** *(Risk Increasing)*	**Risk** *(Risk Increasing)*

Project Management and Sponsorship			
Assessment Area	**July 2022**	**June 2022**	**May 2022**
Scope: Supervision	**Risk**	**Risk** *(Risk Increasing)*	**Risk** *(Risk Increasing)*
Schedule: eFiling	**Risk**	**Risk** *(Risk Increasing)*	**Risk** *(Risk Increasing)*
Schedule: Case Management	**Risk**	**Risk** *(Risk Increasing)*	**Risk** *(Risk Increasing)*
Schedule: Supervision	**Risk**	**Risk** *(Risk Increasing)*	**Risk** *(Risk Increasing)*
Project Staffing	**Risk**	**Risk**	**Risk**
Budget: Funding	**No Risk Identified**	**No Risk Identified**	**No Risk Identified**
Budget: Management of Spending	**No Risk Identified**	**No Risk Identified**	**No Risk Identified**
Contracts and Deliverables Management	**No Risk Identified**	**No Risk Identified**	**No Risk Identified**
PMO Processes	**No Risk Identified**	**No Risk Identified**	**No Risk Identified**

People			
Assessment Area	**July 2022**	**June 2022**	**May 2022**
Stakeholder Engagement	**No Risk Identified**	**No Risk Identified**	**No Risk Identified**
OCM: eFiling	**No Risk Identified**	**Risk Being Addressed**	**Risk Being Addressed**
OCM: Case Management	**No Risk Identified**	**No Risk Identified**	**No Risk Identified**

People			
Assessment Area	**July 2022**	**June 2022**	**May 2022**
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 2022**	**June 2022**	**May 2022**
Business Process: eFiling	No Risk Identified	No Risk Identified	No Risk Identified
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: eFiling	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: eFiling	No Risk Identified	No Risk Identified	No Risk Identified
Integrations: Case Management	Risk	Risk *(Risk Increasing)*	Risk Being Addressed
Reports: Case Management	No Risk Identified	No Risk Identified	No Risk Identified

Solution			
Assessment Area	**July 2022**	**June 2022**	**May 2022**
Reports: Supervision	No Risk Identified	No Risk Identified	No Risk Identified
Testing: eFiling	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: eFiling	No Risk Identified	No Risk Identified	No Risk Identified
Deployment: Case Management	No Risk Identified	No Risk Identified	No Risk Identified
Deployment: Supervision	No Risk Identified	No Risk Identified	No Risk Identified

Data			
Assessment Area	**July 2022**	**June 2022**	**May 2022**
Data Preparation: Case Management	No Risk Identified	No Risk Identified	No Risk Identified
Data Conversion: Case Management	No Risk Identified	No Risk Identified	No Risk Identified
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 2022**	**June 2022**	**May 2022**
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
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 Governance

Project Management and Sponsorship			
Governance	**Three-Month Rolling Risk Levels**		
	July 2022	**June 2022**	**May 2022**
	Risk	**Risk** *(Risk Increasing)*	**Risk** *(Risk Increasing)*

Findings

The primary risk to the CLJ-CMS Project currently is the potential expansion of project scope that is contemplated by the Project Steering Committee (PSC) as tolerable and permissible. The CLJ-CMS Project's scope, like any project scope, is narrowly defined by the project's requirements. The scope is initially defined by broad, general statements in a project charter. The statements in the charter are "decomposed" during the project's Initiation and Planning phases to a more detailed and refined set of requirements that are then used by Governance bodies (steering committees, change control boards, and others), along with approved budgets and timelines, to review and assess proposals for expanding scope.

The integration of OCourt that the PSC is contemplating is *not* in the scope of the CLJ-CMS Project. As noted on page 4 of the April 17, 2022 document entitled *Courts of Limited Jurisdiction Case Management System Integration Feasibility and Cost Analysis*, while there are requirements for migrating existing legacy data exchanges included in the scope of the CLJ-CMS implementation project, those requirements are "limited in scope for simple transactions with known systems and judicial partner agencies such as the Enterprise Data Repository, JIS, and DOL, respectively." The existing legacy data exchanges that *were* included in the scope of the CLJ-CMS Project do not require an integration platform to provide access and security features that are essential for "true" integrations that include access, updating, and other functionality across two or more disparate systems.

The development of (1) an integration platform and (2) an integration with OCourt each represent "new work" that is not included in the CLJ-CMS budget or timeline. In June, the AOC CIO presented an overview of the current Washington Courts' governance approach which was an excellent reminder of context and process. The presentation included specific information on how to proceed expeditiously with submitting requests through the Washington Courts' governance process for (1) an integration platform solution and (2) an OCourt integration using the integration platform. AOC intends to submit a request for an integration platform solution through the governance process in August. The DP for the request has already been completed.

An integration platform is essential to protect the state's network, servers, and systems from unauthorized access and intrusion when third-party systems are allowed to retrieve and update data that is protected for confidentiality purposes. An integration platform should provide logging, auditability, and support features, including reporting and tracking mechanisms for problem resolution. For these reasons, any "true" integration (as defined above) has a **dependency** on the integration platform being operational before the integration is implemented.

All parties acknowledge that "the world has changed" due to the COVID-19 pandemic. Members of the CLJ-CMS PSC deal with virtual operations every day—in ways that were not contemplated prior to the pandemic. However, if the "new reality" of daily operations has created the need for additional functionality that is not provided by the already-defined (and contracted-for) CLJ-CMS solution, **the approach to addressing the new needs should follow the Courts' defined governance processes and project management best practices.**

Risks and Issues

The potential addition of the development of an integrations platform and a pilot implementation of an integration with OCourt creates substantial risk to the CLJ-CMS Project.

bluecrane Recommendation

If the integration of OCourt—or any other software product utilized locally by various CLJs—is essential to the business needs of those courts, then we encourage proponents of those local solutions to prepare proposals with all due haste for consideration by established governance processes. If approved and funded, the development of an integrations platform should be governed and managed as an infrastructure project that is separate and apart from (although related to) the CLJ-CMS Project.

2.1.2 Scope: eFiling

Project Management and Sponsorship			
	Three-Month Rolling Risk Levels		
	July 2022	**June 2022**	**May 2022**
Scope: eFiling	**Risk**	**Risk** *(Risk Increasing)*	**Risk** *(Risk Increasing)*

Findings

Four motions approved by the CLJ-CMS PSC at its April 26 meeting related to adding **to the CLJ-CMS Project** the development of an "integrations platform" and the integration of a product known as "OCourt" as a pilot implementation using the integrations platform put the project's scope at highly increased risk. The JISC Chair has informed the PSC that the motions are inappropriate and that the appropriate route for proposing an OCourt integration is through established governance processes.

As noted in our May report, Pilot Courts posted local rules for eFiling. Meanwhile, DMCJA is championing a statewide rule for mandatory eFiling.

Risks and Issues

The scope of the eFiling activity is defined in the Tyler Statement of Work (SOW) and anticipates that eFiling will be implemented in all CLJ courts within calendar year 2021, prior to the roll-out of supervision and case management. With the July 2021 decision to delay eFiling implementation, AOC and the PSC anticipated a need to amend the Tyler contract. The AOC had already submitted a change request to delay eFiling. However, Tyler and AOC agreed to delay negotiations until after the results of the 2022 legislative budget process were announced. Now that the budget is final and includes funding for eFiling, we anticipate a revised approach of implementing eFiling concurrent with Enterprise Justice in each local court.

At the same time, the potential addition of the development of an integrations platform and a pilot implementation of an integration with OCourt creates substantial risk to the CLJ-CMS Project.

bluecrane Recommendation

If the integration of OCourt—or any other software product utilized locally by various CLJs—is essential to the business needs of those courts, then we encourage proponents of those local solutions to prepare proposals with all due haste for consideration by established governance processes. If approved and funded, the development of an integrations platform should be governed and managed as an infrastructure project that is separate and apart from (although related to) the CLJ-CMS Project.

2.1.3 Scope: Case Management

Project Management and Sponsorship			
Scope: Case Management	**Three-Month Rolling Risk Levels**		
	July 2022	**June 2022**	**May 2022**
	Risk	**Risk** *(Risk Increasing)*	**Risk** *(Risk Increasing)*

Findings

Four motions approved by the CLJ-CMS PSC at its April 26 meeting related to adding **to the CLJ-CMS Project** the development of an "integrations platform" and the integration of a product known as "OCourt" as a pilot implementation using the integrations platform put the project's scope at highly increased risk. The JISC Chair has informed the PSC that the motions are inappropriate and that the appropriate route for proposing an OCourt integration is through established governance processes.

The scope of the CLJ-CMS Project is defined by the deliverables delineated in the SOW in the Tyler contract and the already-planned and approved AOC work to manage and support the project. The scope is further "decomposed" by the detailed requirements that AOC, the Court User Work Group

(CUWG), and Tyler continue to validate. Scope is being managed through a Requirements Traceability Matrix (RTM), system vendor contract deliverables, and the Project Change Management process. The project team delivered an RTM to Tyler in August 2021.

Risks and Issues

The potential addition of the development of an integrations platform and a pilot implementation of an integration with OCourt creates substantial risk to the CLJ-CMS Project.

bluecrane Recommendation

If the integration of OCourt—or any other software product utilized locally by various CLJs—is essential to the business needs of those courts, then we encourage proponents of those local solutions to prepare proposals with all due haste for consideration by established governance processes. If approved and funded, the development of an integrations platform should be governed and managed as an infrastructure project that is separate and apart from (although related to) the CLJ-CMS Project.

2.1.4 Scope: Supervision

Project Management and Sponsorship			
	Three-Month Rolling Risk Levels		
	July 2022	**June 2022**	**May 2022**
Scope: Supervision	**Risk**	**Risk** *(Risk Increasing)*	**Risk** *(Risk Increasing)*

Findings

Four motions approved by the CLJ-CMS PSC at its April 26 meeting related to adding **to the CLJ-CMS Project** the development of an "integrations platform" and the integration of a product known as "OCourt" as a pilot implementation using the integrations platform put the project's scope at highly increased risk. The JISC Chair has informed the PSC that the motions are inappropriate and that the appropriate route for proposing an OCourt integration is through established governance processes.

The scope of the supervision activity is defined in the Tyler SOW and the already-planned and approved AOC work to manage and support the project. A fit-gap analysis was conducted in early January 2021 by AOC, the CUWG, and Tyler to validate requirements and identify any requirements that require custom development by Tyler. Scope is being managed through the RTM, system vendor contract deliverables, and the Project Change Management process.

Risks and Issues

The potential addition of the development of an integrations platform and a pilot implementation of an integration with OCourt creates substantial risk to the CLJ-CMS Project.

bluecrane Recommendation

If the integration of OCourt—or any other software product utilized locally by various CLJs—is essential to the business needs of those courts, then we encourage proponents of those local solutions to prepare proposals with all due haste for consideration by established governance processes. If approved and funded, the development of an integrations platform should be governed and managed as an infrastructure project that is separate and apart from (although related to) the CLJ-CMS Project.

2.1.5 Schedule: eFiling

Project Management and Sponsorship			
Schedule: eFiling	**Three-Month Rolling Risk Levels**		
	July 2022	**June 2022**	**May 2022**
	Risk	**Risk** *(Risk Increasing)*	**Risk** *(Risk Increasing)*

Findings

Four motions approved by the CLJ-CMS PSC at its April 26 meeting related to adding **to the CLJ-CMS Project** the development of an "integrations platform" and the integration of a product known as "OCourt" as a pilot implementation using the integrations platform put the project's approved deployment schedule at highly increased risk. The JISC Chair has informed the PSC that the motions are inappropriate and that the appropriate route for proposing an OCourt integration is through established governance processes.

Risks and Issues

The potential addition of the development of an integrations platform and a pilot implementation of an integration with OCourt creates substantial risk to the CLJ-CMS Project's approved deployment schedule.

bluecrane Recommendation

If the integration of OCourt—or any other software product utilized locally by various CLJs—is essential to the business needs of those courts, then we encourage proponents of those local solutions to prepare proposals with all due haste for consideration by established governance processes. If approved and funded, the development of an integrations platform should be governed and managed as an infrastructure project that is separate and apart from (although related to) the CLJ-CMS Project.

2.1.6 Schedule: Case Management

Project Management and Sponsorship			
	Three-Month Rolling Risk Levels		
	July 2022	**June 2022**	**May 2022**
Schedule: Case Management	**Risk**	**Risk** *(Risk Increasing)*	**Risk** *(Risk Increasing)*

Findings

Four motions approved by the CLJ-CMS PSC at its April 26 meeting related to adding *to the CLJ-CMS Project* the development of an "integrations platform" and the integration of a product known as "OCourt" as a pilot implementation using the integrations platform put the project's approved deployment schedule at highly increased risk. The JISC Chair has informed the PSC that the motions are inappropriate and that the appropriate route for proposing an OCourt integration is through established governance processes.

Risks and Issues

The potential addition of the development of an integrations platform and a pilot implementation of an integration with OCourt creates substantial risk to the CLJ-CMS Project's approved deployment schedule.

The risks noted below under "Project Staffing" have the potential to impact the CLJ Project's ability to remain on-schedule. We will monitor this carefully for delays that might impact the Pilot Courts' deployment schedule.

bluecrane Recommendation

If the integration of OCourt—or any other software product utilized locally by various CLJs—is essential to the business needs of those courts, then we encourage proponents of those local solutions to prepare proposals with all due haste for consideration by established governance processes. If approved and funded, the development of an integrations platform should be governed and managed as an infrastructure project that is separate and apart from (although related to) the CLJ-CMS Project.

2.1.7 Schedule: Supervision

Project Management and Sponsorship			
Schedule: Supervision	**Three-Month Rolling Risk Levels**		
	July 2022	**June 2022**	**May 2022**
	Risk	**Risk** *(Risk Increasing)*	**Risk** *(Risk Increasing)*

Findings

Four motions approved by the CLJ-CMS PSC at its April 26 meeting related to adding **to the CLJ-CMS Project** the development of an "integrations platform" and the integration of a product known as "OCourt" as a pilot implementation using the integrations platform put the project's approved deployment schedule at highly increased risk. The JISC Chair has informed the PSC that the motions are inappropriate and that the appropriate route for proposing an OCourt integration is through established governance processes.

Risks and Issues

The potential addition of the development of an integrations platform and a pilot implementation of an integration with OCourt creates substantial risk to the CLJ-CMS Project's approved deployment schedule.

The risks noted above under "Staffing" have the potential to impact the CLJ Project's ability to remain on-schedule. We will monitor this carefully for delays that might impact the Pilot Courts' deployment schedule.

bluecrane Recommendation

If the integration of OCourt—or any other software product utilized locally by various CLJs—is essential to the business needs of those courts, then we encourage proponents of those local solutions to prepare proposals with all due haste for consideration by established governance processes. If approved and funded, the development of an integrations platform should be governed and managed as an infrastructure project that is separate and apart from (although related to) the CLJ-CMS Project.

2.1.8   Project Staffing

Project Management and Sponsorship			
	Three-Month Rolling Risk Levels		
	July 2022	**June 2022**	**May 2022**
Project Staffing	**Risk**	**Risk**	**Risk**

Findings

Staffing has been a concern for some time. A number of noteworthy accomplishments related to staffing occurred in July. These include:

- A new product support business analyst started work in mid-July

- An offer was extended and accepted for a new administrative assistant for the project

- First round interviews were conducted for a Deputy Project Manager

- AOC Human Resources has informed the CLJ-CMS Project Manager that they have capacity at this time to focus on other, outstanding CLJ-CMS Project openings

Despite these accomplishments, staffing remains a risk for the CLJ-CMS Project for the foreseeable future.

Risks and Issues

If the filling of CLJ Project positions becomes a prolonged effort, the project's timeline may be at risk.

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.

2.1.9 Budget: Funding

Project Management and Sponsorship			
	Three-Month Rolling Risk Levels		
	July 2022	**June 2022**	**May 2022**
Budget: Funding	**No Risk Identified**	**No Risk Identified**	**No Risk Identified**

Findings

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

In addition, the approved state budget for FY2023 continues funding for the CLJ-CMS Project and funds eFiling on an ongoing basis, eliminating the need to charge user fees.

2.1.10 Budget: Management of Spending

Project Management and Sponsorship			
	Three-Month Rolling Risk Levels		
	July 2022	**June 2022**	**May 2022**
Budget: Management of Spending	No Risk Identified	No Risk Identified	No Risk Identified

Findings

The project is being managed within the approved budget.

2.1.11 Contracts and Deliverables Management

Project Management and Sponsorship			
	Three-Month Rolling Risk Levels		
	July 2022	**June 2022**	**May 2022**
Contracts and Deliverables Management	No Risk Identified	No Risk Identified	No Risk Identified

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

2.1.12 PMO Processes

Project Management and Sponsorship			
	Three-Month Rolling Risk Levels		
	July 2022	**June 2022**	**May 2022**
PMO Processes	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 2022	**June 2022**	**May 2022**
	No Risk Identified	**No Risk Identified**	**No Risk Identified**

Findings

The Organizational Change Management (OCM) and Communications Lead for the CLJ-CMS Project and AOC leadership team are doing an admirable and diligent job of reaching out to and engaging with the diverse CLJ stakeholder community.

2.2.2 OCM: eFiling

People			
OCM: eFiling	**Three-Month Rolling Risk Levels**		
	July 2022	**June 2022**	**May 2022**
	No Risk Identified	**Risk Being Addressed**	**Risk Being Addressed**

Findings

Given that the state budget for FY2023 includes initial and ongoing funding for eFiling, OCM activities focused on the Pilot Courts' and subsequent deployments include ensuring that the court community is informed about the deployment approach for eFiling as well as Enterprise Justice.

bluecrane is 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 PSC, all of whom are critical elements of a comprehensive OCM program.

2.2.3 OCM: Case Management

People			
	Three-Month Rolling Risk Levels		
	July 2022	**June 2022**	**May 2022**
OCM: Case Management	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			
	Three-Month Rolling Risk Levels		
	July 2022	**June 2022**	**May 2022**
OCM: Supervision	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			
	Three-Month Rolling Risk Levels		
	July 2022	**June 2022**	**May 2022**
Communications	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. Project newsletters have been distributed monthly since September 2021, and a new project website was launched in October 2021.

2.2.6 Court Preparation and Training

People			
	Three-Month Rolling Risk Levels		
Court Preparation and Training	**July 2022**	**June 2022**	**May 2022**
	No Risk Identified	No Risk Identified	No Risk Identified

Findings

In June, the project initiated Pilot Court training (1) to introduce Enterprise Justice and Supervision and (2) on Forms.

2.3   Solution

2.3.1 Business Process: eFiling

Solution			
	Three-Month Rolling Risk Levels		
Business Process: eFiling	**July 2022**	**June 2022**	**May 2022**
	No Risk Identified	No Risk Identified	No Risk Identified

Findings

The business processes for eFiling are minimal and relatively procedural in nature.

2.3.2 Business Process: Case Management

Solution			
	Jan. 2022		
Business Process: Case Management	**July 2022**	**June 2022**	**May 2022**
	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 2022	**June 2022**	**May 2022**
	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: eFiling

Solution			
Requirements, Design, and Configuration: eFiling	**Three-Month Rolling Risk Levels**		
	July 2022	**June 2022**	**May 2022**
	No Risk Identified	**No Risk Identified**	**No Risk Identified**

Findings

Requirements for eFiling 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 2022	**June 2022**	**May 2022**
	No Risk Identified	**No Risk Identified**	**No Risk Identified**

Findings

Based on the ongoing excellent work by the CUWG, the project was able to send an RTM to Tyler in August 2021. At this time, the project is making any changes that are needed as a result of the CUWG's ongoing review of requirements.

2.3.6 Requirements, Design, and Configuration: Supervision

Solution			
Requirements, Design, and Configuration: Supervision	**Three-Month Rolling Risk Levels**		
	July 2022	**June 2022**	**May 2022**
	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: eFiling

Solution			
Integrations: eFiling	**Three-Month Rolling Risk Levels**		
	July 2022	**June 2022**	**May 2022**
	No Risk Identified	**No Risk Identified**	**No Risk Identified**

Findings

Tyler certified the single integration required for eFiling in September 2021. Now that the eFiling funding issue has been resolved, the project will be able to leverage the work already done as well as the completed certification.

2.3.8 Integrations: Case Management

Solution			
Integrations: Case Management	**Three-Month Rolling Risk Levels**		
	July 2022	**June 2022**	**May 2022**
	Risk	**Risk** *(Risk Increasing)*	**Risk Being Addressed**

Findings

As noted on page 4 of the April 17, 2022 document entitled *Courts of Limited Jurisdiction Case Management System Integration Feasibility and Cost Analysis*, while there are requirements for migrating existing legacy data exchanges included in the scope of the CLJ-CMS implementation project, those requirements are "limited in scope for simple transactions with known systems and judicial partner agencies such as the Enterprise Data Repository, JIS, and DOL, respectively." The

existing legacy data exchanges that *were* included in the scope of the CLJ-CMS Project do not require an integration platform to provide access and security features that are essential for "true" integrations that include access, updating, and other functionality across two or more disparate systems.

The development of (1) an integration platform and (2) an integration with OCourt each represent "new work" that is not included in the CLJ-CMS budget or timeline. In June, the AOC CIO presented an overview of the current Washington Courts' governance approach which was an excellent reminder of context and process. The presentation included specific information on how to proceed expeditiously with submitting requests through the Washington Courts' governance process for (1) an integration platform solution and (2) an OCourt integration using the integration platform.

With respect to the existing legacy data exchanges whose migration to the new CLJ-CMS solution is included in the project's scope, concerns emerged in July about the completion of all required work by Pilot Court go-live. In light of these concerns, the project team is assessing progress on the data exchanges, both internally at AOC and with judicial partner agencies. Until the project team completes their assessment, we are reserving judgment on how serious a risk there is to finishing the required work prior to Pilot Court go-live.

Risks and Issues

The potential addition of the development of an integrations platform and a pilot implementation of an integration with OCourt creates substantial risk to the CLJ-CMS Project.

bluecrane Recommendation

If the integration of OCourt—or any other software product utilized locally by various CLJs—is essential to the business needs of those courts, then we encourage proponents of those local solutions to prepare proposals with all due haste for consideration by established governance processes. If approved and funded, the development of an integrations platform should be governed and managed as an infrastructure project that is separate and apart from (although related to) the CLJ-CMS Project.

2.3.9 Reports: Case Management

Solution			
Reports: Case Management	**Three-Month Rolling Risk Levels**		
	July 2022	**June 2022**	**May 2022**
	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 2022	**June 2022**	**May 2022**
	No Risk Identified	**No Risk Identified**	**No Risk Identified**

Findings

Supervision reports are defined in the CLJ-CMS requirements.

2.3.11 Testing: eFiling

Solution			
Testing: eFiling	**Three-Month Rolling Risk Levels**		
	July 2022	**June 2022**	**May 2022**
	No Risk Identified	**No Risk Identified**	**No Risk Identified**

Findings

Planning for eFiling testing is underway.

2.3.12 Testing: Case Management

Solution			
Testing: Case Management	**Three-Month Rolling Risk Levels**		
	July 2022	**June 2022**	**May 2022**
	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 2022	**June 2022**	**May 2022**
	No Risk Identified	**No Risk Identified**	**No Risk Identified**

Findings

Planning for Supervision testing is underway.

2.3.14 Deployment: eFiling

Solution			
Deployment: eFiling	**Three-Month Rolling Risk Levels**		
	July 2022	**June 2022**	**May 2022**
	No Risk Identified	**No Risk Identified**	**No Risk Identified**

Findings

The approved state budget for FY2023 includes ongoing funding for eFiling that will subsidize the service with no need to charge user fees. Thus, the CLJ-CMS Project will move forward with including eFiling as part of each local court's implementation. The Project is well-positioned to include eFiling since much work (including testing) was done before eFiling was put "on hold," pending resolution of funding.

2.3.15 Deployment: Case Management

Solution			
Deployment: Case Management	**Three-Month Rolling Risk Levels**		
	July 2022	**June 2022**	**May 2022**
	No Risk Identified	**No Risk Identified**	**No Risk Identified**

Findings

The CLJ-CMS Steering Committee has approved a regional rollout plan for CMS and Supervision.

If one or more integration projects are approved through the governance structure, they may impact the Deployment schedule. For example, even assuming the integrations work is a project that is funded

and performed separately and distinctly from CLJ-CMS, the composition and order of the approved court groupings for deployment may change (e.g., moving courts that will use an integration to "the back of the line"). At this time, we are not documenting a risk. However, we will monitor the ongoing integrations analysis and discussions at the PSC and will "open" a risk if and when warranted.

2.3.16 Deployment: Supervision

Solution			
Deployment: Supervision	**Three-Month Rolling Risk Levels**		
	July 2022	**June 2022**	**May 2022**
	No Risk Identified	**No Risk Identified**	**No Risk Identified**

Findings

The CLJ-CMS Steering Committee has approved a regional rollout plan for CMS and Supervision.

2.4 Data

2.4.1 Data Preparation: Case Management

Data			
Data Preparation: Case Management	**Three-Month Rolling Risk Levels**		
	July 2022	**June 2022**	**May 2022**
	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 actual ("production") 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			
	Three-Month Rolling Risk Levels		
Data Conversion: Case Management	**July 2022**	**June 2022**	**May 2022**
	No Risk Identified	**No Risk Identified**	**No Risk Identified**

Findings

Data conversion trial runs continue with good outcomes. Achieving successful "practice" conversions early will position the project well for a smoother implementation effort when the time arrives for the final, "production" conversion.

2.4.3 Data Conversion: Supervision

Data			
	Three-Month Rolling Risk Levels		
Data Conversion: Supervision	**July 2022**	**June 2022**	**May 2022**
	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 2022	**June 2022**	**May 2022**
	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 2022	**June 2022**	**May 2022**
	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 2022	**June 2022**	**May 2022**
	No Risk Identified	**No Risk Identified**	**No Risk Identified**

Findings

Because eFiling 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			
	Three-Month Rolling Risk Levels		
Local Infrastructure	**July 2022**	**June 2022**	**May 2022**
	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. Pilot courts have been provided a Technical Readiness checklist to help ensure, among other things, that all local technical infrastructure is in place.

2.5.4 Security Functionality

Infrastructure			
	Three-Month Rolling Risk Levels		
Security Functionality	**July 2022**	**June 2022**	**May 2022**
	No Risk Identified	No Risk Identified	No Risk Identified

Findings

The security functionality of Enterprise Justice 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			
	Three-Month Rolling Risk Levels		
	July 2022	**June 2022**	**May 2022**
Access	**No Risk Identified**	**No Risk Identified**	**No Risk Identified**

Findings

eFiling and Supervision access will be via browser. A "local application" will be required for access to the case management solution.

2.5.6 Environments

Infrastructure			
	Three-Month Rolling Risk Levels		
	July 2022	**June 2022**	**May 2022**
Environments	**No Risk Identified**	**No Risk Identified**	**No Risk Identified**

Findings

All environments have been implemented.

2.5.7 Post-Implementation Support

Infrastructure			
	Three-Month Rolling Risk Levels		
	July 2022	**June 2022**	**May 2022**
Post-Implementation Support	**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 specifically for Post-Implementation (or "Production") Support.

Appendix: Overview of *bluecrane* Risk Assessment Approach

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 over 40 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.

**Project Management
and Sponsorship**

➤ Budget: Funding
➤ Budget: Management of Spending
➤ Scope: e-Filing
➤ Scope: Supervision
➤ Scope: Case Management
➤ Schedule: e-Filing
➤ Schedule: Supervision
➤ Schedule: Case Management
➤ Governance
➤ Contract and Deliverables Management
➤ Program Staffing
➤ PMO Processes

Solution

➤ Business Process: e-Filing
➤ Business Process: Supervision
➤ Business Process: Case Management
➤ Requirements, Design, and Configuration: e-Filing
➤ Requirements, Design, and Configuration: Supervision
➤ Requirements, Design, and Configuration: Case Management
➤ Integrations: e-Filing
➤ Integrations: Case Management
➤ Reports: Supervision
➤ Reports: Case Management
➤ Testing: e-Filing
➤ Testing: Supervision
➤ Testing: Case Management
➤ Deployment: e-Filing
➤ Deployment: Supervision
➤ Deployment: Case Management

People

➤ Stakeholder Engagement
➤ OCM: e-Filing
➤ OCM: Supervision
➤ OCM: Case Management
➤ Communications
➤ Court Preparation and Training

Data

➤ Data Preparation: Case Management
➤ Data Conversion: Supervision
➤ Data Conversion: Case Management
➤ Data Security

Infrastructure

➤ Infrastructure for Remote Work
➤ Statewide Infrastructure
➤ Local Infrastructure
➤ Security Functionality
➤ Access
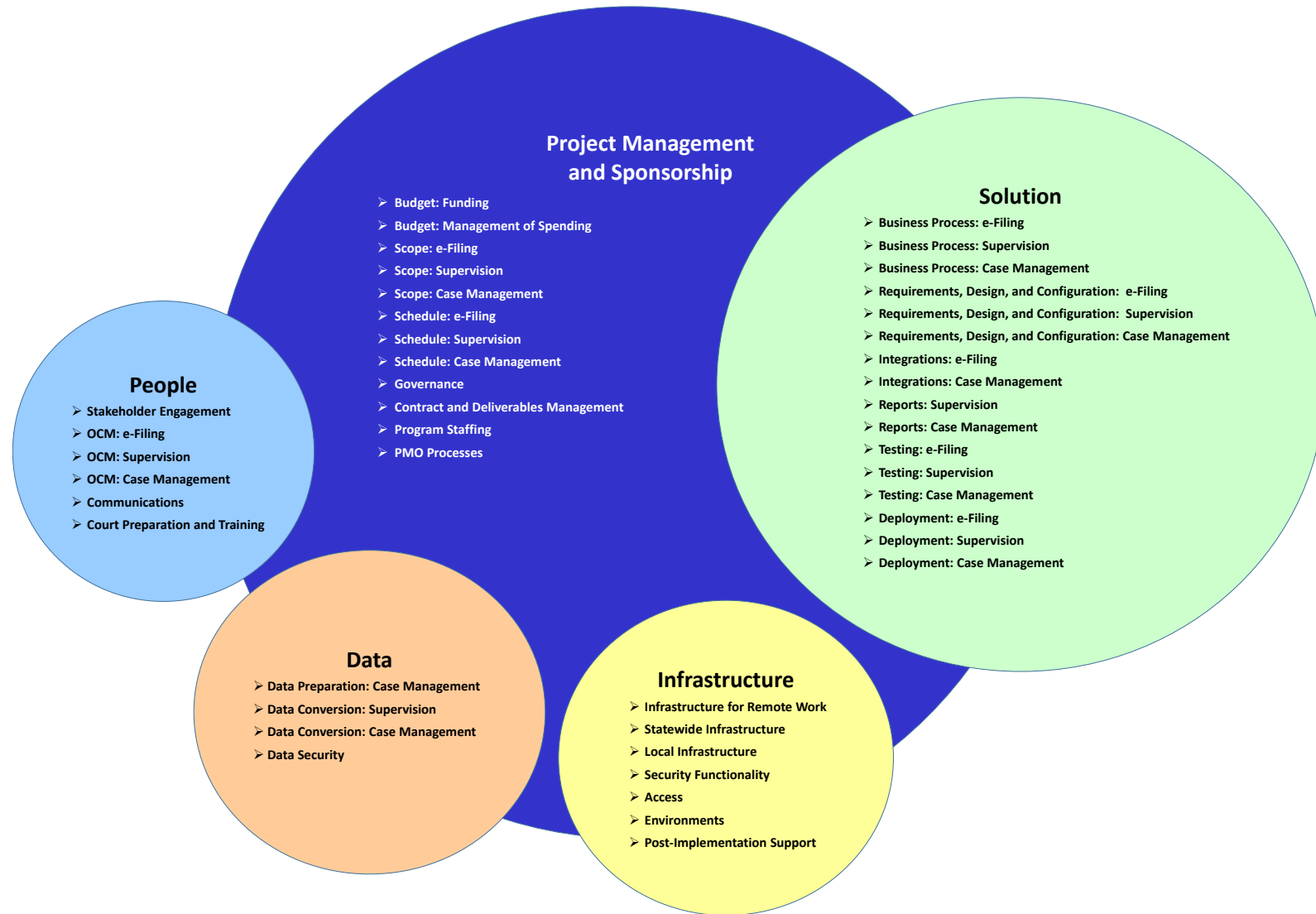➤ Environments
➤ Post-Implementation Support

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

Our risk ratings are summarized in Table 2 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"
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

Strategy

Technology

Stakeholders

Priorities

Status

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:
Endorsements: 1337 – Retire WSART Web App (Superior)
1338 - Store and provide access to historical RightNow ticket data (AOC)
1345 – Integrate OCourt into CLJ-CMS (CLJ)
1348 – Blake Certification System (AOC)

Analysis Completed: 1324 – Appellate Court Electronic Record Retention (Appellate)
CLUG Decision: 1297 - Self Represented Litigant (SRL) Access (AOC)
1340 – Integration Platform and External API (AOC)
Authorized: 1320 – Public Case Search Modernization (AOC)
1325 – Appellate Online Credit Card Payment Portal (Appellate)
In Progress: 265 - Kitsap District Court CMS to EDR (CLJ)
1313 - Supreme Court Opinion Routing/Tracking System (Appellate)
1344 – Document Sharing for Judicial Officers Statewide (AOC)
Completed: 1319 – Implement NEOGOV (AOC)
Closed: 1323 – County Code Information (CLJ)

WASHINGTON COURTS

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	27	Seattle Municipal Court CMS to EDR Data Exchange	In Progress	CLJ
3	270	Allow MH-JDAT data accessed through BIT from Data Warehouse	Authorized	Superior

■ Authorized   ■ In Progress   ■ Completed   ■ Withdrawn or Closed

WASHINGTON COURTS

ITG Status Year in Review

JISC Authorized

		Jul-21	Aug-21	Sep-21	Oct-21	Nov-21	Dec-21	Jan-22	Feb-22	Mar-22	Apr-22	May-22	Jun-22	Jul-22
ITG 102	2011*													
ITG 027	2011*													
ITG 270	2020*													

* Year ITG authorized

■ Authorized   ■ In Progress   ■ Completed   ■ Withdrawn or Closed

ITG Status Year in Review

Washington Courts

AOC Admin/CIO Authorized

Legend: A = Authorized (blue), P = In Progress (green), blank = white

ITG	Year	Jul-21	Aug-21	Sep-21	Oct-21	Nov-21	Dec-21	Jan-22	Feb-22	Mar-22	Apr-22	May-22	Jun-22	Jul-22
ITG 241	2021*		A	P	P	P	P	P	P	P	P	P	P	P
ITG 248	2020*	P	P	P	P	P	P	P	P	P	P	P	P	P
ITG 256	2021*				A	A	A	A	A	A	A	A	A	A
ITG 265	2022*				A	A	A	A	A	A	A	A	P	P
ITG 269	2020*	A	A	A	A	P	P	P	P	P	P	P	P	P
ITG 274	2020*	P	P	P	P	P	P	P	P	P	P	P	P	P
ITG 275	2022*									A	A	A	A	A
ITG 276	2020*	P	P	P	P	P	P	P	P	P	P	P	P	P
ITG 277	2020*	P	P	P	P	P	P	P	P	P	P	P	P	P
ITG 279	2020*	P	P	P	P	P	P	P	P	P	P	P	P	P
ITG 283	2021*	P	P	P	P	P	P	P	P	P	P	P	P	P
ITG 284	2021*				A	P	P	P	P	P	P	P	P	P
ITG 286	2021*	P	P	P	P	P	P	P	P	P	P	P	P	P
ITG 287	2021*	A	A	A	A	A	A	A	A	A	A	A	A	A
ITG 1296	2021*	P	P	P	P	P	P	P	P	P	P	P	P	P
ITG 1306	2021*	A	A	P	P	P	P	P	P	P	P	P	P	P
ITG 1309	2021*	P	P	P	P	P	P	P	P	P	P	P	P	P
ITG 1313	2021*		A	A	A	A	A	A	A	A	A	A	A	P
ITG 1318	2021*				A	P	P	P	P	P	P	P	P	P
ITG 1320	2022*										A	A	A	A
ITG 1327	2022*									A	A	A	A	A
ITG 1328	2022*												A	A
ITG 1332	2022*									A	P	P	P	P
ITG 1333	2022*									A	P	P	P	P
ITG 1335	2022*									A	P	P	P	P
ITG 1344	2022*												P	P

* Year ITG authorized

Legend: ■ Authorized ■ In Progress ■ Completed ■ Withdrawn or Closed

WASHINGTON COURTS

Current ITG Priorities by CLUG

Priority	ITG #	Request Name	Status	Approving Authority	Importance
Superior CLUG					
1	248	Washington State Juvenile Court Assessment (JCAT)	In Progress	Administrator	High
2	270	Allow MH-JDAT data to be accessed through BIT from the Data Warehouse	Authorized	JISC	High
3	274	EFC Extended Foster Care-Dependency - Modify Required Party of PAR Parent	In-Progress	CIO	Medium
4	283	Modify Odyssey Supervision Probation Category to Support Non-Criminal Cases	In-Progress	Administrator	Medium
5	277	TRU Truancy - Modify Required Party of PAR Parent	In-Progress	CIO	Medium
6	284	Criminal cases w/HNO & DVP case types allow DV Y/N	In-Progress	CIO	Medium
7	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
3	256	Spokane Municipal Court CMS to EDR Data Exchange	Authorized	Administrator	High
4	265	Kitsap District Court CMS to EDR Data Exchange	In-Progress	Administrator	High

■ Authorized   ■ In Progress   ■ Completed   ■ Withdrawn or Closed

Current ITG Priorities by CLUG

Priority	ITG #	Request Name	Status	Approving Authority	Importance
Appellate CLUG					
1	1313	Supreme Court Opinion Routing/Tracking System	In Progress	CIO	High
2	1325	Appellate Court Online Credit Card Payment Portal	In Progress	CIO	High
Non-JIS CLUG (ISD Maintenance Work & Legislative Mandates)					
N/A	241	JIS Person - Business Indicator	In Progress	CIO	Maintenance
N/A	275	Odyssey to EDR	Authorized	CIO	Maintenance
N/A	276	Parking Tickets issued in SECTOR - Interim resolution	In Progress	Administrator	Maintenance
N/A	279	JIS Name Field Upgrade	In Progress	Administrator	Maintenance
N/A	286	Statewide Reporting	In Progress	Administrator	Maintenance
N/A	287*	OnBase Product Upgrade to v20.3	Authorized	CIO	Maintenance
N/A	1296	Superior Court Text Messaging and E-mail Notifications	In Progress	CIO	Maintenance
N/A	1306	RightNow Replacement	In Progress	CIO	Maintenance
N/A	1309	SQL Server Upgrade 2019 Upgrade	In Progress	CIO	Maintenance
N/A	1318	Business Object Upgrade	In Progress	CIO	Maintenance
N/A	1327	SCOMIS and JRS Retirement	Authorized	CIO	Maintenance
N/A	1328	Risk Assessments Sustainability	Authorized	CIO	Maintenance
N/A	1332	JCS Platform Migration	In Progress	CIO	Maintenance
N/A	1333	SharePoint Upgrade	In Progress	CIO	Maintenance
N/A	1335	Office Upgrade	In Progress	CIO	Maintenance

Authorized   In Progress   Completed   Withdrawn or Closed

* On Hold

ITG Request Progress

Awaiting Endorsement	Awaiting Analysis	Awaiting Endorsement Confirmation	Awaiting CLUG Recommendation	Awaiting Authorization	Awaiting Scheduling
None	**220**** Supplemental Race/Ethnicity Request **1307**** Law Data Project **1308**** Integrated eFiling for Odyssey DMS Superior Courts **1320*** Public Case Search Modernization **1321**** Send JCAT data to the Data Warehouse to Facilitate Reporting **1326*** Online Interpreter Scheduling **1337*** Retire WSART Web Application (WAJCA) **1338** Store and provide access to historical RightNow ticket data **1345*** Integration of Ocourt into CLJ-CMS **1348*** Blake Certification System		None	**1297** Self-Represented Litigants (SRL) Access to SC & CLJ Courts **1340** Enterprise Integration Platform & Ext API	**256** Spokane Municipal Court CMS to EDR Data Exchange **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 **275** Odyssey to EDR **287** OnBase Product Upgrade to v20.3 **1320** Public Case Search Modernization **1327** SCOMIS and JRS Retirement **1328** Risk Assessments Sustainability **1331** Judicial Contract Tracking System (JCTS)

* Analysis Underway   ** On Hold