



WASHINGTON
COURTS

Judicial Information System Committee (JISC)
Friday, June 23, 2023 (10:00 a.m. – 12:10 p.m.)

[Register in advance for this meeting:](#)

[June 23th 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. JISC Member Retirement – Barb Miner, July 21, 2023	Judge John Hart, Vice-Chair	10:00 – 10:10	Tab 1
2.	JIS Budget Update a. 21-23 Budget Update b. 23-24 Supplemental Budget Process	Mr. Chris Stanley, MSD Director	10:15 – 10:25	
3.	Rule Changes Update a. Changes to GR 15 b. Changes to GR 31	Ms. Vonnie Diseth, ISD Director Mr. Arsenio Escudero, JIS Liaison	10:25 – 10:30	
4.	23-25 AOC IT Work & Proposed 2024 IT Supplemental Budget Requests	Mr. Kevin Ammons, ISD Associate Director	10:30 – 10:40	Tab 2
5.	Person Records Supplemental Budget Request a. Presentation b. Decision Point: Request to Form a Subcommittee	Mr. Dexter Mejia, CSD Associate Director	10:40 – 11:20	Tab 3
6.	Blake Project Overview & Update (ITG 1348)	Mr. Moustafa Ibrahim, Project Manager	11:20 – 11:30	Tab 4
7.	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 – 11:50	Tab 5
8.	Superior Court CMS Upgrade Project Update (ITG 1352)	Mr. Combiz Khatiblou, Project Manager	11:50 – 12:00	Tab 6

9.	Committee Reports Data Dissemination Committee (DDC)	Judge John Hart, DDC Chair	12:00 – 12:05	Tab 7
10.	Meeting Wrap Up	Judge John Hart, Vice-Chair	12:05 – 12:10	
11.	Informational Materials a. Board for Judicial Administration (BJA) Meeting Minutes b. ITG Status Report			Tab 8

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:

2023 – Schedule

August 25, 2023

October 27, 2023

December 1, 2023

JUDICIAL INFORMATION SYSTEM COMMITTEE

April 28, 2023
10:00 a.m. to 12:00 p.m.
Online Zoom Meeting

Minutes

Members Present:

Justice Barbara A. Madsen, Chair
Judge Scott K. Ahlf
Ms. Mindy Breiner
Mr. Joseph Brusic
Mr. Donald Graham
Judge John Hart, Vice-Chair
Mr. Frank Maiocco
Judge David Mann
Ms. Barb Miner
Judge Robert Olson
Ms. Paulette Revoir
Mr. Dave Reynolds
Ms. Dawn Marie Rubio
Ms. Margaret Yetter

Members Absent:

Mr. Derek Byrne
Judge Kathryn Loring
Chief Brad Moericke

AOC Staff Present:

Mr. Kevin Ammons
Mr. Robert Anteau
Ms. Brittanie Collinsworth
Mr. Kevin Cottingham
Ms. Vonnie Diseth
Mr. Arsenio Escudero
Mr. Moustafa Ibrahim
Mr. Sriram Jayarama
Mr. Jamie Kambich
Mr. Mike Keeling
Mr. Combiz Khatiblou
Mr. Dirk Marler
Mr. Dexter Mejia
Ms. Aryn Nonamaker
Ms. Michelle Pardee
Ms. Anya Prozora
Mr. Chris Stanley
Mr. Garret Tanner
Ms. Natalia Veiga Zonatto

Guests Present:

Ms. Laurie Garber
Mr. Enrique Kuttemplon
Mr. David Lewis
Mr. Allen Mills
Ms. Heidi Percy
Mr. Christopher Shambro
Mr. Marty Young

Call to Order, Approval of Meeting Minutes & Welcome of New JISC Member

Justice Barbara Madsen called the Judicial Information System Committee (JISC) meeting to order at 10:04 a.m. This meeting was held virtually on Zoom.

Justice Madsen formally welcomed Judge David Mann, the new JISC member representing the Court of Appeals; Judge Mann is with COA Division I and replaces Judge Beth Andrus on the Committee.

Justice Madsen asked if there were any changes or additions to be made to the February 24, 2023 meeting minutes. Hearing none, the meeting minutes were approved as written.

Welcome New AOC Member – Robert Anteau, PMO/QA Section Manager (ISD)

Ms. Vonnie Diseth introduced Robert Anteau, the new manager for ISD's Project Management Office & Quality Assurance section (PMO/QA). Mr. Anteau brings with him over twenty years of IT and project management experience in both the public and private sector. He began work with AOC at the beginning of April, and fills the vacant position previously held by Mr. Kevin Ammons.

21-23 JIS Budget & 23-25 IT Decision Packages Update & 23-24 Supplemental Budget Process

Mr. Chris Stanley provided a brief 21-23 budget and JIS 23-25 decision packages update. The Legislature passed the final budget for the 23-25 biennium. In total, \$45.1 million was requested; \$33.9 million was funded, which is a monumental success for the Judicial Branch. One of these decision packages was the request to bail out the JIS account and fully fund Judicial Branch IT infrastructure. This funding is an ongoing deposit of approximately \$10 million each year. Mr. Stanley noted that prior to the budget being passed, the JIS account was projected to have a negative balance of \$-9.7 million at the end of June 2023. The funding in the 23-25 budget erases that deficit (setting the JIS account to \$0) and replaces \$10 million a year in lost revenue with General Fund monies.

Some of the decision packages received partial funding. One such package was to modernize the Cyber Security Program; funding was given for equipment but not for additional dedicated staff. Additionally, two decision packages did not get funded: continuing the External Equipment Replacement Program and replacing the Supreme Court Opinion Application.

AOC is being the process for the 2024 supplemental budget; a notification will further details will be sent out in the coming weeks. Supplemental budget requests are for tactical fixes and emergency needs only.

Review of Bills Impacting JIS Systems

Mr. Kevin Ammons reviewed two legislative bills which have been signed into law that will have significant impacts to JIS systems. These bills concerned protections for domestic violence victims (HB 1715), and establishing a Hope Card program for protection orders (HB 1766). HB 1715 will require numerous code changes across superior and CLJ systems. The work relating to HB 1766 is still being determined as more details are required in relation to the scannable component of the cards.

A full report on the 2023 Legislative Session was also provided in the meeting materials for member reference.

Decision Point: Proposed Changes to GR 15

Mr. Kevin Cottingham provided an overview on some proposed changes submitted by the Data Dissemination Committee to General Rule 15 (GR 15) – Destruction, Sealing, and Redaction of Court Records, section (c)(4) and section (d). The DDC suggested changes to GR 15 that clarify statutory protections for sealed juvenile records contained within Washington’s Judicial Information System. The proposed additions were largely commentary, and were intended to make no substantive change to the effect of the rule as it currently stands. Mr. Cottingham outlined the specific wording changes and reason for each change.

Justice Madsen then asked if there was a motion to approve the DDC’s proposed changes to GR 15.

Motion: Judge John Hart

I move that the JISC approve the Data Dissemination Committee's (DDC) proposed changes to GR 15 with the associated cover sheet and that it be filed with the Supreme Court Rules Committee for approval.

Second: Ms. Dawn Marie Rubio

Voting in Favor: Judge Scott Ahlf, Ms. Mindy Breiner, Mr. Joseph Brusica, Judge John Hart, Judge Kathryn Loring, Justice Barbara Madsen, Mr. Frank Maiocco, Judge David Mann, Ms. Barb Miner, Judge Robert Olson, Ms. Paulette Revoir, Mr. Dave Reynolds, Ms. Dawn Marie Rubio, Ms. Margaret Yetter

Opposed: None.

Abstaining: Mr. Donald Graham

Absent: Mr. Derek Byrne, Judge Kathryn Loring, Chief Brad Moericke

The motion passed. The proposed changes will be filed with the Supreme Court Rules Committee for approval.

Decision Point: Prioritize ITG 1308 – Integrated eFiling for Odyssey DMS Superior Courts

Mr. Ammons gave a brief update on the progress of ITG 1308 – Integrated eFiling for Odyssey DMS Superior Courts. A request was created in December 2020 to implement Tyler Technologies' eFiling service in all Superior Courts using Enterprise Justice and the Enterprise Justice Document Management System (DMS). A 23-25 budget decision package was submitted and approved by the JISC in August 2022 and was funded by the Legislature last in April 2023. The ITG now needs to be prioritized relative to other requests approved by the JISC in order to inform the scheduling of this work when funding and resources are made available. AOC proposes this ITG be prioritized as JISC priority #4.

Justice Madsen then asked if there was a motion to approve the prioritization of ITG 1308.

Motion: Ms. Margaret Yetter

I move that the ITG Request #1308 be prioritized as JISC priority #4.

Second: Judge Scott Ahlf

Voting in Favor: Judge Scott Ahlf, Ms. Mindy Breiner, Mr. Joseph Brusica, Mr. Donald Graham, Judge John Hart, Judge Kathryn Loring, Justice Barbara Madsen, Mr. Frank Maiocco, Judge David Mann, Ms. Barb Miner, Judge Robert Olson, Ms. Paulette Revoir, Mr. Dave Reynolds, Ms. Dawn Marie Rubio, Ms. Margaret Yetter

Opposed: None.

Absent: Mr. Derek Byrne, Judge Kathryn Loring, Chief Brad Moericke

The motion passed. ITG 1308 will be prioritized as JISC priority #4.

Present and Future State of Person Records

Mr. Dexter Mejia gave a presentation on the present and future state of person records. Incomplete, inaccurate, and improperly matched person records are on the rise due to a variety of factors (e.g.: use of different case management systems, over and under-matching of person records, etc.). These issues impact the integrity of person records and individual case histories, creating risks in the judicial officer's ability to make decisions about a case or person. Fixing these complex issues are time consuming, often requiring collaboration with the courts to investigate and/or to make changes to a record or programmatic changes to systems. More analysis is required due to the complexity and impact to the JIS portfolio and potentially to the local systems. Mr. Mejia outlined specific problem areas, provided examples of different issues in JABS, and provided next steps.

He stressed that further analysis on this matter is required, including putting together a supplemental budget request for contract professional services to conduct detailed analysis and solutioning, as well as requesting additional AOC resources for corrective maintenance.

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; he reminded the Committee of the Pilot courts go-live delay and the project team's next steps going forward, including completing legacy data exchanges with justice partners, resolving outstanding issues, and reviewing go-live tasks and assumptions to identify a new date for Pilot courts go-live. Solution Validation was successfully completed in mid-March; a number of issues were raised and identified and the project team is working with the vendor to address those issues. Tyler is scheduled to deliver a core release for Enterprise Justice in June, which is expected to resolve most of the outstanding issues. There will be at least one additional release following this to resolve any remaining outstanding issues.

Mr. Tanner then gave details on recent eFiling and CMS activities, project outreach, and other work in progress; he then highlighted updates to the project issues and risks.

Quality Assurance Assessment Report

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

Data Dissemination Committee (DDC) Report

The Data Dissemination Committee did not meet this month, as there were no new agenda items.

Meeting Wrap Up & Adjournment

Justice Madsen adjourned the meeting at 11:49 a.m.

Next Meeting

The next meeting will be June 23, 2023, via Zoom from 10:00 a.m. to 12:00 p.m.

Action Items

	Action Items	Owner	Status

DRAFT



2023 – 2025 Biennial Work and Proposed 2024 Supplemental Budget Requests

C. KEVIN AMMONS, ISD Associate Director
June 23, 2023

2023 – 2025 Biennial Work

New Legislative Work	
Item	Funding
ITG 1340 – Develop Enterprise Integration Platform	Budget Decision Package
Upgrade Business Intelligence Tool (BIT)	Budget Decision Package
ITG 1326 – Court Interpreter Scheduling Study	Budget Decision Package
Hope Card Program	House Bill 1766
ITG 1308 – Superior Court eFiling	Budget Decision Package
Implement Office 365 for Appellate Courts and AOC	Budget Decision Package

2023 – 2025 Biennial Work

Continuing Work	
Item	Funding
CLJ-CMS Project	Budget Decision Package
SECTOR Replacement	WSP Funded Project
Supreme Court Opinion Application	Existing Staff
Blake Refund System	Existing Staff
CLJ Protection Order View for Judicial Officers	Existing Staff

Proposed 2024 IT Supplemental Budget Requests

Decision Packages	
Item	Type of Request
Person Management Study	Study and Analysis
Appellate CMS (ACORDS) Replacement Study	Requirements and Procurement Development
Cyber Security Staffing	Staff to Implement Software Funded by Legislature
Supreme Court Staff	Desktop Support Staff



State of Person Records

DEXTER MEJIA, CSD Associate Director
June 23, 2023

Problem Statement

Incomplete, inaccurate, and improperly matched person records are on the rise and will continue to escalate unless we take steps towards creating better access to statewide person records by all court staff users, devise strategies to mitigate and prevent erroneous person records, and determine a future state plan that is inclusive of all person and case data source systems.

Contributing Factors

- Use of different case management systems to create person records
- Over and under-matching of person records
- Lack of access to statewide person records by court staff entering person data, resulting in:
 - Diminished ability to reuse existing person records
 - Proliferation of same person records
- Diminished application of the JIS Person Business Rules

What is a Person Record?

A person record is a set of information identifying a human being who is involved in a court case.

What is a Person Record?

Attribute	Components
Name	First, Middle, Last, Suffix, Prefix
Date of Birth/Death	Month, Day, Year
Address	Number, Street, Suite/Apt#, City, State, Zip, County, Country
Personal Identifiers	Driver's License Number (DLN), Dept. of Corrections Number (DOC#), State Criminal ID number (SID#), FBI Number, Juvenile number (JUV#)
Physical Characteristics	Race, Ethnicity, Eye Color, Hair Color, Height, Weight, Physical Description

Why are Person Records important?

Person information is necessary to ensure the Individual's data entered on a case can be identified and associated with other cases featuring that same person identifying information.

Person records, in the context of JIS, serve as the gateway for building individual case histories.

How are Person Records created?

In JIS, person records are created during case initiation for cases requiring well-identified parties, as set out in court rules and the Person Business Rules. Person records reflect the party's information contained in complaints, charging documents, citations, infractions, and applicable civil filings.

How are Person Records created?

There are two types of persons that can be entered into JIS, a “civil” person or a “well-identified individual”. A civil person is defined as a human being with a name and/or address and is considered “non-identified” because it has insufficient identifying data for matching to other records and compiling case history. Whereas a “well-identified individual” is a human being with a name, an address, and some type of third personal identifier.

How are Person Records created?

The Superior Court Odyssey manual further explains the difference between well-identified and non well-identified parties. A well-identified party, or WIP, is a party that follows the Person Business Rules of requiring three identifiers, of which one must be a name and the second an address.

A non well-identified party, or non-WIP, is a party that does not follow the Person Business Rules of requiring three identifiers. These are usually civil-type cases where statutes and court rules do not require the parties be well-identified. For these parties, only a name is required.

Managing Person Records

What/who is involved in managing person records?

- Court staff
- Case Management Systems (Enterprise Justice, eCourt, JIS, JCS)
- EDR
- AOC Customer Services
- AOC Party Maintenance
- Various AOC program staff (SC-CMS, CLJ-CMS, EDR, Info Access)

Managing Person Records

What/who is involved in managing person records?

- Various Processes
 - Linking and unlinking/merge and unmerge
 - DOL check/integration
 - True Name and AKA
 - Person matching routine
 - Umbrella ID (eCourt)
 - Data Replication

Volume of Person Records

Source	New	Updates
JIS	50,000	830,000
KCCO	22,000	70,000
KCDC	16,000	100,000
Odyssey	45,000	475,000
Pierce	7,000	70,000
Monthly Total	140,000	1,545,000

* Average estimates

JIS Person Business Rules

- The purpose of the JIS Person Business Rules is to maintain the accuracy and integrity of the JIS Person Database and to ensure a complete case history for each person recorded in the database.
- The JIS Person Business Rules apply to all courts using the Judicial Information System (JIS). JIS courts are those organizations authorized to create and update JIS person information, including appellate courts, county clerks, juvenile departments, limited jurisdiction courts (administration and probation), and superior courts.

PBR Policy Statements

- All JIS courts are responsible for maintaining the integrity of the JIS Person Database as the primary, statewide repository for all person information and as the primary judicial source of complete case history.
- All JIS courts are required to initiate person records creation for legal cases and juvenile referrals in the JIS Person Database for the case and referral types and related causes of action specified in these business rules.

PBR Policy Statements

- All JIS courts adding records to the JIS Person Database shall collect person identifying information and numbers (PINs) to the extent required by RCW 26.50.160, CrRLJ 2.1, and CrR 2.1 for the purpose of creating accurate and complete legal case and juvenile referral histories linked to a unique person record.

PBR Policy Statements

- All Person Identifying Numbers (PINs) will be entered and updated only in the JIS Person Database by participating courts. PINs include: Date of Birth (DOB), Department of Corrections Number (DOC#), Driver's License Number (DL#), FBI Number, and Washington State ID Number (SID#). (Exception: Juvenile Number (JUV #), which is generated by JIS {effective December 1999}.)
- The Department of Licensing (DOL) driver's license record shall be the statewide source for JIS Person data.

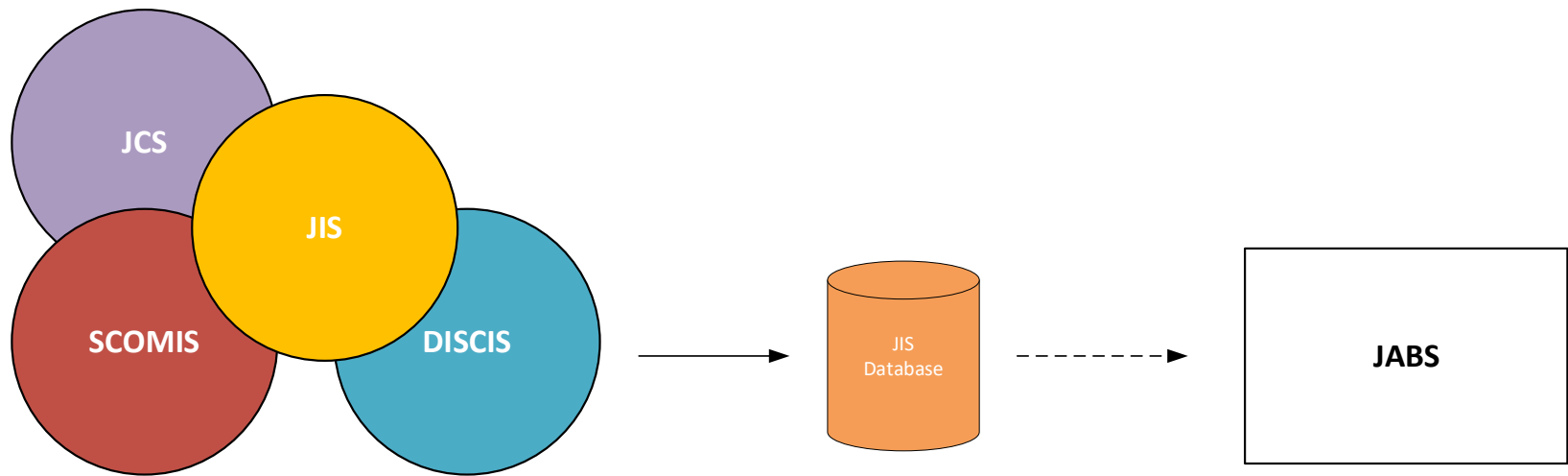
PBR Policy Statements

- Where feasible the Judicial Information System shall enforce these policies with system edits and mitigate the workload involved with searching and matching person records and case filing processes.
- These policies and the following business rules adopted by the JIS Committee shall be followed by all participating JIS courts and encouraged for use by non-JIS courts.

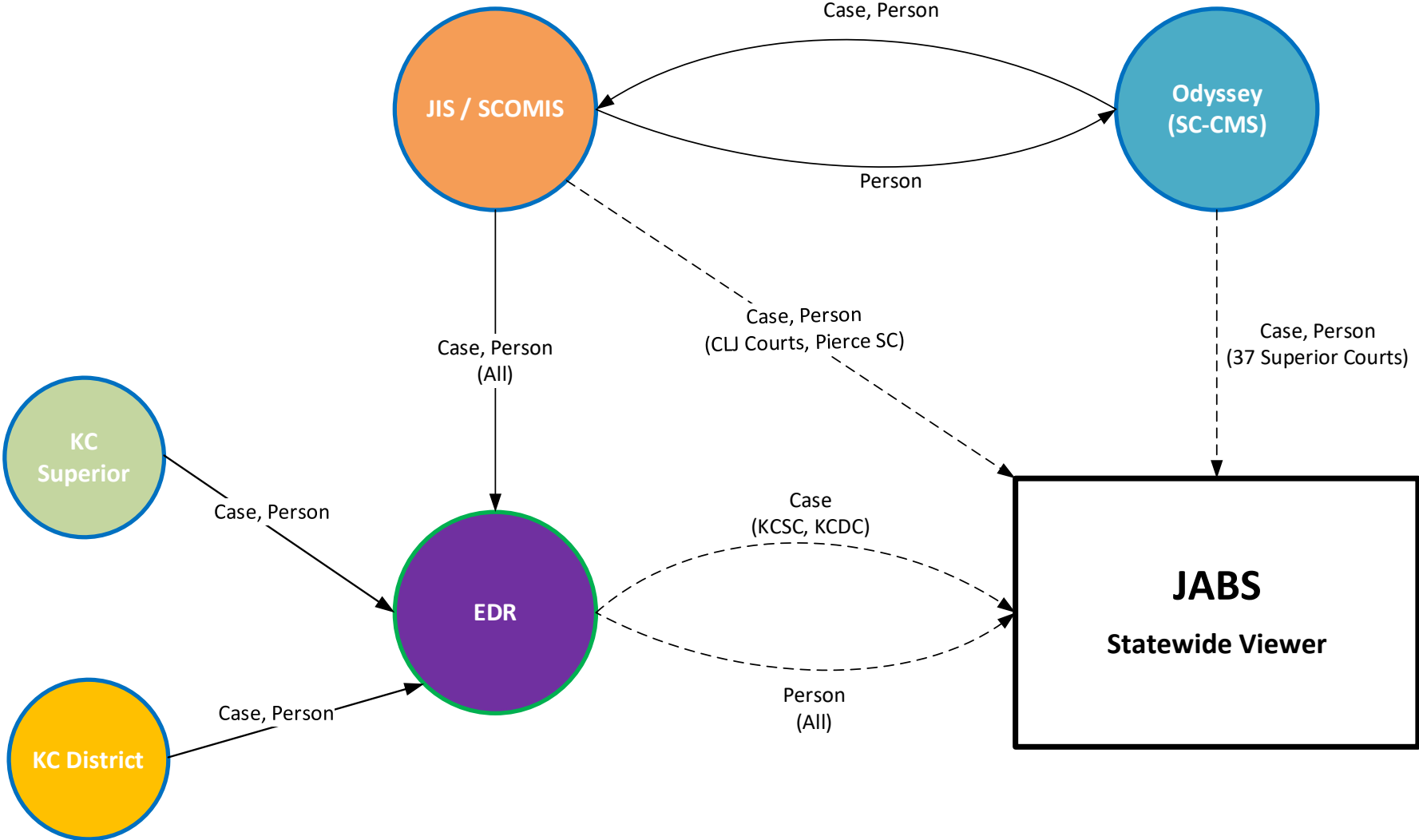
Judicial Access Browser System

- JABS was intended to present JIS data to judicial officers in a more easily consumable format than in JIS.
- JABS is the only place to view statewide person and case data.
- Court staff and judges rely on JABS to view statewide person and case data.
- JABS is a viewer only system and pulls data from source systems like JIS, Odyssey, and EDR. JABS is often misunderstood to be the source of data issues when users see erroneous records.

Legacy



Current State



Current Challenges

- Person records are not collectively managed.
- Court staff can no longer edit all person records statewide.
- Person records are not reused causing a proliferation of new but duplicative records.
- Person records are managed differently in each system.
- Person record issues are complex and require manual intervention from AOC and the courts.
- No future roadmap about managing person records reflecting current and future landscape.

What is the ask?

1. Hire a 3rd party consultant to analyze root causes, recommend solution options, and develop a future state roadmap to mitigate person records issues at the statewide level.
2. Add additional resources at AOC to troubleshoot person record issues submitted by the courts.
3. Create a committee to help update Person Business Rules.
4. Enhance EDR's person matching routine.

Supplemental Budget Request

- AOC is preparing a 2024 Supplemental Budget Decision Package to accomplish two objectives
 - Hire 3rd party consultants to analyze and propose solution options to statewide person record issues
 - Add staff at AOC to address person record issues submitted by the courts
- The Decision Package will be presented to the JISC during the August meeting

Next Steps

- Finalize supplemental budget request.
- Draft sub-committee charter.
- Draft membership solicitation letter to the associations.
- Initiate person matching and PBR analysis.

Decision Point

Judicial Information System Committee Meeting

June 23, 2023

DECISION POINT – Establish a Person Business Rules Subcommittee

MOTION:

I move that the JISC approve the establishment of a Person Business Rules Subcommittee to update the existing JIS Person Business Rules.

I. BACKGROUND

The Judicial Information System (JIS) Person Business Rules were created to maintain the accuracy and integrity of the JIS Person Database and to ensure a complete case history for each person recorded on the database. Accurate person and complete case history information serves the interest of the judicial community, law and justice agency information sharing, and public safety.

Before 2015, most courts in the state used JIS, meaning the courts jointly managed statewide person records in that single system. Since 2015, AOC has implemented a different case management system for 37 superior courts and some jurisdictions have implemented, or are in the process of implementing, single jurisdiction case management systems. The CLJ-CMS project will implement a new case management system for most of the courts of limited jurisdiction over the next several years.

II. DISCUSSION

The current court person management landscape across the state has at least six separate person databases, with three more planned to go live within the next biennium. The current Person Business Rules do not cover many situations that exist in the current person management landscape in Washington State. Person records are no longer matched by court staff across the state in a single centralized way as they were when most courts were using JIS as their case management system. Currently, person records are matched at multiple places in the systems landscape by various business processes and automated processes. All courts submit person records to the AOC, but no court has access to change records in a case management system they do not use in their jurisdiction. No court can access more than two of these databases to manage the person records contained within each database.

The JIS Person Business Rules were originally promulgated by the JIS Person Database Advisory Subcommittee and subsequently approved by the Judicial Information System Committee (JISC) during the development of JIS in the 1970's for application and use in all JIS courts in the state of Washington. When the rules were originally established, almost every court used JIS for person management. Therefore, the rules adopted were heavily

tailored to the functionality of JIS. The rules were also written with the expectation that all courts were operating in the same person database. This is no longer true.

The proposed Person Business Rules Subcommittee would analyze the existing Person Business Rules, the current person management landscape, and current observed issues statewide. The goal being for the subcommittee to propose changes to policy, the Person Business Rules, and any related procedures to holistically address person management for the courts in Washington State.

III. OUTCOME IF NOT PASSED

If the JISC does not approve the establishment of the Person Business Rules Subcommittee, addressing systemic issues related to person records across multiple case management systems will be more difficult to address in a comprehensive statewide manner.



Blake Refund Application

MOUSTAFA IBRAHIM, Project Manager
June 23, 2023

The Blake Decision

- The Blake decision found the state’s main drug possession statute unconstitutional
- This impacted tens of thousands of individuals, requiring their convictions to be “vacated” by the court of record
 - Impacted individuals are entitled to request refunds of certain monies they paid related to the case
- During the recently concluded legislative session, convictions related to certain cannabis and paraphernalia offenses were added to the list of crimes that must be vacated

Current Refund Process

- The legislature has provided funds to reimburse courts for activities related to the Blake Decision
- Courts vacate convictions, order refunds, while the administrative arm of courts track staff time required for this work
 - AOC reimburses the courts for the costs incurred by the court and court personnel
- This process is in effect until June 30, 2023

New Refund Process

- AOC has established a Blake Refund Bureau
- Beginning July 15, 2023, AOC will directly pay refunds on cases that have been vacated
- AOC will provide a web application that allows the public to search for their case online, confirm their identity and address, and apply for a refund through the website

Blake Refund Application

Major Functional Areas

1. Intake of Eligible Cases – Receive data on vacated cases from courts and manage that data
2. Public Search for Eligible Cases – Provide the ability to find their vacated cases
3. Initiate Refund Requests – Allow individuals to initiate a refund request and provide proof of identification
4. Manage Refund Requests – AOC processes and approves/rejects requests

Who Uses the Application

Court Staff

- Will send data related to each vacated case to AOC
- View-only access to all Blake system records

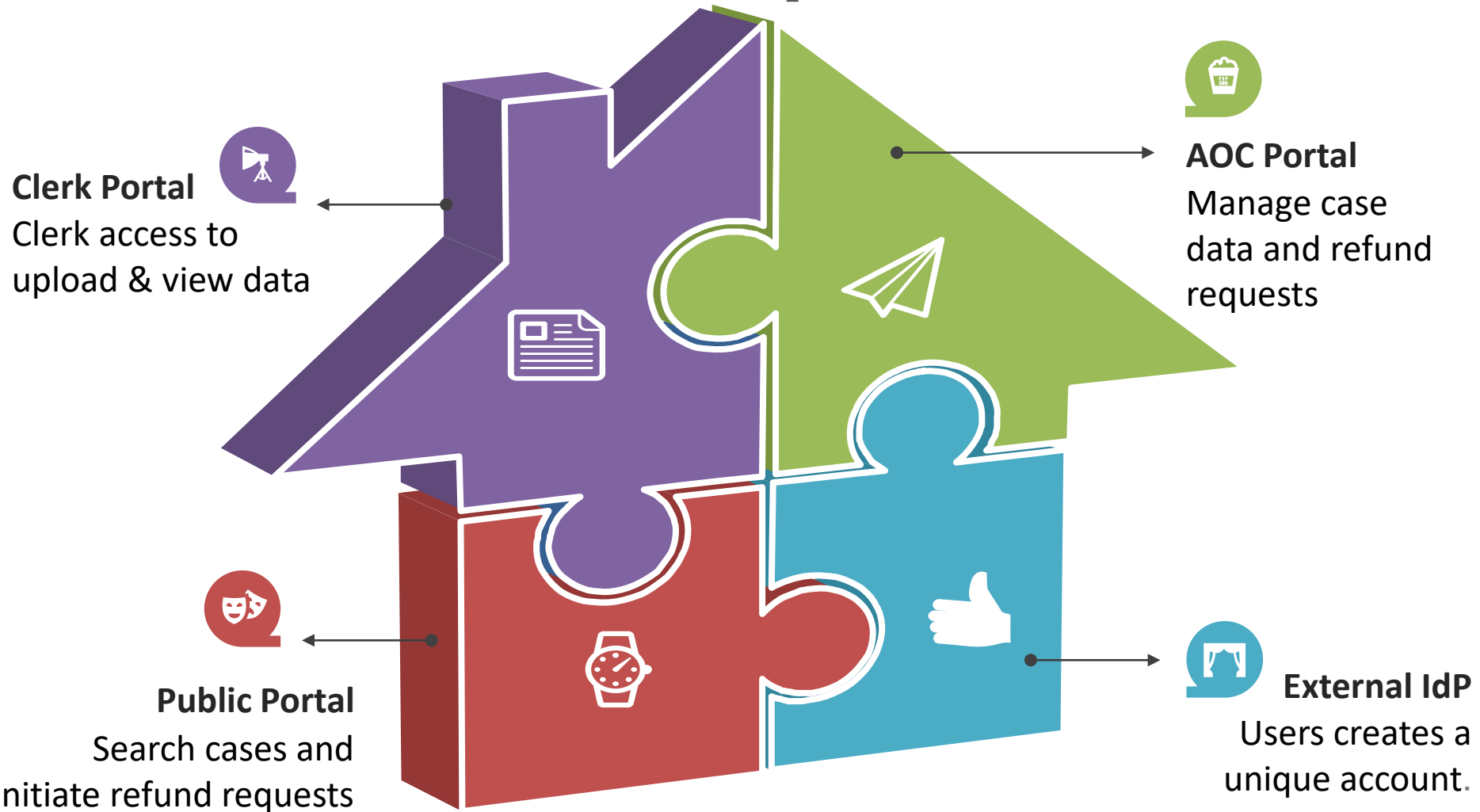
AOC Staff

- Search, view, and update records stored in the system
- Update status, and other elements, of refund requests
- Run reports on data stored in the system

Public Users

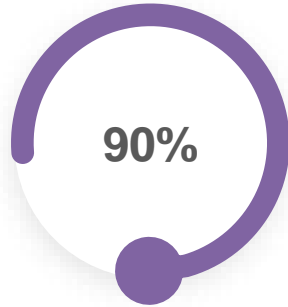
- Search case records using name and case number
- Select a case record on which to initiate a refund request
- Initiate the refund request and provide proof of identity

Blake Portal Components



Portal Building Progress

Clerk Portal



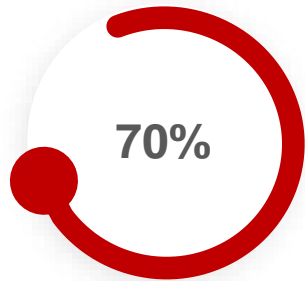
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AOC Portal



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Public Portal



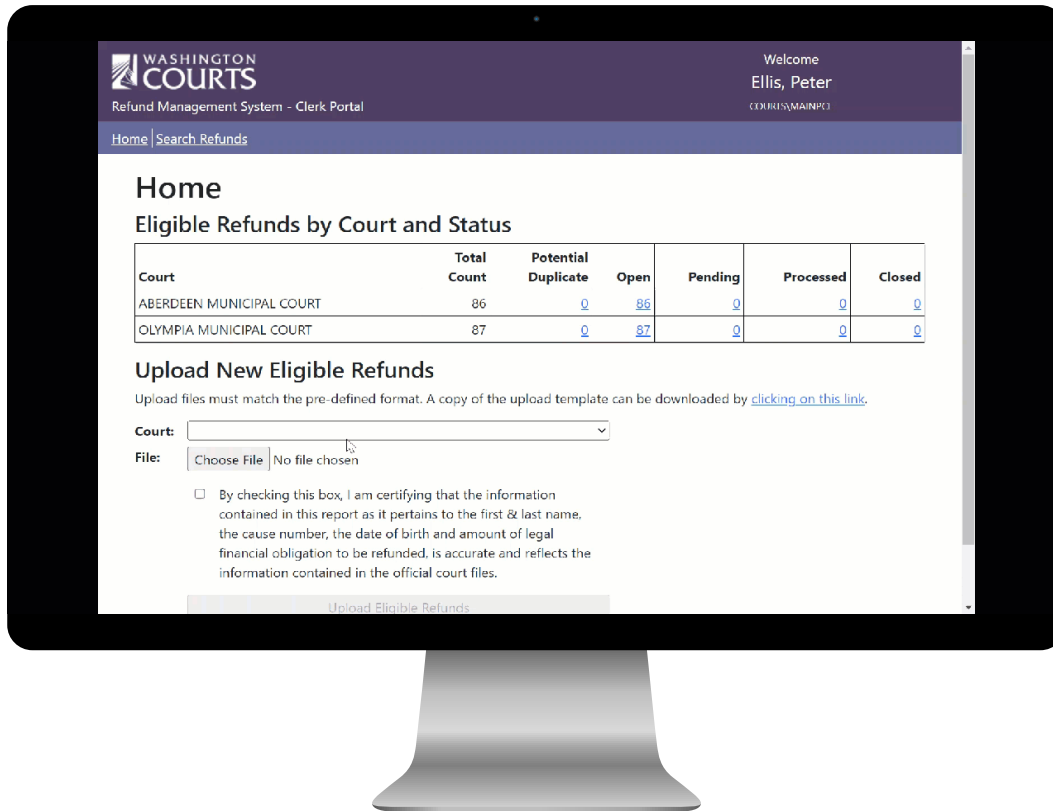
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External IdP



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Clerk Portal



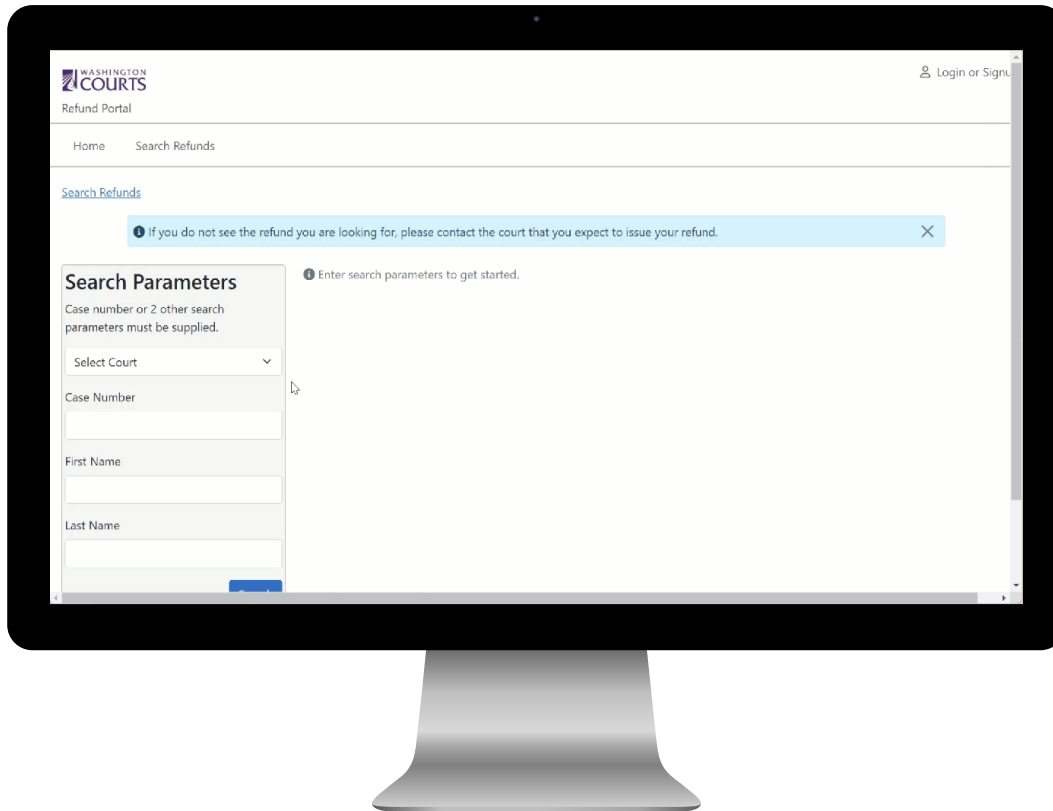
The clerks portal allows courts to upload information into the Refund System and search for eligible refunds that have been uploaded. This demo shows the upload process.

AOC Portal



The AOC portal allows AOC staff to search for and manage refund requests. This demo shows the eligible refund search process.

Public Portal



The public portal allows public individuals to search for an eligible case and file a request for a refund. The demo is showing how to search using case number then login using Google account then file & submit the refund request

Questions?



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

GARRET TANNER, PROJECT MANAGER
June 23, 2023

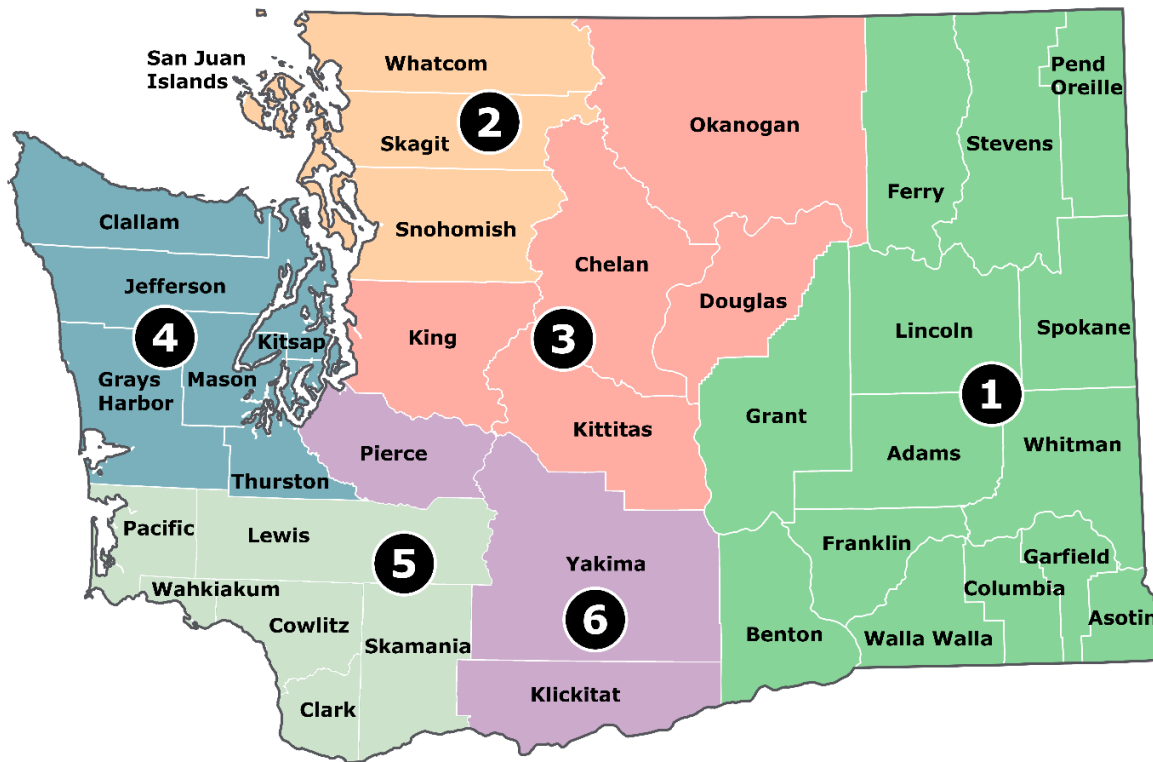
Project Scope

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

Go-Live Delay Update

- Pilot Courts Go-Live target September 2023
- Next Steps
 - Complete Legacy Data Exchanges
 - Enterprise Data Repository – In Progress
 - DOL / Person Lookup - Testing
 - eCitation & VRV – Testing
 - Others - Testing
 - Identify Pilot Go Live Date
 - Resolve outstanding issues (AOC + vendor) – Due June 23
 - Review Assumptions – Complete
 - Review & Update Go Live Tasks – In Progress

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

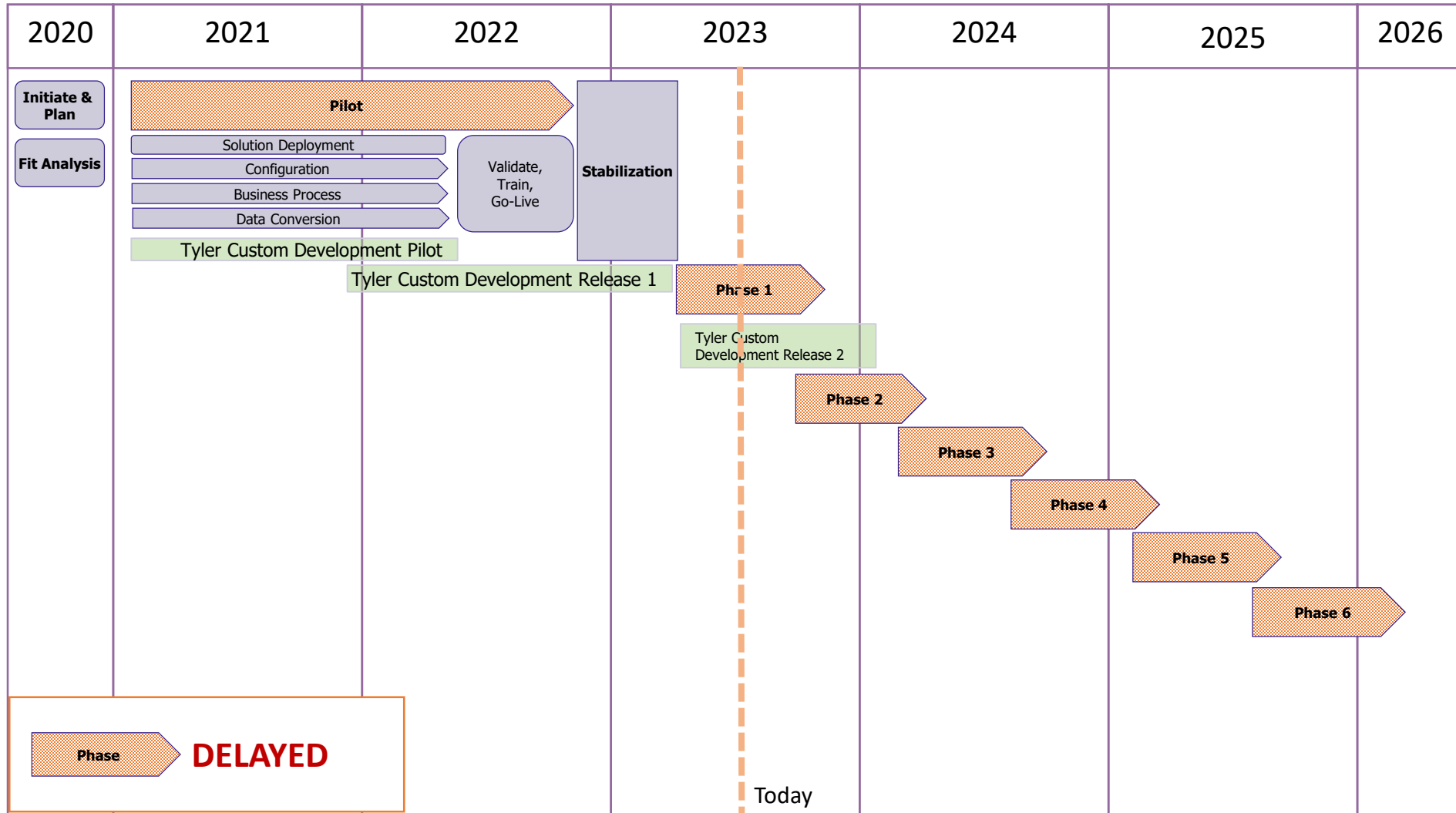
Phase 5

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

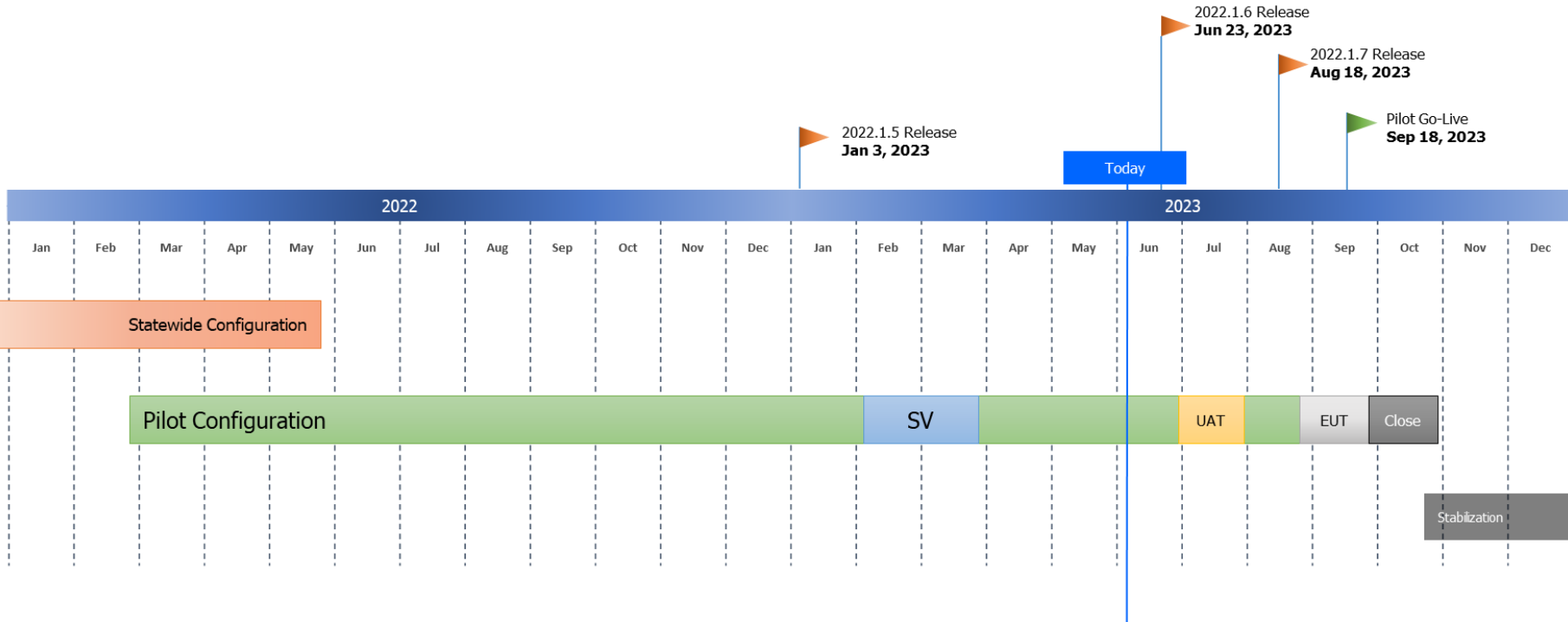
Phase 6

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

Previous Project Timeline



Updated Pilot Phase Timeline



Go Live Readiness*

Focus Area	Status	Risk to Timeline
eFile & Serve	Ready	Low Risk
Development Enterprise Justice	Testing	Medium Risk
Development Enterprise Supervision	Testing	High Risk
Configuration Enterprise Justice	Testing	
Configuration Supervision	Testing	
Data Conversion Enterprise Justice	Testing	
Data Conversion Enterprise Supervision	Testing	
Data Exchanges (EDR)	Testing	
Data Exchanges (Other)	In Development	
Enterprise Justice Financials	Ready	
Enterprise Justice Reporting	Ready	
Enterprise Supervision Reporting	Ready	
Pilot Court Readiness	On Hold	

*As of June 6

Recent eFiling Activity

- ✓ Solution Validation Completed
- ✓ FAQs Updated
- Public-facing filer website and updates underway

Recent Case Manager Activity

- ✓ Solution Validation Completed
- ✓ Data Push 9 Completed
- Receiving & Testing fixes from the vendor
 - Ongoing through June 23

Project Outreach

✓ Attended Spring Conferences

- Misdemeanant Probation Association April 23 – 26
 - District and Municipal Court Management Association May 7 – 10
 - District and Municipal Court Judges' Association June 4 – 7
- Continue working with Pilot Courts on internal court communications

Work in Progress

- ✓ Solution Validation Analysis
- Issue Resolution
 - Priority 1 defects due June 23
- Go Live Task Review
- Go Live Planning

Project Issues – June 2023

Issue	Mitigation
Pilot Go Live – Delaying Pilot Go Live will impact future Phases.	(May 5, 2023) Target for Pilot Go-Live identified as September 2023.
Local Rule – In order for eFiling to be mandatory courts need 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.

Project Issues – June 2023

Active Issues	
Issue	Mitigation
Enterprise Supervision/Enterprise Justice Integrations (Alliance) – The two products are not yet seamlessly integrated.	(June 6, 2023) Eleven Open issues pending resolution. Expected delivery by vendor in June 2023.
Staffing / Hiring – CLJ-CMS has been unable to fill several key positions. As of December 2022, CLJ-CMS has 9 project positions open. If these positions are not filled there may be impacts to the schedule.	(June 1, 2023) Six pre-pilot vacancies. Additional AOC resources have been reassigned to CLJ-CMS.

Project Issues – June 2023

Active Issues	
Issue	Mitigation
WSP Law Table Updates – WSP needs to update their law tables to accept two versions (one for JIS Courts and one for Enterprise Justice Courts).	(June 2, 2023) Technical Design started.
Third Party Integrations – Some courts have local systems that they would like integrated with Enterprise Justice.	(August 26, 2022) Legislature has approved ITG 1340 to build an enterprise integration platform. ITG 1345 has been approved by CIO. Schedule will require modification to align with extended rollout effected courts.

Project Risks – June 2023

Total Project Risks			
Low Probability	Moderate Probability	High Probability	Closed
0	3	3	19
High Risk Status			
Risk	Probability / Impact	Mitigation	
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 – June 2023

High Risk 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	(May 26, 2023) Enterprise Supervision Data Conversion continues to be a high risk. Eight Priority 1 Conversion rules are still outstanding.

Project Risks – June 2023

High Risk Status		
Risk	Probability / Impact	Mitigation
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	(November 9, 2022) Tyler now recommends version 2024.x for Phase 1. Upgrade needs to be analyzed and planned for.

Project Risks – June 2023

High Risk Status		
Risk	Probability / Impact	Mitigation
Efficiency Concerns – It is expected that some users will 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.

Project Risks – June 2023

High Risk Status		
Risk	Probability / Impact	Mitigation
Performance Issues – It is possible that users will feel that Enterprise Justice works less efficiently than legacy system due to changing processes and procedures.	Moderate / Moderate	(May 8, 2023) Performance of background processing has been found to be insufficient on UAT. Increasing servers from one to two has resolved the issue. This is not expected to be an issue on Production.

Next Steps

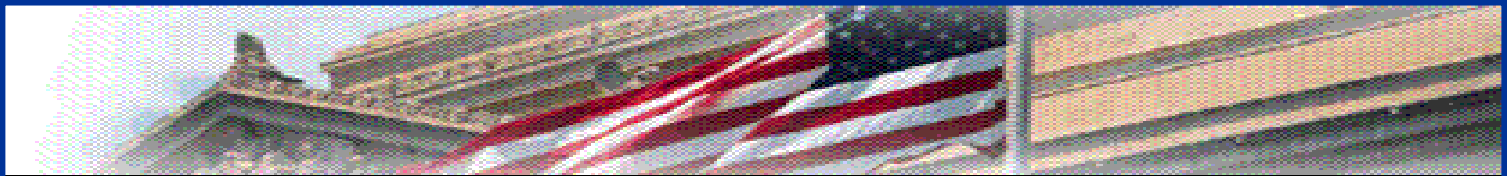
Milestone	Date
Fixes due from vendor	June 2023
Pilot Court Go-Live	September 2023 (Target Date)

Independent Quality Assurance Update



ALLEN MILLS, BLUECRANE, INC.

June 23, 2023



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

May 2023

Prepared by

Bluecrane, Inc.



bluecrane ®



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

May 31, 2023

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 May 2023.

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 who 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

This report provides the May 2023 Quality Assurance (QA) assessment by Bluecrane, Inc. (“bluecrane”) for the Washington State Administrative Office of the Courts (AOC) Courts of Limited Jurisdiction – Case Management System (CLJ-CMS) Project.

In May, the CLJ-CMS Project continued to test fixes to defects delivered by Tyler Technologies, Inc. (“Tyler”) and move closer to setting a Go-Live date for the Pilot Courts. For May, we continue to assess the risks to schedule as “red.” While the path to a Go-Live date is much clearer now thanks to the defects tracking spreadsheets that are being shared between Tyler and AOC (and we acknowledge this by noting that “risks are decreasing”), the fact that there are still several defects whose resolutions do not have definitive delivery dates is troubling.

We believe the time has come to set a Go-Live date for the Pilot Courts and “drive” to that date with all resources focused on making it happen. We are encouraging the AOC CLJ-CMS Project Sponsors to establish weekly meetings with executives from Tyler who have the authority to set priorities for work and deliverables at Tyler. At each weekly meeting, the topics should be:

1. What was expected to be delivered during the week (including “package” fixes from Tyler as well as other activities that were planned to be completed, even if they are not “deliverables” per se)
2. What was actually delivered and what activities were completed
3. If any expected deliverables were not provided as planned or any planned activities were not completed, then development of a plan (in “real-time” in the meeting) to get those deliverables back on-track with all due haste
4. Testing results for the week
5. Review of what is expected to be delivered/completed the following week, including any items from topic #3 that are late

The starting point is a “stake in the ground” for Pilot Courts Go-Live with an expectation that nothing short of a catastrophic surprise (for example, an unexpected security vulnerability) will delay the date.

Other risks remain unchanged from the April QA report. None of those risks rise to the level of criticality as those associated with not having a schedule for Pilot Courts 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	May 2023	April 2023	March 2023
Schedule: Case Management	High Risk <i>(risk decreasing)</i>	High Risk <i>(risk decreasing)</i>	High Risk <i>(risk decreasing)</i>
Schedule: Supervision	High Risk <i>(risk decreasing)</i>	High Risk <i>(risk decreasing)</i>	High Risk <i>(risk decreasing)</i>
Schedule: eFiling	High Risk <i>(risk decreasing)</i>	High Risk <i>(risk decreasing)</i>	High Risk <i>(risk decreasing)</i>
Scope: Case Management	Risk Being Addressed	Risk Being Addressed	Risk Being Addressed
Scope: Supervision	Risk Being Addressed	Risk Being Addressed	Risk Being Addressed
Scope: eFiling	Risk Being Addressed	Risk Being Addressed	Risk Being Addressed
Project Staffing	Risk	Risk	Risk
Governance	Risk Being Addressed	Risk Being Addressed	Risk Being Addressed
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	May 2023	April 2023	March 2023
Stakeholder Engagement	No Risk Identified	No Risk Identified	No Risk Identified
OCM: Case Management	No Risk Identified	No Risk Identified	No Risk Identified
OCM: Supervision	No Risk Identified	No Risk Identified	No Risk Identified
OCM: eFiling	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	May 2023	April 2023	March 2023
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
Business Process: 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
Requirements, Design, and Configuration: eFiling	No Risk Identified	No Risk Identified	No Risk Identified



Solution			
Assessment Area	May 2023	April 2023	March 2023
Integrations: Case Management	Risk Being Addressed	Risk Being Addressed	Risk Being Addressed
Integrations: eFiling	No Risk Identified	No Risk Identified	No Risk Identified
Reports: Case Management	No Risk Identified	No Risk Identified	No Risk Identified
Reports: Supervision	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
Testing: eFiling	No Risk Identified	No Risk Identified	No Risk Identified
Deployment: Case Management	Risk	Risk	Risk
Deployment: Supervision	Risk	Risk	Risk
Deployment: eFiling	Risk	Risk	Risk

Data			
Assessment Area	May 2023	April 2023	March 2023
Data Preparation: Case Management	No Risk Identified	No Risk Identified	No Risk Identified
Data Conversion: Case Management	Risk Being Addressed	Risk Being Addressed	Risk Being Addressed
Data Conversion: Supervision	Risk Being Addressed	Risk Being Addressed	No Risk Identified



Data			
Assessment Area	May 2023	April 2023	March 2023
Data Security	No Risk Identified	No Risk Identified	No Risk Identified

Infrastructure			
Assessment Area	May 2023	April 2023	March 2023
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 Schedule: Case Management

Project Management and Sponsorship			
Schedule: Case Management	Three-Month Rolling Risk Levels		
	May 2023	Apr. 2023	Mar. 2023
	High Risk <i>(risk decreasing)</i>	High Risk <i>(risk decreasing)</i>	High Risk <i>(risk decreasing)</i>

Findings

In May, the CLJ-CMS Project continued to test fixes to defects delivered by Tyler Technologies, Inc. (“Tyler”) and move closer to setting a Go-Live date for the Pilot Courts. For May, we continue to assess the risks to schedule as “red.” While the path to a Go-Live date is much clearer now thanks to the defects tracking spreadsheets that are being shared between Tyler and AOC (and we acknowledge this by noting that “risks are decreasing”), the fact that there are still several defects whose resolutions do not have definitive delivery dates is troubling.

We believe the time has come to set a Go-Live date for the Pilot Courts and “drive” to that date with all resources focused on making it happen. We are encouraging the AOC CLJ-CMS Project Sponsors to establish weekly meetings with executives from Tyler who have the authority to set priorities for work and deliverables at Tyler. At each weekly meeting, the topics should be:

1. What was expected to be delivered during the week (including “package” fixes from Tyler as well as other activities that were planned to be completed, even if they are not “deliverables” per se)
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3. If any expected deliverables were not provided as planned or any planned activities were not completed, then development of a plan (in “real-time” in the meeting) to get those deliverables back on-track with all due haste
4. Testing results for the week
5. Review of what is expected to be delivered/completed the following week, including any items from topic #3 that are late

The starting point is a “stake in the ground” for Pilot Courts Go-Live with an expectation that nothing short of a catastrophic surprise (for example, an unexpected security vulnerability) will delay the date.



Risks and Issues

Open defects that are critical to the Pilot Courts Go-Live continue to delay the selection and announcement of a Pilot Courts Go-Live date.

bluecrane Recommendation

In our opinion, the time has come to set a Go-Live date for the Pilot Courts and “drive” to that date with all resources focused on making it happen.

2.1.2 Schedule: Supervision

Project Management and Sponsorship			
Schedule: Supervision	Three-Month Rolling Risk Levels		
	May 2023	Apr. 2023	Mar. 2023
	High Risk <i>(risk decreasing)</i>	High Risk <i>(risk decreasing)</i>	High Risk <i>(risk decreasing)</i>

Findings

Findings related to the schedule for Case Management are identical to those described above under 2.1.1 Schedule: Case Management.

Risks and Issues

Open defects that are critical to the Pilot Courts Go-Live continue to delay the selection and announcement of a Pilot Courts Go-Live date.

bluecrane Recommendation

In our opinion, the time has come to set a Go-Live date for the Pilot Courts and “drive” to that date with all resources focused on making it happen.

2.1.3 Schedule: eFiling

Project Management and Sponsorship			
Schedule: eFiling	Three-Month Rolling Risk Levels		
	May 2023	Apr. 2023	Mar. 2023
	High Risk <i>(risk decreasing)</i>	High Risk <i>(risk decreasing)</i>	High Risk <i>(risk decreasing)</i>

Findings

Findings related to the schedule for eFiling are identical to those described above under 2.1.1 Schedule: Case Management.



Risks and Issues

Open defects that are critical to the Pilot Courts Go-Live continue to delay the selection and announcement of a Pilot Courts Go-Live date.

bluecrane Recommendation

In our opinion, the time has come to set a Go-Live date for the Pilot Courts and “drive” to that date with all resources focused on making it happen.

2.1.4 Scope: Case Management

Project Management and Sponsorship			
Scope: Case Management	Three-Month Rolling Risk Levels		
	May 2023	Apr. 2023	Mar. 2023
	Risk Being Addressed	Risk Being Addressed	Risk Being Addressed

Findings

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.

Funding for the development of an integrations platform is included in the 23-25 Biennial Budget signed by the Governor in May. The risks to potential expansion of the CLJ-CMS Project scope are being mitigated by established governance processes that are being used to charter and manage the development of the integrations platform as an infrastructure project that is separate and apart from (although related to) the CLJ-CMS Project.



2.1.5 Scope: Supervision

Project Management and Sponsorship			
Scope: Supervision	Three-Month Rolling Risk Levels		
	May 2023	Apr. 2023	Mar. 2023
	Risk Being Addressed	Risk Being Addressed	Risk Being Addressed

Findings

The scope of the Supervision effort 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.

Funding for the development of an integrations platform is included in the 23-25 Biennial Budget signed by the Governor in May. The risks to potential expansion of the CLJ-CMS Project scope are being mitigated by established governance processes that are being used to charter and manage the development of the integrations platform as an infrastructure project that is separate and apart from (although related to) the CLJ-CMS Project.

2.1.6 Scope: eFiling

Project Management and Sponsorship			
Scope: eFiling	Three-Month Rolling Risk Levels		
	May 2023	Apr. 2023	Mar. 2023
	Risk Being Addressed	Risk Being Addressed	Risk Being Addressed

Findings

Pilot Courts have posted local rules for eFiling. Meanwhile, DMCJA is championing a statewide rule for mandatory eFiling.

Funding for the development of an integrations platform is included in the 23-25 Biennial Budget signed by the Governor in May. The risks to potential expansion of the CLJ-CMS Project scope are being mitigated by established governance processes that are being used to charter and manage the development of the integrations platform as an infrastructure project that is separate and apart from (although related to) the CLJ-CMS Project.



2.1.7 Project Staffing

Project Management and Sponsorship			
Project Staffing	Three-Month Rolling Risk Levels		
	May 2023	Apr. 2023	Mar. 2023
	Risk	Risk	Risk

Findings

As we have noted for many months, 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. In a number of cases, AOC has provided the CLJ-CMS Project with staff from parts of AOC and the project has continued with minimal disruption. The number of vacancies remains a concern, however.

Risks and Issues

If the filling of CLJ Project positions becomes a prolonged effort, the project’s timeline may be further 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.

2.1.8 Governance

Project Management and Sponsorship			
Governance	Three-Month Rolling Risk Levels		
	May 2023	Apr. 2023	Mar. 2023
	Risk Being Addressed	Risk Being Addressed	Risk Being Addressed

Findings

Funding for the development of an integrations platform is included in the 23-25 Biennial Budget signed by the Governor in May. The risks to potential expansion of the CLJ-CMS Project scope are being mitigated by established governance processes that are being used to charter and manage the development of the integrations platform as an infrastructure project that is separate and apart from (although related to) the CLJ-CMS Project.



2.1.9 Budget: Funding

Project Management and Sponsorship			
Budget: Funding	Three-Month Rolling Risk Levels		
	May 2023	Apr. 2023	Mar. 2023
	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			
Budget: Management of Spending	Three-Month Rolling Risk Levels		
	May 2023	Apr. 2023	Mar. 2023
	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			
Contracts and Deliverables Management	Three-Month Rolling Risk Levels		
	May 2023	Apr. 2023	Mar. 2023
	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			
PMO Processes	Three-Month Rolling Risk Levels		
	May 2023	Apr. 2023	Mar. 2023
	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		
	May 2023	Apr. 2023	Mar. 2023
	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: Case Management

People			
OCM: Case Management	Three-Month Rolling Risk Levels		
	May 2023	Apr. 2023	Mar. 2023
	No Risk Identified	No Risk Identified	No Risk Identified

Findings

The OCM activities in this area are numerous, professional, and clear. Collaboration with Pilot Courts will be critical as SV concludes.



2.2.3 OCM: Supervision

People			
OCM: Supervision	Three-Month Rolling Risk Levels		
	May 2023	Apr. 2023	Mar. 2023
	No Risk Identified	No Risk Identified	No Risk Identified

Findings

The OCM activities in this area are numerous, professional, and clear. Collaboration with Pilot Courts will be critical as SV concludes.

2.2.4 OCM: eFiling

People			
OCM: eFiling	Three-Month Rolling Risk Levels		
	May 2023	Apr. 2023	Mar. 2023
	No Risk Identified	No Risk Identified	No Risk Identified

Findings

The OCM activities in this area are numerous, professional, and clear. Collaboration with Pilot Courts will be critical as SV concludes.

2.2.5 Communications

People			
Communications	Three-Month Rolling Risk Levels		
	May 2023	Apr. 2023	Mar. 2023
	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.



2.2.6 Court Preparation and Training

People			
Court Preparation and Training	Three-Month Rolling Risk Levels		
	May 2023	Apr. 2023	Mar. 2023
	No Risk Identified	No Risk Identified	No Risk Identified

Findings

Training for Pilot Courts is planned to be conducted prior to the initiation of Go-Live activities.

2.3 Solution

2.3.1 Business Process: Case Management

Solution			
Business Process: Case Management	Three-Month Rolling Risk Levels		
	May 2023	Apr. 2023	Mar. 2023
	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.

2.3.2 Business Process: Supervision

Solution			
Business Process: Supervision	Three-Month Rolling Risk Levels		
	May 2023	Apr. 2023	Mar. 2023
	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.



2.3.3 Business Process: eFiling

Solution			
Business Process: eFiling	Three-Month Rolling Risk Levels		
	May 2023	Apr. 2023	Mar. 2023
	No Risk Identified	No Risk Identified	No Risk Identified

Findings

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

2.3.4 Requirements, Design, and Configuration: Case Management

Solution			
Requirements, Design, and Configuration: Case Management	Three-Month Rolling Risk Levels		
	May 2023	Apr. 2023	Mar. 2023
	No Risk Identified	No Risk Identified	No Risk Identified

Findings

At this time, the project is making any changes that are needed as a result of the CUWG’s ongoing review of requirements.

2.3.5 Requirements, Design, and Configuration: Supervision

Solution			
Requirements, Design, and Configuration: Supervision	Three-Month Rolling Risk Levels		
	May 2023	Apr. 2023	Mar. 2023
	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.

At the present time, configuration changes to Enterprise Supervision must be made by Tyler. The Enterprise Supervision solution is “in the ‘cloud,’” unlike Enterprise Justice which is hosted at and configurable by AOC. We are not identifying a risk with this arrangement at this time, but we are raising awareness of the potential for a “bottleneck” as the CLJ-CMS solution moves into production.



We encourage AOC and Tyler to work to ensure the process is streamlined and that there is no “single-point-of-failure” for what will be ongoing Enterprise Supervision configuration needs.

2.3.6 Requirements, Design, and Configuration: eFiling

Solution			
Requirements, Design, and Configuration: eFiling	Three-Month Rolling Risk Levels		
	May 2023	Apr. 2023	Mar. 2023
	No Risk Identified	No Risk Identified	No Risk Identified

Findings

Requirements for eFiling are minimal and relatively procedural in nature.

2.3.7 Integrations: Case Management

Solution			
Integrations: Case Management	Three-Month Rolling Risk Levels		
	May 2023	Apr. 2023	Mar. 2023
	Risk Being Addressed	Risk Being Addressed	Risk Being Addressed

Findings

It is important that the CLJ-CMS Project and its partners complete necessary work to utilize the Enterprise Data Exchange (EDE) and to ensure all legacy data exchanges are viable in the new solution’s environment. As has been previously reported, data conversion for Enterprise Supervision is becoming a complex undertaking, given the manner in which probation information is stored in JIS. The CLJ-CMS Project Team’s testing of Alliance (the assimilation of the new Enterprise Supervision solution with Enterprise Justice) continues.

Funding for the development of an integrations platform is included in the 23-25 Biennial Budget signed by the Governor in May. The risks to potential expansion of the CLJ-CMS Project scope are being mitigated by established governance processes that are being used to charter and manage the development of the integrations platform as an infrastructure project that is separate and apart from (although related to) the CLJ-CMS Project.

Risks and Issues

The unforeseen complexity and manual processes required to utilize EDR create substantial risk to the CLJ-CMS Project. At this time, the legacy data exchange efforts have extended beyond the end of SV.



bluecrane Recommendation

AOC and the Project Team should re-assess the progress of EDR-related work as a part of the plan to resolve all Go-Live critical issues as soon as practical.

2.3.8 Integrations: eFiling

Solution			
Integrations: eFiling	Three-Month Rolling Risk Levels		
	May 2023	Apr. 2023	Mar. 2023
	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.

2.3.9 Reports: Case Management

Solution			
Reports: Case Management	Three-Month Rolling Risk Levels		
	May 2023	Apr. 2023	Mar. 2023
	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	Jan. 2023		
	May 2023	Apr. 2023	Mar. 2023
	No Risk Identified	No Risk Identified	No Risk Identified

Findings

Supervision reports are defined in the CLJ-CMS requirements.



2.3.11 Testing: Case Management

Solution			
Testing: Case Management	Three-Month Rolling Risk Levels		
	May 2023	Apr. 2023	Mar. 2023
	No Risk Identified	No Risk Identified	No Risk Identified

Findings

Testing is ongoing post-Solution Validation (SV) as defects are resolved. At this time, no significant obstacles to completing the needed testing have been identified, and results from testing are good.

2.3.12 Testing: Supervision

Solution			
Testing: Supervision	Three-Month Rolling Risk Levels		
	May 2023	Apr. 2023	Mar. 2023
	No Risk Identified	No Risk Identified	No Risk Identified

Findings

Testing is ongoing post-Solution Validation (SV) as defects are resolved. At this time, no significant obstacles to completing the needed testing have been identified, and results from testing are good.

2.3.13 Testing: eFiling

Solution			
Testing: eFiling	Three-Month Rolling Risk Levels		
	May 2023	Apr. 2023	Mar. 2023
	No Risk Identified	No Risk Identified	No Risk Identified

Findings

With eFiling now being rolled out in tandem with Case Management and Supervision, the necessary testing for eFiling is now part of the ongoing testing effort in preparation for Pilot Courts Go-Live.



2.3.14 Deployment: Case Management

Solution			
Deployment: Case Management	Three-Month Rolling Risk Levels		
	May 2023	Apr. 2023	Mar. 2023
	Risk	Risk	Risk

Findings

There is little doubt that the delay in the Pilot Courts Go-Live date will impact the deployment schedule for subsequent courts. We will continue to monitor progress on addressing Go-Live critical defects, the announcement of a new date for Pilot Courts implementation, and, eventually, the CLJ-CMS Project’s revised schedule for future phases of the solution rollout.

The Associate Director of the Court Services Division (CSD) is identifying and analyzing emerging requirements for an eventual integration of OCourts with Enterprise Justice via the yet-to-be-developed Integration Platform. His analysis will include how OCourts will interact with Enterprise Justice and production data. The results of this analysis are likely to have an impact on the CLJ-CMS Project’s baseline schedule for deploying the new solution to various parts of the state. The work of revising the baseline deployment plan will need to take into consideration those courts that desire to wait for the Integration Platform to be “productionalized” and the expected subsequent OCourts integration with the Integration Platform to be completed.

Risks and Issues

The delay in the Pilot Courts Go-Live will impact planned dates for implementations in subsequent courts.

2.3.15 Deployment: Supervision

Solution			
Deployment: Supervision	Three-Month Rolling Risk Levels		
	May 2023	Apr. 2023	Mar. 2023
	Risk	Risk	Risk

Findings

Findings related to the deployment for Supervision are identical to those described above under 2.3.14 Deployment: Case Management.



Risks and Issues

The delay in the Pilot Courts Go-Live will impact planned dates for implementations in subsequent courts.

2.3.16 Deployment: eFiling

Solution			
Deployment: eFiling	Three-Month Rolling Risk Levels		
	May 2023	Apr. 2023	Mar. 2023
	Risk	Risk	Risk

Findings

Findings related to the deployment for eFiling are identical to those described above under 2.3.14 Deployment: Case Management.

Risks and Issues

The delay in the Pilot Courts Go-Live will impact planned dates for implementations in subsequent courts.

2.4 Data

2.4.1 Data Preparation: Case Management

Data			
Data Preparation: Case Management	Three-Month Rolling Risk Levels		
	May 2023	Apr. 2023	Mar. 2023
	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			
Data Conversion: Case Management	Three-Month Rolling Risk Levels		
	May 2023	Apr. 2023	Mar. 2023
	Risk Being Addressed	Risk Being Addressed	Risk Being Addressed

Findings

At the time of the writing of this report, there are outstanding Priority 1 issues that are related to data conversion rules. Tyler Technologies is working to get these issues resolved.

Risks and Issues

The Priority 1 issues with data conversion must be resolved prior to Pilot Courts Go-Live.

2.4.3 Data Conversion: Supervision

Data			
Data Conversion: Supervision	Three-Month Rolling Risk Levels		
	May 2023	Apr. 2023	Mar. 2023
	Risk Being Addressed	Risk Being Addressed	No Risk Identified

Findings

As has been previously reported, data conversion for Enterprise Supervision has become a complex undertaking, given the manner in which probation information is stored in JIS. The CLJ-CMS Project Team's testing of Alliance (the assimilation of the new Enterprise Supervision solution with Enterprise Justice) continues.

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.

Risks and Issues

The Priority 1 issues with data conversion must be resolved prior to Pilot Courts Go-Live.



2.4.4 Data Security

Data			
Data Security	Three-Month Rolling Risk Levels		
	May 2023	Apr. 2023	Mar. 2023
	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		
	May 2023	Apr. 2023	Mar. 2023
	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. At this time, more and more work is being conducted on-site with both AOC and Tyler Technologies staff present.



2.5.2 Statewide Infrastructure

Infrastructure			
Statewide Infrastructure	Three-Month Rolling Risk Levels		
	May 2023	Apr. 2023	Mar. 2023
	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. At this time, no significant risks have been identified.

2.5.3 Local Infrastructure

Infrastructure			
Local Infrastructure	Three-Month Rolling Risk Levels		
	May 2023	Apr. 2023	Mar. 2023
	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			
Security Functionality	Three-Month Rolling Risk Levels		
	May 2023	Apr. 2023	Mar. 2023
	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			
Access	Three-Month Rolling Risk Levels		
	May 2023	Apr. 2023	Mar. 2023
	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			
Environments	Three-Month Rolling Risk Levels		
	May 2023	Apr. 2023	Mar. 2023
	No Risk Identified	No Risk Identified	No Risk Identified

Findings

All environments have been implemented.



2.5.7 Post-Implementation Support

Infrastructure			
Post-Implementation Support	Three-Month Rolling Risk Levels		
	May 2023	Apr. 2023	Mar. 2023
	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.

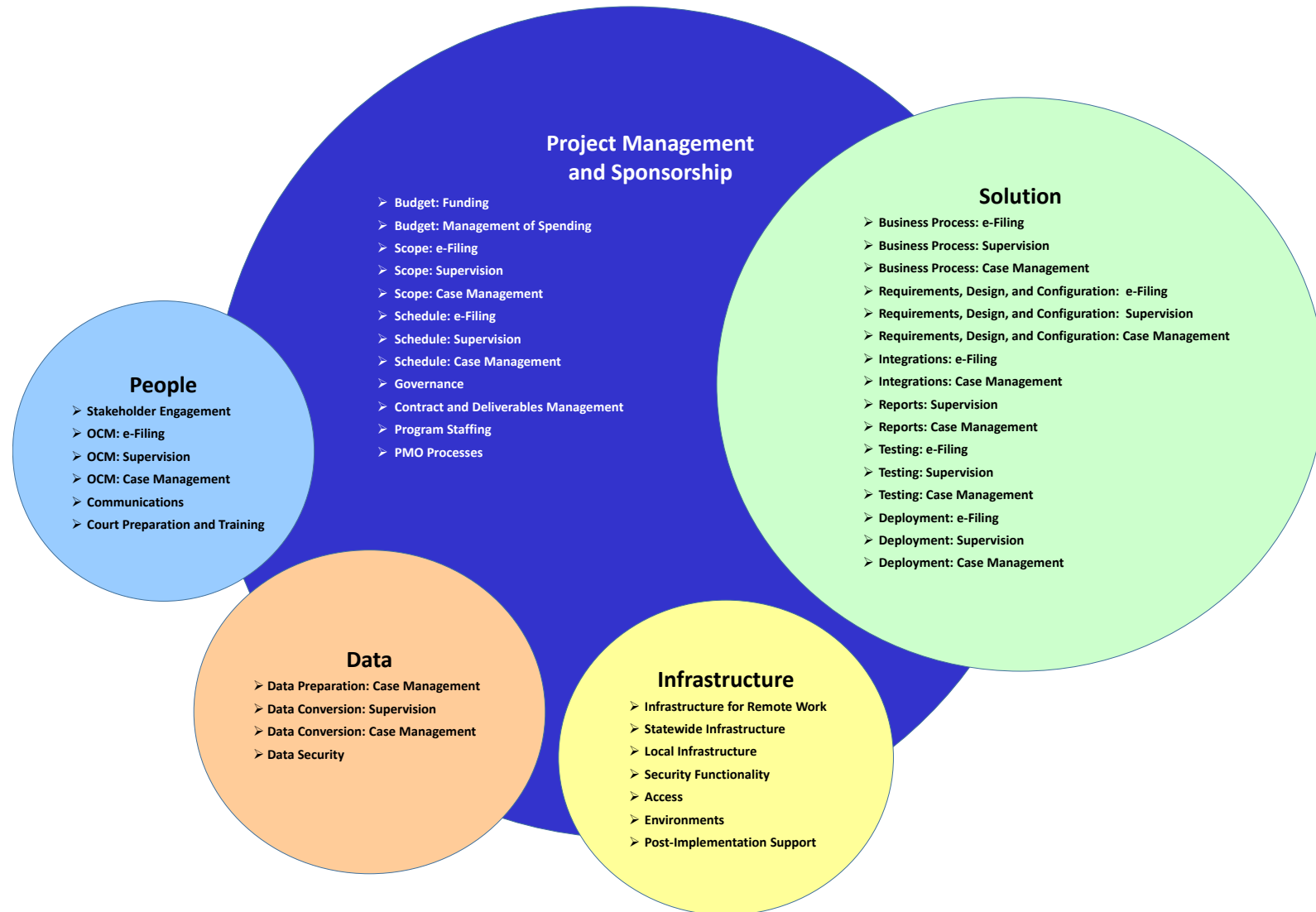


Figure 1. Areas of CLJ-CMS Project Assessed for Risks



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



Superior Court Case Management System (SC-CMS) Enterprise Justice 2023

COMBIZ KHATIBLOU, Project Manager
June 23, 2023

Project Overview

- Upgrade from Odyssey/Navigator 2018 > Enterprise Justice (EJ) 2023 – This is a major system upgrade
- Drivers behind the upgrade to EJ 2023:
 - Tyler ends support for Odyssey 2018 on 12/2023, before Tyler's planned EJ 2024 release
 - Tyler replacing Silverlight with Microsoft Window Presentation Foundation (WPF) in all EJ products – **Minimize security risks.** Microsoft ended support for Silverlight support Oct 2021 posing security risks.
- EJ 2023 provides a path for implementing the modernized features (Integrated Judge and Clerk Edition, etc.)

Project Scope

- Phase 1:
 - EJ 2023/CMS general functionality improvement
 - Microsoft Silverlight replacement with Window Presentation Foundation (WPF), minimizing security risk imposed by Silverlight
- Phase 2:
 - Text and email notifications
 - Integrated Judge Edition
 - Integrated Clerk Edition

Major Events Timeline

- **Phase 1 – Estimated deployment 11/30/23**

- Quality Assurance Testing – June 1st - October 30th
- User Acceptance Testing – October 1st - October 30th
- Nine counties participating in UAT process:

Thurston	Columbia
Snohomish	Spokane
Skagit	Benton
Pend Oreille	Skamania
Grant	

- Deploy to production – November 30th
 - Includes all superior courts, except King and Pierce County

- **Phase 2 – Estimated development in 2024**

Accomplishments

- ✓ Built EJ 2023 test environment per below sequence:
 - ✓ Rebuilt ODY2018 production along with interfaces
 - ✓ Tyler conducted Infrastructure audit
 - ✓ Upgraded EJ 2023 software
- ✓ Developed test plan and test cases
- ✓ Met with all 9 counties participating in UAT process and provided an overview and scope of EJ 2023 and project timeline

Project Risks – June 2023

Total Project Risks			
Low Probability	Moderate Probability	High Probability	Closed
0	2	1	0
High Risk Status			
Risk	Probability/ Impact	Mitigation	
Resources: <ul style="list-style-type: none"> • Test team impacted by other higher priority commitments 	Moderate / Moderate	<ul style="list-style-type: none"> • QA to add and cross train new tester(s) 	
Tyler bug fix: <ul style="list-style-type: none"> • Turnaround time 	High/High	<ul style="list-style-type: none"> • Early Adopter Treatment • Escalation to Tyler 	
Major release upgrade: <ul style="list-style-type: none"> • Impacts multiple functions 	Moderate / High	<ul style="list-style-type: none"> • Exhaustive requirement analysis • Increase test coverage 	

Next Steps

Milestone	Date
QA start testing	June 2023
UAT start process	October 2023

Questions



Board for Judicial Administration (BJA) Meeting
Friday, March 17, 2023, 9:00 a.m. – 12:00 p.m.
Videoconference

MEETING MINUTES

BJA Members Present:

Chief Justice Steven González, Chair
Judge Tam Bui
Judge George Fearing
Judge Jennifer Forbes
Judge Marilyn Haan
Judge Dan Johnson
Judge Mary Logan
Judge David Mann
Justice Raquel Montoya-Lewis
Judge Rebecca Pennell
Judge Rebecca Robertson
Judge Michael Scott
Judge Jeff Smith

Administrative Office of the Courts (AOC) Staff Present:

Crissy Anderson
Judith Anderson
Jeanne Englert
Kyle Landry
Penny Larsen
Dirk Marler
Stephanie Oyler
Haily Perkins
Christopher Stanley
Caroline Tawes

Guests Present:

Ellen Attebery
Ashley Callan
RaShelle Davis
Tim Fitzgerald
Robert Lichtenberg
Sophia Byrd McSherry
Robert Mead
Gabriel Villarreal
Judge David Whedbee

Call to Order

Chief Justice González called the meeting to order at 9:01 and the meeting participants introduced themselves.

Presentation: Disability Justice Task Force Steering Committee

Judge David Whedbee introduced himself as the Director of the Disability Justice Task Force Steering Committee, and Robert Lichtenberg introduced himself as a member of the Disability Task Force.

Judge Whedbee presented an overview of the Task Force Steering Committee, which is part of the Disability Justice Task Force. The Steering Committee has requested \$805,000 to fund a two-year study of Washington State courts to discover problems with court access and to develop solutions to those problems. The proposed study would collect data from surveys and site visits, and the data will be analyzed to identify areas where the AOC and courts can create greater opportunities for access to justice and GR 33 compliance.

There is currently no comprehensive way for courts to manage GR 33. The plan is to create a practice for better data to help support compliance to GR 33. The Task Force will communicate to the Supreme Court on the progress of the study and will submit a final report to the Supreme Court upon completion of the two-year study.

The study will begin in 2024, and will address past and current access issues to identify deficiencies in GR 33 compliance. There will also be a focus on the intersection of disability and race and gender. This work will overlap with the work of the Gender and Justice Commission and the Minority and Justice Commission.

Funding for the study will cover one staff support, a research coordinator, part-time research assistants, and site visits. Stakeholder interviews will be part of the study. The Steering Committee is currently creating a charter and bylaws, finalizing the duties of the Task Force, communicating with outside groups to identify experts, and communicating with legislators and stakeholders to identify the composition of the Task Force.

This study will provide best practices and an evidence-based tool the Disability Justice Task Force can use to continue GR 33 best practices. The study will focus on both physical and programmatic access to courts with a comprehensive investigation of all issues for all courthouse users. Information from the study will provide reliable data regarding compliance with GR 33 and the Americans with Disabilities Act (ADA).

Small Group Discussions

Meeting participants broke into groups to discuss the following questions:

- 1) What kinds of situations involving a person with a disability would you like more guidance on handling, given that accommodations need to be done on a case by case basis? Consider how guidance may differ for judicial officers, administrators, and clerks.
 - It would be helpful to have a best practices guide with resources.
 - Education is needed and a resource center/toolkit. It feels overwhelming.
 - Zoom closed captioning technical assistance is needed.
 - Experts like clinical social workers and advocates would be very helpful consultants to serve individuals with complex needs like a disabling condition combined with mental illness.
 - A bench card for judges and staff is needed for steps to take when there is a request. Facilities are very different throughout the state.
 - Funding for capital improvements was a common theme among the groups.
 - Judges struggle with persons who say they have cognitive/mental health disabilities but have no documentation and ask for an attorney as an accommodation (not in situations dealing with indigent defense). Judges want to err on the side of accommodations but have limiting financial resources.
 - Court administrators and clerks need a standard operating procedure for requesting accommodations such as forms across the state, even though Washington is not a unified court system. A standard procedure for requesting accommodations would be helpful for patrons and court staff. Uniformity on how the request is made for each court jurisdiction is possible and could be helpful.

- In Lincoln County District Court the primary ADA/GR 33 request is for equipment in the courtroom for people who are not deaf but are hard of hearing. The court has equipment to provide when these requests are made and they seem to work pretty well. Judge Whedbee indicated it is up to the Judicial Officer to set the standard of serving as a juror to encourage everyone to participate in jury service.
 - Spokane has received a lot of GR33/ADA requests for appointment of counsel which is problematic. How do Courts determine between a pro se who want a free lawyer and a pro se who has a neurodivergent disability? Judge Whedbee discussed a case where he appointed a GAL to help a litigant with a neurodivergent disability navigate the case processes. The group agreed this is an area that courts need more guidance on.
 - The King County Courthouse has made improvements in becoming ADA accessible but it still is not an ideal situation.
 - For requesting an accommodation under the ADA or GR 33, Spokane Superior Court has a single point of contact in Court Administration and then the requests are reviewed by the presiding judge. In King County Superior Court, the assigned judge sometimes reviews the request for accommodation which can cause ex parte communication concerns.
 - How much can courts really assist with mental health disabilities or other similar challenges? People may be confused about procedures and documents that can be extremely overwhelming. Courts need more direction on how far they can really go without going too far.
 - More clients are appearing at oral argument in the Court of Appeals and there are concerns with physical encumbrances/impediments. There are similar concerns with regard to mental health issues, and there is a request for appointment of an attorney, indicating that because of a developmental disability or mental illness the person needs assistance in navigating appellate system and presenting the brief and argument. This has raised two questions: when does someone qualify under the rule, and how is that assistance paid for? There is no money to pay an attorney to assist someone. When does a person with a disability get appointed counsel if it becomes apparent later while the person didn't want a lawyer, but needed secretarial help to go through the process. Not all those with a mental disability would be willing to accept help.
 - If someone shows up and wants a sign language interpreter or hearing assistance device, are those available? For interpretation, there are only a limited number of languages.
 - There is a lack of available attorneys who are willing to take on these cases, as the cases tend to be complicated and very involved. How can we work to expand funding and the number of people who are trained and willing to do this work?
 - There needs to be more guidance on how to handle court clients with significant mental health needs.
 - There needs to be guidance with clients for whom English is a second language or those who don't speak English.
 - Unseen disabilities present a unique issue in trying to anticipate needs.
 - Approaches are needed that are specific to the individual. As much guidance and information as possible would be preferred, and the unhelpful aspects can be filtered out.
- 2) Do court staff get the kind of information from the GR 33 request that helps them make the right decision for a party, victim, or witness seeking accommodations? Do court staff know what an interactive dialogue with a requestor looks like or how it should be done?

- More guidance and education are needed. There needs to be guidance on how to conduct an inquiry when someone needs an accommodation. It would be helpful to have a subject matter expert to call.
- A lot of civil pro se clients have requested an attorney, and judges need guidance on when this accommodation is needed. Is there a statewide request form? Spokane has a form that lists exactly what they need. There was a discussion on training needed for working with clients with cognitive disabilities.
- Training for presiding judges and court administrators at a conference would be helpful.
- Staff need training and guidelines for how to deal with accommodations in general, both for the general public and court patrons.
- Annual training for courts and staff would be beneficial, but can be difficult with the turnover.
- No, the form has been sanctioned as the one to use but it has limited information and limited understanding of what accommodation is needed. More assistance is needed on how a court can truly assist with whatever request is begin made. Staff may need to be better educated on how to question someone.
- Staff need more guidance on when to appoint counsel for disabled individuals and navigators or facilitators. Assistance may not need to be a lawyer.
- Disability training is needed.
- Court staff approach judicial officers with accommodation requests.
- It may be difficult to have an interactive dialogue if there are multiple issues involved, such as neurodivergent and mobility issues.
- More guidance is needed, but that will be difficult due to the number of ways disabilities can manifest or work in combination. Many judges receive most of their support from their staff, so training for them could be helpful.
- How to handle it when a court provides an accommodation that they think is “good enough” yet is not an effective to meet the actual need effectively.
- What to do when a pro se litigant wants assistance with a writing a motion or brief as an accommodation.
- Give guidance on how to conduct an “interactive dialogue” so that the court and the requestor agree on an accommodation. Examples: Braille reader placed in an awkward location; audio describer request that was denied because there was no assurance of its accuracy.

Judge Whedbee thanked the BJA.

BJA Task Forces

Alternatives to Incarceration Task Force

The Task Force report was included in the meeting materials. The next meeting will be at the end of March. Meeting participants were encouraged to complete the Alternatives to Incarceration Task Force survey on assessment of services.

Court Security Task Force

The Task Force co-chairs have been meeting with legislators to advocate for their budget request of \$5 million over two years with a shared cost model. Commissioners from seven rural counties wrote to legislators in support of the budget request and to express willingness to

match funds. The Task Force is working on a plan with the Department of Homeland Security to do free assessments of courthouse security.

Penny Larsen thanked Judge Fearing for meeting with legislators in support of court security funding, and thanked Kyle Landry for the audit survey.

Remote Proceedings Workgroup

The Workgroup report was included in the meeting materials. Workgroup members have created court-level groups. At the Workgroup meeting next week the members will review court rule drafts. The Workgroup will present at the Appellate Courts spring program, and will present their survey data at the May BJA meeting.

Standing Committee Reports

Budget and Funding Committee (BFC)

Members tracking a particular bill should consider that a bill passed out of one of the chambers is more likely to be funded by that chamber. Christopher Stanley let the members know he will write a proviso for a bill if there is not funding for it.

The revenue forecast will be published on Monday, March 20, 2023. There is not as much funding available as last year. AOC will send an e-mail to the court community when the budgets are published. The Senate budget is expected next Thursday, March 23, 2023.

AOC is preparing for the 2024 supplemental budget. Announcements will be sent in April. Supplemental budget packages will be submitted to AOC between mid-May and mid-July, will be analyzed in August, and released at the end of October.

Court Education Committee (CEC)

The CEC report was included in the meeting materials. The CEC is focusing on the structure of decision making of the CEC, and providing support and funds for educational events.

Registration is open for the spring programs, which will be in person this year.

AOC has hired a new Court Education Professional, Jennifer Mogren, who will focus on e-learning related to civil protection orders.

Legislative Committee (LC)

The LC is meeting weekly during the legislative session. The LC report was included in the meeting materials and includes information on BJA request legislation and other bills they are monitoring. Haily Perkins provided information on legislation of interest.

March 29 is the last day for live bills to move out committee; April 4 is the last day to move out of the fiscal and transportation committees; and the Legislature will adjourn on April 23, 2023.

Policy and Planning Committee (PPC)

No report was given.

Interbranch Advisory Committee

Adrienne Stuart reviewed the last Interbranch Advisory Committee meeting held on March 10 and provided a link to viewing the meeting on TVW. Representative Greg Cheney is a new member of the Committee.

The next meeting will be on June 20, 2023, from 9:00 a.m. to noon. It will be a hybrid Zoom/in person meeting; the in-person meeting will be held at Tumwater Center Building 3, the temporary location of the Supreme Court. Topics may include mental health treatment for those in jails and turnover in public defenders' and prosecutors' offices. An agenda is being developed.

Appellate Courts' Updates

The Supreme Court just finished its current term, and the next term will begin in a month and half. The Supreme Court is still in a temporary facility and expects to remain there for another year and a half, until work on the Temple of Justice is complete.

The Court of Appeals continues to transfer cases among divisions when necessary. A task force of Court of Appeals judges and Superior Court judges are working to facilitate the transfer of records among court levels and make records more accessible to counsel and parties. The Court of Appeals is facing the same downturn in cases experienced by Superior Courts early in the pandemic. The Court of Appeals oral arguments are streamed live on TVW, and some divisions are hearing cases at schools. Counsel may appear remotely or in person.

Judge Andrus is retiring from the Court of Appeals Division I, and Governor Inslee announced her replacement, as of May 1, 2023, will be Judge Leonard Feldman. Also, on May 1, Judge Lori Smith will become the Chief Justice of Division I as well as the Presiding Chief Judge. Judge Hazelrigg will become the Acting Chief Judge of Division I. Judge Smith will take Judge Mann's position on the BJA.

Feedback on future meeting topics

The Judicial Leadership Summit is planned for June 16, 2023, from 9:00 a.m. to 1:00. Planning is underway. BJA members were asked what topics would be beneficial to discuss at the Summit.

Members would like to discuss judicial branch priorities, especially what advances courts made during the pandemic, how courts look different now, acknowledge the hard work of courts during the pandemic, discuss what advances were made during the pandemic, and create standards for the future.

Another topic that could be discussed is the increasing complaints on the failure of judicial demeanor on the bench, and the effect of pandemic fatigue and increased remote viewing of court procedures. There could be a focus on judges' duties as employers and treating their staff with respect. Judge Logan reminded the participants of the [Judicial Assistance Services Program](#) (JASP).

A priority should be to continue advocating for funding from the Legislature, especially for small and rural courts.

Another topic suggested was the needs of unrepresented litigants.

The turnover and lack of public defenders and prosecutors will be discussed at the May BJA meeting. Participants are welcome to e-mail Jeanne Englert with suggestions on questions to include or whom to include in the discussion.

February 17, 2023 Minutes

The February 17, 2023 meeting minutes were passed by consensus.

Information Sharing

Judge Johnson discussed participation in a National Center for State Courts (NCSC) national technical assistance program on appearance rates for all defendants. Judge Johnson will participate in a related seminar next month and will report back to the BJA in May.

The Courts of Limited Jurisdiction Court Administrators' Academy will launch in May and will provide education, tools, and resources to administrators who have been in their position for four or fewer years. There may be room for those with a longer tenure. The District and Municipal Court Management Association will have information on financial and other support for the Academy.

Chief Justice González has been asked to speak in California, Arizona, Illinois, and Maine on Washington State's work on diversity, equity, inclusion, and culture, and the effect on state courts.

The Minority and Justice Commission is sponsoring the National Consortium on Racial and Ethnic Fairness in the Courts that will be held May 21–24, 2023, in Seattle. The Superior Court Judges' Association is offering tuition scholarships for the Consortium.

Participants were asked to send their group discussion notes to Jeanne Englert.

Adjourn

The meeting adjourned at 11:15.

Recap of Motions from the March 17, 2023 Meeting

Motion Summary	Status
Approve the February 17, 2023, meeting minutes.	Passed

Action Items from the March 17, 2023 Meeting

Action Item	Status
The Remote Proceedings Workgroup will present their survey data at the May BJA meeting	
The turnover and lack of public defenders and prosecutors will be discussed at the May BJA meeting.	
Judge Johnson will participate in a NCSC seminar next month and will report back to the BJA in May.	
<u>February 17, 2023, BJA Meeting Minutes</u> <ul style="list-style-type: none">• Post the minutes online• Send minutes to the Supreme Court for inclusion in the En Banc meeting materials.	Done Done



IT Governance Status

May 2023 Report

Summary of Changes

New Requests: 1362 – Upgrade Business Intelligence Tool

Endorsements: None

Analyzed: 1353 – Build New Supreme Court Case Document Page

CLUG Decision: None

Authorized: None

In Progress: None

Completed: None

Closed: None

JISC ITG 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	1340	Enterprise Integration Platform and External API	In Progress	Non-JIS
4	1308	Integrated eFiling for Odyssey DMS Superior Courts	Authorized	Non-JIS

 Authorized  In Progress  Completed  Withdrawn or Closed

ITG Priorities by CLUG

Priority	ITG #	Request Name	Status	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	CIO	High
3	283	Modify Odyssey Supervision Probation Category to Support Non-Criminal Cases	In-Progress	Administrator	Medium
4	284	Criminal cases w/HNO & DVP case types allow DV Y/N	In-Progress	CIO	Medium
5	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	1345	Integration of OCourt Platform into CLJ-CMS	Authorized	CIO	High
4	265	Kitsap District Court CMS to EDR Data Exchange	In-Progress	Administrator	High
5	256	Spokane Municipal Court CMS to EDR Data Exchange	Authorized	Administrator	High

■ Authorized
 ■ In Progress
 ■ Completed
 ■ Withdrawn or Closed

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
3	1324	Appellate Court Records Retention	Prioritized	CIO	High
Multi-Court Level CLUG					
1	1326	Online Interpreter Scheduling	Authorized	Administrator	Medium

Authorized
 In Progress
 Completed
 Withdrawn or Closed

ITG Priorities by CLUG

Priority	ITG #	Request Name	Status	Approving Authority	Importance
Non-JIS CLUG (ISD Maintenance Work & Legislative Mandates)					
1	1309	SQL Server Upgrade 2019 Upgrade	In Progress	CIO	Maintenance
2	287	OnBase Product Upgrade to v20.3	In Progress	CIO	Maintenance
3	1332	JCS Platform Migration	In Progress	CIO	Maintenance
4	286	Statewide Reporting	In Progress	Administrator	Maintenance
5	276	Parking Tickets issued in SECTOR - Interim resolution	In Progress	Administrator	Maintenance
6	1333	SharePoint Upgrade	In Progress	CIO	Maintenance
7	1348	Blake Certification System	In Progress	Administrator	Proviso
8	1346	Create Application Configuration Vault	In Progress	CIO	Maintenance
9	1352	Upgrade SC-CMS to Enterprise Justice 2023	In Progress	Administrator	Maintenance
10	1308	Integrated eFiling for Odyssey DMS Superior Courts	Authorized	JISC	Proviso
11	1296*	Superior Court Text Messaging and E-mail Notifications	On Hold	CIO	Maintenance
12	1340	Enterprise Integration Platform and External API	Authorized	JISC	Maintenance
13	275	Odyssey to EDR	Authorized	CIO	Maintenance
14	1331	Judicial Contract Tracking System	Authorized	CIO	Maintenance
15	1320	Public Case Search Modernization	Authorized	CIO	Maintenance
16	1297	Self-represented Litigants Access	Awaiting Authorization	Administrator	New Program
17	1338	Store and Provide Access to Historical RightNow Ticket Data	Authorized	CIO	Maintenance
18	1350	Embarcadero IT Modeling System Replacement	Authorized	CIO	Maintenance

■ Authorized
 ■ In Progress
 ■ Completed
 ■ Withdrawn or Closed

ITG Request Progress

Awaiting Endorsement

1362 – Upgrade Business Intelligence Tool

Awaiting Analysis

1321** - Send JCAT data to the Data Warehouse to Facilitate Reporting

Awaiting Endorsement Confirmation

1351 - Enhance DOL Feed to Include Date of Death
1355 - Replace Appellate Court Case Management & E-Filing Systems
1356 - Rebuild the Appellate Inmate E-Filing Application
 1338 - Store and provide access to historical RightNow ticket data
 1353 - Build New Supreme Court Web Page
 1357 – Guardianship Monitoring and Tracking

Awaiting CLUG Recommendation

Awaiting Authorization

1297 - Self-Represented Litigants (SRL) Access to SC & CLJ Courts
1308 - Integrated eFiling for Odyssey DMS Superior Courts
1350* - IT Modelling System Replacement
1360 – CICS Transaction Server for z/OS 5/6

Awaiting Scheduling

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
1320 - Public Case Search Modernization
1324 - Appellate Court Electronic Record Retention
1326 - Online Interpreter Scheduling
1327 - SCOMIS & JRS Retirement
1328 - Risk Assessments Sustainability
1331 - Judicial Contract Tracking System (JCTS)
1340 - Enterprise Integration Platform & Ext API
1345 - Integration of Ocourt into CLJ-CMS

** On Hold