



WASHINGTON
COURTS

Judicial Information System Committee (JISC)
Friday, October 27, 2023 (10:00 a.m. – 11:00 a.m.)

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

[October 27th JISC Meeting Registration Link](#)

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

AGENDA

1.	Call to Order <ul style="list-style-type: none"> a. Introductions b. New JISC Member: Judge Valerie Bouffiu (DMCJA) c. Retiring JISC Member: Mr. Dave Reynolds (WAJCA) d. Approval of Minutes 	Justice Barbara Madsen, Chair	10:00 – 10:15	Tab 1
2.	JIS Priority Project #1 (ITG 102): Courts of Limited Jurisdiction Case Management System (CLJ-CMS) <ul style="list-style-type: none"> a. Project Update – Pilot Go-Live b. QA Assessment Report 	Mr. Garret Tanner, Project Manager Mr. Allen Mills, Bluecrane	10:15 – 10:35	Tab 2
3.	JIS Budget Update <ul style="list-style-type: none"> a. 23-25 Budget Update b. 2024 Supplemental Budget IT Decision Packages Update 	Mr. Chris Stanley, MSD Director	10:35 – 10:45	
4.	Committee Reports Data Dissemination Committee (DDC)	Judge John Hart, DDC Chair	10:45 – 10:55	Tab 3
5.	Meeting Wrap Up	Justice Barbara Madsen, Chair	10:55 – 11:00	
6.	Informational Materials <ul style="list-style-type: none"> a. Board for Judicial Administration (BJA) Meeting Minutes b. ITG Status Report 			Tab 4

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

December 1, 2023

October 27th Judicial Information System Committee (JISC) Meeting

- Please note that all audio has been muted; we ask that attendees only unmute when speaking.
- As a courtesy to our speakers and presenters, we ask that all JISC Members have their video feeds turned on for the duration of the meeting.
- Likewise, non-member presenters and speakers are asked to turn on their video only when speaking; please remember to turn off your video and mute yourself when finished speaking.
- Should you have a question, please utilize the 'raise hand' function in the 'Reactions' menu. Once finished, please remember to lower your hand.

JUDICIAL INFORMATION SYSTEM COMMITTEE

August 25, 2023
10:00 a.m. to 12:00 p.m.
Online Zoom Meeting

Minutes

Members Present:

Justice Barbara A. Madsen, Chair
Judge John Hart, Vice-Chair
Ms. Mindy Breiner
Mr. Joseph Brusic
Mr. Derek Byrne
Mr. Donald Graham
Mr. Frank Maiocco
Judge David Mann
Chief Brad Moericke
Ms. Heidi Percy
Ms. Paulette Revoir
Mr. Dave Reynolds
Ms. Dawn Marie Rubio
Ms. Margaret Yetter
Judge Allyson Zipp

Members Absent:

Judge Robert Olson

AOC Staff Present:

Mr. Scott Ahlf
Mr. Kevin Ammons
Mr. Robert Anteau
Ms. Amber Collins
Ms. Brittanie Collinsworth
Ms. Vonnie Diseth
Mr. Rob Eby
Mr. Arsenio Escudero
Mr. Moustafa Ibrahim
Mr. Mike Keeling
Mr. Dirk Marler
Mr. Dexter Mejia
Ms. Aryn Nonamaker
Ms. Anya Prozora
Mr. Chris Stanley
Mr. Garret Tanner
Ms. Natalia Veiga Zonatto

Guests Present:

Ms. Stephanie Kraft
Mr. Allen Mills
Mr. Terry Price
Mr. Chris Shambro

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

Justice Barbara Madsen called the Judicial Information System Committee (JISC) meeting to order at 10:06 a.m. This meeting was held virtually on Zoom.

The Committee welcomed and introduced two newly appointed Committee members: Judge Allyson Zipp, representing the Superior Court Judges Association (SCJA), and Ms. Heidi Percy, representing the Washington State Association of County Clerks (WSACC). Justice Madsen also acknowledged three other JISC members who have been reappointed for new terms: Judge Robert Olson, representing SCJA, Mr. Joe Brusic, representing Washington State Prosecuting Attorneys (WAPA), and Mr. Dave Reynolds, representing the Washington Association of Juvenile Court Administrators (WAJCA).

Justice Madsen asked if there were any changes or additions to be made to the June 23, 2023 meeting minutes. Hearing none, the meeting minutes were approved as written.

Change of Role – Scott Ahlf (Incoming CSD Director)

Ms. Dawn Marie Rubio announced that Mr. Dirk Marler, AOC's CSD Director and Chief Legal Counsel, will be retiring at the end of September 2023. This will be his last JISC meeting. Ms. Rubio has selected Mr. Scott Ahlf as Mr. Marler's successor. Mr. Ahlf previously served for many years on the Committee

as a representative for the District and Municipal Court Judges Association (DMCJA) during his role as judge at Olympia Municipal Court. Mr. Ahlf joined AOC on August 1, 2023 and has been working alongside Mr. Marler during this transition period until he officially takes over for Mr. Marler on October 1, 2023.

Ms. Rubio thanked Mr. Marler for his many years of service and his impact on the judicial branch, and expressed her confidence that Mr. Ahlf will continue Mr. Marler's legacy as a credible, creative, and compassionate leader within AOC, in the branch, and in an advisory role here at the JISC. Justice Madsen echoed Ms. Rubio and thanked Mr. Marler on behalf of the Committee for his service and dedication to the state of Washington, on both the judicial and administrative sides.

JIS Budget Update & Decision Point: Approval of 2024 Supplemental Budget IT Decision Package

Mr. Chris Stanley provided a brief budget outlook and economic revenue forecast. The official resources available total for the rest of the 23-25 biennium is \$4.1 billion. \$3 billion is already booked in the 2025-27 biennium. Caseload changes and maintenance level increases are also expected, as well as a potential revenue drop in the September or November forecast. On the four-year outlook, only about \$500 million is available. As such, this will be a more traditional supplemental budget year, focusing on emergency items and technical fixes.

Mr. Stanley then outlined this year's request. It consists of one decision package of \$1.8 million to implement small IT projects: a) Cyber Security; b) Person Management; c) Appellate Case Management; and d) Appellate Document Management. Should the JISC approve this decision package, the request would then move forward to the Supreme Court Budget Committee for its consideration.

Justice Madsen asked if there was a motion to approve 2023 supplemental budget request.

Motion: Ms. Margaret Yetter

I move that the JISC approve the 2024 supplemental budget request relating to Maintain Critical IT Infrastructure, with the understanding that the dollar amounts and narrative may change slightly as the final submission is finalized later in September.

Second: Mr. Frank Maiocco

Voting in Favor: Ms. Mindy Breiner, Mr. Joe Brusic, Mr. Derek Byrne, Mr. Donald Graham, Judge John Hart, Justice Barbara Madsen, Mr. Frank Maiocco, Judge David Mann, Chief Brad Moericke, Ms. Heidi Percy, Ms. Paulette Revoir, Mr. Dave Reynolds, Ms. Dawn Marie Rubio, Ms. Margaret Yetter, Judge Allyson Zipp

Opposed: None.

Absent: Judge Robert Olson

The motion passed unanimously. The request will now be sent on the Supreme Court Budget Committee for review.

New IT Governance Requests for Authorization & Prioritization

Mr. Kevin Ammons provided a brief overview of the two new IT Governance (ITG) requests that have been brought to the JISC for authorization and prioritization. The first is ITG 1357 – Guardianship Monitoring and Tracking System (GMTS). This ITG seeks to develop a software solution to be used statewide for tracking and monitoring guardianship cases to aid the Guardianship Monitoring and Support Initiative (GMSI).

Following some clarifying discussion, Justice Madsen asked if there was a motion to authorize ITG 1357.

Motion: Ms. Dawn Marie Rubio

I move that ITG Request #1357 – Guardianship Monitoring and Tracking System (GMTS), be authorized.

Second: Mr. Frank Maiocco

Voting in Favor: Ms. Mindy Breiner, Mr. Joe Brusic, Mr. Derek Byrne, Mr. Donald Graham, Judge John Hart, Justice Barbara Madsen, Mr. Frank Maiocco, Judge David Mann, Chief Brad Moericke, Ms. Heidi Percy, Ms. Paulette Revoir, Mr. Dave Reynolds, Ms. Dawn Marie Rubio, Ms. Margaret Yetter, Judge Allyson Zipp

Opposed: None.

Absent: Judge Robert Olson

The motion to authorize ITG 1357 passed unanimously.

Mr. Ammons then explained the second request, ITG 1355 – Replace Appellate Court Case Management and E-Filing Systems. This ITG seeks to replace the appellate courts' current, aging case management system, Appellate Court Record and Data System (ACORDS), and its separate e-File solutions with a single modernized system.

Justice Madsen asked if there was a motion to authorize ITG 1355.

Motion: Mr. Donald Graham

I move that ITG Request #1355 – Replace Appellate Court Case Management and E-Filing Systems, be authorized.

Second: Mr. Derek Byrne

Voting in Favor: Ms. Mindy Breiner, Mr. Joe Brusic, Mr. Derek Byrne, Mr. Donald Graham, Judge John Hart, Justice Barbara Madsen, Mr. Frank Maiocco, Judge David Mann, Chief Brad

Moericke, Ms. Heidi Percy, Ms. Paulette Revoir, Mr. Dave Reynolds, Ms. Dawn Marie Rubio, Ms. Margaret Yetter, Judge Allyson Zipp

Opposed: None.

Absent: Judge Robert Olson

The motion to authorize ITG 1355 passed unanimously.

As the Committee elected to authorize the two ITG requests, the ITGs must now be added to the JISC ITG Priorities. Mr. Ammons outlined the current ranking and AOC's proposed ranking, with ITG 1355 in the Priority 2 position, and ITG 1357 in the Priority 6 position. Discussion followed. It was clarified that the priority ranking is for the overall business priority of all of these requests stacked against each other. This ranking does not affect funding or resources for the other efforts on this list that are in progress.

Ms. Margaret Yetter proposed an alternate prioritization ranking, which also shifted ITG 1340 (Enterprise Integration Platform and External API) and ITG 27 (Seattle Municipal Court CMS to EDR Data Exchange) into different positions: 1 – ITG 102 (CLJ-CMS); 2 – ITG 1340 (Integration Platform); 3 – ITG 1355 (Appellate CMS); 4 – ITG 27 (Seattle Municipal CMS DX); 5 – ITG 1308 (Integrated eFiling for Odyssey DMS Superior Courts); 6 – ITG 1357 (Guardianship Monitoring System).

Justice Madsen asked if there was a motion to approve AOC's proposed JISC ITG priorities.

Motion: Judge David Mann

I move that the JISC approve AOC's proposed JISC ITG Priorities (with ITG 1355 in the Priority 2 position, and ITG 1357 in the Priority 6 position).

Second: Mr. Derek Byrne

Voting in Favor: Mr. Joe Brusic, Mr. Derek Byrne, Mr. Donald Graham, Judge John Hart, Justice Barbara Madsen, Mr. Frank Maiocco, Judge David Mann, Chief Brad Moericke, Ms. Heidi Percy, Mr. Dave Reynolds, Ms. Dawn Marie Rubio

Opposed: Ms. Mindy Breiner, Ms. Paulette Revoir, Ms. Margaret Yetter, Judge Allyson Zipp

Absent: Judge Robert Olson

The motion to prioritize the JISC ITG Priorities passed 11-4.

AOC ISD & CSD Resources Update

Ms. Vonnie Diseth and Mr. Dirk Marler provided an update on ISD and CSD Staffing. They had previously briefed the JISC in February 2022 on current ongoing staffing issues and concerns in these divisions. At the time, ISD and CSD had a combined 46 total vacancies (19% vacancy rate). Ms. Diseth was happy to report that there have been significant improvements in this area over the last year and a half. Both divisions have seen an increase in qualified applicants for their recruitments, and AOC's

HR department has increased capacity, which has improved staff support for recruitments. As of August 2023, the combined total vacancies for the two divisions is twenty-one (8% vacancy rate). This means the vacancy rate has reduced by half.

Ms. Diseth then reviewed the February 2022 vacancies list, and highlighted those positions that have been filled over the last nineteen months. Mr. Marler outlined the steps that were taken to address the staffing issues, including: submitting a 2022 supplemental budget request to retain and recruit staff with competitive salaries, hiring some contracted resources, and posting starting salaries for recruitments at the mid-range of the salary structure. Two salary increases (one each in 2022 and 2023) also assisted these efforts.

Blake Project Overview & Update (ITG 1348)

Mr. Moustafa Ibrahim gave an update on the Blake Refund Application Project (ITG 1348). AOC has established a Blake Refund Bureau that will facilitate the new refund process for vacated cases relating to the Blake decision. AOC has provided 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. On July 21, 2023, AOC conducted a demonstration for the media and the public prior to implementation. Positive feedback was received. The Blake Refund Bureau system was successfully implemented on July 29, 2023. As of August 14, over 21,000 vacated cases have been uploaded to the system, and 29 refund requests have been received from the public.

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

CLJ-CMS Project Update

Mr. Garret Tanner provided an update on the CLJ-CMS project. The project has identified a new targeted pilot go-live date: October 23, 2023. In preparation for this milestone, the project team is working to implement feedback from Pilot Court user acceptance testing (UAT), finalize system testing and Pilot Court configuration, and complete tasks and steps in the Implementation Plan. Mr. Tanner then gave details on go-live readiness tasks, 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 July 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 11:48 a.m.

Next Meeting

The next meeting will be October 27, 2023, via Zoom from 10:00 a.m. to 12:00 p.m.

Action Items

	Action Items	Owner	Status

DRAFT



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

GARRET TANNER, PROJECT MANAGER

October 27, 2023

Project Scope

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

Go-Live October 23

- On-Site Support (Tyler + AOC) 10/23 – 11/9
- Focus on issue resolution
- Supplemental education as needed
- Transition to support

Project Timeline



Pilot Courts: October 2023
Tacoma 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

Next Steps

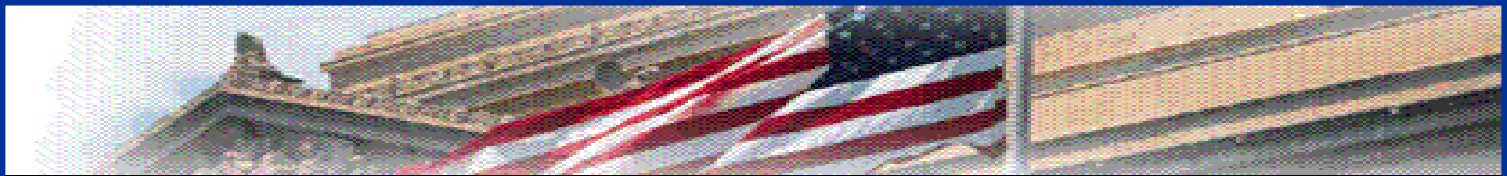
Milestone	Date
Review Lessons Learned	Q4 2023 / Q1 2024
Begin Phase 1 Development	Q1 2024
Begin planning 2024 Upgrade	Q1 2024
Phase 1 Kickoff	TBD
Phase 1 Go-Live	TBD

Independent Quality Assurance Update



ALLEN MILLS, BLUECRANE, INC.

October 27, 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

September 2023

Prepared by

Bluecrane, Inc.



bluecrane ®



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September 30, 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 September 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 September 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.

On Friday, September 29, the CLJ-CMS Project Manager informed AOC Leadership that he will be recommending to the Project Steering Committee (PSC) on Tuesday, October 3, that the PSC approve the Pilot Courts Go-Live to occur on October 23, 2023, as planned. While this may appear to many as a “project management formality,” it is a truly significant milestone to obtain the PSC’s approval for Pilot Court Go-Live after what has been a long journey with many challenges along the way. Notwithstanding a global pandemic, staffing difficulties, data exchange complexities, solution defect resolutions, and other things, the CLJ-CMS Project is “ready for takeoff.” We congratulate all involved for persevering through all of the trials and tribulations along the way and reaching this exciting moment.

On Monday, September 25, end user training for all three Pilot Courts began. In preparation for the end user training, the Tyler Implementation Consultants that were assigned to provide the training spent two weeks in Olympia prior to the initiation of training. Reports are that the training is going well.

“Part 1” of Phase 1 of the Washington State Patrol (WSP) “Law Tables” Sector Plan B has been delivered and is being tested. Work on the remaining elements of Phase 1 is reported to be going well and risks are minimal, given that a manual work-around exists. An issue has been identified with a Tyler component and has been escalated within Tyler for resolution.

There are other issues being worked at this time, including some related to e-citations. While the resolutions of these remaining issues are important, at this time they do not appear to be impacting the Pilot Courts Go-Live date.

The CLJ-CMS Project Team is consumed with deployment activities, including moving all of the solution code into the Production environment and getting all data exchanges ready for production operations. Reports are that the work is going well.

There are no new risks to report in September.

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	September 2023	August 2023	July 2023
Schedule: Case Management	Risk	Risk	Risk
Schedule: Supervision	Risk	Risk	Risk
Schedule: eFiling	Risk	Risk	Risk
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 Being Addressed	Risk Being Addressed	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	September 2023	August 2023	July 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	Risk Being Addressed	Risk Being Addressed

Solution			
Assessment Area	September 2023	August 2023	July 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	September 2023	August 2023	July 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	September 2023	August 2023	July 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	Risk Being Addressed



Data			
Assessment Area	September 2023	August 2023	July 2023
Data Security	No Risk Identified	No Risk Identified	No Risk Identified

Infrastructure			
Assessment Area	September 2023	August 2023	July 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		
	Sept. 2023	Aug. 2023	July 2023
	Risk	Risk	Risk

Findings

On Friday, September 29, the CLJ-CMS Project Manager informed AOC Leadership that he will be recommending to the Project Steering Committee (PSC) on Tuesday, October 3, that the PSC approve the Pilot Courts Go-Live to occur on October 23, 2023, as planned. While this may appear to many as a “project management formality,” it is a truly significant milestone to obtain the PSC’s approval for Pilot Court Go-Live after what has been a long journey with many challenges along the way. Notwithstanding a global pandemic, staffing difficulties, data exchange complexities, solution defect resolutions, and other things, the CLJ-CMS Project is “ready for takeoff.” We congratulate all involved for persevering through all of the trials and tribulations along the way and reaching this exciting moment.

The schedule for phases subsequent to the Pilot Phase (currently Phases 1 – 6) will be revised after initial “lessons learned” from the Pilot Phase are analyzed and reviewed. At this point, risks exist to the schedule for subsequent phases, but the overall project timeline is not a dependency for the Pilot Phase.

Risks and Issues

Risk to Pilot Court Go-Live Schedule: The risks to Pilot Court Go-Live are being addressed. If we were assessing risks to the Pilot Court Go-Live schedule alone, we would rate the risks as “blue.”

Schedule at Issue for Phases Subsequent to Pilot Phase: Risks to phases subsequent to the Pilot Phase remain until a new overall project timeline is developed and approved. *bluecrane* fully supports deferring decisions on the longer-term schedule until initial results from the Pilot Phase are known. However, it is due to these risks that we continue to assess the overall schedule as “yellow.”



2.1.2 Schedule: Supervision

Project Management and Sponsorship			
Schedule: Supervision	Three-Month Rolling Risk Levels		
	Sept. 2023	Aug. 2023	July 2023
	Risk	Risk	Risk

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

Risk to Pilot Court Go-Live Schedule: The risks to Pilot Court Go-Live are being addressed. If we were assessing risks to the Pilot Court Go-Live schedule alone, we would rate the risks as “blue.”

Schedule at Issue for Phases Subsequent to Pilot Phase: Risks to phases subsequent to the Pilot Phase remain until a new overall project timeline is developed and approved. *bluecrane* fully supports deferring decisions on the longer-term schedule until initial results from the Pilot Phase are known. However, it is due to these risks that we continue to assess the overall schedule as “yellow.”

2.1.3 Schedule: eFiling

Project Management and Sponsorship			
Schedule: eFiling	Three-Month Rolling Risk Levels		
	Sept. 2023	Aug. 2023	July 2023
	Risk	Risk	Risk

Findings

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

Risks and Issues

Risk to Pilot Court Go-Live Schedule: The risks to Pilot Court Go-Live are being addressed. If we were assessing risks to the Pilot Court Go-Live schedule alone, we would rate the risks as “blue.”

Schedule at Issue for Phases Subsequent to Pilot Phase: Risks to phases subsequent to the Pilot Phase remain until a new overall project timeline is developed and approved. *bluecrane* fully supports deferring decisions on the longer-term schedule until initial results from the Pilot Phase are known. However, it is due to these risks that we continue to assess the overall schedule as “yellow.”



2.1.4 Scope: Case Management

Project Management and Sponsorship			
Scope: Case Management	Three-Month Rolling Risk Levels		
	Sept. 2023	Aug. 2023	July 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 2023. 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		
	Sept. 2023	Aug. 2023	July 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		
	Sept. 2023	Aug. 2023	July 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		
	Sept. 2023	Aug. 2023	July 2023
	Risk Being Addressed	Risk Being Addressed	Risk

Findings

AOC has made significant progress in filling vacant positions over the past 18 months. The number of open positions on the CLJ-CMS Project has been reduced considerably. In several cases, AOC has provided the CLJ-CMS Project with staff from other parts of AOC and the project has continued with minimal disruption.



2.1.8 Governance

Project Management and Sponsorship			
Governance	Three-Month Rolling Risk Levels		
	Sept. 2023	Aug. 2023	July 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		
	Sept. 2023	Aug. 2023	July 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 biennial budget for 2023 – 2025 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		
	Sept. 2023	Aug. 2023	July 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		
	Sept. 2023	Aug. 2023	July 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		
	Sept. 2023	Aug. 2023	July 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		
	Sept. 2023	Aug. 2023	July 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		
	Sept. 2023	Aug. 2023	July 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 Pilot Courts Go-Live approaches.

2.2.3 OCM: Supervision

People			
OCM: Supervision	Three-Month Rolling Risk Levels		
	Sept. 2023	Aug. 2023	July 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 Pilot Courts Go-Live approaches.



2.2.4 OCM: eFiling

People			
OCM: eFiling	Three-Month Rolling Risk Levels		
	Sept. 2023	Aug. 2023	July 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 Pilot Courts Go-Live approaches.

2.2.5 Communications

People			
Communications	Three-Month Rolling Risk Levels		
	Sept. 2023	Aug. 2023	July 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		
	Sept. 2023	Aug. 2023	July 2023
	No Risk Identified	Risk Being Addressed	Risk Being Addressed

Findings

On Monday, September 25, end user training for all three Pilot Courts began. In preparation for the end user training, the Tyler Implementation Consultants that were assigned to provide the training spent two weeks in Olympia prior to the initiation of training. Reports are that the training is going well.



2.3 Solution

2.3.1 Business Process: Case Management

Solution			
Business Process: Case Management	Three-Month Rolling Risk Levels		
	Sept. 2023	Aug. 2023	July 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		
	Sept. 2023	Aug. 2023	July 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		
	Sept. 2023	Aug. 2023	July 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		
	Sept. 2023	Aug. 2023	July 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		
	Sept. 2023	Aug. 2023	July 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 continue to 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		
	Sept. 2023	Aug. 2023	July 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		
	Sept. 2023	Aug. 2023	July 2023
	Risk Being Addressed	Risk Being Addressed	Risk Being Addressed

Findings

“Part 1” of Phase 1 of the Washington State Patrol (WSP) “Law Tables” Sector Plan B has been delivered and is being tested. Work on the remaining elements of Phase 1 is reported to be going well and risks are minimal, given that a manual work-around exists. An issue has been identified with a Tyler component and has been escalated within Tyler for resolution.

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

At this time, the remaining legacy data exchange efforts for the WSP Law Tables is *the* critical technology solution-related risk to achieving the planned Pilot Courts Go-Live. AOC and Tyler are collaborating on how to accomplish this work with the full intention of keeping the Pilot Courts Go-Live on-track for October 23.



2.3.8 Integrations: eFiling

Solution			
Integrations: eFiling	Three-Month Rolling Risk Levels		
	Sept. 2023	Aug. 2023	July 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		
	Sept. 2023	Aug. 2023	July 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		
	Sept. 2023	Aug. 2023	July 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		
	Sept. 2023	Aug. 2023	July 2023
	No Risk Identified	No Risk Identified	No Risk Identified

Findings

Testing is ongoing 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		
	Sept. 2023	Aug. 2023	July 2023
	No Risk Identified	No Risk Identified	No Risk Identified

Findings

Testing is ongoing 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		
	Sept. 2023	Aug. 2023	July 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		
	Sept. 2023	Aug. 2023	July 2023
	Risk	Risk	Risk

Findings

The CLJ-CMS Project Team is consumed with deployment activities, including moving all of the solution code into the Production environment and getting all data exchanges ready for production operations. Reports are that the work is going well.

Risks to phases subsequent to the Pilot Phase remain until a new overall project timeline is developed and approved. *bluecrane* fully supports deferring decisions on the longer-term schedule until initial results from the Pilot Phase are known. However, it is due to these risks that we continue to assess the overall schedule as “yellow.”

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

bluecrane fully supports deferring decisions on the longer-term schedule until initial results from the Pilot Phase are known.



2.3.15 Deployment: Supervision

Solution			
Deployment: Supervision	Three-Month Rolling Risk Levels		
	Sept. 2023	Aug. 2023	July 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

bluecrane fully supports deferring decisions on the longer-term schedule until initial results from the Pilot Phase are known.

2.3.16 Deployment: eFiling

Solution			
Deployment: eFiling	Three-Month Rolling Risk Levels		
	Sept. 2023	Aug. 2023	July 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

bluecrane fully supports deferring decisions on the longer-term schedule until initial results from the Pilot Phase are known.



2.4 Data

2.4.1 Data Preparation: Case Management

Data			
Data Preparation: Case Management	Three-Month Rolling Risk Levels		
	Sept. 2023	Aug. 2023	July 2023
	No Risk Identified	No Risk Identified	No Risk Identified

Findings

The project is focusing on data conversion at this time.

2.4.2 Data Conversion: Case Management

Data			
Data Conversion: Case Management	Three-Month Rolling Risk Levels		
	Sept. 2023	Aug. 2023	July 2023
	Risk Being Addressed	Risk Being Addressed	Risk Being Addressed

Findings

At the time of the writing of this report, the outstanding Priority 1 issues that are related to data conversion rules have been significantly reduced in number. AOC and Tyler are working to get the remaining issues resolved.

2.4.3 Data Conversion: Supervision

Data			
Data Conversion: Supervision	Three-Month Rolling Risk Levels		
	Sept. 2023	Aug. 2023	July 2023
	Risk Being Addressed	Risk Being Addressed	Risk Being Addressed

Findings

At the time of the writing of this report, the outstanding Priority 1 issues that are related to data conversion rules have been significantly reduced in number. AOC and Tyler are working to get the remaining issues resolved.



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

2.4.4 Data Security

Data			
Data Security	Three-Month Rolling Risk Levels		
	Sept. 2023	Aug. 2023	July 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		
	Sept. 2023	Aug. 2023	July 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		
	Sept. 2023	Aug. 2023	July 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		
	Sept. 2023	Aug. 2023	July 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 with 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		
	Sept. 2023	Aug. 2023	July 2023
	No Risk Identified	No Risk Identified	No Risk Identified

Findings

There are no identified risks with security functionality.



2.5.5 Access

Infrastructure			
Access	Three-Month Rolling Risk Levels		
	Sept. 2023	Aug. 2023	July 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		
	Sept. 2023	Aug. 2023	July 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		
	Sept. 2023	Aug. 2023	July 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.

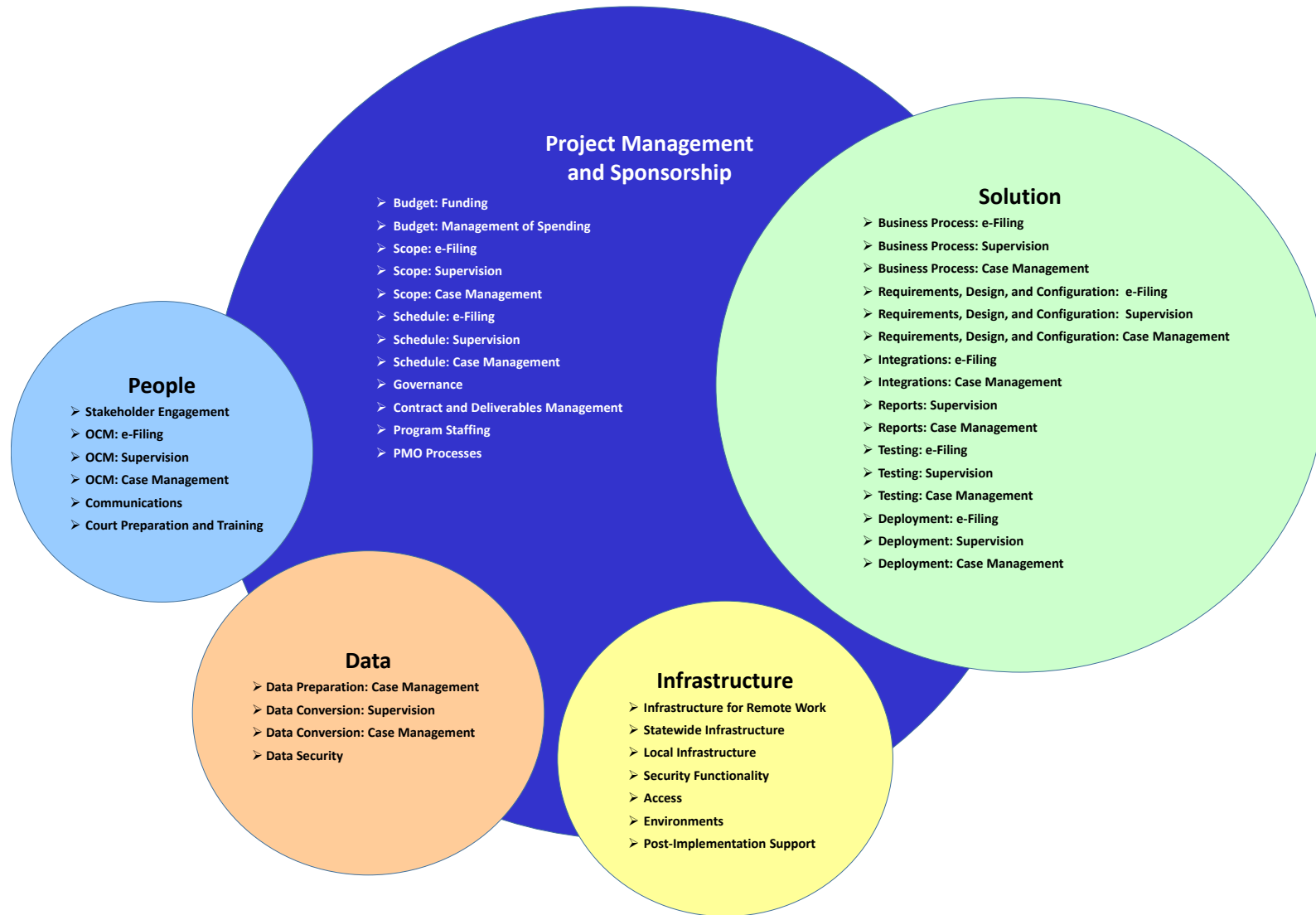


Figure 1. Areas of CLJ-CMS Project Assessed for Risks



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



Board for Judicial Administration (BJA) Meeting
Friday, May 19, 2023, 9:00 a.m. – 12:00 p.m.
Videoconference

MEETING MINUTES

BJA Members Present:

Chief Justice Steven
González, Chair
Judge Tam Bui, Member
Chair
Judge Alicia Burton
Judge Sam Chung
Judge Kristin Ferrera
Judge Marilyn Haan
Judge Dan Johnson
Judge Rick Leo
Judge Mary Logan
Judge David Mann
Justice Raquel Montoya
Lewis
Judge Rebecca Pennell
Dawn Marie Rubio
Judge Kevin Ringus
Judge Rebecca
Robertson
Judge Jacqueline Shea-
Brown

Guests Present:

Brett Ballew
Jim Bamberger
Victoria Blumhorst
Esperanza Borboa
Jason Bragg

Joe Brusic
Sophia Byrd McSherry
Ashley Callan
RaShelle Davis
Eric Eisinger
Chad Enright
Judge Jennifer Forbes
Judge Angelle Gerl
Nicole Gilson
Justice Sheryl Gordon
McCloud
Judge Cecily Hazelrigg
Christie Hedman
Judge Drew Henke
Ali Hohman
Sarah Hudson
Lindsey Hueer
Katrin Johnson
Paul Kelley
Anita Khandelwal
Latricia Kinlow
Philippe Knab
Rob Mead
Arian Noma
Patrick O'Connor
Sheri Oertel
Tammy Ownbey
Tori Peterson
Juliana Roe
Jason Schwarz

Barbara Serrano
Rep. Tarra Simmons
Molly Sullivan
Maia Vanyo
Bailey Zydek

**Administrative Office of
the Courts (AOC) Staff
Present:**

Crissy Anderson
Judith Anderson
Jeanne Englert
Heidi Green
Brittany Gregory
Shannon Hinchcliffe
Kyle Landry
Penny Larsen
Dirk Marler
Haily Perkins
Ashely Tam
Caroline Tawes
Lorrie Thompson

Call to Order

Judge Bui called the meeting to order at 9:04 a.m.

Panel Presentations: Starting conversations: attorney issues and challenges

The BJA would like to hear how the BJA and the courts can help with the attorney shortage issues.

Katrin Johnson with the Office of Public Defense (OPD) moderated a discussion panel of participants who can bring in background information and share ideas on moving forward.

Katrin Johnson shared newspaper articles from around the state on the attorney shortage, which the Washington State Bar Association (WSBA) is also working on. There are constitutional implications resulting from the shortage of public defenders.

There are problems with both recruitment and retention of attorneys. The OPD conducted a survey last month of public defenders who were currently in practice and those who had left that position. There were 500 responses.

Katrin Johnson shared an overview of the survey results.

- The top three reasons attorneys worked in public defense were: connecting with and helping clients, changing the system, and courtroom litigation.
- The top three reasons attorneys left public defense work were low pay, high caseloads, and difficult prosecutors.

Caseload has high impact on public defenders. The Supreme Court standards for indigent defense are out of step with the time required to effectively represent defendants.

What steps can judges take to help improve public defender job satisfaction? The survey found trends in responses:

1. Judges should be more neutral toward the public defender and the prosecution. Public defenders often don't feel that the judges listen to them.
2. Judges should be more respectful to public defenders and their clients. Judges may be perceived as lacking empathy.
3. Judges do not understand the work that a public defender does and their caseloads.

The Power point will be shared with participants.

Panelists included Paul Kelley, Yakima Public Defender Director; Patrick O'Connor, Thurston County Public Defenders' Office Director; Jim Bamberger, Director, Office of Civil Legal Aid (OCLA); Judge Jacqueline Shea-Brown, Benton County Superior Court; and Jason Schwarz, Snohomish County Public Defender Director, and Chair, WSBA Council of Public Defense.

Paul Kelley presented a background of Yakima County's experience with retention and recruitment. Yakima County has 20 in-house attorneys for centralized Yakima, and also contracts with outside individual attorneys to take on public defense cases. They also seek panel appointments for criminal defense attorneys who accept public defense cases as part of their practice. In the last five to six years, interest in job postings has been going down. The decrease in interest began before the pandemic. Hiring has not kept up with attrition. There is an aging workforce who are retiring or are close to retirement, and Yakima County can't fill the gap. There is also less interest from the outside bar to take on some of the public defense cases. Part of the problem is public defenders must be felony-qualified. Currently Yakima County has six budgeted, felony-qualified, full time attorney positions that are vacant. There are 75 low level felony cases that they can't handle. Yakima County budgets this program effectively, but the problem is trying to fill those positions. Because the workforce is aging and there is no interest in lateral hiring, Yakima County is focusing on entry level positions recruiting and training, and visiting law schools. There has been some impact from this. The office is in the position to train the next level of attorneys and hope they stay in the county. This is challenging to do, but Yakima County has reached out to law schools which has generated some interest. The office has hired two paid summer interns, who they hope will go back to law school and spread the word about their work. This is a long-term goal, and he hopes that other

offices around the state can do the same. This issue needs the support of everyone in the state or the current problems will continue. In Yakima County there are over 120 people in jail who will be without lawyers until the first week of June, waiting four to five weeks without counsel. Counties must start playing the long game or this problem will get worse.

Patrick O'Connor: Thurston County needs help retaining public defenders. There is a common goal to provide justice. There is a crisis in keeping public defenders and recruiting new public defenders. There has been a lot of attrition. Counties should focus on keeping public defenders in their community. From a public defender perspective, they may feel less valued and respected. We need a deeper understanding of how difficult the work is and should focus on working on things we can control to combat this. The OPD survey shows the amount of trauma and stress in these positions. Judges can include defenders in a trauma-informed approach. Public defenders are subject to a tremendous amount of stress. How do we retain people in this kind of work? Judges can adopt routines in court that can make a difference, such as developing a good working relationship with the attorneys, meeting regularly with public defenders, making improvements like giving them more time to work, inviting them to chambers to ask how they are doing and how the court can help, and by instituting increased efficiency. It makes a big difference to show the bench cares. Court procedures can also make a difference. Decisions can be made in consultation with the public defender as those decisions may make an impact on their life and time. Small changes in calendars can give them more time. Be mindful of non-case related work and account for that work. There can be adjustments to the caseload standards. The public defender work schedule is not sustainable. Judges can think about ways to work with public defenders; consider regular meetings and take their feedback. This will have an impact on retaining public defenders. Judges have exposure to community groups and can help with recruitment by encouraging attorneys or future attorneys to consider public defense.

Jim Bamberger: The shortage of public defenders is a threat to administering justice. There were two new civil defense programs in 2021, rights to appoint attorneys in civil unlawful detainer acts and children and youth representation in dependency and all termination cases. Children's representation will require 100 fulltime attorneys. Not having a public defender available will result in significant court disruption. We must find pipelines and financial and other incentives to attract attorneys. There could be programs created at the undergraduate level to move students to this career. We need to implement strategies to recruit and retain diverse attorneys. The BJA and court associations must be full partners in implementation strategies to address this crisis.

Bailey Zydek: There are challenges recruiting attorneys for the children's' program at OCLA. There is a need for a pipeline of attorneys. There is a certain level of competency needed for children's representation and standards published by Children in Foster Care Commission that are necessary before taking cases. It would be helpful to have an experienced pool of attorneys. The program is in eight small rural counties currently and those counties need to draw from larger counties to meet the attorney needs. When the larger counties come on line, there will be a need for more fulltime attorneys in those counties. In January 2025 Pierce County will be on line and will need 18 fulltime attorneys. We must be able to recruit attorneys to do this.

Philippe Knab: The court appoints attorneys for indigent tenants. There were 6,600 tenants represented in unlawful retainer proceedings in Washington in the program that completed in January 2022. They work with institutional providers like the Northwest Justice Project to use

contract attorneys, and are trying to figure out how to staff in difficult areas. They are grateful for the patience and cooperation of those courts in finding counsel. They often relied on remote appearance, which is an essential part of the ability to administer the program. They are working with courts and providers to find counsel in different regions. There are geographic disparities in staffing issues, especially in Spokane and areas in the eastern part of the state. The same reasons are part of this issue: trauma, lack of respect, etc.

Judge Jacqueline Shea-Brown: Judge Shea-Brown is grateful we are discussing this topic. A pilot project from the OPD in Benton-Franklin Superior Court resulted in more funds for the attorneys and investigative work. Innovative programs made a difference. Funding makes a difference. The time to do this is now. Judges have a limited role. Creativity will be required. There is a need for experienced paralegals and attorneys who are prepared with resources. There can be economies of scale throughout the state with unlawful detainer attorneys. County leadership has dedicated more funds to Benton-Franklin county. There has been some improvement, and the bench is working together to do their part.

Jason Schwarz: Jason Schwarz discussed potential solutions and summarized retention and recruitment strategies such as addressing pay, caseloads, resource parity, advancement, respect, criminal legal reform. There is no single state agency response, and for public defense, there is no central organization. We face these challenges together. Possible solutions include compensation; funding, including support; expert services; removing system delays that impact the ability to resolve cases (e.g., efficiencies, judges talking to public defenders, removing obstacles); caseloads and workloads; and a fully-supported public defense office (legal staff, investigator, supervisor); demand caseloads providing effective assistance (high workloads cause longer sentences). Encouraging retention will save money. We need local leaders to meet to discuss caseloads, calendars, efficiencies, etc. In court, judges should respect public defenders' requests for continuances, remote hearings, etc. Local public defender administration should encourage qualification advancement, and a public defender coordinator is needed to help solve problems. Public defender reform could involve state funding, alternative state defense system, regional defense systems, and caseloads reform to reflect modern workloads. Jason Schwarz discussed alternative programs in other states. Stakeholders need to get together and discuss this, and cities, counties, and the legislature need to discuss the topic. Stress impacts both public defenders and prosecutors. His power point will be shared after the meeting with participants.

Joe Brusic, Yakima County prosecutor, was invited to share similarities or differences between public defenders and prosecutors.

Joe Brusic discussed the issues from a prosecutor's point of view. Recruitment and retention are a global problem. His office wants to support public defenders and everything that has been said in this meeting today. A prosecutor's role is providing justice, but not at the cost of justice. Their role is as protective of rights as the public defender's, and he shares many concerns that have been stated. Prosecutors can't do their jobs without effective public defenders. There are far reaching problems that affect prosecutors as well. They aren't getting applications either and are seeking lateral hires. People don't want to go into public service, and the issue needs to be identified. Potential hires are being taught that public service is not worth it, and prosecutors are evil and are seen as bad by law schools. There needs to be a cultural shift. The prosecutor's role is important and part of the system to obtain justice. Prosecutors and public defenders are partnering within the system. There is a problem of money and benefits; law school costs over \$200,000. There needs to be a focus on a cultural shift in the work/life

balance. We have to allow more flexibility and pay more money to recruit. Retention of experienced individuals is difficult.

Group Discussion:

- What is a short-term and long-term solution in your jurisdiction?

Focus on a long-term goal of new lawyers. Law schools are considering how to produce more lawyers such as hub law schools and non-traditional students. Lawyers within communities need to increase. Restrictions in APR 6 make it difficult to become lawyers; we need to develop APR 6 curriculum and include more tutors. Short-term issues include making Yakima an attractive place to be; meeting with prospects in regular events with new attorneys; develop a community; and the bench increasing its appreciation for public defenders. There are alternative funding ideas, housing issues.

County commissioners have concerns about recruiting and retention for prosecutors, public defenders, and correction officers. There is concern about the culture and the public service component; how do you get people in? Medical schools have incentives for new graduates to practice in small and rural communities, [Rural Programs | UW Medicine](#). There has been an increase in state costs for public defenders. There is a [link](#) that shows how much the state contributes to each county for trial court representation. There needs to be more funding. There are limits with county budgets and limits on taxes.

There needs to be support up front for attorneys practicing in parents and children representation. As families are fractured, there is a difference in outcome with a parent navigating the system with an OPD social worker helping them. There is a perspective that the bench is lenient toward the Attorney General's Office and Department of Children, Youth, and Families regarding delays and not having discovery ready. This creates a hardship on a family and a level of urgency. The front end of the system needs to be targeted. Eighty-four percent of the people in King County jail were involved in the dependency system. It is perpetuating a problem. Frontload funding for public defenders so they can help parents early.

There is an issue with the King County Prosecutors' Office as well. The attitude in law school is that the system is broken; we need to go to the law schools and talk about the system and how we are trying to fix it. We need to fix the attitude that there should be a toxic relationship between prosecutors and public defenders. Zoom court has benefits but also detriments; interpreters participating via Zoom double the length of the hearing and take time away from attorneys. There are many judges who do not have the experience to be on bench. We need to advocate for Courts helping Courts to assist in training judicial officers. This is a concern for the District and Municipal Court Judges' Association (DMCJA).

The issue of people not wanting to serve and the loss of experienced people is an issue that has come up repeatedly. It is important to talk about this. Negative press about the United State Supreme Court taints courts, as does bad conduct by prosecutors. The same is true where public defenders have fallen short. We need to own that and what each of our groups have done. There are groups and individuals who need to take some responsibility for lack of training and foresight, and the same for judges who fail to speak up. There needs to be cultural competency and diversity among recruits. The pipeline is not there to encourage new attorneys. We need to recruit and encourage local attorneys and make law school affordable. There are hard discussions we have to have such as who pays for this? Who is going to fund

these groups and societal needs at each level? The Washington State Supreme Court needs to help the system get better, and we all need to continue to work together.

There is a problem with lack of experience on the bench that is consistent throughout the state and that makes it difficult to retain committed court administrators. The District and Municipal Court Management Association (DMCMA) would like to partner with the BJA to improve the profession.

Some funding requests were added to the chat for BJA to consider supporting:

- Could there be a way to create some sort of student loan forgiveness program for going into public service...like the federal PSLF, but not as onerous?
- Also - if NEW attorney caseload standards are adopted, we must also think about how that will be funded. As was mentioned, it will certainly increase county costs. There will need to be a funding source.
- I've done some research and outreach on this issue and would be happy to share information. OPD would love to have partners in this effort.
- I received this loan assistance when I was a public defender:
<https://bj.a.ojp.gov/program/john-r-justice/overview>
- There are other approaches that might work more effectively than or in conjunction with student loan repayment assistance. For example, the Public Health Service approach to buying down the cost of medical school through a forgivable loan in exchange for a year of service commitment.
- The Washington Student Achievement Council administers numerous state loan forgiveness programs.

There was not time to discuss the other questions, *What can courts do to address/support attorney recruitment and retention challenges?* and *What can the BJA do?* but participants were invited to use the chat function to ask other questions.

Jeanne Englert added her e-mail address to the chat and invited guests to send her their e-mail address if they would like a copy of the meeting notes and presentations.

BJA Task Forces and Work Groups

Alternatives to Incarceration Task Force

This Task Force has been meeting for the last seven months. Some subcommittees are meeting and working on gathering information to help further define Task Force goals and activities. A written report was included in the meeting materials.

Court Security Task Force

The Task Force received \$2 million in matching funding for the next two years for small and rural court security. Judge Robertson thanked AOC staff Penny Larsen, Kyle Landry, Chris Stanley, and Jeanne Englert, and Chief Justice González for their work. The Task Force has ended, but has submitted a request to add a security standing committee to the BJA. There will be ongoing funding and procedural issues that the BJA should address. Judge Robertson will work to make the motion. A written report was included in the meeting materials.

Remote Proceedings Workgroup

The Workgroup is currently working on sustainable changes for the Supreme Court to review. They are working on drafts for the voluntary use of remote proceedings that will go to the

Supreme Court in June. They will be working on best practice standards this summer and exploring funding. Their survey had 123 responses and will be presented at a future meeting. A written report was included in the meeting materials.

Standing Committee Reports

Budget and Funding Committee (BFC)

Christopher Stanley forwarded a letter by Chief Justice González last week regarding the supplemental budget. The judicial branch budget is in good shape due to good work by the branch staff. The budget may not always be this good in future, so participants should be prepared. The schedule for the supplemental budget was provided. The supplemental budget is to fill gaps and smooth transitions in funding, not new programs.

Court Education Committee (CEC)

Motion to approve revised CEC charter changes in consent agenda

The CEC is in the final stages of strategic planning which will be finalized at a retreat in July. The education spring programs are going well, and participants are excited to be back together in person. Changes to the CEC charter are included in the consent agenda. A written report was included in the meeting materials.

Legislative Committee (LC)

Brief Legislative Summary

Proposal to form BJA Work group

Brittany Gregory thanked everyone for their partnership during a very successful legislative session. Four BJA request bills passed. AOC will provide a legislative summary on May 31. Legislative proposals for next year are being solicited. There will be smaller and more technical bills this year.

A request to form a BJA work group to address electronic service of pleadings was included in the meeting materials. There is a general consensus that electronic service of proceedings may be impactful, and is presented to the BJA due to the number of statutory changes needed.

It was moved by Justice Montoya Lewis and seconded by Chief Justice González to form a BJA Workgroup to explore electronic service of proceedings. The motion carried unanimously.

There was a discussion on what issue the group would focus on. It is anticipated that this workgroup would start in the Fall and run until 2025.

Policy and Planning Committee (PPC)

A written report was included in the meeting materials.

Trial Courts' Updates

The Superior Court Judges' Association (SCJA) worked hard on court rule changes, including comments to the Code of Judicial Conduct canons and some pending court rule proposals under consideration by the Supreme Court Rules Committee. The SCJA was active during the Legislative Session, including efforts with the Take Your Legislator to Work Day to encourage Superior Courts to bring legislators to courts to increase understanding between the branches. Judge Forbes thanked Brittany Gregory and BJA for support on SCJA legislation. There is a priority of increasing communication between entities that SCJA works with, including the commissions, the Supreme Court, and others. The SCJA worked to implement the Uniform

Guardianship Act (UGA), including UGA training for court visitors to be implemented from a King County program. A number of workgroups have been created. The SCJA is working with AOC and district courts on the *Blake* implementation. The Judicial College and the SCJA Spring program were in person, and it was great to be together. Judge Forbes thanked Chief Justice González for joining the SCJA conference.

Judge Chung became president of the SCJA three weeks ago and thanked Judge Forbes for her work as SCJA president. Among the goals for next year is a work/life balance committee, and there will be programs every other month to address burnout and stress. The SCJA conference was a huge success, and he thanked the AOC team who put it together.

A written report was included in the meeting materials.

District and Municipal Court Judges' Association: Two senior court program analysts have been hired for the DMCJA to work on *Blake* implementation and therapeutic courts. A member engagement survey for DMCJA had over a 33% response, and they will use the data to implement policies to best serve the association. In the future, the DMCJA hopes to establish a fellow judges workgroup to evaluate legal and policy questions and are currently amending bylaws to allow tribal and other judges to join. The DMCJA held a *You've Been Served* event. There was a successful pro tem training with over 200 attendees. At a Legislative Day in Olympia in January, judges met with 55 legislators to discuss DMCJA priorities. Therapeutic courts received \$20.6 million in funding, including \$2.2 million for an integration platform. SB 5347 was a success, and removed 5- and 10-year restrictions on driving abstracts. The Spring DMCJA conference is June 4–7 in Spokane. This is Judge Leo's last meeting as a BJA member, and he thanked everyone for their support.

Consent Agenda: (one motion to approve all of the below items)

It was moved by Judge Haan and seconded by Judge Forbes to nominate Judge Burton as the BJA member co-chair and a consent motion to approve the March 19, 2023 minutes; the BJA meeting schedule for following year; the BJA SCJA Member Co-chair; and the CEC charter membership changes. The motion carried unanimously.

Judge Burton thanked Judge Bui for her leadership.

Information Sharing

*Thank you to outgoing members
DOJ Fees and Fines Letter*

Judge Bui thanked the outgoing members for their service.

Judge Mann thanked everyone for today's presentations and welcomed Judge Hazelrigg to the BJA.

Esperanza Borboa thanked everyone for a good presentation and invited everyone to the Access to Justice Conference at the Tacoma Convention Center September 28–30, [Access to Justice Conference \(wsba.org\)](https://www.wsba.org).

Judge Robertson said the last three years have been stressful for everyone and encouraged judges to reflect on that and use the Judicial Assistance Services Program and their colleagues for help.

Judge Johnson attended a National Center for State Courts two-day seminar last month on court appearance rates which was very informative and led him to implement changes in his court. This is Judge Johnson's last meeting. He has as enjoyed it and thanked everyone for their effort and time.

Judith Anderson announced that e-learnings will be launched in active shooter training and court security bomb threats. Information will be sent out. Training in sealing and redacting records and GR 34 will be launched in the next month. They are also working to post trainings on domestic violence. The first DMCMA Academy mandated by ARLJ 14 had 70 attendees and good reviews.

Judge Chung said, of the 200 judges at the SCJA conference, half had five plus years of experience and 20% had two plus years of experience. There is an issue of education and readiness. There has been some pushback to allow judges to use their lunch hour to regroup rather than complete education requirements, and be able to devote work time once a month to education. He hopes BJA can look at this issue in future.

Chief Justice González announced the Interbranch Advisory Committee (IAC) meeting on June 20. On the agenda is a review of the last legislative session, the role of the IAC in the future, the unauthorized practice of law, and unregulated internet providers. There are a number of judicial branch position openings including a Supreme Court administrator, Dirk Marler's Chief Legal Counsel position at AOC, a clerk in King County, and Jim Bamberger's position when he retires in 2024. Chief Justice González encouraged people to apply.

Judge Bui announced the Judicial Leadership Summit on June 16 and thanked Jeanne Englert for her work on the Summit. Jeanne Englert asked participants to register if they received an invitation, and to please fill out the registration survey even if you don't plan to attend. The survey information will be used for future BJA discussions.

Judge Bui pointed out the letter from the United States Department of Justice (DOJ) regarding fines and fees, found on page 35 of the meeting materials. Chief Justice González appreciates the DOJ's position and thanked Representative Simmons for progress on the legal financial obligations issue.

Adjourn

The meeting adjourned at 12:00 p.m.

Recap of Motions from the May 19, 2023 Meeting

Motion Summary	Status
Form a BJA Workgroup to explore electronic service of proceedings.	Passed

Motion Summary	Status
Nominate Judge Burton as the BJA member co-chair and approve the March 19, 2023 minutes; the BJA meeting schedule for following year; and the CEC charter membership changes.	Passed

Action Items from the May 19, 2023 Meeting

Action Item	Status
The District and Municipal Court Management Association (DMCMA) would like to partner with the BJA to improve the court administrator profession. It is difficult to retain committed court administrators.	
The Security Task Force has submitted a request to add a security standing committee to the BJA. There will be ongoing funding and procedural issues that the BJA should address. Judge Robertson will work to make the motion.	
AOC will provide a legislative summary on May 31.	
Judge Chung would like BJA to discuss allowing judges to use their lunch hour to regroup rather than complete education requirements, and be able to devote work time once a month to education.	
<p><u>March 19, 2023, BJA Meeting Minutes</u></p> <ul style="list-style-type: none"> • Post the minutes online • Send minutes to the Supreme Court for inclusion in the En Banc meeting materials. 	<p>Done</p> <p>Done</p>



IT Governance Status

August 2023 Report

Summary of Changes

New Requests: None

Endorsements: None

Analyzed: None

CLUG Decision: None

Authorized: 1355 - Replace Appellate Court Case Management and E-Filing Systems
1357 - Guardianship Monitoring and Tracking System (GMTS)

In Progress: 1356 - Rebuild the Appellate Inmate E-Filing Application

Completed: None

Closed: 1351- Enhance new DOL feed to include Date of Death (DOD) information
1367 - Obtain New Prototyping Tool

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	1355	Replace Appellate Court Case Management and E-Filing Systems	Authorized	Appellate
3	27	Seattle Municipal Court CMS to EDR Data Exchange	In Progress	CLJ
4	1340	Enterprise Integration Platform and External API	In Progress	Non-JIS
5	1308	Integrated eFiling for Odyssey DMS Superior Courts	Authorized	Non-JIS
6	1357	Guardianship Monitoring and Tracking System	Authorized	Superior

■ 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
6	1357	Guardianship Monitoring and Tracking System	Recommended	JISC	Medium
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	1355	Replace Appellate Court Case Management and E-Filing Systems	Recommended	JISC	High
2	1325	Appellate Court Online Credit Card Payment Portal	In Progress	CIO	High
3	1313	Supreme Court Opinion Routing/Tracking System	In Progress	CIO	High
4	1324	Appellate Court Records Retention	Authorized	CIO	High
5	1356	Rebuild the Appellate Inmate E-Filing Application	In Progress	Administrator	High
6	1353	Build New Supreme Court Case Document Web Page	Authorized	CIO	Medium
Multi-Court Level CLUG					
1	1326	Online Interpreter Scheduling	In Progress	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	1340	Enterprise Integration Platform and External API	In Progress	JISC	Maintenance
2	1348	Blake Certification System	In Progress	Administrator	Proviso
3	1352	Upgrade SC-CMS to Enterprise Justice 2023	In Progress	Administrator	Maintenance
4	286	Statewide Reporting	In Progress	Administrator	Maintenance
5	276	Parking Tickets issued in SECTOR - Interim resolution	In Progress	Administrator	Maintenance
6	1361	Migrate to Office 365	In Progress	Administrator	Maintenance
7	1332	JCS Platform Migration	In Progress	CIO	Maintenance
8	1346	Create Application Configuration Vault	In Progress	CIO	Maintenance
9	1362	Upgrade BIT	In Progress	Administrator	Maintenance
10	1364	Upgrade to Natural 8.2.8	In Progress	CIO	Maintenance
11	1308	Integrated eFiling for Odyssey DMS Superior Courts	Authorized	JISC	Proviso
12	1296*	Superior Court Text Messaging and E-mail Notifications	On Hold	CIO	Maintenance
13	1365	NaturalONE Upgrade	Scheduled	CIO	Maintenance
14	275	Odyssey to EDR	Authorized	CIO	Maintenance
15	1331	Judicial Contract Tracking System	Authorized	CIO	Maintenance
16	1320	Public Case Search Modernization	Authorized	CIO	Maintenance
17	1297	Self-represented Litigants Access	Recommended	Administrator	New Program
18	1338	Provide Access to Historical RightNow Ticket Data	Authorized	CIO	Maintenance
19	1350	Embarcadero IT Modeling System Replacement	Authorized	CIO	Maintenance

Authorized
 In Progress
 Completed
 Withdrawn or Closed

ITG Request Progress

** On Hold

**Awaiting
Endorsement**

Awaiting Analysis

**Awaiting
Endorsement
Confirmation**

**Awaiting CLUG
Recommendation**

**Awaiting
Authorization**

**Awaiting
Scheduling**

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

1297 - Self-Represented Litigants (SRL) Access to SC & CLJ Courts

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
1308 - Integrated eFiling for Odyssey DMS Superior Courts
1320 - Public Case Search Modernization
1324 - Appellate Court Electronic Record Retention
1331 - Judicial Contract Tracking System (JCTS)
1338 - Store and provide access to historical RightNow ticket data
1345** - Integration of OCourt into CLJ-CMS
1350* - IT Modelling System Replacement
1353 - Build New Supreme Court Web Page
1355 - Replace Appellate Court Case Management & E-Filing Systems
1357 – Guardianship Monitoring and Tracking
1365- NaturalONE Upgrade