



WASHINGTON  
COURTS

**Judicial Information System Committee (JISC)**  
Friday, April 26, 2024 (10:00 a.m. – 12:00 p.m.)

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

**[April 26<sup>th</sup> 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.	<b>Call to Order</b> a. Introductions b. Approval of Minutes	Justice Barbara Madsen, Chair	10:00 – 10:10	Tab 1
2.	<b>JIS Budget Update</b> a. 23-25 Budget Update b. 2024 Supplemental Budget IT Decision Packages Update c. 25-27 Budget Development Process	Mr. Chris Stanley, MSD Director	10:10 – 10:25	
3.	<b>Legislative Update</b> a. Legislative Session Summary b. Review of Bills Impacting JIS Systems	Ms. Dawn Marie Rubio, State Court Administrator Mr. Kevin Ammons, ISD Associate Director	10:25 – 10:35	Tab 2
4.	<b>JISC Rules Review and Refresh</b> <b>(See Link to JISC Rules highlighted below)</b>	Mr. Kevin Ammons, ISD Associate Director	10:35 – 10:45	Tab 3
5.	<b>JIS Priority Project #1 (ITG 102): Courts of Limited Jurisdiction Case Management System (CLJ-CMS)</b> a. Project Update b. QA Assessment Report	Mr. Garret Tanner, Project Manager Mr. Allen Mills, Bluecrane	10:45 – 11:05	Tab 4
6.	<b>JIS Priority Project #2 (ITG 1355): Appellate Court Records &amp; Data System (ACORDS)/eFiling Replacement Analysis</b>	Mr. Robert Anteau, Project Management Office/Quality Assurance Manager	11:05 – 11:25	
7.	<b>JIS Priority Project #4 (ITG 1340): JIS Enterprise Integration Platform Overview</b>	Mr. Sree Sundaram, Project Manager	11:25 – 11:35	Tab 5

8.	<b>ITG 1308: Superior Court eFiling Project Overview</b>	Mr. Robert Anteau, Project Management Office/Quality Assurance Manager	11:35 – 11:45	Tab 6
9.	<b>AOC Disaster Recovery Process Overview</b>	Ms. Christine Winslow, Infrastructure Manager	11:45 – 11:50	Tab 7
10.	<b>Committee Reports</b> Data Dissemination Committee (DDC)	Judge John Hart, DDC Chair	11:50 – 12:00	Tab 8
11.	<b>Meeting Wrap Up</b>	Justice Barbara Madsen, Chair	12:00 – 12:05	
12.	<b>Informational Materials</b> a. Board for Judicial Administration (BJA) Meeting Minutes b. ITG Status Report			Tab 9
<p>Persons with a disability, who require accommodation, should notify Anya Prozora at <a href="mailto:Anya.Prozora@courts.wa.gov">Anya.Prozora@courts.wa.gov</a> 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.</p>				

**\*Link to JISC Rules:**

<https://www.courts.wa.gov/courtrules/judicialInformationSystemCommitteeRules.cfm>

## Future Meetings:

### 2024 – Schedule

June 28, 2024

August 23, 2024

October 25, 2024

December 6, 2024

# April 26<sup>th</sup> 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

February 23, 2024  
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  
Judge Valerie Bouffiou  
Mr. Joseph Brusic  
Mr. Derek Byrne  
Mr. Donald Graham  
Ms. Stephanie Kraft  
Mr. Frank Maiocco  
Judge David Mann  
Chief Brad Moericke  
Judge Robert Olson  
Ms. Paulette Revoir  
Ms. Dawn Marie Rubio  
Ms. Margaret Yetter  
Judge Allyson Zipp

### Members Absent:

Ms. Heidi Percy

### AOC Staff Present:

Mr. Scott Ahlf  
Mr. Kevin Ammons  
Ms. Vonnie Diseth  
Mr. Rob Eby  
Mr. Arsenio Escudero  
Mr. Jamie Kambich  
Mr. Mike Keeling  
Ms. Aryn Nonamaker  
Ms. Anya Prozora  
Mr. Chris Stanley  
Mr. Garret Tanner

### Guests Present:

Mr. Allen Mills  
Ms. Tammie Ownbey  
Mr. Chris Shambro

## Call to Order, Approval of Meeting Minutes & JISC Member Recognitions

Justice Barbara Madsen called the Judicial Information System Committee (JISC) meeting to order at 10:01 a.m. This meeting was held virtually on Zoom.

The Committee welcomed new member Ms. Stephanie Kraft, who represents the Washington Association of Juvenile Court Administrators (WAJCA). Ms. Kraft is the Superior and Juvenile Court Administrator for Whatcom County and succeeds Mr. Dave Reynolds, who retired in December 2023, on the JISC.

Justice Madsen asked if there were any changes or additions to be made to the October 27, 2023 meeting minutes. Hearing none, the meeting minutes were approved as written.

## JIS Budget Update

Mr. Chris Stanley gave a brief update on the JIS budget. The proposed budgets from the House of Representatives and the Senate have been released. The House budget covers all of the items AOC requested except the funding for the continuance of the OnBase maintenance contract (the OnBase application is used by the Supreme Court and the Court of Appeals). The Senate budget covered all requested items except funding for the ACORDS replacement study (ACORDS is also used by the Supreme Court and the Court of Appeals). Both budgets included funding for the Person Records Management analysis, and all other IT-related requests.

Mr. Stanley also mentioned some fiscal news relating to HB 2384 – Traffic Safety Cameras. The court system was left off of the fiscal note request for this bill, and as the other parties who were included reported there should be no real fiscal impact, the bill was fast-tracked for passage. AOC just recently was able to analyze and size the bill, and determined there would be a significant fiscal impact of about \$800,000. Mr. Stanley stated that he met with Rep. Brandy Donaghy this morning to apprise her of this.

Mr. Stanley added that the four-year outlook is “grim” with respect to revenue and inflation costs. The maintenance level of the budget is expected to “balloon” over the next two years, and is going to present some challenges, particularly to the next biennial budget. Mr. Stanley will provide further details on this matter at future JISC meetings as AOC works through the biennial budget request process.

### **Legislative Update**

Ms. Dawn Marie Rubio gave a brief update on the ongoing 2024 Legislative session, and highlighted request legislation that has an impact on the judicial branch, including: requests for a new judgeship and a statutory commissioner in Whatcom County Superior (both of which would be to assist with the water rights adjudication filed by the Department of Ecology), a new judgeship for Clark Superior, notice of court reorganization, Supreme Court bailiff information-sharing, and a bill concerning court interpreters.

Mr. Kevin Ammons briefed the Committee on a current bill with potential impacts to JIS systems: HB 2384 (Traffic Safety Cameras). This bill allows the use of traffic cameras in towns with 10,000 residents. From a JIS systems point-of-view, this bill would allow for 60-80 new courts to start implementing various types of traffic camera, red light camera, and other vehicle-related violations. These changes would require a significant number of changes in law tables within AOC systems, AOC would need to manage all of the law tables from the additional new jurisdictions, and there would be many changes to accounting systems. Given the vast amount of work to onboard these new jurisdictions and make all of the necessary changes, this process could take some years to complete. As Mr. Stanley previously mentioned, the fiscal impact is estimated to be around \$800,000. Ms. Rubio added that dollar amount also includes an estimated 4,000 programming hours. At this time, the implementation date set by the Legislature is 90 days after the bill is signed. Ms. Rubio and Mr. Ammons stressed that that short of a timeframe is not feasible. AOC is requesting an extension be given for implementation of this bill should it be passed.

### **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. As mentioned in the previous JISC meeting, CLJ-CMS successfully went live with Tacoma Municipal Court (TMC) in late October 2023. The court continues to thrive in the new system; the project team continues to work with the court on any issues that arise, and gather lessons learned from their go-live which will then be applied to future go-lives with other courts. The project continues to work with Fircrest-Ruston Municipal Court in preparation for their go-live on March 18, 2024. CLJ-CMS also continues to engage with Gig Harbor

Municipal following their decision to step down as a pilot court, and are negotiating whether they can be included in the next phase of the project.

Mr. Tanner briefed the Committee on the updated project approach, which consists of three priorities: (1) onboard as many courts as possible; (2) extend implementation to include a district court (civil case types) and a formal probation department; and (3) plan for future deployment of Enterprise Justice 2024 and GR 15 functionality. The project intends to on-board ten courts in their early adopter implementation later in 2024; AOC is currently finalizing criteria and will begin soliciting courts to join the early adopter phase. 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 January QA Assessment Report for the CLJ-CMS project. The full report can be found in the JISC meeting packet.

**Data Dissemination Committee (DDC) Report**

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

**Meeting Wrap Up & Adjournment**

Justice Madsen adjourned the meeting at 10:50 a.m.

**Next Meeting**

The next meeting will be April 26, 2024, via Zoom from 10:00 a.m. to 12:00 p.m.

**Action Items**

	Action Items	Owner	Status



April 26, 2024

**TO:** Judicial Information System Committee (JISC)  
**FROM:** Brittany Gregory, AOC Associate Director, Judicial and Legislative Relations  
**RE:** 2024 Legislative Update

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### **2024 Legislative Session**

The 2024 Legislative session concluded on March 7.

### **2024 AOC Agency Request Legislation**

The Administrative Office of the Courts (AOC), on behalf of the Board for Judicial Administration (BJA), filed six agency request bills in the 2024 legislative session. Five of which successfully passed and were signed into law.

- [HB 1992 / SB 5827](#): Additional judicial position in Whatcom County Superior
  - Primary Sponsor: Representative Timmons
  - Summary: This bill creates an additional superior court judicial position for Whatcom County to work on the water rights adjudication filed by the Department of Ecology. Changes the number of Whatcom County Superior Court judges in statute from four to five.
  - Last Action: This bill was signed by the Governor on 3/15; Chapter 112, 2024 Laws
  
- [ESSB 5828 / HB 1993](#): Statutory Commissioner/Referee Authority
  - Primary Sponsor: Senator Shewmake
  - Summary: This bill creates a superior court commissioner position in Whatcom County. This position was already funded in the 2023-2025 biennium budget and the commissioner will work on the water rights adjudication proceedings filed by the Department of Ecology. It also authorizes the court's use of a referee in a water adjudication without party consent or application.
  - Last Action: This bill was signed by the Governor on 3/26; Chapter 268, 2024 Laws
  
- [HB 2006](#): Concerning court interpreters
  - Primary Sponsor: Representative Peterson

- Summary: This bill changes Washington state statute to be compliant with the Department of Justice (DOJ) policy interpretations of Title VI; updates statutory language to align with operations conducted by AOCs Court Interpreter Credentialing program; updates statutory language to align with operations conducted by AOCs Court Interpreter program; updates the policy regarding the Language Access and Interpreter Reimbursement Program (LAIRP) to allow more robust funding to courts resulting from the increased resources made available after the success of the BJA's Interpreter Services Funding Taskforce.
- Last Action: This bill did not make it out of the House Rules Committee.
- Note: The interpreter funding shift to authorize reimbursement up to 100% of costs was included in a budget proviso in [SB 5950](#).
  
- [HB 2034 / SB 5833](#): Notice of Court Reorganization
  - Primary Sponsor: Representative Cheney
  - Summary: This bill requires counties and cities to provide one-year written notice to the Administrative Office of the Courts (AOC) with changes to court services, court technology services, and/or court vendors. This notification is in addition to the notice that they provide to the party with which they are terminating service. It also requires cities to provide six months written notice to AOC for the establishment or termination of a municipal court.
  - Last Action: This bill was signed by the Governor on 3/13; Chapter 61, 2024 Laws
  
- [SHB 2056 / SB 5848](#): Supreme Court Bailiff information sharing & limited investigative authority
  - Primary Sponsor: Representative Goodman
  - Summary: This bill creates limited investigative authority for the Supreme Court bailiffs, so that they can access criminal history and non-conviction data to properly assess security threats and communicate with law enforcement.
  - Last Action: This bill was signed by the Governor on 3/26; Chapter 303, 2024 Laws
  
- [SB 5836](#): Additional judicial position in Clark County Superior
  - Primary Sponsor: Senator Wilson
  - Summary: This bill creates an additional superior court judicial position for Clark County. Changes the number of Clark County Superior Court judges in statute from eleven to twelve. This request was supported by the latest Judicial Needs Estimate (JNE).
  - Last Action: This bill was signed by the Governor on 3/15; Chapter 125, 2024 Laws



## **Legislative Topics of Interest to the Judiciary in 2024**

The focus this legislative session was on bills addressing the attorney shortage and increasing resources for the Office of Public Defense (OPD; [SHB 1911](#), [2SSB 5780](#), [SB 5781](#), [SB 5916](#)); increasing support for parents and children going through the dependency process ([SB 6068](#), [SB 6109](#)); discussing and restricting the use of artificial intelligence (AI; [HB 1951](#), [SB 5838](#)); and juvenile justice ([E2SHB 2065](#), [SHB 2217](#), [ESSB 5974](#)).

## **BJA Positions Taken**

Prior to the start of session, the BJA chairs sent a letter supporting the OPD funding request and efforts addressing attorney shortages. In addition, the BJA Legislative Committee discussed and voted to formally take a position on the following bills this session:

- [2SSB 5780](#): Encouraging participation in public defense and prosecution professions
  - Primary Sponsor: Senator Torres
  - BJA Supported
  - Summary: This bill encourages participation in public defense and prosecution professions.
  - Last Action: This bill was signed by the Governor on 3/26; Chapter 293, 2024 Laws
  
- [SHB 1911](#): Concerning activities in which the office of public defense may engage
  - Primary Sponsor: Representative Taylor
  - BJA Supported
  - Summary: This bill is regarding activities in which OPD may engage without violating the prohibition on providing direct representation of clients.
  - Last Action: This bill was signed by the Governor on 3/26; Chapter 294, 2024 Laws
  
- [SB 6063](#): Modifying the definition of persistent offender
  - Primary Sponsor: Senator Frame
  - BJA Supported
  - Summary: This bill requires resentencing hearings for persistent offenders with an underlying conviction for a most serious offense committed prior to the person turning 18 years old, and modify the definition of persistent offender by excluding convictions for a most serious offense that occurred when the person was under the age of 18.
  - Last Action: This bill did not pass out of Senate Rules.
  
- [SB 6073](#): Concerning the use of artificial intelligence language learning models in official court filings
  - Primary Sponsor: Senator Padden

- BJA Opposed
- Summary: This bill requires parties to disclose the use of generative AI when conducting legal research or drafting documents for court filing.
- Last Action: This bill did not pass out of its policy committee in its chamber of origin.
  
- [SSB 6146](#): Concerning tribal warrants.
  - Primary Sponsor: Senator Dhingra
  - BJA Supported
  - Summary: This bill creates processes for state law enforcement officers to enforce tribal arrest warrants, and accompanying procedures for state courts in specified circumstances. Creates processes for state law enforcement officers and places of detention to deliver tribal fugitives to a requesting tribal authority, and accompanying procedures for state courts in specified circumstances.
  - Last Action: This bill was signed by the Governor on 3/19; Chapter 207, 2024 Laws

### **BJA Legislative Committee Next Steps**

- The Board for Judicial Administration (BJA) will begin soliciting proposals for the 2025 legislative session soon.
  - Proposals will be due mid-July.

cc: Dawn Marie Rubio, State Court Administrator  
Haily Perkins, Court Program Analyst



# Proposed Bills With JIS Impacts

**C. KEVIN AMMONS, ISD ASSOCIATE DIRECTOR**  
February 23, 2024

# HB 2384 - Traffic Safety Cameras

**Description:** Allows use of traffic cameras in towns with 10,000 residents. Several other changes as well. To be implemented 90 days after session ends.

**JIS Impacts:** Significant changes in law tables, accounting systems, and updates in some applications.

## **Systems Impacted:**

DISCIS

CLJ-CMS

VRV Onboarding



# **Judicial Information System Committee (JISC) Rules Review and Refresh**

**C. KEVIN AMMONS, ISD ASSOCIATE DIRECTOR**  
April 26, 2024

# Overview

- There are 18 JISC Rules
- The majority of these JISC Rules have not been refreshed since 1976
- AOC conducted a review of the JISC Rules and identified some areas that need to be updated
  - Some items are older terminology that should be updated
  - Other items do not reflect modern IT operations
- AOC does not have any record of a comprehensive review of these rules having taken place before

# Proposal

- AOC proposes to review and refresh, as needed, all of the JISC Rules
- AOC will review all of the rules then divide the rules into three tranches based on the significance of the updates needed
  - As an example, the first tranche will contain the rules that require no changes, or only changes to simple terminology and association names
  - The later tranches will have less rules, but may have more substantive updates
- Drafts of proposed updates will be presented at the next three JISC meetings for review and action by the committee

# Next Steps

- AOC will identify which of the 18 JISC Rules require no changes, or minimal changes
- Drafts of the revised rules will be developed for the JISC's review and approval at the June 2024 JISC meeting
- The comprehensive review will continue for the August and October meetings
- Submit approved recommendations to the Supreme Court Rules Committee



# Questions?



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

GARRET TANNER, PROJECT MANAGER

April 26, 2024

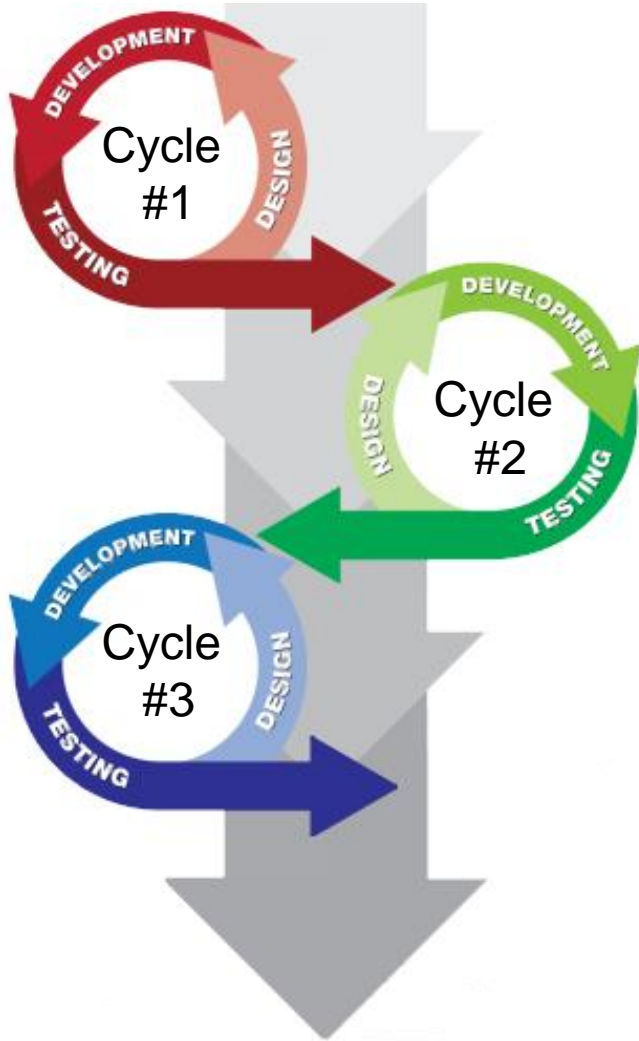
# Project Scope

- Three Components
  - eFile & Serve
  - Enterprise Justice
  - Enterprise Supervision

# Pilot Courts

- Tacoma Municipal Court (40 Users) October 2023
  - eFile & Serve
  - Enterprise Justice
  - Enterprise Supervision (basic)
  - Defendant Access (online payments)
- Fircrest-Ruston March 2024 (6 Users) March 2024
  - eFile & Serve
  - Enterprise Justice
  - Enterprise Supervision (basic)
  - Defendant Access (online payments)

# Updated Project Approach



**Priority 1:** Onboard as many courts as possible

**Priority 2:** Extend implementation to include

- A District Court (civil case types)
- A formal Probation Department

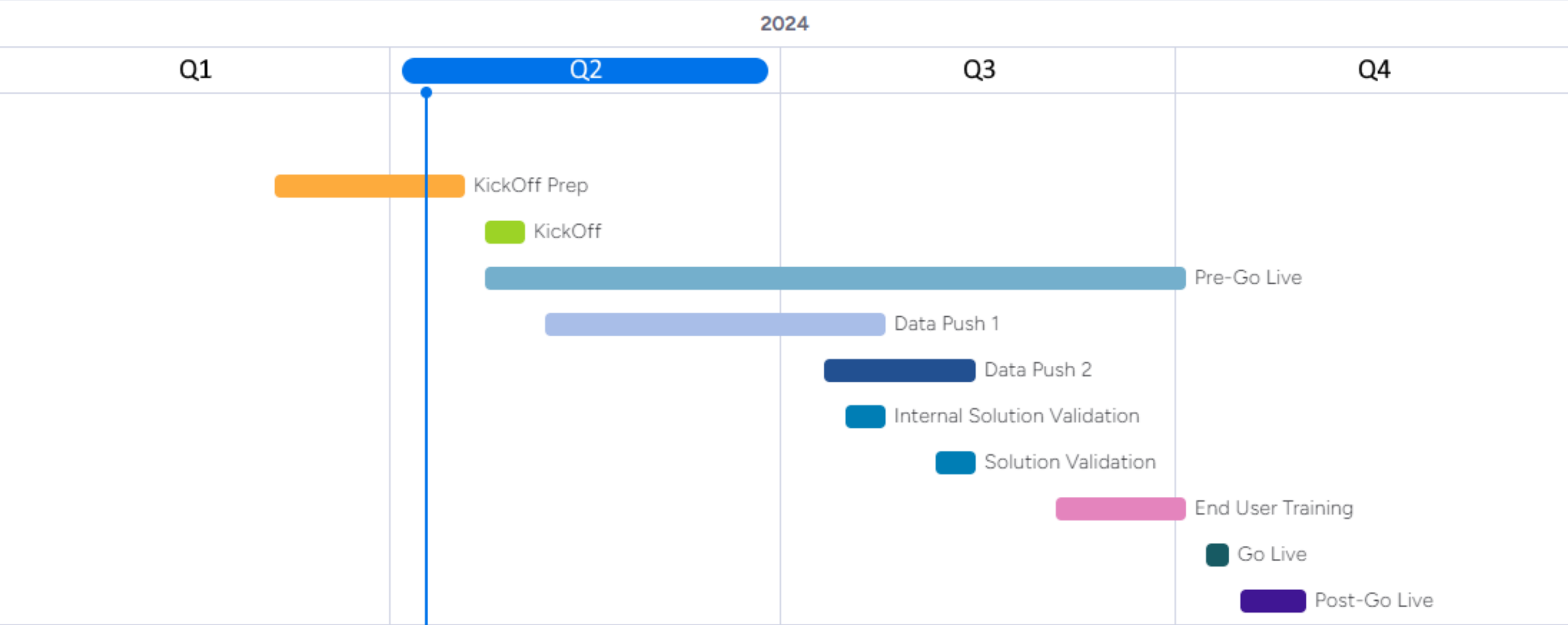
**Priority 3:** Plan for future deployment of

- Enterprise Justice 2024
- GR 15 functionality

# Cycle #1: Early Adopter

- Asotin District Court
- Cheney Municipal Court
- Colfax Municipal Court
- Columbia District Court
- Franklin District Court
- Garfield District Court
- Grays Harbor District Court (2 Locations)
- Whitman District Court (2 Locations)

# Cycle #1: Early Adopter



# Project Outreach

## ✓ Statewide Outreach Plan Kicked off in March

- March 26, Spokane
- March 28, Walla Walla
- More events to be announced quarterly

## ✓ Online System Demonstrations

- April 24
- May 7
- May 14
- May 16



# Work in Progress

- Tacoma Municipal Support (ongoing)
- Fircrest-Ruston Support (ongoing)
- Early Adopter Kick-off & Implementation
- Planned development & bug fixes ongoing
  - Estimate ~ 6-8 months from vendor (ongoing)
- Early Adopter Go-Live in 2024 (8 Courts/10 Locations)

# Project Issues – April 2024

## Active Issues

Issue	Mitigation
<b>Pilot Go-Live</b> – Delaying Pilot Go-Live will impact future Phases.	<b>(February 23, 2024)</b> An updated project approach that addresses risks identified during Pilot is underway. Courts will “opt-in” to use the system based on functionality currently available with complexity increasing over time.
<b>Local Rule</b> – 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. Courts will need to enact a local rule in the meantime.

# Project Issues – April 2024

## Active Issues

Issue	Mitigation
<p><b>Enterprise Supervision/Enterprise Justice Integrations (Alliance)</b> – The two products are not yet seamlessly integrated.</p>	<p><b>(March 18, 2024) The Fircrest-Ruston Municipal Court Go-Live proves that the baseline integration requirements have been met.</b></p>
<p><b>Staffing / Hiring</b> – CLJ-CMS has been unable to fill several key positions. As of December 2023, CLJ-CMS has 9 project positions open. If these positions are not filled there may be impacts to the schedule.</p>	<p>(February 16, 2024) CLJ-CMS Executive Sponsors approved five new project positions. Recruitment is underway. Total vacant positions is 15.</p>
<p><b>Enterprise Supervision for MPA</b> – MPA has requested that AOC make Enterprise Supervision available to probation departments independently and ahead of their court’s implementation of Enterprise Justice.</p>	<p><b>(February 16, 2024) MPA submitted a letter to AOC requesting that probation departments be able to implement Enterprise Supervision independently from their court’s planned implementation of Enterprise Justice.</b></p>

# Project Issues – April 2024

## Active Issues

Issue	Mitigation
<p><b>WSP Law Table Updates</b> – WSP needs to update their law tables to accept two versions (one for JIS Courts and one for Enterprise Justice Courts).</p>	<p><b>(March 18, 2024) Fircrest-Ruston and Tacoma Municipal are live with Phase 1. Phase 2 development expected from Vendor in August 2024.</b></p>
<p><b>Third Party Integrations</b> – Some courts have local systems that they would like integrated with Enterprise Justice.</p>	<p><b>(April 2024) Vendor selected. Contract negotiations underway. Project kick-off and timeline pending.</b></p>
<p><b>Enterprise Justice version to be used (Phase 1)</b> – In November 2021, Tyler determined that Enterprise Justice 2019 would not be compatible with some of the mandatory requirements.</p>	<p><b>(March 2024) Enterprise Justice version 2024 upgrade will be required to satisfy GR 15 requirements. Estimated to be available from the vendor for testing in late 2024. Production upgrade date TBD.</b></p>

# Project Risks – April 2024

Total Project Risks			
Low Probability	Moderate Probability	High Probability	Closed
0	4	0	19
High Risk Status			
Risk	Probability / Impact	Mitigation	
<b>Equipment Funding</b> – 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 – April 2024

High Risk Status		
Risk	Probability / Impact	Mitigation
<p><b>Enterprise Supervision</b> – Tyler has not done a statewide implementation of their new Supervision module. Previous implementations have always been with individual probation departments.</p>	<p>Moderate / Moderate</p>	<p><b>(March 18, 2024) Fircrest-Ruston has gone live with ESUP proving that multiple courts can be supported simultaneously.</b></p>

# Project Risks – April 2024

High Risk Status		
Risk	Probability / Impact	Mitigation
<p><b>Court Learning Curve</b> – It is expected that some users will experience short-term reduced efficiencies when compared against more established legacy systems.</p>	<p>Moderate / Moderate</p>	<p><b>(April 1, 2024) Adjustments are being made to address the learning curve for the case management systems. Supplemental training is available for implemented courts. Several enhancements have been prioritized with the vendor to further reduce workload in key areas.</b></p>

# Project Risks – April 2024

## High Risk Status

Risk	Probability / Impact	Mitigation
<b>Performance Issues</b> – System performance must meet user expectations. The legacy systems are well established and very fast and the new systems must be performant.	Moderate / Moderate	<b>(April 1, 2024) Tacoma Municipal Court reports slow performance in some key areas. These have been escalated to the vendor for resolution.</b>



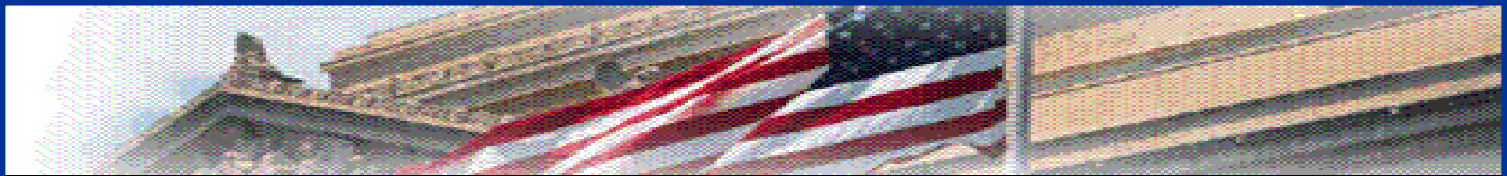
# Next Steps

Milestone	Date
Finalize Early Adopter Court Selection	April 2024
Early Adopter Kick-off	April 2024

# Independent Quality Assurance Update



**ALLEN MILLS, BLUECRANE, INC.**



*bluecrane*

***Management Consulting***

***for***

***State and Local  
Governments***

***Quality Assurance***

***Executive Advisement***

***Project Oversight***

***Project Management***

***Independent Verification and  
Validation (IV&V)***

***Risk Reduction***

# **Quality Assurance Assessment**

for the

## **State of Washington**

### **Administrative Office of the Courts (AOC)**

#### **CLJ-CMS Project**

**March 2024**

Prepared by

**Bluecrane, Inc.**



*bluecrane* ®



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March 31, 2024

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 March 2024.

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 on 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 March 2024 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 March 18, 2024, Fircrest-Ruston Municipal Court “went live” on the new statewide CLJ-CMS solution. Thanks to the dedication and many weekend hours of the CLJ-CMS Project Team, supporting staff from Tyler Technologies, and court staff, Fircrest-Ruston was able to be “open for business” with the new solution by Monday morning, March 18. We extend a hearty congratulations to all involved for this important achievement. Now, there are two courts live on the new statewide solution and AOC and the project team are working to qualify other courts as “early adopters” to grow the number of “live” courts.

The deployment of the statewide solution to Fircrest-Ruston and the planning that is underway for early adopters are in perfect alignment with the revised deployment strategies for CLJ-CMS. As noted in our report last month, the highest priority is to onboard as many courts as possible as soon as practical. A secondary priority is to extend implementation of the solution to a district court (which would include civil cases) and a formal probation department. A tertiary priority is to plan for future deployment of (1) Enterprise Justice 2024 (a newer “release” of the software) and (2) GR15 functionality. These revisions to prior deployment approaches remain firmly within the strategic objectives and mission of the CLJ-CMS Project as approved, funded, and chartered.

While the focus of the CLJ-CMS Project team has been appropriately on ensuring the success of the Fircrest-Ruston deployment, AOC has been assessing the viability of implementing Enterprise Supervision (i.e., the probation solution) as a “stand-alone” system for those courts with probation departments that are anxious to utilize the new solution. For a few of the many questions that need to be answered by the assessment, please see the Executive Summary of our February CLJ-CMS Project QA Report. As we said in our February report, we caution the CLJ-CMS Project, AOC, PSC, and JISC to carefully consider the full context within which deployment strategy should be considered. The implications of such changes are far-reaching.

We continue to assess risks to the deployment timeline, recognizing that, at this time, significant work is underway to develop a revised deployment strategy and timeline. Specific mitigation responses to these risks will be heavily influenced by the decisions that are ultimately made with respect to the implementation plan going forward.





## 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**

<b>Project Management and Sponsorship</b>			
<b>Assessment Area</b>	<b>March 2024</b>	<b>February 2024</b>	<b>January 2024</b>
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 Being Addressed
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



**Project Management and Sponsorship**

Assessment Area	March 2024	February 2024	January 2024
PMO Processes	No Risk Identified	No Risk Identified	No Risk Identified

**People**

Assessment Area	March 2024	February 2024	January 2024
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	Risk Being Addressed	Risk Being Addressed	Risk Being Addressed

**Solution**

Assessment Area	March 2024	February 2024	January 2024
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



<b>Solution</b>			
<b>Assessment Area</b>	<b>March 2024</b>	<b>February 2024</b>	<b>January 2024</b>
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
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



<b>Data</b>			
<b>Assessment Area</b>	<b>March 2024</b>	<b>February 2024</b>	<b>January 2024</b>
Data Preparation: Case Management	No Risk Identified	No Risk Identified	No Risk Identified
Data Conversion: Case Management	No Risk Identified	No Risk Identified	No Risk Identified
Data Conversion: Supervision	No Risk Identified	No Risk Identified	No Risk Identified
Data Security	No Risk Identified	No Risk Identified	No Risk Identified

<b>Infrastructure</b>			
<b>Assessment Area</b>	<b>March 2024</b>	<b>February 2024</b>	<b>January 2024</b>
Infrastructure for Remote Work	No Risk Identified	No Risk Identified	No Risk Identified
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		
	Mar. 2024	Feb. 2024	Jan. 2024
	Risk	Risk	Risk

#### **Findings**

On March 18, 2024, Fircrest-Ruston Municipal Court “went live” on the new statewide CLJ-CMS solution. Thanks to the dedication and many weekend hours of the CLJ-CMS Project Team, supporting staff from Tyler Technologies, and court staff, Fircrest-Ruston was able to be “open for business” in the new solution by Monday morning, March 18. We extend a hearty congratulations to all involved for this important achievement. Now, there are two courts live on the new statewide solution and AOC and the project team are working to qualify other courts as “early adopters” to grow the number of “live” courts.

The deployment of the statewide solution to Fircrest-Ruston and the planning that is underway for early adopters are in perfect alignment with the revised deployment strategies for CLJ-CMS. As noted in our report last month, the highest priority is to onboard as many courts as possible as soon as practical. A secondary priority is to extend implementation of the solution to a district court (which would include civil cases) and a formal probation department. A tertiary priority is to plan for future deployment of (1) Enterprise Justice 2024 (a newer “release” of the software) and (2) GR15 functionality. These revisions to prior deployment approaches remain firmly within the strategic objectives and mission of the CLJ-CMS Project as approved, funded, and chartered.

We continue to assess risks to the deployment timeline, recognizing that, at this time, significant work is underway to develop a revised deployment strategy and timeline. Specific mitigation responses to these risks will be heavily influenced by the decisions that are ultimately made with respect to the implementation plan going forward.

#### **Risks and Issues**

Risks to future implementation phases remain until a new overall project timeline is developed and approved.



### 2.1.2 Schedule: Supervision

Project Management and Sponsorship			
Schedule: Supervision	Three-Month Rolling Risk Levels		
	Mar. 2024	Feb. 2024	Jan. 2024
	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**

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

### 2.1.3 Schedule: eFiling

Project Management and Sponsorship			
Schedule: eFiling	Three-Month Rolling Risk Levels		
	Mar. 2024	Feb. 2024	Jan. 2024
	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**

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



### 2.1.4 Scope: Case Management

Project Management and Sponsorship			
Scope: Case Management	Three-Month Rolling Risk Levels		
	Mar. 2024	Feb. 2024	Jan. 2024
	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.

The development of an integrations platform is being managed internally by AOC as an infrastructure project, separate and apart from (although related to) the CLJ-CMS Project. A procurement for a development vendor recently concluded.

### 2.1.5 Scope: Supervision

Project Management and Sponsorship			
Scope: Supervision	Three-Month Rolling Risk Levels		
	Mar. 2024	Feb. 2024	Jan. 2024
	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.

The development of an integrations platform is being managed internally by AOC as an infrastructure project, separate and apart from (although related to) the CLJ-CMS Project. A procurement for a development vendor recently concluded.



### 2.1.6 Scope: eFiling

Project Management and Sponsorship			
Scope: eFiling	Three-Month Rolling Risk Levels		
	Mar. 2024	Feb. 2024	Jan. 2024
	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.

The development of an integrations platform is being managed internally by AOC as an infrastructure project, separate and apart from (although related to) the CLJ-CMS Project. A procurement for a development vendor recently concluded.

### 2.1.7 Project Staffing

Project Management and Sponsorship			
Project Staffing	Three-Month Rolling Risk Levels		
	Mar. 2024	Feb. 2024	Jan. 2024
	Risk Being Addressed	Risk Being Addressed	Risk Being Addressed

#### Findings

AOC has made significant progress in filling vacant positions over the past two years. 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		
	Mar. 2024	Feb. 2024	Jan. 2024
	Risk Being Addressed	Risk Being Addressed	Risk Being Addressed

#### Findings

The development of an integrations platform is being managed internally by AOC as an infrastructure project, separate and apart from (although related to) the CLJ-CMS Project. A procurement for a development vendor recently concluded.

### 2.1.9 Budget: Funding

Project Management and Sponsorship			
Budget: Funding	Three-Month Rolling Risk Levels		
	Mar. 2024	Feb. 2024	Jan. 2024
	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		
	Mar. 2024	Feb. 2024	Jan. 2024
	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		
	Mar. 2024	Feb. 2024	Jan. 2024
	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		
	Mar. 2024	Feb. 2024	Jan. 2024
	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 occur 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		
	Mar. 2024	Feb. 2024	Jan. 2024
	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		
	Mar. 2024	Feb. 2024	Jan. 2024
	No Risk Identified	No Risk Identified	No Risk Identified

#### Findings

The OCM activities in this area are numerous, professional, and clear. Collaboration with Tacoma Municipal Court and Fircrest-Ruston Municipal Court was critical for the successful go-live at those courts.



### 2.2.3 OCM: Supervision

People			
OCM: Supervision	Three-Month Rolling Risk Levels		
	Mar. 2024	Feb. 2024	Jan. 2024
	No Risk Identified	No Risk Identified	No Risk Identified

#### Findings

The OCM activities in this area are numerous, professional, and clear. Collaboration with Tacoma Municipal Court and Fircrest-Ruston Municipal Court was critical for the successful go-live at those courts.

### 2.2.4 OCM: eFiling

People			
OCM: eFiling	Three-Month Rolling Risk Levels		
	Mar. 2024	Feb. 2024	Jan. 2024
	No Risk Identified	No Risk Identified	No Risk Identified

#### Findings

The OCM activities in this area are numerous, professional, and clear. Collaboration with Tacoma Municipal Court and Fircrest-Ruston Municipal Court was critical for the successful go-live at those courts.

### 2.2.5 Communications

People			
Communications	Three-Month Rolling Risk Levels		
	Mar. 2024	Feb. 2024	Jan. 2024
	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. AOC is providing information sessions for courts that are potentially interested in being one of the “early adopter” courts.



## 2.2.6 Court Preparation and Training

People			
Court Preparation and Training	Three-Month Rolling Risk Levels		
	Mar. 2024	Feb. 2024	Jan. 2024
	Risk Being Addressed	Risk Being Addressed	Risk Being Addressed

### Findings

Some of the concerns voiced by Pierce County District Court before their withdrawal as a “pilot” court were related to the training of system users in the courts and ensuring that the training combines an understanding not only of how to use the new Tyler technology solutions but how to apply those solutions within the context of the court’s business processes. Given these concerns, AOC worked to ensure more effective training for Fircrest-Ruston and going forward.

### Risks and Issues

**Issue:** The CLJ Project team has worked to ensure a more effective training approach. Assuming that feedback on the execution of training for Fircrest-Ruston is favorable, we anticipate that this issue will be deemed “resolved” and our assessment will be “green” in the near future.

## 2.3 Solution

### 2.3.1 Business Process: Case Management

Solution			
Business Process: Case Management	Three-Month Rolling Risk Levels		
	Mar. 2024	Feb. 2024	Jan. 2024
	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		
	Mar. 2024	Feb. 2024	Jan. 2024
	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		
	Mar. 2024	Feb. 2024	Jan. 2024
	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		
	Mar. 2024	Feb. 2024	Jan. 2024
	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		
	Mar. 2024	Feb. 2024	Jan. 2024
	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		
	Mar. 2024	Feb. 2024	Jan. 2024
	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		
	Mar. 2024	Feb. 2024	Jan. 2024
	Risk Being Addressed	Risk Being Addressed	Risk Being Addressed

#### Findings

A solution for the Washington State Patrol (WSP) “Law Tables” was implemented for the Tacoma Municipal Court go-live.

The development of an integrations platform is being managed internally by AOC as an infrastructure project, separate and apart from (although related to) the CLJ-CMS Project. A procurement for a development vendor recently concluded.

### 2.3.8 Integrations: eFiling

Solution			
Integrations: eFiling	Three-Month Rolling Risk Levels		
	Mar. 2024	Feb. 2024	Jan. 2024
	No Risk Identified	No Risk Identified	No Risk Identified

#### Findings

Tyler certified the single integration required for eFiling in September 2021. The project leveraged the work already done as well as the completed certification for the Tacoma Municipal Court and Fircrest-Ruston deployments and will continue to do so moving forward.

### 2.3.9 Reports: Case Management

Solution			
Reports: Case Management	Three-Month Rolling Risk Levels		
	Mar. 2024	Feb. 2024	Jan. 2024
	No Risk Identified	No Risk Identified	No Risk Identified

#### Findings

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





### 2.3.10 Reports: Supervision

Solution			
Reports: Supervision	Three-Month Rolling Risk Levels		
	Mar. 2024	Feb. 2024	Jan. 2024
	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		
	Mar. 2024	Feb. 2024	Jan. 2024
	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		
	Mar. 2024	Feb. 2024	Jan. 2024
	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		
	Mar. 2024	Feb. 2024	Jan. 2024
	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 court “go-live” implementations.

### 2.3.14 Deployment: Case Management

Solution			
Deployment: Case Management	Three-Month Rolling Risk Levels		
	Mar. 2024	Feb. 2024	Jan. 2024
	Risk	Risk	Risk

#### **Findings**

Risks to phases subsequent to the Pilot Phase remain until a new overall project timeline is developed and approved. There are many details yet to be developed.

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 Integrations Platform to be completed. As noted above, a procurement recently concluded for a development vendor to build the Integrations Platform.

#### **Risks and Issues**

*bluecrane* applauds AOC and the project team for taking a “fresh” look that incorporates “lessons learned” from the very successful Tacoma Municipal Court and Fircrest-Ruston implementations.



### 2.3.15 Deployment: Supervision

Solution			
Deployment: Supervision	Three-Month Rolling Risk Levels		
	Mar. 2024	Feb. 2024	Jan. 2024
	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* applauds AOC and the project team for taking a “fresh” look that incorporates “lessons learned” from the very successful Tacoma Municipal Court and Fircrest-Ruston implementations.

### 2.3.16 Deployment: eFiling

Solution			
Deployment: eFiling	Three-Month Rolling Risk Levels		
	Mar. 2024	Feb. 2024	Jan. 2024
	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* applauds AOC and the project team for taking a “fresh” look that incorporates “lessons learned” from the very successful Tacoma Municipal Court and Fircrest-Ruston implementations.



## 2.4 Data

### 2.4.1 Data Preparation: Case Management

Data			
Data Preparation: Case Management	Three-Month Rolling Risk Levels		
	Mar. 2024	Feb. 2024	Jan. 2024
	No Risk Identified	No Risk Identified	No Risk Identified

#### Findings

The project is focusing on data conversion on a court-by-court basis as each court goes live.

### 2.4.2 Data Conversion: Case Management

Data			
Data Conversion: Case Management	Three-Month Rolling Risk Levels		
	Mar. 2024	Feb. 2024	Jan. 2024
	No Risk Identified	No Risk Identified	No Risk Identified

#### Findings

Data conversion for Tacoma Municipal Court and Fircrest-Ruston was successfully accomplished during the week prior to each of their respective “go-live” events.

### 2.4.3 Data Conversion: Supervision

Data			
Data Conversion: Supervision	Three-Month Rolling Risk Levels		
	Mar. 2024	Feb. 2024	Jan. 2024
	No Risk Identified	No Risk Identified	No Risk Identified

#### Findings

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



## 2.4.4 Data Security

Data			
Data Security	Three-Month Rolling Risk Levels		
	Mar. 2024	Feb. 2024	Jan. 2024
	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.

## 2.5 Infrastructure

### 2.5.1 Infrastructure for Remote Work

Infrastructure			
Infrastructure for Remote Work	Three-Month Rolling Risk Levels		
	Mar. 2024	Feb. 2024	Jan. 2024
	No Risk Identified	No Risk Identified	No Risk Identified

### Findings

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

### 2.5.2 Statewide Infrastructure

Infrastructure			
Statewide Infrastructure	Three-Month Rolling Risk Levels		
	Mar. 2024	Feb. 2024	Jan. 2024
	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		
	Mar. 2024	Feb. 2024	Jan. 2024
	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		
	Mar. 2024	Feb. 2024	Jan. 2024
	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		
	Mar. 2024	Feb. 2024	Jan. 2024
	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		
	Mar. 2024	Feb. 2024	Jan. 2024
	No Risk Identified	No Risk Identified	No Risk Identified

### Findings

The issue of lack of back-ups for various environments (e.g., test, training, development, and production) raised in October 2023 has been addressed.

## 2.5.7 Post-Implementation Support

Infrastructure			
Post-Implementation Support	Three-Month Rolling Risk Levels		
	Mar. 2024	Feb. 2024	Jan. 2024
	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 is ensuring Business Analysts’ participation during Post-Implementation (or “Production”) Support.



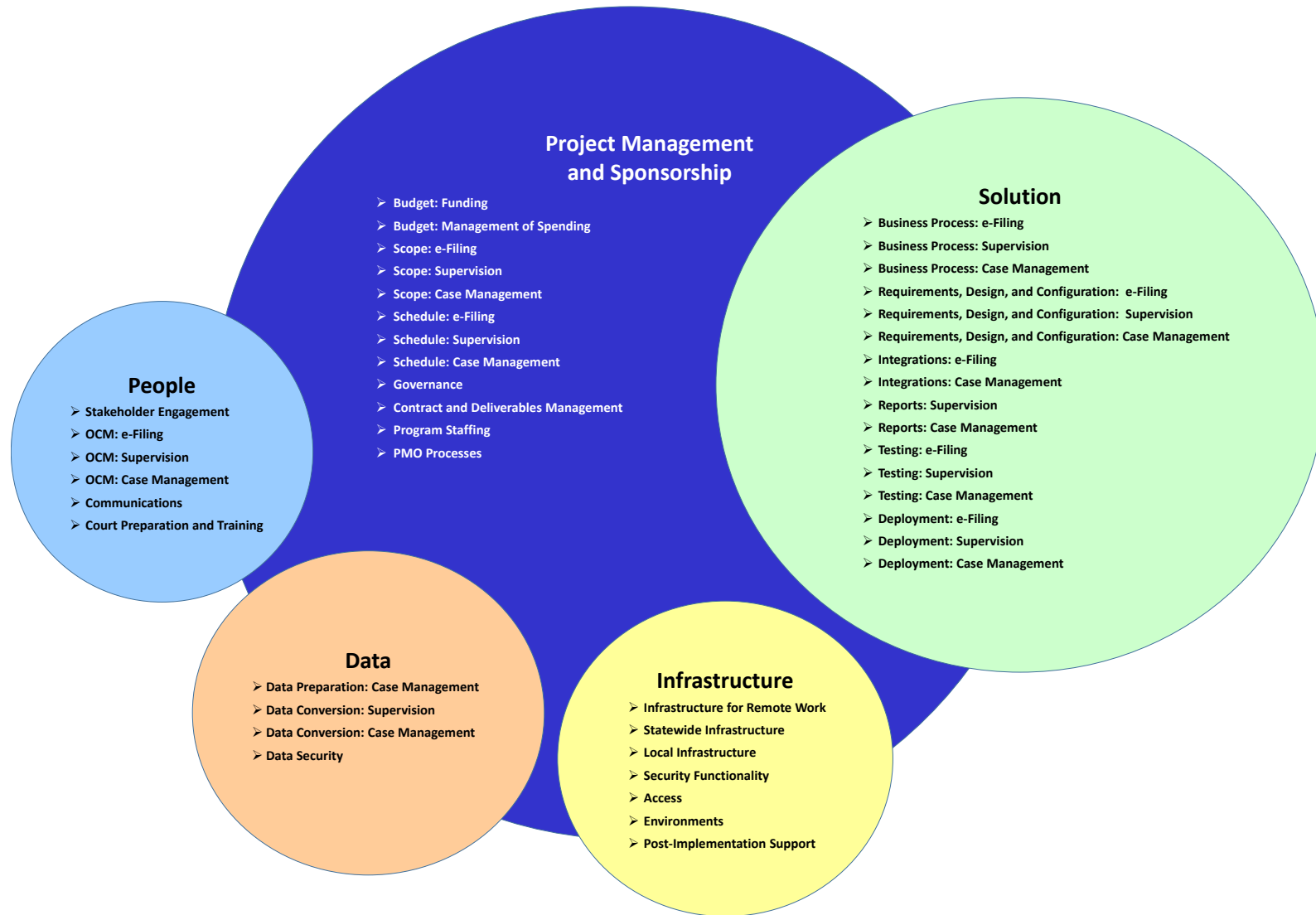
## **Appendix: Overview of *bluecrane* Risk Assessment Approach**

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**

<b>Assessed Risk Status</b>	<b>Meaning</b>
<b>No Risk Identified</b>	Program activities in the area assessed are not encountering any risks
<b>Risk Being Addressed</b>	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
<b>Risk</b>	A risk that is significant enough to merit management attention but not one that is deemed a "show-stopper"
<b>High Risk</b>	A risk that project management must address, or the entire planning effort is at risk of failure; these risks are "show-stoppers"
<b>Not Started</b>	This particular activity has not yet started or is not yet assessed
<b>Completed or Not Applicable</b>	This particular item has been completed or has been deemed "not applicable" but remains a part of the assessment for traceability purposes



# ITG Request #1356 – Replace Appellate Case Management and eFiling Systems

ROBERT ANTEAU, PMO/QA MANAGER  
April 26, 2024

# Background



- Since 2003, the Supreme Court and Court of Appeals have been using an outdated, brittle, and underperforming case management system (CMS) called Appellate Court Record and Data System (ACORDS)
- The courts and public users also use an underperforming eFiling system that is separate from other applications and requires significant integration and support
- The Appellate Courts Enterprise Content Management System (AC-ECMS) was implemented in 2017 and manages documents and workflows within the courts

# Request Overview

Analyze Appellate Case Management and eFiling Solutions



- This request seeks to replace ACORDS and the current eFiling solutions with a modern, integrated solution to better serve the appellate courts
- Solution chosen would also need be able to integrate with AC-ECMS

# Decision Package

Analyze Appellate Case Management and eFiling Solutions



- In the 2024 supplemental budget, the Legislature provided \$400,000 to AOC to conduct an in-depth analysis to document requirements and recommend a strategy to modernize the following functions:
  - Reviewing and accepting filings received primarily via electronic filing
  - Managing cases (adding case details, case participants, case events, etc.) in the case management system from inception to final decision.
  - Creating and managing the court calendars which, includes sending notifications to parties, displaying the calendars on a public facing website, and managing the confirmations resulting from the notifications

# Next Steps

## Analyze Appellate Case Management and eFiling Solutions



- Create a charter for this project
- Procure a consultant to conduct the analysis
- Establish a steering committee of key stakeholders to oversee this effort
- Analysis by the consultant would take about one year, beginning July 2024
- Beginning July 2025, AOC and the steering committee will develop a strategy and plan for procurement and implementation based on the results of the analysis



# Questions?





# **ITG Request #1340 – Enterprise Integration Platform Overview**

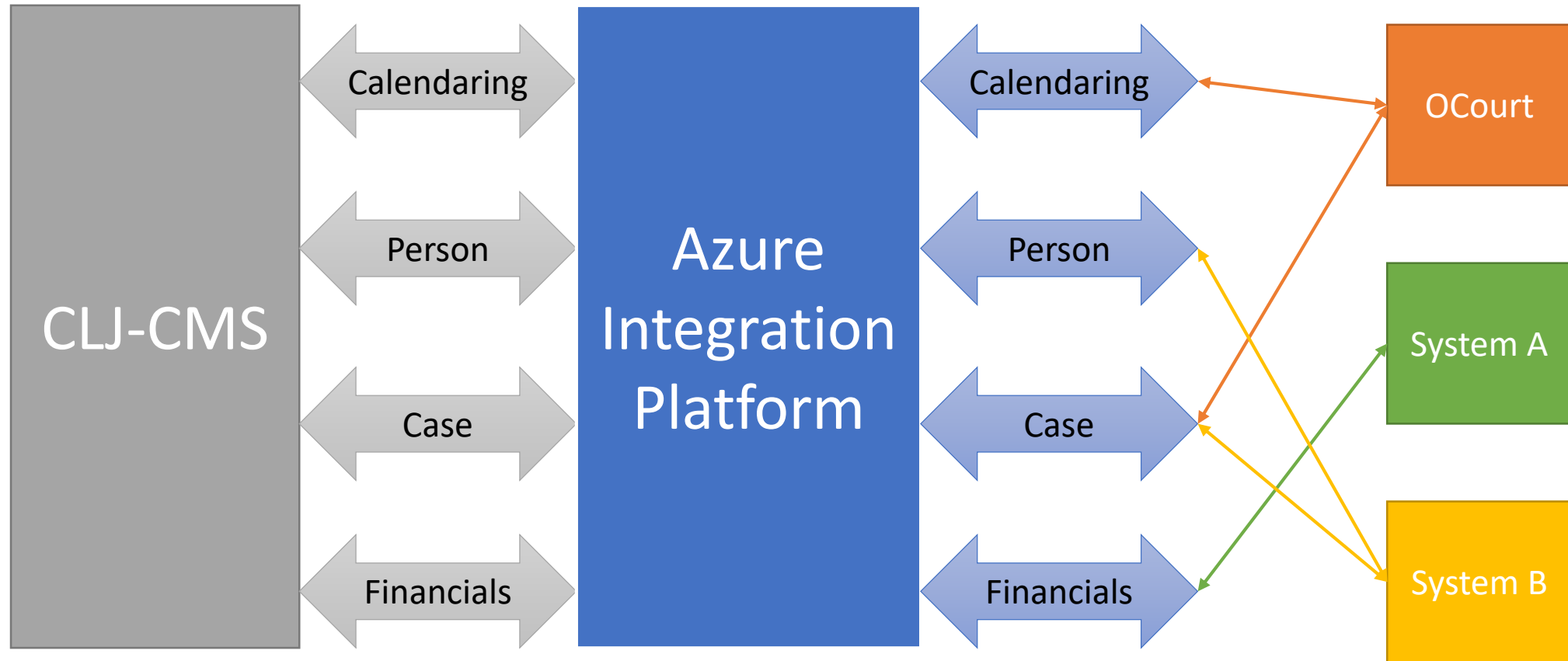
**SREE SUNDARAM, PROJECT MANAGER**  
April 26, 2024

# Overview



- Integration is required to make different systems work together
- AOC has undertaken projects to simplify integration efforts, including the Information Networking Hub and the Enterprise Data Repository
- This project seeks to build on those efforts by:
  - Establishing an enterprise level integration platform, focusing first on CLJ-CMS
  - Integrate AOC internal systems and applications along with those offered by partner agencies and certain third party vendors
  - Provide seamless, secure services in support of the efficient and effective operation of the Washington Judicial Information Systems

# Project Goals



# Project Scope



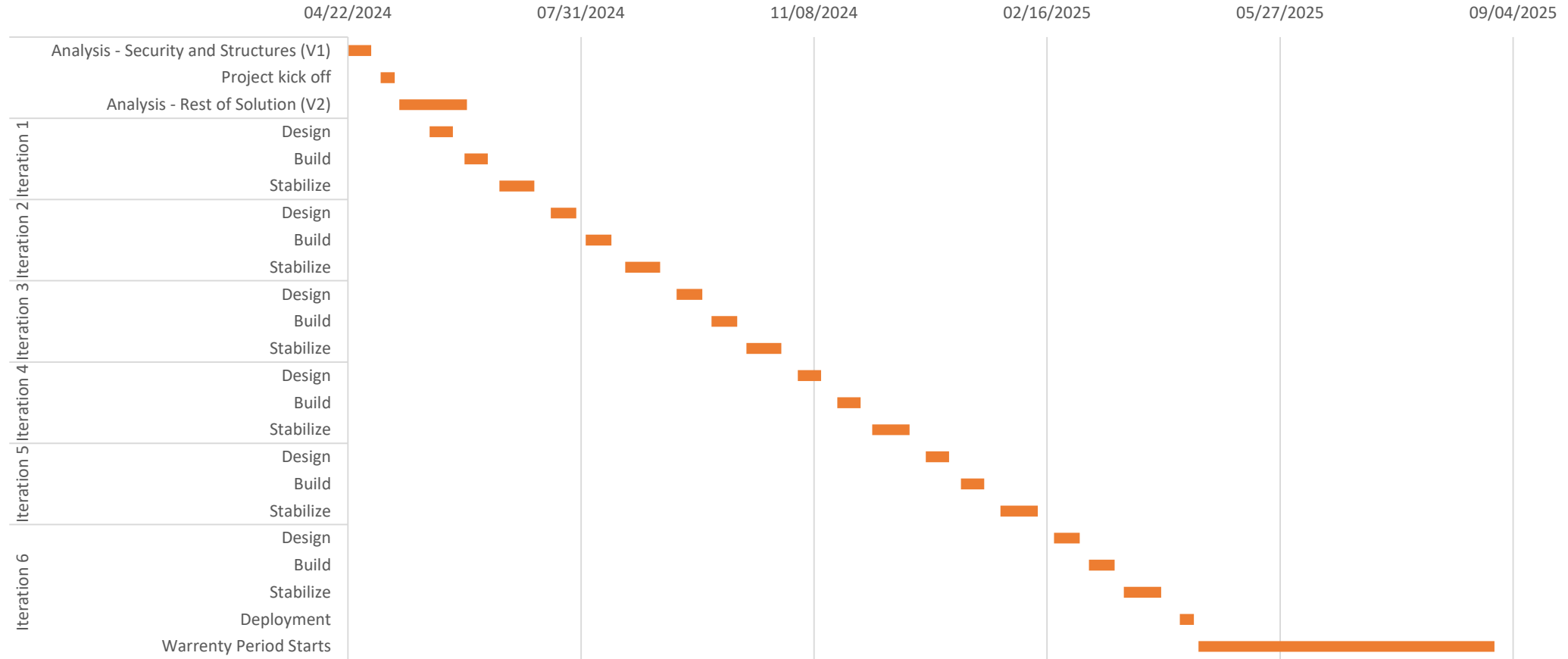
- Build an Enterprise Integration Platform – this platform will be built on the Microsoft Azure Integration Platform which is a cloud based solution (aka Platform as a Service (PaaS))
- Create a standardized way for external applications and systems to retrieve data from and send data to our modernized IT infrastructure (e.g. OCourt application)
- Ensure data and application security is fundamental in the design and implementation
- Support integration efforts as third party vendors work to connect their systems to the Enterprise Integration Platform

# Current Progress



Milestone	Date
✓ Publish RFP	Sep 2023
✓ Announce Apparent Successful Bidder	Jan 2024
• Complete Contract Negotiations and On-Board Vendor	April 2024
• Develop Detailed Project Schedule	May 2024
• Conduct Project Kickoff	May 2024

# Tentative Project Schedule (6 Iterations)





# Questions?



# ITG Request #1308 - Integrated eFiling for Odyssey DMS Superior Courts

Robert Anteau, PMO & SQA Manager  
April 26, 2024



# Background



- Intended to do eFilings for the superior courts that implemented the Enterprise Justice (Odyssey) document management system.
- These superior courts still rely largely on paper-based processes.
- The eFiling service requires nothing to be printed, physically stored, or transported to the courthouse.
- Electronic documents can be prepared and filed remotely from anywhere and at anytime.
- eFiling provides better service to the public, greater efficiency in our courts, and supports the ability to continue conducting essential court business remotely.

# Current Work in Progress

Superior court eFiling project status overview



- Testing with ISD Quality Assurance (QA) testers until April 17<sup>th</sup>
- Finalizing combined training and User Acceptance Testing sessions (UAT).
- Go/No Go meeting on April 17<sup>th</sup> with the objective to go live with pilot counties April 22<sup>nd</sup>
  - Whatcom
  - Kitsap
  - Columbia
  - Grays Harbor

# Future Work

Superior court eFiling project status overview



Currently accessing and finalizing the next groups to bring live on eFiling:

- Finalize timeline for this group of courts.
- Kickoff to introduce the process and product.
- Conduct financial sessions to arrange Merchant IDs (MID).
- Plan QA functional testing.
- Plan combined UAT and training sessions.



# Questions?



# JIS Disaster Recovery

**CHRISTINE WINSLOW, INFRASTRUCTURE MANAGER**  
APRIL 26, 2024

# AOC's JIS Disaster Recovery Efforts

- DR exercises are scheduled and executed twice a year.
  - Unlike the Fall test, the Spring test includes an outage experienced by the courts so that we can test connectivity through the Internet to our recovered systems.
- During each test Infrastructure tests procedures for restoring some subset of all our systems. At last month's test we recovered ACORDS, SCOMIS, DISCIS, Odyssey, OnBase, and Biztalk.
  - For the first time since we began testing in March of 2006, we recovered the JIS database (a.k.a. DB2) within 12 hours and the systems themselves within 24 hours.



# WASHINGTON COURTS

ADMINISTRATIVE OFFICE OF THE COURTS

**Dawn Marie Rubio, J.D.**  
State Court Administrator  
Administrative Services Division Director

**Scott Ahlf**  
Chief Legal Counsel  
Court Services Division Director

**Vonnie Diseth**  
Chief Information Officer  
Information Services Division Director

**Chris Stanley**  
Chief Financial and Management Officer  
Management Services Division Director

April 9, 2024

**TO:** Vonnie Diseth, Information Services Division Director/CIO  
**FROM:** Christine Winslow, Infrastructure Manager  
**RE:** 2024 Certification of the Disaster Recovery Plan

The "*JIS Information Technology Disaster Recovery and Business Resumption Planning Policy*," approved by the Judicial Information Systems Committee (JISC) in 2003, directs the Administrative Office of the Courts (AOC) to:

1. Develop disaster recovery/business resumption plan.
2. Maintain and update disaster recovery/business resumption plan annually.
3. Test disaster recovery/business resumption plan annually.
4. Train its employees to execute the recovery plan.
5. Annually certify the updating and testing of the disaster recovery/business resumption plan.
6. Have periodic audits of the disaster recovery/business resumption plan.

The purpose of this memo is to report to the Judicial Information System Committee (JISC) that all of the above directives have been met.

## Certification

During the March 2024 Disaster Recovery test, JIS Systems included in this test: ACORDS, SCOMIS, DISCIS, Odyssey, OnBase, and Biztalk, were successfully restored. This exercise was one of the most successful tests ever because we recovered DB2 within 12 hours and the JIS applications within 24 hours. That is the fastest recovery time since our first test in March of 2006. During this test we also successfully rebuilt our network and confirmed connectivity to the court community at large to our recovered systems at the Data Recovery Center. The reduced recovery times and overall success of this test is due to perfecting staff skills, refining procedures, and demanding the highest productivity from our hardware.

During all test exercises AOC staff follow the documented Disaster Recovery procedure manual which details recovery of production JIS systems to operational readiness. It is noteworthy that the documentation used to recover our systems during a test is the exact same documentation that will be used in the event of an actual disaster. As a continuing practice staff are rotated through the lead position for each recovery discipline: network, server, and database, resulting

in a culture of knowledge sharing and documentation that improves organically and methodically over the years.

The AOC takes its JIS Disaster Recovery responsibilities very seriously, and we continue to be extremely satisfied with the trajectory of the Disaster Recovery efforts. Each test is an important learning opportunity that raises confidence that our Disaster Recovery processes will allow courts to access JIS systems in the event of a disaster.

Sincerely,

*Christine RC Winslow*





**JISC DATA DISSEMINATION COMMITTEE**  
Friday, April 26, 2024, 9:00 a.m. – 9:55 a.m.  
Zoom Teleconference  
URL: provided via invite

**AGENDA**

<b>Call to Order</b>	Judge John Hart	Agenda Items with documents are indicated with an *
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**ACTION ITEMS**

<b>1. February 23, 2024, Meeting Minutes</b> Action: Motion to approve the minutes	Judge Hart	*
<b>2. Updates to standard Data Dissemination Agreement</b> Action: Motion to approve the revised agreement	Mr. Kevin Cottingham	*
<b>3. Updates to the Courts of Limited Jurisdiction Retention Schedules</b>	Mr. Kevin Cottingham	*
<b>4. Other Business</b>	Judge Hart	



**Board for Judicial Administration (BJA) Meeting**  
**Friday, February 16, 2024, 9:00. – 11:00 a.m.**  
Videoconference

## MEETING MINUTES

### **BJA Members Present:**

Chief Justice Steven González, Chair  
Judge Alicia Burton, Chair  
Judge Tam Bui  
Judge Sam Chung  
Judge Rebecca Glasgow  
Judge Marilyn Haan  
Judge Mary Logan  
Judge David Mann  
Raquel Montoya-Lewis  
Judge Rebecca Pennell  
Judge Rebecca Robertson  
Judge Diana Ruff  
Dawn Marie Rubio  
Judge Jeff Smith  
Judge Karl Williams

### **Guests Present:**

Jim Bamberger  
Ashley Callan  
Elena Becker  
Melissa Beaton  
Judge Carolyn Jewett  
Annalise Martucci  
LaTricia Kinlow  
Sara Robbins  
Judge David Whedbee  
Judge G. Helen Whitener

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

Nicole Ack  
Scott Ahlf  
Carolyn Cole  
Cynthia Delostrinos  
Jeanne Englert  
Heidi Green  
Scott Hillstrom  
Kyle Landry  
Penny Larsen  
Bob Lichtenberg  
Joslyn Nelson  
Stephanie Oyler  
Chris Stanley  
Caroline Tawes  
Andrea Valdez  
Jonathan Whitby

### Call to Order

Judge Burton called the meeting to order at 9:02 a.m. She introduced Judge Glasgow, who will be replacing Judge Cruser on the BJA.

### Small Group Discussions

**BJA Goal - Court Wellness:** The BJA will explore ways to support, partner, and coordinate opportunities to address court, judicial officers, and court personnel education and wellness needs.

BJA wants to discuss court wellness and hear ideas on how to address court wellness at BJA. How can BJA support a work/life balance, address burnout, and make court personnel feel valued? At an organizational level, do we have training and retention? At the community level,

do we have process in place for safety and do we create welcoming environment? Where can BJA fill in what is missing?

Participants were asked to discuss at least one of the following questions and report back to the meeting. Discussion notes may be e-mailed to Jeanne Englert.

1) *What are you currently seeing or experiencing that could negatively impact your court wellness at each of the following levels?*

- *Individual level*
  - *Court Level*
  - *Community level*
- Individuals coming in to court who are escalating, and this impacts staff as well as other agencies.
  - There is a societal acceptance of confrontation.
  - What constitutes harassment in the courtroom?
  - There is a shortage of judges, lack of breaks, self-care, and paid time off.
  - There is a lack of recognition of secondary trauma, and people are becoming more confrontational.
  - There is a high workload and too many meetings competing for time. The ease of zoom meetings makes it too easy to set up a meeting.
  - Themes are a shortage of judges, a societal movement towards more confrontation online and in person, and conflicting ideas on enforcement of laws (harassment, bombs, etc.)
  - Civility in courtrooms has decreased, not only between litigants but also civility towards the court. Is part of the problem that we have so many new judges? We need to set an example about how to disagree without personal attacks.
  - Some feel courts are being attacked; there is a lack of respect for courts and they lash out. We have noticed a lack of respect by legislators towards the bench.
  - We need to be clear what we are talking about in terms of civility.
  - Should we have a culture of allowing for vacations? Peter Jaffe works with the National Council of Juvenile and Family Court Judges on second-hand trauma and how to address it.
  - Dealing with second-hand trauma needs to be addressed.
  - Online learning has displaced people being together. What about in-person social opportunities?
  - There is a lack of support for trial courts on controlled substances. Many people who come into court struggle with shelter issues and the courts need support to help with that. The high volume is stressful for courts. There is frustration about the backup in state labs which interferes with intervention and testing.
  - There is not enough support from the cities to provide medically assisted treatments for fentanyl addiction.
  - The Judicial Assistance Services Program (JASP) is working well. JASP has a goal to become more proactive and talk about what we can do and how we can support each other. Judge Logan is developing a Take 10 program so that trainings can be short and not contribute to the problem of more screen time and less time for actual breaks and lunch.

- 2) *What educational opportunities and conversations around wellness during the past year have been most helpful? What areas do we need to focus more on or haven't addressed?*
- Court personnel don't have enough time to engage in wellness programs.
  - Sharing in the challenges of the job with peers, and the isolation judges can feel in work is aggravated by the move to remote work.
  - Having discussions around secondary trauma. Looking at how attorneys are affected by trauma.
  - Recognizing burnout and vicarious trauma, and knowing we need more, but not knowing what else is needed.
  - Is there enough security in courthouses? Security for judges, court staff, and the public needs to be addressed. There needs to be security in social media for court personnel and their families. We need to talk about this, educate staff, and help them deal with this. There is a federal judicial and security privacy act that we could work with.
- 3) *What practical tools and resources should we develop or offer that would be helpful for your court's wellness at each of the following levels?*
- *Individual level*
  - *Court Level*
  - *Community level*
- This is an access to justice question. If a judge isn't well, the public won't get the judge they deserve. Are there ways to promote these ideas?

Judge Burton said the BJA will continue these discussions and possibly come up with a plan to support the judiciary.

#### Standing Committee Reports

##### Budget and Funding Committee (BFC)

One of the Legislature's chambers is expected to publish its budget on Sunday night, and the other chamber will publish Monday morning. Both chambers are having public hearings at 4:00 p.m. on Monday.

Most of the judicial branch priorities are likely to be funded. Christopher Stanley thanked the BJA and the BFC for prioritizing our requests which helped the requests be successful. He is cautiously optimistic. The Legislative session ends on March 7, and we will likely see a final budget on March 5 or 6. Christopher Stanley will keep everyone informed via e-mail.

##### Court Education Committee (CEC)

The CEC met on February 14. An issue that continues to be discussed is how to include tribal judicial officers in education. There are questions about funding for tribal judicial officers. There have been a few Attorney General opinions that might be relevant to the question, and the DMCJA has explored this issue. Judge Smith will send Scott Ahlf that information to assist in his research. Stephanie Oyler may also have some documents.

Judge Pennell asked if there should be a budget request to fund tribal officers' attendance at education events.

The CEC report was included in the meeting materials.

#### Legislative Committee (LC)

All but one of the BJA bill proposals is advancing. HB 2006, concerning court interpreters, stalled in the House. Feedback on the bill indicated there were no concerns about policy, however, there were several questions about funding. This bill will be submitted again next year.

The LC report was included in the meeting materials

#### Policy and Action Committee (PAC)

Judge Carolyn Jewett is the new PAC chair, replacing Judge Rebecca Robertson. The PAC is discussing an equity analysis and creating an equity impact tool for the PAC to use. The next step will be to obtain more input from experts and feedback on how it would work. They also discussed the survey on workplace harassment policies and a possible partnership with the Washington Counties Risk Pool on training. Penny Larsen will be attending a few trainings and will report at the next meeting.

The PAC report was included in the meeting materials

#### Presentation: Court Equity & Access Program 5-Year Strategic Plan and Disability Justice Task Force

##### Equity & Access

Carolyn Cole, Equity Program lead at AOC, presented on the AOC Court Equity and Access Program. The program was established in 2021 to help courts serve the growing needs of self-represented persons (SRPs) in Washington and address the needs of court users from communities that have been historically marginalized and oppressed in the United States with the least access to justice. The program is in the process of creating a draft of a strategic plan and would like comments and feedback. A draft of the Strategic Plan will be circulated for external review in the next couple of weeks. Carolyn Cole reviewed the strategic priorities, mission, vision, and milestones.

##### Washington Supreme Court Disability Justice Task Force (DJTF)

Justice G. Helen Whitener is a co-chair of the Supreme Court DJTF. With BJA and stakeholder support, in 2023 the Legislature funded a two-year study of access to justice issues affecting individuals with disabilities. The DJTF will create a study steering committee. The study will include litigants, attorneys, staff, and all court users and will examine where there are gaps in GR 33 compliance. The study will provide data that will reflect uneven landscape of GR 33 compliance and help create ADA transition plans. Where and how courts are or are not complying with GR 33 will be determined through audits.

Judge Whedbee, co-chair of the Supreme Court DJTF, would like to report to the BJA in six months on preliminary findings and a pilot program. The next steps will be to transition from the steering committee to reorganize to the DJTF. Members will be recruited from all court levels.

Justice Whitener thanked Judge Whedbee, Carolyn Cole, and the BJA. Justice Whitener and Judge Whedbee will provide an update on the project in a few months

The presentation was included in the meeting materials.

BJA Task Forces and Work Groups

Alternatives to Incarceration Task Force

The Task Force report was included in the meeting materials. There will be a verbal report at the March BJA meeting.

Remote Proceedings Work Group

The Work Group report was included in the meeting materials.

Electronic Monitoring and Victim Notification Technology (EMVNT) Work Group

The Work Group report was included in the meeting materials.

BJA Mission and Principal Policy Goals Update

The group decided to develop a process to consider more strategically these two items and will share a brief update at the May BJA meeting. Workgroup members want to develop a process for seeking input, to be intentional and thoughtful, considering recent conversations and realities of the work, and most importantly centering equity in our work. The principal policy goals should be user-centered. We need to hear from people who are compelled to seek access to the courts and those most impacted by courts.

Interbranch Advisory Committee

The next Interbranch Advisory Committee meeting will be held at the Kitsap County Superior Court. Chief Justice González is interested in finding other places to meet and inviting the local community to the meeting. At the next meeting there will be a focus on court education, security, the lack of public defenders, and the view of the judicial branch by lawmakers.

Motions

**It was moved by Chief Justice González and seconded by Judge Robertson to approve the November 17, 2023, meeting minutes as written. The motion carried with three abstentions.**

**It was moved by Chief Justice González and seconded by Judge Bui to approve the Public Engagement and Education Committee (PEEC) members. The motion carried unanimously.**

Adjourn

The meeting was adjourned at 10:37 a.m.

**Recap of Motions from the February 16, 2024 Meeting**

<b>Motion Summary</b>	<b>Status</b>
Approve the November 17, 2023 meeting minutes.	passed
Approve the PEEC Members	passed

**Action Items from the February 16, 2024 Meeting**

<b>Action Item</b>	<b>Status</b>
Penny Larsen will be attending a couple of trainings on workplace harassment policies and will report at the next meeting.	
Judge Whedbee would like to report to the BJA in six months on preliminary findings and a pilot program of the Disability and Justice Task Force study.	
There will be an update on the BJA Mission and Principal Policy Goals at the May BJA meeting.	
<u>November 17, 2023 BJA Meeting Minutes</u> <ul style="list-style-type: none"><li>• Post the minutes online</li><li>• Send minutes to the Supreme Court for inclusion in the En Banc meeting materials.</li></ul>	Done Done



# IT Governance Status

March 2024 Report



# Summary of Changes

<b>New Requests:</b>	1375- Upgrade to .NET Core and add Azure Services to JIS-Link Web Application
<b>Endorsements:</b>	None
<b>Analyzed:</b>	None
<b>CLUG Decision:</b>	1371 - Allowing Multiple use of the Same Well-Identified (WIP) Record on one Case 1372 - Exhibit Management Software
<b>Authorized:</b>	None
<b>In Progress:</b>	1355 - Replace Appellate Court Case Management and E-Filing Systems 1368 - AOC Enterprise Azure DevOps Onboarding 1374 - Implement Hope Card Program
<b>Completed:</b>	None
<b>Closed:</b>	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	1355	Replace Appellate Court Case Management and E-Filing Systems	In Progress	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	In Progress	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
<b>Superior CLUG</b>					
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	284	Criminal cases w/HNO & DVP case types allow DV Y/N	In-Progress	CIO	Medium
4	269	Installation of Clerks Edition for Franklin County Superior Court Clerks Office	Authorized	CIO	Low
5	1357	Guardianship Monitoring and Tracking System	Authorized	JISC	Medium
<b>Courts of Limited Jurisdiction CLUG</b>					
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
<b>Appellate CLUG</b>					
1	1355	Replace Appellate Court Case Management and E-Filing Systems	In Progress	JISC	High
2	1313	Supreme Court Opinion Routing/Tracking System	In Progress	CIO	High
3	1324	Appellate Court Records Retention	Authorized	CIO	High
4	1356	Rebuild the Appellate Inmate E-Filing Application	In Progress	Administrator	High
5	1353	Build New Supreme Court Case Document Web Page	Authorized	CIO	Medium
<b>Multi-Court Level CLUG</b>					
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
<b>Non-JIS CLUG (ISD Maintenance Work &amp; Legislative Mandates)</b>					
1	1369	Juvenile Records to DOL Exchange	Authorized	CIO	Mandate
2	1340	Enterprise Integration Platform and External API	In Progress	JISC	Maintenance
3	1348	Blake Certification System	In Progress	Administrator	Proviso
4	1374	Implement Hope Card Program	In Progress	CIO	Proviso
5	1352	Upgrade SC-CMS to Enterprise Justice 2023	In Progress	Administrator	Maintenance
6	286	Statewide Reporting	In Progress	Administrator	Maintenance
7	276	Parking Tickets issued in SECTOR - Interim resolution	In Progress	Administrator	Maintenance
8	1361	Migrate to Office 365	In Progress	Administrator	Maintenance
9	1332	JCS Platform Migration	In Progress	CIO	Maintenance
10	1346	Create Application Configuration Vault	In Progress	CIO	Maintenance
11	1362	Upgrade BIT	In Progress	Administrator	Maintenance
12	1308	Integrated eFiling for Odyssey DMS Superior Courts	In Progress	JISC	Proviso
13	1366	Ability to Remove All Non-Required Parties From a Case	In Progress	CIO	Maintenance
14	1296*	Superior Court Text Messaging and E-mail Notifications	On Hold	CIO	Maintenance
15	1365	NaturalONE Upgrade	In Progress	CIO	Maintenance
16	275	Odyssey to EDR	Authorized	CIO	Maintenance
17	1331	Judicial Contract Tracking System		CIO	Maintenance
18	1320	Public Case Search Modernization	Authorized	CIO	Maintenance
19	1297	Self-represented Litigants Access	Recommended	Administrator	New Program
20	1350	Embarcadero IT Modeling System Replacement	Authorized	CIO	Maintenance
21	1368	AOC Enterprise Azure DevOps Onboarding	In Progress	CIO	Maintenance

# ITG Request Progress

\*\* On Hold

Awaiting Endorsement	Awaiting Analysis	Awaiting Endorsement Confirmation	Awaiting CLUG Recommendation	Awaiting Authorization	Awaiting Scheduling
<p><b>1375-</b> Upgrade to .NET Core and add Azure Services to JIS-Link Web Application</p>	<p><b>1321**</b> - Send JCAT data to the Data Warehouse to Facilitate Reporting  <b>1370-</b> Retire Assessments.com (Vant4ge) Servers  <b>1373</b> – Replace Juvenile and Corrections System (JCS)</p>		<p><b>1371</b> - Allowing Multiple use of the Same Well-Identified (WIP) Record on one Case  <b>1372</b> - Exhibit Management Software</p>	<p><b>1297</b> - Self-Represented Litigants (SRL) Access to SC &amp; CLJ Courts</p>	<p><b>256**</b> - Spokane Municipal Court CMS to EDR Data Exchange  <b>269**</b> - Installation Of Clerks Edition For Franklin County Superior Court Clerks Office  <b>270**</b> - Allow MH-JDAT/MAISI data to be accessed through BIT from the Data Warehouse  <b>275**</b> - Odyssey to EDR  <b>1320</b> - Public Case Search Modernization  <b>1324</b> - Appellate Court Electronic Record Retention  <b>1345**</b> - Integration of OCourt into CLJ-CMS Applications  <b>1350*</b> - IT Modelling System Replacement  <b>1353</b> - Build New Supreme Court Web Page  <b>1357</b> – Guardianship Monitoring and Tracking  <b>1369-</b> Juvenile Records to DOL Exchange</p>