

**APPROVED MINUTES  
JUDICIAL INFORMATION SYSTEM COMMITTEE (JISC)  
SPECIAL MEETING  
June 8, 2007, 10:30 a.m. to 12:00 p.m.  
SeaTac Facility, SeaTac, WA**

**Members Present:**

Justice Bobbe Bridge, Chair  
Judge C. Kenneth Grosse, Vice Chair  
Mr. Greg Banks  
Chief Robert Berg  
Ms. Cathy Grindle  
Judge Glenna Hall  
Judge James R. Heller  
Mr. William Holmes  
Mr. N. F. Jackson  
Mr. Rich Johnson  
Judge Clifford L. Stilz  
Mr. N. A. "Butch" Stussy  
Judge Michael Trickey, Ex-Officio  
Ms. Yolande Williams  
Ms. Siri Woods  
Judge Thomas J. Wynne

**Members Absent:**

Mr. Mark Lampson

**Staff Present:**

Mr. Tim Bates  
Mr. Stephen Comfort-Mason  
Mr. Jeff Hall  
Ms. Suzanne Hellman  
Mr. Dennis Longnecker  
Mr. Dirk Marler  
Ms. Jayme Taylor  
Mr. Farrell Presnell

**Guests Present:**

Mr. Tom Bynum, Department of Licensing  
Ms. Robin Crowell-Pisano, Department of Health  
Ms. Pam Daniels, Snohomish County Clerk  
Mr. Steve Davis, MTG Consulting  
Mr. Joe Egan, Office of the Superintendent of  
Public Instruction, ISB  
Senator Karen Fraser, ISB  
Representative Ross Hunter, ISB  
Mr. Dave Magby, Department of Health  
Ms. Barb Miner, King County Clerk  
Mr. Mike Trimble, MTG Consulting

A special meeting of the JISC was called to share the preliminary results of a feasibility study requested by the 2007 Legislature concerning the JIS Roadmap Project with representatives from the Information Services Board (ISB) and state agencies dependent on successful data exchanges with the Administrative Office of the Courts (AOC).

**CALL TO ORDER**

The meeting was scheduled to begin at 10:30 a.m. However, due to a miscommunication of the time the meeting would start, Judge Thomas Wynne called the meeting to order at 9:50 a.m. in Justice Bridge's absence. Introductions were made. JISC members who did not arrive early, joined the meeting between 10:00 a.m. and 10:30 a.m.

## **OVERVIEW OF MEETING OBJECTIVES**

Judge Wynne turned the meeting over to Tim Bates who explained there would be two topics of discussion today. The first topic is the data exchange aspect of the JIS Roadmap plans and restructuring of the strategy for the current exchanges. The focus of this topic is to address the issues raised during the legislative session about what the JIS Roadmap project means in the future to other state agencies in their need to exchange information with the courts via the AOC. The second topic deals with the first draft of a feasibility study related to the overall strategy of the JIS Roadmap. The study is a "point in time" evaluation of the strategy which has been in progress for the past two years.

## **DATA EXCHANGE PROGRAM OVERVIEW**

Mr. Richard Johnson, Chair of the Data Management Steering Committee, explained the JIS Roadmap project is a core strategy to replace aging systems. The AOC currently maintains five or six systems which exchange data with the courts as well as a number of state agencies; all using different standards and tools. As more data is requested, these exchanges need to be updated to utilize new tools and to adhere to a common set of data standards.

Mr. Johnson further stated the JISC established a number of oversight committees for the JIS Roadmap project. Originally there were two committees dealing with data exchanges – the Data Exchange Steering Committee and the Information Access Steering Committee. These two committees were merged into the Data Management Steering Committee to streamline the processes and avoid overlaps in data management. The steering committee has developed a timeline to evaluate and purchase state-of-the-art tools to support the growing need for data exchanges; developed a schedule for the development of generic data exchanges and the evaluation, prioritization, and building oversight of custom data exchange requests; and established a Data Quality Work Group to make sure data is complete and accurate.

Mr. Johnson continued that the steering committee is tasked with the following objectives:

- Implementation of state-of-the-art data warehouse tools which will expedite implementation of data exchanges and public access to information.
- Development of generic data exchanges which will be available to any authorized requestor.
- Implementation of data quality standards which will make data more usable by those outside the courts.
- Revision of current data exchanges to adhere to revised messaging standards.
- Introduction of API interfaces (real time data sharing) to AOC applications for faster and more efficient exchange of data between the courts and state agencies.

A short discussion followed regarding what information is available now, what queries outside agencies and the public may be able to request, and the different levels of security required (i.e., what information is available to the public versus a law enforcement officer or county prosecutor).

Mr. Johnson concluded his presentation by reviewing the timeline proposed by the steering committee and indicating the committee feels the major challenges for this project are the determination of which messaging standards to follow, ensuring proper security levels are implemented, and determining the long-term maintenance cost associated with custom exchanges.

In response to a question regarding current custom exchanges and the possibility that new technology may not support the exchanges, Tim Bates stated the AOC has not yet received feedback from data exchange partners about whether or not they feel they will need to make modifications to their programs in order to continue receiving data. This feedback is necessary to decide if more emphasis should be placed on building custom exchanges because of the inability of these partners to consume generic exchanges. Mr. Bates further stated that no changes will be made to the existing exchanges unless a partner requests changes. The commitment to data exchange partners is that any exchange in place today will continue to be maintained until the AOC is notified the exchange is no longer required. The implementation of the new core case management system and the migration between the old and new systems will not affect exchanges.

In response to a question about whether or not messaging standards have been adopted yet, Rich Johnson responded "no." Mr. Johnson explained that messaging standards are data storage formats. For example, last name, first name or first name, last name; month/day/year or year/month/day. Mr. Bates explained one of the reasons new technology such as data transformation capabilities and tools are necessary is so the system will be able to transform the data when it is sent to be in the format requested by the data exchange partner regardless of how it's stored in the system.

## **JIS ROADMAP FEASIBILITY STUDY**

Cathy Grindle, Chair of the Core Case Management System (CMS) Steering Committee, introduced Steve Davis of MTG Management Consultants (MTG).

Mr. Davis introduced Mike Trimble from MTG who will be making part of the presentation today. Mr. Davis reviewed the study outline and MTG's background and experience.

Mr. Davis stated MTG was contracted to evaluate the strategy of the JIS Roadmap project, and MTG is very pleased with what's happening and what is going on. The feasibility study will be completed in two phases. Phase one is limited to where the project is in the process right now and focuses on the following professional services areas:

- Business process engineering.
- Data conversion and migration analysis.
- Data exchange analysis.

The information gathering methodology was limited to review of existing documentation, including the Gartner reports and interviews with various court personnel across the state.

Justice Bridge asked Tim Bates to explain how Gartner has been involved in the project since mention was made of their participation. Mr. Bates explained Gartner Consulting has played the role of quality oversight since inception of the project; how the AOC is progressing towards completion of tasks and objectives. The difference between this study and Gartner's participation is that Gartner helped the AOC craft how the AOC and the courts needed to mature in order to implement the new system. Gartner has been evaluating the project every two months to validate what has been accomplished, whether or not the project is still on track, and what the risks are on the task level rather than the strategy level. The MTG study is to validate whether or not the strategy is still applicable to the challenges the project faces.

Mr. Davis stated there are different strategies going on around the country, and each of the strategies are uniquely positioned for the situation in place. The decisions the JISC made on the current JIS strategy, in terms of using a commercial off-the-shelf (COTS) system and designing a new method for exchanging information and consolidating the systems, is very appropriate given the situation in Washington State.

Mr. Davis indicated that in reference to the business needs, the gap between the current functionality and what a new system can provide is considerable. The decision to purchase a component-based management system is required to fill that gap. Mr. Bates stated that what is listed under business requirements on slide 10 of the study is not meant to be everything to everybody, but is a basic platform for case management. For instance, out of scope at this time are imaging systems which are implemented and maintained at the court level. The basic platform can be expanded upon; the strategy is integration not building. All new pieces will be integrated starting with the basic platform.

Relating to the impact of the new system, Mike Trimble stated MTG focused on the impacts to the courts, the AOC, and other agencies looking at the following areas of professional service: business process engineering, data migration and conversion, and data exchange analysis. The ratings categorized as low, medium, and high are looking at functional factors as well as financial factors which includes staffing. Mr. Trimble gave a brief review of the ratings contained in the feasibility study. Mr. Trimble stated that business process engineering will have the most substantial impact on the courts and the AOC because of the scope and breadth of this initiative and what it means for the way the courts will operate in the future.

With regard to organizational change, Mr. Trimble indicated business process engineering will have some impact on the courts. The AOC will see greater changes because support will be shifted from the legacy systems to a business integration role for the new system. These changes will also impact how the Judicial Services Division (JSD) and the Information Services Division (ISD) interact.

Steve Davis reviewed industry-supported solutions and future market considerations indicating there is a clear shift among statewide court systems to acquire COTS solutions for a case management system, and stated Washington will be the largest COTS installation in the country so far.

Mr. Davis stated the cost benefit analysis is a high-level overview provided by the AOC and compares costs between implementing a new case management system and maintaining the legacy systems. The cost benefit analysis is merely an estimate at this time since final costs cannot be provided until a vendor is selected and contract negotiations are completed. Mr. Davis also provided a quick overview of project risks and the likelihood of the risks being realized.

In conclusion, Mr. Davis stated the project is utilizing the correct strategy, the planning and commitment is strong, the project management is using a good approach, and the funding is in place. It is the opinion of MTG that the project looks good and is moving ahead on track.

Justice Bridge asked Tim Bates to provide a short recap of the project to date. Mr. Bates stated the Request for Proposal (RFP) for the new case management system was released in February, and six vendors responded. In April and May, a five week proof of concept was completed which narrowed the viable candidates to two vendors. The Core CMS Steering Committee is scheduled to meet June 27 to review the information gathered and the scores relating to professional services, technical architecture, and most important, the functionality capabilities. The committee will then select one vendor and present a recommendation to the JISC for final approval at their June 29 meeting. Preliminary contract negotiations have been discussed with both vendors, and an independent third party will be brought in to complete the contract negotiations. It is anticipated negotiations will be complete by the middle of July. When contract negotiations are complete, a proof of implementation will be initiated to include detailed finalized project plans for application of professional services, business process engineering, data conversion and migration, restructuring of the underlying data source for the exchanges, and the building of training materials and implementation. This should take about six months, but the project will not go forward until there is a model complete for implementation at every court level.

A short discussion was held regarding whether or not there would be any customization to the COTS solution. Tim Bates and Cathy Grindle explained customization would be avoided because the benefits of a COTS software product and upgrades will be lost if it is customized.

## **OTHER BUSINESS**

Butch Stussy thanked the guests for attending stating another special meeting would be held in December when the second phase of the feasibility study is complete. Mr. Stussy asked guests to call Tim Bates if anyone has questions in the interim.

There being no other business, the meeting adjourned at 11:40 a.m.