



10.	<b>JIS Priority Project Status Reports:</b> <ol style="list-style-type: none"> <li>1. ITG Request #81 - Adult Risk Assessment (ARA)</li> <li>2. Vehicle Related Violations (VRV)</li> <li>3. Superior Court Data Exchange (SCDX)</li> </ol>	<b>Mr. Martin Kravik, PM</b> <b>Mr. Mike Walsh, PMP</b> <b>Mr. Bill Burke, PMP</b>	1:00 – 2:30	Tab 10
11.	<b>Committee Reports</b> <ul style="list-style-type: none"> <li>• Data Management Steering Committee</li> <li>• Data Dissemination Committee</li> </ul>	<b>Mr. Rich Johnson</b> <b>Judge Thomas Wynne</b>	2:30 –2:45	Tab 11
12.	<b>Informational Materials</b> <ul style="list-style-type: none"> <li>• ISD Monthly Report</li> <li>• ITG Scoring Criteria Guide</li> <li>• Guidance on Priorities, Exclusions &amp; Decision Criteria</li> </ul>			Tab 12

### Future Meetings:

#### September 9

9:00 a.m. – 3:00 p.m. AOC SeaTac Facility

- ITG Request #2 – Superior Court Case Management Feasibility Study Amended Final Report
- JISC Policy on Rule 13 - Implementing a Local Court Record System
- ITG Request #95 or #27 Expanded – Spokane Municipal Data Exchange Request

#### October 7

9:00 a.m. – 3:00 p.m. AOC SeaTac Facility

- 11-13 New ISD Budget Allocation
- JIS Priority Project Reports
- JIS Baseline Services Report
- Draft Bylaw Amendment for Legislative Comment Decision
- IT Governance Policy for Supreme Court and COA Requests
- Final Proviso Report

#### December 2

9:00 a.m. – 3:00 p.m. AOC SeaTac Facility

- Budget Status Report
- JIS Priority Project Reports
- IT Governance Requests

## JUDICIAL INFORMATION SYSTEM COMMITTEE

June 24, 2011  
9:00 a.m. to 3:00 p.m.  
AOC Office, SeaTac, WA

### DRAFT - Minutes

#### Members Present:

Mr. Larry Barker  
Ms. Linda Bell  
Justice Mary Fairhurst, Chair  
Mr. Jeff Hall  
Judge James Heller  
Mr. William Holmes  
Mr. N. F. Jackson  
Mr. Rich Johnson  
Judge J. Robert Leach  
Ms. Barb Miner  
Judge Steven Rosen  
Judge Michael Trickey  
Ms. Yolande Williams  
Judge Thomas J. Wynne

#### Members Absent:

Chief Robert Berg  
Mr. Marc Lampson  
Mr. Steward Menefee

#### AOC/Temple Staff Present:

Mr. Kevin Ammons  
Mr. Bill Cogswell  
Mr. Mike Davis  
Ms. Vonnie Diseth  
Ms. Kate Kruller  
Ms. Vicky Marin  
Mr. Dirk Marler  
Ms. Mellani McAleenan  
Ms. Heather Morford  
Ms. Pam Payne  
Mr. Ramsey Radwan  
Justice Charlie Wiggins  
Mr. Kumar Yajamanam

#### Guests Present:

Mr. Shayne Boyd  
Judge Jeanette Dalton  
Ms. Lea Ennis  
Marion Jacobson  
Mr. Frank Maiocco  
Ms. Marti Maxwell  
Mr. Chris Shambro  
Mr. Paul Sherfey  
Ms. Gail Stone  
Mr. Kevin Stock  
Mr. Joe Wheeler  
Mr. Brent Wigen

### Call to Order

Justice Mary Fairhurst called the meeting to order at 9:00 a.m. and introductions were made.

### May 6, 2011 Meeting Minutes

Justice Fairhurst asked if there were any changes to the May 6 meeting minutes. Hearing none, the minutes were voted and deemed approved.

### Superior Court Case Management Feasibility Study Final Report (SCMFS)

Ms. Kate Kruller presented the SCMFS Project status report and made the introduction to the Feasibility Study Final Report.

Below is a summary of the presentation, MTG Management Consulting, LLC Principle, Joe Wheeler made regarding the Feasibility Study Report – including findings/recommendations.

In March 2010, the Superior Courts Judges Association recommended that the JISC approve the acquisition and deployment of a Superior Court Case Management System (SC-CMS). The objectives of this system are to:

- Enable Judges:
  - Direct and monitor court case progress,

- Schedule case events,
- Enforce court business rules,
- View case plans/schedule, status, progress, and case party information, and
- Quickly and efficiently communicate court schedules and orders.
- Enable Court Administrators to:
  - Report and view case plans/schedule, status, progress, and case party information,
  - Quickly and efficiently schedule case events,
  - Enforce court business rules, and
  - Quickly and efficiently communicate court schedules and orders.
- Enable County Clerk operations:
  - Maintain/improve current capabilities, and
  - Leverage what solution providers offer to better support the clerks.

The acquisition and deployment of the SC-CMS is focused on meeting those objectives. It will solve a number of problems related to these objectives and enhance the service delivery of the superior courts in Washington.

Assuming acceptance of the feasibility study, AOC ISD will need to establish and manage the SC-CMS implementation program. In addition, AOC will need to expand its services to support courts with configuration and process management.

The Requirements Gap Analysis established the alternatives to be considered three leading alternatives:

- Use of the Pierce County Legal Information Network Exchange (LINX) application as an SC-CMS statewide
- Acquisition of a commercial application focused on calendaring, scheduling, and case flow management for the superior courts
- Acquisition of a full feature commercial application providing calendaring, scheduling, case flow management, and other record keeping functions for the superior courts

Only one vendor offers a commercial application that supports only calendaring, scheduling, and case management for courts. All other responding vendors in this market provide full-feature commercial applications that integrate calendaring, scheduling, and case management for courts with record keeping functions commonly employed by clerks.

At this time, neither Pierce County nor AOC are prepared to redesign, reconstruct, configure, deploy, and support LINX as a case management system for use by Washington Superior Courts statewide. LINX is a great success as an integrated justice application for Pierce County, and has the potential to be successful as an open source application. However, it will require a significant software development effort to be ready for service to the courts. In addition, significant organizational development efforts are required to provide for management, configuration, deployment, and support as a multi-tenant application serving multiple courts, counties, and communities of interest. Overall, employing LINX as the CMS for all superior courts statewide is a materially riskier alternative.

The acquisition of a full feature commercial application best met the functional, technical, and organizational requirements of the superior courts and presented the least-risk alternative. This alternative:

- Does not require significant application development and aligns with the software purchase preference outlined in the business and strategic plans approved by the JISC,
- Is supported by a relatively broad range of experienced solution providers with resources to deploy and maintain the application,
- Aligns with the planned technology architecture of the AOC,
- Is most likely to evolve with the needs of the Washington courts.

The migration to a new modern superior court system will follow a structured implementation process that configures the solution provider's application to support Washington superior court business operations, rigorously test the application, and conduct a pilot in a superior court environment. AOC and the solution provider will then implement the application in court districts, statewide.

Assuming acquisition activities begin in September 2011 (Fiscal Year 2012), configuration and validation of a commercial application will result in a solution being ready to pilot in 18-24 months. A 6-month pilot may result in a JISC decision to continue implementing statewide. Statewide rollout to the remaining counties is estimated to require 3 years of effort to implement 23 small and medium courts and 9 large courts with the new SC-CMS application.

Key decision and major milestone deliverables will assist the court community in tracking project progress. Deliverables contain the plans, designs, specifications, and certifications associated with a progressive implementation process. They will provide the basis of tracking and controlling project progress and quality.

The costs and benefits of the SC-CMS have been developed based on the alternatives, work plan, and impacts described above. This analysis considered the incremental operating costs of the SC-CMS over a 10-year period. It estimates the SC-CMS implementation costs of all phases of the project, including the costs to both the superior courts and their stakeholders. In addition to costs, this analysis considers the major quantifiable benefits of implementing the SC-CMS.

The detailed cost benefit analysis follows the Washington Department of Information Systems framework for financial analysis in feasibility studies. The detailed financial analysis is contained in APPENDIX E. It shows a net present value of the investment in the SC-CMS of \$7.2 million and an internal rate of return of 11.8 percent.

Risk identification and management is critical to the successful implementation of the SC-CMS. Two risk assessments were conducted as a part of the feasibility study for the SC-CMS project. Based on the Washington Information Services Board (ISB) Information Technology Investment Risk Portfolio – Based Severity and Risk matrix, the project scored high severity and high risk. The SC-CMS project is designated as a Level 3 risk in the ISB risk rating schema.

A structured risk analysis process was applied to gain an understanding of the root causes of project risks and identify actions to mitigate those risks. It used a set of 90 quality standards, organized in 13 categories and identified 18 high risk items and 22 medium risk items. The migration strategy, budget, and project plan have been developed to mitigate these risks. The JISC, AOC, and the superior courts will need to continue to identify and mitigate high risks as the implementation of the SC-CMS application proceeds. Mr. Wheeler stated that one of the key risks centers around the lack of a shared vision between the judges, court administrators and clerks and agreement on what the application should be and do.

## **Recommendation**

The Superior Courts should implement the SC-CMS to provide the tools and information to do so. The SC-CMS will provide the ability to:

- Manage disputes to resolution prudently and efficiently,
- Manage caseload efficiently with available facilities, resources, and staff,
- Enhance record keeping and administrative resources for the county clerks,
- Enhance services to litigants, the bar, justice partners, and others in the court community, and
- Lower court operating cost.

This implementation would enable access to well over 200 benefits accruing to the courts, the court community, and the AOC.

Ms. Kate Kruller presented the SCMFS Project Communications Plan and invited everyone to attend one of the Open In-depth briefings on the dates listed below. These briefings of the Feasibility Study Final Report will be conducted in person and online and will be the same presentation given to the JISC on June 24, along with a Q&A session. Justice Fairhurst encouraged all JISC members to take advantage of the briefings.

Feasibility Study Report Briefings:

- July 6: SCJA Board (SeaTac)
- July 13: from 9 A.M. -12 Noon Open Meeting (SeaTac/Online)
- July 20 from 8-10 A.M. Open Meeting (Online)
- July 21 from 3-5 P.M. Open Meeting (Online)

### **Question and Answer Period**

Following the presentation by MTG, there was a 2-hour question and answer period. Joe Wheeler and Kate Kruller fielded questions and comments. Below is a summary of the questions and answers that were asked during the meeting.

Q: What is in the Final Feasibility Report?

A: The final feasibility study report delivers a comprehensive, formal written report to determine the feasibility of a project to implement a system or service which provides the managing for calendaring and for case flow management functions, along with participant/party information tracking, case records and relevant disposition services business functions of the Superior Courts. The Feasibility Report will contain required elements as detailed in the Feasibility Study Guidelines for Information Technology Investments ISB Policy No. 202-G1. The Feasibility Report includes:

- Purpose statement and executive summary
- Project background, business case, and objectives
- Organization of the document
- Assessment approach
- Customers, stakeholders and organizational entities impacted by the project
- Best-few product analysis and alternatives considered
- Business and technical requirements documentation
- Gap Analysis
- Migration Strategy

- Integration Evaluation
- Summation of assessment
- Best-few alternatives modules, with pricing, beyond calendaring and for case flow management functions, along with participant/party information tracking, case records and relevant disposition services business functions of the Superior Courts.
- Relationship to the agency's business and IT strategic plans and IT portfolio
- Relationship to and impacts on the agency and state technology infrastructure
- Quality assurance plan
- Estimated timeline and work plan
- Cost/benefit analysis, including any assumptions used in the analysis
- Risk assessment and mitigation strategy
- Summary statement assessing the feasibility of implementing the selected alternative within the business environments of AOC and the Superior Courts.

Q: What are the costs to local courts?

A: Local court project costs are identified in Appendix E, page E-7, beginning at Line 17 which outlines the stakeholder costs for the commercial CMS alternative. Worksheet E-18 (page E-26) provides detail on what makes up the stakeholder costs and identifies local court community impacts. This was in part derived from the experience of other states and how local courts might be impacted. Worksheet E-18 (page E-26) shows the estimated hour impact. Worksheet E-18 (page E-25) shows costs in dollars.

Q: Are the annualized tangible benefits you've identified system wide?

A: Yes. All costs include SCOMIS (as it exists today) and staff. No retirement of applications is included in cost baseline. We took a conservative approach and did not take advantage of benefits we could realize if we retired SCOMIS.

Q: Is migrating to the new application required?

A: It is optional. However, the recommended alternative assumes that all courts employ SC-CMS. The commercial products that would likely be acquired provide the functions that are performed by SCOMIS. The complete rollout of SC-CMS would very likely lead to the retirement of SCOMIS to support court operations. SCOMIS retirement leads the courts to 1 of 2 options: use the new SC-CMS; or use their own system along with data exchange facilities to reports information to the statewide court data repository and justice partners.

Q: Referencing I-14, it says Information Networking Hub (INH) is essential. Where in the timeline must this be put into place?

A: Operationally, the INH capabilities will need to be fully functional by the time the first pilot court is ready to stand up which according to the sample timeline that could be within 24 months.

Q: Did you look at just the annual benefits for only courts that don't have CMS systems?

A: The report looks at benefits for all the courts including courts that currently have existing CMS applications. Look at Appendix H to see the calculations for these benefits.

Q: Is the required Data Exchange separate from what we are working on now with the Superior Court Data Exchange?

A: Yes, it is separate, but related. The current Superior Court Data Exchange (SCDX) project is the stepping stone for the Information Networking Hub (INH). The INH is part of the Enterprise Architecture strategy at AOC and AOC is building INH regardless of the CMS project. The two efforts (SCDX and INH) are related. CMS will take advantage of the work that is currently being done by the Superior Court Data Exchange project. They are however, two separate projects.

What is ultimately needed for the CMS project may prove to be around 200-300 services, depending on design decisions made in the configuration phase. The Superior Court Data Exchange project is chartered to provide 58 services.

Q: Looking at the proposed organizational structure and workgroups, where would stand alone deputy clerks who work with juveniles be involved and/or impacted?

A: Depending upon the interest and personnel availability courts could have more or less people involved in the Court User Work Group that is described on page 67.

Q: What is the role of independent Quality Assurance (QA)?

A: All Executive Branch state projects with an ISB Risk/Severity Assessment Level 3 (this project is a level 3 risk), are required to have independent quality assurance monitoring the progress of the project. They identify risks in the project and recommend mitigation strategies for those risks. Having QA doesn't ensure success. But, if they see red flags, they raise the issues to executive and oversight groups to help prevent the project or its participants from going down a path of failure. QA has a fiduciary responsibility to independently report to the CIO, State Court Administrator, and the JISC on the status of the project.

Q: Is there a section in the report that addresses the risks?

A: Yes. Section XII identifies the major risks of this alternative. These risks and their mitigation strategies for these risks are discussed in more detail in the Migration Strategy report.

Q: How can we do a better job at mitigating the risks this time around?

A: At this point, one of the most significant risks for this project is due to the lack of a commonly held vision of what should be done. The courts need to get an agreement on the vision for SC-CMS moving forward. When people ask (as was recently the case) --- What happens if the clerks say "Stop, don't go forward"? This is a red flag showing that there is not agreement of vision. MTG's role in creating the feasibility report is to put data and information about the viable alternatives on the table, not to convince everyone to adopt SC-CMS. It is up to the county clerks, judges, administrators and other staff to

decide to use the information in the feasibility study and to come to an agreement on vision of how to move forward.

This will be difficult. This is due in part to the fact that this project will change processes, roles, responsibilities, work load, and allocation of benefits. Local communities will look at this project and see a great deal of uncertainty and unpleasant change. The experience of other states suggests that it is important to be frank about the disagreements, the shortfalls, and the strengths of this project. Each court should come to an agreement amongst the diverse members of its community.

It is important to understand that Indiana has a similar structure to Washington State and they are successfully deploying a commercially provided CMS application. For Indiana, it didn't happen overnight. It took blood, sweat and tears. Most of all it took strong leadership and unity at their AOC and in their courts and they had to come together with champions who were willing to make changes and make it work. It's encouraging that Indiana was able to overcome risks similar to those that Washington has.

Under the Legislative Budget Proviso, we need to assure the legislature that all the courts are on board. We have to address the significant concerns of the County Clerks. They have one vote on JISC. What if everyone else agrees and they don't? We need to address this as part of the process and plan for it. AOC wants to be the preferred technology provider and does not want to force courts into a system they do not want.

Q: Regarding risks and shared visions -- is this something that should be at the front-end of the project or should it be developed as we go along?

A: The courts should have a shared vision, agreement, and commitment between the county clerks, judges and administrators at the start of this project. Otherwise, the risk of failure increases.

Q: The report uses statewide continuances as a basis for ROI. If the CMS is optional, then is there a reduction in benefits if King and Pierce Counties don't participate?

A: If King and Pierce County Superior courts do not participate, it is anticipated that there will be fewer benefits and fewer costs.

Q: In Appendix I – it states that substantial customization of configurations is high risk. Is this built-in configurations or after it's installed configuring?

A: MTG recommends against substantial customization of the application. Configure, don't customize. The risk referred to in Appendix I is that the courts will want to customize the product as has been done on other development projects. This substantially increases the risk. JISC is seeking to employ an off-the-shelf product. If the core product is customized, then it is no longer an off-the-shelf product. As a result, the superior courts would not be able to easily install any upgrades to the application.

Modern applications enable clients to avoid customization, providing more facilities for configuration.

Q: How much would we have to redesign local business practices?

A: Most Washington courts are using common applications now (legacy systems). In contrast Indiana courts have not historically used common applications or terminology statewide. They had to make more changes. They had to do things like name docket codes. We have a lot of commonality already amongst our courts. There are some things that we will have to change. But, we are miles ahead of where Indiana started their efforts.

However, using Indiana as an example, 85% of the changes to business practices that Indiana made were changes that they decided to do, not because they were required by the system.

Some changes could be as a result of the changing roles for recording information in SC-CMS. With a new system the responsibilities may be shared differently than they are now - broken up more than it is now, offering more savings or new services to litigants. Pierce County experienced these types of changes with LINX and they included deputizing court personnel to enter data normally entered by clerks.

Q: Is there a comparison between LINX costs and Full Featured CMS?

A: Yes. These costs are included in the Appendices. Appendix E is cost for CMS, Appendix F is cost for LINX.

Q: Are the costs going to show that LINX is a better option?

A: No. Based on data provided by the Pierce County CIO, the costs for LINX were greater than for a full-featured CMS. These costs are based on the low range cost estimates provided by the Pierce County CIO.

Q: Is implementing LINX, more expensive than buying Off-the-Shelf?

A: Yes. LINX as it is today is not viable as a statewide application serving multiple courts. The LINX alternative does not employ LINX as it exists today. Most people don't understand the technical architecture of LINX as it is today as compared to how it must be redesigned and rebuilt to be a viable option to be implemented outside of Pierce County. The alternative employs a "new" LINX. That involves re-engineering LINX into a new platform, re-engineering rules engines and establishing contracts and agreements to enable multiple courts to use the application, conducting fit assessments, and establishing a governing process. The new re-platformed LINX is what we looked at as an alternative. While some people tend to think of LINX being "free" because it would be open-source, the LINX alternative really involves a transfer of money to pay for re-platforming the application and performing the activities described above. While there are no licensing costs for LINX, there are costs with re-engineering and setting up governance, support, and maintenance.

In addition, the AOC may be drawn into being responsible for some aspects of maintenance. The stated preference by the JISC and AOC has clearly been to move away from building new applications in-house and more towards buying off the shelf

applications whenever it makes sense to do so ---- leaning more towards integration than custom development.

Q: Some of the larger counties may not choose to use the new application, but we need their data. How will this be accommodated?

A: In the Integration Evaluation deliverable document, these scenarios are contemplated. It discusses data structures and exchanges that will be required. The data structures underneath SCOMIS would continue to survive for historical information. The counties that don't use the new CMS would have to deliver their data to AOC.

Q: How do we keep costs low?

A: The better the courts, JISC and AOC are at managing risks, the lower the costs will be.

Q: When will we know if a product meets all our needs?

A: In the acquisition phase there is an opportunity to see how vendors perform certain processes so all the stakeholders can have confidence that the product will meet their needs. The project team will setup test cases, using information directly from stakeholders and then make the vendor prove that they can do it.

Q: At what point do we look at local jurisdiction integration, like imaging applications?

A: The Integration Evaluation covers this and other aspects of local jurisdiction integration.

Q: There are great benefits to information sharing for public safety like protection orders. Is it technically possible to get all the information we need through data sharing in this new CMS?

A: It can be done. However, it depends upon the capabilities of the Information Networking Hub (INH) and manner in which the application is configured.

Q: Are the costs included for creating the Information Networking Hub (INH) and if not, where is the money coming from?

A: No, they are not included in the SC-CMS project cost estimate. AOC is already working on developing the INH as part of the Transformation & Modernization efforts and it has its own separate funding.

Q: If the CMS will require more data exchange services than we currently have planned for with the Superior Court Data Exchange project, where are the costs accounted for to develop these additional services for CMS?

A: Costs for the current Superior Court Data Exchange project are high because they have to connect to SCOMIS and that's very costly because of the older technology. We anticipate, all future services for the CMS will cost less and have been accounted for in the INH budget as part of the Transformation & Modernization efforts.

Q: Could you use a new CMS and put it on top of SCOMIS?

A: If the new CMS provides all the data for SCOMIS, then it is not cost effective to maintain SCOMIS.

Q: Was King County's CMS looked at as an option?

A: No. The project team met with King County and listened to their concerns and needs for a new CMS. It was not offered or considered as an alternative to be analyzed in the scope approved by the JISC.

Q: If we decide to move forward, do we expect to see any enhancements for COTS or JIS during the six year rollout or is saying "yes" freezing everything we are doing?

A: That depends upon the willingness to adapt. There will be a user group of stakeholders and as court ideas and concerns come up, courts could see modifications to the new CMS along with way. At some point JISC may want to freeze configurations as we add new courts.

Indiana as an example has opted to take advantage of other modules that they didn't start with. As the JISC looks towards changes in the system, it will find that many can be rolled out with a release plan. If it's something Washington Superior Courts need sooner Washington can pay for it to be developed sooner. Vendors don't like to do "one offs" but they want their customers to be able to use the product. Washington will have negotiating power because it is a large state implementation.

Q: Will the CMS share document images across counties?

A: That is a separate request moving through the IT Governance process (request #003) and is outside the scope of the CMS project.

### **Adult Risk Assessment Discussion (ARA)**

Mr. Jeff Hall reported the Superior Court Judges Association (SCJA) for the last year or so has been talking with the legislature about funding for the development an Adult Risk Assessment Tool. ITG Request #081 was submitted by the SCJA prior to our development and implementation of the Governance process.

At the end of the last legislative session, the Legislature did not specifically make an appropriation for an adult risk assessment tool nor did they include doing so in the AOC budget proviso requiring or directing JISC to spend funds to create an ARA tool. They did in a budget note (#5) reference the ARA tool as an expectation for funding. Clearly there is expression of intent by the legislature that a portion of the funds from the mid major projects funding be used to combine data into a standardized validated risk assessment tool.

The Executive Committee decided because of the budget note to bring this forward to the committee in June for discussion rather than wait until August for the regularly scheduled ITG request review.

Mr. Hall stated: the question before the committee today – given the budget note and the clear direction from the legislature, should this project move forward now. Secondly, this does raise concerns about the legislature being an alternative way to move a propose project through to completion as opposed to going through the governance process. It does not appear this budget note is meant to subvert or circumvent the governance process, I say that because this has been moving in a parallel process through the legislature for obvious political reasons, and there are valid reasons for this to be an exception.

**Judge Thomas Wynne moved** – that this project be moved directly to scheduling.

Judge J. Leach – asked to amend the motion to include language that this is not viewed as an exception to our governance policy. This request predated our process and this is a one-time exception. **Judge Michael Trickey – Second**

Ms. Vonnie Diseth confirmed resources are available to start on the project July 1 and completion of the project would be the end of March 2012. At this time, there are no staffing conflicts in ISD in regard to this project. Staffs are available to work on this project and are not committed to work on any other projects.

**Voting Yes:** Justice Fairhurst, Larry Barker, Linda Bell, Jeff Hall, Judge Heller, William Holmes, N.F. Jackson, Rich Johnson, Judge Leach, Barb Miner, Judge Rosen, Judge Tricky, Yolande Williams

**Not Voting:** Bob Berg, Marc Lampson, Stew Menefee

### **Spokane Municipal Request**

Justice Fairhurst summarized her expectations; we have two aspects before us:

- Policy decision discussion
- Specific request by Spokane Municipal

Ms. Vonnie Diseth opened by reviewing the major areas for discussion: data sharing, business rules, enterprise architecture requirements, financial process, and security.

Ms. Vonnie Diseth presented the options AOC prepared for discussion:

1. Move ahead now to create a nightly file transfer with the same limited data we receive from Seattle Municipal Court.
2. Add Spokane Municipal to ITG Request #27 to expand Seattle Municipal's data transfer, and Spokane would have to do double data entry until that work is complete. The project could take up to two years to complete.
3. Spokane Municipal would wait to implement JustWare until ITG Request #27 is ready.

Mr. Jim Bledsoe, assistant city attorney for the city of Spokane presented the system Spokane City currently has and what is being proposed to implement. The outcome of this new system will enable clerk and attorney work efforts to be improved by being standardized and more efficient. Information on any case is easily accessible along with reporting and statistical information will be greatly improved. Mr. Bledsoe discussed the use of API's (Application Programming Interface) as being a benefit for future use. AOC stated that API's are not currently an option for exchanging data with JIS.

Mr. Jeff Hall stated AOC is looking for a decision on whether this is generally the standard Spokane would need to meet. The policy contains significant questions, including:

- Who bears the cost of taking the court off of JIS?
- Who bears the cost of putting the court back on if it decides to come back later?
- If there are differences of opinion as to fee splits or other things, whose opinion rules?

Justice Fairhurst: We have a motion from Mr. William Holmes, second by Judge J. Leach to continue the decision to the August 5 meeting. Motion passed unanimously among those members present.

**Not voting:** Bob Berg, Stew Menefee, Marc Lampson, N.F. Jackson

**Jeff Hall moved** that the JISC establish an ad hoc workgroup to help AOC staff flesh out the draft policy, with members to be appointed by the Chair. **Judge Rosen seconded.**

**Voting Yes:** Justice Fairhurst, Larry Barker, Linda Bell, Jeff Hall, Judge Heller, William Holmes, N.F. Jackson, Rich Johnson, Judge Leach, Barb Miner, Judge Rosen, and Judge Tricky.

**Voting – No:** Yolande Williams

**Not Voting:** Bob Berg, Marc Lampson, Stew Menefee

Justice Fairhurst appointed to the workgroup: Barb Miner, Judge Rosen, Judge Staab, Judge Dalton, Linda Bell (chair), Jeff Hall, Vonnie Diseth and staff Ms. Diseth designates.

Mr. Jeff Hall noted that the work of the group should also include the amendment to JISC Rule 13.

### **Budget Status Report 2009-2011**

Mr. Ramsey Radwan reported on the status of the Transformation projects, the current report shows a balance of 4.7 million, left. Not reflected is the 2 million that was moved to the 11-13 biennium or the carry forward for completing transformation projects. We will expend most of the 2.7 million by prepaying maintenance agreements and if there is general fund left we will also try to put money back into the JIS account, to build it up as much as possible to keep the fund balance healthy.

Mr. Radwan presented some graphs on filings for traffic infractions. The trend is showing downward about 3% for fiscal years 2010 and 2011. We are keeping an eye on the trend as it will impact annual revenue collections, which impact a number of other areas including AOC's ability to do projects.

Mr. Radwan also presented the JIS Account budget history and what the legislative impact has been for ongoing and one-time transfers. The total increase in expenditures since 1997 has been about 28 million dollars on the JIS account.

Mr. Radwan stated that right now it is unclear if the 6 million dollar fund swap is permanent or not. If this is permanent this will fundamentally change the way we approach requesting money to the legislature.

### **Budget/Legislative Update 2011-2013**

Mr. Jeff Hall reported on the two budget provisos relative to JIS money, the first was for the two equipment replacement fund requests they lumped together, stating that money can only be used for replacing equipment. The rest of the funding does not have a proviso; they are not directly limiting us to the use of the funds.

For the CMS acquisition there are a couple of reporting requirements, the first being the results of the Feasibility Study, a report is due by September 30. The second is a report on the Data Exchange and where we are with the procurement process for the CMS. This report is due no later than December 31.

Mr. Jeff Hall also reported on the recommendations made to the Supreme Court for the 1.5 million dollar AOC budget reduction.

## **Committee Reports**

Mr. Rich Johnson provided updates on the Data Management Steering Committee projects. Please see "Informational Materials" section below for summaries.

Judge Thomas Wynne provided an update on the Data Dissemination Committee which met on May 20. The Committee considered a request by an attorney that the Attorney Search feature on the public website either be password-protected or else eliminated. The Committee asked for more information from staff prior to making a decision.

The Committee considered the request of Snohomish County Juvenile Court that the county mental health counselor who works with juveniles detained in Juvenile Hall have access to view JCS information on those juveniles. The Committee agreed that the court could give the counselor access to JCS for those juveniles currently in juvenile hall. The Committee further decided that if it was necessary for the request to proceed through the ITG process that the request should come back to the Committee for review if implementation would cost more than \$5,000. [After the meeting it was determined that the counselor could be granted the necessary access by means of an existing security profile for the juvenile courts; therefore, implementation costs are minimal.]

Some district courts report parking tickets in a way that show the vehicle's registered owner as the "defendant" on the public case search on the website. A recommendation was made to change this as it should not be reported this way. The Committee suggested that the DMCJA court analyst who brought this to the Committee's attention file this as an ITG request and have it analyzed by the CLJ Clug to endorse this and give it priority.

Judge Wynne announced that Judge J. Leach will be joining the Data Dissemination Committee as the Appellate Court representative.

Judge Wynne reported that the JISC Executive Committee decided on June 8, 2011, that JIS users with level 22 access (law enforcement and other criminal justice agencies) should not have access to any information on the existence of sealed juvenile cases, based on the language in the juvenile records statutes.

## **Informational Materials**

**A. Superior Court Data Exchange**

AOC has completed the evaluation of vendor proposals for completing the SCDX. Sierra Systems was selected as the Apparent Successful Vendor. AOC has initiated contract negotiations with Sierra Systems on scope and proposed pricing for implementing the SCDX and is continuing to work on developing SCDX functional specifications and Interface Exchange Package Documentation (IEPD) for each SCDX web service.

**B. Vehicle Related Violations**

Forward progress is being made on all fronts of the VRV DX project. All three tier 1 courts have lined up their technical solution provider and are either in contract negotiation or are in the process of implementing the web service. Mr. Mike Walsh and the AOC project team continue to meet regularly with Issaquah, Kirkland, and Lakewood court staff to review team progress, identify potential risks, project issues and provide on boarding assistance.

The RMS project was implemented successfully on June 12<sup>th</sup>. This has allowed DIS to refocus on the JINDEX on-boarding process and to initiate the JINDEX release cycle with the VRV tier 1 courts. Mr. Mike Walsh and the eTRIP operational team are working to finalize the JINDEX Business and Technical assessment forms. The completed forms are needed to accept VRV partners into the release schedule. The Tier 1 on boarding partners are poised to meet the August schedule and be accepted into the first post-RMS new JINDEX release schedule. The AOC VRV project team is continuing to work with the JSD Line 1 support and ISD staff on the VRV Operations Planning. The dissolution of what is currently the Department of Information Services and the reorganization of the JINDEX operations support into the new Consolidated Technical Services (CTS) may put the August Target date at risk.

**Next Meeting**

The next meeting will be August 5, 2011, at the AOC SeaTac facility; from 9:00 a.m. to 3:00 p.m.

Action Items:

<b>Action Items – From March 4th Meeting</b>			
1	At the end of the legislative session, ask the Supreme Court Rules Committee if it wants the Data Dissemination Committee to revisit GR15 in light of <i>Ishikawa</i> and <i>Bone-Club</i> .	Vicky Marin, Justice Fairhurst	Pending end of legislative session.
2	Draft JIS Policy on comment to the BJA/Legislature reflecting JISC consensus from March 4 <sup>th</sup> meeting.	Vicky Marin	<u>Postponed</u>
3	Amend JIS ITG Policy per JISC vote on 3/4/11	Vicky Marin	<u>Postponed</u>
<b>Action Items – From June 24th Meeting</b>			
4	AOC staff will collect the questions and answers from the SCMFS public sessions and post them on the SCMFS web page after each session	Heather Morford	
5	AOC staff will address the risks identified by MTG in the	Kate Kruller	

	SCMFS feasibility study and bring those back for the August 5th meeting.		
6	An ad hoc workgroup will be formed and will meet at least once before the next JISC meeting on August 5. The purpose of the workgroup will be to develop the JIS draft policy on the JIS local automated court systems and also work on a proposed amendment to JISC Rule 13.	Linda Bell Chair	

The Supreme Court  
State of Washington

BARBARA A. MADSEN  
CHIEF JUSTICE  
TEMPLE OF JUSTICE  
POST OFFICE BOX 40929  
OLYMPIA, WASHINGTON  
98504-0929



(360) 357-2037  
FAX (360) 357-2085  
E-MAIL J\_B.MADSEN@COURTS.WA.GOV

June 26, 2011

Ms. Barbara Miner  
King County Clerk  
King County Superior Court  
516 3rd Ave, Rm E-609  
Seattle, WA 98104-2361

Re: Appointment to the Judicial Information System Committee

Dear Ms. Miner:

At the request of the Washington State Association of County Clerks, I am pleased to reappoint you as a superior court representative to the Judicial Information System Committee (JISC). JISC Rule 2 provides for the appointment of three non-judicial members from the superior court level to the JISC. Your new appointment is effective August 1, 2011, and continues through July 31, 2014.

Thank you for your interest in the success of the JISC. I appreciate your willingness to serve again, and I am sure you will continue to be a valuable asset to the committee.

Sincerely,

Barbara A. Madsen  
Chief Justice

cc: Justice Mary E. Fairhurst, Chair, JISC  
Ms. Betty J. Gould, WSACC President  
Mr. Jeff Hall, Court Administrator  
Ms. Vonnie Diseth, ISD Director, AOC

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June 26, 2011

Mr. William Holmes  
Kittitas County Juvenile Court  
205 W 5th Ave Ste 211  
Ellensburg, WA 98926-2887

Re: Appointment to the Judicial Information System Committee

Dear Mr. Holmes:

At the request of the Washington Association of Juvenile Court Administrators, I am pleased to reappoint you as a superior court representative to the Judicial Information System Committee (JISC). JISC Rule 2 provides for the appointment of three non-judicial members from the superior court level to the JISC. Your new appointment is effective August 1, 2011, and continues through July 31, 2014.

Thank you for your interest in the success of the JISC. I appreciate your willingness to serve again, and I am sure you will continue to be a valuable asset to the committee.

Sincerely,

A handwritten signature in cursive script that reads "Barbara A. Madsen".

Barbara A. Madsen  
Chief Justice

cc: Justice Mary E. Fairhurst, Chair, JISC  
Ms. Shelly S. Maluo, President WAJCA  
Mr. Jeff Hall, Court Administrator  
Ms. Vonnie Diseth, ISD Director, AOC

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June 26, 2011

Honorable Jeanette Dalton  
Kitsap County Superior Court  
614 Division St, MS 24  
Port Orchard, WA 98366-4683

Re: Appointment to the Judicial Information System Committee

Dear Judge Dalton:

At the request of the Superior Court Judge's Association (SCJA), I am pleased to appoint you as an SCJA representative to the Judicial Information System Committee (JISC). Your new appointment is effective August 1, 2011, and continues through July 31, 2014.

Thank you for your interest in the success of the JISC. I appreciate your willingness to serve, and I am sure you will be a valuable asset to the committee.

Sincerely,

Barbara A. Madsen  
Chief Justice

cc: Justice Mary E. Fairhurst, Chair, JISC  
Judge Laura Inveen, SCJA President  
Mr. Jeff Hall, Court Administrator  
Ms. Vonnice Diseth, ISD Director, AOC

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June 26, 2011

Honorable Thomas J. Wynne  
Snohomish County Superior Court  
3000 Rockefeller Ave MS 502  
Everett, WA 98201-4046

Re: Appointment to the Judicial Information System Committee

Dear Judge Wynne:

At the request of the Superior Court Judge's Association (SCJA), I am pleased to reappoint you as an SCJA representative to the Judicial Information System Committee (JISC). Your new appointment is effective August 1, 2011, and continues through July 31, 2014.

Thank you for your interest in the success of the JISC. I appreciate your willingness to serve again, and I am sure you will continue to be a valuable asset to the committee.

Sincerely,

A handwritten signature in cursive script that reads "Barbara A. Madsen".

Barbara A. Madsen  
Chief Justice

cc: Justice Mary E. Fairhurst, Chair, JISC  
Judge Laura Inveen, SCJA President  
Mr. Jeff Hall, Court Administrator  
Ms. Vonnie Diseth, ISD Director, AOC

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June 26, 2011

Mr. Steward Menefee  
Grays Harbor County Prosecuting Attorney's Office  
102 West Broadway, RM 102  
Montesano, WA 98563

Re: Appointment to the Judicial Information System Committee

Dear Mr. Menefee:

At the request of the Washington Association of Prosecuting Attorneys, I am pleased to reappoint you as a representative to the Judicial Information System Committee (JISC). JISC Rule 2 provides for the appointment of three non-judicial members from outside the judiciary to the JISC. Your new appointment is effective August 1, 2011, and continues through July 31, 2014.

Thank you for your interest in the success of the JISC. I appreciate your willingness to serve again, and I am sure you will continue to be a valuable asset to the committee.

Sincerely,

A handwritten signature in cursive script that reads "Barbara A. Madsen".

Barbara A. Madsen  
Chief Justice

cc: Justice Mary E. Fairhurst, Chair, JISC  
Ms. Susan Baur, President WAPA  
Mr. Jeff Hall, Court Administrator  
Ms. Vonnie Diseth, ISD Director, AOC

**Administrative Office of the Courts**  
**Information Services Division Project Allocation & Expenditure Update**  
EXPENDITURES AND OBLIGATIONS THROUGH JUNE 30, 2011

	Initiatives JIS Transition	ALLOCATED	EXPENDED	OBLIGATED	VARIANCE
<b>1.</b>	<b>Organizational Change Management Phase 1</b>				
1.1	Develop Organizational Change Strategy	\$700	\$626	\$0	\$74
1.2	Implement New Organization Structure	\$136,000	\$136,000	\$0	\$0
	<b>Organizational Change Management Phase 1-Subtotal</b>	<b>\$136,700</b>	<b>\$136,626</b>	<b>\$0</b>	<b>\$74</b>
<b>2.</b>	<b>Capability Improvement Phase I</b>				
2.1	Implement Change Management and Communications	\$595,000	\$540,000	\$0	\$55,000
2.2	Implement IT Governance	\$922,100	\$922,088	\$0	\$12
2.3	Implement Project Management Office (PMO)	\$959,000	\$683,250	\$0	\$275,750
2.4	Implement IT Portfolio Management (ITPM)	\$950,000	\$645,500	\$0	\$304,500
	<b>Capability Improvement Phase I-Subtotal</b>	<b>\$3,426,100</b>	<b>\$2,790,838</b>	<b>\$0</b>	<b>\$635,262</b>
<b>3.</b>	<b>Capability Improvement Phase II</b>				
3.1	Implement Enterprise Architecture Management	\$92,500	\$92,200	\$0	\$300
3.2	Implement Solution Management	\$0	\$0	\$0	\$0
3.3	Implement Relationship Management	\$0	\$0	\$0	\$0
3.4	Implement IT Service Management-Change, Configure, Release	\$225,000	\$0	\$0	\$225,000
	<b>Capability Improvement Phase II-Subtotal</b>	<b>\$317,500</b>	<b>\$92,200</b>	<b>\$0</b>	<b>\$225,300</b>
<b>4.</b>	<b>Capability Improvement Phase III</b>				
4.1	Establish Vendor Management	\$100,000	\$0	\$0	\$100,000
4.2	Mature Application Development Capability	\$200,000	\$0	\$0	\$200,000
4.3	Establish Enterprise Security	\$200,000	\$0	\$0	\$200,000
	<b>Capability Improvement Phase III-Subtotal</b>	<b>\$500,000</b>	<b>\$0</b>	<b>\$0</b>	<b>\$500,000</b>
<b>5.</b>	<b>Capability Improvement Phase IV</b>				
5.1	Implement IT Service Management-Incident, Problem, Service	\$550,000	\$406,000	\$0	\$144,000
5.2	Implement Financial Management Reporting	\$85,000	\$85,000	\$0	\$0
	<b>Capability Improvement Phase IV-Subtotal</b>	<b>\$635,000</b>	<b>\$491,000</b>	<b>\$0</b>	<b>\$144,000</b>
<b>6.</b>	<b>Capability Improvement Phase V</b>	<b>\$0</b>			
<b>7.</b>	<b>Master Data Management</b>				
7.1	Develop Data Governance Model	\$95,000	\$95,000	\$0	\$0
7.2	Implement Data Quality Program	\$310,000	\$265,000	\$0	\$45,000
7.3	Develop Unified Data Model	\$298,000	\$50,000	\$0	\$248,000
7.4	Implement MDM Tool	\$900,000	\$0	\$0	\$900,000
	<b>Master Data Management-Subtotal</b>	<b>\$1,603,000</b>	<b>\$410,000</b>	<b>\$0</b>	<b>\$1,193,000</b>
<b>8.</b>	<b>Migrate Data Exchanges</b>	<b>\$0</b>			
<b>9.</b>	<b>Migrate Web Sites</b>	<b>\$0</b>			
<b>10.</b>	<b>JIS Applications Refresh</b>				
10.1	Conduct Feasibility Study and Transition Planning	\$525,700	\$144,033	\$0	\$381,667
	<b>JIS Applications Refresh-Subtotal</b>	<b>\$525,700</b>	<b>\$144,033</b>	<b>\$0</b>	<b>\$381,667</b>
<b>11.</b>	<b>Organization Change Management Phase II</b>				
11.1	Change Management in Support of JIS	\$320,000	\$0	\$0	\$320,000
	<b>Organization Change Management Phase II-Subtotal</b>	<b>\$320,000</b>	<b>\$0</b>	<b>\$0</b>	<b>\$320,000</b>
<b>12.</b>	<b>Ongoing Activities</b>				
12.1	Natural To COBOL Conversion	\$550,000	\$31,850	\$0	\$518,150
12.2	SCOMIS DX	\$1,600,000	\$625,638	\$84,422	\$889,940
12.3	E-Ticketing stabilization	\$0	\$0	\$0	\$0
12.4	Non-allocated Projects	\$0	\$0	\$0	\$0
	<b>Ongoing Activities-Subtotal</b>	<b>\$2,150,000</b>	<b>\$657,488</b>	<b>\$84,422</b>	<b>\$1,408,090</b>
<b>13.</b>	<b>Equipment Replacement</b>				
13.1	Equipment Replacement - External	\$2,700,000	\$2,674,425	\$0	\$25,575
13.2	Equipment Replacement - Internal	\$300,000	\$229,392	\$0	\$70,608
	<b>Equipment Replacement-Subtotal</b>	<b>\$3,000,000</b>	<b>\$2,903,817</b>	<b>\$0</b>	<b>\$96,183</b>
	<b>Sub-TOTAL</b>	<b>\$12,614,000</b>	<b>\$7,626,002</b>	<b>\$84,422</b>	<b>\$4,903,576</b>

# **Superior Court Case Management Feasibility Study Status Update**

**August 5, 2011**

## Status Update

- During the July 6<sup>th</sup> special briefing for the SCJA, it was discovered that a fourth alternative analysis of a “distributed model” had been omitted.
- MTG agreed to do the additional analysis --- estimated to take 6 weeks.
- The SCMFS Executive Steering Committee was reconvened to provide oversight, direction and scope to MTG for the additional alternative analysis.
- At the SCJA’s request, all remaining scheduled briefings were canceled and will be rescheduled to include the fully amended Final Feasibility Report.
- A special JISC meeting has been scheduled for **September 9<sup>th</sup>** to discuss the recommendation from the amended Final Feasibility Study Report and to make a decision on how to proceed.

## Revised Briefing Schedule

- **Wednesday, August 24, 2011**
  - 9:00 -11:00 morning session – In Person at SeaTac Facility & Online
  - 1:00 – 3:00 afternoon session – AOC Internal Staff in Olympia
- **Thursday, August 25, 2011**
  - 9:00 -12:00 morning session – In Person at SeaTac Facility & Online
- **Tuesday, August 30, 2011**
  - 9:00 -11:00 morning session – AOC Internal Staff in Olympia
  - 1:00 -3:00 afternoon session – In Person at SeaTac Facility & Online

# Expectations

- All JISC members will be able to attend one of the rescheduled briefings in August to be updated on the fourth alternative analysis.
- All JISC members will be prepared to discuss the recommendation of the amended Final Feasibility Report and make a decision on how to proceed at the September 9<sup>th</sup> JISC Special Meeting.

# June IT Governance Update

## Completed JIS IT Requests

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### Request ID: 059 – Highlight Case in JABS When Doing a Case Number Search

**Description:** This enhancement updated JABS so that the case number a user searches for is highlighted on the Individual Case History screen when results are returned.

**CLUG:** MCLUG | **Authorized By:** CIO

**Schedule:** May 19 – Jun 28, 2011 | **Final Delivery Date:** Jun 28, 2011

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### Request ID: 066 – Update RightNow APIs

**Description:** This enhancement updated the APUs currently used in conjunction with RightNow from XML-API to Connect Services.

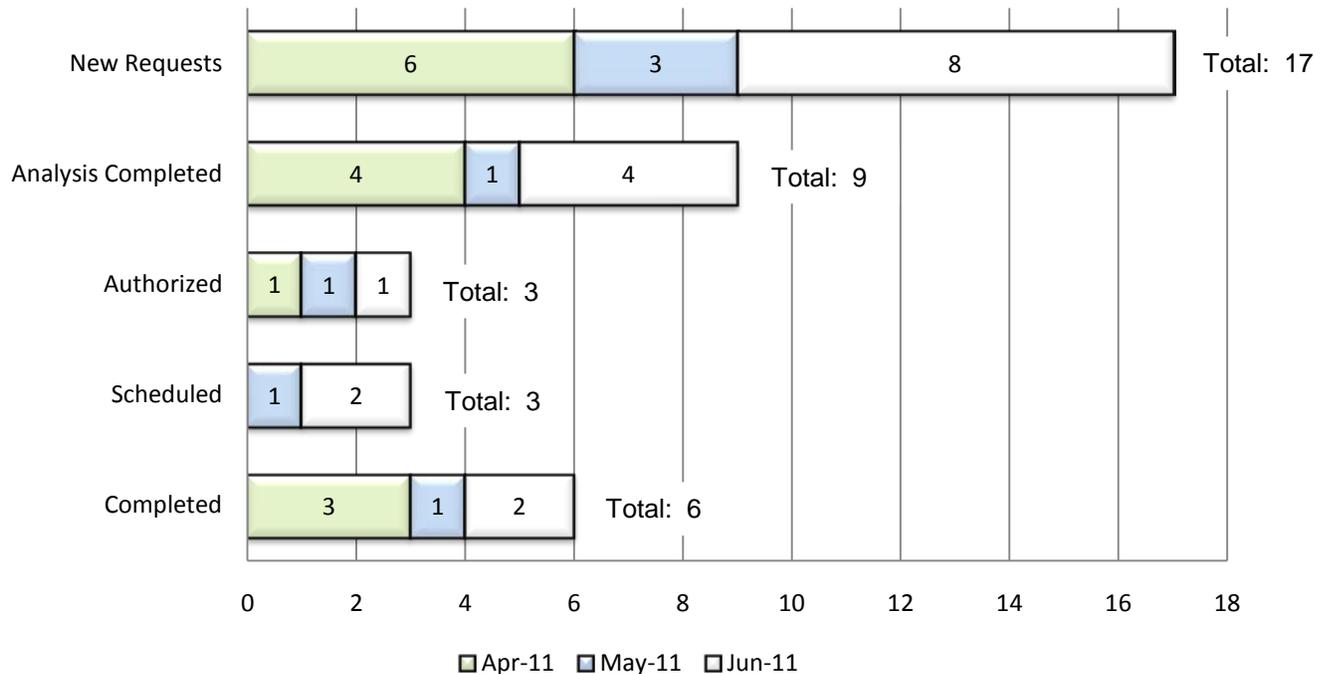
**CLUG:** AOC | **Authorized By:** CIO

**Schedule:** May 2 – Jul 1, 2011 | **Final Delivery Date:** Jun 3, 2011

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## Status Charts

### Requests Completing Key Milestones



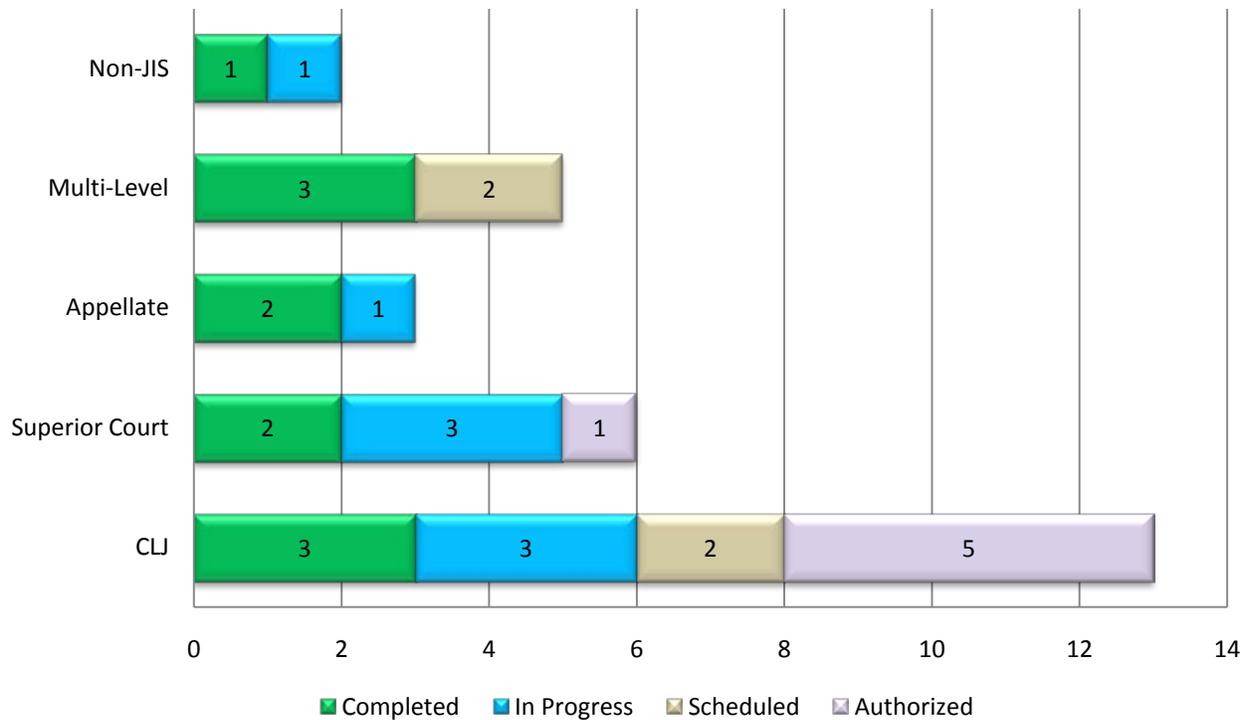
## Current Active Requests by:

Endorsing Group	
Supreme Court	2
Court of Appeals Executive Committee	2
Superior Court Judges Association	3
Washington State Association of County Clerks	6
District and Municipal Court Judges Association	6
District and Municipal Court Management Association	26
Data Management Steering Committee	2
Data Dissemination Committee	1
Codes Committee	1
Administrative Office of the Courts	10

Court Level User Group	
Appellate Court	2
Superior Court	8
Courts of Limited Jurisdiction	17
Multi Court Level	10
Non-JIS	3

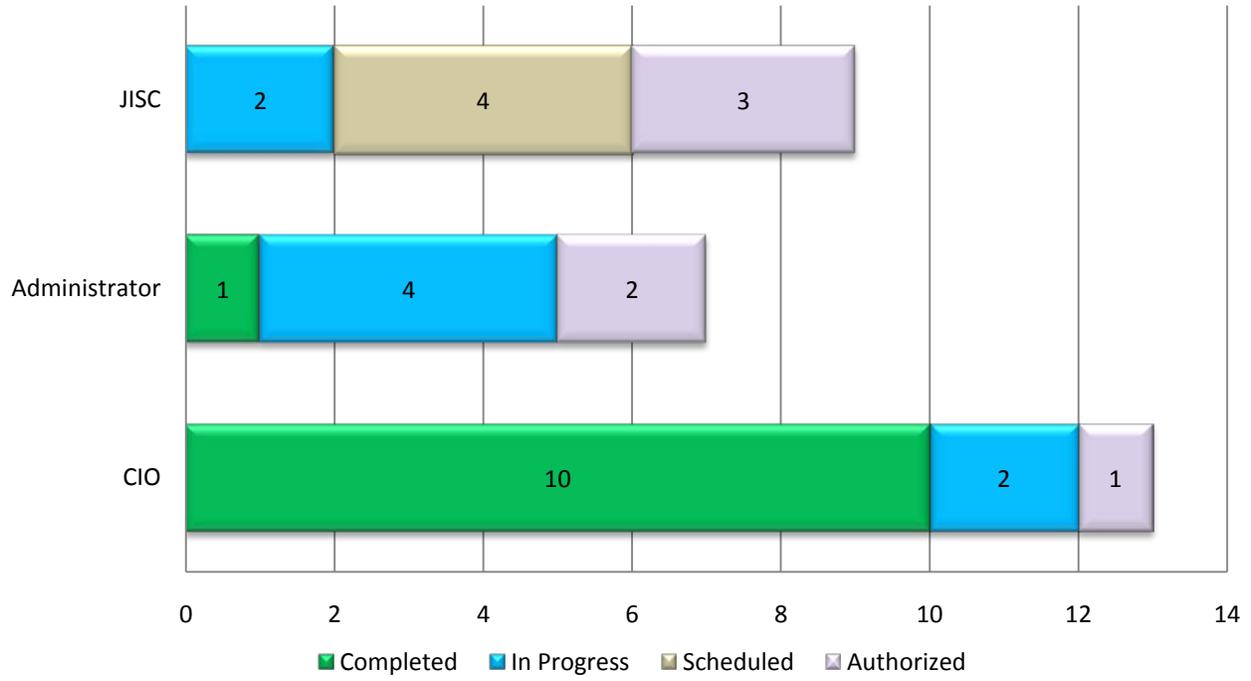
## Status of Active Requests by CLUG

Since ITG Inception



# Status of Active Requests by Authorizing Authority

Since ITG Inception



# Scheduled ITG Request Overview

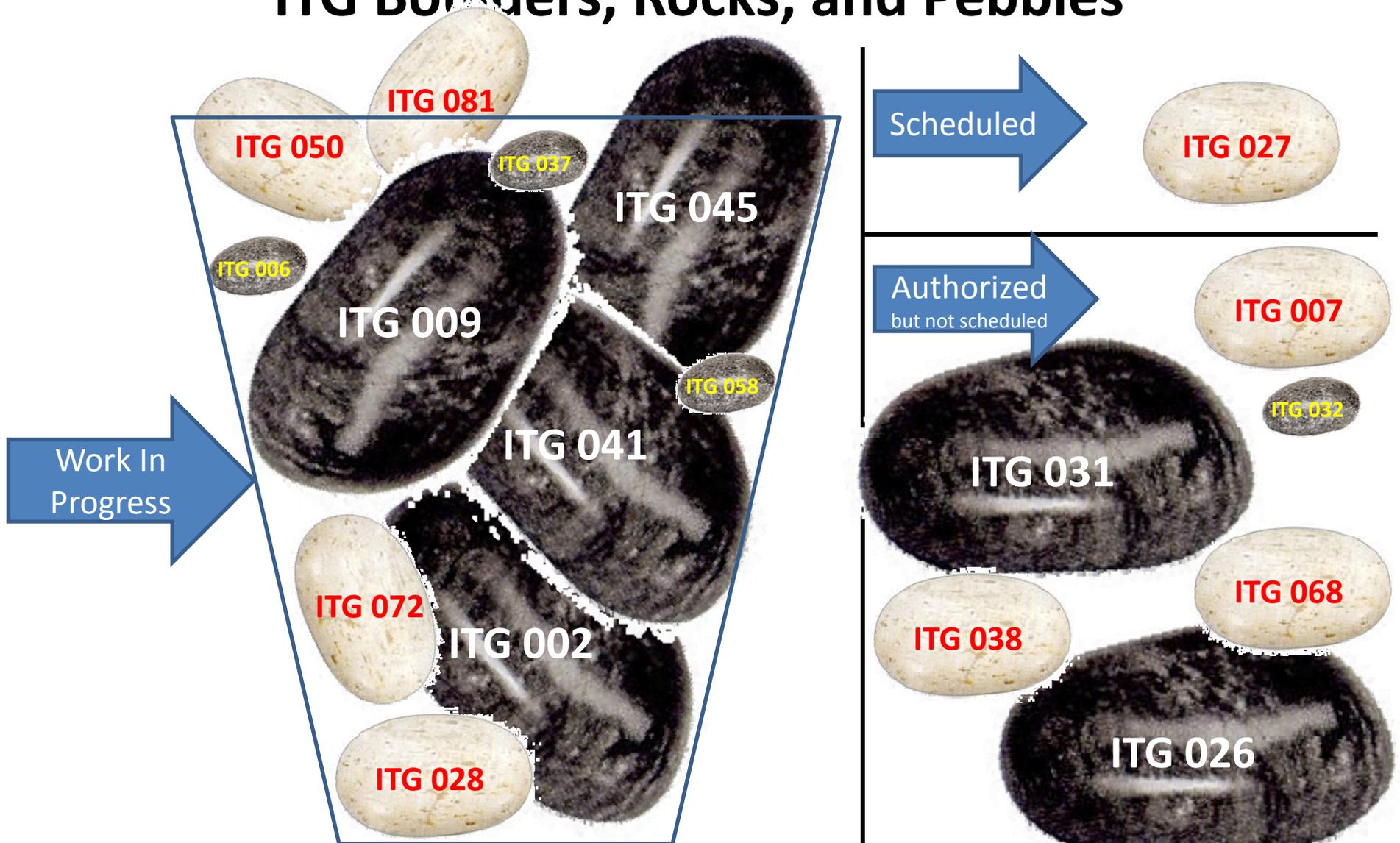
Current as of 07/01/11

	July	August	September	October	November	December
<b>Web</b>	006 – Court Interpreter Database					
<b>Data Warehouse</b>		009 – Add Accounting Data Warehouse				
<b>JIS</b>	058 – Warrants Print on Plain Paper and 037 – Warrants Comment Line					
<b>JRS</b>	050 – JRS Windows 7 Compatibility and 072 – JRS Electronic Journaling					
<b>Other</b>	081 – Implement Static Risk Tool, STRONG 2					
	028 – CLJ Parking Module Modernization					
	045 – Appellate E-Filing					

### Schedule Status Based on Current Project Baseline



# ITG Boulders, Rocks, and Pebbles



# Work Completed Since July 1, 2009

Project or ITG Request
1. ITG 004 – Change Meretricious Cause of Action
2. ITG 012 – Adult Risk Assessment (Feasibility Study)
3. ITG 019 – Change Web Display of SCOMIS Judgments
4. ITG 022 – Total on CAR Screen
5. ITG 023 – TPSC Makes Docket Entry
6. ITG 033 – Autofill Date for BDK Screen
7. ITG 039 – Prevent Amending Charges on CAR when FTA is Issued
8. ITG 052 – ACORDS Letter Modification
9. ITG 053 – Modify ACORDS Table Download
10. ITG 059 – Highlight Case in JABS after Case Number Search
11. ITG 066 – Update RightNow APIs
12. Case Research Records
13. Vehicles in Emergency Zones
14. E-ticketing Stabilization
15. Records Management System
16. Develop Organizational Change Strategy

Project or ITG Request
17. Implement New organization Structure
18. Implement Change Management & Communications
19. Implement IT Governance
20. Implement Project Management Office
21. Implement Enterprise Architecture
22. Implement Relationship Management
23. Implement Service Catalog, Service Level Management, Enterprise Requirements Management
24. Implement Performance Reporting
25. Develop Data Governance Model
26. Develop Unified Data Model (Scoping)
27. Superior Courts Systems (Market Study)
28. Road to Toll Support (Feasibility Study)
29. 2009-11 Equipment Replacement
30. Resource Management
31. Implement Data Quality Program
32. IT Portfolio Management

## Work In Progress as of Aug 5, 2011

ITG Requests	AOC Work Effort
002 – Superior Court CMS (Feasibility Study)	6,472 hrs
009 – Accounting Data in the Data Warehouse	5,225 hrs
041 – CLJ Archiving and Destruction	4,700 hrs
081 – Implement STRONG 2	1,622 hrs
006 – Court Interpreter Database	512 hrs
037 – Comments Line on Warrants	390 hrs
045 – Appellate Electronic Filing (Feasibility Study)	342 hrs
058 – Print Warrants on Plain Paper	296 hrs
028 – CLJ Parking Module Modernization (In-depth Analysis)	270 hrs
050 – JRS Windows 7 Compatibility	205 hrs
072 – Electronic Journaling	202 hrs
<b>TOTAL</b>	<b>20,236 hrs</b>

Grant Funded Projects	AOC Work Effort
Back on Track to PACT (Juv. Risk Assessment)	2,840 hrs
<b>TOTAL</b>	<b>2,840 hrs</b>

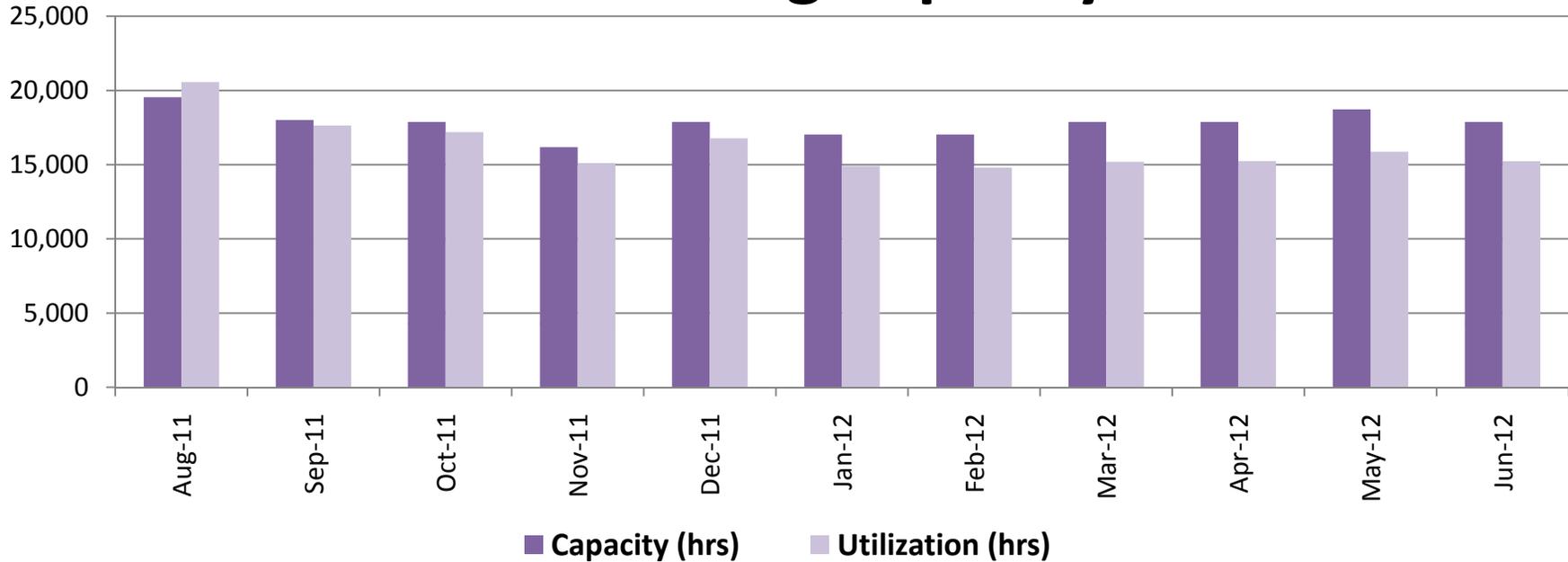
JIS Approved Projects	AOC Work Effort
Superior Court Data Exchange	21,830 hrs
Natural to COBOL Conversion	3,790 hrs
Vehicle Related Violations	2,130 hrs
JIS Baseline Services	415 hrs
<b>TOTAL</b>	<b>28,165 hrs</b>

ISD Internal Projects	AOC Work Effort
DB2 Upgrade to Version 10	6,480 hrs
Clarity Implementation	2,100 hrs
BizTalk Upgrade	1,700 hrs
<i>COTS Preparation</i>	<i>TBD</i>
<i>ISD Transformation Wrap-up</i>	<i>TBD</i>
<i>Information Networking Hub</i>	<i>TBD</i>
<b>TOTAL</b>	<b>10,280+ hrs</b>

**TOTAL FOR ALL PROJECTS IN  
PROGRESS**

**60,521+ hrs**

## ISD Staffing Capacity



**Overall utilization rate is 94%** (August 2011- June 2012)

<b>2011</b>	August	<b>108%</b>	Sept	<b>100%</b>	October	<b>99%</b>	Nov	<b>96%</b>
	Dec	<b>96%</b>						
<b>2012</b>	January	<b>90%</b>	February	89%	March	87%	April	88%
	May	87%	June	88%				



# **Appellate Courts EDMS Feasibility Study Results**

**July 15, 2011**

# Appellate Courts EDMS Feasibility Study

## Background:

- Supreme Court handles all court document using a manual paper process
- Each of the Court of Appeals has an EDMS but they are all different and use different document file formats; preventing the electronic transfer of documents between Appellate Courts
- The existing Appellate Court EDMS systems:
  - Do not interface to ACORDS
  - No public web interface to support electronic filing of courts documents or public record requests
  - Limit automated workflow processing



# Appellate Courts EDMS Feasibility Study

## Background: (Cont'd)

Appellate Courts	# Court Users	Past Year		Total # Electronic Documents
		# Documents	# Cases	
Supreme Court (1) (2)	78	9,270	1,545	N/A
Court of Appeals Division 1	65	6,822	1,003	74,390
Court of Appeals Division 2 (3)	54	39,000	6,500	77,261
Court of Appeals Division 3	18	30,137	5,764	30,137
<b>Total</b>	<b>215</b>	<b>85,229</b>	<b>14,812</b>	<b>181,788</b>

**Notes:**

- 1) Supreme Court currently maintains court documents in paper file folders
- 2) Supreme Court document count was estimated based on a ratio of 6 documents per Case
- 3) Division 2 Case count was estimated based upon 6 documents per Case
- 4) 6 documents per Case was the average between COA Divisions 1 & 3

# Appellate Courts EDMS Feasibility Study

## Background: (Cont'd)

Appellate Courts	Current Annual EDMS Costs		
	Software Licenses	Server Support (2)	Total
Supreme Court (1)			
Court of Appeals Division 1	\$8,000	\$12,000	\$20,000
Court of Appeals Division 2	\$7,000	\$12,000	\$19,000
Court of Appeals Division 3 (3)	\$0	\$12,000	\$12,000
<b>Total</b>	<b>\$15,000</b>	<b>\$36,000</b>	<b>\$51,000</b>

**Notes:**

- 1) Supreme Court currently maintains court documents in paper file folders
- 2) Annual Server Support costs are based on 3 Hrs/Wk at \$76/Hr at each EDMS site
- 3) Court of Appeals Division 3 developed their own EDMS and do not have any Software License costs



# Appellate Courts EDMS Feasibility Study

## Feasibility Study Scope:

- Document Appellate Courts EDMS business requirements
- Document business process workflow requirements for Appellate Court documents
- Determine feasibility of developing an interface between ACORDS and an EDMS
- Perform a review of EDMS commercial products to evaluate viability to meet the Appellate Courts EDMS business requirements
- Perform a review EDMS implementation options – Buy vs Build
- Evaluate Appellate Court infrastructure in preparation for an EDMS deployment
- Develop preliminary cost and schedules for EDMS implementation options
- Evaluate Total Cost of Ownership (TCO) for EDMS implementation options



# Appellate Courts EDMS Feasibility Study

## Feasibility Study Scope: (Cont'd)

- Evaluate the risks of EDMS implementation options
- Provide recommendation to Appellate Court CLUG on EDMS implementation options



# Appellate Courts EDMS Feasibility Study

## EDMS and ACORDS Interaction

- All four of the requirements below can be accomplished by all options being presented:
  - Case related documents stored in the EDMS need to be accessible to internal users at the case level and the document level when working in ACORDS.
  - Case related documents stored in the EDMS need to be accessible with minimum key strokes when working in ACORDS.
  - Upon saving a document that is related to a case in the EDMS, a docket entry will be generated in ACORDS in the case. The data elements captured in the transmittal sheet will be utilized to eliminate the need for dual data entry.
  - EDMS shall maintain associated relationships between documents in ACORDS when EDMS is generating docket entries



# Appellate Courts EDMS Feasibility Study

## Buy vs Build Analysis:

- Appellate Courts EDMS business requirements assessment:
  - Buy: Evaluated (3) EDMS Vendor system
  - Build: Evaluated leveraging development performed by COA, Div 3
- Appellate Court EDMS business requirements can be satisfied with a Vendor or AOC developed solution
- Custom development is still required:
  - Develop the interface between the EDMS and ACORDS
  - Implement automated document workflow processes unique to each Court

# Appellate Courts EDMS Feasibility Study

## Buy vs Build - Project Risks:

#	Risk	Range
1	<p><b>EDMS Build option has more risk and may require significantly more development hours:</b></p> <ul style="list-style-type: none"> <li>&gt;&gt; Appellate Courts requirements</li> <li>&gt;&gt; Provide reliability / Stability / Performance</li> <li>&gt;&gt; Supportable &amp; Maintainable</li> <li>&gt;&gt; Open architecture to support industry standard interfaces</li> </ul>	High
2	<p><b>AOC Developers not available to support an EDMS Build option.</b></p> <ul style="list-style-type: none"> <li>&gt;&gt; AOC Developers currently engaged in other development activities</li> <li>&gt;&gt; EDMS Build would require 2 - 3 developers committed to this effort</li> <li>&gt;&gt; AOC staffing limitations would delay the implementation of the EDMS Build option by at least 6 - 12 months beyond the EDMS Buy option.</li> </ul>	Medium

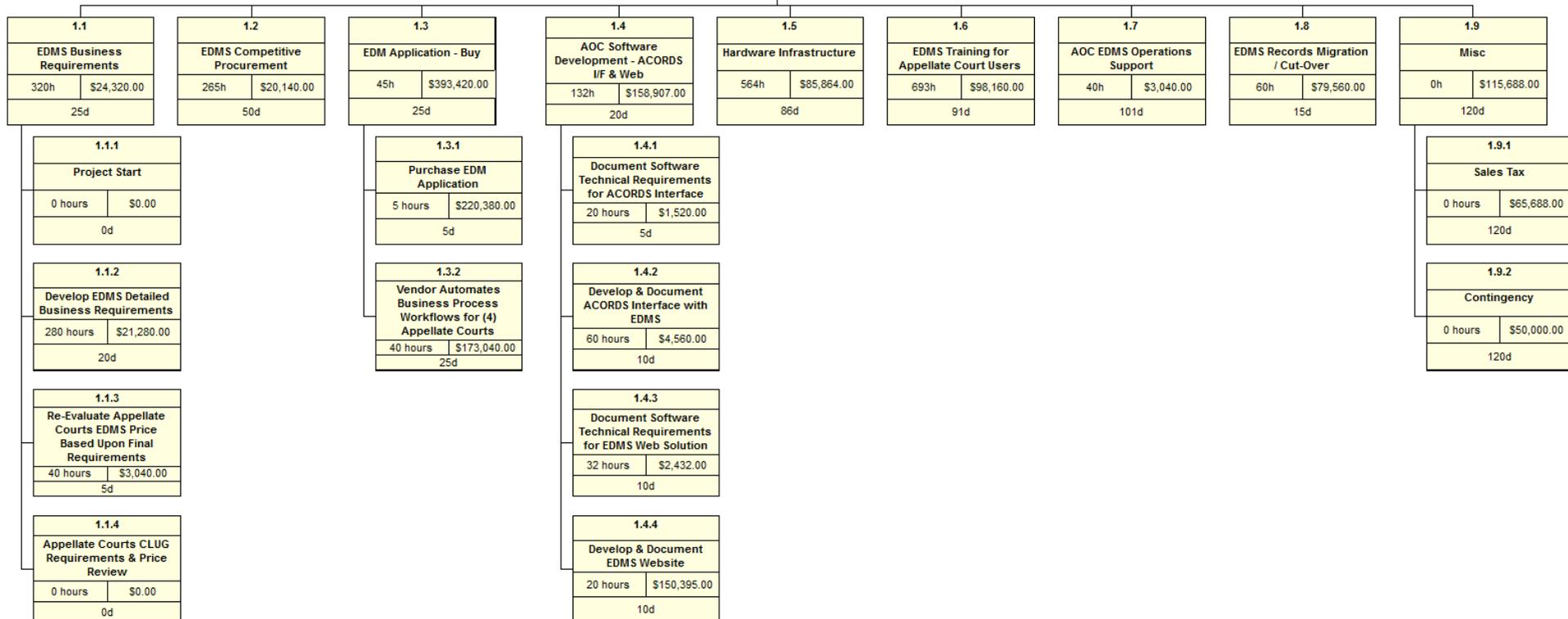


# Appellate Courts EDMS Feasibility Study Buy vs Build - Project Implementation Schedule

Activity	Dates	
	Build	Buy
Project Start	8/15/2011	8/15/2011
QA Cmplt - EDM Application		3/26/2012
QA Cmplt - EDMS Web Portal		3/26/2012
QA Cmplt - Automated Workflow		3/26/2012
EDMS End User Training Cmplt		4/9/2012
Supreme Court EDMS Ready For Production		4/9/2012
COA Div 1 EDMS Ready For Production		4/16/2012
COA Div 2 EDMS Ready For Production		4/23/2012
COA Div 3 EDMS Ready For Production	+ 6 to 12 mos beyond Buy schedule	4/30/2012

# Appellate Courts EDMS Feasibility Study Buy - Project Implementation Costs

1
Appellate Courts EDMS Implementation - Buy
2,119h   \$979,099.00
186d





# Appellate Courts EDMS Feasibility Study Buy - Project Implementation Cost Summary

Category	Cost
Purchase - Equipment & Services	\$755,035
Sales Tax - 8.7%	\$65,688
Contingency	\$50,000
Total	\$870,723
AOC Labor Hrs: 1,426	\$108,376
Grand Total	\$979,099

**Notes:**

- 1) AOC Labor rate used is \$76/Hr
- 2) EDMS Training labor rate is \$120/Hr and assumes contractor staffing, for 693 Hrs with a total of \$83,160 included in Purchase - Equipment & Services
- 3) Contingency is approximately 25% of project labor (\$191,535)



# Appellate Courts EDMS Feasibility Study

## AOC & Appellate Courts Infrastructure Readiness:

- The recommendation for providing infrastructure support for the EDMS is to be centralized in ISD's data center.
- This will incorporate the EDMS into the AOC enterprise backup and recovery model as well as Disaster recovery plan.
- The Appellate Courts EDMS requirements have been reviewed by ISD infrastructure and can be accommodated.
- Network bandwidth has been evaluated to be sufficient by ISD network staff. A contingency has been set aside in case upgrades are needed.



# Appellate Courts EDMS Feasibility Study

## Buy vs Build - Project Implementation Recommendation:

- There is significant risk in a Build option and the potential increase in cost could be significant
- AOC limited development resources would be better allocated implementing needed Court solutions that are not available as commercial products
- AOC Recommendation: Allocate the funds to Buy an Appellate Courts EDMS



# 1 Severity and Risk Assessment for Appellate Courts EDMS Project

The following Risk Assessment applies to the overall project and not to the current project stage.

## 1.1 Severity Level Criteria

The severity matrix assesses the project’s impact on citizens and state operations, its visibility to stakeholders, and the consequences of project failure.

Severity Level Criteria Categories				
Levels	Impact on Clients	Visibility	Impact on State Operations	Failure or Nil Consequences
High	<input type="checkbox"/> Direct contact with citizens, political subdivisions, and service providers – including benefits payments and transactions.	<input checked="" type="checkbox"/> Highly visible to public, trading partners, political subdivisions and Legislature.  <input type="checkbox"/> Likely subject to hearings.  <input checked="" type="checkbox"/> System processes sensitive/confidential data (e.g. medical, SSN, credit card numbers, etc.) <b>System processes control access to Confidential &amp; Sealed court records.</b>	<input checked="" type="checkbox"/> Statewide or multiple agency involvement / impact.  <input type="checkbox"/> Initial mainframe acquisitions or network acquisitions.	<input type="checkbox"/> Inability to meet legislative mandate or agency mission.  <input type="checkbox"/> Loss of significant federal funding.
Medium	<input checked="" type="checkbox"/> Indirect impacts on citizens through management systems that support decisions that are viewed as important by the public.  <input checked="" type="checkbox"/> Access by citizens for information and research purposes.	<input type="checkbox"/> Some visibility to the Legislature, trading partners, or public the system / program supports.  <input type="checkbox"/> May be subject to legislative hearing.	<input type="checkbox"/> Multiple divisions or programs within agency.	<input type="checkbox"/> Potential failure of aging systems.
Low	<input type="checkbox"/> Agency operations only.	<input type="checkbox"/> Internal agency only.	<input type="checkbox"/> Single division.  <input type="checkbox"/> Improve or expand existing networks or mainframes with similar technology.	<input checked="" type="checkbox"/> Loss of opportunity for improved service delivery or efficiency.  <input checked="" type="checkbox"/> Failure to resolve customer service complaints or requests.



1.1 Risk Level Criteria

The risk matrix below measures the impact of the project on the organization, the effort needed to complete the project, the stability of the proposed technology, and agency preparedness.

Risk Level Criteria Categories				
Levels	Functional Impact on Business Processes or Rules	Development Effort & Resources	Technology	Capability & Management
High	<input type="checkbox"/> Significant change to business rules. <input type="checkbox"/> Replacement of a mission critical system. <input type="checkbox"/> Multiple organizations involved. <input type="checkbox"/> Requires extensive and substantial job training for work groups.	<input type="checkbox"/> Over \$5 million. <input type="checkbox"/> Development and implementation exceeds 24 months.* <input type="checkbox"/> Requires a second decision package. * Clock starts after feasibility study or project approval and release of funding.	<input type="checkbox"/> Emerging. <input type="checkbox"/> Unproven. <input type="checkbox"/> Two or more of the following are new for agency technology staff or integrator, or are new to the agency architecture: programming language; operating systems; database products; development tools; data communications technology. <input type="checkbox"/> Requires PKI certificate. <input type="checkbox"/> Complex architecture – greater than 2 tier.	<input type="checkbox"/> Minimal executive sponsorship. <input type="checkbox"/> Agency uses ad-hoc processes. <input type="checkbox"/> Agency and/or vendor track record suggests inability to mitigate risk on project requiring a given level of development effort.
<b>Medium</b>	<input checked="" type="checkbox"/> Moderate change to business rules. <input checked="" type="checkbox"/> Major enhancement or moderate change of mission critical system. <input checked="" type="checkbox"/> Medium complexity business process(es). <input checked="" type="checkbox"/> Requires moderate job training.	<input checked="" type="checkbox"/> Under \$5 million but over agency delegated authority. <input checked="" type="checkbox"/> 12 to 24 months for development and implementation. * * Clock starts after feasibility study or project approval and release of funding.	<input checked="" type="checkbox"/> New in agency with 3rd party expertise and knowledge transfer. <input checked="" type="checkbox"/> One of the technologies listed above is new for agency development staff.	<input checked="" type="checkbox"/> <b>Executive sponsors knowledgeable but sponsors represent multiple organization with varying requirements</b> <input type="checkbox"/> System integrator under contract with agency technical participation. <input checked="" type="checkbox"/> Agency and/or vendor record indicates good level of success but without the structure for repeatability. <b>ACORDS I/F</b>
Low	<input type="checkbox"/> Insignificant or no change to business rules. <input type="checkbox"/> Low complexity business process(es). <input type="checkbox"/> Some job training could be required. (technical)	<input type="checkbox"/> Within agency delegated authority. <input type="checkbox"/> Under 12 months for development and implementation.* * Clock starts after feasibility study or project approval and release of funding.	<input type="checkbox"/> Standard, proven agency technology.	<input type="checkbox"/> Strong executive sponsorship. <input type="checkbox"/> Agency and vendor have strong ability to mitigate risk on a development project. <input type="checkbox"/> Project staff uses documented and repeatable processes for tracking status, problems, and change. <input type="checkbox"/> Agency or vendor is CMM Level 3 equivalent or above.

## 1.1 Overall Risk Matrix

Project Approval and Oversight Matrix			
<b>High Severity</b>	Level 2	<b>Level 2</b>	Level 3
Medium Severity	Level 1	Level 2	Level 2
Low Severity	Level 1	Level 1	Level 1
	Low Risk	<b>Medium Risk</b>	High Risk

## **Recommendation from the Appellate Court Level User Group.**

### **Appellate Electronic Document Management System Feasibility Study**

#### **RECOMMENDATION**

- Based on the feasibility study results, the Appellate Court Level User Group (ACLUG) unanimously approved the AOC recommendation on July 15, 2011 to buy a new Electronic Document Management System for use by the Court of Appeals Div I, II, III and the Supreme Court.
- The ACLUG recommends that the JISC authorize the purchase of a new EDMS for the Appellate courts.

#### **I. FACTS**

The Appellate Courts require a statewide enterprise document management system that interfaces with an appellate case management system to provide an integrated solution to support their business needs.

At the January 21, 2011 JISC meeting, the JISC approved ITG #45 Appellate Electronic Filing feasibility study.

At the February 18, 2011 JISC meeting, the JISC gave ITG #45 Appellate Electronic Filing feasibility study the highest priority, placing it first on the list above all other ITG requests.

At the May 6, 2011 JISC meeting, the JISC grandfathered in the Superior Court Case Management system request as the #1 priority for the JISC and thereby moving the Appellate Electronic Filing request to priority #2 for the JISC.

#### **II. DISCUSSION**

Per the scope of the feasibility study for ITG #45, two options (build vs. buy) were analyzed and presented to the Appellate Electronic Filing Executive Steering Committee and ACLUG for consideration. Additionally the feasibility study answered the question of whether a new electronic document management system (EDMS) could integrate with the existing ACORDS application already in use by the Appellate Courts.

- 1. The outcome of the feasibility study showed that yes, it is feasible to integrate a new EDMS with the existing ACORDS application.**

2. **Buy (new EDMS):** Estimated cost is \$980,000 , Risk is LOW. *The vendor space is mature in this market.*
  - a. **The scope of the “buy” option includes but is not limited to;**
    - Workflow document automation
    - Webportal
    - Migration of existing documents from Court of Appeals Div 1, II, III
    - eFiling
    - Training on the new application
  
3. **Build (new EDMS):** Estimated cost is \$632,000, Risk is HIGH. *The AOC resources for building are unknown at this time. The schedule could potentially be pushed out beyond two years.*
  - a. **The scope of the “build” option includes but is not limited to;**
    - Workflow document automation
    - Webportal
    - Migration of existing documents from Court of Appeals Div 1, II, III
    - eFiling
    - Training on the new application

#### **OUTCOME IF NOT APPROVED –**

If the JISC does not authorize the purchase of a new EDMS, the appellate courts, will remain without an integrated electronic imaging and document management system thereby perpetuating, unnecessarily, the elevated cost of doing business for the courts (appellate and trial courts), attorneys and public as well as restricting workflow efficiencies demanded by the legislature’s recent budget decisions.

Judicial Information System Committee Meeting

August 5, 2011

**DECISION POINT – Appellate Electronic Document Management System – Buy Option**

**MOTION:**

- I move to adopt the Appellate Court Level User Group recommendation to buy an Electronic Document Management System to be used by the Court of Appeals Div 1, Div II, Div III and the Supreme Court.

**I. FACTS**

The appellate courts require a statewide enterprise document management system that interfaces with an appellate case management system to provide an integrated solution to support their business needs.

At the January 21, 2011 JISC meeting, the JISC approved ITG #45 Appellate Electronic Filing feasibility study.

At the February 18, 2011 JISC meeting, the JISC gave ITG #45 Appellate Electronic Filing feasibility study the highest priority, placing it first on the list above all other ITG requests.

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**II. DISCUSSION**

Per the scope of the feasibility study for ITG #45, two options (build vs. buy) were analyzed and presented to the Appellate Electronic Filing Executive Steering Committee for consideration. Additionally the feasibility study answered the question of whether a new electronic document management system (EDMS) could integrate with the existing ACORDS application already in use by the Appellate Courts.

- 1. The outcome of the feasibility study showed that yes, it is feasible to integrate a new EDMS with the existing ACORDS application.**
- 2. Buy (new EDMS):** Estimated cost is \$980,000 , Risk is medium. *The vendor space is mature in this market.*
- 3. Build (new EDMS):** Estimated cost is \$632,000, Risk is HIGH. *The AOC resources for building are unknown at this time. The schedule could potentially be pushed out beyond two years.*

The Appellate Court Level User Group recommended the purchase of a new EDMS for the Appellate courts.

**PROPOSAL**

While the EDMS Build option appears to be lower cost, there is significant risk and the potential increase in cost beyond current project estimates could be significant. AOC limited development resources would be better allocated implementing needed Court solutions that are not available as commercial products. AOC Recommendation: Allocate the funds to buy an Appellate Courts EDMS

**OUTCOME IF NOT PASSED –**

If the JISC does not authorize the purchase of a new EDMS, the appellate courts, will remain without an integrated electronic imaging and document management system, which will continue the slow, expensive, and inefficient manual processes the courts use currently



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# ITG Request 029 – Enhance JIS Law Table Updates

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Presented to the JISC for  
**Authorization** decision

## Analysis of IT Governance Request #029 Enhance JIS Law Table Updates

### **Request:**

This request is for an enhancement to JIS to make updates to law tables less time consuming and error prone. The request specifically seeks three features: 1. Create a new version of the same law, but with a different law number, without having to reenter the same record. That is, you should be able to add a record based on the field values in an existing record but with a different law number; you should be able to change other fields as needed; 2. Correct most, if not all, fields in a table entry (while ensuring that begin-date and end-dates for different versions of the same law do not overlap); 3. Create an audit trail (and possibly a review process) for these transactions.

### **Summary of Proposed Solution:**

The Administrative Office of the Courts (AOC) would add functionality to the Fine Penalty Schedule Update (FPSU) screen to allow a user to display an existing law table entry and clone the information to create a new law. In addition, functionality would be added to allow corrections to existing entries. Finally, four new fields would be added to FPSU to capture more detail audit information.

### **Sizing:**

The following estimate is based upon the best available information and does not include cost or effort estimates for on-going maintenance of the enhancement. This analysis was approved by AOC's Operations Control Board on April 14<sup>th</sup>, 2011.

**This enhancement would be accomplished by AOC's internal resources. The systems affected by the change would be: JIS. If this request is recommended by the court level user group, this request would proceed to the Judicial Information Systems Committee for authorization.**

**AOC estimates that this project would take 5 – 6 months to complete. This is an estimate of the duration of the project from the date work would begin on the project until final implementation.**

<b>Group</b>	<b>Hours</b>	<b>Tasks</b>
Court Education	24	Update documentation and training materials.
Business Analysis	40	Gather and document requirements.
Architecture	0	
Maintenance (Legacy)	372	Tech analysis/design, coding, documentation, and unit testing. Plus: LAW utility program revisions: 120
UI Designer	12	Item 3: Revise FPSU screen layout
Data Warehouse	32	Update BOXI reports (if there is a law table schema change).
DB2 DBAs	15	Item 3: Creation of new LAW table columns
Quality Control	141	Testing and validation.
Project Management	60	Oversight and coordination.
<b>Total</b>	<b>696 hours</b>	

*ISD staff costs average \$76 per hour. Contractor staff generally costs \$120 - \$150 per hour.*

### **Business Impacts:**

This enhancement would reduce the risk of errors from duplicate data entry. It would also save time for AOC staff in both Court Services and Legacy Maintenance simplifying the update process and through the reduction of error.

**Proposed Solution:**

For item 1 (Simplify new entries) in the request:

AOC would add functionality to the Fine Penalty Schedule Update (FPSU) screen to allow a user to display an existing law table entry and clone the information to create a new law.

In addition, ISD already offers a method to address bulk updates. If there is a need to perform a bulk update of laws, a utility program could be used by ISD staff to end-date the existing laws and establish the new laws. This utility program would only be available for large volume changes (more than 100 laws) that justify a coding effort, since it requires some customization for the specific business rules that apply to the change. (This process has been used when the LAW table has major changes due to Penalty/Payment Schedule changes or legislated changes.)

For item 2 (Allow corrections) in the request:

AOC would modify the edits on the FPSU screen as follows:

- For a law that has a future begin-effective-date, the user would be allowed to make changes to any fields on that law entry, as long as the begin-effective-date stays in the future.
- For a law whose begin effective date is no longer a future date, so that the law is “active” and could have been used, additional constraints will apply, as follows:  
The screen process would check for case-level usage of the law, by comparing the law and its date range to all cases in the database and looking for any case with that law and a case violation date that corresponds to the law in question.
  - If any case is found to use the law, then no updates can occur. Manual involvement would be required. [The proposed new Comments field, described below, could remain modifiable, since the Comments data does not influence case-level data.]
  - If no case is using the law, then all fields except the begin/end-effective dates can be changed. Because of complex date edits that reconcile for local and statewide laws, any changes to the date range would still need to be manually reviewed and reconciled.

For item 3 (Create an Audit Trail) in the request:

AOC would add four new fields to the FPSU screen:

1. A new field on the FPSU screen would allow entry and display of “Comments” text entered by either AOC or local court staff (dependent on whether it was a statewide or local law). A new column would be added to the LAW table to collect the Comments text.
2. A new field on the FPSU screen would display the last update time stamp for the law entry. The LAW\_UPD\_TS is a field that currently exists in the LAW table. (If needed, an additional LAW\_CRE\_TS column could store the original creation date of the LAW entry. This new data could also be displayed on the FPSU screen. When the new LAW\_CRE\_TS column is defined in the database, the existing LAW rows would have this new LAW\_CRE\_TS column populated from the row’s LAW\_UPD\_TS column.)
3. Two new fields on the FPSU screen would display the initials of the official who originally added the Law entry and the initials of the official who last updated the Law entry. Two new columns would be added to the LAW table (e.g., LAW\_CRE\_OFL\_PER\_TK and LAW\_UPD\_OFL\_PER\_TK). When these two new columns are defined in the database, the existing LAW rows would have no data in these two new columns. The official data would be populated by the FPSU screen as the official adds and updates a Law entry.

**Assumptions:**

1. Comments entered about changes to the statewide (\*SW) law table would only be viewable by AOC employees.
2. Comments entered about changes to the local law tables would only be viewable by that local court’s staff and by AOC employees.

3. Further analysis needs to be completed to determine the level of detail required for the audit trail.
4. The Audit Trail data (official and Timestamp) would be populated as data is entered and modified. As described above, the Official field would be blank for LAW entries that exist prior to implementation of these columns.
5. For Item 3 (Create an Audit Trail) Business analysts would need to define requirements for security levels, what fields to display or hide on the screen, and whether public access needs to be considered.

***Risks:***

None

**Request Status Summary**

**Request Status**                      Awaiting Authorization

**Request Detail**

<p><b>Requestor Name:</b> Backus, Brian R.</p> <p><b>Origination Date:</b> 09/15/2010</p> <p><b>Requestor Email:</b> <a href="mailto:brian.backus@courts.wa.gov">brian.backus@courts.wa.gov</a></p> <p><b>Requestor Phone:</b> 705-5320</p> <p><b>Recommended Endorser:</b> AOC (endorses for other communities)</p>	<p><b>Request Type:</b>    Change or Enhancement</p> <p><b>Which Systems are affected?</b>    Judicial Information System (JIS)</p> <p><b>Business Area:</b>    Administration</p> <p><b>Communities Impacted:</b>    CLJ Managers State Agencies</p> <p><b>Impact if not Resolved:</b>    High</p> <p><b>Impact Description:</b></p> <p>SB 6379, enacted in 2010, provides for the recodification and/or recodification of all vehicle and vessel registration and title statutes effective July 1, 2011. Without improved update capability, this will require a substantial and time consuming data entry effort.</p>
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**What is the Business Problem or Opportunity**

Updating the JIS law table is cumbersome, labor intensive, and prone to errors, especially with updates to laws already in the table. Entry of recodified laws requires reentry of all of the fields.

The system lacks an acceptable facility for correcting errors made in the entry of laws. Most errors made in the entry of data into the law table require Legacy Maintenance programmers to make changes directly to the database.

This request is that capability be added to Fine Schedule Penalty Update (FPSU) screen or that a front-end capability be created to permit the AOC law table administrator to:

1. Create a new version of the same law, but with a different law number, without having to reenter the same record. That is, you should be able to add a record based on the field values in an existing record but with a different law number; you should be able to change other fields as needed.
2. Correct most, if not all, fields in a table entry (while ensuring that begin-date and end-dates for different versions of the same law do not overlap.
3. Create an audit trail (and possibly a review process) for these transactions.

These enhancements should be applied to the statewide (\*SW) law table only.

**Expected Benefit:**

1. Reduction of the risk of errors, e.g., from duplicate data entry.
2. Labor savings (for Court Services) in making entries.
3. Labor savings (for Legacy Maintenance) from making database corrections.

**Endorsement Detail**

<p><b>Endorsing Committee</b> AOC (endorses for other communities)</p> <p><b>Endorser Name:</b> Morford, Heather on behalf of AOC Endorsing Group Members</p> <p><b>Origination Date:</b> 10/04/2010</p> <p><b>Endorser Email:</b> <a href="mailto:heather.morford@courts.wa.gov">heather.morford@courts.wa.gov</a></p> <p><b>Endorser Phone:</b></p>	<p><b>Endorsing Action:</b>    Endorsed</p>
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360-704-4133

**AOC Analysis Detail – Superseded**

**Analysis Date:** 01/13/2011  
**Request Rationale**  
**Aligns with JIS Business Priorities, IT Strategies & Plans:** Yes  
**Aligns with applicable policies and with ISD Standards:** Yes  
**Breadth of Solution Benefit:** Wide  
**Cost Estimates**  
**Feasibility Study needed?** No  
**Court Level User Group**  
 Multi-level CLUG

**Key Business Objectives:**

See Proposed Approach

**Benefits and Business Value:**

See Proposed Approach

**AOC Analysis - Proposed Solution**

See Proposed Approach

**AOC Analysis - Proposed Approach**

The AOC analysis team held a preliminary analysis of this request. The team determined that more information was needed in order to ensure the business objectives are clear. In addition, the team was not sure that the benefits gained from this request would be worth the level of effort required to meet the objectives as they exist in the request. This request is being returned to the Endorsing Group at the request of Scotty Jackson for clarification and further action.

**Confirmation of Endorsing Action Detail – Superseded**

**Endorsing Committee**  
 AOC (endorses for other communities)  
**Endorser Name:**  
 Ruhl, Chris entered by Kevin Ammons  
**Origination Date:**  
 02/08/2011  
**Endorser Email:**  
[chris.ruhl@courts.wa.gov](mailto:chris.ruhl@courts.wa.gov)  
**Endorser Phone:**  
 705-5228

**Endorsing Action:**

Returned

**Endorser's Explanation and Comments**

Chris Ruhl has asked for this request to be re-analyzed. Internal subject matter expertise exists in JSD – in the form of Scotty Jackson, Tom Dowling and especially Brian Backus – which should help inform the Analysis discussion sufficiently for the Analysis to go forward to create an estimate.

**AOC Analysis Detail**

**Analysis Date:** 04/14/2011  
**Request Rationale**  
**Aligns with JIS Business Priorities, IT Strategies & Plans:** Yes  
**Aligns with applicable policies and with ISD Standards:** Yes  
**Breadth of Solution Benefit:** Wide  
**Cost Estimates**  
**Cost to Implement?** 696 hours  
**Feasibility Study needed?** No  
**Court Level User Group**  
 Multi-level CLUG

**Key Business Objectives:**

This request is for an enhancement to JIS to make updates to law tables less time consuming and error prone. The request specifically seeks three features: 1. Create a new version of the same law, but with a different law number, without having to reenter the same record. That is, you should be able to add a record based on the field values in an existing record but with a different law number; you should be able to change other fields as needed; 2. Correct most, if not all, fields in a table entry (while ensuring that begin-date and end-dates for different versions of the same law do not overlap); 3. Create an audit trail (and possibly a review process) for these transactions.

**Benefits and Business Value:**

This enhancement would reduce the risk of errors from duplicate data entry. It would also save time for AOC staff in both Court Services and Legacy Maintenance simplifying the update process and through the reduction of error.

**AOC Analysis - Proposed Solution**

Administrative Office of the Courts (AOC) would add functionality to the Fine Penalty Schedule Update (FPSU) screen to allow a user to display an existing law table entry and clone the information to create a new law. In addition, functionality would be added to allow corrections to existing entries. Finally, four new fields would be added to FPSU to capture more detail audit information.

**AOC Analysis - Proposed Approach**

See attached analysis document for detailed discussion.

**AOC Analysis Attachments**

[Analysis of ITG Request 029 - Enhance JIS Law Table Updates.pdf](#)

**Confirmation of Endorsing Action Detail**
**Endorsing Committee**

AOC (endorses for other communities)

**Endorser Name:**

Morford, Heather on behalf of AOC Endorsing Group

**Origination Date:**

04/18/2011

**Endorser Email:**

[heather.morford@courts.wa.gov](mailto:heather.morford@courts.wa.gov)

**Endorser Phone:**

3607044133

**Endorsing Action:**

Endorsed

**Court Level User Group Decision Detail**

		Scoring Detail	Score / Possible
<b>CLUG</b>	Multi-level CLUG		
<b>Chair of Group</b>	Rich Johnson	<b>Business Value</b>	8 / 10
<b>Date of Decision</b>	05/11/2011	<b>Relative Priority</b>	6 / 10
<b>Decision</b>		<b>Cost</b>	4 / 5
<b>Approving Authority</b>	JISC	<b>Complexity/Level of Effort</b>	6 / 10
<b>Decision to Recommend for Approval</b>	Unanimously recommended to the approving authority	<b>Risk</b>	5 / 5
<b>Priority Processing Status</b>	Prioritized	<b>Benefit / Impact</b>	5 / 5
<b>Ranking</b>		<b>Impact of Doing Nothing</b>	4 / 5
<b>Request Priority</b>	3	<b>Total Score</b>	38 / 50
<b>Request Importance</b>	Low		

# Current ITG Priorities

Current as of Jul 19, 2011

## JISC Priorities

Priority	ID	Request Name	Status	Approving Authority	Request Importance
1	2	Superior Court Case Management System	In Progress	JISC	High
2	45	Appellate Electronic Filing	In Progress	JISC	High
3	9	Add Accounting Data to the Data Warehouse	In Progress Aug, 2011 – Aug, 2013	JISC	High
4	41	Remove CLJ Archiving and Purge Certain Records	In Progress Aug, 2011 – Aug, 2013	JISC	High
5	27	Expanded Seattle Municipal Court Case Data Transfer	Scheduled Feb, 2012 – Jan, 2013	JISC	High
6	7	SCOMIS Field for CPG	Authorized	JISC	Medium
7	26 & 31	Prioritize Restitution Recipients & Combine True Name and Aliases for Time Pay	Authorized	JISC	Medium
<b>Non Prioritized Requests</b>					
N/A	81	Implement Static Risk Tool, STRONG 2	In Progress Jul, 2011 – Mar, 2012	JISC	High

## Appellate CLUG Priorities

Priority	ID	Request Name	Status	Approving Authority	Request Importance
1	45	Appellate Electronic Filing	In Progress	JISC	High

## Superior Court CLUG Priorities

Priority	ID	Request Name	Status	Approving Authority	Request Importance
1	50 & 72	JRS Windows 7 Compatibility Upgrade & JRS Workstation – Electronic Journaling	In Progress Mar 10 – Aug 31, 2011	JISC	High
2	7	SCOMIS Field for CPG Number	Authorized	JISC	High

## Multi-level CLUG Priorities

Priority	ID	Request Name	Status	Approving Authority	Request Importance
1	9	Add Accounting Data to the Data Warehouse	In Progress Aug 2011 – Aug 2013	JISC	High
2	81	Implement Adult Risk Assessment Tool, STRONG 2	In Progress Jul, 2011 – Mar, 2012	JISC	High
3	29	Enhance JIS Law Table Updates	Pending JISC Authorization	JISC	Low

### Non Prioritized Requests

	5	Email/Text Court Date Reminders	Pending JISC Authorization	JISC	
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## CLJ CLUG Priorities

Priority	ID	Request Name	Status	Approving Authority	Request Importance
1	27	Expanded Seattle Municipal Court Case Data Transfer	Scheduled Feb, 2012 – Jan, 2013	JISC	High
2	28	CLJ Parking Module Modernization	In Progress Apr 1 – Oct 1, 2011	CIO	High
3	41	Remove CLJ Archiving and Purge Certain Records	In Progress Aug, 2011 – Aug, 2013	JISC	High
4	58	Enhance JIS to Allow Bench Warrants to Print on Plain Paper	In Progress May 23 – Aug 31, 2011	CIO	High
5	49	Reversing/Transferring Recouped Costs to Jurisdiction	Pending CIO Authorization	CIO	High
6	37	Comments Line on Bench Warrants	In Progress Jun 29 – Aug 31, 2011	Administrator	Medium
7	32	Batch Enter Attorney's to Multiple Cases	Authorized	CIO	Medium
8	38	Transfer Code for Judgment Field	Authorized	Administrator	Medium
9	68	Allow Full Print on Docket Public View Rather than Screen Prints	Authorized	Administrator	Medium
10	26	Prioritize Restitution Recipients	Authorized	JISC	Medium
11	31	Combine True Name and Aliases for Time Pay	Authorized	JISC	Medium
12	36	A/P Put on Hold Make Docket Entry	Not Authorized	CIO	Low
13	35	Time Pay Removal Enhancement	Not Authorized	CIO	Low
14	57	Batch Removal of Attorney from Multiple Cases	Not Authorized	CIO	Low



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**ITG Request Summaries  
And  
Resource Information  
For  
JISC Authorized Requests**

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# JISC ITG Priority 1

**Request ID: 002 – Superior Courts Case Management System**

***Current Status: Feasibility Study In Progress***

**Description:** This feasibility study is being undertaken to address the Superior Court Judge’s Association’s request for a case management and calendaring system.

**Proposed Solution:** AOC will contract with an external vendor to conduct a feasibility study to determine the best solution to address the business needs of the court stakeholders.

**Endorser:** SCJA | **CLUG:** Superior Court | **CLUG Priority:** Pre-ITG | **JISC Priority:** 1 of 7

**Authorized by:** JISC

**Authorization date:** Aug, 2010

## JISC ITG Priority 2

**Request ID: 045 – Appellate Electronic Filing**

**Current Status: Feasibility Study In Progress**

**Description:** The Court of Appeals and the Supreme Court require immediate action to develop and implement a web portal to facilitate electronic filing and an Electronic Document Management (EDM) system to support sharing documents across all four courts, indexing, storage, retrieval, and searching of documents, and an integrated workflow and correspondence module to improve productivity and efficiency in the processing of cases.

**Proposed Solution:** AOC will conduct an internal feasibility study to determine the best solution to address the business needs of the court stakeholders. The commercial market for EDM is mature and many solutions are known to exist. AOC will determine the requirements for the system, determine likely costs to build or buy an application, and examine the feasibility of integrating any solution with ACORDS.

**Endorser:** COAEC | **CLUG:** Appellate | **CLUG Priority:** 1 of 1 | **JISC Priority:** 2 of 7

**Authorized by:** JISC

**Authorization date:** Feb 18, 2011

### Resource Requirements

Group	Hours	Tasks
<b>Court Education</b>		
<b>Business Analysis</b>	170	Conduct feasibility study
<b>Architecture</b>	170	Conduct feasibility study
<b>Maintenance</b>		
<b>Data Warehouse</b>		
<b>Quality Assurance</b>		
<b>Project Management</b>	100	Oversight and coordination
<b>Total Hours:</b> 440 hours		<b>Total Staff Costs:</b> \$33,440 (feasibility study only)

# JISC ITG Priority 3

**Request ID: 009 – Add Accounting to the Data Warehouse**

**Current Status: In Progress**

**Description:** The purpose of this request is to move accounting data from the Judicial Information System (JIS) into the EDW. In addition, the request seeks the creation of several reports to meet the needs of both Superior Courts and Courts of Limited Jurisdiction (CLJ).

**Proposed Solution:** The solution the AOC proposes will provide the courts with better tracking of accounting information, enhanced budget and revenue forecasting, and better audit and operational reports. The solution shall provide accounting data in the data warehouse and create canned reports to provide the reporting capabilities specified in this request. The accounting data in the data warehouse would be refreshed at regular intervals, which would be defined during the course of implementing the project. Requirements for the reports would be developed in close collaboration with court staff to ensure that the outcome meets the business needs of the courts.

**Endorser:** DMSC | **CLUG:** Multi-level | **CLUG Priority:** 1 of 3 | **JISC Priority:** 3 of 7

**Authorized by:** JISC | **Authorization date:** Feb 18, 2011

## Resource Requirements

Group	Hours	Tasks
<b>Court Education</b>	200	Communication and documentation
<b>Data Architect</b>	32	Database design review of 10 tables in operational data store and statewide data repository
<b>Database Administrator</b>	55	Building and loading ODS objects and overall system performance testing
<b>Maintenance (Legacy)</b>	800	Support EDW in analyzing current system and data
<b>Data Warehouse</b>	3,113	Establish accounting data in the EDW and create reports
<b>Quality Assurance</b>	150	Validate functionality
<b>Project Management</b>	800	Oversight and coordination
<b>MSD Fiscal</b>	75	Subject Matter Expertise

**Total Hours:** 5,225 hours

**Total Staff Costs:** \$396,000

## JISC ITG Priority 4

**Request ID: 041 – Remove CLJ Archiving and Purge Certain Records**

**Current Status: In Progress**

**Description:** This request seeks to discontinue archiving for all CLJ cases. In addition, it seeks business rule changes for three types of closed, aged CLJ cases.

1. Destroy CLJ probable cause case type records after 3 years
2. Destroy CLJ criminal felony case type records after 3 years
3. Destroy CLJ criminal traffic and non-traffic cases after 10 years, if the case is either dismissed or vacated

**Proposed Solution:** AOC's proposed solution is to create a new destruction process that would review the active tables and identify eligible (closed, aged) cases and destroy them from the active tables, rather than from the inactive (archived) tables. Currently, the destruction process evaluates cases in the inactive tables, so a case cannot be destroyed if it isn't first archived. This new destruction process would be implemented as a phased approach. The phases would be ordered to allow software developed in the earlier phases to be reused in later phases to facilitate efficient project completion.

**Endorser:** AOC | **CLUG:** CLJ | **CLUG Priority:** 3 of 14 | **JISC Priority:** 5 of 7

**Authorized by:** JISC | **Authorization date:** Feb 18, 2011

### Resource Requirements

Group	Hours	Tasks
<b>Court Education</b>	100	Training and documentation changes
<b>Business Analysis</b>	165	Confirmation of business requirements
<b>Architecture</b>	50	Produce solution design and conduct oversight
<b>Maintenance (Legacy)</b>	2,920	Coding and testing
<b>Data Warehouse</b>	0	
<b>Quality Assurance</b>	1,000	Testing and validation
<b>Project Management</b>	515	Oversight and coordination
<b>Total Hours:</b> 4,700 hours		<b>Total Staff Costs:</b> \$354,600

## JISC ITG Priority 5

**Request ID: 027 – Expanded Seattle Municipal Court Case Data Transfer**

***Current Status: Scheduled for Feb 1, 2012 - Jan 31, 2013***

**Description:** Currently, Seattle Municipal Courts (SMC) infractions are not submitted to the AOC, though SMC does send them to the Department of Licensing and the Washington State Patrol. The Court desires to work with the AOC to develop a data exchange which would expand the current SMC/AOC data exchange to include infractions and develop a new data exchange with the AOC that would allow for the retrieval of SMC defendant criminal history.

**Proposed Solution:** In order to meet SMC needs, AOC will develop and implement a secure pass through of login and data request from the MCIS view only GUI to the JABS application. In order to meet the CLJ needs, AOC will enhance the existing nightly SMC process to meet the expanded data needs of the other CLJ courts. An analysis of the data is required and a joint data mapping effort between SMC and AOC analysts to determine the compatibility and quantity of the data involved. A new process will be developed and implemented to load data into the production database tables instead of the existing archive tables. The existing programs/processes that currently do a nightly load to archive tables will now load production tables instead.

**Endorser:** DMCJA | **CLUG:** CLJ | **CLUG Priority:** 1 of 14 | **JISC Priority:** 5 of 7

**Authorized by:** JISC | **Authorization date:** May 6, 2011

### Resource Requirements

Group	Hours	Tasks
<b>Court Education</b>	60	Possible training and documentation changes
<b>Business Analysis</b>	20	Confirmation of business requirements
<b>Architecture</b>	50	Produce solution design and conduct oversight
<b>Maintenance (COBOL, Natural, Java)</b>	800	Develop solution
<b>Data Warehouse</b>	40	Analysis of SMC-AOC data compatibility
<b>Quality Assurance</b>	320	Testing and validation
<b>Project Management</b>	137	Oversight and coordination
<b>Total Hours:</b> 1,427 hours		<b>Total Staff Costs:</b> \$103,952

## JISC ITG Priority 6

**Request ID: 007 – SCOMIS Field for CPG**

**Current Status: Authorized but Not Scheduled**

**Description:** Create a field in SCOMIS to allow court staff to enter the Certified Professional Guardian (CPG) number to a case. The benefit would be AOC staff could easily find cases that have specific CPGs as participants.

**Proposed Solution:** AOC proposes to create a new person type for CPG. A CPG would be added as a case participant by entering the CPG number into the system in the same way that attorneys are added by Bar number. A BOXI report would also be created to simplify gathering the data requested. AOC's proposed solution would create a data exchange to load CPG information from the current SQL database into the mainframe. Court staff would enter the CPG Connection Code and the name would populate on the SCOMIS Names Screen. This enhancement would only affect Superior Court Case Type 4 with cause type GDN.

**Endorser:** AOC | **CLUG:** Superior Court | **CLUG Priority:** 2 of 2 | **JISC Priority:** 6 of 7  
**Authorized by:** JISC | **Authorization date:** Feb 18, 2011

### Resource Requirements

Group	Hours	Tasks
<b>Court Education</b>	80	Update training and documentation
<b>Business Analysis</b>	40	Gathering and documenting requirements
<b>Architecture</b>	10	
<b>Maintenance (Web)</b>	100	Create data exchange between database and JIS
<b>Maintenance (Legacy)</b>	990	Coding and documentation
<b>Data Architect</b>	15	Data dictionary changes
<b>Data Warehouse</b>	8	Create new report
<b>Quality Assurance</b>	150	Testing and validation
<b>Project Management</b>	278	Planning and coordination
<b>Total Hours:</b>	1,671 hours	<b>Total Staff Costs:</b> \$124,916

## JISC Non Prioritized

### Request ID: 026 – Prioritize Restitution Recipients

#### Current Status: Authorized but Not Scheduled

**Description:** This request is for an enhancement to JIS to allow courts to prioritize restitution recipients in cases where restitution is owed to multiple victims. The request seeks to maintain the current system as the default whereby any payments are split proportionally amongst the victims.

**Proposed Solution:** AOC proposes to enhance JIS in order to provide the option to prioritize restitution recipients in cases where one or more recipients have a large amount of restitution while other recipients have a very small amount. When ordered courts would be able to assign a higher priority to the recipients of the very small amounts in order to reduce the number of payments the courts must make to these recipients. The Create Accounts Receivable screen would be modified to capture the prioritization information for restitution recipients.

**Endorser:** DMCMA | **CLUG:** CLJ | **CLUG Priority:** 10 of 14 | **JISC Priority:** 7 of 7

**Authorized by:** JISC

**Authorization date:** Feb 18, 2011

#### Resource Requirements

Group	Hours	Tasks
Court Education	80	Update training and documentation
Business Analysis	80	Gathering and documenting requirements
Architecture	10	
Maintenance (Legacy)	640	Coding and documentation
Quality Assurance	150	Testing and validation
<b>Total Hours:</b> 1,010 hours		<b>Total Staff Costs:</b> \$75,440

And

### Request ID: 031 – Combine True Names and Aliases for Time Pay

#### Current Status: Authorized but Not Scheduled

**Description:** This request seeks to enable all Accounts Receivables for a true name and associated aliases to be combined on the TPSE screen. This change will only affect the CLJs.

**Proposed Solution:** AOC proposes to provide the ability to combine ARs from aliases into the true name ARs to create a single Time Pay. When a true name has associated aliases, court staff will be given an opportunity to select which ARs associated with the aliases will be combined into a single Time Pay. This request would impact screens: TPSC, TPSE, and RCP. In addition, Time Pay statements and Time Pay reports would also be affected. AOC anticipates a change to the data schema and a probable data conversion as part of this effort.

**Endorser:** DMCMA | **CLUG:** CLJ | **CLUG Priority:** 11 of 14 | **JISC Priority:** 7 of 7

**Authorized by:** JISC

**Authorization date:** Feb 18, 2011

#### Resource Requirements

Group	Hours	Tasks
Court Education	60	Update training and documentation
Business Analysis	40	Gathering and documenting requirements
Maintenance (Legacy)	700	Coding and documentation
Quality Assurance	240	Testing and validation
<b>Total Hours:</b> 940 hours		<b>Total Staff Costs:</b> \$66,940

## JISC Non Prioritized

**Request ID: 081 – Implement Static Risk Tool, STRONG 2**

**Current Status: In Progress**

**Description:** Based on the outcome of ITG request #012 on Adult Risk Assessment, the Superior Court Judges' Association (SCJA) formally requests that the Administrative Office of the Courts (AOC) implement a static risk assessment tool. The SCJA requests implementation of the Static Risk and Offender Needs Guide, Version 2 (STRONG 2), the static risk assessment tool endorsed by WSIPP.

**Proposed Solution:** The AOC proposes to custom build an application based on the STRONG 2 tool. This application will automatically populate an offender's Washington criminal history from JIS. Any out-of-state criminal convictions would be manually populated. The results of the assessments would be available to judicial officers through the Judicial Access Browser System (JABS).

**Endorser:** SCJA | **CLUG:** Multi-level | **CLUG Priority:** 2 of 3 | **JISC Priority:** N/A

**Authorized by:** JISC | **Authorization date:** Jun 24, 2011

### Resource Requirements

Group	Hours	Tasks
<b>Court Education</b>	360	Update documentation and training materials
<b>Legal Services</b>	100	Law table development
<b>Business Analysis</b>	40	Requirements development and documentation
<b>Architecture</b>	32	
<b>Maintenance (Java and uniPaaS)</b>	400	Tech analysis/design, coding, documentation, testing
<b>Database Administrator</b>	200	Database modifications
<b>Quality Assurance</b>	140	Testing and validation
<b>Project Management</b>	350	Oversight and coordination

**Total Hours:** 1,622 hours

**Total Staff Costs:** \$111,312



July 1, 2011

TO: Vonnie Diseth, Director  
Information Services Division

FROM: Dennis Longnecker, Manager   
Infrastructure

RE: 2011 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 vetted.

#### Certification

The March 2011 Disaster Recovery exercise was the eleventh test performed at a SunGard location. During the tests, AOC teams deploy to two SunGard locations: The MegaCenter, where the computers are physically located, and the MetroCenter where workstations are set up. After the systems are regenerated by AOC staff, customizations and testing can begin. Use of the MetroCenter in Federal Way allows for a minimum number of staff to travel to the MegaCenter hot-site.

During testing, AOC staff follow published documentation to render all production JIS Case Management applications operational. This includes the Appellate Court Records and Data System (ACORDS), Superior Court Management Information System (SCOMIS), Juvenile and Corrections System (JCS), and District and Municipal Court Information System (DISCIS). We also perform a network test, switching over all the courts to the restored systems (courts actually connect to the MegaCenter in Scottsdale, AZ).

We are extremely satisfied with the results of the Disaster Recovery process. The documentation is growing and improving between tests, and the time required to render the systems operational is

continually improving. Staff members are rotated between the two sites, which accomplishes two things: 1) all staff become familiar with different aspects of the process, and 2) the document is proofed, tested, revised, and improved on by all staff.

### Audit

The JIS Disaster Recovery Plan was audited by Steven Craig of CBCP, Incorporated in June 2011. A copy of their audit report is attached. In delivering the final audit report, Mr. Craig commented that “You've done a very nice job bringing the program to where it is to date.” and followed up with “Your plan is very mature.”

The AOC takes its JIS Disaster Recovery responsibilities very seriously. The process, materials, and training are executed professionally and continually maintained for review and improvement. Each test is a learning opportunity that furthers our abilities and the staff's confidence.

June 22, 2011

Dennis Longnecker  
Administrative Office of the Courts  
1206 Quince Street SE  
P.O. Box 41170  
Olympia, WA 98504-1170

Re: Disaster Recovery and Business Resumption Program Audit

Dear Mr. Longnecker:

CBCP, Incorporated has audited the compliance by the Administrative Office of the Courts (AOC) to the requirements specified by the Judicial Information Systems (JIS) Information Technology Disaster Recovery and Business Resumption Planning Policy (adopted April 11, 2003) and by the standards documented in the National Institute of Standards (NIST) Special Publication 800-34, Contingency Planning Guide for Federal Information Systems. CBCP, Incorporated is tasked with expressing an opinion on the compliance of the AOC with respect to the above policy and a comparison of its IT Disaster Recovery Business Resumption program to the cited industry standards.

CBCP, Incorporated has conducted its audit of compliance in accordance with the standards applicable to this audit as identified by the JIS Information Technology Disaster Recovery and Business Resumption Planning Policy. A performance audit is designed to assess program conditions to established objective criteria. It is CBCP, Incorporated's belief that its audit discovery and review of the elements of AOC's Disaster Recovery program establishes a reasonable basis for an opinion. This audit opinion is that of an industry expert, thus it is not to be taken as a legal determination of compliance by the AOC to the above stated policy and standards.

It is the opinion of CBCP, Incorporated that the Administrative Office of the Courts has complied, in all material respects, with the policy requirements and standards referenced above.

This report is for the review and evaluation of AOC's Disaster Recovery process by the AOC management only and may be shared with AOC staff, the Judicial Information Systems Committee, and any other person authorized by the AOC-ISD Director or her designate. This report and audit shall not be distributed to the public as its contents are to be considered confidential and sensitive information with respect to the AOC's business and operations per the JIS Information Technology Disaster Recovery and Business Resumption Planning Policy; as such this report and its distribution is to adhere to the same policy guidelines for sensitive information and be exempt from public disclosure.

Sincerely



Steven P. Craig, CBCP, CISSP

*Administrative Office of the Courts*

# IT Disaster Recovery and Business Resumption Audit

**Olympia, WA**

**June 22, 2011**

**CBCP, Incorporated**

Headquarters  
10580 N. McCarran Blvd.  
# 115-399  
Reno, Nevada 89503

Main: 877-621-2227  
[www.CBCPine.com](http://www.CBCPine.com)

**CBCP*i***

## **Executive Summary**

CBCP, Incorporated (the Consortium of Business Continuity Professionals) was selected as a third party vendor by the Administrative Office of the Courts (AOC) in its solicitation for an IT Disaster Recovery and Business Resumption Program Audit. The purpose for the performance audit was a verification of compliance with the Judicial Information Systems (JIS) Information Technology Disaster Recovery and Business Resumption Planning Policy, and other related industry standards.

The standard utilized for the performance audit is the National Institute of Standards (NIST) Special Publication 800-34 Revision 1, May 2010. The standard describes a seven-step process for developing disaster recovery plans by government organizations that entail:

1. Develop Contingency Planning Policy
2. Conduct Business Impact Analysis
3. Identify Preventative Controls
4. Create Contingency Strategies
5. Develop Contingency Plan
6. Plan Testing, Training, and Exercises
7. Plan Maintenance

CBCP, Incorporated's discovery and review consisted of briefings with the IT Infrastructure Manager and the Disaster Recovery Plan Coordinator, selected reviews of hard copy and electronic documentation, and an inspection of the building housing the data center, as well as the data center and its preventative controls.

The principle findings are that: AOC complies, in all material respects, with the JIS Information Technology Disaster Recovery and Business Resumption Policy; and, the IT Disaster Recovery Business Resumption planning process complies with all of the measurable steps of the referenced standard.

## Assessment Review

Standard (NIST 800-34 Rev. 1)	Complies	Reference	Comments
Develop Contingency Planning Policy	Yes	JIS IT Disaster Recovery and Business Resumption Planning Policy	Prior Audit – March 2008 Adopted – April 11, 2003
Business Impact Assessment <ul style="list-style-type: none"> <li>▪ Determine Mission Processes and Recovery Criticality</li> <li>▪ Identify Resource Requirements</li> <li>▪ Identify Recovery Priorities for System Resources</li> </ul>	Yes	IT Disaster Recovery Business Resumption Plan v1	The BIA process steps were conducted and used as a basis for planning, although a physical report was not identified.
Identify Preventative Controls	Yes	Escorted Facility Walk-through, Interview with Infrastructure Manager	Halon, UPS, and Generator utilized
Create Contingency Strategies <ul style="list-style-type: none"> <li>▪ Backup and Recovery</li> <li>▪ Backup Methods and Off Site Storage</li> <li>▪ Alternate Sites</li> <li>▪ Equipment Replacement</li> <li>▪ Roles and Responsibilities</li> </ul>	Yes	IT Disaster Recovery and Business Resumption Plan v1, and Infrastructure JIS DR Recovery Plan v4	Hot Site Contract is in place for environment, equipment, and workstations. Off Site tape storage at a facility geographically distant from Olympia.
Develop Contingency Plan	Yes	JIS IT Disaster Recovery and Business Resumption Planning Policy, IT Disaster Recovery and Business Resumption Plan v1, and Infrastructure JIS DR Recovery Plan v4	

<b>Standard (NIST 800-34 Rev. 1)</b>	<b>Complies</b>	<b>Reference</b>	<b>Comments</b>
Plan Testing, Training, and Exercises <ul style="list-style-type: none"> <li>▪ Testing</li> <li>▪ Training</li> <li>▪ Exercises</li> </ul>	Yes	Infrastructure JIS DR Recovery Plan v4, DR Exercise Follow-up Reports (electronic)	Consider adding a “Test Log” that would recap the scope of the tests, dates, and results.
Plan Maintenance	Yes	IT Disaster Recovery and Business Resumption Plan v1, Infrastructure JIS DR Recovery Plan v4, and Test Results	

## Recommendations

Update the IT Disaster Recovery Business Resumption Plan v1 (January 31, 2008) document.

- The document should be revised to reflect the progress with the program that has been made to date
- Consider updating the Security Control Standards referred to within to the NIST Special Publication 800-53 Rev. 3
- Consider adding a Table of Contents to this document

Develop a chronological Test Log as part of the Infrastructure JIS DR Recovery Plan that would list the testing completed by: date, scope, results, and reference file location.

CERTIFICATION OF ENROLLMENT

**SECOND ENGROSSED SUBSTITUTE HOUSE BILL 1087**

Chapter 50, Laws of 2011

(partial veto)

62nd Legislature  
2011 1st Special Session

2011-2013 OPERATING BUDGET

EFFECTIVE DATE: 06/15/11 - Except section 951, which becomes effective 06/30/11.

Passed by the House May 24, 2011  
Yeas 54 Nays 42

FRANK CHOPP

**Speaker of the House of Representatives**

Passed by the Senate May 25, 2011  
Yeas 34 Nays 13

BRAD OWEN

**President of the Senate**

Approved June 15, 2011, 4:06 p.m., with the exception of Sections 123(4); 125, page 14, line 28; 127(11); 129(4); 129(5); 129(6); 129(8); 129(9); 129(10); 134(4); 139(3); 139(4); 144(1); 144(2); 201(5); 202(8); 202(11); 205(1)(j); 205(2)(c); 205(2)(d); 206(16); 206(17); 207(9); 209(1); 213, page 68, line 12; 213(16); 213(17); 213(34); 213(38); 213(47); 213(48); 217(3); 218(2)(a); 219(11); 219(14); 219(17); 220(1)(b); 220(2)(a); 220(3)(a); 221, page 96, lines 8-14; 301, page 98, lines 8-11; 302(9); 302(10); 303(4); 307(12); 308(10); 310, page 110, lines 25-28; 312; 401(3); 401(4); 501(1)(a)(iv); 501(1)(i); 601(6)(c); 605(3); 610(3); 610(9); 613(2)(b); 613(4); 617(7); 617(11); 716; 721(2); 724; 805, page 192, lines 35-37, and

CERTIFICATE

I, Barbara Baker, Chief Clerk of the House of Representatives of the State of Washington, do hereby certify that the attached is **SECOND ENGROSSED SUBSTITUTE HOUSE BILL 1087** as passed by the House of Representatives and the Senate on the dates hereon set forth.

BARBARA BAKER

**Chief Clerk**

FILED

June 15, 2011

**Secretary of State  
State of Washington**

page 193, line 1-18; 925; 934; 935; 978,  
which are vetoed.

CHRISTINE GREGOIRE

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**Governor of the State of Washington**

1 year 2012 is provided solely for the office of public guardianship to  
2 provide guardianship services for low-income incapacitated persons.

3 (5) \$1,178,000 of the judicial information systems account--state  
4 appropriation is provided solely for replacing computer equipment at  
5 state courts and state judicial agencies.

6 (6) No later than September 30, 2011, the judicial information  
7 systems committee shall provide a report to the legislature on the  
8 recommendations of the case management feasibility study, including  
9 plans for a replacement of the superior court management information  
10 system (SCOMIS) and plans for completing the data exchange core system  
11 component consistent with a complete data exchange standard. No later  
12 than December 31, 2011, the judicial information systems committee  
13 shall provide a report to the legislature on the status of the data  
14 exchange, the procurement process for a SCOMIS replacement, and a case  
15 management system that is designed to meet the requirements approved by  
16 the superior courts and county clerks of all thirty-nine counties. The  
17 legislature shall solicit input on both reports from judicial,  
18 legislative, and executive stakeholders.

19 (7) In order to gather better data on juveniles in the criminal  
20 justice system, the administrative office of the courts shall modify  
21 the judgment and sentence form for juvenile and adult sentences to  
22 include one or more check boxes indicating whether (a) the adult  
23 superior court had original jurisdiction for a defendant who was  
24 younger than eighteen years of age at the time the case was filed; (b)  
25 the case was originally filed in juvenile court but transferred to  
26 adult superior court jurisdiction; or (c) the case was originally filed  
27 in adult superior court or transferred to adult superior court but then  
28 returned to the juvenile court.

29 **NEW SECTION. Sec. 114. FOR THE OFFICE OF PUBLIC DEFENSE**

30	General Fund--State Appropriation (FY 2012) . . . . .	\$25,027,000
31	General Fund--State Appropriation (FY 2013) . . . . .	\$24,966,000
32	Judicial Stabilization Trust Account--State	
33	Appropriation . . . . .	\$2,490,000
34	TOTAL APPROPRIATION . . . . .	\$52,483,000

35 The appropriations in this section are subject to the following  
36 conditions and limitations:



WASHINGTON  
COURTS

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## **Administrative Office of the Courts**

# Superior Court Case Management Feasibility Study and Data Exchange Update for The Washington State Legislature September 30, 2011

*“To advance the efficient and effective operation of the  
Washington judicial system.”*

State of Washington  
1206 Quince St. SE  
P.O. Box 41170  
Olympia, WA 98504-1170

The Superior Court Case Management and Data Exchange Update for September 30, 2011 is a response to HB 1087 2011-2012 section 113 that requires no later than September 30, 2011, the Judicial Information System Committee shall report to the legislature on the recommendations of the case management feasibility study, including the plans for a replacement of the superior court management information system (SCOMIS) and plans for completing the data exchange core system components consistent with a complete data exchange standard.

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# Static Adult Risk Assessment Project Status Update

August 5, 2011

# In Scope

- Development of STRONG 2 interfaces:
  - JIS Data
  - User interface
- Working with pilot courts to ensure usability
- Development of Court on-boarding process

# Not in Scope

- Policy decisions surrounding the use of STRONG 2
- Defining individual jurisdictional processes
- Full statewide implementation
- Reporting environment

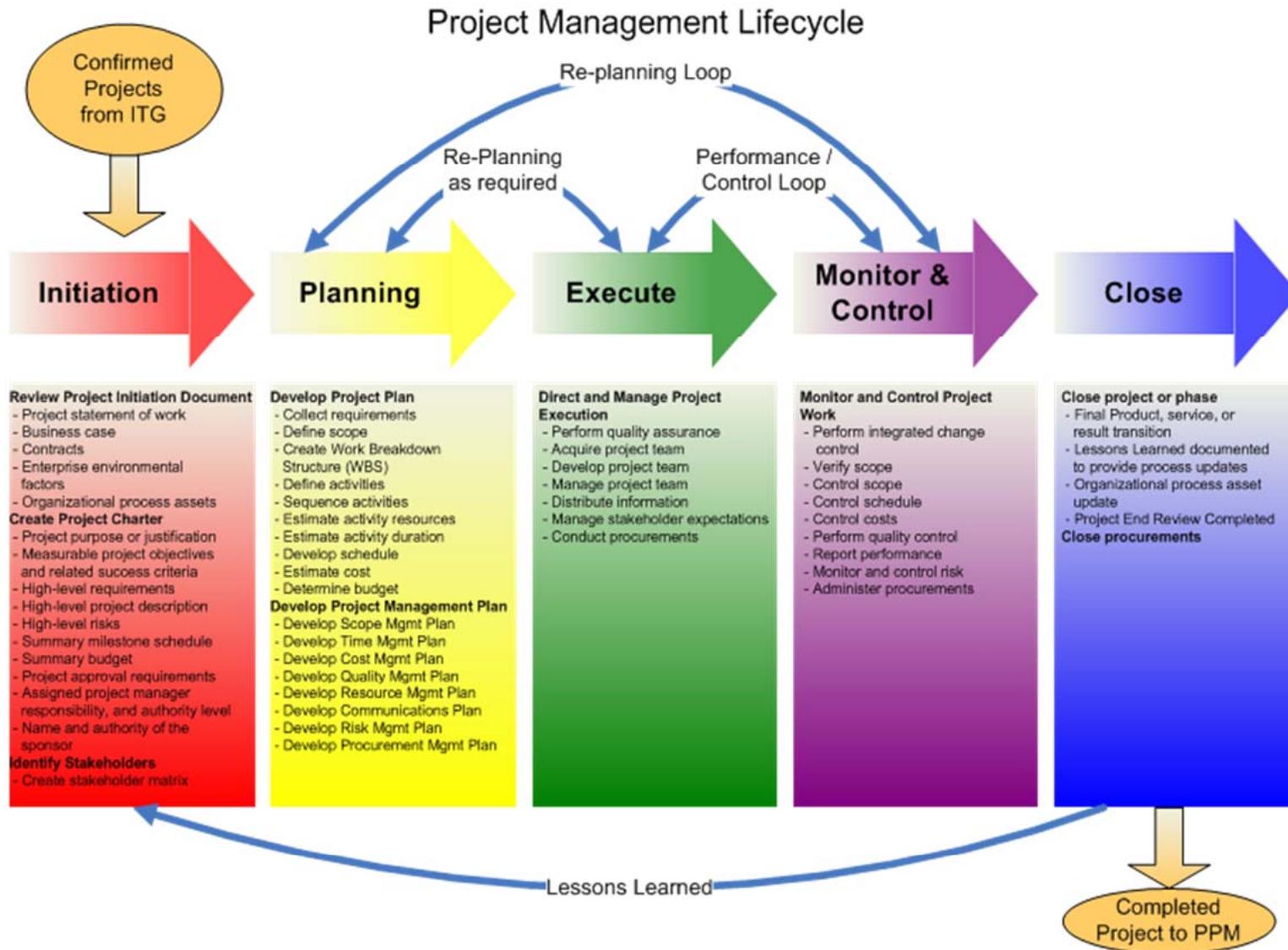
# Current Activity

## Project Initiation

- Just started Project Charter development
- Conducted an initial meeting with AOC staff to start defining the project

# Next Steps

- Continue to work on the Project Charter:
  - Oversight and approval structure
  - Requirements
  - Communications
  - Design, development and testing
  - Training
  - Pilot
  - Deliverable approval and acceptance
  - On-boarding process
  - Post implementation support
  - Milestones, schedule, resources, and risks
- Form a project Steering Committee
- Identify pilot Courts



# Vehicle Related Violations (VRV) Status Update

August 5, 2011

# Justice Information Data Exchange (JINDEX) support

- JINDEX support (formally part of DIS) is now organized under the Department of Enterprise Services (DES).
- Records Management System (RMS) project went into production June 12.
  - The RMS implementation frees up JINDEX resources to focus on the on-boarding of new partners (VRV).
- The JINDEX on-board readiness assessment questionnaire was mailed to Tier 1 partners (Issaquah, Kirkland, and Lakewood)
- DIS reorganization and relocation planning may put the August target date at risk (Probability-Medium, Impact-Medium).

## VRV Tier 1 Current Status

- American Traffic Solutions (ATS) is working with Issaquah Municipal to develop the web service.
  - They are on schedule to meet the August target dates established by the JINDEX support team.
- CodeSmart is working with both Kirkland and Lakewood (Redflex) to develop the web service.
  - Development is on schedule to meet the August target dates established by the JINDEX support team.
- AOC is collaborating with the other Electronic Traffic Information Processing (ETRIP) agencies to stand up the new JINDEX on-boarding process

## VRV Tier 2 update

- Tier 2 courts (Fife, Tacoma, and Lynnwood) are still targeted for late October on boarding schedule.
- ATS and Redflex are establishing their web service solutions with the Tier 1 courts.
- Once we get clear of the Tier 1 readiness assessment we will begin to put our focus the Tier 2 courts.

## Next Steps

- Return the JINDEX on-board readiness questionnaires by July 20<sup>th</sup>
- Courts continue to work with their Information Technology (IT) providers to develop their VRV web services
- Continue to host regular bi-weekly meetings with Courts and IT staff to:
  - communicate, collaborate, and monitor schedule
- Continues to work with JSD Line 1 support and ISD staff on the VRV Operations Turnover Plan
- Continue to participate in ETRIP operations meeting

# Superior Court Data Exchange Project Status

**August 5, 2011**

## Superior Court Data Exchange Project

### Status:

- The AOC released a Request For Proposal, to select a development contractor to implement the Superior Court Data Exchange
- Sierra Systems was selected as the Apparent Successful Vendor and had submitted a fixed price proposal for \$2.4M.
- Sierra Systems proposal price exceeded the project budget for this work by \$1,638K
- AOC Project Team worked with Sierra Systems to:
  - Understand the cost drivers in their proposal
  - Identify opportunities for price reductions

## Superior Court Data Exchange Project

#	Proposal Cost Drivers	Resolved?	Comments
1	Interpretation of RFP requirements	Yes	AOC and Sierra Systems technical teams met to review project requirements and discussed opportunities for price reduction.
2	AOC Project Team Availability during Sierra Systems implementation	Yes	The AOC technical team developing the functional specifications are scheduled to provide Sierra Systems with support during implementation.
3	Amount of Testing & Test Deliverable Expected	Yes	Common services will be fully tested on initial delivery only
4	All Sierra Systems Project Team Members required to be on-site at the AOC	Yes	Sierra Systems developers need to be on-site at the AOC; other team members need to be on-site when their work requires coordination with the AOC.
5	Functional Specifications Not All Complete	No	AOC provided Sierra Systems with the first (12) Functional Specifications; remaining Functional Specifications will be developed concurrent with Production Increment 1 implementation.
6	Complexity of web services	No	Web services are more complex than initially estimated and vary significantly in complexity.
7	Number of project design documents required	No	Design documents requested are necessary for AOC to maintain the Data Exchange post project

## Superior Court Data Exchange Project

### Sierra Systems Revised Proposal:

- Sierra Systems submitted a revised Proposal on July 7:
  - Implement 1<sup>st</sup> Production Increment to complete the foundation infrastructure and (10) web services for approximately \$500,000
  - Following completion of the 1<sup>st</sup> Production Increment, Sierra Systems will submit another proposal to complete the remaining (49) web services.
  - Included within Sierra Systems revised proposal was a non-binding estimate of the price to complete all (59) web services in the range of \$1.6M - \$1.8M. (Includes 1<sup>st</sup> Production Increment & subsequent development)
  - Represents a reduction of \$600K - \$800K from Sierra Systems original proposal

# Superior Court Data Exchange Project

## Sierra Systems Revised Proposal - Negotiations:

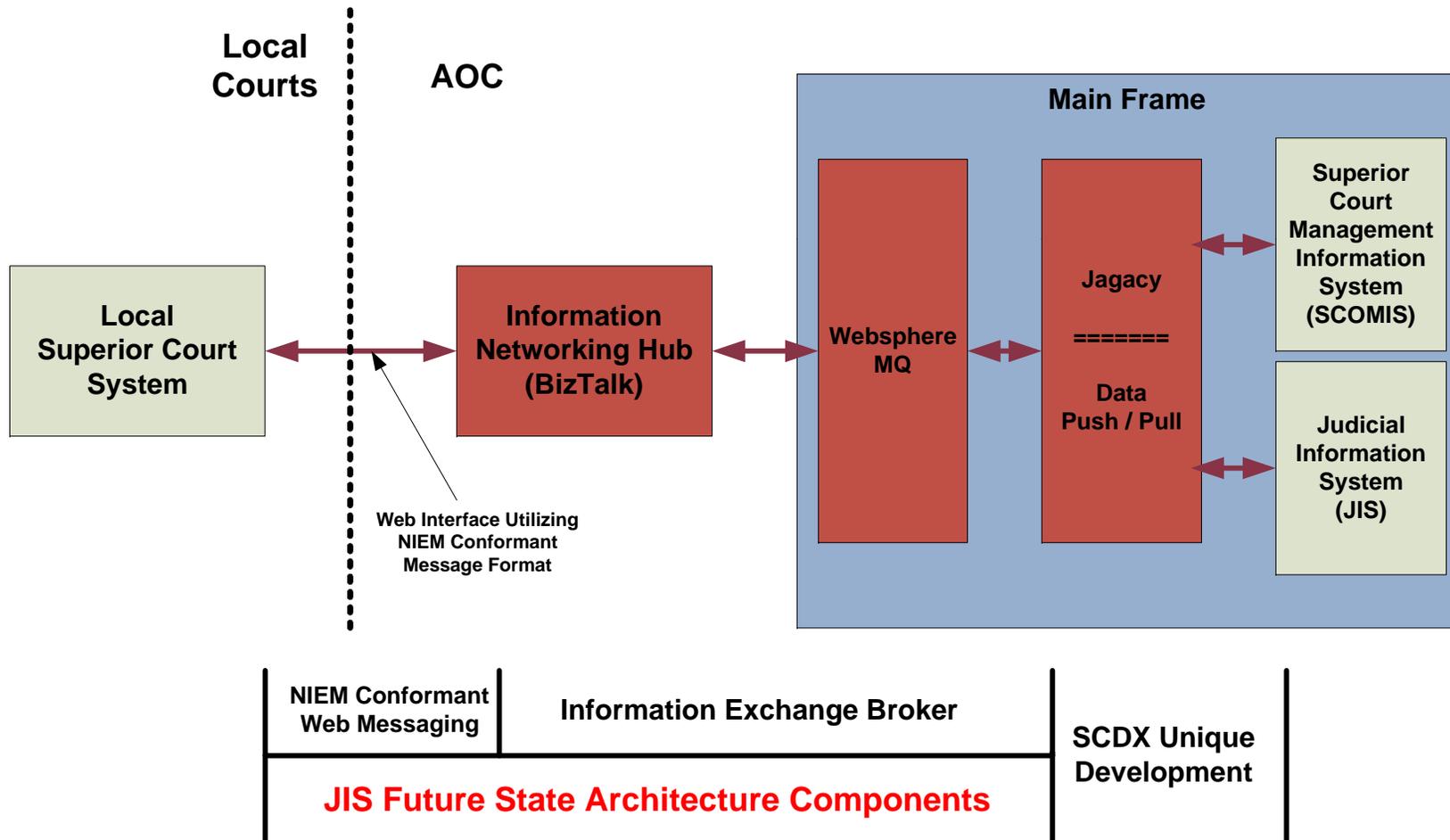
- 1st Production Increment scope still being negotiated:
  - ❑ Case Docket web services incomplete
  - ❑ Clarification required on scope of performance testing
  - ❑ Operations Documents, necessary to transition web services to production
  
- AOC & Sierra Systems are working together to adjust the scope and provide the necessary clarification for the 1st Production Increment:
  - ❑ Sierra Systems will submit a final proposal documenting the “agreed to” scope change and requirement clarifications
  - ❑ Adjustments in project scope may impact Sierra Systems firm fixed price for the delivery of the 1st Production Increment

# Superior Court Data Exchange Project

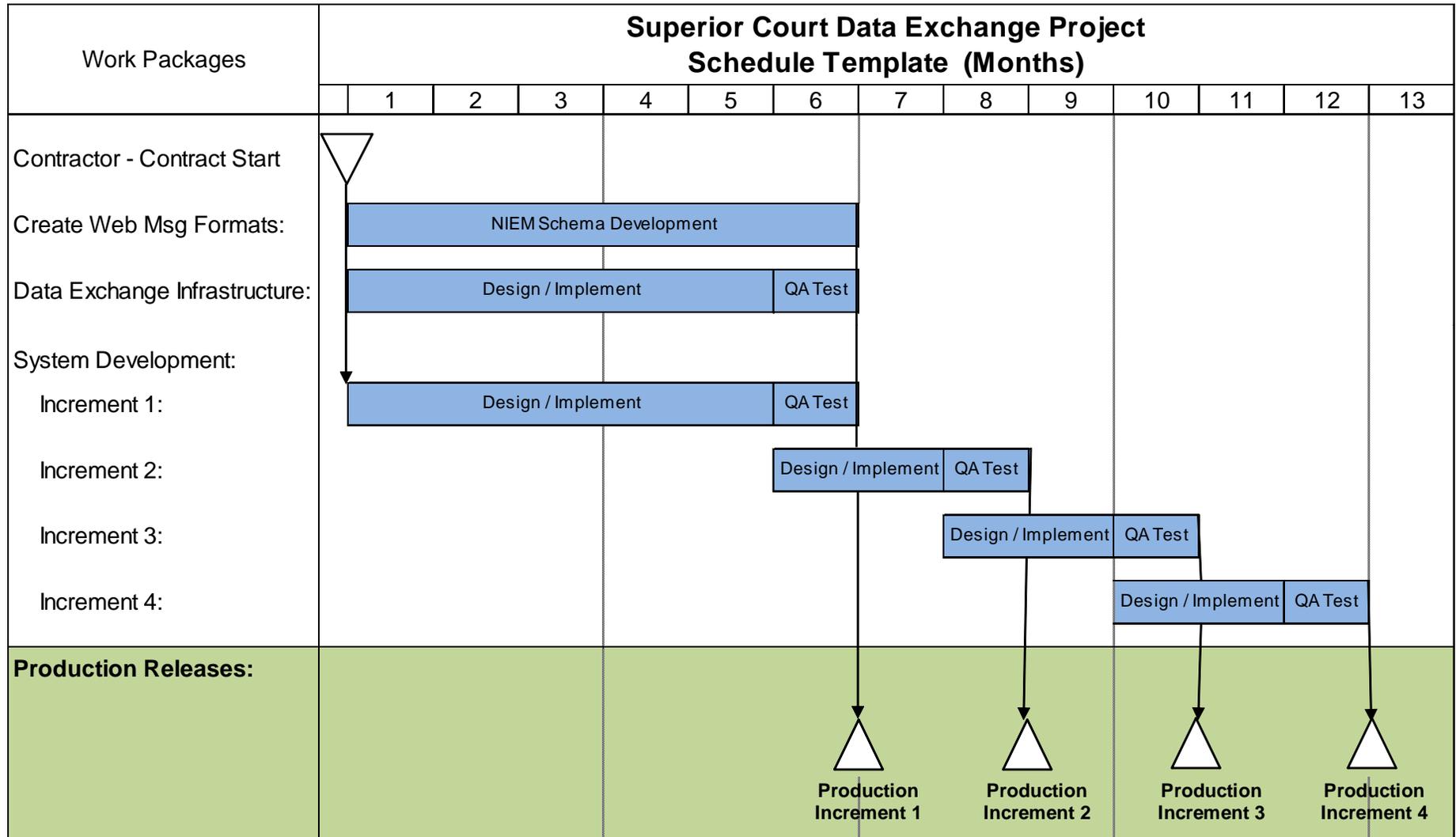
## 1<sup>st</sup> Production Increment:

- Implement Data Exchange core infrastructure that will be used by all web services:
  - Websphere MQ for message queue management
  - BizTalk 2010 web message routing
  - Common Functionality: Error Handling, Data Logging, Auditing & Security
- Implements (10) web services that are for the transactions most frequently entered in the LINX System
- Provides a Data Exchange platform for future JIS initiatives
- Can be completed with current JISC funding authorization

# Superior Court Data Exchange Project High-Level Architecture



- Color denotes areas of development



Note: The project will be deployed in (4) production releases. Each Increment will deliver a set of production ready Superior Court Data Exchange (SCDX) Services.

## Superior Court Data Exchange Project Project Budget

Project Activities	SCDX Project Budget	SCDX Plan Jan 2011	Sierra Systems Initial Proposal Price (1)	Sierra Systems Revise Proposal Price (2)
JISC SCDX Budget Authorized	\$1,600,000			
Cayzen Spend	\$590,000			
<b>SCDX Funds Remaining</b>	<b>\$1,010,000</b>			
SCDX Contractor		\$760,000	\$2,400,000	\$1,800,000
AOC - IEPD Development		\$120,000	\$120,000	\$120,000
Project Total:		\$880,000	\$2,520,000	\$1,920,000
Contingency (10%)		\$90,000	\$90,000	\$90,000
<b>Grand Total</b>		<b>\$970,000</b>	<b>\$2,610,000</b>	<b>\$2,010,000</b>
SCDX Funds Remaining		\$1,010,000	\$1,010,000	\$1,010,000
SCDX Project Variance		<b>\$40,000</b>	<b>-\$1,600,000</b>	<b>-\$1,000,000</b>

**Notes:**

- 1) Sierra Systems Initial Proposal is a firm fixed price offer for all (59) SCDX web services
- 2) Sierra Systems Revised Proposal is a firm fixed price proposal for a 1st Production Increment to develop SCDX core infrastructure & (10) SCDX web services for approximately \$500,000 and a non-binding estimate for the remaining SCDX web services for a combined total of \$1.6M to \$1.8M

## Superior Court Data Exchange Project

### Recommendations:

- Move forward with the 1<sup>st</sup> Production Increment with current JISC funding
- Following the completion of 1st Production Increment:
  - Additional JISC funding required, currently estimated at \$1.0M
  - Additional funding will be required approximately 6 months after contractor start, to implement the remaining project scope



# Washington State Administrative Office of the Courts

ISD Transformation

## ISD Monthly Status Report for the Judicial Information System Committee (JISC)

July 2011

(Reporting Period June 1<sup>st</sup> – June 30<sup>th</sup> 2011)



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## Background

In 2008, the Judicial Information System Committee (JISC) directed the Administrative Office of the Courts (AOC) to modernize and integrate the Judicial Information System. For the 2009-2011 biennium, the Legislature approved funds to fulfill that direction. The budget proviso stipulated that a portion of those funds was for the development of a comprehensive Information Technology (IT) strategy and detailed business and operational plan. This strategy included the development of a fully operational Project Management Office (PMO), the implementation of IT Governance, the establishment of an Enterprise Architecture (EA) Program, the implementation of a Master Data Management (MDM) solution, and a focus on Data Exchanges.

To plan the modernize-and-integrate strategy, AOC contracted with two industry leaders, Ernst & Young and Sierra Systems. The firms performed analysis of the current business problems, the organization's capability and maturity to successfully implement the modernization and integration strategy, and planned a detailed IT strategy to guide the modernization over the next several years.

Upon the completion of an IT strategy and business plan, AOC's Information Services Division (ISD) began implementation of a multi-year operational plan with the launch of five transformation initiatives in September 2009: Project Management Office (PMO), IT Portfolio Management (ITPM), Enterprise Architecture Management (EAM), Information Technology Governance (ITG), and Organizational Change Management (OCM).

In addition to the transformation initiatives, AOC ISD continues to work on other approved priorities including data exchanges, e-ticketing stabilization, equipment replacement, disaster recovery and on-going maintenance and operations of legacy systems.

# JIS Transformation & Project Plan Overview July 2011

Original Roadmap per IT Strategy June 19 - 2009

Actual

Revised or Planned

STATUS KEY



= active/on track



= Changes w/ Moderate impact



= Significant rework/risk



= Not active



= Completed

JIS Transformation Initiatives	Status		CY09 Q3	CY09 Q4	CY10 Q1	CY10 Q2	CY10 Q3	CY10 Q4	CY11 Q1	CY11 Q2	CY11 Q3	CY11 Q4
<b>1.0 Organizational Change Management - Phase I</b>												
1.1 Develop Organizational Change Strategy	✓	Planned										
		Actual			✓							
1.2 Implement New Organization Structure	✓	Planned										
		Actual			✓							
<b>2.0 Capability Improvement – Phase I</b>												
2.1 Implement Change Management & Communications – CIO Directed Communications	✓	Planned										
		Actual							✓			
2.2 Implement IT Governance (ITG)	✓	Planned										
		Actual					✓					
2.3 Implement Project Management Office (PMO)	✓	Planned										
		Actual						✓				
2.4 Implement IT Portfolio Management	✓	Planned										
		Actual						✓				
<b>3.0 Capability Improvement – Phase II</b>												
3.1 Implement Enterprise Architecture Management	✓	Planned										
		Actual				✓						
3.2 Implement Solution Management	●	Planned										
		Actual										
3.3 Implement Relationship Management	✓	Planned										
		Actual					✓					
3.4 Implement IT Service Management – change, configure, release	⊖	Planned										
		Actual										
Establish Governance Bodies (EGB)	●	Planned										
		Actual										
<b>4.0 Capability Improvement – Phase III</b>												
4.1 Establish Vendor Management	⊖	Planned										
		Actual										
4.2 Mature Application Development Capability	⊖	Planned										
		Actual										
4.3 Establish Enterprise Security	⊖	Planned										
		Actual										
<b>5.0 Capability Improvement – Phase IV</b>												
5.1a Implement IT Service Management – Service Catalog, Service Level Management, Enterprise Requirements Management	✓	Planned										
		Actual										
5.1b Implement IT Service Management – Incident, Problem	⊖	Planned										
		Actual										
5.2 Implement Performance Reporting (formally Financial Management Reporting)	✓	Planned										
		Actual							✓			
<b>6.0 Capability Improvement – Phase V</b>												
6.1 Establish Custom Development Capabilities	⊖	Planned										
		Actual										
<b>7.0 Master Data Management</b>												
7.1 Develop Data Governance Model	✓	Planned										
		Actual										
7.2 Implement Data Quality Program	✓	Planned										
		Actual										

STATUS KEY    ● = active/on track    ▲ = Changes w/ Moderate impact    ◆ = Significant rework/risk    ⊖ = Not active    ✓ = Completed

Initiatives JIS Transformation	Status		CY09	CY09	CY10	CY10	CY10	CY10	CY11	CY11	CY11	CY11
			Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
7.3 Develop Unified Data Model	✓	Planned										
		Actual										
7.4a Implement MDM Tool – Ramp up & analysis	⊖	Planned										
		Actual										
7.5 Optimize Data Warehouse	⊖	Planned										
		Actual										
<b>8.0 Migrate Data Exchanges</b>												
8.1 Develop Migration Strategy	⊖	Planned										
		Actual										
8.2 Develop File Based Exchanges	⊖	Planned										
		Actual										
8.3 Develop Transactional Transfers	⊖	Planned										
		Actual										
8.4 Migrate Exchanges Including JIS Link	⊖	Planned										
		Actual										
<b>9.0 Migrate Web Sites</b>												
9.1 Develop Migration Strategy	⊖	Planned										
		Actual										
9.2 Redirect Web Application Data Sources	⊖	Planned										
		Actual										
<b>10.0 JIS Application Refresh</b>												
10.1a Superior Court Case Management Feasibility Study (ITG #002)	●	Planned										
		Actual										
10.1b RFP for Superior Court Case Management	⊖	Planned										
		Actual										
10.1c Transition Planning for Superior Court Case Management	⊖	Planned										
		Actual										
10.2 Purchase, Configure and Deploy Superior Court Case Management	⊖	Planned										
		Actual										
<b>11.0 Organization Change Management – Phase II</b>												
11.1 Change Management in Support of JIS	⊖	Planned										
		Actual										
<b>Other Projects &amp; ITG Activities</b>												
12.1 Natural to COBOL Conversion	●	Planned										
		Actual										
12.2 Superior Court Data Exchange	▲	Planned										
		Actual										
12.3 E-ticketing stabilization	✓	Planned										
		Actual										
12.5 Conduct Market Study – Superior Courts	✓	Planned										
		Actual										
12.6 Conduct Feasibility Study – Road to Toll Support	✓	Planned										
		Actual										
12.8 Equipment Replacement – External	●	Planned										
		Actual										
12.8 Equipment Replacement – Internal	●	Planned										
		Actual										

Actual

Revised or Planned

STATUS KEY

● = active/on track

▲ = Changes w/ Moderate impact

◆ = Significant rework/risk

⊖ = Not active

✓ = Completed

Initiatives JIS Transformation		Status		CY09 Q3	CY09 Q4	CY10 Q1	CY10 Q2	CY10 Q3	CY10 Q4	CY11 Q1	CY11 Q2	CY11 Q3	CY11 Q4
<b>Other Projects and ITG Activities</b>													
ISD – Feasibility Workgroup – Superior Court Adult Risk Assessment	✓	Planned											
		Actual											
ISD- Records Management (RMS)	◆	Planned											
		Actual											
ISD-Knowledge Management	⊖	Planned											
		Actual											
ISD-Capability & Maturity Model	●	Planned											
		Actual											
ISD-Compliance Monitoring	⊖	Planned											
		Actual											
ISD-Clarity Implementation	▲	Planned											
		Actual											
Vehicle Related Violations (VRV)	▲	Planned											
		Actual											
ISD – Software Quality Assurance (SQA)	●	Planned											
		Actual											
DB2 Upgrade	●	Planned											
		Actual											
BizTalk Upgrade	◆	Planned											
		Actual											
Resource Management	✓	Planned											
		Actual											
JIS Parking Module Upgrade Feasibility Study (ITG #028)	●	Planned											
		Actual											

# Summary of Activities

## Major Changes Since Last Report

This section provides a quick summary of initiatives or projects that have had major changes during the reporting period and includes operational areas or staffing changes that impact the work, timeline, or budget.

- **Establish Governance Bodies**; status went from **Yellow** to **Green**. The project is back on schedule.
- **CA Clarity Implementation**: status went from **Green** to **Yellow**. Three vendors submitted bids for the Clarity Implementation proposal. The project team has completed the evaluation and scoring process. The notification of the apparent successful vendor is expected on July 8th.

### Initiatives & Major Projects Underway

- Establish Governance Bodies (*note: the decision was made to fold Establish Governing Bodies into the new Transformation Program Track*).
- 3.2 Implement Solution Management (*note: the decision was made to fold Implement Solution Management into the new Transformation Program Track*).
- 10.1a Superior Court Case Management Feasibility Study (SCMFS)
- 12.1 Natural to Cobol Conversion
- 12.2 Superior Court Data Exchange
- 12.8 Equipment Replacement
- Records Management (RMS)
- Capability & Maturity Model (CMM) (*note: the decision was made to fold CMM into the new Transformation Program Track*).
- Vehicle Related Violations (VRV)
- Software Quality Assurance (SQA)
- DB2 Upgrade
- BizTalk Upgrade
- CA Clarity Implementation

### Initiatives or Projects Started

- JIS Parking Module Upgrade Feasibility Study (ITG #28)

### Initiatives or Projects Completed

- None during this reporting period

### Staffing Changes in ISD

- None during this reporting period

## ISD Staff Recognitions

### *Individual Recognition*

- Congratulations to **Mike Walsh** for successfully completing the Project Management Professional (PMP) exam and is now a certified PMP.
- In May, **Dan Gideon** completed his year-long in-training plan with the Data Exchange development team. Dan has learned a tremendous amount over the past year and is now playing an integral part in the development of BizTalk applications and the Superior Court data exchanges.
- **Pam Payne** was recognized by Craig Wilson for the great administrative support she provides to staff on a daily basis. In particular, she assisted Craig with scanning and preparing numerous documents that he needed for a meeting on short notice.

### *Team Recognition*

- The Records Management System (RMS) project, which is a collaborative effort of all ETRIP partners (DIS, WSP, DOL, DOT, AOC, WTSC) along with the cities of Everett and Issaquah, was successfully deployed to production in June. **Congratulations to the AOC RMS Project Team of Mike Walsh, Ray Yost, John Crutcher, Jon Bell, Aaron House, Dan Gideon, John Howe, Carol Fuchser-Burns, Robin Spisak, and Elia Zeller** for their exemplary hard work, perseverance, and positive attitude while they worked through schedule delays, agency collaboration issues, and an exhausting test phase. In addition, the Project Manager wanted to give special acknowledgement to the Infrastructure and Operations sections as their support and experience helped smooth some of the rough road they faced along the way.
- **Congratulations to the JIS Disaster Recovery Team for the results of the recent Audit.** Every three years, the JIS Disaster Recovery Plan is audited to ensure compliance with the requirements specified by the Judicial Information Systems (JIS) Information Technology Disaster Recovery and Business Resumption Planning Policy (adopted April 11, 2003) and by the standards documented in the National Institute of Standards (NIST) for Contingency Planning. In June, the plan was audited by Steven Craig of CBCP, Incorporated. In delivering the final audit report, Mr. Craig commented that "You've done a very nice job bringing the program to where it is to date." and followed up with "Your plan is very mature." Congratulations to everyone on the JIS Disaster Recovery Team --- You make us proud!
- Thanks to both **ISD staff (Yun Bauer, Jon Bell & Tracy Wheeler)** and MSD staff (Jeff Boyce, Pam Kelly & Renee Lewis) who worked so hard to make the conversion from the AFRS Data Distribution System (ADDS) to Business Objects Enterprise Reporting. This enabled OFM to successfully turn off ADDS. With the migration to Business Objects, the Management Services Division (MSD) has the ability to get more timely data and to create their own queries and reports against the data. It is a great accomplishment!
- **ISD Infrastructure Unit (and Other Supporting Staff)** was recognized by Eric Kruger for all the work they do on a daily basis to be prepared for disaster recovery. The AOC Tier 1 applications have very little (if any) down time. AOC's disaster recovery capability is one of the best of any state agency. Keep up the good work!

## IT Governance Request Status

### Completed JIS IT Requests in June 2011

---

#### Request ID: 059 – Highlight Case in JABS When Doing a Case Number Search

**Description:** This enhancement updated JABS so that the case number a user searches for is highlighted on the Individual Case History screen when results are returned.

**CLUG:** MCLUG | **Authorized By:** CIO

**Schedule:** May 19 – Jun 28, 2011 | **Final Delivery Date:** Jun 28, 2011

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#### Request ID: 066 – Update RightNow APIs

**Description:** This enhancement updated the APUs currently used in conjunction with RightNow from XML-API to Connect Services.

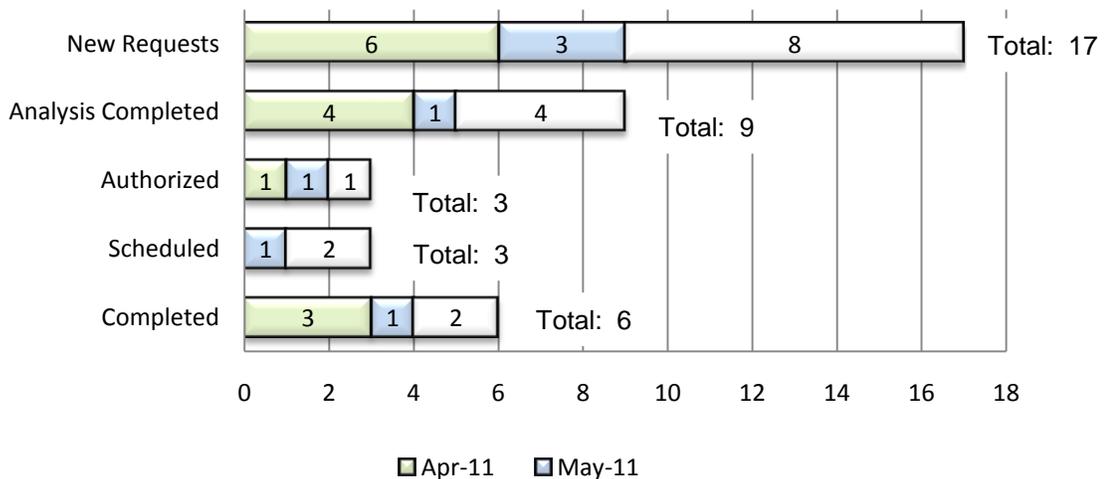
**CLUG:** AOC | **Authorized By:** CIO

**Schedule:** May 2 – Jul 1, 2011 | **Final Delivery Date:** Jun 3, 2011

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### Status Charts

#### Requests Completing Key Milestones



#### Current Active Requests by:

Endorsing Group	Count
Supreme Court	2
Court of Appeals Executive Committee	2
Superior Court Judges Association	3
Washington State Association of County Clerks	6
District and Municipal Court Judges Association	6
District and Municipal Court Management Association	26
Data Management Steering Committee	2

Data Dissemination Committee	1
Codes Committee	1
Administrative Office of the Courts	10

Court Level User Group	Count
Appellate Court	2
Superior Court	8
Courts of Limited Jurisdiction	17
Multi Court Level	10
Non-JIS	3

## Summary of Activities Thru June 30 2011

### Transformation Initiative Summary

<b>Initiative: Establish Governing Bodies</b>	
<b>Activities</b>	<b>Impact/Value</b>
✓ The Transformation Program Track Core Team performed a Transformation Initiative priority analysis with an eye toward what needs to be done to support a CMS project.	Standing up the Governance Boards was identified as the second highest priority.
✓ Along with the other Transformation Initiatives in the Transformation Program Track, continue to develop project scope and deliverables.	Defines the project, how much is needed for a CMS project, and helps us understand what can be outsourced and what must be done internally.
<b>Initiative: 3.2 Implement Solution Management</b>	
<b>Activities</b>	<b>Impact/Value</b>
✓ The decision was made to fold the implementation of Solution Management into the new Transformation Program Track.	Packaging the implementation with other like initiatives will result in better organizational transition.
✓ The Transformation Program Track Core Team performed a Transformation Initiative priority analysis with an eye toward what needs to be done to support a CMS project.	Ensures we are always working on the highest value Transformation Initiative.
<b>12.1 Natural to Cobol Conversion</b>	
<b>Activities</b>	<b>Impact/Value</b>
✓ Kickoff meeting with MOST completed	Provides overview of conversion process, introduction to AOC environment and strategy for conducting the Proof of Concept.
✓ Developed baseline project schedule	Provides status on completion of tasks, deliverables, milestones, critical path and overall project progress.
✓ Prepared for Proof of Concept	Provides Natural program modules that can be benchmarked and evaluated to ensure conversion process will be successful.
<b>Records Management (RMS)</b>	
<b>Activities</b>	<b>Impact/Value</b>
✓ End-to-end system test	The PMs will be ready to review the User Acceptance test results, examines implementation readiness and make a go-no go decision
✓ The GO decision was made on June 8 <sup>th</sup>	The allowed PMs to commit resources for the weekend deployment and implementation activities.
✓ Conducted lessons learned session	Allows the Project Manager to capture a retrospective view of the project and transfer the knowledge gained over the course of the project to prospective projects managers and stakeholders.
<b>Capability &amp; Maturity Model (CMM)</b>	
<b>Activities</b>	<b>Impact/Value</b>
✓ The decision was made to fold CMM into the new Transformation Program Track.	Developing the remaining Transformation Initiatives under one program should decrease the overhead needed to manage the projects individually and helps ensure the developed processes link well with each other.
✓ The Transformation Program Track Core Team performed a Transformation Initiative priority analysis with an eye toward what needs to be done to support a CMS project. The team concluded that we should wait to do CMM until there is a reasonably complete breadth of processes to assess.	Pushing CMM out ensures we will be designing an assessment program that is relevant and adds value to the processes being assessed.
<b>DB2 Upgrade</b>	
<b>Activities</b>	<b>Impact/Value</b>
✓ Completed Test Survey	Provides test strategies, risks, and issues for all application areas impacted by v10 upgrade, for inclusion in the test plan.
✓ Held Test Team Meeting to review Test Surveys	Provides Test Team with direction on test strategy and impacts

## Summary of Activities Thru June 30 2011

BizTalk Upgrade	
Activities	Impact/Value
<ul style="list-style-type: none"> <li>✓ Provided presentation to weekly SECTOR meeting to discuss BizTalk 2010 integration testing requirements with DIS, DOL &amp; WSP.</li> </ul>	Need to engage other State agencies to support integration testing required before the BizTalk 2010 servers can be moved into Production.
<ul style="list-style-type: none"> <li>✓ A problem has been identified where BizTalk 2010 services are shutting down and not automatically restarting. Microsoft is engaged and working this problem. Microsoft has identified a systemic problem in BizTalk core services that is causing this problem.</li> </ul>	This problem needs to be resolved before the BizTalk 2010 servers can be moved to Production. Project integration tests with DIS/WSP/DOL/LEA will be delayed until this problem is resolved.

## Transformation Initiative Summary

CA Clarity Implementation	
Activities	Impact/Value
<ul style="list-style-type: none"> <li>✓ Completed vendor questions and AOC responses</li> </ul>	The questions and answers are posted to the AOC listserv allowing all bidders access to other bidders questions and concerns and AOC's responses.
<ul style="list-style-type: none"> <li>✓ Received, reviewed, and scored bidder's proposals</li> </ul>	Allow AOC to identify the apparent successful vendor

## Approved JIS Projects Summary

*Note that VRV Data Services and e-Ticketing Stabilization have moved from a development project into maintenance and therefore are not being reported under approved projects but are now reported under the ISD operational area; Standards & Policies.*

JIS Project: Superior Court Data Exchange (SCDX)	
Activities	Impact/Value
<ul style="list-style-type: none"> <li>✓ The AOC has completed the documentation defining the first (24) Superior Court Data Exchange web services. This documentation includes Business Capability documents, Data Model diagrams, data screen mapping spreadsheets and functional specifications.</li> </ul>	The AOC is developing these documents so that each of the Data Exchange web services is fully defined. These documents will be used by the selected Vendor to define the scope & requirements of the Data Exchange development effort.
<ul style="list-style-type: none"> <li>✓ The web messaging team has completed (42) Interface Exchange Package Documents (IEPDs). The Soos Creek consultant reviewed these documents and has recommended some slight changes that will improve these documents and also result in a slight reduction in the amount of work required to develop.</li> </ul>	The IEPDs define the web message format between Superior Court Data Exchange and local court management information systems.

JIS Project: Superior Court Management Feasibility Study (SCMFS)	
Activities	Impact/Value
<ul style="list-style-type: none"> <li>◦ MTG: Sign Feasibility Study Report (Deliverable 8). <b>Completed: June 17</b></li> </ul>	Captures divergence of best-few alternatives from AOC requirements and the effort to bridge the gap.
<ul style="list-style-type: none"> <li>◦ Attend: WSACC Spring Meeting. Pre-Brief on Feasibility Study Findings Bring MTG. <b>Completed: June 23</b></li> </ul>	Provide project update information intended for the JISC.
<ul style="list-style-type: none"> <li>◦ Attended: June 24 JISC Meeting to present the Feasibility Study Report as required on the SCMFS Project. <b>Completed: June 24</b></li> </ul>	Provide project update information to the JISC as required.

## JIS Project: JIS Parking Module Upgrade Feasibility Study (ITG #28)

<b>Activities</b>	<b>Impact/Value</b>
◦ RFQQ for Business Analyst completed and sent to vendors	Assist internal Business Analysts to complete work
◦ Obtain signatory approvals on charter	Project officially approved to complete feasibility study
◦ Contact Business Resources to determine Parking Component Issues as related to VRV	Understand the Business Problem
◦ Engage Core Team Business Analyst	Begin work on requirements gathering

## Maintenance Projects & Activities Summary

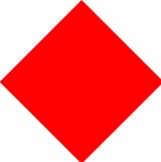
*Note that VRV Data Services and e-Ticketing Stabilization have moved from a development project into maintenance and therefore are not being reported under approved projects but are now reported under the ISD operational area; Program Management & Quality Assurance.*

### Maintenance Project: Parking Module Enhancement – VRV Data Services

<b>Activities</b>	<b>Impact/Value</b>
✓ Distribution of JINDEX on-board readiness assessment forms to the Tier 1 partners	As part of the RMS project DIS is creating a new release management process. The VRV Tier 1 partners will be the initial JINDEX customers to pilot the process.

## Detailed Status Reports

## Status Update Key

	Green = Progressing as planned.
	Yellow = Changes with moderate impact.
	Red = Severe changes or significant re-work is necessary.

# Transformation Initiative Status Reports

## Transformation Initiative Reports

<b>Initiative: Establish Governing Bodies (EGB)</b>						
<i>JIS Operational Plan: Capability Improvement Phase II</i>						
Reporting Period 06-01-2011 to 06-30-2011						
<b>Executive Sponsor(s)</b> Vonnie Diseth, CIO			<b>IT Project Manager:</b> Martin Kravik			
<b>Business Area Manager:</b> Bill Cogswell, Associate Director			<b>Contractor/Consultant:</b> n/a			
<b>Description:</b> To improve overall organizational governance and to ensure changes made to ISD are aligned with business need and deliver value, new ISD internal governance structures need to be put into place. The ISD Transformation Model recommends two key governing bodies: 1) A Strategic Change Board 2) An Operational Change Board. These governing bodies will provide the necessary oversight of and input to the recommended strategies, policies, and processes that are being proposed as part of the ISD Transformation Initiatives.						
<b>Business Benefit:</b> These governing bodies should provide input to the CIO to: approve policies, grant exceptions on an as needed basis, determine funding allocation, determine project and initiative priorities, monitor performance, monitor compliance with policies, and ensure accountability.						
<b>Business Drivers</b>	Improve Decision Making	<input checked="" type="checkbox"/>	Improve Information Access	<input type="checkbox"/>	Improve Service or efficiency	<input checked="" type="checkbox"/>
	Maintain the business	<input type="checkbox"/>	Manage the costs	<input type="checkbox"/>	Increase organizational capability	<input checked="" type="checkbox"/>
					Manage Risks	<input type="checkbox"/>
					Regulatory compliance or mandate	<input type="checkbox"/>
<b>JISC Approved Budget</b>		Allocated (thru June 30, 2011) (Staffed internally)			Actual (thru June 30, 2011) (Staffed internally)	
<b>Current Status</b>	<b>Scope</b>	<input checked="" type="checkbox"/>	<b>Schedule</b>	<input checked="" type="checkbox"/>	<b>Budget</b>	<input checked="" type="checkbox"/>
Status Notes: The decision was made to fold EGB into the new Transformation Program Track.						
<b>Progress</b>	<div style="text-align: center;"> <b>June - 05%</b>   </div>					100%
<b>Phase</b>	<input checked="" type="checkbox"/> Initiate	<input type="checkbox"/> Planning	<input checked="" type="checkbox"/> Execute	<input type="checkbox"/> Close		
<b>Schedule</b>	<b>Planned Start Date:</b> January 2011			<b>Planned Completion Date:</b> June 2011		
	<b>Actual Start Date:</b> February 2011			<b>Actual Completion Date:</b> TBD		
<b>Activities Completed</b>			<b>Impact/Value</b>			
✓ The decision was made to fold EGB into the new Transformation Program Track.			This project was included among the Transformation Initiatives because standing up the Governance Boards is critical to providing the oversight defined in both completed and remaining Initiatives.			
✓ The Transformation Program Track Core Team performed a Transformation Initiative priority analysis with an eye toward what needs to be done to support a CMS project.			Standing up the Governance Boards was identified as the second highest priority.			
✓ Along with the other Transformation Initiatives in the Transformation Program Track, continue to develop project scope and deliverables.			Defines the project, how much is needed for a CMS project, and helps us understand what can be outsourced and what must be done internally.			
<b>Activities Planned</b>			<b>Impact/Value</b>			
✓ Continue to develop project scope and deliverables and develop a Program Charter.			Establishes authorization for program scope, schedule, and cost.			

## Initiative: 3.2 Implement Solution Management

JIS Operational Plan:

Reporting Period 06-01-2011 to 06-30-2011

### Executive Sponsor(s)

Vonnie Diseth, CIO

### IT Project Manager:

Martin Kravik

### Business Area Manager:

Jennifer Creighton, Data & Development Manager

### Consultant/Contracting Firm:

### Description:

- Define a standard solution lifecycle that can be tailored to ISD-supplied applications and services, and
- Develop processes for product planning, requirements prioritization, and scanning for solutions; and
- Define a Governance Model to guide solution management investment and selection; and

Implement solution management by conducting a pilot with two selected individual solutions.

**Business Benefit:** We anticipate cost savings through reuse of existing solutions, cost avoidance in developing solutions for similar problems and faster time-to-market of solutions to solve customer needs.

<b>Business Drivers</b>	Improve Decision Making <input type="checkbox"/>	Improve Information Access <input type="checkbox"/>	Improve Service or efficiency <input type="checkbox"/>	Manage Risks <input type="checkbox"/>
	Maintain the business <input type="checkbox"/>	Manage the costs <input type="checkbox"/>	Increase organizational capability <input checked="" type="checkbox"/>	Regulatory compliance or mandate <input type="checkbox"/>

### JISC Approved Budget

Allocated (thru June 30, 2011)

\$ 0

Actual (thru June 30, 2011)

\$ 0

### Current Status

Scope

Schedule

Budget

Status Notes: The decision was made to fold the implementation of Solution Management into the new Transformation Program Track.

### Progress

June- 90%

100%

### Phase

Initiate

Planning

Execute

Close

### Schedule

**Planned Start Date:** November 2010

**Planned Completion Date:** June 2011

**Actual Start Date:** December 2010

**Actual Completion:** TBD

### Activities Completed

### Impact/Value

- ✓ The decision was made to fold the implementation of Solution Management into the new Transformation Program Track.

Packaging the implementation with other like initiatives will result in better organizational transition.

- ✓ The Transformation Program Track Core Team performed a Transformation Initiative priority analysis with an eye toward what needs to be done to support a CMS project.

Ensures we are always working on the highest value Transformation Initiative.

### Activities Planned

### Impact/Value

- ✓ Continue to develop project scope and deliverables and develop a Program Charter.

Establishes authorization for program scope, schedule, and cost.

## 12.1 Natural to COBOL Conversion

JIS Operational Plan:

Reporting Period 06-01-2011 to 06-30-2011

<b>Executive Sponsor(s)</b> Vonnie Diseth, CIO	<b>IT Project Manager:</b> Dan Belles
<b>Business Area Manager:</b> Jennifer Creighton, Data & Development Manager	<b>Consultant/Contracting Firm:</b> Most Technologies

**Description:** To convert the AOC's mainframe applications using the Natural programming language to COBOL.

**Business Benefit:** The Natural to COBOL conversion provides a number of benefits to the AOC including significant cost savings from reduced licensee fees and the creation of a 3-tier architecture that reduces costs for maintenance and enhancements to code source. It also provides increased system performance and aligns with future state enterprise architectural standards. Finally, it simplifies maintenance coverage, infrastructure support and ISPW (Change Management Application) upgrades.

<b>Business Drivers</b>	Improve Decision Making <input type="checkbox"/>	Improve Information Access <input type="checkbox"/>	Improve Service or efficiency <input checked="" type="checkbox"/>	Manage Risks <input type="checkbox"/>
	Maintain the business <input type="checkbox"/>	Manage the costs <input checked="" type="checkbox"/>	Increase organizational capability <input checked="" type="checkbox"/>	Regulatory compliance or mandate <input type="checkbox"/>

<b>JISC Approved Budget</b>	<b>Allocated (thru June 30, 2011)</b>	<b>Actual (thru June 30, 2011)</b>
	\$ 550,000	\$ 31,850

<b>Current Status</b>	<b>Scope</b>	<input checked="" type="radio"/>	<b>Schedule</b>	<input checked="" type="radio"/>	<b>Budget</b>	<input checked="" type="radio"/>
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Status Notes: Contract negotiations with the vendor are underway and an signed contract is expected in the next two weeks. A Kick Off meeting is planned 3 weeks after contract execution. The Proof of Concept is planned 4 weeks later. In the meantime, AOC Technical staff is working to set up the Test environment and clean up existing Libraries. A project charter has been drafted and being reviewed by the core project team.

<b>Progress</b>	<p>June- 20%</p> <p>100%</p>
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<b>Phase</b>	<input type="checkbox"/> Initiate	<input checked="" type="checkbox"/> Planning	<input type="checkbox"/> Execute	<input type="checkbox"/> Close
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<b>Schedule</b>	<b>Planned Start Date:</b> April 2011	<b>Planned Completion Date:</b> February 2012
	<b>Actual Start Date:</b> April 2011	<b>Actual Completion</b>

Activities Completed	Impact/Value
✓ Statement of Work – Contract with MOST Software Technologies	Provides agreement with contractor on deliverables, payments and timeline
✓ Project Team meeting held	Provides strategy for POC planning and Library Clean Up activities
✓ Project Charter completed	Provides project scope, goals, objectives, roles and responsibilities
✓ Weekly status meetings with MOST	Provides weekly status updates, review of action items, issues and overall project health.
✓ Kickoff meeting with MOST completed	Provides overview of conversion process, introduction to AOC environment and strategy for conducting the Proof of Concept.
Activities Planned	Impact/Value
◦ Hold weekly status meetings with MOST/AOC staff	Provides the authorization to the Project Manager and commitment of the sponsor to proceed with the project.
◦ Develop Project Management Plan	Provides overall project strategy, deliverables and timeline.
◦ Conduct Proof of Concept	Demonstrates conversion process and documentation to the AOC for a Go/No Go checkpoint
◦ Go/No Go Decision	checkpoint based on analysis of POC results to proceed conversion

# Records Management (RMS)

JIS Operational Plan:

Reporting Period 06-01-2011 to 06-30-2011

<b>Executive Sponsor(s)</b> eTRIP – AOC Dirk Marler	<b>IT Project Manager:</b> Mike Walsh
<b>Business Area Manager:</b> Jennifer Creighton, Data & Development Manager	<b>Consultant/Contracting Firm:</b> n/a

**Description:** RMS allows Law Enforcement communities and courts broader business rules, additional message types, increase efficiency and highly accurate data by minimizing double data entry and improved process flows. This is a multi agency endeavor sponsored by eTRIP.

**Business Benefit:** RMS is a multi-agency state initiative that will benefit law enforcement agencies.

<b>Business Drivers</b>	Improve Decision Making <input type="checkbox"/>	Improve Information Access <input type="checkbox"/>	Improve Service or efficiency <input checked="" type="checkbox"/>	Manage Risks <input type="checkbox"/>
	Maintain the business <input checked="" type="checkbox"/>	Manage the costs <input type="checkbox"/>	Increase organizational capability <input type="checkbox"/>	Regulatory compliance or mandate <input type="checkbox"/>

<b>JISC Approved Budget</b>	<b>Allocated (thru June 30, 2011)</b>	<b>Actual (thru June 30, 2011)</b>
	(staffed internally)	(staffed internally)

<b>Current Status</b>	<b>Scope</b>	<input checked="" type="checkbox"/>	<b>Schedule</b>	<input checked="" type="checkbox"/>	<b>Budget</b>	<input checked="" type="checkbox"/>
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Status Notes: A defect, identified in the preparation for User Acceptance test was identified in early May, which caused the postponement of the May 15<sup>th</sup> implementation. The defect has been resolved and re-testing and re-verification is scheduled for Jun 3<sup>rd</sup>. The revised implementation and Go-Live has been changed to 6/12.

Inter-agency event collaboration has been finalized. AOC event planning is complete, AOC system resources have been assigned; support and infrastructure availability scheduled.



<b>Phase</b>	<input type="checkbox"/> Initiate	<input type="checkbox"/> Planning	<input checked="" type="checkbox"/> Execute	<input type="checkbox"/> Close
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<b>Schedule</b>	<b>Planned Start Date:</b> March 2010	<b>Planned Completion Date:</b> June 2011
	<b>Actual Start Date:</b> March 2010	<b>Actual Completion</b>

Activities Completed	Impact/Value
✓ End-to-end system test	The PMs will be ready to review the User Acceptance test results, examines implementation readiness and make a go-no go decision
✓ The GO decision was made on June 8 <sup>th</sup>	The allowed PMs to commit resources for the weekend deployment and implementation activities.
✓ Conducted lessons learned session	Allows the Project Manager to capture a retrospective view of the project and transfer the knowledge gained over the course of the project to prospective projects managers and stakeholders.
Activities Planned	Impact/Value
✓ Complete the project Closeout	Audit all project activities, archive completed work, transfer ongoing tasks and open issues to operations and maintenance, and dismiss the project staff to return to their other duties.

# Capability & Maturity Model

JIS Operational Plan: Capability Improvement Phase II

Reporting Period 06-01-2011 to 06-30-2011

<b>Executive Sponsor(s)</b> Vonnie Diseth, CIO	<b>IT Project Manager:</b> Martin Kravik
<b>Business Area Manager:</b> Jennifer Creighton, PMO Manager	<b>Contractor/Consultant:</b> n/a

**Description:** Implement structured and repeatable processes for measuring the maturity level of ISD relative to the Software Engineering Institute Capability Maturity Model (CMM).

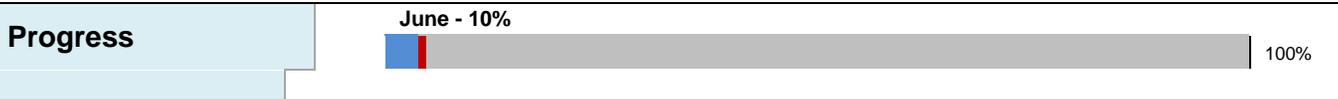
**Business Benefit:** The business benefits of implementing (CMM) are managed processes with a foundation for continuous process improvement based on metrics. Establishing these processes and measurements lead to improved employee satisfaction, the ability to set goals with realistic targets, fostering a proactive culture that uses disciplined processes and gives ISD the structure of fact-based decision making with predictable consistent processes.

<b>Business Drivers</b>	Improve Decision Making <input type="checkbox"/>	Improve Information Access <input type="checkbox"/>	Improve Service or efficiency <input type="checkbox"/>	Manage Risks <input type="checkbox"/>
	Maintain the business <input type="checkbox"/>	Manage the costs <input type="checkbox"/>	Increase organizational capability <input checked="" type="checkbox"/>	Regulatory compliance or mandate <input type="checkbox"/>

<b>JISC Approved Budget</b>	Allocated (thru June 30, 2011)	Actual (thru June 30, 2011)
	(Staffed internally)	(Staffed internally)

<b>Current Status</b>	<b>Scope</b>	<input checked="" type="radio"/>	<b>Schedule</b>	<input checked="" type="radio"/>	<b>Budget</b>	<input checked="" type="radio"/>
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Status Notes: The decision was made to fold CMM into the new Transformation Program Track.



<b>Phase</b>	<input checked="" type="checkbox"/> Initiate	<input type="checkbox"/> Planning	<input type="checkbox"/> Execute	<input type="checkbox"/> Close
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<b>Schedule</b>	<b>Planned Start Date:</b> September 2010	<b>Planned Completion Date:</b> April 2012
	<b>Actual Start Date:</b> September 2010	<b>Actual Completion Date:</b> TBD

Activities Completed	Impact/Value
<ul style="list-style-type: none"> <li>✓ The decision was made to fold CMM into the new Transformation Program Track.</li> </ul>	Developing the remaining Transformation Initiatives under one program should decrease the overhead needed to manage the projects individually and helps ensure the developed processes link well with each other.
<ul style="list-style-type: none"> <li>✓ The Transformation Program Track Core Team performed a Transformation Initiative priority analysis with an eye toward what needs to be done to support a CMS project. The team concluded that we should wait to do CMM until there is a reasonably complete breadth of processes to assess.</li> </ul>	Pushing CMM out ensures we will be designing an assessment program that is relevant and adds value to the processes being assessed.
Activities Planned	Impact/Value
<ul style="list-style-type: none"> <li>✓ None</li> </ul>	

<b>DB2 Upgrade</b>																	
<i>JIS Operational Plan:</i>																	
<b>Reporting Period 06-01-2011 to 06-30-2011</b>																	
<b>Executive Sponsor(s)</b> Vonnie Diseth, CIO	<b>IT Project Manager:</b> Dan Belles																
<b>Business Area Manager:</b> Jennifer Creighton, Data & Development Manager	<b>Consultant/Contracting Firm:</b> n/a																
<b>Description:</b> The AOC uses the IBM database product DB2 to provide a repository for statewide court data. Over time newer versions of DB2 are released and older versions of DB2 become unsupported. In order to maintain proper support of the statewide court data, periodic upgrades of the DB2 product need to be implemented at the AOC.																	
<b>Business Benefit:</b> The DB2 v10 Upgrade will bring the AOC database up to current maintenance levels of support and meet the goal of staying on a 2 year upgrade cycle.																	
<b>Business Drivers</b>	<table border="1"> <tr> <td>Improve Decision Making</td> <td><input checked="" type="checkbox"/></td> <td>Improve Information Access</td> <td><input checked="" type="checkbox"/></td> <td>Improve Service or efficiency</td> <td><input checked="" type="checkbox"/></td> <td>Manage Risks</td> <td><input checked="" type="checkbox"/></td> </tr> <tr> <td>Maintain the business</td> <td><input type="checkbox"/></td> <td>Manage the costs</td> <td><input type="checkbox"/></td> <td>Increase organizational capability</td> <td><input checked="" type="checkbox"/></td> <td>Regulatory compliance or mandate</td> <td><input type="checkbox"/></td> </tr> </table>	Improve Decision Making	<input checked="" type="checkbox"/>	Improve Information Access	<input checked="" type="checkbox"/>	Improve Service or efficiency	<input checked="" type="checkbox"/>	Manage Risks	<input checked="" type="checkbox"/>	Maintain the business	<input type="checkbox"/>	Manage the costs	<input type="checkbox"/>	Increase organizational capability	<input checked="" type="checkbox"/>	Regulatory compliance or mandate	<input type="checkbox"/>
Improve Decision Making	<input checked="" type="checkbox"/>	Improve Information Access	<input checked="" type="checkbox"/>	Improve Service or efficiency	<input checked="" type="checkbox"/>	Manage Risks	<input checked="" type="checkbox"/>										
Maintain the business	<input type="checkbox"/>	Manage the costs	<input type="checkbox"/>	Increase organizational capability	<input checked="" type="checkbox"/>	Regulatory compliance or mandate	<input type="checkbox"/>										
<b>JISC Approved Budget</b>	<table border="1"> <tr> <td>Allocated (thru June 30, 2011)</td> <td>Actual (thru June 30, 2011)</td> </tr> <tr> <td>(staffed internally)</td> <td>(staffed internally)</td> </tr> </table>	Allocated (thru June 30, 2011)	Actual (thru June 30, 2011)	(staffed internally)	(staffed internally)												
Allocated (thru June 30, 2011)	Actual (thru June 30, 2011)																
(staffed internally)	(staffed internally)																
<b>Current Status</b>	<table border="1"> <tr> <td><b>Scope</b></td> <td><input checked="" type="checkbox"/></td> <td><b>Schedule</b></td> <td><input checked="" type="checkbox"/></td> <td><b>Budget</b></td> <td><input checked="" type="checkbox"/></td> </tr> </table>	<b>Scope</b>	<input checked="" type="checkbox"/>	<b>Schedule</b>	<input checked="" type="checkbox"/>	<b>Budget</b>	<input checked="" type="checkbox"/>										
<b>Scope</b>	<input checked="" type="checkbox"/>	<b>Schedule</b>	<input checked="" type="checkbox"/>	<b>Budget</b>	<input checked="" type="checkbox"/>												
<b>Status Notes:</b> The project is on schedule to meet the projected end date of 12/31/2011. Pre-implementation project tasks have been completed. Resource requirements have been updated and requests have been submitted to Functional managers. Project tasks to migrate the DB2 environments to new version continue to make progress. Test planning is in progress. A draft test plan and test surveys have been completed by test team. Test environment has been prepared. Initial smoke testing of affected application areas has been completed.																	
<b>Progress</b>	<table border="1"> <tr> <td>June – 20%</td> <td style="text-align: right;">100%</td> </tr> </table>	June – 20%	100%														
June – 20%	100%																
<b>Phase</b>	<table border="1"> <tr> <td><input checked="" type="checkbox"/> Initiate</td> <td><input type="checkbox"/> Planning</td> <td><input type="checkbox"/> Execute</td> <td><input type="checkbox"/> Close</td> </tr> </table>	<input checked="" type="checkbox"/> Initiate	<input type="checkbox"/> Planning	<input type="checkbox"/> Execute	<input type="checkbox"/> Close												
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<b>Schedule</b>	<table border="1"> <tr> <td><b>Planned Start Date:</b> March 2011</td> <td><b>Planned Completion Date:</b> December 2011</td> </tr> <tr> <td><b>Actual Start Date:</b> March 2011</td> <td><b>Actual Completion</b></td> </tr> </table>	<b>Planned Start Date:</b> March 2011	<b>Planned Completion Date:</b> December 2011	<b>Actual Start Date:</b> March 2011	<b>Actual Completion</b>												
<b>Planned Start Date:</b> March 2011	<b>Planned Completion Date:</b> December 2011																
<b>Actual Start Date:</b> March 2011	<b>Actual Completion</b>																
<b>Activities Completed</b>	<b>Impact/Value</b>																
✓ Updated baseline project schedule and resource requirements request	Provides resource needs and helps identify potential resource conflicts																
✓ Drafted Test Plan	Provides test resource needs, scheduling and conflicts to allow for coordination and mitigation																
✓ Completed Test Survey	Provides test strategies, risks, and issues for all application areas impacted by v10 upgrade, for inclusion in the test plan.																
✓ Held Test Team Meeting to review Test Surveys	Provides Test Team with direction on test strategy and impacts																
✓ Complete migration to v10 CM in TEST LPAR	Provides first complete iteration of DB2 v10 code in compatibility mode that can be smoke and regression tested.																
<b>Activities Planned</b>	<b>Impact/Value</b>																
◦ Complete Integration Test Plan	Provides test resource needs, scheduling and conflicts to allow for coordination and mitigation																
◦ Hold Test Team meeting – Review Test Plan	Provides test team with instruction and feedback on test plan content and strategy for improved coordination with development team.																
◦ Commence regression testing	Provides confirmation of applications ability to use version 10 of DB2 in compatibility mode (with new features turned off)																
◦ Update baseline project schedule	Provides detailed status on tasks, critical path and progress																

# BizTalk Upgrade

JIS Operational Plan:

Reporting Period 06-01-2011 to 06-30-2011

<b>Executive Sponsor(s)</b> Vonnie Diseth, CIO	<b>IT Project Manager:</b> Bill Burke
<b>Business Area Manager:</b> Jennifer Creighton, Data & Development Manager	<b>Consultant/Contracting Firm:</b> n/a

**Description:** This project will perform the following:

- Deploy new redundant BizTalk servers
- Upgrade BizTalk 2006 to BizTalk 2010
- Upgrade SQL Server 2005 to SQL Server 2008R2

This project is intended to be deployed to production prior to the SCOMIS Data Exchange (DX) project so that the new BizTalk programs developed by the SCOMIS DX project can be developed for BizTalk 2010 and will not have to be re-hosted from the BizTalk 2006

**Business Benefit:** Provide additional capacity and ensure vendor support for the AOC BizTalk server solution.

<b>Business Drivers</b>	Improve Decision Making <input type="checkbox"/>	Improve Information Access <input checked="" type="checkbox"/>	Improve Service or efficiency <input checked="" type="checkbox"/>	Manage Risks <input type="checkbox"/>
	Maintain the business <input type="checkbox"/>	Manage the costs <input type="checkbox"/>	Increase organizational capability <input type="checkbox"/>	Regulatory compliance or mandate <input type="checkbox"/>

<b>JISC Approved Budget</b>	Allocated (thru June 30, 2011)	Actual (thru June 30, 2011)
	(staffed internally)	(staffed internally)

<b>Current Status</b>	<b>Scope</b>	<input checked="" type="checkbox"/>	<b>Schedule</b>	<input checked="" type="checkbox"/>	<b>Budget</b>	<input checked="" type="checkbox"/>
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Status Notes: The Dev unit testing activity is approximately 35 days behind schedule due to technical problems with BizTalk that Microsoft has been unable to resolve.



<b>Phase</b>	<input type="checkbox"/> Initiate	<input type="checkbox"/> Planning	<input checked="" type="checkbox"/> Execute	<input type="checkbox"/> Close
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<b>Schedule</b>	<b>Planned Start Date:</b> October 2010	<b>Planned Completion Date:</b> June 2011
	<b>Actual Start Date:</b> November 2010	<b>Actual Completion</b>

Activities Completed	Impact/Value
<ul style="list-style-type: none"> <li>✓ Provided presentation to weekly SECTOR meeting to discuss BizTalk 2010 integration testing requirements with DIS, DOL &amp; WSP.</li> </ul>	Need to engage other State agencies to support integration testing required before the BizTalk 2010 servers can be moved into Production.
<ul style="list-style-type: none"> <li>✓ A problem has been identified where BizTalk 2010 services are shutting down and not automatically restarting. Microsoft is engaged and working this problem. Microsoft has identified a systemic problem in BizTalk core services that is causing this problem.</li> </ul>	This problem needs to be resolved before the BizTalk 2010 servers can be moved to Production. Project integration tests with DIS/WSP/DOL/LEA will be delayed until this problem is resolved.
Activities Planned	Impact/Value
<ul style="list-style-type: none"> <li>◦ Complete testing of re-hosted BizTalk programs in BizTalk 2010 Development environment.</li> </ul>	Validate re-hosted BizTalk programs in Dev.
<ul style="list-style-type: none"> <li>◦ Begin BizTalk 2010 testing in Quality Assurance (QA) environment.</li> </ul>	These tests are performed by the QA Testers to ensure the software is ready to be moved into Production.

# CA Clarity Implementation

JIS Operational Plan:

Reporting Period 06-01-2011 to 06-30-2011

<b>Executive Sponsor(s)</b> Vonnie Diseth, CIO	<b>IT Project Manager:</b> Mike Walsh
<b>Business Area Manager:</b> Bill Cogswell, Associate Director ISD	<b>Consultant/Contracting Firm:</b> TBD

**Description:** AOC requires a process to accurately monitor and measure the costs and performance of IT assets in order to make sound decisions regarding all IT investments. ISD is committed to the implementation of IT Portfolio Management (ITPM) in order to thoroughly document and manage IT assets. Common standards generated by ITPM assist IT Governance (ITG) and the Project Management Office (PMO) to assess the costs, initial and ongoing, as well as the value, anticipated and returned, on single or aggregated assets. The AOC implementation of CA Clarity outcome of the ITPM initiative is a process through which ISD can model its strategic IT decisions and a methodology supporting consistent asset management.

**Business Benefit:** The Clarity implementation will automate manual ITPM and PMO processes and provide a unified, single data source for portfolio management. Using Clarity will provide the AOC Portfolio Manager and PMO with tools to manage AOC's portfolios. These tools include: real time reporting, resource management functions, and document management integration.

<b>Business Drivers</b>	Improve Decision Making	<input checked="" type="checkbox"/>	Improve Information Access	<input checked="" type="checkbox"/>	Improve Service or efficiency	<input checked="" type="checkbox"/>	Manage Risks	<input checked="" type="checkbox"/>
	Maintain the business	<input type="checkbox"/>	Manage the costs	<input type="checkbox"/>	Increase organizational capability	<input checked="" type="checkbox"/>	Regulatory compliance or mandate	<input type="checkbox"/>

<b>JISC Approved Budget</b>	<b>Allocated (thru June 30, 2011)</b>	<b>Actual (thru June 30, 2011)</b>
	(staffed internally)	(staffed internally)

<b>Current Status</b>	<b>Scope</b>	<input checked="" type="checkbox"/>	<b>Schedule</b>	<input checked="" type="checkbox"/>	<b>Budget</b>	<input checked="" type="checkbox"/>
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Status Notes: Three vendors submitted bids for the Clarity Implementation proposal. The project team has completed the evaluation and scoring process. The notification of the apparent successful vendor is expected on July 8th.

We plan to have the contract completed and the vendor on board by 8/1/2011. The latest projected project completion date is 01/31/2012.

<b>Progress</b>	<p>June – 20%</p> <p>100%</p>
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<b>Phase</b>	<input type="checkbox"/> Initiate	<input checked="" type="checkbox"/> Planning	<input type="checkbox"/> Execute	<input type="checkbox"/> Close
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<b>Schedule</b>	<b>Planned Start Date:</b> February 2011	<b>Planned Completion Date:</b> February 2012
	<b>Actual Start Date:</b> February 2011	<b>Actual Completion</b>

Activities Completed	Impact/Value
✓ Completed vendor questions and AOC responses	The questions and answers are posted to the AOC listserv allowing all bidders access to other bidders questions and concerns and AOC's responses.
✓ Received, reviewed, and scored bidder's proposals	Allow AOC to identify the apparent successful vendor
Activities Planned	Impact/Value
✓ Notify apparent successful vendor.	Begin the contract debriefing process and commence work on the vendor contract.
✓ Contract negotiation	Start work on the vendor contract.

# Approved Project Status Reports

## Approved Project Status Reports

Approved Project: Superior Court Data Exchange								
<b>Reporting Period 06-01-2011 to 06-30-2011</b>								
<b>Executive Sponsor(s)</b> Data Management Steering Committee <i>Rich Johnson, Chair of Committee</i>			<b>IT Project Manager:</b> Bill Burke					
<b>Business Manager:</b> Mike Davis, Project Management Office Manager			<b>Consultant/Contracting Firm:</b> TBD					
<b>Description:</b> The Superior Court Data Exchange project will build and implement computer services and other infrastructure components to exchange data necessary for creation and maintenance of information in the Judicial Information System (JIS). The project will produce a consistent, defined set of standards and standard technology solutions for sharing data between Judicial Information System (JIS) applications supported by the AOC and its customers (Courts and Justice Partners). It also work to eliminate redundant data entry, improve data accuracy, provide real-time information for decision making and reduce support costs by a common solution for sharing data.								
<b>Business Benefit:</b> The Data Exchange will eliminate redundant data entry, improve data accuracy, provide real-time information for decision making and reduce support costs through a common technical solution for sharing data. At the end of Phase I (Detailed Analysis and Design), AOC will have a complete list of business requirements driven by the customer groups and established a list of services based on these requirements. At the end of Phase II (Implementation), Superior Court data will be available for both query and updates using the nationally recognized NIEM standard and SOA.								
<b>Business Drivers</b>	Improve Decision Making	<input type="checkbox"/>	Improve Information Access	<input checked="" type="checkbox"/>	Improve Service or efficiency	<input checked="" type="checkbox"/>	Manage Risks	<input type="checkbox"/>
	Maintain the business	<input type="checkbox"/>	Manage the costs	<input type="checkbox"/>	Increase organizational capability	<input checked="" type="checkbox"/>	Regulatory compliance or mandate	<input type="checkbox"/>
<b>JISC Approved Budget</b>		<b>Allocated (thru June 30, 2011)</b>			<b>Actual (thru June 30, 2011)</b>			
		\$1,600,000			\$ 625,638			
<b>Current Status</b>	<b>Scope</b>	<input checked="" type="checkbox"/>	<b>Schedule</b>	<input checked="" type="checkbox"/>	<b>Budget</b>	<input checked="" type="checkbox"/>		
Status Notes: Sierra Systems price proposal for implementing the Superior Court Data Exchange exceeds JISC funding authorization. AOC project team is engaged to identify opportunities for reducing price.								
<b>Progress</b>	<div style="text-align: center;"> <b>June 21%</b>   </div>					100%		
<b>Phase</b>	<input type="checkbox"/> Initiate	<input checked="" type="checkbox"/> Planning	<input type="checkbox"/> Execute	<input type="checkbox"/> Close				
<b>Schedule</b>	<b>Planned Start Date:</b> May 2009			<b>Planned Completion Date:</b> TBD				
	<b>Actual Start Date:</b> May 2009			<b>Actual Completion Date:</b> TBD				
<b>Activities Completed</b>				<b>Impact/Value</b>				
<ul style="list-style-type: none"> <li>✓ The AOC has completed the documentation defining the first (24) Superior Court Data Exchange web services. This documentation includes Business Capability documents, Data Model diagrams, data screen mapping spreadsheets and functional specifications.</li> </ul>				The AOC is developing these documents so that each of the Data Exchange web services is fully defined. These documents will be used by the selected Vendor to define the scope & requirements of the Data Exchange development effort.				
<ul style="list-style-type: none"> <li>✓ The web messaging team has completed (42) Interface Exchange Package Documents (IEPDs). The Soos Creek consultant reviewed these documents and has recommended some slight changes that will improve these documents and also result in a slight reduction in the amount of work required to develop.</li> </ul>				The IEPDs define the web message format between Superior Court Data Exchange and local court management information systems.				
<ul style="list-style-type: none"> <li>✓ The AOC has completed the documentation defining the first (24) Superior Court Data Exchange web services. This documentation includes Business Capability documents, Data</li> </ul>				The AOC is developing these documents so that each of the Data Exchange web services is fully defined. These documents will be used by the selected Vendor to define the scope & requirements of the Data Exchange development				

Model diagrams, data screen mapping spreadsheets and functional specifications.	effort.
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Activities Planned	Impact/Value
<ul style="list-style-type: none"> <li>◦ Begin contract negotiations with Sierra Systems.</li> </ul>	Finalize scope & price for development contractor engagement.
<ul style="list-style-type: none"> <li>◦ Continuing work on developing the remaining (35) Superior Court Data Exchange functional specifications that define the sequence of SCOMIS and JIS screens and screen actions required to implement each Data Exchange service.</li> </ul>	These specifications are needed to define the Jagacy development required to perform SCOMIS screen scraping.
<ul style="list-style-type: none"> <li>◦ Continuing work on developing the remaining (17) Superior Court Data Exchange IEPDs for defining the web messaging formats for each of the Data Exchange services.</li> </ul>	The IEPDs define the web message format between Superior Court Data Exchange and local court management information systems.
<ul style="list-style-type: none"> <li>◦ Initiate discussion with the Pierce County LINXS team to implement LINX system changes required to interface to the Superior Court Data Exchange.</li> </ul>	Pierce County will need to implement changes in the LINX system to interface to the Superior Court Data Exchange.

# Approved Project: Superior Court Case Management Feasibility Study

Reporting Period 06-01-2011 to 06-30-2011

<b>Executive Sponsor(s)</b> Superior Court Judges Association (SCJA) <i>Judge Laura Inveen, President of Association</i> Washington State Association of County Clerks (WSACC) <i>Betty Gould, President of Association</i> Association of Washington Superior Court Administrators (AWSCA) <i>Frank Maiocco, President of Association</i>	<b>IT Project Manager:</b> Kate Kruller, PMP
	<b>Consultant/Contracting Firm:</b> MTG (Management Technology Group)
	<b>Business Manager</b> Mike Davis, Project Management Office Manager

**Description:** The Superior Court Case Flow & Calendaring Feasibility Study (SCMFS) is intended to provide the research and analysis needed to make informed decisions on which software applications would meet the business needs of the Superior Courts for managing case flow and calendaring functions in support of judicial decision making and scheduling.

**Business Benefits:** A feasibility study of the available software vendors and how their products align with customer business needs will allow the courts and JISC to make informed decisions on which software applications would meet the business needs of the Superior Courts for managing case flow and calendaring functions in support of judicial decision making and scheduling.

<b>Business Drivers</b>	Improve Decision Making <input type="checkbox"/>	Improve Information Access <input type="checkbox"/>	Improve Service or efficiency <input checked="" type="checkbox"/>	Manage Risks <input type="checkbox"/>
	Maintain the business <input type="checkbox"/>	Manage the costs <input type="checkbox"/>	Increase organizational capability <input type="checkbox"/>	Regulatory compliance or mandate <input type="checkbox"/>

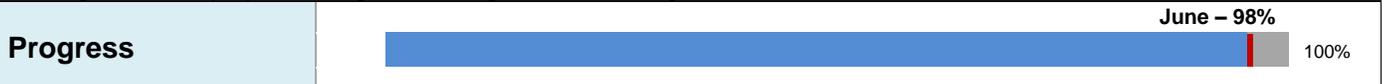
<b>JISC Approved Budget</b>	Allocated (thru June 30, 2011)	Actual (thru June 30, 2011)
	\$ 250,000	\$ 42,133

<b>Current Status</b>	<b>Scope</b>	<input checked="" type="checkbox"/>	<b>Schedule</b>	<input checked="" type="checkbox"/>	<b>Budget</b>	<input checked="" type="checkbox"/>
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**Status Notes:** All documents – either in draft form or final are being posted at: <http://insidecourts.wa.gov> >Judicial Info System (JIS) > Projects.

Concurrently, the project is reviewing the Feasibility Study Report Risk Scores section and creating a risk register – and proposed mitigation strategies for the 18 High and 24 Medium rated items out of 90. Work on this draft document will be completed by July 25.

The project team and other AOC SMEs are reviewing the Feasibility Study Report Risk Scores section and creating a risk register – with proposed mitigation strategies for the 18 High and 24Medium rated items out of 90 assessed and scored.



<b>Project Phase</b>	<input type="checkbox"/> Initiate	<input type="checkbox"/> Planning	<input checked="" type="checkbox"/> Execute	<input type="checkbox"/> Close
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<b>Schedule</b>	<b>Planned Start Date:</b> April 2010	<b>Planned Completion Date:</b> June 2011
	<b>Actual Start Date:</b> June 2010	<b>Actual Completion Date:</b> June 2011

Activities Completed	Impact/Value
<ul style="list-style-type: none"> <li>Conduct: SCMFS Internal AOC Status Meeting to teleconference with Indiana AOC. <b>Completed: June 1, 14</b></li> </ul>	AOC sponsors are included in the project process, as well as project deliverables review and approval cycles. Full AOC Leadership team attending this meeting.
<ul style="list-style-type: none"> <li>Conduct: SCMFS Project Team Meeting. Project status <b>Completed: June 1, 8, 22,29</b></li> </ul>	Arranged via AOC sponsors. Provides key AOC Technical Team stakeholder input on, and captures expected results from, the SCMFS through their perspective. MTG facilitates interview.
<ul style="list-style-type: none"> <li>MTG: Finalize Migration Strategy (Deliverable 6). <b>Completed: June 8</b></li> </ul>	Provides logically sequenced implementation plan for best-few alternatives.
<ul style="list-style-type: none"> <li>Attend: King County Information Exchange meeting. <b>Completed : June 9</b></li> </ul>	Continue information sharing on King County case management system requirements [What they have; what they need]
<ul style="list-style-type: none"> <li>MTG: Sign Feasibility Study Report (Deliverable 8). <b>Completed: June 17</b></li> </ul>	Captures divergence of best-few alternatives from AOC requirements and the effort to bridge the gap.

<ul style="list-style-type: none"> <li>◦ Attend: WSACC Spring Meeting. Pre-Brief on Feasibility Study Findings Bring MTG. <b>Completed: June 23</b></li> </ul>	Provide project update information intended for the JISC .
<ul style="list-style-type: none"> <li>◦ Attended: June 24 JISC Meeting to present the Feasibility Study Report as required on the SCMFS Project. <b>Completed: June 24</b></li> </ul>	Provide project update information to the JISC as required.
<b>Activities Planned</b>	<b>Impact/Value</b>
<ul style="list-style-type: none"> <li>◦ Conduct: SCMFS Internal AOC Status Meeting to teleconference with Indiana AOC.</li> <li>◦ ECD: July 6,20</li> </ul>	AOC sponsors are included in the project process, as well as project deliverables review and approval cycles. Full AOC Leadership team attending this meeting.
<ul style="list-style-type: none"> <li>◦ Conduct: SCMFS Project Team Meeting. Project status</li> <li>◦ ECD: July 6.13.20.27</li> </ul>	Arranged via AOC sponsors. Provides key AOC Technical Team stakeholder input on, and captures expected results from, the SCMFS through their perspective. MTG facilitates interview.
<ul style="list-style-type: none"> <li>◦ Conduct: SCMFS Executive Sponsor Committee Meeting. MTG Deliverable Status.</li> <li>◦ As needed during July</li> </ul>	Executive sponsors across the three superior court customers (Judges, Administrators and Clerks) are included in the project process, as well as project deliverables review and approval cycles.

# Approved Project: JIS Parking Module Update Feasibility Study

Reporting Period 06-01-2011 to 06-30-2011

**Executive Sponsor(s)**  
 Judicial Information System Committee (JISC)  
 District & Municipal Court Management Association (DMCMA)  
 Vonnie Diseth, CIO AOC

**IT Project Manager:**  
 Wendy Loewen, PMP

**Consultant/Contracting Firm:**

**Business Manager**  
 Mike Davis, Project Management Office Manager

**Description:** In response to ITG #28, at the request of JISC, AOC will undergo the investigation of a number of issues raised by the CLJ concerning the inability of the JIS parking system in monitoring parking vehicle related violations, receivables and interfaces. The parking component was developed prior to the advent of red-light and photo-speed camera violations (also known as VRV). Requirements will be gathered and a feasibility study completed to determine the technical nature of the issues and what sort of a technical solution might be applied.

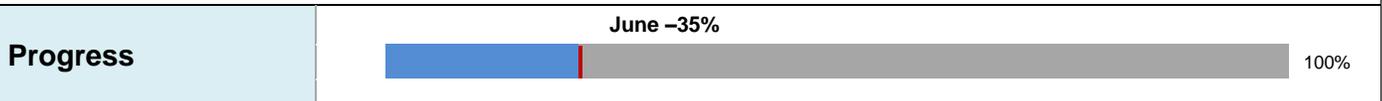
**Business Benefits:** A feasibility study of the available software vendors and how their products align with customer business needs will allow the courts and JISC to make informed decisions on which software applications would meet the business needs of the Superior Courts for managing case flow and calendaring functions in support of judicial decision making and scheduling.

<b>Business Drivers</b>	Improve Decision Making	<input checked="" type="checkbox"/>	Improve Information Access	<input checked="" type="checkbox"/>	Improve Service or efficiency	<input checked="" type="checkbox"/>	Manage Risks	<input type="checkbox"/>
	Maintain the business	<input type="checkbox"/>	Manage the costs	<input checked="" type="checkbox"/>	Increase organizational capability	<input type="checkbox"/>	Regulatory compliance or mandate	<input type="checkbox"/>

<b>JISC Approved Budget</b>	Allocated (thru June 30, 2011)	Actual (thru June 30, 2011)
	\$ 0	\$ 0

<b>Current Status</b>	<b>Scope</b>	<input checked="" type="checkbox"/>	<b>Schedule</b>	<input checked="" type="checkbox"/>	<b>Budget</b>	<input checked="" type="checkbox"/>
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Status Notes:



<b>Project Phase</b>	<input type="checkbox"/> Initiate	<input type="checkbox"/> Planning	<input checked="" type="checkbox"/> Execute	<input type="checkbox"/> Close
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<b>Schedule</b>	<b>Planned Start Date:</b> April 2011	<b>Planned Completion Date:</b> Oct 2011
	<b>Actual Start Date:</b> April 2011	<b>Actual Completion Date:</b> TBD

Activities Completed	Impact/Value
✓ RFQQ for Business Analyst completed and sent to vendors	Assist internal Business Analysts to complete work
✓ Obtain signatory approvals on charter	Project officially approved to complete feasibility study
✓ Contact Business Resources to determine Parking Component Issues as related to VRV	Understand the Business Problem
✓ Engage Core Team Business Analyst	Begin work on requirements gathering
✓ Finalize Work Breakdown Structure	Ensure team tracks to tasks as outlined
Activities Planned	Impact/Value
◦ Complete First Draft and Final Business Requirements Document (BRD)	Input into feasibility decision
◦ Customer review of completed BRD	Input into feasibility decision
◦ Begin engagement of Legacy operations resources to review business requirements	Input into finalizing feasibility study
◦ On-board Business Analyst	Assist internal Business Analysts with efforts

# Maintenance Projects & Other Activities Status Reports

## Maintenance Project Status Reports

Maintenance Project: Parking Module Enhancement –VRV Data Services								
Reporting Period 06-01-2011 to 06-30-2011								
<b>Executive Sponsor</b> Data Management Steering Committee <i>Rich Johnson, Chair of Committee</i>			<b>IT Project Manager:</b> Michael Walsh					
<b>Business Area Manager</b> Mike Davis, Project Management & Quality Assurance Mgr			<b>Consultant/Contracting Firm:</b> N/A					
<p><b>Description:</b> Vehicle Related Violations (VRV) was designed to automate the input and submittal of parking violations as received by local courts through local enforcement agencies (LEAs). The VRV website provides a service for jurisdictions to get access to the technical information and data needed for them to setup and build data exchanges for use on the jurisdictions side. The AOC has successfully implemented VRV DX solution with Everett Municipal Court and is now preparing to execute the final two planning steps required before making VRV broadly available statewide. The focus of this engagement between CodeSmart Inc. and AOC is to enable VRV Operational Readiness inclusive of performance tuning, infrastructure setup, and transition to ISD Operations for ongoing support and maintenance.</p>								
<p><b>Business Benefit:</b> The VRV Operational Readiness Project will prepare a solution for extended pilot use and eventual statewide implementation. The ongoing work will improve performance for the VRV pilot application with the goal of handling anticipated workload and transaction capacity, perform infrastructure cleanup and ensure optimal environment configuration for ongoing support and maintenance. The Customer Website for Data Services is ready for the extended pilot.</p>								
<b>Business Drivers</b>	Improve Decision Making	<input type="checkbox"/>	Improve Information Access	<input type="checkbox"/>	Improve Service or efficiency	<input checked="" type="checkbox"/>	Manage Risks	<input type="checkbox"/>
	Maintain the business	<input type="checkbox"/>	Manage the costs	<input type="checkbox"/>	Increase organizational capability	<input type="checkbox"/>	Regulatory compliance or mandate	<input type="checkbox"/>
<b>JISC Approved Budget</b>		Allocated (thru June 30, 2011)			Actual (thru June 30, 2011)			
		\$ 0.00			\$ 0.00			
<b>Current Status</b>	<b>Scope</b>	●	<b>Schedule</b>	▲	<b>Budget</b>	●		
<p>Status Notes: The project's PilotTest is full speed ahead. All three VRV Tier 1 pilot teams (Kirkland, Issaquah, and Lakewood) are in the execution phase of their integration projects. DIS is in the process of a reorganization but, through the Electronic Traffic Information Processing (eTRIP) Initiative Operations Support team, has made contact with the Tier 1 courts and has requested information for the purpose of assessing on-board readiness.</p> <p>VRV Tier 1 is on target to meet the August 2011 DIS VRV on-boarding window. AOC is meeting regularly with project teams to review plans and focus on August implementation targets.</p> <p>Tier 2 on-boarding partners (Tacoma, Fife, and Lynnwood) are tentatively planned for October 2011. Tacoma and Fife utilize the same vendor solution as Lakewood (RedFlex). Lynnwood uses the same vendor solution as Issaquah (ATS). Tier 2 partners are expected to leverage the work being done during the Tier 1 integration projects to accelerate their project integration efforts.</p>								
<b>Progress</b>		June - 35 %						
<b>Project Phase</b>		<input type="checkbox"/> Initiate	<input type="checkbox"/> Planning	<input type="checkbox"/> Execute	<input checked="" type="checkbox"/> Close			
<b>Schedule</b>		<b>Planned Start Date:</b> March 2010			<b>Planned Completion Date:</b> October 2011			
		<b>Actual Start Date:</b> March 2010			<b>Actual Completion Date:</b>			
<b>Activities Completed</b>				<b>Impact/Value</b>				
<input checked="" type="checkbox"/> Distribution of JINDEX on-board readiness assessment forms to the Tier 1 partners				As part of the RMS project DIS is creating a new release management process. The VRV Tier 1 partners will be the				

	initial JINDEX customers to pilot the process.
<b>Activities Planned</b>	<b>Impact/Value</b>
<ul style="list-style-type: none"> <li>◦ Transition support responsibilities to operations/maintenance.</li> </ul>	Move the VRV data exchange services to the organizations that are resourced to support and sustain the business process.
<ul style="list-style-type: none"> <li>◦ Meet regularly with Kirkland, Issaquah, and Lakewood to track progress on their on-boarding integration activities and to maintain focus on the August 2011 schedule.</li> </ul>	We need to meet with these partners to focus on meeting the DIS JINDEX on-boarding windows.

# ISD Operational Area Status Reports

## ISD Operational Area Reports

### Operational Area: IT Policy and Planning

Bill Cogswell, ISD Associate Director

June 1-11 to June 30 -11

*Includes: Governance, IT Portfolio, Clarity support, Business Relationships, Performance Reporting, Vendor Management, Resource Management, Release Management and Organizational Change / Communications teams*

**Description:** The Associate Director group is responsible for providing strategic level functions within ISD. AOC ISD Policy and Planning teams support ISD wide transition activities furthering the capabilities and maturities of the entire organization.

#### Activities Completed this Reporting Period

#### Impact/Value

DOL = Department of Licensing, ITG = Information Technology Governance ,  
ITIL = Information Technology Infrastructure Library

✓ Published the May Project Portfolio List	Visibility of IT project investments for planning purposes
✓ Published the May Resource Management Reports	Maximize ISD resource utilization
✓ Provided Subject Matter Expert (SME) input for Clarity Implementation RFP	Automate the ITPM capture, analysis and reporting processes and provide greater visibility of the portfolio for planning and managing investments.
✓ Prepare deliverables for the Transformation Program Track	Improve ISD's service capabilities
✓ Business Liaisons continued with court visits to Courts of Limited Jurisdiction and Superior Courts throughout WA State.	In-person court visits strengthen relationships, provide valuable information and help AOC to understand the needs of the courts better.
✓ Liaisons staffed the IT Governance Court Level User Groups and assisted Endorsing Groups with IT Requests	Facilitating the new IT Governance process and assisting stakeholders with the process helps to ensure that the court community is involved, aware and prioritizing IT requests.
✓ Liaisons worked on the Superior Court Case Management Feasibility Study and in preparation for the open in-depth briefing sessions and communications.	The final feasibility study was presented to the JISC on June 24 <sup>th</sup> and subsequent in-depth open briefings have been scheduled for court staff to be briefed on the contents and outcome of the feasibility study.
✓ Liaisons completed ISD Monthly Report to the JISC	Providing a monthly report of all ISD activities and project status improves communications with stakeholders and creates transparency and accountability.
✓ Participated in joint DMCJA/DMCMA Boards meeting for annual review of DOL progress on driver's record issues. Met with the DMCMA work group working on reporting structure for new DOL issues, escalation strategies, and quality assurance on resolved issues.	Communications on DOL issues will help resolve and inform courts on progress around issues and resolution.
✓ Drafted JIS policy for approval of local court automated record systems	A draft policy provides the JISC the discussion point to pass a new policy on how to handle requests for implementing local court automated record systems.
✓ Liaisons prepared and planned for the upcoming JISC meeting	Staffing the JISC meeting ensures that the materials for the JISC meetings are prepared, organized and that the agenda and presentations are scheduled according to JISC member input.
✓ IT Service Delivery attended IT Governance Court Level User Group meetings	Advise members on requests before them and the process.
<b>Activities Planned</b>	
◦ Prepare Annual IT Portfolio Report	Mandate. Visibility of AOC's IT investments
◦ Publish June Resource Management Reports and Project Portfolio List	OCB Project/Resource scheduling and resource management
◦ Complete vendor selection process on Clarity Implementation Project	Automate the ITPM capture, analysis & reporting processes
◦ Prepare deliverables for the Transformation Program Track	Improve ISD's service capabilities.

<ul style="list-style-type: none"> <li>◦ Complete ISD Monthly Report to the JISC</li> </ul>	<p>Providing a monthly report of all ISD activities and project status improves communications with stakeholders and creates transparency and accountability.</p>
<ul style="list-style-type: none"> <li>◦ Continue work with the AOC/JSD on a pilot project for Thurston County for judges to view protection orders.</li> </ul>	<p>This pilot project will provide valuable input to AOC on the viability of implementing a similar solution at a statewide level to allow for all trial courts to view contents of protection orders.</p>
<ul style="list-style-type: none"> <li>◦ Liaisons continue to prepare and plan for the upcoming JISC meetings.</li> </ul>	<p>Staffing the JISC meeting ensures that the materials for the JISC meetings are prepared, organized and that the agenda and presentations are scheduled according to JISC member input.</p>
<ul style="list-style-type: none"> <li>◦ IT Service Delivery will continue to attend IT Governance Court Level User Group meetings</li> </ul>	<p>Advise members on requests before them and the process.</p>

## Operational Area: Architecture & Strategy

Kumar Yajamanam, Architecture & Strategy Manager

June 1-11 to June 30 -11

Includes: Enterprise Architecture & Solutions Management and Business Analysts

**Description:** Architecture & Strategy is a group within ISD that is responsible for providing strategic technology guidance in support of all services provided by ISD. The functions provided by the group include enterprise architecture, solution management, service catalog development, vendor management, enterprise security and business continuity planning.

Activities Completed this Reporting Period	Impact/Value
<ul style="list-style-type: none"> <li>✓ Business Analyst worked with representatives from JSD to coordinate the process for implementing the Legislative changes at AOC this year. Defined requirements for necessary changes to JIS resulting from new legislation.</li> </ul>	<p>To assure our business processes and our JIS applications are in compliance with new, or any changed legislation, to assist the courts in doing business.</p>
<ul style="list-style-type: none"> <li>✓ Business Analysts completed requirements for ITG 58, 37 &amp; 79 which concern changes to the JIS warrants screens and printing warrants on plain paper.</li> </ul>	<p>Changes to the warrant order and update screens will result in more accurate information about the bail conditions ordered and allow comments that clarify warrant issuance and terms. Giving courts the option to print warrant on plain paper instead of pre-printed forms will result in cost savings.</p>
<ul style="list-style-type: none"> <li>✓ Business Analysts provided ongoing analysis support for applications.</li> </ul>	<p>Provided business knowledge in support of current applications. This supports the technical team's development and maintenance of current applications</p>
<ul style="list-style-type: none"> <li>✓ Provided Business Analysis support for the Superior Court Data Exchange Project by assisting with the development and review of business capabilities and functional specifications.</li> </ul>	<p>Implementation of Data Exchange using web services and industry standard messaging that enable the sharing of data between the Superior Court Management Information System (SCOMIS) and local court information systems.</p>
<ul style="list-style-type: none"> <li>✓ Business Analyst continued working with the Work Group to iteratively converge varying views toward expert agreement on JIS baseline services.</li> </ul>	<p>The JIS Baseline Services model will provide an objective method for analyzing if a business service should be supported centrally. It will be used to evaluate the services currently provided and as a tool for evaluating new services proposed thru the ITG process.</p>
<ul style="list-style-type: none"> <li>✓ Business Analyst participated in planning for the Information Networking Hub (INH) program.</li> </ul>	<p>The INH will improve standardization of business and technology processes to support systems integration, minimize the impact of changes to applications, provide for sharing of quality data and build a flexible architecture that easily integrates with new applications.</p>
<ul style="list-style-type: none"> <li>✓ Business Analyst participated in the initial analysis of ITG 44. CLJ's request to modify the Bail Forfeiture process in JIS.</li> </ul>	<p>If approved, this will assist the courts with the process, and will reflect true calculations of fines paid vs. bail forfeitures.</p>
<ul style="list-style-type: none"> <li>✓ Business Analyst completed gathering requirements for the ITG 45 appellate electronic filing (feasibility study).</li> </ul>	<p>This project will help provide a clear path for the development of the appellate electronic filing system.</p>
<ul style="list-style-type: none"> <li>✓ Business Analysts completed the review of the SCMFS Feasibility Study Report document deliverable.</li> </ul>	<p>Provided input to the Vendor team in publishing the documents for the Feasibility Study. Corrected some errors and improved wording for clarity and verified numbers used in estimates.</p>
<ul style="list-style-type: none"> <li>✓ Participated in the finalization of ITG 27 SMC AOC Data Exchange Solution.</li> </ul>	<p>The analysis of this request will provide the basis for this request to move forward in the ITG process. That will benefit the SMC in a reduction in defendant research times by not being required to enter data into two separate systems. And non-SMC courts a reduction in defendant research times by not being required to use two separate systems.</p>
<ul style="list-style-type: none"> <li>✓ Solution Architecture continues to work on solution management initiative.</li> </ul>	<p>Once established will provide improved Delivery of ISD solutions.</p>

✓ Assisted with project start up for the Natural to COBOL conversion.	The conversion will result in the reduction of technical diversity and provide an estimated cost savings of 1.4 million dollars (licensing fees and labor) over the expected lifespan of the existing JIS. The conversion will also allow for extreme cost and time to market reductions for integrating with the planned Statewide Data Repository (SDR)
✓ Continued creation of Solution Management Life Cycle for Simple, Complex and Feasibility process paths, and defined associated templates for the SA.	Defined processes that facilitate close collaboration between the business analyst's, program managers, solution architect and the various functional areas.
✓ Further developed a replicable modified-Delphi method, and met with the Work Group to iteratively converge varying views toward expert agreement on JIS baseline services. This process will continue in July, with the finalized report scheduled for vetting in August.	The JIS Baseline Services model will provide an objective method for analyzing if a business service should be supported centrally. It will be used to evaluate the services currently provided and as a tool for evaluating new services proposed thru the ITG process.
✓ Participated in the development of a roadmap for support projects required to successfully implement the planed Superior Court Case Management System.	Successful implementation of the CMS requires that the Enterprise Architecture components are operational so that the new CMS can interoperate and share data with the existing JIS.
✓ Developed project plan to design the Information Network Hub.	By providing a means of sharing data between legacy and new systems, as well as between courts and external partners, the Information Network Hub plays a crucial role in the success of the JIS transformation.
<b>Activities Planned for Next Reporting Period</b>	<b>Impact/Value</b>
◦ Business Analyst and SA will provide on-going support as needed on ITG 45.	Research and development of requirements for the developers and test teams.
◦ Business Analysts will provide on-going analysis support to applications.	Collaboration with technical team to provide business knowledge in support of the ongoing application support
◦ Business Analysts continue working with Maintenance, and JSD Education on changes to JIS to comply with new Legislation.	Business Analysts review the bills passed in order to create, and write requirements for the implementation team.
◦ Business Analysts and SA continued requirements gathering on ITG 28 – Parking and VRV Case Management	Research and development of requirements for the developers and test teams.
◦ Business Analysts will take IBM Rational Doors Administrator and Rational Composer Requirements training.	Set-up, administration, and use of Rational tools for enterprise use and enterprise requirements management.
◦ Business Analyst completed definition of process paths, SA templates for Solution Management Life Cycle, Solution Architect and Solution Governance documents.	Defined processes, templates and toolkit that facilitate close collaboration between the business analyst's, program managers, solution architect and the various functional areas.
◦ Business Analyst started work on defining and developing business services and business glossary as part of the INH program	The INH will improve standardization of business and technology processes to support systems integration, minimize the impact of changes to applications, provide for sharing of quality data and build a flexible architecture that easily integrates with new applications.
◦ Business Analysts will participate in documenting the July SCFMS Feasibility Study feedback sessions.	Feedback sessions provide input to the Vendor team to improve wording, correct errors and numbers used in estimates.
◦ Business Analyst will work on finalizing the JIS Baseline Services report. Presentation of the report findings to JISC is scheduled for August 4	The JIS Baseline Services model will provide an objective method for analyzing if a business service should be supported centrally. It will be used to evaluate the services currently provided and as a tool for evaluating new services proposed thru the ITG process.
◦ Publish the JIS Baseline Services report.	The draft report will be evaluated by stakeholders and feedback will be incorporated for the final report. The JIS Baseline Services model will provide an objective method for analyzing if a business service should be supported centrally. It will be used to evaluate the services currently provided and as a tool for evaluating new services proposed thru the ITG process.

<ul style="list-style-type: none"> <li>◦ Create a draft Strategy and Roadmap for the Information Networking Hub (INH)</li> </ul>	<p>The INH Strategy and Roadmap will provide guidance for the INH team in development activities. The Strategy and Roadmap is also required for presentation to the Legislature (Proviso)</p>
<ul style="list-style-type: none"> <li>◦ Develop solution architecture for INH Initiative</li> </ul>	<p>Will provide the physical components needed to implement the INH</p>
<ul style="list-style-type: none"> <li>◦ Provide Solution Architecture support for ITG requests</li> </ul>	<p>Provide estimates and guidance for ITG requests</p>

## Operational Area: Infrastructure

Dennis Longnecker, Infrastructure Manager

June 1-11 to June 30 -11

Includes: Desktop Unit, Network Unit, Server Unit, Support Unit & System Database Unit

**Description:** AOC ISD operates and supports the computer related operational needs of the AOC, Temple of Justice, and Court of Appeals, along with the Judicial Information System (JIS) applications, the Judicial Receiving System (JRS), Superior Court Information System (SCOMIS), Juvenile and Corrections System (JCS), Appellate Court System (ACORDS), JIS Calendaring (CAPS), e-Ticketing and web services, and applications. The infrastructure team in ISD supports the servers (hardware and operating systems) that run all the necessary software applications. Although existing user systems are dated, the systems they run on are current and state of the art. Having a state of the art infrastructure and a team dedicated to maintaining it ensures that the courts and partners throughout Washington State have access to the JIS systems, the data is secure and that downtime for system users is minimized.

Activities Completed	Impact/Value
✓ Continue work for the September 2011 Disaster Recovery Test. Have received interest from some county IT staff who wish to participate.	Disaster Recovery is a JIS activity which ensures the JIS systems would be available in the event of a disaster (either localized or large).
✓ All equipment for the JRS Equipment replacement has been ordered and received. Performed one installation at Mason County.	Replace aged (5 year old) equipment with new hardware and operating systems.
✓ Continue work with DB2 Version 10 System Upgrade. Planned rollout is October 2011. No issues encountered.	Staying current on software is a vital part of our system availability. DB2 v9 (our current version) goes out of support next year, so we need to migrate to the current versions and stay current with maintenance. Planned production date is Winter of 2011.
✓ Replace/upgrade Virus Protection software with Sophos anti-Virus Prevention. Computers at the AOC are now continuing to be upgraded.	Antivirus or anti-virus software is used to prevent, detect, and remove malware, including but not limited to computer viruses, computer worm, trojan horses, spyware and adware. This software is installed on all AOC, TOJ, and COA computers and servers.
✓ Install SMON Network Backbone which improves the network connection with Department of Information Services.	Improves the Network Backbone with DIS. Improves our Network Speeds from 100megabytes per second to 1Gigabyte per second. Also provides for a redundant path to DIS in the event one path fails.
✓ Completed the Disaster Recovery Audit. Awarded the Disaster Recovery Audit to a vendor and working on the audit. The JIS Disaster Recovery Plan was audited by Steven Craig of CBCP, Incorporated in June 2011. A copy of their audit report is attached. In delivering the final audit report, Mr. Craig commented that "You've done a very nice job bringing the program to where it is to date." and followed up with "Your plan is very mature."	JIS Policy states the JIS Disaster Recovery Program will be audited every three years. This audit provides an outside view of how well the AOC is following the Policies and Procedures specified by the JISC when dealing with the Disaster Recovery Process.
✓ Started Work for FY12 Equipment Replacement. Includes COA 1, COA 2, COA 3 and TOJ PC's. Courts of Limited Jurisdiction Computers and Laptops. Seattle Municipal. Ordered build PC's for COA's to build a standard image on before we submit the large order.	
Activities Planned	Impact/Value
◦ Continue with Equipment Replacement for the JRS Equipment. Installations should start increasing after the Thurston Install (2 <sup>nd</sup> Pilot)	Replace aged (5 year old) equipment with new hardware and operating systems.
◦ Continue work for FY12 Equipment Replacement. Includes COA 1, COA 2, COA 3 and TOJ PC's. Courts of Limited Jurisdiction Computers and Laptops. Seattle Municipal.	
◦ Continue work for the upcoming disaster recovery test which is schedule for September 16-18, 2011.	Disaster Recovery is a JIS activity which ensures the JIS systems would be available in the event of a disaster (either localized or large).

<ul style="list-style-type: none"> <li>◦ Connect AOC/JIS to the SMON Network Backbone. Waiting on DIS now.</li> </ul>	<p>Improves the Network Backbone with DIS. Improves our Network Speeds from 100megabytes per second to 1Gigabyte per second. Also provides for a redundant path to DIS in the event one path fails.</p>
<ul style="list-style-type: none"> <li>◦ Continue to Replace/upgrade Virus Protection software with Sophos anti-Virus Prevention.</li> </ul>	<p>Antivirus or anti-virus software is used to prevent, detect, and remove malware, including but not limited to computer viruses, computer worm, trojan horses, spyware and adware. This software is installed on all AOC, TOJ, and COA computers and servers.</p>
<ul style="list-style-type: none"> <li>◦ Continue the DB2 v10 Upgrade</li> </ul>	<p>Staying current on software is a vital part of our system availability. DB2 v9 (our current version) goes out of support next year, so we need to migrate to the current versions and stay current with maintenance. Planned production date is Winter of 2011.</p>
<ul style="list-style-type: none"> <li>◦ Continue with Equipment Replacement for the JRS Equipment. Installations should start increasing after the Thurston Install (2<sup>nd</sup> Pilot)</li> </ul>	<p>Replace aged (5 year old) equipment with new hardware and operating systems.</p>

# Operational Area: Data & Development

Jennifer Creighton, Data Management Manager

June 1-11 to June 30 -11

Includes: Database Unit, Development Unit, Data Warehouse Unit

**Description:** The Data Management Section is comprised of three separate units:

**Data Warehouse Unit:** The enterprise data warehouse is a repository of historical information that allows courts to query data for managerial and historical reporting. Case and person data is consolidated from SCOMIS, JIS, ACORDS, and JCS for reporting across all court levels. Court specific data marts provide users the ability to query information by specific court level. The information in the warehouse is accessed using a query tool called Business Objects XI (AKA BOXI). The ability to run queries and reports on historical information on court data provides business intelligence and insight into patterns, trends, issues and gaps in that data that can be used for research analysis, improvement of business functions, risk assessment and other business needs. Reports from the enterprise data warehouse can be run on demand or scheduled on a preset basis and the output can be sent to the desktop, or sent to an email address or a file folder making the information easy to share and obtain.

**Development Unit:** The development team is tasked with staffing active projects. They complete requirements analysis, coding, unit testing, and implementation to production of new applications. Work performed by the Development Unit is reported separately under the project(s) to which the staff is currently assigned.

**Database Unit:** The database unit provides a support role to the data warehouse team, the development team, and the operations section (legacy maintenance). They are responsible for reviewing and approving the design of underlying table structures, creating indices to improve performance, maintaining data dictionaries, providing review of proposed changes and additions to the database tables, and creating standards for the creation and maintenance of the databases.

**Data Management Team:** The data management team is comprised of individuals from each of the three units in the Data Management section. They have the responsibility of managing data from an enterprise perspective, including data quality and tracking compliance to data policies. Their activities are reported separately rather than repeating the work for each specific unit.

Activities Completed	Impact/Value
<b>Data Warehouse Unit</b>	
<ul style="list-style-type: none"> <li>✓ PACT (<i>Positive Achievement Change Tool</i>): implemented the reporting universe to allow juvenile courts to run canned reports; released the assessment report (first of eight defined for this project); trained Line 1 (aka Help Center) to field PACT calls</li> </ul>	<p>The juvenile courts have a rich database of criminogenic information on juvenile offenders. The PACT implementation gives the courts the ability to conduct real time queries on this data allowing them to better understand the needs of the youth they serve, more efficiently determine where to allocate resources, and continue to provide the most effective evidence based programs.</p>
<ul style="list-style-type: none"> <li>✓ Maintenance activities included: Implementing demographics in the BOXI person table to improve query performance; Universe maintenance to add new data elements in support of running automated reports</li> </ul>	<p>Continual maintenance of the data warehouse improves response times, increases functionality of the warehouse, maintains the integrity of the data, and ensures the latest versions of related software are implemented.</p>
<ul style="list-style-type: none"> <li>✓ Accounting project: finished specifications for bond, journal voucher, adjustment, and accounts receivable tables; completed preliminary design of joint/several cross reference, case person obligation, and restitution recipient distribution scheduled tables</li> </ul>	<p>Adding accounting information to the data warehouse will provide:</p> <ol style="list-style-type: none"> <li>1. Better tracking of accounting information</li> <li>2. Budget and revenue forecasting</li> <li>3. Audit and operational reports</li> <li>4. Ability to answer inquiries from other agencies</li> </ol>
<ul style="list-style-type: none"> <li>✓ Responded to data dissemination requests, including WSCCR request for Division 1 duration statistics, CLJ clearance rates report for Thurston County District, report on orders and rulings for the Supreme Court, sealed case report for the Department of Fish and Wildlife</li> </ul>	<p>Completing requests for information assists the courts in being more efficient in their work, aids research into a variety of issues by WSCCR and outside research organizations, provides information to the legislature in their work to craft bills, and provides the courts and AOC with information regarding the efficiency and effectiveness of the judicial process.</p>
<ul style="list-style-type: none"> <li>✓ Presented session on statewide queries available in BOXI to the Clerks Association</li> </ul>	<p>The Clerks have requested a presentation on BOXI, including the availability of reports, and how to use the reports to support their daily work and any potential clean-up work which may be required for the new case management system.</p>
<b>Database Unit</b>	
<ul style="list-style-type: none"> <li>✓ Completed data base design review requests</li> </ul>	<p>The work of the database unit supports the ongoing maintenance and improvement of the courts' applications (JIS, SCOMIS, ACORDS, JABS, e-ticketing, etc.)</p>

<b>Data Management Team</b>	
<ul style="list-style-type: none"> <li>✓ Created work breakdown structure for data quality and data governance aspects of the INH</li> </ul>	The INH project will stand up the architecture designed to support the exchange of data between the existing databases and any databases a new, purchased application will bring.
<b>Activities Planned</b>	<b>Impact/Value</b>
<b>Data Warehouse Unit</b>	
<ul style="list-style-type: none"> <li>◦ PACT: release two additional reports</li> </ul>	The juvenile courts have a rich database of criminogenic information on juvenile offenders. The PACT implementation gives the courts the ability to conduct real time queries on this data allowing them to better understand the needs of the youth they serve, more efficiently determine where to allocate resources, and continue to provide the most effective evidence based programs.
<ul style="list-style-type: none"> <li>◦ Maintenance activities.</li> </ul>	Continual maintenance of the data warehouse improves response times, increases functionality of the warehouse, maintains the integrity of the data, and ensures the latest versions of related software are implemented.
<ul style="list-style-type: none"> <li>◦ Continue accounting prep work as time allows.</li> </ul>	Adding accounting information to the data warehouse will provide: <ol style="list-style-type: none"> <li>1. Better tracking of accounting information</li> <li>2. Budget and revenue forecasting</li> <li>3. Audit and operational reports</li> <li>4. Ability to answer inquiries from other agencies</li> </ol>
<ul style="list-style-type: none"> <li>◦ Respond to data dissemination requests.</li> </ul>	Completing requests for information assists the courts in being more efficient in their work, aids research into a variety of issues by WSCCR and outside research organizations, provides information to the legislature in their work to craft bills, and provides the courts and AOC with information regarding the efficiency and effectiveness of the judicial process.
<ul style="list-style-type: none"> <li>◦ PACT: release two additional reports</li> </ul>	The juvenile courts have a rich database of criminogenic information on juvenile offenders. The PACT implementation gives the courts the ability to conduct real time queries on this data allowing them to better understand the needs of the youth they serve, more efficiently determine where to allocate resources, and continue to provide the most effective evidence based programs.
<b>Database Unit</b>	
<ul style="list-style-type: none"> <li>◦ Support data base design review requests.</li> </ul>	The work of the database unit supports the ongoing maintenance and improvement of the courts' applications (JIS, SCOMIS, ACORDS, JABS, e-ticketing, etc.)
<b>Data Management Team</b>	
<ul style="list-style-type: none"> <li>◦ Continue work on the INH project.</li> </ul>	The INH project will stand up the architecture designed to support the exchange of data between the existing databases and any databases a new, purchased application will bring.

## Operational Area: Operations

Mike Keeling, Operations Manager

Includes: All application units; Web team, Java team, Legacy team, Juvenile & Corrections System team

**Description:** AOC ISD Operation's teams support new projects and the ongoing maintenance of legacy systems including the Judicial Information System (JIS) application, the Judicial Receipting System (JRS), Superior Court Information System (SCOMIS), Juvenile and Corrections System (JCS), Appellate Court System (ACORDS), JIS Calendaring (CAPS), e-Ticketing and web services.

June 1-11 to June 30 -11

Activities Completed	Impact/Value
JCS = Juvenile and Corrections System ETP = Electronic Ticketing Program ITG = Information Technology Governance ITIL = Information Technology Infrastructure Library	
<ul style="list-style-type: none"> <li>✓ ACORDS – Deploy Release 72.1, which includes 13 bug fixes and enhancements.</li> </ul>	Improves the letter generation capability of the system, cleans up several areas of the user interface, and makes it compatible with the Windows 7 operating system.
<ul style="list-style-type: none"> <li>✓ JCS – Modify referral transfer process to allow court staff to modify the transfer date.</li> </ul>	Permits the courts to more accurately document the sequence of events within a juvenile supervision record.
<ul style="list-style-type: none"> <li>✓ ETP – Improve the performance of the ticket search function within ETP.</li> </ul>	This will significantly reduce the time it takes for courts to find and select the set of tickets to be processed.
<ul style="list-style-type: none"> <li>✓ ETP – Modify the Find eTickets by Category to properly categorize criminal tickets that need to be mailed.</li> </ul>	Makes it easier for the courts to identify those tickets that were referred to prosecutors prior to filing with the court.
<ul style="list-style-type: none"> <li>✓ JCS/JAVA Applications – Complete connections and initial testing in support of the DB2 v10 upgrade.</li> </ul>	Insures that the infrastructure is in place to support DB2 v10.
<ul style="list-style-type: none"> <li>✓ Legacy - Implementation of 8 new SCOMIS docket codes related to legislation effective 07/22.</li> </ul>	Allows courts to document events occurring on cases in accordance with legislative mandates.
<ul style="list-style-type: none"> <li>✓ Legacy - Completion of programmatic changes to allow SCOMIS to accept end-dated Cause codes.</li> </ul>	Accommodates HB1267 by allowing the previous descriptions of two cause codes containing the word Paternity, to be changed to contain the word Parentage for all cases filed after the bill's effective date.
<ul style="list-style-type: none"> <li>✓ Legacy - Code table changes to comply with HB1267.</li> </ul>	Changes all instances of the word Paternity to Parentage to comply with HB1267.
<ul style="list-style-type: none"> <li>✓ Legacy - Installation of JRS V 4.0 for use beginning with Mason County on July 5, 2011.</li> </ul>	Allows courts to upgrade JRS machines to use Windows 7 operating system.
<ul style="list-style-type: none"> <li>✓ Continue work on ITG#6.</li> </ul>	Governance approved project to rewrite all Interpreters information from OASYS to a SQL database server, as well as building them an application for record maintenance.
<ul style="list-style-type: none"> <li>✓ CF9 Upgrade</li> <li>✓ Planned migration date is July 19, 2011.</li> </ul>	Moving to CF 9 will keep our application web server up-to-date and will provide webmaster access to the latest tags and functionality.
<ul style="list-style-type: none"> <li>✓ Lay Guardianship Registration</li> <li>✓ RN ticket – 110329-000049</li> <li>✓ Scheduled to be released on July 22, 2011</li> </ul>	Will allow potential Lay Guardians to register online and view the training modules online.
<ul style="list-style-type: none"> <li>✓ Gender and Justice Page</li> <li>✓ RN ticket - 110614-000037</li> <li>✓ Work Continues on this task.</li> </ul>	Improve access to information on Domestic Violence and the Gender and Justice Commission.
<ul style="list-style-type: none"> <li>✓ Forum Request</li> <li>✓ RN ticket - 110602-000080</li> </ul>	This private forum will facilitate communications between court staff involved with the Search and Seizure Online

✓ Work Continues on this task.	Learning Project.
✓ SQL Server Upgrade ✓ Provide support in identifying outdated databases and tables on the development web SQL Server (Redwood). Test dev SQL apps once changes have been implemented.	SQL servers are being upgraded to SQL 2008 R2.
✓ Caseload Utility	Needed to allow for maintenance of the caseload database tables.
Activities Planned	Impact/Value
◦ JCS – Installed revised version of the PACT history report for juvenile probation officers	Allows for easier and more accurate completion of the Juvenile Risk Assessment questionnaire.
◦ JABS – Implemented ITG Request 059, which calls for highlighting the selected case number as the result of a case number search	Gives users a quick visual queue of the desired case when multiple cases are returned by a search.
◦ JABS – Improved the DOL search function for situations where either a subject's license has changed, or there is no current license in JIS	Will reduce the number of searches that will have to be performed by JABS users
◦ ETP – Improved the handling of 2-line violator addresses coming from SECTOR	This insures that the address displayed for court users during ETP ticket processing matches what was entered by the officer on the electronic ticket.
◦ Electronic Ticketing Record Management System Project – Went into production at AOC, DOT, DOL, and DIS	This multi-agency project expanded the functionality of the Electronic Ticketing system to allow tickets, collision reports, and dispositions to be routed back to the record management systems of the originating agencies. This provides an additional incentive for LEAs to use SECTOR, thereby increasing the percentage of tickets that are filed electronically.
◦ Legacy - Added or changed 66 BARS codes, 22 Cost Fee Codes, 1 JRS Transaction Code and 3 Remit groups to comply with SB5941 effective July 1	Accommodates <b>SB 5941</b> which extends the sunset date of the JST surcharge to July 1, 2013. The JST Account, which formerly was a 100% dedicated state fund, now distributes that surcharge 75% to the state general fund and 25% to local trial courts.
◦ Legacy – Responded to 180 Right Now tickets	Each Right Now incident represents a request from a customer either internal or external, therefore 180 customer requests were attended to in the month.
◦ ADLIB Installation Upgrade	ADLIB was installed, configured and successfully tested on the web servers. Upgrade was needed in support of migration to CF 9.
◦ Problem Solving Courts Maintenance Application	Content owners are now able to manage all changes to the Problem Solving Courts Directory.

# Operational Area: Project Management Office & Quality Assurance

Mike Davis, (PMO/ QA Manager)

June 1-11 to June 30 -11

Includes: Project Management Office, Software Quality Assurance

**Description:** Project Management & Quality Assurance is comprised of the Project Management Office (PMO) and the Software Quality Assurance (SQA).

**Project Management Office:** The PMO provides oversight on all ISD projects. Oversight includes reviewing and approving feasibility of projects, creating and maintaining project plans (schedule, issues, and risks), and managing projects from inception to implementation. Through the use of a standard project management methodology, the PMO adds critical value that improves the probability of project success. Work performed by the PMO is reported separately under the project(s) to which the staff is currently assigned.

**Software Quality Assurance:** SQA consists of a means of monitoring the software engineering processes and methods used to ensure quality. This encompasses the entire software development process and product integration. SQA is organized into goals, commitments, abilities, activities, measurements, and verification.

The Testing Group is part of Quality Assurance and is responsible for ensuring a testing process is followed on all development efforts, including projects, defect correction, and application enhancements. All testing, test cases, and test scenarios created, test results, and defect work is documented, tracked, monitored, and prioritized. Tester involvement is critical for upholding quality control standards throughout all phases of testing.

Activities Completed	Impact/Value
<b><u>Project Work without Monthly Project Reports</u></b>	
<ul style="list-style-type: none"> <li>✓ Continued development of the COA EDMS Feasibility Study.</li> </ul>	<p>The feasibility study will identify the most cost effective and maintainable EDM application(s) that satisfy the Appellate Courts EDM requirements to improve the efficiency of document management for the courts.</p>
<ul style="list-style-type: none"> <li>✓ Continued work on the three Program Tracks: Transformation; Information Network Hub (INH); and COTS Preparation. These tracks are in the initiation phase and are being chartered and estimated. The Transformation track includes these former standalone projects: Capability Maturity Model; Establish Governance Boards; and ISM.</li> </ul>	<p>These tracks are critical to the success of Superior Court Case Management system because they will directly impact AOC's maturity and readiness for a successful rollout of CMS functions that extend well beyond the existing functionality in SCOMIS.</p>
<b><u>Quality Control</u></b>	
<ul style="list-style-type: none"> <li>✓ Finished multi-agency testing for the RMS e-ticketing project which was delivered into production as of 6/12/2011.</li> </ul>	<p>RMS will return case dispositions on electronically filed tickets to the local law enforcement agency's record management system.</p>
<ul style="list-style-type: none"> <li>✓ Continued working with DB2 Upgrade project team, developing project test plan and instructions for team to test DB2 environments.</li> </ul>	<p>The AOC uses the IBM database product DB@ to provide a repository of statewide court data. In order to maintain proper support of the statewide court data, periodic upgrades of the DB2 product need to be implemented at AOC</p>
<ul style="list-style-type: none"> <li>✓ Working with the Superior Court Management Feasibility Study (SCMSFS) team to understand requirements which will be used to develop use cases for testing.</li> </ul>	<p>SCMSFS will recommend an alternative for delivering the future CMS to Superior Courts.</p>
<ul style="list-style-type: none"> <li>✓ Continued working with Natural to COBOL project team to gain understanding of project scope and approach to testing.</li> </ul>	<p>The AOC mainframe applications for the Justice Information System (JIS) and the Superior Court Management and Information System (SCOMIS) are written in the Natural language that is proprietary to Software AG Inc. Converting existing Natural programs to COBOL will result in significant cost savings to the AOC by eliminating licensing fees and reduced support costs.</p>
<b><u>Quality Assurance</u></b>	
<ul style="list-style-type: none"> <li>✓ Presented Software Quality Assurance (SQA) framework to ISD management team and it is awaiting signatures.</li> <li>✓ Worked with AOC contracts manager and IBM on SOW for administrator training for Rational Requirements Composer and Doors.</li> </ul>	<p>The framework will define the model and role of Software Quality Assurance in ISD. Business rules and requirements collected will be documented and stored in one repository using AOC requirements format. Traceability from business rules through test cases will be stored in one repository which will assist AOC staff in ensuring quality, timeliness, testability and traceability of requirements.</p>

<ul style="list-style-type: none"> <li>✓ Worked with Transformation Program Track to detail out existing and future processes for test regions, change control automation, and release management.</li> </ul>	<p>The Transformation Program Track is focused on implementing changes in a timely manner to support the requirements of the future SCMS and then to proceed with incremental and continuous improvements of AOC processes.</p>
<b>Activities Planned</b>	<b>Impact/Value</b>
<ul style="list-style-type: none"> <li>◦ Continued development of the COA EDMS Feasibility Study.</li> </ul>	<p>The feasibility study will identify the most cost effective and maintainable EDM application(s) that satisfy the Appellate Courts EDM requirements to improve the efficiency of document management for the courts.</p>
<ul style="list-style-type: none"> <li>◦ Continued work on the three Program Tracks: Transformation; Information Network Hub (INH); and COTS Preparation. These tracks are in the initiation phase and are being chartered and estimated. The Transformation track includes these former standalone projects: Capability Maturity Model; Establish Governance Boards; and ISM.</li> </ul>	<p>These tracks are critical to the success of SCMS because they will directly impact AOC's maturity and readiness for a successful rollout of SCMS functions that extend well beyond the existing functionality in SCOMIS.</p>
<b><u>Quality Control</u></b>	
<ul style="list-style-type: none"> <li>◦ Work with project team reviewing individual test plans</li> </ul>	<p>Staying current on software is a vital part of system availability. The current version goes out of support next year, so ISD must migrate to the current versions to stay current with maintenance.</p>
<ul style="list-style-type: none"> <li>◦ Complete testing for JRS workstation upgrade</li> </ul>	<p>JRS workstation upgrade improves the business processes when receipting money to payors and includes replacing 5 year old equipment.</p>
<ul style="list-style-type: none"> <li>◦ Complete testing of ITG #6</li> </ul>	<p>Value and impact of specific ITG requests can be found at <a href="https://inside.courts.wa.gov/index.cfm?fa=ITGPortal.home">https://inside.courts.wa.gov/index.cfm?fa=ITGPortal.home</a>.</p>
<ul style="list-style-type: none"> <li>◦ Continue working with DB2 Upgrade project team, developing project test plan and instructions for team to test DB2 environments</li> </ul>	<p>The AOC uses the IBM database product DB@ to provide a repository of statewide court data. In order to maintain proper support of the statewide court data, periodic upgrades of the DB2 product need to be implemented at AOC</p>
<ul style="list-style-type: none"> <li>◦ Work with the Superior Court Management Feasibility Study (SCMSFS) team to understand requirements which will be used to develop use cases for testing</li> </ul>	<p>SCMSFS will recommend an alternative for delivering the future CMS to Superior Courts.</p>
<ul style="list-style-type: none"> <li>◦ Continue working with Natural to COBOL project team to gain understanding of project scope and approach to testing</li> </ul>	<p>The AOC mainframe applications for the Justice Information System (JIS) and the Superior Court Management and Information System (SCOMIS) are written in the Natural language that is proprietary to Software AG Inc. Converting existing Natural programs to COBOL will result in significant cost savings to the AOC by eliminating licensing fees and reduced support costs.</p>
<ul style="list-style-type: none"> <li>◦ Work with project team reviewing individual test plans</li> </ul>	<p>Staying current on software is a vital part of system availability. The current version goes out of support next year, so ISD must migrate to the current versions to stay current with maintenance.</p>
<ul style="list-style-type: none"> <li>◦ Continue working with Natural to COBOL project team to gain understanding of project scope and approach to testing</li> </ul>	<p>The AOC mainframe applications for the Justice Information System (JIS) and the Superior Court Management and Information System (SCOMIS) are written in the Natural language that is proprietary to Software AG Inc. Converting existing Natural programs to COBOL will result in significant cost savings to the AOC by eliminating licensing fees and reduced support costs.</p>
<b><u>Quality Assurance</u></b>	
<ul style="list-style-type: none"> <li>◦ Begin workshops for training ISD staff</li> </ul>	<p>The framework will define the model and role of Software Quality Assurance in ISD.</p>
<ul style="list-style-type: none"> <li>◦ Finalize contract with IBM to provide administrator training for Rational Requirements Composer and Doors</li> </ul>	<p>Business rules and requirements collected will be documented and stored in one repository using AOC requirements format. Traceability from business rules through test cases will be stored in one repository which will assist AOC staff in ensuring quality, timeliness, testability and traceability of requirements.</p>



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## IT Governance Request Process – Recommend Step “Scoring Criteria Guide”

	Scoring Criteria	Scoring	Criteria Description and Scoring Guide
1	Business Value	0-10 10=high	Benefits to court client staff / users represented by return on investment, net present value, cost avoidance, cost reduction metrics. 0 = low business value and unclear linkages to JISC priorities, business plan and IT strategy 10 = high business value and strong linkages to JISC priorities, business plan and IT strategy
2	Relative Priority	0-10 10=high	Priority ranking from community of interest. 0 = relatively low priority in relation to other requests 10 = a relatively high priority in relation to other requests
3	Cost	0-5 5=low	Total cost of effort; available funding sources; total cost of ownership. 0 = requires additional funding or complex funding sources (e.g., appropriation, grants, cross-agency funding) 5 = low cost factor – able to accomplish effort with existing or budgeted funding sources
4	Complexity / Level of Effort	0-10 10=low	Total consumption and availability of resources and volume, throughput, type of activity, degree of introduced change, previous/existing successes. 0 = requires additional resources/expertise not available within ISD capacity 10 = low complexity – able to accomplish effort with existing resources; aligns with technology infrastructure and supports enterprise architecture standards
5	Risk	0-5 5=low	Acceptability of Risk level based on risk analyses, and ability to mitigate and/or manage risks (assess both likelihood and level of risk.) 0 = high impact level and likelihood of risk occurring 5 = low impact level and likelihood of risk occurring
6	Breadth of Benefits / Impacts	0-5 5=broad	Supportive of consistent experience across Judicial space, avoidance of adverse consequences and function not previously provided, addressing incomplete functions, extending capture/exchange of data. 0 = Request specific to a narrow scope of a single/few courts or jurisdictions 5 = Broad impact across courts, jurisdictions, or systems.
7	Impact of Doing Nothing	0-5 5= high impact	Cost / Impact of not responding to the request now. 0 = workarounds exist 5 = high negative impact if no response, no workarounds or workarounds not viable
<b>Maximum Score: 50</b>			



# JISC Guidance on IT Governance Priorities, Exclusions & Decision Criteria

*Adopted at the June 25, 2010 JISC Meeting*

## Priorities: “What Matters”

The Judicial Information System Committee (JISC) has identified the following priorities to guide decision-making on information technology (IT) requests.

- **Provide Infrastructure**  
*Supply court communities and AOC with the necessary hardware, network and other infrastructure needed to access JIS.*
- **Maintain Portfolio**  
*Maintain existing portfolio of JIS applications, providing baseline<sup>1</sup> functionality.*
- **Integrate to Inform**  
*Enable data, applications and information to be shared and combined in meaningful and useful ways.*
- **Modernize Applications**  
*Replace, enhance and otherwise modernize JIS applications.*

## Exclusions: “Requests not considered in the JIS IT Governance Process”

As IT requests are reviewed and evaluated as part of the new IT Governance process, certain types of requests will be excluded<sup>2</sup> from consideration:

- Data that does not need to be shared.
- Practices that are not common or shared.

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<sup>1</sup> Defining “baseline functionality” has been defined as an action item from the May 19, 2010 JISC Work Session.

<sup>2</sup> Exclusions may change due to the outcome of future discussion and decisions about centralization and decentralization.

## Criteria: “How to Choose”

JISC has identified the following high-level criteria to apply to IT requests. These criteria will be applied when deciding between competing IT requests and to ensure requests align with the priorities above.

- ✓ **Enhance Access** – provide better access to data and better access to Justice by facilitating the exchange of data between databases and systems and provide reporting that informs court stakeholders statewide.

### Characteristics

- *Support all court levels statewide (Data Exchanges, Reporting, Data, Images, e-Applications such as e-Filing, etc.)*

- ✓ **Improve Decision-making** – provide business tools to ensure all JIS users (the bench, clerks, administrators and others) are better able to make necessary and informed decisions and adhere to authorizing statutes, rules, policies and principles.

### Characteristics

- *Address all judicial roles: Bench, Clerks, Administrators, users/others*
- *Provide person-based information*
- *Compliance with RCW, WAC, Access to Justice Principles, JISC Rules, etc.*

- ✓ **Advance Performance** – enable measurable improvements to business processes provided by investments in automation of process and workflow. Qualitative improvements result in enhanced trust and better outcomes in the Judicial process.

### Characteristics

- *Process improvements (e.g., automated process / workflow)*
- *Qualitative measures (e.g., outcomes, trust)*
- *Reduced complexity*

- ✓ **Quantify Value** – measure impacts to overall Judicial process and user communities, through calculations such as Return on Investment (ROI), Cost Benefit Analysis (CBA), Total Cost of Ownership (TCO), etc.

### Characteristics

- *Quantifiable ROI, CBA, TCO, etc.*
- *Reduced Risk*

- ✓ **Adherence to JISC Standards** – established technology and data standards provide a consistent basis for making IT investment decisions and building a high-functioning, robust and cohesive technology and applications portfolio.

### Characteristics

- *Enterprise Architecture and Data standards, Buy/Build considerations, etc.*