



Washington State Administrative Office of the Courts

ISD Transformation

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

July 2012

(Report Period Ending July 30, 2012)



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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

August 2012

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		CY10 Q2	CY10 Q3	CY10 Q4	CY11 Q1	CY11 Q2	CY11 Q3	CY11 Q4	CY12 Q1	CY12 Q2	CY12 Q3
3.0 Capability Improvement – Phase II												
3.4 Implement IT Service Management – change, configure, release	▲	Planned										
		Actual										
4.0 Capability Improvement – Phase III												
4.2 Mature Application Development Capability	●	Planned										
		Actual										
7.0 Information Networking Hub (INH)												
7.6 Information Networking Hub (INH)	●	Planned										
		Actual										
Ongoing Activities												
12.2 Natural to COBOL Conversion	⊖	Planned										
		Actual										
12.3 Superior Court Data Exchange	◆	Planned										
		Actual										
BizTalk Upgrade	✓	Planned										
		Actual										
DB2 Upgrade	✓	Planned										
		Actual										
Vehicle Related Violations (VRV)	▲	Planned										
		Actual										
Superior Court CMS (SC-CMS)												
SC-CMS RFP	▲	Planned										
		Actual										
COTS Preparation	●	Planned										
		Actual										
Court Business Office	✓	Planned										
		Actual										
ITG Projects												
ITG #045 Appellate Court Electronic Document Management System (EDMS)	◆	Planned										
		Actual										
ITG #028 CLJ Parking Module Modernization	✓	Planned										
		Actual										
ITG #081 Adult Risk Assessment STRONG 2 Implementation (ARA)	✓	Planned										
		Actual										
ITG #009 Accounting in the Data Warehouse	●	Planned										
		Actual										
ITG #041 Revised CLJ Computer Records Retention and Destruction Report	▲	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.

Initiatives & Major Projects Underway

- Superior Court Case Management System RFP (SC-CMS) (ITG #002)
- Superior Court Data Exchange (SCDX) (ITG #121)
- Add Accounting Data to the Data Warehouse (ITG #009)
- Comments Line on Bench Warrants (ITG #037)*
- Enhance JIS to allow bench warrants to print on plain paper (ITG #058)*
- Remove CLJ Archiving and Purge Certain Records (ITG #041)
- ISD Transformation Track
- COTS Preparation Track
- Information Networking Hub Track
- Appellate Courts Electronic Document Management System (ITG #045)

**ITG Requests #037 and #058 have been delayed and are pending rescheduling.*

Initiatives or Projects Completed

- No JIS IT Governance requests were completed during this month.

Initiative or Project Status Changes

- None

Staffing Changes in ISD

During the reporting period of June 1 - 30, 2012:

ISD welcomed the following new staff:

Barbara A Nesbitt, Senior System Support Analyst (7/16/2012)

The following employee left ISD:

No employees left ISD during the month of July

Employees transferring to the SC-CMS Project:

Lori Murphy – Business Analyst/Integrator (7/1/2012)

ISD Staff Recognitions

Team Recognitions

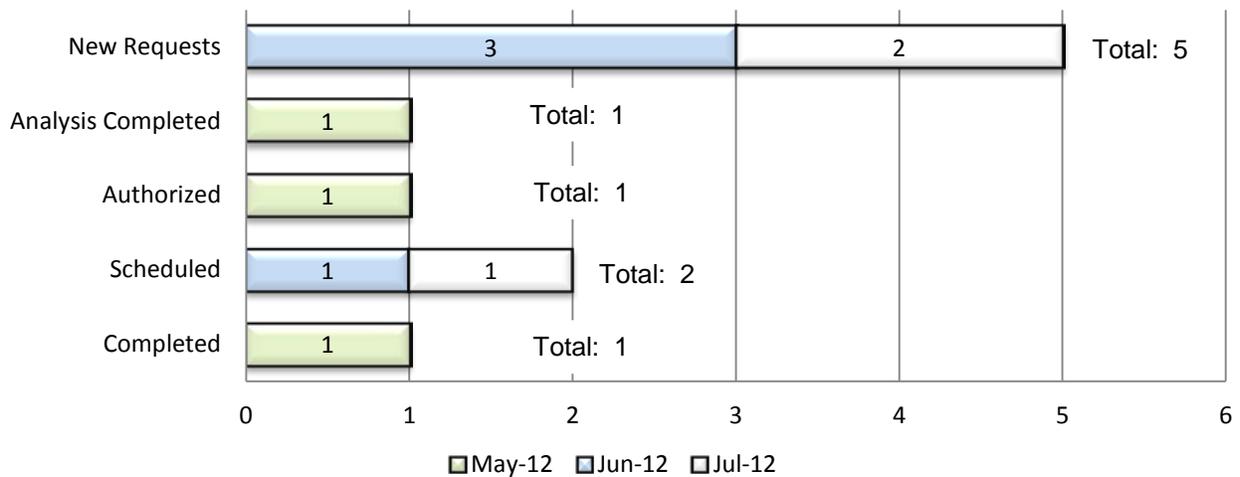
IT Governance Request Status

Completed JIS IT Requests in July 2012

No JIS IT Governance requests were completed during this month.

Status Charts

Requests Completing Key Milestones



Current Active Requests by:

Endorsing Group			
Court of Appeals Executive Committee	1	District & Municipal Court Management Association	29
Superior Court Judges Association	3	Data Management Steering Committee	1
Washington State Association of County Clerks	6	Data Dissemination Committee	1
Washington State Association of Juvenile Court Administrators	1	Codes Committee	1
District & Municipal Court Judges Association	3	Administrative Office of the Courts	5

Court Level User Group	
Appellate Court	1
Superior Court	8
Courts of Limited Jurisdiction	19
Multi Court Level	7

Summary of Activities July 2012

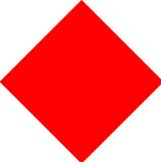
Transformation Initiative Summary

Transformation Program	
<i>Activities</i>	<i>Impact/Value</i>
✓ Release, Change, and Configuration Management – The project schedule will be revised to reflect that current processes are sufficient for controlling changes to the production environment.	The schedule creates the foundation from which to track staff time and progress.
✓ Applications Development Management – The project manager met with the extended group of ISD staff to develop the scope, goals, objectives, and approach for the Application Development Process initiative.	Establishes a consistent project framework and common understanding of the desired project outcome.
✓ Enterprise Requirements Management – An analysis and evaluation was conducted on the feature updates to Requirements Composer. The project team will move ahead with the upgrade pending no issues.	RRC is the tool that ISD will use to manage enterprise project requirements.
COTS Preparation Program	
<i>Activities</i>	<i>Impact/Value</i>
✓ Application - The draft Application Program Charter, which supports five subprojects, was developed and sent out for review and comment.	The Charter defines the project objectives, deliverables, completion metrics, and schedule and budget estimates required to complete the Initiation Phase.
✓ Application - Information was collected on JABS, such as the screens, data elements, and the source of the data elements, as well as information on statewide reports.	Provides a baseline reference material for comparison if and when JABS application data sources change due to SC-CMS an INH design decisions/implementation.
✓ Infrastructure - Multiple report deliverables reviewed.	Provides an assessment of ISD SLA current state and a recommendation to resolve any deficiencies. Provides a gap assessment of the SC-CMS project SLA requirements compared to the existing the ISD SLA baseline. Also provides an assessment of the ISD Network Infrastructure's capacity, performance and support current state. Provides a recommendation of network work required to resolve and current state service and support deficiencies.
Information Networking Hub Program (INH)	
<i>Activities</i>	<i>Impact/Value</i>
✓ Testing has been completed on the Get Person Pilot Service.	Provides pilot service prototype, design templates, and factory model repeatable processes.
✓ Design and functional specifications have been identified and development has begun on the DOL Person Search Pilot Service.	Provides design templates and factory model framework for the initial two Pilot services being put into production.
✓ The Enterprise Data Repository (EDR) work has been moved to a separate sub-project that will be completed after the Middleware sub-project has been completed.	Provides a central database to store shared data that will be made accessible to the courts through data exchanges.
✓ Analysis continues for the new exchange services required to support the SC-CMS, as well as on the Data Quality automation requirements.	Provides data quality framework required for INH services to ensure data captured by EDR is cleansed and managed to a standard format using automated tools.
Vehicle Related Violations (VRV)	
<i>Activities</i>	<i>Impact/Value</i>
✓ JINDEX QA testing and production state readiness assessment was completed.	Once completed Tier 2 partners have the green light to complete VRV functional end to end testing and user acceptance.

ITG #121 Superior Court Data Exchange	
<i>Activities</i>	<i>Impact/Value</i>
✓ One additional contract tester has been hired.	Accelerate the QA testing activities which are creating schedule problems.
ITG #002 Superior Court Case Management RFP	
<i>Activities</i>	<i>Impact/Value</i>
✓ A project brand was approved and published.	Provides a known and consistent recognition of project documents, communication, information through image and identity.
✓ The following project documents have been completed or drafted: An inter-dependency milestone schedule for SC-CMS, INH, COTS-P and SCDS; A Deliverable Expectation Document for the Schedule Management Plan; Communication Plan; Organizational Change Management Plan; various communication documents such as talking points, internal newsletter and FAQs; Project Governance Plan; Court User Workgroup Charter.	These documents lay the framework for project interaction and clearly define project expectations, tasks, and timeframes.
✓ An amendment to the RFP reflecting the changes in the acquisition schedule and the Pre-Proposal Conference were filed.	Communicates changes to the RFP to the vendor community for up to date/current information.
✓ The Pre-Proposal Conference was completed on July 11.	Opportunity for all prospective Vendors to request clarification or additional information necessary to assess the project and prepare a proposal.
✓ Vendor questions have been submitted and reviewed by the RFP Coordinator.	Analyzes opportunities for amendments and clarification to the RFP.
ITG #045 Appellate Electronic Document Management System (EDMS)	
<i>Activities</i>	<i>Impact/Value</i>
✓ Completed the draft AC-EDMS technical requirements and released them for Appellate Court stakeholder review on July 12. A formal review of the AC-EDMS technical requirements was held with the Appellate Court stakeholders on July 17. The AOC project team is revising the AC-EDMS technical requirements based upon the review.	These technical requirements are needed for the Appellate Courts EDMS RFP.
✓ Completed the AC-EDMS business requirements and released them for Appellate Court stakeholder review on July 20. A formal review meeting is scheduled for July 26 with the Appellate Court stakeholders to review these requirements.	These business requirements are needed for the Appellate Courts EDMS RFP.
✓ The AC-EDMS project schedule was rebaselined based upon the current project plans. The milestone dates in this status report reflect the updated project schedule.	Provide a new detailed plan of activities for RFP release.
ITG #009 Accounting in the Data Warehouse	
<i>Activities</i>	<i>Impact/Value</i>
✓ Completed modifications, table designs, and reviews for multiple reports.	Provides data for requested reports and validates that customer requirements have been met.
ITG #041 Revised CLJ Computer Records Retention and Destruction Report	
<i>Activities</i>	<i>Impact/Value</i>
✓ The project schedule will be extended to allow for the necessary documentation of more detailed requirements.	The schedule indicates the amount of work effort required to complete project tasks and provides a baseline for tracking progress.
✓ A project Charter is in the process of being drafted.	The Charter defines the project objectives, deliverables, and completion metrics.
✓ The Steering Committee's feedback is being incorporated into the requirements.	Ensures that project leadership direction and vision is incorporated into the requirements.

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

Transformation Program Track									
Reporting Period through July 31, 2012									
Executive Sponsor(s) Vonnie Diseth, CIO/ISD Director			IT Project Manager: Martin Kravik						
Business Area Manager: William Cogswell, ISD Associate Director			Consultant/Contracting Firm: N/A						
Description: The ISD Transformation Program places the remaining Transformation Initiatives under a single umbrella. The goals of this approach are to expedite the completion of the Initiatives by reducing redundant administrative overhead, ensure better cohesiveness between Initiatives, and provide a more rational and consistent implementation of the Initiatives.									
Business Benefit: <ul style="list-style-type: none"> • Prepare ISD processes to support the implementation of Superior Court Case Management System and other COTS • Ensure use of consistent and integrated processes across ISD functional areas to enable the efficient delivery of services. • Implement a governance organization and decision making processes to maximize investments and utilization of resources. 									
Business Drivers	Improve Decision Making	X	Improve Information Access	<input type="checkbox"/>	Improve Service or efficiency	X	Manage Risks	X	
	Maintain the business	X	Manage the costs	X	Increase organizational capability	X	Regulatory compliance or mandate	<input type="checkbox"/>	
Current Status	Scope	<input checked="" type="checkbox"/>	Schedule	<input checked="" type="checkbox"/>	Budget	<input checked="" type="checkbox"/>			
Status Notes: <i>The Release Pilot portion of this project will be postponed until the Release Coordinator is on board (expected to be in September 2012).</i>									
Progress	<div style="display: flex; align-items: center;"> <div style="width: 25%; height: 15px; background-color: blue; margin-right: 5px;"></div> <div style="width: 75%; height: 15px; background-color: #ccc; margin-right: 5px;"></div> 100% </div> <p style="text-align: center; margin-top: 5px;">June - 25%</p>								
Phase	<input type="checkbox"/> Initiate	<input checked="" type="checkbox"/> Planning	<input checked="" type="checkbox"/> Execute	<input type="checkbox"/> Close					
Schedule	Planned Start Date: July 2011			Planned Completion Date: Sept 2012					
	Actual Start Date: July 2011			Actual Completion: TBD					
Activities Completed					Impact/Value				
✓ Release, Change, and Configuration Management – The project schedule will be revised to reflect that current processes are sufficient for controlling changes to the production environment.					The schedule creates the foundation from which to track staff time and progress.				
✓ Applications Development Management – The project manager met with the extended group of ISD staff to develop the scope, goals, objectives, and approach for the Application Development Process initiative.					Establishes a consistent project framework and common understanding of the desired project outcome.				
✓ Enterprise Requirements Management – An analysis and evaluation was conducted on the feature updates to Requirements Composer. The project team will move ahead with the upgrade pending no issues.					RRC is the tool that ISD will use to manage enterprise project requirements.				
✓ Submitted a Change Request to modify the scope of the project.					Reduces the amount of time required for the project; the topics noted in the Change Request are scheduled to be addressed through ISD policies and standards (e.g., organizational change				

	management, change and configuration management, vendor management, enterprise security management and software quality assurance).
Activities Planned	Impact/Value
<ul style="list-style-type: none"> ° Address the request for more information related to the recently submitted Change Request; obtain a decision on the Change Request. 	Reduces the scope of the project; some of the topic areas that were originally within the scope of this project are being addressed by other methods within ISD, such as through Policies and Standards.
<ul style="list-style-type: none"> ° Applications Development Management – Form a project team and begin developing a work breakdown structure. 	This is the activity necessary for building a project schedule.

COTS Preparation Program Track

Reporting Period through July 31, 2012

Executive Sponsor(s)
Vonnie Diseth, CIO/ISD Director

IT Project Manager:
Ron Kappes – Infrastructure Program
360.704.4069
ron.kappes@courts.wa.gov

Sree Sundaram – Application Program
360.704.5521
Sree.sundaram@courts.wa.gov

Business Area Manager(s):
Dennis Longnecker, Infrastructure Manager
Tamra Anderson, Data & Development Manager
Michael Keeling, Operations Manager
Kumar Yajamanam, Architecture and Strategy Manager
William Cogswell, Associate ISD Director
Dirk Marler, JSD Director

Consultant/Contracting Firm:
N/A

Description:
The COTS Preparation (COTS-P) Program objective is to prepare the AOC JIS environment to support the future transition to a COTS based suite of applications. The Superior Court Case Management System (SC-CMS) Project is expected to be the first COTS based application to be implemented within the AOC JIS. As the first COTS application, the SC-CMS implementation will validate many of the preparation assumptions for supporting future COTS product implementations.

The implementation of the COTS-P Program has been organized into three (3) specific programs categories of sub-project to facilitate effective and efficient planning, management and reporting. The programs are organized as:

- COTS-P Infrastructure Program (Network, Compute and Storage) of six (6) related sub-projects
- COTS-P Application Program (Data Warehouse and Applications) of six (6) related sub-projects
- COTS-P Business Program (Business and Organizational Processes) of one (1) related sub-projects

Note: The Courts Business Office (CBO) projects, which was originally grouped with the COTS-P, was removed and is now a stand-alone project outside of COTS-P.

Business Benefit:
The COTS-P Program outcome will provide at the project level, the appropriate analysis, design, documentation, acquisitions and implementation of technology and processes within the JIS environment to support the future strategic plan to transition from in-house application development to COTS based products.

The COTS-P program will validate the current and future state of the Infrastructure, Application and Business environments necessary to:

- Position AOC to support future COTS based application implementations
- Directly support the SC-CMS and INH project implementations
- Assure no planning, acquisition and/or implementation duplicity or gaps occur across related projects and initiatives.

Business Drivers	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"/>

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

- COTS-P Infrastructure Program**
 - **P1 – Network Capacity & Performance Analysis Sub-project**
Project is 70% complete. Due to staff availability the execution phase completion date will be extended from 7/17/2012 to 7/30/2012.
 - **P2 – Compute/Storage SW Licensing Sub-project (Sub-Project Closed)**
Due to the SC-CMS “Turn-Key” requirement, it was determined this project is no longer required and will be

closed, pending review of the SC-CMS RFP compute/storage requirements.

- **P3 – SC-CMS Service Level Agreement Analysis (SLA) Sub-project**
Project is 80% complete. Due to staff availability the execution phase completion date will be extended from 7/27/2012 to 7/30/2012.
- **P4 – SC CMS Disaster Recovery Analysis Sub-project**
Project is 15% complete. Execution phase start target date has been extended from 6/7/2012 to 8/1/2012.
- **P5 – Network Future State Sub-project**
Project is 10% complete (initiation phase) with the execution phase to start 8/1/12 and complete by 7/2/13.
- **P6 – Compute/Storage Future State Sub-project**
Project is 10% complete and now in the Planning Phase of the project, with the execution phase to start 12/3/12 and complete by 11/1/13.

2. COTS-P Application Program

Current sub-project challenges is the clarification of project inter-dependencies between SC-CMS, INH and COTS-P App. Meetings have been held to gain a better understanding, with the most recent meeting on 4/24/12. The SC-CMS, INH and COTS-P PMs are developing a document to address the associated risks and issues. The 1st draft distribution review of the Application Program Charter is 05/16/2102.

- **P1 – JIS Link Analysis Sub-project**
This sub-project is in the initiation phase and is on schedule.
- **P2 – Data Warehouse Impacts Sub-project**
This sub-project is in the initiation phase and is on schedule.
- **P3 – Existing Systems Impacts Sub-project**
This sub-project is in the initiation phase and is on schedule.
- **P4 – Existing External Data Exchange Impacts Sub-project**
This sub-project is in the initiation phase and is on schedule.
- **P5 – Statewide Report Impacts Sub-project**
This sub-project is in the initiation phase and is on schedule.

COTS-P Infrastructure Program Progress:	July - 60%	100%
COTS-P Application Program Progress:	July - 2%	100%

Phase	<input type="checkbox"/> Initiate	<input type="checkbox"/> Planning	<input checked="" type="checkbox"/> Execute	<input type="checkbox"/> Close
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Schedule	Planned Start Date: 12/19/11	Planned Completion Date: 11/30/13
	Actual Start Date: 12/19/11	Actual Completion: TBD

Activities Completed	Impact/Value
✓ Application – Drafted Application Program Charter – Draft of program charter supporting five sub-projects was developed and sent out for review.	Defines all project objectives, deliverables, completion metrics and budget/schedule estimates required to complete the “Initiation Phase” and to start the “Planning Phase”.
✓ Application - Collected information on the working of JABS, the screens, data elements, source of data elements and documented.	Provides a baseline reference material for comparison if and when JABS application data sources change due to SC-CMS an INH design decisions/implementation.
✓ Application - Collected information on the statewide reports, the data elements used and the source of data elements.	Provides a baseline reference material for comparison if and when Statewide Reports data source change due to SC-CMS an INH design decisions/implementation.
✓ Infrastructure - P1 - Second draft review of the three (3) report deliverables.	Provides as assessment of the ISD Network Infrastructure’s capacity, performance and support current state. Provides a recommendation of network work required to resolve and current state service and support deficiencies.

✓ Infrastructure - P3 - Second draft review of the two (2) report deliverables.	Provides an assessment of ISD SLA current state and a recommendation to resolve any deficiencies. Provides a gap assessment of the SC-CMS project SLA requirements compared to the existing the ISD SLA baseline.
Activities Planned	Impact/Value
◦ Application - Draft Application Program Charter - Incorporate review comments, and obtain approvals from the sponsors and senior management.	Defines all project objectives, deliverables, completion metrics and budget/schedule estimates required to complete the "Initiation Phase" and to start the "Planning Phase".
◦ Application - Continued to collect information on the working of JABS, the screens, data elements, the source of data elements	Provides a baseline reference material for comparison if and when JABS application data sources change due to SC-CMS an INH design decisions/implementation.
◦ Application - Continued to collect information on the statewide reports, the data elements used and the source of data elements.	Provides a baseline reference material for comparison if and when Statewide Reports data source change due to SC-CMS an INH design decisions/implementation.
◦ Application - Get access to JIS Links similar to LexusNexus vendor for subject matter experts, solution architect to identify the mainframe screens, data elements.	Provides data for analysis and redesign.
◦ Infrastructure - P1 – Completion of the three (3) report deliverables.	Provides as assessment of the ISD Network Infrastructure's capacity, performance and support current state. Provides a recommendation of network work required to resolve and current state service and support deficiencies.
◦ Infrastructure - P3 – Completion of the two (2) report deliverables.	Provides an assessment of ISD SLA current state and a recommendation to resolve any deficiencies. Provides a gap assessment of the SC-CMS project SLA requirements compared to the existing ISD SLA baseline.
◦ Infrastructure - P4 – Execution Phase launch	Provides an assessment of ISD current Disaster Recovery (DR) state and a recommendation to resolve any deficiencies. Provides a gap assessment of the SC-CMS project (DR) requirements as compared to existing the ISD DR baseline.

Information Networking Hub (INH) Program Track

Reporting Period through July 31, 2012

Executive Sponsor(s) Vonnie Diseth, CIO/ISD Director	IT Project Manager: Dan Belles
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Business Area Manager: William Cogswell, Data & Development Manager (Interim)	Consultant/Contracting Firm: N/A
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Description:
The Information Networking Hub (INH) has been initiated as one of three separate Project/Program tracks. While the INH is being built to support the implementation of a Superior Court Case Management System (SC-CMS), it is also building a foundation for data exchanges with other COTS packages and local court systems.

The INH is the required future state architecture needed to support information exchanges between the JIS central database (new and existing) and local systems. This Project involves a core team of resources with the experience and knowledge of AOC systems, “as is” and the “to be” future state to support the building a robust enterprise architecture capable of exchanging messages from disparate systems with one common messaging standard.

The first phases of the INH project begin with the development of the Foundation components and Pilot Deployment of two services. Initially, the components of the INH will be developed in a sequencing priority based on the needs of the SC-CMS integration, but will continue to build on meeting the needs for other COTS applications and local systems in the future.

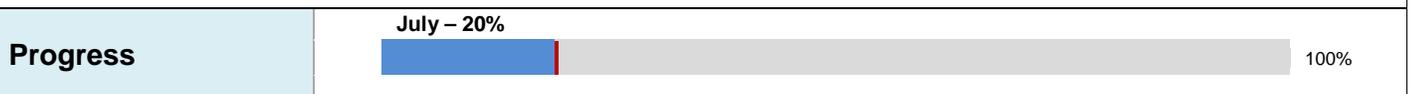
Business Benefit:

- Seamless integration of current and future as well as centralized and local applications that provides better customer experience
- Near real-time information exchanges through “publish-subscribe” mechanisms that facilitates the sharing of data and dramatically reduces duplicate data entry
- Modern architecture that aligns with latest technology trends to provide flexibility and the ability to deliver new customer requests in a timely manner
- A centrally managed data repository governed by data standards and quality
- A centralized security framework that can meet the needs for ensuring data is secure
- Enhanced customer interfaces to improve productivity, advance decision-making capabilities and aid in access to justice

Business Drivers	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 checked="" type="checkbox"/>	Manage the costs <input type="checkbox"/>	Increase organizational capability <input type="checkbox"/>	Regulatory compliance or mandate <input type="checkbox"/>

Current Status	Scope	<input checked="" type="checkbox"/>	Schedule	<input checked="" type="checkbox"/>	Budget	<input checked="" type="checkbox"/>
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Following a rebaselining of the project schedule, the planned completion date has changed from December 2012 to June 2014.



Phase	<input checked="" type="checkbox"/> Initiate	<input checked="" type="checkbox"/> Planning	<input type="checkbox"/> Execute	<input type="checkbox"/> Close
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Schedule	Planned Start Date: July 2011	Planned Completion Date: June 2014
	Actual Start Date: July 2011	Actual Completion: TBD

Activities Completed	Impact/Value
✓ Completed design and functional specifications for Pilot Services - Get Person.	Provides design templates and factory model framework for the initial two Pilot services being put into production.
✓ Completed testing of the Get ADR and development of	Provides pilot service prototype, design templates, and factory

the Get Person Pilot services.	model repeatable processes.
✓ Continued business data requirements development and modeling work for the Enterprise Data Repository.	Provides a central database to store shared data that will be made accessible to the courts through data exchanges.
✓ Continued business analysis for data exchange services requirements to support the SC CMS rollout.	Provides detailed technical requirements needed to develop INH services and that will support the SC CMS integration.
✓ Completed INH Technical Data Exchange Strategy Document.	Provides tactical plan for implementing INH.
✓ Continued analysis of Data Quality automation requirements for INH.	Provides data quality framework required for INH services to ensure data captured by EDR is cleansed and managed to a standard format using automated tools.
✓ Updated baseline project schedules for middleware services and EDR to reflect current implementation strategy.	Provides baseline schedules showing preliminary tasks, durations, resources and timeline for planning and control.
✓ Held Inter-dependent project (SCDX, INH, SC CMS and COT Prep) coordination meetings.	Provides coordination among inter dependent projects where PMs can share risks, issues and dependent milestones to ensure all projects are working in sync.
Activities Planned	Impact/Value
◦ Prepare INH presentation for DMSC meeting	Provides update on INH to external stakeholders on project activities, schedule, future steps, risks and issues. Provides clarification on how INH is inter-related to SC CMS, COTS Prep and SC DX projects.
◦ Complete QA testing of the Get Person Pilot service	Provides pilot service prototype, design templates, and factory model repeatable processes.
◦ Continue work on business requirements and data model design for the EDR	Provides central storage for statewide shared data that can be shared with SC CMS and other court systems.
◦ Update project schedules for Middleware Services and EDR sub projects	Provides detailed list of tasks, durations, completion dates for managing schedule for both INH sub projects.
◦ Continue work on EDR data quality automation requirements for INH release 2	Provides requirements for data quality and cleansing mechanisms for use with the EDR in INH Release 2.
◦ Continue Inter-dependent project (SCDX, INH, SC CMS and COT Prep) coordination meetings	Provides coordination among inter dependent projects where PMs can share risks, issues and dependent milestones to ensure all projects are working in sync.

Vehicle Related Violations (VRV) Operational Readiness

Reporting Period through July 31, 2012

Executive Sponsor
Data Management Steering Committee
Rich Johnson, Chair of Committee

IT Project Manager:
Michael Walsh
Michael.walsh@courts.wa.gov
360-705-5245

Business Area Manager
Tamra Anderson, Data & Development Manager

Consultant/Contracting Firm:
N/A

Description: 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.

Business Benefit: 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.

Business Drivers	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"/>

Current Status	Scope	<input checked="" type="checkbox"/>	Schedule	<input checked="" type="checkbox"/>	Budget	<input checked="" type="checkbox"/>
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Status Note: The Department of Enterprise Services conducted a JINDEX kick-off meeting on June 20th for the Tier 2 group. A tentative schedule was distributed and the on-boarding partners are engaged in working to meet the schedule. JINDEX on-boarding testing is scheduled for July 16, followed by the production readiness approval on July 18.



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

Activities Completed	Impact/Value
✓ JINDEX QA testing and production state readiness assessment completed.	Once completed Tier 2 partners have the green light to complete VRV functional end to end testing and user acceptance.
Activities Planned	Impact/Value
° Individual court user acceptance testing.	VRV functional end to end testing and user acceptance.
° Start processing VRVs for Tacoma, Fife, and Lynnwood.	This would complete the on boarding activities for Tier 2 and project activities for the VRV project.

Approved Project Status Reports

ITG #121 Superior Court Data Exchange								
Reporting Period Through July 31, 2012								
Executive Sponsor(s) Data Management Steering Committee <i>Rich Johnson, Chair of Committee</i>			IT Project Manager: Michael Walsh (360) 705-5245 Michael.walsh@courts.wa.gov					
Business Manager: Tamra Anderson, Data and Development Manager			Consultant/Contracting Firm: Sierra/Codesmart					
Description: The Superior Court Data Exchange project will deploy a Data Exchange that will enable all local court Case Management Systems to access the Superior Court Management Information System (SCOMIS) services via a web interface using a standard web messaging format. The project scope consists of deploying (63) web services that will be available to all local court Case Management Systems.								
Business Benefit: 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.								
Business Drivers	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 checked="" type="checkbox"/>	Regulatory compliance or mandate	<input type="checkbox"/>
Current Status	Scope	<input checked="" type="checkbox"/>	Schedule	<input checked="" type="checkbox"/>	Budget	<input checked="" type="checkbox"/>		
Status Notes:								
<ul style="list-style-type: none"> Increment 1 - SCDX Production Increment QA regression 1 testing in complete. Defect correction in progress. Increment 2 - SCDX web service delivery on schedule; 19/19 Web Services delivered. QA testing behind schedule. Adding testing resources and efficiency utilities to mitigate risk. Increment 3 - SCDX web services delivery on schedule; 9/12 web services delivered. QA testing scheduled to start 7/18. Increment 4 - Contract amendment in progress. First 2 of 13 web services are expected by Aug 1. 								
Progress	July – 65% <div style="display: flex; align-items: center;"> <div style="width: 65%; height: 10px; background-color: blue; margin-right: 5px;"></div> <div style="width: 35%; height: 10px; background-color: gray; margin-right: 5px;"></div> 100% </div>							
Phase	<input type="checkbox"/> Initiate	<input type="checkbox"/> Planning	<input checked="" type="checkbox"/> Execute	<input type="checkbox"/> Close				
Schedule SCDX	Original Start Date: 1/2/2011			Original Completion Date: 7/1/2012				
	Planned Start Date: 1/2/2011			Planned Completion Date: 2/28/2013				
	Actual Start Date: 1/2/2011			Actual Completion Date:				
Schedule Increment 1	Original Start Date: 8/29/2011			Original Completion Date: 1/31/2012				
	Planned Start Date: 8/29/2011			Planned Completion Date: 7/31/2012				
	Actual Start Date: 8/29/2011			Actual Completion Date:				
Schedule Increment 2	Original Start Date: 1/2/2012			Original Completion Date: 3/30/2012				
	Planned Start Date: 2/1/2012			Planned Completion Date: 6/20/2012				
	Actual Start Date: 2/1/2012			Actual Completion Date:				
Schedule Increment 3	Original Start Date: 6/12/2012			Original Completion Date: 11/2/2012				
	Planned Start Date: 6/12/2012			Planned Completion Date: 11/2/2012				
	Actual Start Date: 6/12/2012			Actual Completion Date:				

Activities Completed	Impact/Value
✓ One additional contract tester has been hired.	Accelerate the QA testing activities which are creating schedule problems.
Activities Planned	Impact/Value
◦ The AOC QA team will continue testing SCDX Increment 1 web services.	These are formal tests by the AOC to confirm that SCDX Increment 1 meets the AOC documented requirements.
◦ Re-run the SCDX performance tests in the AOC QA environment.	Provide an estimate of the SCDX performance that can be expected in production.
◦ Deliver the remaining web services for Increment 3.	Commitment by the contract with Sierra Systems
◦ Begin QA testing web services delivered as part of increment 2.	These are formal tests by the AOC to confirm that SCDX Increment 1 meets the AOC documented requirements.
◦ Implement testing utilities.	Improved testing process efficiencies and mitigate test schedule risks.
◦ Add additional testing resources.	Contract staff to augment testing team and mitigate test schedule risks.

Milestones Planned and Accomplished			
Milestone	Original Date	Revised Date	Actual Date
Complete SCDX Increment 2 Development	5/1/2012	6/8/2012	6/8/2012
SCDX Production Increment 1 Complete	1/31/2012	8/15/2012*	
Complete SCDX Increment 2	6/20/2012	9/30/2012	
Start SCDX Increment 3	6/12/12		6/12/12
Complete SCDX Increment 3	8/24/2012	11/2/2012*	
Start SCDX Increment 4	8/1/2012		
Complete SCDX Increment 4	12/12/2012		

*New or modified date

ITG #002 Superior Court Case Management System (SC-CMS) RFP

Reporting Period through July 31, 2012

Executive Sponsor(s) <i>Judge Laura Inveen, President</i> Superior Court Judges Association (SCJA) <i>Betty Gould, President</i> Washington State Association of County Clerks (WSACC) <i>Jeff Amram, President</i> Association of Washington Superior Court Administrators (AWSCA)	IT Project Manager: Maribeth Sapinoso, PMP IT Deputy Project Manager: Keith Curry Consultant/Contracting Firm: MTG (Management Technology Group) Bluecrane, Inc. Rich Wyde, Special Assistant Attorney General Business Manager Vonnie Diseth, AOC- CIO/ISD Director Dirk Marler, AOC-JSD Director
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Description: The Superior Court Case Management System (SC-CMS) Project is intended to procure and implement a software application that will enable the AOC to support the business functions of state superior courts and county clerks by acquiring and deploying a Superior Court Case Management System to all 39 Superior Courts in the state. The SC-CMS will specifically support calendaring and caseflow management functions, along with participant/party information tracking, case records and relevant disposition services functions in support of judicial decision-making, scheduling, and case management.

Business Benefits: The Superior Court Case Management (SC-CMS) will define requirements for and procure a case management system that (1) is consistent with the business and strategic plans approved by the JISC; (2) follows the JISC guidelines and priorities for IT decision making; (3) modernizes AOC technology; (4) works within planned technology architecture; (5) supports improvements in superior court operations; and (6) provides the opportunity and incentives to retire legacy systems such as SCOMIS.

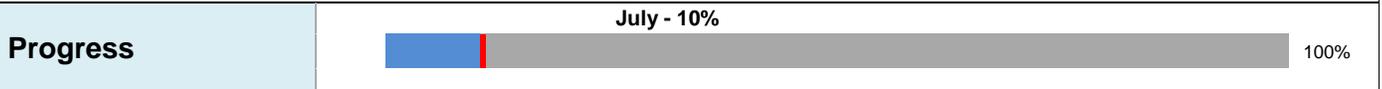
Business Drivers	Improve Decision Making <input type="checkbox"/>	Improve Information Access <input type="checkbox"/>	Improve Service or efficiency <input checked="" type="checkbox"/>	Manage Risks <input type="checkbox"/>
	Maintain the business <input type="checkbox"/>	Manage the costs <input type="checkbox"/>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

Current Status	Scope	●	Schedule	●	Budget	●
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Status Notes:

This project is currently in Phase I, RFP Development and System Acquisition. The planned and completed activities listed in this report are intended to support the following deliverables to support this phase or to support upcoming phases for this project:

- Plan and implement the procurement of a contractor to develop the Request for Proposal (RFP with an accompanying evaluation process and evaluation criteria for a new case management system.
- Complete processes and agreements required with the Attorney General's Office (AGO) to obtain the services of a Special Assistant Attorney General with expertise in negotiating contracts for the acquisition of complex information technology systems.
- Plan, implement and procure a contract for an independent and external Quality Assurance Professional.
- Develop the necessary business and technical requirements to be included in the RFP.
- Collaborate with the SC-CMS Project RFP Steering Committee to oversee the RFP development, acquisition process, review the past work performance of Vendors via on-site visits and contract finalization.



Project Phase	<input type="checkbox"/> Initiate	<input checked="" type="checkbox"/> Planning	<input type="checkbox"/> Execute	<input type="checkbox"/> Close
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Schedule	Planned Start Date: September 2011	Planned Completion Date: July 2018
	Actual Start Date: September 2011	Actual Completion Date: TBD

Activities Completed	Impact/Value
✓ A project brand was approved and published.	Provides a known and consistent recognition of project documents, communication, information through image and identity.

✓ The following project documents have been completed or drafted: An inter-dependency milestone schedule for SC-CMS, INH, COTS-P and SCDS; A Deliverable Expectation Document for the Schedule Management Plan; Communication Plan; Organizational Change Management Plan; various communication documents such as talking points, internal newsletter and FAQs; Project Governance Plan; Court User Workgroup Charter.	These documents lay the framework for project interaction and clearly define project expectations, tasks, and timeframes.
✓ An amendment to the RFP reflecting the changes in the acquisition schedule and the Pre-Proposal Conference were filed.	Communicates changes to the RFP to the vendor community for up to date/current information.
✓ The Pre-Proposal Conference was completed on July 11.	Opportunity for all prospective Vendors to request clarification or additional information necessary to assess the project and prepare a proposal.
✓ Vendor questions have been submitted and reviewed by the RFP Coordinator.	Analyzes opportunities for amendments and clarification to the RFP.
Activities Planned	Impact/Value
◦ Project Scheduler continues to track and update project schedule as required, includes incorporating CBO effort, expanding BA/Requirements work, Technical Lead, Data Quality Coordinator, Court Education Services to discuss milestones, deliverables, resource needs and integration points for the project schedule.	Keep project schedule current, activities, and dates relevant.
◦ Project Scheduler will finalize the Inter Project Dependency (SC-CMS, INH, COTS-P) schedule and report I preparation for August meeting with ISD staff.	Monitors and tracks impacts and risks to deliverables/milestones between the three project's interdependencies.
◦ Project Scheduler is targeting initial draft of the Schedule Management Plan by 7/30/2012.	Determines the criteria for developing and maintaining the actual project schedule, and represents a subsidiary of the project management as a whole.
◦ Continue to support of SCDX schedule, including attending weekly meeting with PM and Vendor.	Monitors and tracks impacts and risks to deliverables/milestones for the project's inter-dependencies.
◦ Deputy PM will continue to finalize the draft documentation of the overall governance structure for review by the RFP Steering Committee.	Satisfies the request and action item from the June 22 JISC meeting.
◦ The Technical Lead continues to draft the technical script scenarios for the Tier I and Tier II AOC and local court technical staff and JSD evaluation teams for review in August.	Prepares vendor for addressing the technical concerns and questions at the vendor demonstration.
◦ Business Analysts will forward Clerks' demonstration script scenarios to Court Administrators and Superior Court Judges.	Prepares for Vendor Demonstration and Agenda.
◦ Business Analysts continues to document the data necessary to run the scenarios and identify sources for data, e.g., court cases.	Provides historical tracking and traceability of requirements.
◦ OCM Team will complete the review of the Organizational Change Management (OCM) Plan.	Assess organizational risks around the SC-CMS effort, identify workforce and organizational impacts, develop clear and timely communications to project stakeholders, and determine the change readiness of the workplace and workforce.
◦ Obtain sponsor approval on Talking Points, Internal Newsletter, and FAQ document were reviewed by OCM and Project Team members.	Provides consistent messaging for the project to internal and external stakeholders.
◦ Publish internal newsletter and FAQ document.	Communicates project status and updates to internal and external stakeholders.
◦ Begin Stakeholder Engagement Plan which includes Court Readiness Assessment.	Provides a consistent management framework to identify and consult with stakeholders with current and proposed project activities.
◦ Launch updated SC-CMS Sharepoint (internal-facing) and Extranet (court-facing) web sites.	Streamlines communication more efficiently.
◦ Deputy PM will draft the following documents for the Project Management Plan: <ul style="list-style-type: none"> ◦ Project Risk Management Plan ◦ Project Issue Management Plan ◦ Project Change Management Plan 	Defines how the project is executed, monitored and controlled.

◦ CUWG Charter will be reviewed and vetted by the RFP Steering Committee.	Per JISC request that the CUWG charter be vetted before seeking required agreements and approvals.
◦ Finalize the distribution of the NCIC forms for the Tier I and Tier II evaluators.	Required Non-Conflict of Interest/Confidentiality form for reviewing Vendors' RFP proposals.
◦ RFP Coordinator will finalize evaluation guidelines with MTG.	Prepares for Evaluator training in scoring Written Proposals, Vendor Demonstrations, and Client On-Site Visits.
◦ OCM lead will draft and the external Project newsletter for OCM team to review.	Communicates project status and activities and promotes court community engagement.
◦ Send meeting invite to block out Tier I and Tier II calendars for when their time is required for the RFP evaluations.	Confirms commitment of Evaluators for the scoring of the Proposals, Vendor Demonstrations and/or Client On-Site Visits.
◦ PM continues to facilitate weekly Steering Committee Meetings, Project Team meetings, and Technical Team meetings and any ad-hoc project related meetings as necessary.	Keeps project team and stakeholders informed and updated of project activities and helps addresses and project related issues/concerns.
◦ PM, Deputy PM, and OCM lead continue to participate in the weekly CBO meetings.	Ensures CBO's objectives are aligned with the project.
◦ PM and Deputy PM continue to meet weekly with the INH PM, COTS-P PM and SCDX PM to discuss inter-dependency milestones and risks for all four projects.	Monitors and tracks impacts and risks to deliverables/milestones between the four project's interdependencies.
◦ PM continues to meet weekly (2:1) with Project Sponsors: Vonnice and Dirk .	Update progress and concerns with project sponsor.
◦ PM continues to meet 1:1 with CBO Manager.	Ensure both PM and CBO Manager are in sync with deliverables and goals of the project and opportunity to address and discuss project concerns, risks, and issues between the project and the CBO.
◦ PM continues to meet 1:1 with core team and Court Education Services Manager.	Discuss progress and concerns with team and stakeholders.

Milestones Planned and Accomplished

Milestone	Original Date	Revised Date	Actual Date or Status
Independent QA Begins	3/1/2012	3/12/2012	3/21/2012
Acquisition Plan Finalized	3/16/2012	4/30/2012	5/15/2012
Initial Draft of RFP Finalized	3/22/2012	5/25/2012	3/27/2012
RFP Steering Committee Approves RFP Final Draft	4/8/2012	5/29/2012	6/5/2012
JISC Begin Review of RFP	4/19/2012	6/6/2012	JISC RFP Briefings: Jun 13 or Jun 14 9-12pm or 1-4pm
JISC RFP Go/No Go Decision	3/2/2012	6/22/2012	GO 6/22/2012
RFP Published	4/19/2012	6/22/2012	6/22/2012
Response Evaluations Completed	9/14/2012	9/14/2012	
Vendor Demos Completed	10/19/2012	10/19/2012	
Onsite Visits Completed	12/7/2012	12/7/2012	
Notify ASV & Non-Awarded Vendors	1/22/2013	1/22/2013	
Selected Vendor Begins	4/15/2013	4/15/2013	
PHASE 1 COMPLETE	4/15/2013	4/15/2013	

ITG #045 Appellate Courts Electronic Document System (EDMS)

Reporting Period through July 31, 2012

Executive Sponsor(s) Appellate Courts Steering Committee Justice Debra Stevens, Committee Chair Vonnie Diseth, CIO/ISD Director	IT Project Manager: Bill Burke (360) 704-4024 bill.burke@courts.wa.gov
	Consultant/Contracting Firm: N/A
	Business Area Manager Tamra Anderson, Data and Development Manager

Description: The Appellate Courts Electronic Document Management System (EDMS) project will implement a common EDMS for the Appellate Courts (Courts of Appeal and Supreme Court) that will support the following:

- Interface to ACORDS
- Provide a web interface for external Court users and public
- Support eFiling of Court documents
- Implement an automated workflow for processing Court documents.

The JISC has requested a review of EDMS Vendor costs prior to awarding a contract to an EDMS Vendor.

Business Benefits: The project will implement an Appellate Courts EDMS that will improve the efficiency of document management for the courts. To achieve this objective, all Appellate Courts need to use the same EDM application(s). Some of the benefits that will be gained are:

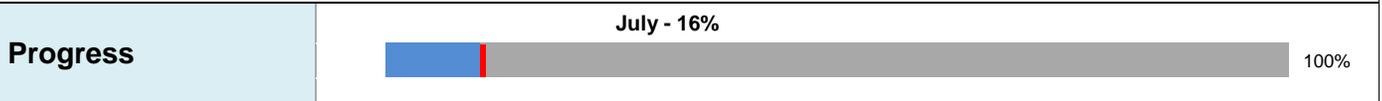
- Reduce the need and cost of converting paper documents to electronic documents
- Reduce the cost of storing hard copy official court documents
- Reduce the time of receiving documents through mail or personal delivery
- Reduce the misfiling of documents
- Eliminate staff time for duplicate data entry
- Reduce document distribution costs (mail, UPS, FedEx)
- Ability for cross court sharing/viewing of documents
- Reduce the time/cost of compiling documents since they will be digitally stored and will be searchable.

Business Drivers	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 checked="" type="checkbox"/>	Regulatory compliance or mandate <input type="checkbox"/>

Current Status	Scope	<input checked="" type="radio"/>	Schedule	<input checked="" type="radio"/>	Budget	<input checked="" type="radio"/>
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Status Notes:
Requirements elicitation and documentation are taking longer than expected. Also, the scope of the project changed with the JISC approval for this system to replace the current ACORDS system; those additional business and technical requirements are being incorporated.

Scope has been placed back in green status following last month's JISC approval on the proposed project scope change.



Project Phase	<input type="checkbox"/> Initiate	<input checked="" type="checkbox"/> Planning	<input type="checkbox"/> Execute	<input type="checkbox"/> Close
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Schedule	Planned Start Date: Aug 2011	Planned Completion Date: March 2013
	Actual Start Date: Aug 2011	Actual Completion Date: TBD

Activities Completed	Impact/Value
✓ Completed the draft AC-EDMS technical requirements and released them for Appellate Court stakeholder review on July 12. A formal review of the AC-EDMS technical requirements was held with the Appellate Court stakeholders on July 17. The AOC project team	These technical requirements are needed for the Appellate Courts EDMS RFP.

is revising the AC-EDMS technical requirements based upon the review.			
✓ Completed the AC-EDMS business requirements and released them for Appellate Court stakeholder review on July 20. A formal review meeting is scheduled for July 26 with the Appellate Court stakeholders to review these requirements.	These business requirements are needed for the Appellate Courts EDMS RFP.		
Activities Planned	Impact/Value		
◦ Revise the AC-EDMS technical requirements based upon the review meeting and release the revised AC-EDMS technical requirements.	These requirements are needed for the Appellate Courts EDMS RFP.		
◦ Conduct a formal review of the AC-EDMS business requirements on July 26.	These requirements are needed for the Appellate Courts EDMS RFP.		
◦ Continue work on developing the Appellate Courts EDMS Acquisition Plan.	This plan provides the details for the Appellate Courts EDMS acquisition.		
◦ Begin work on developing the AC-EDMS RFP.	Required to select an EDMS system and AC-EDMS implementation vendor.		
Milestones Planned			
Milestone	Original Date	Revised Date	Actual Date
Release Draft AC-EDMS Acquisition Plan for Review	7/27/2012	TBD	
Finalize AC-EDMS Business & Technical Requirements	8/3/2012	TBD	
Appellate Courts EDMS RFP Release	10/14/2011	TBD	
JISC Approval of Appellate Courts EDMS Vendor price	11/25/2012	TBD	
Appellate Courts EDMS Vendor Contract Award	11/25/2012	TBD	

ITG #009 Accounting in the Data Warehouse

Reporting Period through July 31, 2012

Executive Sponsor(s)
 Rich Johnson, Chair, Data Management Steering Committee
 Vonnie Diseth, CIO/ISD Director

IT Project Manager:
 Business Area Manager is providing backup

Consultant/Contracting Firm:
 N/A

Business Manager
 Tamra Anderson, Data and Development Manager

Description: This project is a result of the approval and prioritization of [IT Governance request 009 \(ITG 09\)](#). This request identified eleven reports that are either unworkable in the mainframe format or are new reports to be created.

Business Benefits: These reports will give the courts better tracking of accounting information, better budget and revenue forecasting, new or improved audit and operational reports, and the ability to answer accounting inquiries from other agencies.

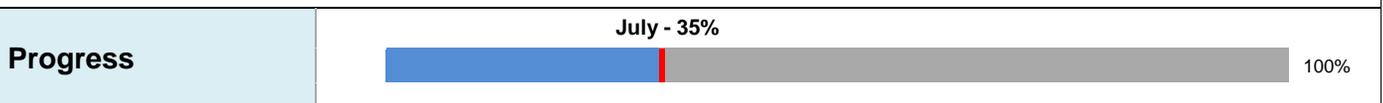
This is a multi-court level request, bringing value to both the Superior Courts and to the Courts of Limited Jurisdiction.

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

Current Status	Scope	<input checked="" type="radio"/>	Schedule	<input checked="" type="radio"/>	Budget	<input checked="" type="radio"/>
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Status Note:

The Planned Completion Date of this project was updated from January 2013 to January 2014 to accurately reflect the date noted in the project Charter.



Project Phase	<input type="checkbox"/> Initiate	<input type="checkbox"/> Planning	<input checked="" type="checkbox"/> Execute	<input type="checkbox"/> Close
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Schedule	Planned Start Date: August 2011	Planned Completion Date: January 2014
	Actual Start Date: August 2011	Actual Completion Date: TBD

Activities Completed	Impact/Value
✓ Released Report 5, "Monthly interest accruals associated with A/R type codes".	Provided new functionality for reporting.
✓ 2 nd review of Report 7, "Cases with A/Rs Paid-in-Full – INCLUDING TRUST".	Customer approval.
✓ Began first review of Report 6, "Remittance Summary by BARS codes"	Initial customer review
✓ Continue research and design of tables for Report 8-10 (ETL).	Provided data for requested reports.
✓ Re-designed of BOXI Universe to include new business requirements	Provided data for requested reports.
✓ Continue business analysis for Report 8 "A/R balance by type, A/R and payment aging" and Reports 9-10, collection reporting	Completed user requirements and approval.
✓ Reprioritized priority report and completed Project Schedule for accounting	Provided planning for customer's scheduling.
Activities Planned	Impact/Value
° 2nd Review of Report 6, "Remittance Summary by BARS codes".	Obtain user approval.

° Continue business analysis for report 8-10, "A/R balance by type, A/R and payment aging" and reports 9-10, collection reporting.	Complete user requirements and approval.
° Release new BOXI Universe.	Provide data for requested reports.
° Continue table design for reports 8-10 (ETL).	Provide data for requested reports.

ITG #041 Revised CLJ Computer Records Retention and Destruction Project

Reporting Period through July 31, 2012

<p>Executive Sponsor(s) <i>Judge Wynne, Chair</i> JISC Data Dissemination Committee (DDC)</p> <p><i>Judge Tripp, President</i> District and Municipal Court Judges Association (DCMJA)</p> <p><i>LaTrisha Kinlow, President</i> District and Municipal Court Management Association (DMCMA)</p>	<p>IT Project Manager: Kate Kruller, MBA, PMP IT Project Manager 360 704 5503 (o) 360 956 5700 (f) Kate.Kruller@courts.wa.gov</p>
<p>Business Area Manager: Mike Keeling, Operations Manager</p>	<p>Consultant/Contracting Firm: N/A</p>

Description: At the direction of the Judicial Information Services Committee (JISC), the Administrative Office of the Courts (AOC) is to remove the archiving requirement for certain courts of limited jurisdiction Records and, by extension, remove archiving of these records from the JIS applications. This request would see the records in the JIS applications “destroyed” at the same time the records are listed for destruction by the courts. This ITG request is a consolidation of requests 14, 15, 16, and 17. The requests were consolidated based upon analysis by AOC Information Services Division (ISD) technical experts.

Business Benefit: Purging these records would remove their visibility from the public website. Removal of the archiving requirement will eliminate the option for court staff to restore archive records. This request was generated based on the JISC adopting the recommendations of the JISC Public Case Search Workgroup on August 18th, 2010. The work detailed in this request will fulfill Recommendation #3 from the report.

Business Drivers	Improve Decision Making <input type="checkbox"/>	Improve Information Access <input type="checkbox"/>	Improve Service or efficiency <input type="checkbox"/>	Manage Risks x
	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"/>

Current Status	Scope	●	Schedule	●	Budget	●
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Status Note:

Part 1 will enhance the destruction of records process according to the business need specified by the JISC via Data Dissemination Committee (DDC), with process approval from the District and Municipal Court Judges’ Association (DCMJA) and the District and Municipal Court Management Association (DMCMA). The Stakeholder Community wants to establish a sound record destruction process for the appropriate records (which includes wiping out visibility of a record on the public website that should not continue to be visible).

Part 2 will remove move archive process for those same-type records that should be destroyed outright and never archived. That aspect of the issue, while a desired outcome, is a long-lead item involving un-archiving previously archived records (although it may not to cover as many records as originally called out in the request, because they were never archived).

High-Level Activity Summary:

- June 28 and June 29 - Project Manager scheduled and conducted two (2) ITG 41 Project Steering Committee meeting opportunities to review the Functional Requirements.
- July 12 - During the course of investigating and confirming previously established requirements, Project Team discovered information is at too high a level. More time and research is required by Business Analysts. A new project schedule estimate is underway.
- July 19 - Business Analyst will provide project with additional requirements gathering process details and schedule. Project may need to utilize the next incoming BA new hire with extensive court experience.
- July 19 - Also, Court-experienced Business Analyst has rotated off the project to join SC-CMS. Project now lacks a court-experienced BA to provide quality assurance to the more detailed requirements gathering process.
- July 20 – Project Manager reported project risk:
 - 1. Functional Requirements Reviewed. Project requirements gathered indicate original Phase 1 and Phase II work is not organized logically to the work that needs to be performed. Detailed case examples show exceptions to guidelines approved. Translates to much greater business analysis work and developer work

that originally estimated. Those disciplines requesting a different logical re-organization (i.e. project roadmap) to project work.

- Charter underway to form agreements between AOC and Steering Committee in this regard
- July 20 – Project Manager reported new two-fold project risk:
 - 1. Additional Requirements Gathering time is needed
 - 2. Proper transition to substituted Business Analyst - plus potentially a need for additional support from a court-experienced BA. Risk Impact is on Resource Demand and Schedule.
- Aug 8 – Project Team meeting to address project approach and schedule update.
- Aug 9 – Project Manager updates schedule and produces MS Project version of schedule for Clarity team.
- Sep 7 – Project Team reviews first draft of Project Charter.
- Aug 10 – Business Analyst process steps and matching schedule dates to stabilize requirements gathering needs for project.
- Aug 10 – Project Manager schedules next Steering Committee meeting.
- Sep 14 – Project Manager communicates to Steering Committee regarding (1) new project approach/re-organization in planning stages; (2) schedule update underway; and (3) need for more business analysis to obtain additional requirements detail.

Target is to re-organize the project, get charter approval and run the requirements documents through the Steering Committee (made up of representatives from the JISC’s Digital Dissemination Committee [DDC], the District and Municipal Court Judges’ Association [DMCMA] and the District and Municipal Court Management Association [DMCMA]). When the Steering Committee approves, then approval of the committee and association memberships will be sought, respectively, via their leadership (Chair or President).



Project Phase	<input checked="" type="checkbox"/> Initiate	<input type="checkbox"/> Planning	<input type="checkbox"/> Execute	<input type="checkbox"/> Close
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Schedule	Planned Start Date: (Previous efforts: Circa 2006; August 2010) Current effort: April 23, 2012	Planned Completion Date:
	Actual Start Date: April 23, 2012	

Activities Completed	Impact/Value
✓ Assigned Business Analyst to update and review requirements with steering committee input.	Project Management Institute Initiation Process – Requirements Gathering
✓ Scheduled Project Steering Committee and Business Analyst for first Functional Requirements review (online session).	Project Management Institute Execution Process – Requirements Gathering
✓ Established DDC/DMCJA/DMCMA process for evaluating Functional Requirements Document (FRD).	Synchronize efforts within professional organization to assemble a representative steering committee for project oversight. Work with key stakeholder group to determine project deliverables, review and approval cycles.
✓ Conducted Steering Committee Functional Requirements review - Meet with AOC DDC, DMCJA and DMCMA members of the Steering Committee.	Project Management Institute Initiation Process – Stakeholder Identification
✓ Business Analyst assigned to update and review requirements with steering committee input.	Project Management Institute Initiation Process – Requirements Gathering
Activities Planned	Impact/Value
○ Schedule Project Steering Committee and Business Analyst for second Functional Requirements review (online session).	Project Management Institute Execution Process – Requirements Gathering
○ Steering Committee Functional Requirements review. Meet with AOC DDC, DMCJA and DMCMA members of the Steering Committee.	Project Management Institute Initiation Process – Stakeholder Identification
○ Build Charter – Project Schedule (dependent on Stakeholder Identification deliverable).	Project Management Institute Initiation Process – authorize project manager to work project initiation documentation
○ Schedule Project Steering Committee and Business Analyst for second Functional Requirements review (online session), if necessary.	Project Management Institute Execution Process – Requirements Gathering

◦ Schedule Functional Requirements Review DDC, DMCJA and DMCMA Organization/Associations membership for review via association leaders.	Project Management Institute Execution Process – Requirements Gathering
◦ Publish Functional Requirements to DDC, DMCJA and DMCMA Organization/Associations membership for finalization via association leaders.	Project Management Institute Execution Process – Requirements Gathering
◦ DDC, DMCJA and DMCMA association leaders confirm Functional Requirements approved.	Project Management Institute Execution Process – Requirements Gathering
◦ Conduct Non- Functional Requirements Document (NFRD) Review and Update.	Project Management methodology documentation to establish expectations in the area of Project Initiation.
◦ Update SharePoint Site w/ any new or updated project document.	Streamlines project communication.
◦ Project Manager will draft the following documents for the Project Management Plan: <ul style="list-style-type: none"> ◦ Project Risk Management Plan ◦ Project Issue Management Plan ◦ Project Change Management Plan 	Defines how the project is executed, monitored and controlled.
◦ Project Manager continues to facilitate Steering Committee Meetings, Project Team meetings, and Technical Team meetings and any ad-hoc project related meetings as necessary.	Keeps project team and stakeholders informed and updated of project activities and helps addresses and project related issues/concerns.
◦ Project Manager continues to meet with Project Sponsors Mike Keeling and Project Team.	Update progress and concerns with project sponsor.

Milestones Planned

Milestone	Original Date	Revised Date	Actual Date
Part 1 - Enhance Destruction of Records Process			
Stakeholder Identification	5/23/2012	6/1/2012	
DDC, DMCJA and DMCMA Organization/Associations leadership agreement on approach	5/25/2012	6/8/2012	
Project Steering Committee formed	6/8/2012	6/8/2012	
Proposed Draft of Functional Requirements	6/1/2012	6/8/2012	
Functional Requirements Review - John Bell	6/8/2012	6/8/2012	
Functional Requirements Review - Steering Committee	6/15/2012	7/10/2012	
Functional Requirements Review DDC, DMCJA and DMCMA Organization/Associations Review	6/22/2012	7/10/2012	
Proposed Non-Functional Requirements	TBD		
Developer changes to JIS	TBD		
QA Test update JIS process	TBD		
Steering Committee recommendation to DDC, DMCJA and DMCMA Organization/Associations	TBD		
DDC, DMCJA and DMCMA Organization/Associations approval via Leadership confirmation	TBD		
JISC Update	TBD		

ISD Operational Area Status Reports

Operational Area: IT Policy and Planning

William Cogswell, ISD Associate Director

Through July 31, 2012

Includes: Governance, IT Portfolio, Clarity support, Business Relationships, Service Delivery, Vendor Relations, Resource Management, Release Management and Organizational Change / Communications teams

Description: The IT Policy and Planning 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
<u>Portfolio Coordinator</u>	
<ul style="list-style-type: none"> ✓ Participated with team to document processes in Clarity for project management. 	Documented processes will help ensure timely, accurate and complete data in Clarity which will provide reliable data for decision making around resource capacity, investment scheduling, project tracking, etc.
<ul style="list-style-type: none"> ✓ Participated with team to enter high-level project schedules into Clarity for INH, COTS, EDMS, SC-CMS and SCDX approach to project tracking. Met with PMs to discuss approach 	Will provide an interim means for inputting high-level project schedule data into Clarity to produce more meaningful information on project schedules, status and tracking.
<ul style="list-style-type: none"> ✓ Completed 2 reviews of the biennial IT Portfolio Report – Policy & Planning and ISD Management 	Biennial IT Portfolio Report informs stakeholders of current and planned IT investments.
<u>Service Delivery</u>	
<ul style="list-style-type: none"> ✓ Nothing significant to report due to vacation for half of the month. 	N/A
<u>Organizational Change Management</u>	
<ul style="list-style-type: none"> ✓ The duties of this position have been temporarily assigned to two staff until a replacement is found for this position (scheduled for September 1, 2012) 	This position is responsible for creating and implementing strategies to manage the “people side” of change within ISD.
<u>Clarity Administrator</u>	
<ul style="list-style-type: none"> ✓ Continued Clarity support. 	Improves data quality in Clarity.
<u>Resource Coordinator</u>	
<ul style="list-style-type: none"> ✓ Participated with team to continue document processes in Clarity ✓ (ongoing) 	Documented processes will help ensure timely, accurate and complete data in Clarity resulting in reliable data for decision making around resource capacity, investment scheduling, project tracking.
<ul style="list-style-type: none"> ✓ Participated with team to enter high-level project schedules into Clarity for INH, COTS, EDMS, SC-CMS and SCDX. The Clarity team updates status weekly based on most current project schedule. 	Will provide an interim means for inputting high-level project schedule data into Clarity to produce more meaningful information on project schedules, status and tracking.
<ul style="list-style-type: none"> ✓ Obtained and distribute training materials, set up video conferencing for the three day BA Business Rules training and conduct a follow up survey. 	Cost effective and efficient method to deliver state of the art techniques presented by well qualified experts.
<ul style="list-style-type: none"> ✓ Coordinated Staff Services appreciation event. 	Promote a sense of team and improve morale by recognizing and celebrating the extra effort put forth by the Staff Services Team during a recent reorganization.
<ul style="list-style-type: none"> ✓ Assisted with screening applications, developing questions, participating on interview panel and reviewing personnel file for the Administrative Secretary. 	Hire the best candidate to backfill the temporary Administrative Secretary position.
<ul style="list-style-type: none"> ✓ Participated on Interview panel for the Organizational Change Coordinator. 	Hire the best candidate to temporarily backfill the vacant Organization Change Coordinator.
<ul style="list-style-type: none"> ✓ Started process to obtain work schedule/shift information from managers and HR and enter into the Clarity Calendar. 	Allow managers, PM and Resource Coordinator to more accurately predict resource availability during core business hours.
<u>Business Liaison</u>	
<ul style="list-style-type: none"> ✓ Visited courts of limited jurisdiction in Eastern Washington. 	Visiting courts in person provides the direct connection with our customers who we do not reach through association meetings and other contacts.
<ul style="list-style-type: none"> ✓ Worked on development of comprehensive JIS policies and 	Having consistent and integrated JIS and ISD policies

standards, as well as coordination with ISD policies.	will guide ISD staff and court stakeholders in the IT governance process and ISD operations.
✓ Continued liaison work on Vehicle-Related-Violations and other IT Governance implementation projects.	Ensuring that customer needs are taken into consideration and customers are informed about the progress of projects.
✓ Staffed JISC and ISD work groups developing a policy and standard for approval of local case management systems.	Having consistent policies and standards for JISC approval of local case management systems ensures that courts have the flexibility to develop solutions that meet their needs while ensuring the integrity of statewide data.
✓ Reported status of AOC activities and progress on projects to associations, boards, and commissions.	Communicating status of AOC activities and gathering feedback from the court community provides an opportunity for increased communication and understanding with our customers.
✓ Coordinated activities and communication with JSD staff for court community meetings.	Good cross-division communication and coordination ensures consistent customer communication and better responsiveness to our customers.
✓ Communicated ITG and other projects' status and addressed stakeholder concerns at association meetings.	Direct communication and interaction with broader customer groups increases their understanding of ISD services and activities, and builds trust in AOC.
✓ Worked with Judicial Services Division staff, courts, and Department of Licensing staff on numerous issues related to drivers' records.	Working with the courts and agencies involved to ensure that violations are accurately reflected on drivers' records.
✓ Began draft of the database design ISD policy and standard.	Documents the scope and process of the database design review team in a formal structure.
✓ Split draft policy 10.44 policy into two policies (Using Quality Assurance for Compliance to IT Project Standards and Quality Assurance Testing). Handed work over to QA to complete.	Clarifies the draft policy as two separate topics, which are addressed individually.
✓ Finalized DOL paper ticket flow documentation. Participated in meeting with DOL to discuss and resolve paper ticketing process problem.	Provides AOC with DOL process information for a better understanding of the issues related to the process.
✓ Continued participation in EDMS project meetings; reviewed EDMS project documents and provided feedback.	Help deliver a product that will meet the Court of Appeal's business needs.
✓ Provided ISD update to AOC Court Education Services.	Creates communication bridge between ISD and CES; coordination between the Sections should streamline processes (such as the ISD External Communication process).
✓ Drafted and published ISD Communicates announcing new ISD policies.	Creates awareness of new policies, where they are located, who should use them, and when they should be used.
✓ Updated policy tracking sheet.	Manage progress of ISD policy work.
✓ Worked with SC-CMS project team, SC-CMS internal sponsor team, RFP Steering Committee and CBO Project team for the new superior court case management system.	Ensuring that the customer's concerns and ideas are included in the SC-CMS project will help to deliver a solution that meets the customers' needs.
✓ Provided updates and reports to associations on IT activities relating to superior courts and appellate courts.	Continued communications help customers to understand better the activities in ISD and for ISD to get valuable feedback to better meet the customer needs.
✓ Distributed communications on the SC-CMS project to all stakeholders.	Delivering communications and messages to the customers keeps them informed and improves credibility, transparency and trust.
✓ Worked on presentation for upcoming DMSC committee.	Provide staffing and support for committees and groups to effectively carry out their decision processes..
✓ Worked with AOC staff to develop internal process for managing feedback and engagement with court community groups.	Responding to customer needs improves relations and provides customers with the thing they need to effectively do their jobs in the courts.
✓ Worked with OCM team to establish and prepare communications around organizational change management.	Delivering communications and messages to the customers keeps them informed and improves credibility, transparency and trust.
<u>Vendor Relations</u>	
✓ Continued developing specific scoring formulas for procurement evaluation for SC-CMS RFP.	Mitigate project risk through thorough vetting of evaluation scoring methodology.
✓ Worked with PM on the development of the preliminary draft acquisition documents for the Appellate Court Enterprise Content Management (EDMS) solution; also provided guidance on the same.	Establish and implement ISD acquisition standards; Mitigate project risk through Vendor communications.

✓ Administered documentation and information provided in RFP Document site for SCCMS RFP review.	Establish and implement ISD acquisition and contract standards; Create transparency of acquisition process for both internal and external stakeholders.
✓ Coordinated development, design and management of FTP site for SC-CMS Vendor Proposals for offsite access to evaluators.	Establish and implement ISD acquisition and contract standards; Create ease in access of proposals for offsite evaluators.
✓ Designed and began draft evaluation training for SC-CMS RFP.	Establish and implement ISD acquisition and contract standards; Create ease in access of RFP training materials.
✓ Provided contract guidance and complete resolution for performance issues with Vendor related to Superior Court Data Exchange project.	Mitigate project risk through Vendor communications; Manage Vendor relationships and performance for ISD.
✓ Leveraged administrative staff resources for logistics of SCCMS RFP evaluation activities.	Leverage existing administrative resources allowing VRC and PM to focus on internal RFP review and resolution process.
✓ Began recruitment process for non-perm assistant for VRC.	Provide direct support to VRC: aid in establishing Vendor Relations framework within ISD, assist in development and delivery of program training to ISD.
✓ Continued development work on evaluator scripts in a collaborative manner with SC-CMS stakeholders.	Establish procurement value for strong stakeholder buy-in of SC-CMS evaluation process.
✓ Negotiated with Vendor (CA) for cost savings for new Clarity license purchase and software maintenance.	Support ISD in the resolution of product applications with high criticality to AOC; Leverage state buying power; establish budget allocations for future years using cost saving methods during negotiations with Vendor.
✓ Published amendments and Question & Answer Document for SC-CMS RFP per published schedule.	Establish thorough communications with Vendor community through the use of multiple advertisement resources; Leverage multiple advertisement methods to encourage strong competition for AOC procurements.
✓ Worked in cooperation with external QA Consulting firm (Bluecrane) for SC-CMS RFP.	Establish timely communications in response to inquiries regarding procurement process; Work collaboratively with other ISD staff to provide correct information.
✓ Managed Work Request DES 12-146/AOC 12-01 urgent need for three (3) Quality Assurance Testers.	Leverage state procurement resources for expedited fulfillment of temporary staffing needs; Managed onsite candidate interviews; Provided communication updates with Vendors who submitted responses.
✓ Completed Sole Source justification for new On-Call contract with MTG Management Consultants.	Retain Subject Matter expertise regarding AOC IT projects, while ensuring compliance to state procurement rules and policies.
✓ Held Pre-Proposal RFP Vendor Conference for SC-CMS.	Establish communications with Vendor community to identify potential contract and/or procurement issues related to SC-CMS RFP.
✓ Debriefed RFP Steering Committee on Pre-Proposal Vendor Conference for SC-CMS.	Maintain open communications with RFP stakeholders.
✓ Debriefed RFP Internal Sponsor Committee on Pre-Proposal Vendor Conference for SC-CMS.	Maintain open communications with internal sponsors and other AOC interested parties.
✓ Processed two Change Requests and three amendments for contracted SCDX project.	Maintain Vendor confidence in agency capabilities in meeting pre-determined deadlines.
✓ Managed contract compliance (i.e., background check, insurance certificate, etc.) with WR awarded Vendors.	Establish strong relationship with new Vendors following contract award(s); Establish role and responsibilities of ISD Contract Administrator with newly awarded Vendors.
Activities Planned	
Impact/Value	
<u>Portfolio Coordinator</u>	
◦ Complete 2 more reviews of the IT Portfolio Report and publish by 8/31.	Biennial IT Portfolio Report informs stakeholders of current and planned IT investments.
◦ Continue documenting Clarity procedures to support resource management, project scheduling, project status reporting, etc.	Repeatable processes in Clarity will streamline the effort among the various workgroups and improve data quality.
◦ Enter Courts of Appeal application portfolio into Clarity PPM.	Better understanding and visibility of applications that are maintained in the portfolio for investment decision making.
◦ Update web application portfolio in Clarity PPM.	Better understanding and visibility of applications that are maintained in the portfolio for investment decision making.

<ul style="list-style-type: none"> ◦ Update data exchange portfolio in Clarity PPM. 	Better understanding and visibility of data exchanges that are maintained in the portfolio for investment decision making.
<ul style="list-style-type: none"> ◦ Begin drafting IT Portfolio Management policies and procedures. 	Controls around the ITPM process will ensure consistency and quality of information.
<u>Service Delivery</u>	
<ul style="list-style-type: none"> ◦ Work toward rapid approval of ITG 079 – WRO Screen Change Under Bail Options. 	Enable this effort to be included with two ITG requests that are being restarted.
<u>Organizational Change Management</u>	
<ul style="list-style-type: none"> ◦ The position is currently vacant and the duties have been distributed between the Resource Coordinator and a Business Liaison. 	N/A
<u>Clarity Administrator</u>	
<ul style="list-style-type: none"> ◦ Clarity Process and MSP Integration Validation <ul style="list-style-type: none"> ◦ Document the project management process & Clarity input points. ◦ Test and document MSP integration with Clarity following the application of 12.1.1.5 and 12.1.1.6 patches. 	<p>Defines process for PMs and defines expectations for input into Clarity.</p> <p>Defines/Documents the behavior of schedules shared between Microsoft Project and Clarity.</p>
<ul style="list-style-type: none"> ◦ Provide continued Clarity Support. ◦ Continue documenting custom reports. 	Provides PMs and FMs with additional tools for assessing project and application progress.
<ul style="list-style-type: none"> ◦ Clarity / MSP integration 	<p>Continue testing of the CA integration patch.</p> <p>Review/Create documentation supporting PM process surrounding PM involvement and scheduling around Clarity.</p>
<ul style="list-style-type: none"> ◦ Document the Bi-Weekly Status Report generation process and develop training materials. 	This is the first step in moving the PMO to use of the BWSR as the standard reporting option for reporting project status.
<ul style="list-style-type: none"> ◦ Clarity Training. 	Work with CA to obtaining Clarity/MSP training.
<u>Resource Coordinator</u>	
<ul style="list-style-type: none"> ◦ Obtain and enter work schedule information in Clarity calendar. 	Allow managers, PM and Resource Coordinator to more accurately predict resource availability, particularly during core business hours.
<ul style="list-style-type: none"> ◦ Status projects and update Clarity weekly. 	Providing support to PMO and Clarity reflects more accurate data.
<ul style="list-style-type: none"> ◦ Continue to document Clarity procedures to support resource management, project scheduling, project status reporting, etc. 	Repeatable processes in Clarity will streamline the effort among the various workgroups and improve data quality.
<u>Business Liaison</u>	
<ul style="list-style-type: none"> ◦ Work on development of comprehensive JIS policies and standards, as well as coordination with ISD policies. 	Having consistent and integrated JIS and ISD policies will guide ISD staff and court stakeholders in the IT governance process and ISD operations.
<ul style="list-style-type: none"> ◦ Continued liaison work on Vehicle-Related-Violations and other IT Governance implementation projects. 	Ensuring that customer needs are taken into consideration and customers are informed about the progress of projects.
<ul style="list-style-type: none"> ◦ Staff JISC and ISD work groups developing a policy and standard for approval of local case management systems. 	Having consistent policies and standards for JISC approval of local case management systems ensures that courts have the flexibility to develop solutions that meet their needs while ensuring the integrity of statewide data.
<ul style="list-style-type: none"> ◦ Report status of AOC activities and progress on projects to associations, boards, and commissions. 	Communicating status of AOC activities and gathering feedback from the court community provides an opportunity for increased communication and understanding with our customers.
<ul style="list-style-type: none"> ◦ Coordinate activities and communication with JSD staff for court community meetings. 	Good cross-division communication and coordination ensures consistent customer communication and better responsiveness to our customers.
<ul style="list-style-type: none"> ◦ Communicate ITG and other projects' status and addressed stakeholder concerns at association meetings. 	Direct communication and interaction with broader customer groups increases their understanding of ISD services and activities, and builds trust in AOC.
<ul style="list-style-type: none"> ◦ Work with Judicial Services Division staff, courts, and Department of Licensing staff on numerous issues related to drivers' records. 	Working with the courts and agencies involved to ensure that violations are accurately reflected on drivers' records.

◦ Coordinate preparations for the September JISC meeting.	Ensures timely and consistent delivery of meeting materials.
◦ Complete work on the database design policy and standard.	Documents the scope and process of the database design review team in a formal structure.
◦ Work with QA to complete draft policy.	Creates a policy and standard for testing and quality assurance; documents ISD management's expectations regarding QA and testing.
◦ Work on creating presentation to ISD Leadership team regarding proposed JIS and ISD policy changes.	Educate ISD Leadership Team on reasons for proposed policy restructuring; gain AOC approval first before proposing changes to the JISC.
◦ Begin work on automating ISD External Communication Process.	Reduces time gathering reviews and approval of ISD external communication.
◦ Secure introduction to key stakeholders on the Gender and Justice Commission.	Will begin providing ISD Business Liaison support to the Gender and Justice Commission.
◦ Participate in project document reviews and meetings as a customer liaison.	Brings awareness of customer perspective to AOC activities; helps ensure that customer business needs are addressed.
◦ Continue work on presentation for DMSC.	Ensuring that we have the appropriate customer involvement and oversight on projects and programs helps to deliver solutions that meet the needs of the customers.
◦ Participate in developing data governance structure.	Providing a holistic view point into the data governance model has a broad impact across internal operations and external customer stakeholders.
◦ Assist with vetting the Demo Scripts for the SC-CMS project with the superior court judges.	Provide additional insight and help with coordination of materials, preparation and follow up related to the demo scripts for the judges.
◦ Staff DMSC and IT Governance Groups.	Provide staffing and support for committees and groups to effectively carry out their decision processes..
◦ Distributed communications on the SC-CMS project to all stakeholders.	Delivering communications and messages to the customers keeps them informed and improves credibility, transparency and trust
◦ Provided updates and reports to associations on IT activities relating to superior courts and appellate courts.	Continued communications help customers to understand better the activities in ISD and for ISD to get valuable feedback to better meet the customer needs.
◦ Participate in projects and programs as a customer liaison, providing a customer perspective.	Ensuring that the customer perspective is considered and heard on customer impacting projects is essential to delivering a solution that meets the needs of our customers.
<u>Vendor Relations</u>	
◦ Identify specific scoring formulas for procurement evaluation in coordination with MTG.	Mitigate project risk through thorough vetting of evaluation scoring methodology.
◦ Finish procurement process associated with Work Request including debriefings.	Maintain procurement integrity through proper execution of all procurement phases.
◦ Develop and deliver acquisition evaluation materials and training for SCCMS RFP.	Establish and implement ISD acquisition standards; Maintain open communications with evaluators; Establish standards for acquisition training in ISD.
◦ Continue drafting desk reference, work flows, etc. as related to Vendor Relations.	Establish standard practices and processes related to ISD Vendor Relations Management; Define expectations for use by PMO related to Vendor Relations roles and responsibilities.
◦ Continue recruit of non-perm assistant for VRC (open until filled).	Provide direct support to VRC: aid in establishing Vendor Relations framework within ISD, assist in development and delivery of program training to ISD.
◦ Provide contract guidance and complete resolution for performance issues with Vendor related to Superior Court Data Exchange project.	Mitigate project risk through Vendor communications; Manage Vendor relationships and performance for ISD.
◦ Continue to work on the development of evaluator scripts in a collaborative manner with SC-CMS stakeholders.	Establish procurement value for strong stakeholder buy-in of SC-CMS evaluation process.
◦ Continue to work on the development of the draft Contracts Management 101 training course.	Establish fundamental knowledge in ISD for applying due diligence to these obligations.
◦ Communicate RFP issues/concerns with SC-CMS Steering Committee regarding RFP decision points.	Mitigate project risk through Project team communications; Create well written RFP documents to establish Vendor opportunities to develop high quality proposals.

◦ Assist in the Appellate Court EDMS RFP.	Establish and implement ISD acquisition standards; Mitigate project risk through Vendor communications.
◦ Continue to leverage administrative staff resources for logistics of SC-CMS RFP evaluation activities.	Leverage existing administrative resources allowing VRC and PM to focus on internal RFP review and resolution process.
◦ Finalize recruitment and then train non-perm assistant for VRC.	Provide direct support to VRC: aid in establishing Vendor Relations framework within ISD, assist in development and delivery of program training to ISD.
◦ Continue to collaborate with PMO scheduler for scheduling of all ISD projects.	Establish and implement ISD acquisition and contract standards; Mitigate project risk through PMO communications.
◦ Develop SC-CMS RFP Amendments in coordination with project managers and AOC Sponsors.	Ensuring compliance to state procurement rules and policies; Ensure RFP modifications retain compliance to original project intent and scope.
◦ Develop SC-CMS RFP documents following published procurement schedule.	Effective communications with Vendor community establishing integrity of AOC procurement process.

Operational Area: Architecture & Strategy

Kumar Yajamanam, Architecture & Strategy Manager

Through July 31, 2012

Includes: Enterprise Architecture, Solutions Management and Business Analysis

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	Impact/Value
✓ The ART policy was adopted in July.	Policies communicate management's expectations and provide a framework for ISD activities.
✓ Provided EA perspective to the JIS Codes Committee in preparation for, and during, their monthly meeting.	The JIS Codes Committee reviews code requests against established guidelines. It prioritizes implementation of those which are approved.
✓ Finished technical requirements and provided inputs to RFP, in preparation for its release.	The EDMS will provide an Electronic Document Management System for the appellate courts.
✓ Solution Options, Recommendation, and Analysis for AOC leave system. Reviewed and Completed	IT Governance Requests are reviewed by A&S in coordination with Solution Architects and other IT experts to arrive at recommendations for deliberation by the OCB and decision/prioritization by the JISC.
✓ Scheduled review of the AC-EDMS requirements.	Architectural reviews are conducted for all technical work efforts with potential impact on the enterprise systems. These reviews ensure compliance with standards and alignment with the Future State Architecture.
Activities Planned	Business Value
◦ Review of the AC-EDMS (Appellate Courts' Electronic Data Management System) requirements are scheduled to occur in August.	Architectural reviews are conducted for all technical work efforts with potential impact on the enterprise systems. These reviews ensure compliance with standards and alignment with the Future State Architecture.
◦ Plan activities needed to complete the JIS Baseline Services. Working with Information Network Hub (INH) technical lead to rationalize services against the Baseline.	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.
◦ In July and August, standards to accompany the draft JISC Policy for Approval of Local Automated Court Record Systems are being developed. The draft standards address business process, data elements, data reporting, data security, technical requirements, integration requirements, and operational standards. The draft standards will be reviewed by appropriate JIS committee(s).	The standards are referenced by the JISC policy, providing guidance and conditions to support an individual court's efforts to implement a local automated system, while ensuring the integrity of data and information upon which all courts depend.
◦ The INH EDR Database will provide a data repository of information that needs to be shared between courts. The database design activities include the development of a Business Object Model, Logical Data Model and an Physical Data Model. The physical data model will be used to implement the database.	The INH EDR Database Design is a critical component in the integration of the existing JIS with the new SC-CMS.
◦ Implementation of RRC (Rational Requirements Composer) software has begun. Requirements-gathering is under way during July and August to ensure structuring of RRC for best support of AOC's SDLC process. Implementation needs for Enterprise Requirements are being assessed and submitted.	Enterprise Requirements Management provides the capability to re-use requirements and to improve standardization between projects. The resulting capability will expedite system development and reduce time to market for project delivery.
◦ Participate in the review and finalization of technical scripts for the on-site demonstration portion of the vendor evaluations.	Up to 4 vendors who reply to the RFP will be evaluated in product demonstrations to occur at the AOC and in site visits to vendor installations in other states.

<ul style="list-style-type: none"> ◦ To evaluate and determine the impact of SC-CMS and INH projects on the AOC JIS applications and services, identify the dependencies and changes required. 	<p>Identify the dependencies and changes to existing systems and applications which are absolutely essential to support implementation of SC-CMS and INH release 1 projects Design and Implement the changes to existing systems and applications to align with the implementation milestones of SC-CMS and INH release1.</p>
<ul style="list-style-type: none"> ◦ Doing technical evaluations on an ITG request for printing warrants. 	<p>IT Governance is the framework by which IT investment decisions are made, communicated and overseen.</p>

Operational Area: Infrastructure

Dennis Longnecker, Infrastructure Manager

Through July 31, 2012

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 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, 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
<ul style="list-style-type: none"> ✓ The next Disaster Recovery test is scheduled for September 21-22, 2012. We set our objectives and expectations for the next test. Staff continue to keep documentation/procedures current. 	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"> ✓ Completed the following Software/Hardware updates: <ul style="list-style-type: none"> • Replaced Batteries at the Enterprise UPS at the Supreme Court as the UPS was failing. 	Maintaining current and supported software levels ensures users are able to continue to work.
<ul style="list-style-type: none"> ✓ SPAM Filtering continuing to work well. During July we received approximately 1.4 Million emails. Of that 1.3 Million were SPAM e-mails (only 116,500 emails were valid). 	The California legislature found that spam cost United States organizations alone more than \$13 billion in 2007, including lost productivity and the additional equipment, software, and manpower needed to combat the problem. SPAM's direct effects include the consumption of computer and network resources and the cost in human time and attention of dismissing unwanted messages.
<ul style="list-style-type: none"> ✓ Installed Natural 8.2.2 and get ready for Maintenance/Operations testing. 	Current Version of Natural is unsupported by the vendor.
<ul style="list-style-type: none"> ✓ Installed new z/OS operating system and getting ready for Maintenance/Operations Testing 	Maintaining current and supported software levels ensures users are able to continue to work.
Activities Planned	Impact/Value
<ul style="list-style-type: none"> ◦ Continue Work on Disaster Recovery Planning. 	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"> ◦ Continue Hardware/Software/Firmware Upgrades on system components. 	Maintaining current and supported software levels ensures users are able to continue to work.
<ul style="list-style-type: none"> ◦ Start work on FY13 Equipment Replacement. 	Replace aged (5 year old) equipment with new hardware and operating systems.
<ul style="list-style-type: none"> ◦ Continue working on Natural 8.2.2. 	Current Version of Natural is unsupported by the vendor.
<ul style="list-style-type: none"> ◦ Continue working on the z/OS 1.13 Upgrade. 	Maintaining current and supported software levels ensures users are able to continue to work.
<ul style="list-style-type: none"> ◦ Upgrade the Supreme Court File Server. 	Replace aged (5 year old) equipment with new hardware and operating systems.
<ul style="list-style-type: none"> ◦ Upgrade Video Conferencing Hardware to supported platform. 	Replace aged (5 year old) equipment with new hardware and operating systems.
<ul style="list-style-type: none"> ◦ Continue work on MS Exchange Upgrade Planning. 	Maintaining current and supported software levels ensures users are able to continue to work.

Operational Area: Data & Development

Tamra Anderson, Data & Development Manager

Through July 31, 2012

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.

Activities Completed	Impact/Value
<u>Data Exchange Unit</u>	
✓ Completed Smoke test for SCDX Production Increment 1 services (second round) defect fixes from vendor.	Test results give us a baseline of the SCDX application's performance of defect fixes when deployed to QA servers.
✓ Deployed the SCDX Increment 1 (second round) defect fixes into QA.	QA testers could perform their QC for the SCDX application's data exchanges.
✓ Completed the Production Roll Out plan for SCDX Increment 1.	Helps in identifying all the players involved in deploying the SCDX application in Production. Helps in communication plan for the production roll-out as well as identifying the various tasks involved in deploying the SCDX application.
✓ Completed the NIEM IEPD development for the second INH Pilot web service (DOL ADR).	Helps in validating the INH Proof of Concept.
✓ Completed the design, development, and unit testing of the BizTalk application for the second INH Pilot services (DOL ADR driver record information search).	Validates the Proof of Concept for the INH project.
✓ Deployed the second INH Pilot services (DOL ADR) into QA.	QA tester could perform QC for the data exchange to validate and approve the POC for the INH project.
✓ Completed the clean-up and standardization tasks for the NIEM IEPD mappings for the remaining SCDX data exchange web services.	This will have a tremendous value for INH project as well as all other future DX projects performed in AOC.
✓ Worked with Pierce County IT group to clarify and troubleshoot test Certificate issues.	Helped Pierce County to get their side set-up correctly to connect with AOC.
✓ Worked with Pierce County Superior Court IT group to get them connected to AOC's DEV server.	Establishes a connectivity link between Pierce County and AOC to prepare for their Integrated functional testing.
✓ Deployed SCDX Increment 2 BizTalk application into DEV server.	Helps DEV be set-up and ready for deploying SCDX Increment 2 services into QA, when QA becomes available. Smoke test the BizTalk infrastructure changes for SCDX application in DEV before deploying in QA.
<u>Data Warehouse Unit</u>	
✓ Released Report 5, "Monthly interest accruals associated with A/R type codes".	Provide new functionality for reporting.
✓ 2nd review of Report 7, "Cases with A/Rs Paid-in-Full – INCLUDING TRUST".	Customer approval.
✓ Began first review of Report 6, "Remittance Summary by BARS codes".	Initial customer review.

✓ Continue research and design of tables for Report 8-10 (ETL).	Provide data for requested reports.
✓ Re--designed of BOXI Universe to include new business requirements.	Provide data for requested reports.
✓ Continue business analysis for Report 8 "A/R balance by type, A/R and payment aging" and Reports 9-10, collection reporting.	Complete user requirements and approval.
✓ Reprioritized priority report and completed Project Schedule for accounting.	Provide planning for customer's scheduling.
<u>Database Unit</u>	
✓ Review 9 sets of database designs related to change requests for various projects	ITG09 project - Support expanded reporting of Accounting data from the data warehouse. ASRA project - Superior Court Law table enhancement to manage Felony Class. INH Project – Stored procedure to return Person information
Activities Planned	
Impact/Value	
<u>Data Exchange Unit</u>	
◦ Deploy SCDX Increment 1 (10 exchanges) to Production (Tentative date is August 29, 2012).	Provides proven SCDX infrastructure in Production that can go live immediately. Helps in removing Increment 1 fro QA server to get ready for deploying Increment 2 into QA
◦ Prepare SCDX Increment 2 for QA deployment.	Helps the project get further in their QA testing of more SCDX web services.
◦ Conduct performance test for the DOL ADR INH Web service in collaboration with QA team.	Helps identify the timing requirements for ITG request for changing the Driver's License abstract Record JIS Screen information.
◦ Complete the design and unit testing for the second part of INH POC Pilot service (DOL ADR) and deploy the same into QA – Person Search.	Helps to validate the Proof of Concept for the INH design architecture as well as completing part of the work for the ITG request 108.
◦ Work on completing the Requirements and UML diagrams for INH web services.	Helps establish the starting point for NIEM IEPD development for those web services for the INH project.
◦ Prepare Dev environment for Pierce County's functional testing with SCDX application.	Helps Pierce County in their testing of SCDX web services.
<u>Data Warehouse Unit</u>	
◦ 2nd Review of Report 6, "Remittance Summary by BARS codes".	Obtain user approval.
◦ Continue business analysis for report 8-10, "A/R balance by type, A/R and payment aging" and reports 9-10, collection reporting.	Complete user requirements and approval.
◦ Release new BOXI Universe.	Provide data for requested reports.
◦ Continue table design for reports 8-10 (ETL).	Provide data for requested reports.
<u>Database Unit</u>	
◦ Support Database Design Review requests.	Change Management of database designs.
◦ INH Project support.	Participate on the Law Data design team.

Operational Area: Operations

Mike Keeling, Operations Manager

Through July 31, 2012

Includes: All application units; Web team, Java team, Legacy team, uniPaaS team, Data Exchange team and SharePoint

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.

Activities Completed	Impact/Value
✓ SharePoint 2010 Charter drafted and is being reviewed.	Ongoing project to improve document management and collaboration throughout agency.
✓ SharePoint 2010 development environment established.	Part of ongoing project referenced above
✓ Legacy - Completed Coding for HB 2302 and transferred to QA.	Meets legislative standard for tracking outcomes of DUI cases with Youth in Vehicle.
✓ Legacy – Completed Audit report for Spokane District Court to review and monitor activity of their local system.	Allows SPD to use a locally developed system to make docket entries freeing staff time.
✓ Legacy – Updated RCP screen to comply with changes to Criminal Rule of Limited Jurisdiction 3.2.	Supports accurate accounting when using transaction type BF.
✓ Legacy – End-dated the Finding Judgment code BF.	Supports changes to Criminal rule of Limited Jurisdiction 3.2
✓ Legacy – Modified Criminal Traffic laws to have the appropriate suggested bail amount.	Supports changes to Criminal rule of Limited Jurisdiction 3.2
✓ Legacy – Implemented cod NDA: Neg Dr2nd-VulnUserVct Alt Sent.	Allows tracking of compliance of a person who has the alternative sentence imposed.
✓ DX – Developed CaseSeal and CaseConsolidate java web services for SCDX increment 4.	Part of the SCDX project.
✓ JCS/ASRA – Migrated the test and training environments to AOC's new server infrastructure.	Will improve availability and performance of the training and test environments, and lay the groundwork for migrating the production system.
✓ ASRA – Completed the creation of the historical risk assessment database, representing more than 2.8 million individual assessments.	Will allow Research to validate the recidivism predictive value of the STRONG II assessment tool.
✓ JCS – Implemented a Defendant Case History report in production.	Eliminates the need for juvenile court users to access more than one system for managing their case load.
✓ WSP Dispositions – new release to accommodate new case disposition types 'GV' and 'GR' created by legislative action	Continue to evolve the application as business needs change.
✓ CAPS – new release to improve maintainability of application	Position application to rapidly respond to future business needs.
✓ WEB - Elementary, Middle, and High School lesson plans have been rewritten and recategorized and all need to be replaced on the Washington Courts website. There are 50 lesson plans being made available to the schools.	Lesson plans are provided, via the Judges in the Classroom program, to Elementary, Middle, and High Schools. The lesson plans, and the Judges in Classroom program, provide an increased understanding of the role of the justice system in our society, a foundation for improving civic skills, an ability to work within the legal system to settle grievances, and an understanding of the basis for rules.
✓ WEB -The COA3 needs a portal that will allow them to easily provide large documents to attorneys, prosecutors, etc. This portal will be modeled after the one created for COA2.	The Party Portal will make it easier for the Court to provide large documents to case participants.
✓ WEB - Juvenile Firearms Extract for DOL. Members of	In order to comply with RCW 9.41.047, the courts need to

the Washington State Association of County Clerks (WSACC) have asked that qualifying juvenile offender cases be included in the nightly extracts that report data to DOL-Firearms. Cases that qualify would be derived from the SCOMIS docket code NTIPF (Notice of Ineligibility to Possess Firearm).	notify DOL-Firearms when a Notice of Ineligibility to Possess Firearm has been recorded for a juvenile offender. Members of the Washington State Association of County Clerks (WSACC) have asked that this process be automated now that DOL is able to receive the data via their web service. Automating the process will save the courts time and make it easier for DOL to quickly load the information on their system.
✓ WEB - Emergency Court Closure. After the major storm resulting in many court closures a couple of weeks ago, Customer Services brainstormed some of the "Court Closure Notification" issues and came up with a potential improvement we'd like to pursue. It involves building and implementing a new web form for courts to fill out and automatically create and submit an eService Center Incident, much like the current "Manage JIS User ID" webform.	Saves time and improves communication for emergency court closures.
✓ WEB - Div 1 Upload. Build an upload utility for the Court of Appeals - Div 1. The utility will provide the court with a way to upload large files that need to be distributed to other courts, attorneys, prosecutors, etc.	Currently the court has to create discs containing large files and mail those discs to case participants. The upload utility will save the court time and money since they will no longer need to create discs or pay postage. They will also be able to get the documents to case participants in a timelier manner.
Activities Planned	Business Value
◦ Legacy – Support QA testing for HB 2302.	Meets legislative standard for tracking outcomes of DUI cases with Youth in Vehicle.
◦ Legacy – Uninstall VSAM Super File.	Saves maintenance hours, and eliminates duplicate data entry.
◦ Legacy – Resolved cross-court IOH problem.	Remedies the cause of out of balance issues which take many maintenance hours to correct. Also corrects the title of the reports.
◦ Legacy – Revise policies regarding Super User requirements and responsibilities.	Sets out clear expectations for Super Users which supports the security of our applications and data.
◦ Legacy – Change Audit report for Spokane District Court so that they can pick it up via FTP.	Allows SPD to pick up the file so that they can sort and format it to search for anomalies.
◦ Legacy – Implement case condition code ROW: Resolve Outstanding Warrants.	Fulfills codes committee request.
◦ DX – Fix a configuration setting on eTicketing BizTalk solution to correctly identify error conditions on Java Websphere side.	To detect errors in eTicketing processing early
◦ JCS/ASRA – Migrate production environment to AOC's new server infrastructure.	Will improve availability, reliability, and maintainability of these critical systems.
◦ JCS – Implement accounting display screens for juvenile offenders, similar to JIS.	Will allow juvenile court staff to assess juvenile diversion and restitution status within the JCS system, eliminating the need to log onto JIS for accounting data.
◦ ASRA – Implement an online version of the Defendant Case History (DCH) report.	Will allow users to more easily view an individual's in-state criminal history prior to performing a risk assessment.
◦ ETP - Release version 3.4.1 with two defect fixes and one legislative mandate change, due to be released in August	Improve reliability and adjust to evolving requirements as business needs change.
◦ WSP Dispositions – new release to accommodate new case disposition types 'GY' and 'GZ' created by legislative action	Continue to evolve the application as business needs change.
◦ SCDX - Development of Superior Court Data Exchange web services to receive updates to JIS from court-specific applications.	Allow easier customization and implementation of alternative ways of accessing JIS data.
◦ WEB - Washington State Aggression Replacement Training (WSART) App. Create a process that will allow the courts to enter information related to court	Courts and Research will be better able to track the progress of juveniles that are required to attend training. The

sponsored Aggression Replacement Training.	tool will also save the courts time as it will automatically generate rosters and keep probation counselors informed.
◦ WEB - Guardian Portal. Centralized repository for navigating various Guardian applications.	Provides a single entry point for all Guardian information, which will improve usability and ease of use.
◦ WEB - DX.COURTS.WA.GOV. A cohesive reporting portal for our customers to use for learning and configuration information to the data exchanges and web services they require.	Automating and redesigning portal to accommodate Superior Court Data Exchange services and allow automatic publishing by members of the data exchange team.
◦ WEB - Temple of Justice Centennial website. There is a Committee chaired by Justice Wiggins to set up a website for the Temple Centennial celebrations next year. Working with Wendy Ferrell as part of the committee.	Provides a website for the Temple of Justice Centennial celebration, which highlights the building, its history and the judicial happenings within.
◦ WEB - Presiding Judges Education Committee site. Creating a site that will display on both Inside courts and WA courts that will support the operational and educational needs of presiding judges.	Provides a single location for resources, training, and other important information for presiding judges within WA state.
◦ WEB - Board for Court Education website. Begin building a subsite, like the Gender and Justice site, which updates the Board for Court Education web presence.	Provide greater usability and organization for the Board for Court Education information online.

Operational Area: Project Management Office & Quality Assurance

Mike Davis, (PMO/ QA Manager)

Through July 31, 2012

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 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
<u>Project Work without Monthly Project Reports</u>	
✓ The PMO Process Project has completed a Scope Statement and is in the process of obtaining signatures.	This project will streamline processes and focus on institutionalizing processes with staff. Although there has been significant Transformation work accomplished, the PMO must now turn its attention to process clarification, changing behaviors and conforming to processes.
<u>Quality Control</u>	
✓ Completed testing for ETP production fix CQ 18624.	Ensure a successful upgrade of the ETP application for code changes.
✓ Began testing for ITG 49.	Ensure a successful upgrade of the Legacy application for ITG request.
✓ Completed testing for ITG #9 reports.	Ensure successful upgrade of Accounting reports for current phase of ITG #9.
✓ Continued SCDX project testing.	Ensure all affected applications are tested prior to release.
✓ Completed testing for JABS 5.2.	Ensure a successful upgrade of the JABS application for code changes.
✓ Completed testing for Legacy production fix RN 050726-000023.	Ensure a successful upgrade of the legacy application for code changes.
✓ Began testing for firewall security service.	Ensure a successful upgrade to firewall filters.
✓ Rational Requirements Composer upgrade.	Successful install and upgrade of RRC to Production server.



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